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Developing Performance Management System for the Smartcity Integrated Platform

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SUMMARY

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The smart city integrated platform project is one of the most common and representative projects in the current smart city policy from u-city. By 2020, the project has been distributed to 79 local governments, and the scale of the project supported by the Ministry of Land, Infrastructure and Transport alone reaches 46.5 billion won. In the future, it plans to expand the smart city integrated platform to local governments with less than 200,000 people.

By installing a smart city integrated platform, it is possible to respond to various disasters, crimes, and accidents in advance, and to share information organically with related organizations to quickly respond to incidents. However, the performance management of the integrated platform project currently being carried out is very insufficient. In the current situation, only the number of disseminated local governments and resident satisfaction surveys are being conducted, and due to the absence of service evaluation standards or performance management indicators, each local government is sporadically managing their own performance.

This study is significant in that it proposed a standardized performance management system by setting the essential vision, strategy, and performance goals pursued by the smart city integrated platform project, and selecting specific survey items for performance management.

As a result of research, 4 strategies and 8 performance goals to be pursued by the integrated platform were set. In addition, detailed indicators were proposed in terms of the 'service', 'operation management', 'technology', and 'satisfaction' that should be checked and managed. And the performance indicators were classified according to their importance by evaluating the aptitude for the performance indicators. Depending on the importance, the indicators were composed of 'core management indicators', 'general management indicators', and 'subsidiary management indicators' in three stages.

Through this study, standardized preparation standards and forms to be investigated for performance management were proposed, and the amendment to the law to secure the legal basis for performance management was proposed. In addition, a separate guideline for the contents of performance management was proposed. Finally, a roadmap for systematic performance management of the smart city integrated platform construction project was proposed.

While the focus has been on disseminating the business to local governments, it is now necessary to develop policies through systematic performance management so that each service can be properly utilized and advanced.

**Keywords :**

smart city integrated platform, smart city integrated operation center, performance management system, smart city services