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Functional and innovative city through co-creation and digitization: The case of Helsinki

Helsinki is one of the leading cities in the digitalization of public services. Helsinki started to create an open city through digitalization first by releasing its public data as open data. Today Helsinki's digitalization program has produced a list of electronic services including an online Service Map that shows the municipal services.

Urban Big Data is a new technological phenomenon that is emerging when the cities are uptaking internet of things in the urban environment. This new era is based on exponentially increasing sources of data and information and ubiquitous digitization.

City of Helsinki is a public sector ecosystem. In Helsinki new ecosystems and models are tested and developed in service pilots where everything is based on actual demand. The operating model of the City of Helsinki is based on openness and transparency. City of Helsinki has been one of the world leading cities in opening and utilizing public data. Due to aforementioned City of Helsinki is a testbed and platform of e.g. new smart mobility solutions.

Extensive data also means that there is more open data to citizens, service users, and companies. Smart technology will help to analyse data but people have an essential role as well.

It is important to note that the "smartness" of a city lies not only in infrastructures, but also in the social capital that a region is able to generate to promote social innovation and regional development. Thus Helsinki's Smart City program is based on people-centric approaches.