



What can be learned from the Amsterdam example?

Drivers for public sector innovation through social and digital solutions.

**Aik van Eemeren,
Chief Technology Office, City of Amsterdam**

In 20 minutes:

- A few things on Amsterdam
- Amsterdam European Capital of Innovation
- Vision City: Smart, Just, Creative, Health, Responsive and Happy
- Innovation Approach / CTO
- Examples, together in partnerships



Global trends and relevance for cities

Population rise &
Urbanization



New challenges are arising as our cities grow at an unprecedented speed.

Surging demand
for energy and
resources



There are rising concerns over price, availability and environmental impact.

Cities want to
establish identity



Inter-city competition for people and business is on the rise.

Growing
connectivity



There are huge new opportunities to improve urban life through intelligent, highly efficient solutions enabled by technology.



How small is Amsterdam?

850.000 citizens

484 people from Croatia, out of
130.000 people with non-dutch
passport. 180 Nationalities.

(Metropolitan Area: 2,5mln)

Land use:

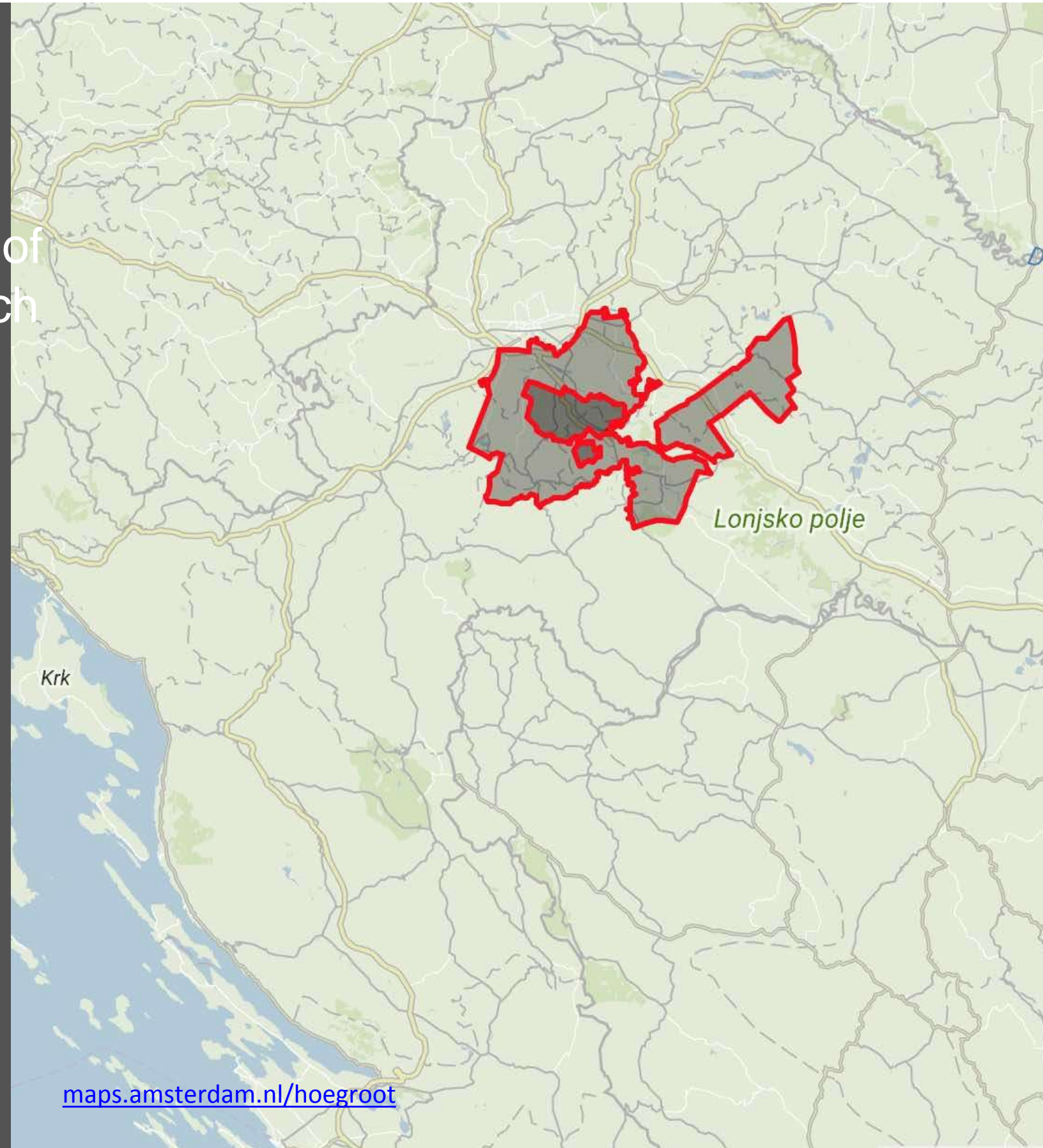
24% water

22% residential

12 % parks

Municipal budget:

5.8 billion euro





Amsterdammers



XXX European Capital of Innovation (iCapital)

We won!



AMSTERDAM: EXAMPLES* OF SOCIAL INNOVATORS



iCapital:
Accelerating Amsterdam's Assets

SOME OF THE WORLD'S SOCIAL INNOVATION LABS

innovationlabs:
working on NESTA in the polder.

NEW URBAN MECHANICS

New Urban Mechanics is a civic R&D lab that develops and implements innovative services within the city.

NEW YORK CITY US I ZONE

iZone is an office situated in the city's Department of Education that designs, tests, and diffuses innovative personalized learning models.

DUBLIN IRELAND THE STUDIO

The Studio is a team working to grow Dublin City Council's capacity to innovate and improve the quality of services.

COPENHAGEN DENMARK HINDLAB

HindLab is a lab within the Danish government that generates innovative solutions for the public sector.

SAN FRANCISCO US INNOVATE SF

Innovate SF looks at how innovation can drive economic growth and make government more efficient, transparent and responsive.

WASHINGTON DC US OPM INNOVATION LAB

The Office for Personnel Management's Innovation Lab helps federal employees learn and apply a design-led approach to developing and implementing better policy, programs, and government services.

MEXICO CITY MEXICO LABORATORIO PARA LA CIUDAD

Laboratorio para la ciudad works as a civic innovation and urban creativity incubator of the Federal District Government created to ideate and implement pilots for the city.

LONDON UNITED KINGDOM NESTA PUBLIC SERVICE LAB

Nesta Public Service Lab supports innovators who are developing ideas to solve big social challenges.

PARIS FRANCE LA 27E RÉGION

La 27e Région is a non-profit innovation lab supported by the 26 French regional governments, implement pilots for the region.

CANBERRA AUSTRALIA DESIGN00V

Design00v is an 18-month program of the Australian Government that looks to bring an innovation design culture to Australian public sector.

40.000 citizens, co-creating the city together

amsterdam
smart
city

Sign in

Join the community

Updates

Requests

Events

Projects

Themes

Visits

Network

Map

Academy



Organizing impact on urban innovation

Join our community of
innovators

Over 3517 innovators:
startups, corporates and more



Sign in

[About Amsterdam Smart City](#)

A treasure full of data about the
city

Amsterdam City
Data

Out now: A comprehensive guide
to successful urban living labs

'A Living Lab Way
of Working'

Join the Amsterdam Smart City
team!

Communications
Manager Vacancy

vision types

Smart city

efficient
infrastructure and
resource use

Health City

Quality of life.
Extending
responsibilities.

Just City

Improved equality
and government
transparency

Creative city

Increased levels of
technological
innovations and
urban dynamics

Responsive City

Data-driven
solutions for public
services and
beyond

Happy City

Putting what life is
about first.



Trends. A city in motion.

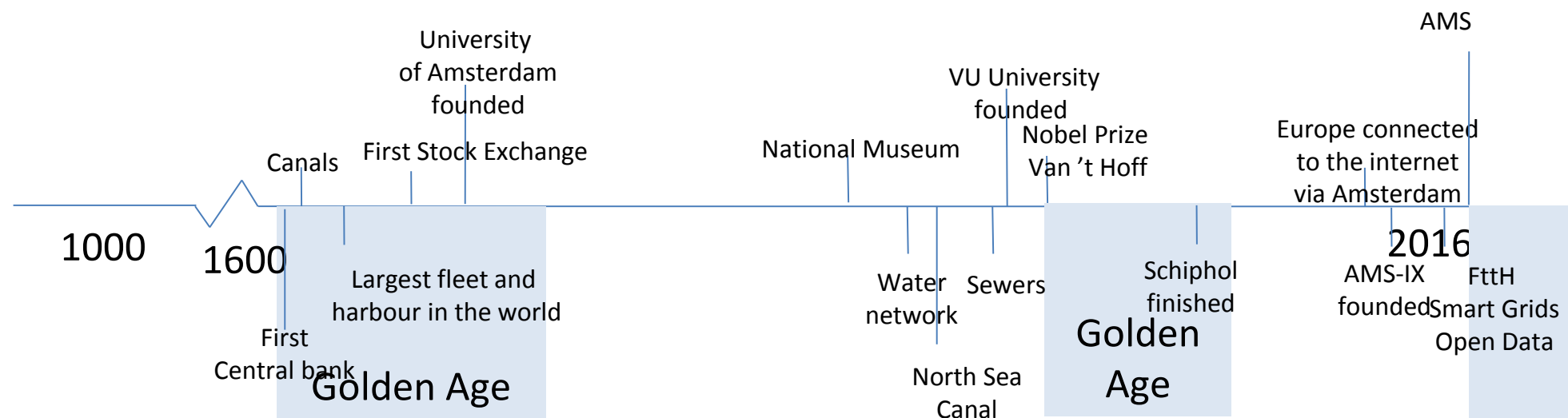
From	To
Closed	Open
Planning	Design
Assessment	Information
Physical	Digital
Linear	Circular
Ownership	Assesability
Centralised - Decentralised	Distributed
Municipality	Community
Top down approach	Bottom up approach

An aerial photograph of Amsterdam, showing a dense urban landscape with a complex network of canals and streets. The city is built on reclaimed land, and the waterways are a defining feature of its geography. The sky is clear and blue, and the overall scene is a high-angle, wide-area shot.

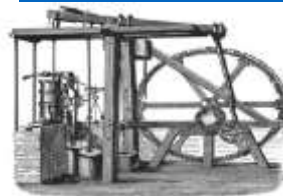
Amsterdam goes Digital

...750 years of technology

NOTHING NEW



1st ind. rev. 2nd ind. rev. 3th ind. rev.

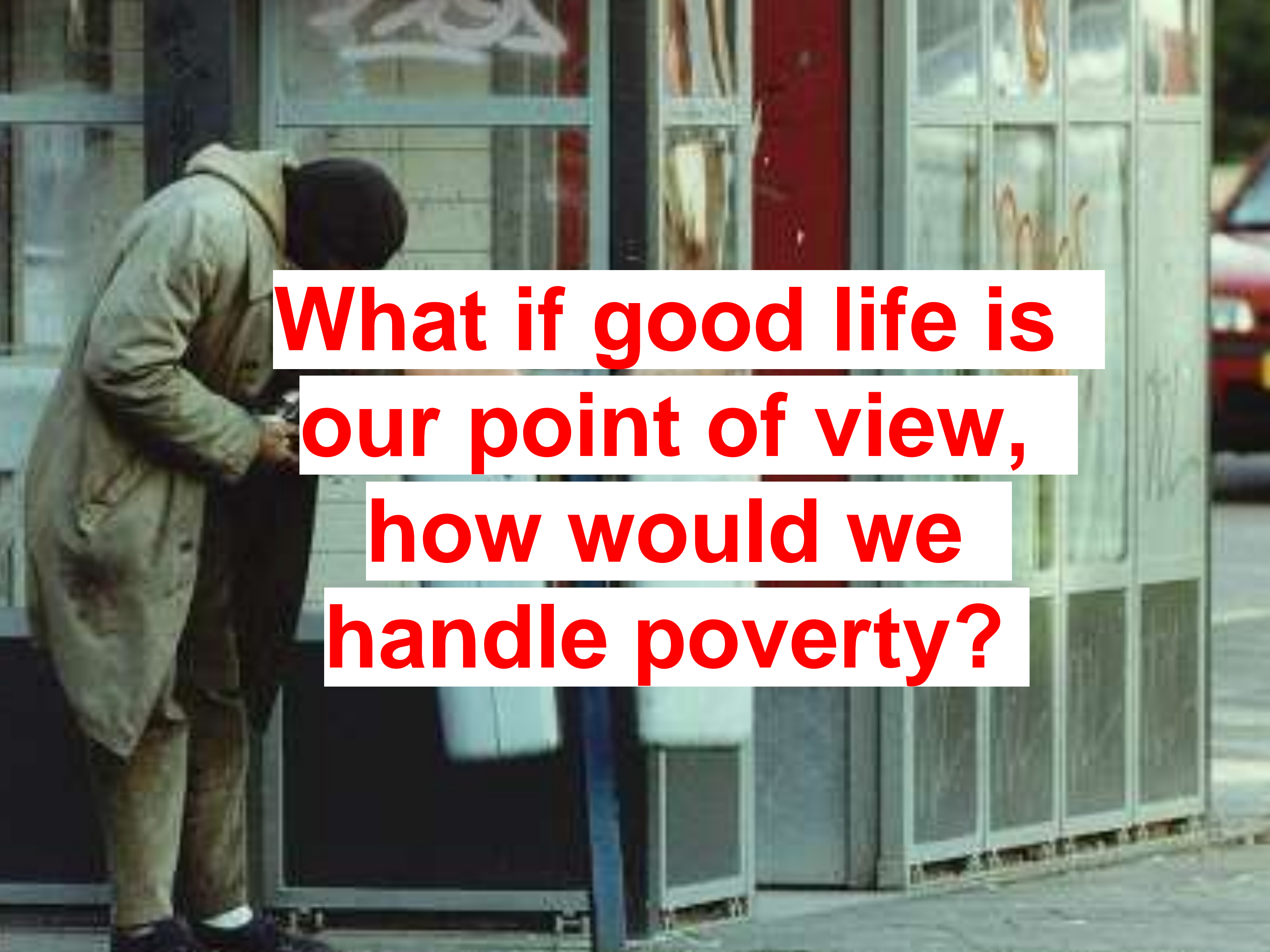




Lacie

4.2₄₃

What if...

A person wearing a long, light-colored coat and dark pants is standing in front of a display case, looking down at something inside. The display case has multiple glass panes and a red door. The background is slightly blurred, showing a street scene with a car.

**What if good life is
our point of view,
how would we
handle poverty?**



**RETHINK
TASKS**

**RETHINK
INFORMATION**

Future Gov

**RETHINK
AUTHORITY**

**RETHINK
WAY OF
WORKING**



Future driven visions and projects both ICT enabling and non tech approach.

Goal:
Improve the quality of life of the citizens of Amsterdam

Partnerships:
citymakers, government, business, knowledge-institutions, non-profit



innovation

in policy

le. smart mobility,
sharing economy
and circular
economy programs

in products

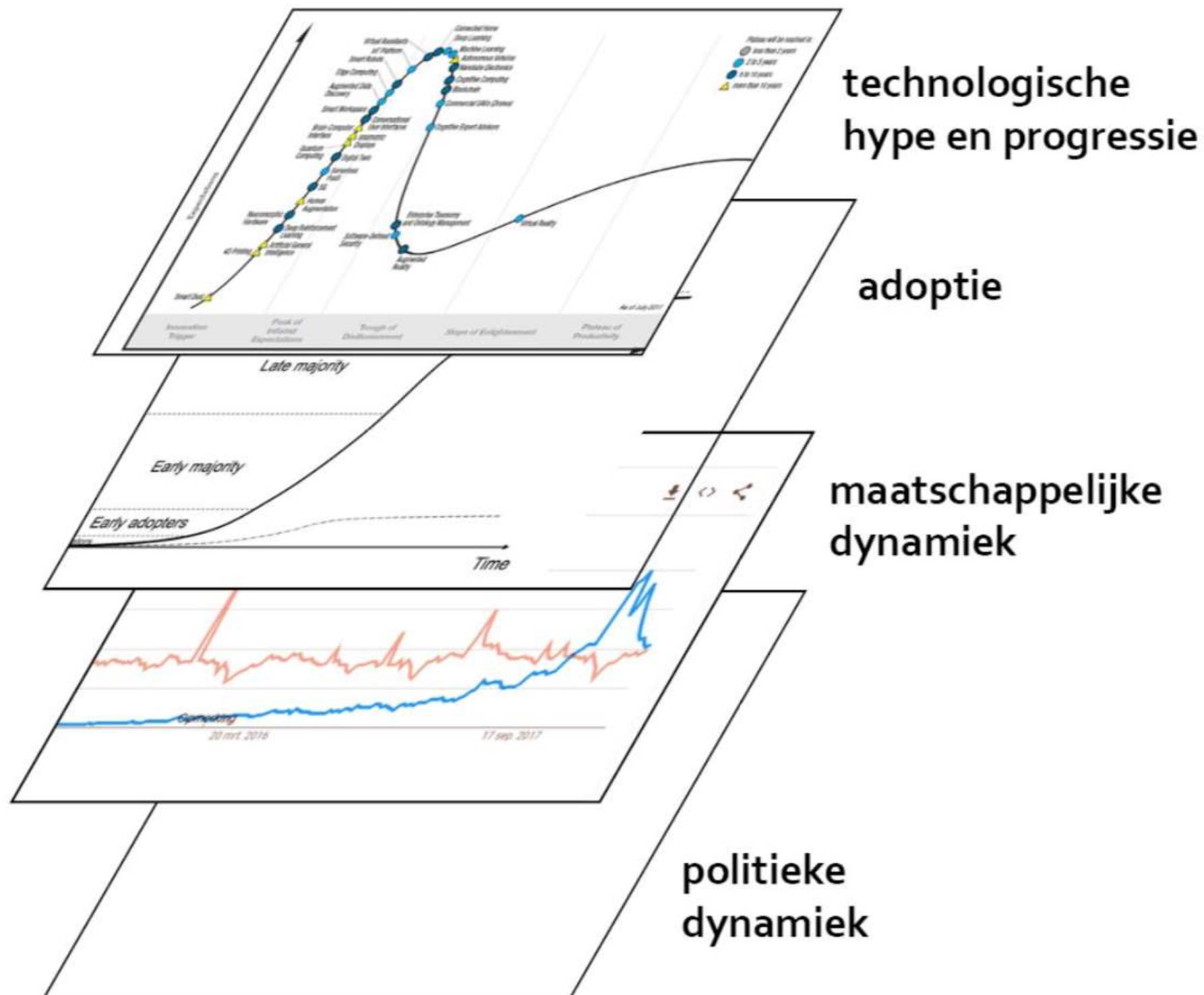
le. Open City.
platforms for
engagement and
participation.

In services

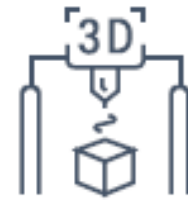
le. Handling signals
and complaints from
the city.



Doing nothing is not an option. But how to choose?



Amsterdam is a living lab for:



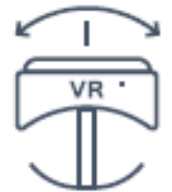
3D Printing



IoT Infrastructure



Digital
Transparency



AR / VR



Data



App development



Drone delivery



Circular Economy



Simulation



Supply Chains



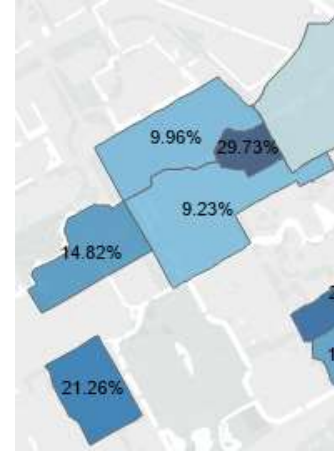
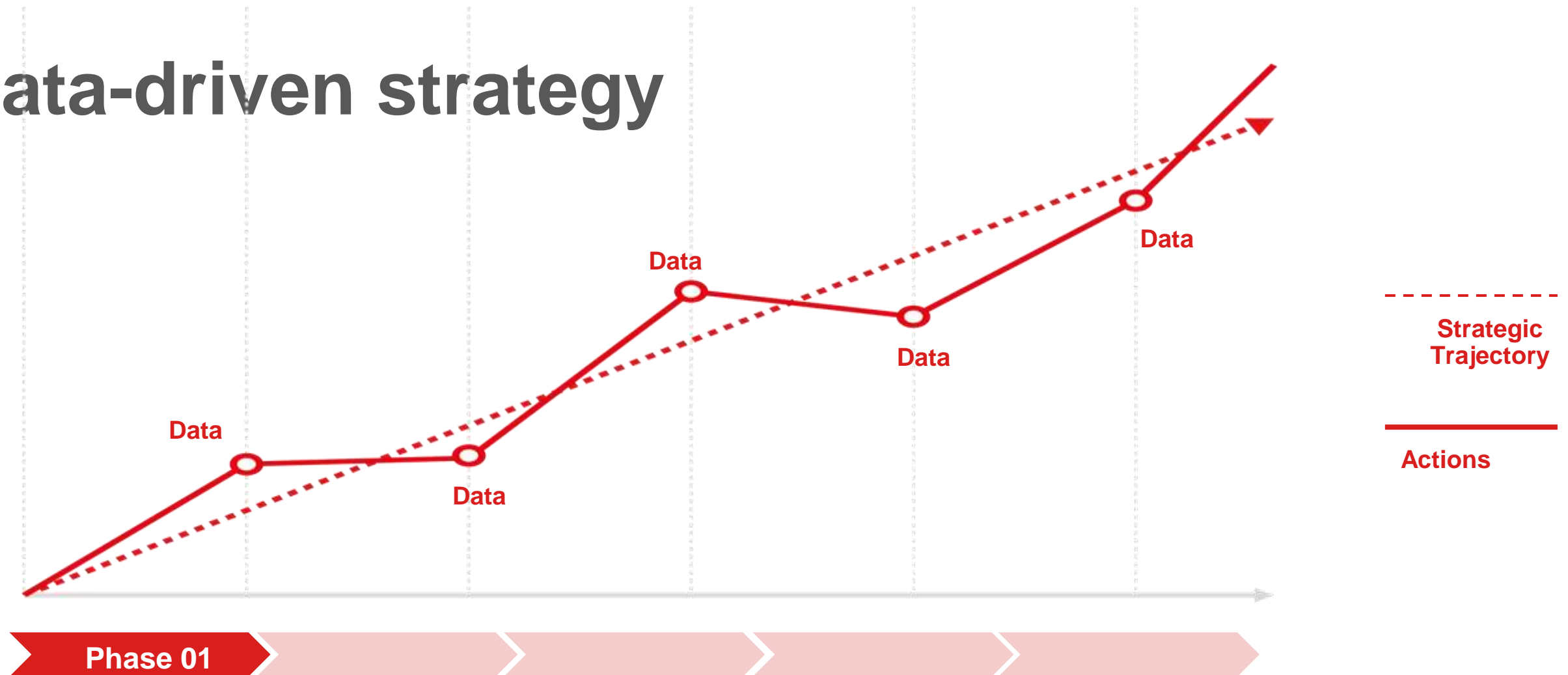
Share
Economy



Smart Sensor

××× (near) real time insight for better policy loops

Data-driven strategy





Future... The potential of IoT's

Strategic partners:

AMSTERDAM
ArenA

TNO

 **kpn**

× Gemeente
× Amsterdam

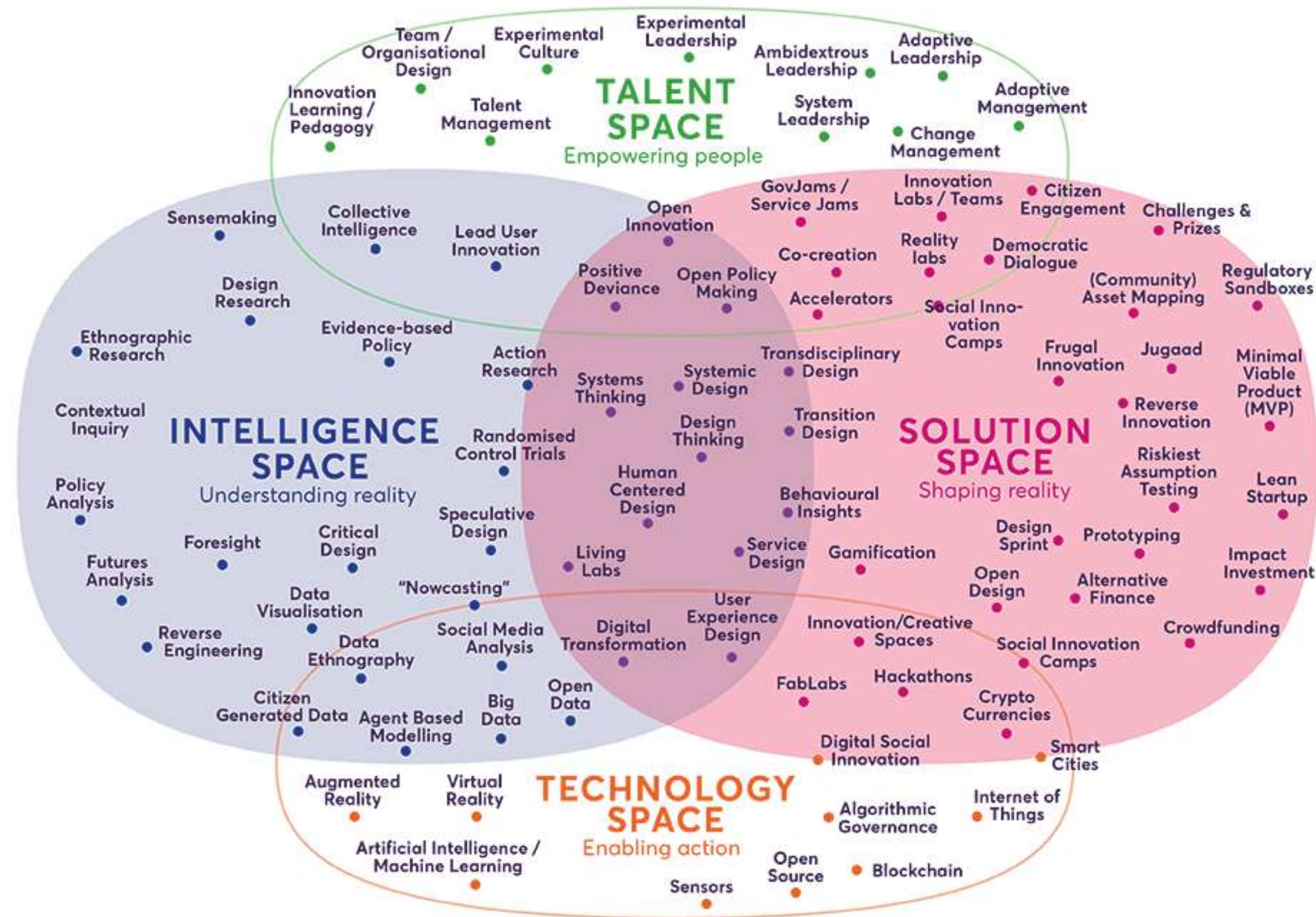

HUAWEI

amsterdam
**smart
city**



Amsterdam ArenA Innovation Center
world's leading innovation hub for cities and stadiums of the future

crowd management . safety . seamless mobility



go with
the flow

- We have great partners, and we like to cooperate on initiative that they have already developed. This ensures we work on initiatives that already have momentum

organize
serendipity

- We create and support initiatives where people meet, exchange ideas and create new products and services

take a holistic
approach

- We are ok in technical innovation, which is really difficult. We are great in social innovation, which is also difficult, but just as important:
- we dare to combine private and public parties in our approach

be open for
experiments

- We dare to try something new, even when the stakes are high
- We dare to embrace changes, such as sharing economy or new technology
- Measure results in between

WeMakeThe.City

The  festival 
that  makes 
cities  better.  

20-24 June 2018
Amsterdam
Metropolitan Area



Watch video