

# Smart City Operations Map delivers essential design and development tools

New map helps CSPs, vendors and smart city ecosystem players easily integrate technology, operations and capital requirements

## TM Forum's smart city program overview

The [smart city](#) program is a key part of TM Forum's collaborative work focused on helping communications service providers (CSPs) and vendors transform their businesses to reap the rewards of a 5G economy.

Smart cities have complicated operations that leverage data and technology to make informed decisions to provide efficient management. Initiatives around the world are striving to improve the livability of cities as urbanization becomes predominant for over half of the world's population. However, most smart city projects are still in the initial stage and face issues such as lack of planning, data islands, unclear characteristics, insufficient effectiveness, lack of operations, lack of long-term sustainable mechanisms and more.

## What is the Smart City Operations Map?

The Smart City Operations Map is a key tool for helping communications service providers (CSPs), vendors, and smart city operators, such as managers in city departments or third-party providers, understand how to integrate emerging technologies and innovation with existing information systems to improve standard-of-living, and offer profitable services and economic opportunities for businesses.

Based on the Forum's trusted [Business Process Framework \(eTOM\)](#), the Smart City Operations Map describes smart city operations using a common language, and provides descriptions and definitions for business processes, sales and marketing, business fulfillment, assurance and billing.

## Why do you need a Smart City Operations Map?

The Smart City Operations Map enables CSPs and vendors and other technology partners to work together in what is typically a complex and siloed environment. It also allows CSPs and vendors that have already invested in open architectures and eTOM to benefit from seamless interoperability with city data and access critical markets to offer new products and services.

## Inside the Smart City Operations Map – a sample

- Definitions
- Level 1 and Level 2 views of the Smart City Operations Map based on eTOM
- Smart City Feasibility Study
- Overall Performance Evaluation of Smart City Achievements
- Marketing
- Sales
- Billing
- Charging
- Customer experience management
- Service strategy and planning

**TM FORUM MEMBERS CAN DOWNLOAD THE SMART CITY OPERATIONS MAP [HERE](#).**

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