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## **Sustainable Mobile Agile Resilient Technology (SMART) Framework for Innovation©**

A citizen-centric holistic approach for digitally transforming a community into a Smart Community to address sustainability and resiliency issues for enhancing the quality of life of its citizens.

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**Enterprise Solutions, Inc.**

## Our Citizen-centric Holistic Approach to Building a Smart Community

The Sustainable Mobile Agile Resilient Technology (SMART) Framework© for Innovation provides a model and presents a citizen-centric holistic approach for transforming a community into a Smart Community. It addresses sustainability and resiliency issues through policy-driven technology solutions for enhancing the quality of life of its citizens. The SMART Framework© promotes the use of Information and Communication Technologies (ICT) to integrate a myriad of online services, websites, information portals, and workflows from the public, private, and academic sectors, into a policy-driven, mobile-based, and secure platform to service the needs of the citizens of a community. It also provides an effective platform for communication and collaboration for all stakeholders of a community.

### What Does SMART Framework© Aim to Do?

1. Provide a framework for streamlining the process of gathering, analyzing, and understanding the sustainability and resiliency issues of a community; help craft policies that will govern the digital transformation to a smart community; and use the elements of mobility, agility, and technology to tackle these issues.
2. Apply Policies as the driver for aligning the enablers of digital transformation to a community: **People, Process, and Technology**.

3. Apply policies and use the elements of mobility, agility, and technology to promote Triple Helix model, the collaboration of the public, private, and academic sectors, to foster economic and social development and promote transparency and collaboration with citizens leading to a Quad Helix (public, private, academic, and citizen) model for collaboration.

### What is the SMART Framework©?



### Sustainability

Sustainability issues vary widely from one community to another. From addressing healthcare problems such as affordable healthcare, COVID-19 pandemic etc.; to education challenges to ensure no one is left behind; to fighting poverty and hunger and eliminating inequalities; to addressing environmental degradation; the list goes on. Sustainability issues are easy to identify but difficult to address all at the same time for many reasons such as lack of resources and budget, inadequate infrastructure, political dynamics, etc. Our SMART Framework advocates looking at these issues holistically

while also emphasizing on citizen's needs and pain points to formulate and implement effective policies, strategies, sequencing and priorities to address these issues. The strategies and policies will serve as drivers to implement technology solutions for improving the quality of life of citizens in communities.

### **Mobility**

We realize that Smart Community transformation begins with bridging the digital divide to achieve digital inclusion. Digital inclusion must support citizen mobility to ensure the maximum reach of the government to its citizens. With the tremendous advancements in technologies such as Broadband High-Speed Internet, Cloud Technology and Mobile Technology as well as since most citizens nowadays have mobile devices or smartphones, our SMART Framework© advocates the use of mobile technology to develop a single one-stop mobile app that integrates a myriad of services, information portals, and workflows from the public, private, and academic sectors tailored to meet the needs of citizens. Citizens don't need to search for websites that have multiple layers of web pages just to find the information or service they need. The service or information could be literally handed to them through a mobile device on a just-in-time basis with the appropriate built-in intelligence.

### **Agility**

We realize that community environment is fluid and dynamic with so many challenges and competing priorities. Citizens require and demand accurate and disparate community information to go about their daily lives but to obtain this information poses a challenge with

many communities. The most common complaints of citizens, especially the elderly, is the challenge in accessing and navigating through layers of pages within a website just to find the information or service they need. In most cases, after a few minutes of surfing the web and not finding what they need, they give up and do not return to the website. We recognize these challenges and through our SMART Framework©, we emphasize on Agility to respond quickly to citizen demands where information can be captured or created, normalized, and assembled for accuracy, and disseminated to the citizens quickly and efficiently. We also advocate the use of mobile technology to implement a single one-stop mobile app for the community to serve as an effective tool for information dissemination, integrated services, communication and collaboration between government and citizens.

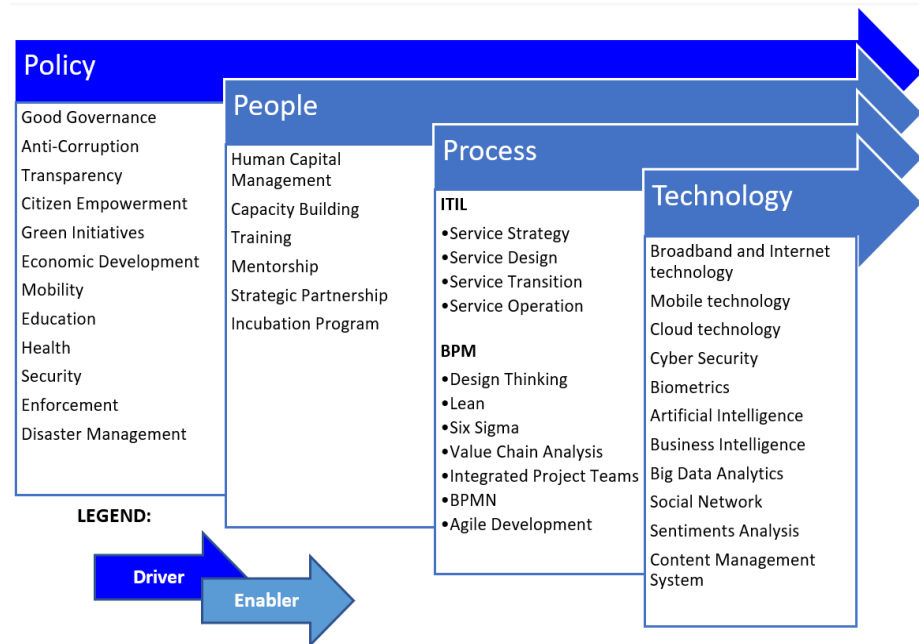
### **Resiliency**

Resiliency issues, like sustainability issues, varies from one community to another. Many communities are prone to climate change or natural disasters such as storms, floods, fires, and earthquakes while others are prone to chronic stresses such as high unemployment, inefficient public transportation systems, etc. Resiliency issues are easy to identify but difficult to address all at the same time for many reasons such as lack of resources and budget, inadequate infrastructure, political dynamics, etc. Our SMART Framework©'s approach to tackling resiliency issues is similar to our approach on sustainability issues, taking a holistic approach with significant emphasis on citizen's needs and pain points to come up with strategies and policies to implement technology solutions for improving the quality of life of citizens in communities.

## Technology

Our SMART Framework© puts significant emphasis not only on what technology to use but also on an effective framework on how to drive the technology resources and enablers for digital transformation. A subset of our SMART Framework© is our Policy-People-Process-Technology (3P+T) Framework©. We view Policy as the "driver" while People-Process-Technology are resource enablers for digital transformation. Formulation of policies, the "drivers for change" require in depth and holistic understanding of the issues leading to effect policies, strategies, sequencing, and priorities for solving the sustainability and resiliency issues set forth within our SMART Framework©. Our SMART Framework© provides a model for ensuring that the technology solutions to be designed, developed, and implemented will be in sync with the policies. Furthermore, we complement technology solutions with effective communication strategies to all community stakeholders to manage expectations and get buy-in from stakeholders of communities.

## [ Policy-People-Process-Technology (3P+T) Framework© ]



## Triple Helix Model: Collaboration of Public, Private, Academic Sectors

Promoting and fostering the collaboration of the public, private, and academic sectors to work together for improving the quality of life of the citizens of a community require catalysts that will clearly show the value proposition for each sector to move forward. Guided by the SMART Framework©, acquiring a holistic view and understanding of the issues and challenges of a city or community can serve as the initial catalyst for

**collaboration.** The holistic view should allow each sector to ascertain and evaluate its overall position in addressing community issues as well as help determine its interdependencies with the other sectors. The public sector leads the development of policies with significant input and collaboration coming from the private and academic sectors as well as citizens for implementing policy-driven technology solutions.

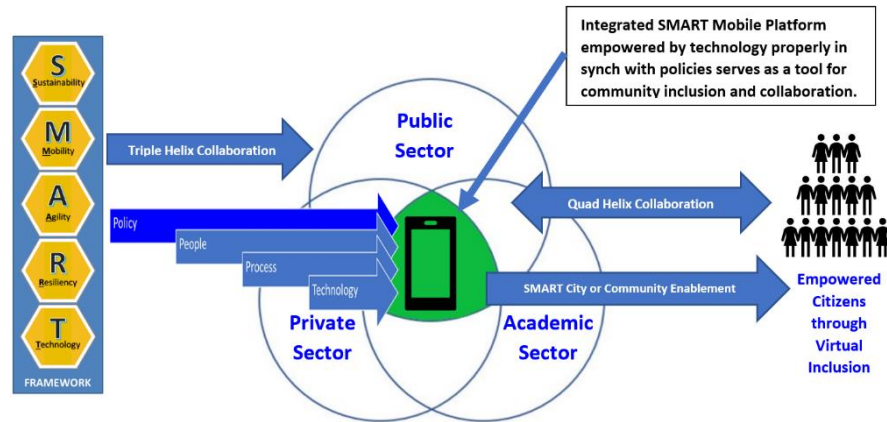
We see so many independent or siloed technology solutions coming from the private, public, and academic sectors that are designed to address particular needs of citizens from healthcare issues to parking issues to unemployment issues, etc. Many citizens are not aware or are in a maze of confusion as to what solutions are available and what to use.

The SMART Framework© promotes the elements of mobility, agility, and technology to develop a platform for smartly integrating these independent or siloed technology solutions into a single mobile app. The integration of a myriad of public, private, and academic service, information portals, websites, etc. into a mobile platform designed from citizens' points of view and needs provides an efficient and cost-effective way for implementing a triple helix model and will serve as an efficient catalyst for collaboration with the citizens.

### A True Citizen-centric Smart Community Enabler

The SMART Framework© for Innovation, complemented by the Triple Helix Model and 3P+T Framework©, is a true citizen-centric smart community enabler. At the heart of the Triple Helix is a smart mobile platform integrated with the latest technologies and policy-driven inclusion services -- mainly in the form of a policy-driven progressive website and/or single mobile app --

that allows citizens to not only access various services and information from all three sectors at their fingertips, but also engage in governance and policymaking in a community to which they belong.



The interdependencies of public, private and academic sectors, and now citizens, with each other -- leading to the **Quad Helix collaboration** -- are the keys to making transformational changes in a community. The SMART Framework© implements the changes by providing more efficient, effective, and lower-cost services. More importantly, it helps to keep citizens safe and improves the quality of their life.

The SMART Framework© helps create future smart communities across the world -- where it be urban or rural and whether they are local or global communities -- that are sustainable and resilient. Its holistic and citizen-centric approach that emphasizes collaboration, integration, and engagement of the public, private and academic sectors, known as the Triple Helix, builds synergies among these sectors and the 3P+T Framework helps align and integrate policies with smart technologies.