



COPENHAGEN CIBIX WORKSHOP

CiBiX Series on Delivering Resilience Resilient Cities Congress 26-28 June 2019 Bonn, Germany

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Copenhagen 2019

The City of Copenhagen will lead a workshop on **resilience and digitalization**, a critical challenge that is of growing importance for many cities. Digitalization is proving to be invaluable in **improving efficiency of public services and quality of life**, which is why it is essential to **build trust in digital infrastructure, systems and tools** by ensuring security and resilience by design. Join ICLEI's City-Business Collaboration Accelerator (CiBiX) Ideator workshop to explore and learn with Copenhagen how to take the next steps to deliver resilience for digital services.

City Overview

Copenhagen is a city already well-adapted to digital transformation of society. According to the Digital Economy and Society Index (DESI) 2017, Denmark is the most digitalized country within the EU. Urban citizens in particular have embraced the digitalization of public services and easily integrate new technologies into their daily lives.

Denmark's Digital Strategy 2016-2020 defines an integrated approach that includes local governments as key actors. The strategy outlines the public sector's intended initiatives that will harness digitalization to further improve services and create opportunities. The plan also considers and prepares for the key risks and threats digital transition may pose to society.

Copenhagen itself is also including information technology design and management into its resilience planning. The city is actively investing in raising awareness of SMEs and citizens on using secure technologies and information systems in their daily activities and especially for receiving public services. The city also works closely with emergency services to find solutions to restore systems quickly, should a physical or digital disaster cause a disruption to critical infrastructure and communication networks.



Delivering Resilience in Copenhagen

Rapid digitalization increasingly requires careful planning and consideration of the growing digital risks that are impacting cities. Well-aware of both the benefits and challenges surrounding digitalization, Copenhagen is interested in expanding its knowledge on how to improve the resilience of its digital urban services.

The city is working with Copenhagen Solutions to identify ways to develop data-driven services that support the city and its citizens. However, an important component of this work is ensuring that the way the data is collected and used is done in an ethical and transparent manner, ensuring that citizens' data privacy is protected.

Copenhagen's climate change mitigation and adaptation plans will also need to build a firm understanding of how the hard infrastructures and physical locations that underpin digital systems could be at risk from flooding and other environmental emergencies. As Denmark moves forward with guaranteeing its "digital by default" principle for public services, such efforts are vital in ensuring successful seamless service delivery.

Cybersecurity, as well as system failures for the large number of digital services now available and online for Copenhagen residents, will also need to be considered. The city has a responsibility to ensure that these services are reliable and that citizens' digital identities are protected on public platforms. On this aspect the city is looking to learn more about how to prepare and respond to system failures that result from both technical and human error.

Identified Challenges and Opportunities

The City of Copenhagen will lead a workshop on resilience and digitalization and will share their experience and insights. The workshop is designed to explore the emerging digital resilience challenges below together with peer cities and experts in order to identify key bottlenecks that need more attention, city-business collaboration and resilience action.

Protecting and securing hard digital infrastructure - As the number of physical locations and hard infrastructures supporting digital systems expand; they are increasingly vulnerable to potential natural hazards and climate-related risks. Copenhagen is looking to explore resilience measures that protect these assets, so that physical damage doesn't lead to data losses and interruption of vital public services.

Responsible and transparent data use for resilience planning - Copenhagen is developing projects, which utilize citizen data to improve urban services and ensure economic growth through digitalization, as well as to generate information for more effective resilience planning. However, the city would like to openly discuss challenges related to ethical and transparent data collection, data sharing and exchange.

Security for data and digital platforms - Cyber risks for digital systems also pose a substantial threat to Copenhagen's resilience and security. Copenhagen is interested to learn how to strengthen its resilience profile on this and identify potential solutions to ensure responsible information use and privacy protection.



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Workshop Details

28 June 2019 - 13:30 - 15:00
Resilient Cities Congress - Bonn, Germany