

# Digital Cities Index 2022

Making digital work for cities: A global benchmark of urban technology

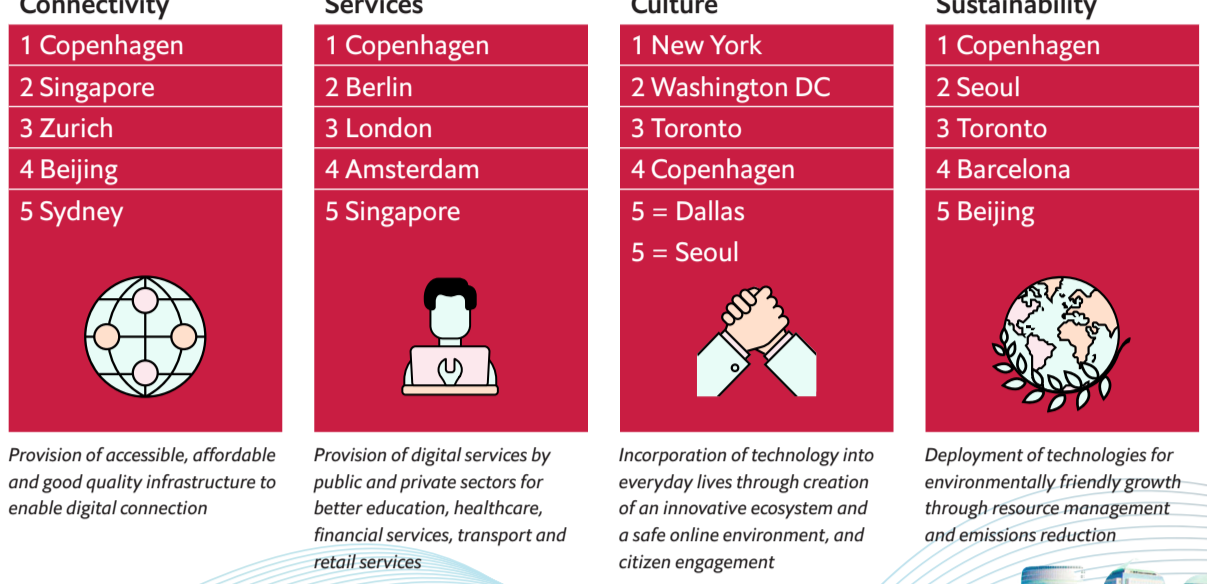
Orchestrating a brighter world  
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The world continues to urbanise leading to challenges like population growth, congestion and climate change. Embedding digital technologies into urban services can enable cities to provide a more secure, sustainable and livable environment for their residents.

The inaugural Digital Cities Index 2022 provides a global ranking of 30 cities across four thematic pillars: connectivity, services, culture and sustainability. The overall top five cities are:



The top five cities in each pillar are:



Provision of accessible, affordable and good quality infrastructure to enable digital connection

Provision of digital services by public and private sectors for better education, healthcare, financial services, transport and retail services

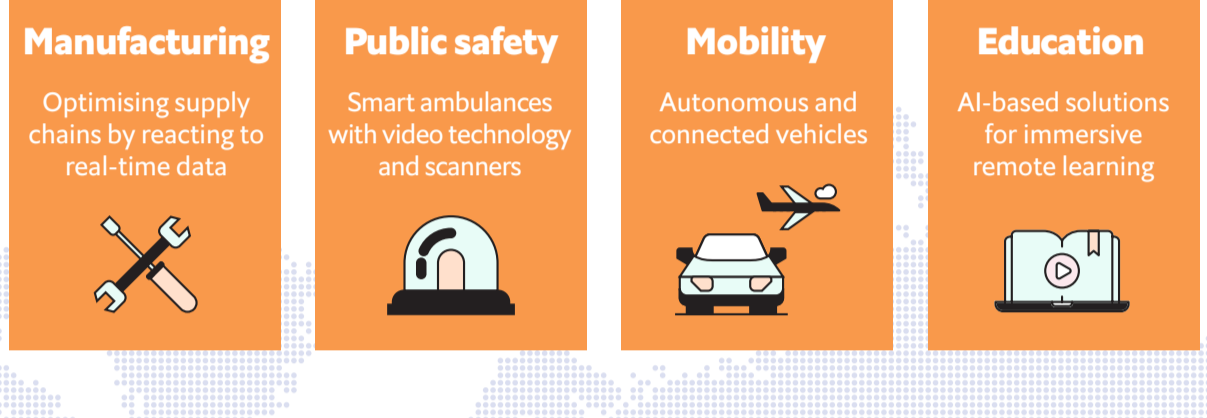
Incorporation of technology into everyday lives through creation of an innovative ecosystem and a safe online environment, and citizen engagement

Deployment of technologies for environmentally friendly growth through resource management and emissions reduction

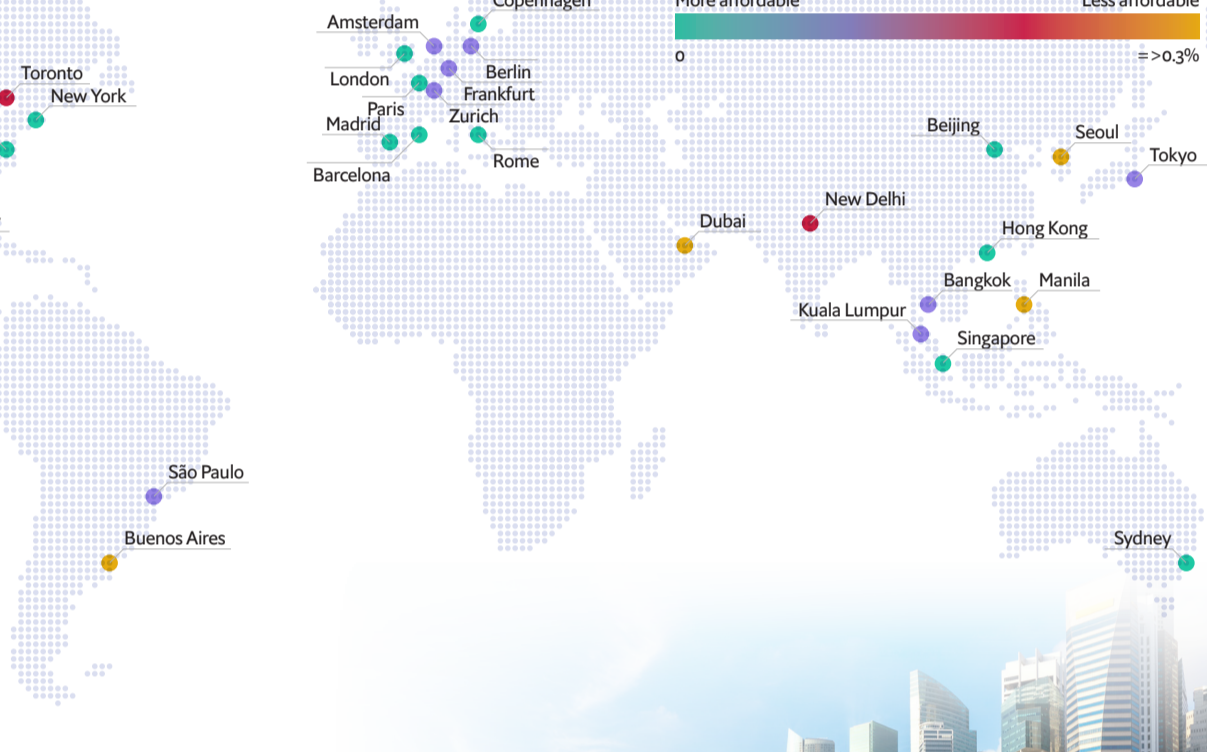
## Connectivity Digital infrastructure is at the core

Over the last decade, cities across the world have embedded digital technologies – artificial intelligence, the Internet of Things, cloud computing and 5G connectivity – into urban services for greater ease and efficiency.

Key among these technologies is 5G which has vast and varied use cases:



However, digitalisation of cities is at times hindered by the poor affordability of the internet.



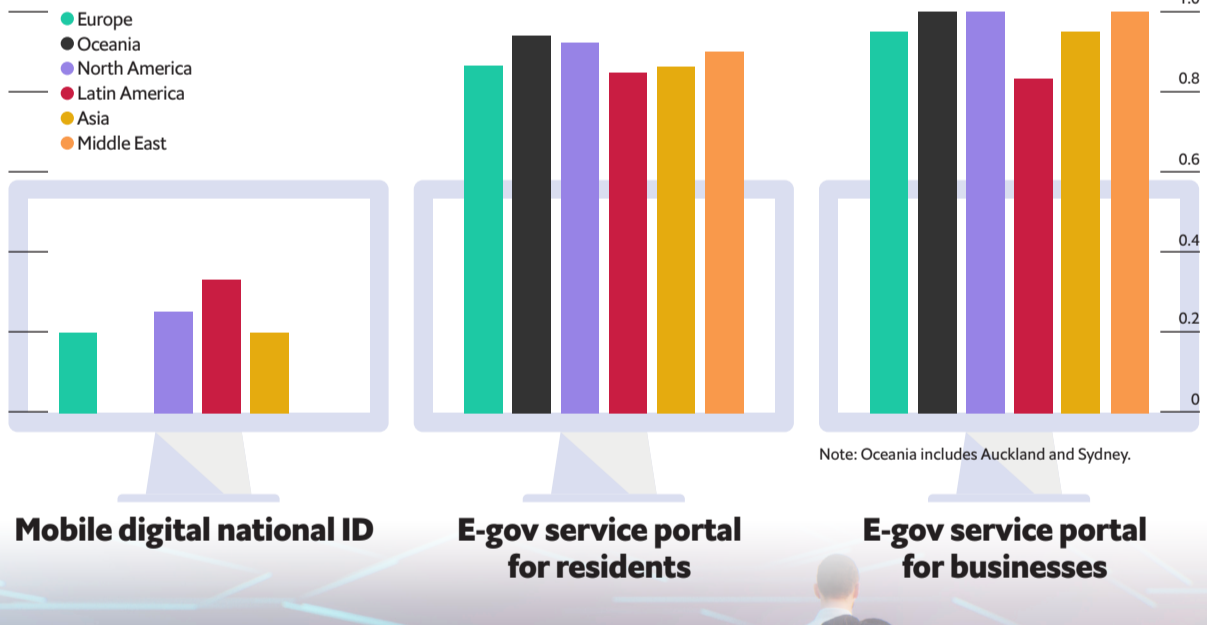
Cities can boost connectivity levels and access through free Wi-Fi programmes, provision of low-cost or free devices to low-income families, and training for the elderly.

## Services Cities are becoming smarter

Governments are supporting digital transition of cities by providing service portals for residents and businesses, digital technologies for seamless travel such as online tourist passes and integrated public transport apps, and virtual learning platforms.

Largest regional variations in e-government services are seen in the provision of mobile digital national IDs.

E-gov services for residents and businesses



## Culture Cities need to continue prioritising cyber risk awareness and preparedness

The more digital a city uses, the more the "attack surface" widens. To foster a digital and secure culture, cities need to strengthen data privacy laws and cyber security trends. Engaging and educating citizens about potential cyber threats is key in ensuring this. Cities that perform well in cyber security risk awareness engage with citizen groups and NGOs, have a public liaison for digital issues and prioritise cybersecurity education.



## Sustainability Technologies are being directed to tackle global challenges

Technologies can also be effectively used to tackle society's greatest challenges. They are deployed to reduce emissions, monitor pollution, develop energy-efficient alternatives and encourage sharing of resources.

Amsterdam, Copenhagen, Dubai, Frankfurt, Madrid and Washington DC score full marks in their use of IoT-enabled traffic management systems which can ease congestion by re-routing traffic and reduce the number of accidents by analysing traffic trends. However, developments in Asia are nascent and are proving to be insufficient in dealing with fast growing populations and subsequent congestion challenges.

How has your city embedded digital solutions?  
Read more at: [economistimpact.com/digitalcities](https://economistimpact.com/digitalcities)