INTRODUCTION TO DESIGNING ICT SERVICES AT VILLAGE LEVEL

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What is an ICT Service at Village Level

- **Smart Villages** ...
  - ... are villages or regions that master challenges facilitating a **digital transformation** process
  - ... use new methodologies of **innovation** and **creativity** and new **sources of information**
  - ... use often **cloud-hosted** solutions that connect **devices/things** and **collect/combine/manage data** of different rural domains and services within a **smart ecosystem**

- **An ICT Service** at village level...
  - ... is a **single digital service or applications** that runs in such a smart ecosystem
  - ... is **one of the tools** and not the only one for achieving social innovation in rural areas
An ICT Service within the whole Ecosystem

1. **SOCIETY**
   - Residents
   - Local Business
   - Clubs & Assoc.
   - Municipality
   - Science

2. **DOMAIN SPECIFIC ICT SERVICES**
   - Local Supply
   - Communication
   - Mobility
   - Government
   - Work & Education
   - Med & Care

3. **TECHNICAL PLATFORM**
   - Basic Platform Services
   - Event-oriented Architecture
   - Data Management
   - Data Intelligence
   - Connecting domain specific services

4. **INFRASTRUCTURE**
   - 5G

**ORGANISATIONAL ECOSYSTEM**
- Smart Village Living Lab
- ICT Partner & Network (Digital Hubs)
- Business Model
- Digitization Roadmap
Connectivity is a prerequisite!
Why?

- ICT Services at rural areas...
  - ... have to potential to solve major challenges
  - ... are connecting the key players: residents, municipalities, research and industry
  - ... are enhancing social innovation approaches
  - ... can be operated in a sustainable way

- ICT Services are fulfilling needs at cross-cutting topics

- ICT Services are not solving every existing especially organizational problem!
Involving local residents are a key success factor in designing those services

(Human-Centered-Design)
Know your digital maturity
Key Steps of Implementing Successful ICT Services

- Strategic Approach
- Challenges, Problems, Needs
- Market Analysis
Key Steps of Implementing Successful ICT Services

- Software Development
- Organizational Implementation
- Operations and Sustainability
ICT Services should be part of larger ICT Plattform and Vison
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