



BSI Standards Publication

Smart community infrastructure — Responsiveness assessment and maturity model

National foreword

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**Smart community infrastructure —
Responsiveness assessment and
maturity model**

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conformité et modèle de maturité*

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Foreword

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This document was prepared by Technical Committee ISO/TC 268, *Sustainable cities and communities*, Subcommittee SC 1, *Smart community infrastructures*.

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Introduction

Residents play the leading role in the long-term development of communities. With the rapid development of information technology (IT), the satisfaction of individuals' needs matters most in the long-term development of communities. Only when the needs of residents are fully and rapidly met can people's quality of life be truly improved. For such a process, the rapid response from the community to the residents is an essential component to measure the residents' satisfaction with the community, which makes new demands on the responsiveness of the community infrastructure.

ISO 37153 describes a community infrastructure maturity model (CIMM) and a standardized approach for the assessment and improvement using the CIMM. However, ISO 37153 assesses the community infrastructure, which does not focus on the importance of the interaction between residents and community. At the same time, responsiveness is an important quality of community infrastructure, which has not been focused on in existing standards.

This document describes a maturity assessment model for the responsiveness of community infrastructure to measure whether the localised infrastructure is sufficiently adaptable to support changing needs. The maturity assessment model takes into consideration the assessment domain and assessment categories to evaluate the responsiveness of the community infrastructure. In this way, the degree of community responsiveness can be known and used to promote the building of a more responsive community. The community can make a rapid response to the residents' needs by the agile responsiveness of the community infrastructure. The essence of achieving the responsiveness of the community is to enhance the interaction between the residents and the community.

