

Smart and Human – The Future of Cities

10th Peter Drucker Forum 2018, 30.11.2018, Vienna

Mikko Kosonen, President

Cities play an important – but not sufficient – role in creating human-centric societies

-Case Helsinki and Finland

- Citizens and their future needs are the drivers of individual and predictive public service development enabled by AI
 - Virtual assistant Aurora

Aurora accelerates the deployment of artificial intelligence throughout the public administration



Living experience

AURORA, based on a common AI network for public administration

Serving citizens and communities in different service needs at any time.

Service needs

Service processes based on life and business events

Life event pilots in 2018, such as "Engage in working life through lifelong learning"

AI network

Peer-to-peer AI network

Organizations connect their AI into a network where information and service needs move between services.

Ministries

Agencies

Provinces

Municipalities

Communities

Other actors

Ethical information sources

Sources of information from individuals, public and other entities

Information is utilized for the benefit of citizens and communities by taking into account privacy issues.

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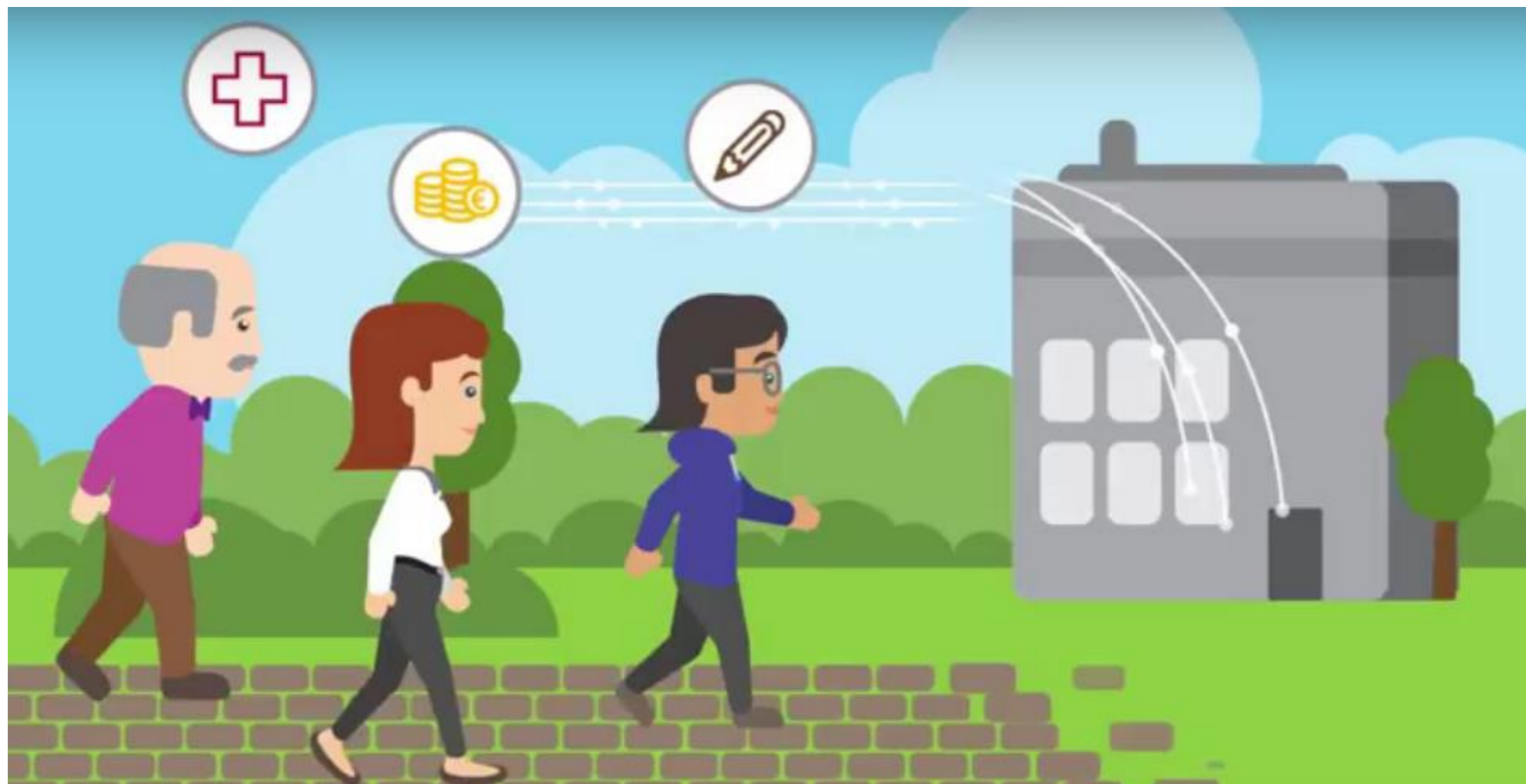
-Case Helsinki and Finland

- Citizens and their future needs are the drivers of individual and proactive public service development enabled by AI
- These new services are developed in local PPP ecosystems but coordinated and supported nationally by the Finnish Ecosystem Forum hosted by the PMI – to enable interoperability and seamless services

The Ecosystem Forum is government's new operating model of experimentation

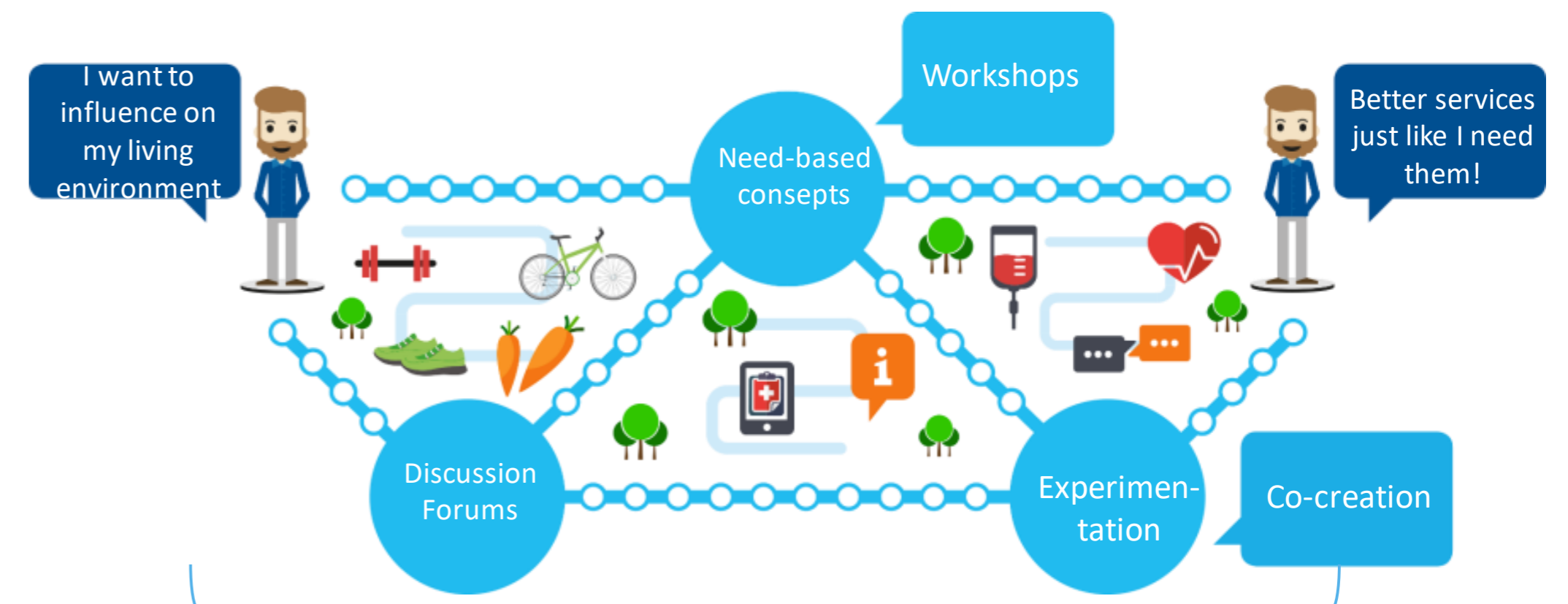
1

We want to build a **predictive society** that also seeks and exploits new opportunities quickly.



2

In a predictive society, services are organized around **people's life events** and **business events**, in co-operation between different sectors, where public administration is an active player



3

The role of Ecosystem Forum is to **accelerate** the development of digital ecosystems serving the needs of citizen and businesses.



The Ecosystem Forum is tackling challenges

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- These new services are developed in local PPPP ecosystems but coordinated and supported nationally by the Finnish Ecosystem Forum hosted by the PMI – to enable interoperability and seamless services
- As a result, new human-centric operating models gradually replace traditional public sector silo organizations and the age-old separation between public and private sector – at all levels: local-regional-national-?

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Helsinki Metropolitan Smart & Clean Foundation

The world's most sustainable built environment.



The world's leading circular economy city

Aiming at permanent changes

The world's most resource wise citizens



The world's smartest urban energy



The world's most attractive emission-free mobility



The way we operate

