WELCOME TO THE DIGITAL CITY VIENNA
Vienna is famous for ...

- Spanish Riding School
- Vienna State Opera
- Classical music
- Manner wafer biscuits
- „Coffee house culture“ and the Sacher Cake
- The Ferris Wheel in the Prater

Source: www.srs.at
BUT VIENNA IS IN FACT A SMART DIGITAL CITY, TOO

* More than 5000 ICT companies have registered offices in Vienna and employ more than 54,000 employees.

* The ICT industry generates a 4 times higher value creation than the tourism sector in Vienna.

* In 2014 we committed ourselves to a new smart and digital city strategy, which we put into practice now step-by-step.
IT companies and the city of Vienna collaborate to promote the smart city Vienna as a hotspot for digital industries.
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CITY OF THE FUTURE: SMART CITY VIENNA
VIENNA’S SMART CITY STRATEGY

THREE DIMENSIONS AND LONG-TERM GOALS

1) Quality of life
   - Social inclusion
   - Health care
   - Vienna as a model city for environmental protection

2) Resources
   - Efficient energy-supply and renewable energies
   - Nearly zero-energy buildings and renovation
   - Ressource-saving mobility

3) Innovation
   - Vienna as a popular business location
   - High level of education
   - Research, technology and innovation
Digital Agenda Vienna: Viennas digitization strategy.

Digitization means taking a close look at business processes and dare to rethink them entirely –,‘govTech‘
Digitization of e-government services
Principles

City as a service – the proactive city.

„Give people time“

Amazon? What they can do we can do too!

Multi-channel approach.
The proactive city.
Example:
Renewal of passport.
Mobil first – Say it to Vienna-App: Communicate personal concerns in a few seconds and with just a few clicks to the city administration.

Result of the participatory process
Digital Agenda
Vienna CONCRETE
WienBot - the city of Vienna’s chatbot for all kinds of service requests

Servus! Wie kann ich helfen?

Do you speak english?

As much as I like our English speaking residents, I’m sorry to say, that I cannot respond in English yet.

Unfortunately, I have to ask you to visit our English website www.wien.gv.at/english/

I apologise for any inconvenience, have a great one 😊
Viennas IoT-Strategy: participatively developed strategy for the Internet of Things in the smart City Vienna.
Megatrend: 

Internet of things

Geo-Location-Services

New smarte city services

Data as own value

More transparancy & information
Blockchain: Hype
Or Revolution?

Blockchain
Blockchain replaces trust with technology.
IT-security
320 physical servers

2,400 virtual servers

21,400 PCs, notebooks, virtual workplaces

9,200 printers

28,000 telephones

18,000 mobile phones

Blocked spam-mails per day: 230,000

Daily attempts to hack wien.at: 75,000–895,000

Monthly attempts to get into the administration’s network: >2,500,000

IT-security

Security first!
IT-security: strategy

- awareness
- organizational sec.
- technical sec.