

# Community Solutions Advisory Service

Get help launching projects in your community!



## Introduction

The Community Solutions Network is a program of Future Cities Canada, and led by Evergreen. Launched in the spring of 2019, Evergreen and lead technical partner Open North offer - at no cost to communities - a comprehensive Advisory Service for Canadian communities interested in developing and implementing open smart cities projects. The Community Solutions Advisory Service provides personalized data and technology related support by sharing knowledge, expertise, experience and guidance to municipal staff and Indigenous communities.

The broader goal of the Community Solutions Network is to help communities build service area capacity and improve the lives of residents using data and connected technology approaches. We help communities navigate the smart cities landscape.

## Advisory Service Overview

The Advisory Service offers a range of activities focused on building municipal staff capacity on a range of smart cities and relevant topics, including open standards in procurement, implementing privacy policy, approaches to data & tech literacy, developing ethical guidelines on artificial intelligence, and building awareness of indigenous data sovereignty, and much more.

You will be connected with advisors specialized in smart cities approaches and receive access to online courses and specialized workshops tailored to your communities' needs. To better understand your local priorities, the Advisory Service team will work directly with you to conduct a preliminary needs assessment to gather data on your community's needs and challenges, and to evaluate the gaps between the current and desired situations. This assessment includes an introductory needs analysis discussion which will help define your capacity in key smart cities concepts and practices, and the results of which will be shared with you.

Once we understand the topic areas most important to you, we'll connect you with one of our expert advisors with expertise most relevant to your community. Building an open smart community takes more than one person and that's why we take a coordinated team approach. Our multi-sectoral partners work alongside our staff to offer communities a learning pathway, which includes access to expert advisors, courses, workshops, webinars and many other tailored services.

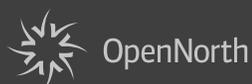
Once the learning pathway is completed, communities will be asked to complete an endline self-assessment questionnaire to measure changes in knowledge and capacity as pertaining to the program.

The intended audiences of the Service are elected officials, high-level decision makers, and technical leads within cities and communities across Canada

Led by:



Lead technical partner:



With funding provided by:



Infrastructure  
Canada

Canada

## Engaging with the Advisory Service team follows a series of simple steps



# 1

Advisory Services conducts and shares results of needs assessment



# 2

Connect community with specialist advisor



# 3

Provide community with additional services: courses, workshops, webinars



# 4

End of service evaluation to see how we can continue to serve your community

## Learning Management System and Courses

The Community Solutions Network program offers municipal staff and Indigenous communities access to free online e-learning courses via Open North's Learning Management System. The courses include the following modules, categorized by the four Open Smart City domains: Data, Governance, Hardware and Software, People & Engagement

Area	Course ID	Course Name	Description
Open Smart Cities	OSC100	Fundamentals of open smart cities	The <b>Open Smart City</b> is an approach that encourages citizen engagement and strengthens government accountability. In this mandatory course, you will learn about this paradigm, what it looks like in action, and how it is applicable to your context.
Governance	G100	Fundamentals of governance in open smart cities	Governance in a context of open smart cities allows communities to address increasingly complex urban challenges. This basic course illustrates the potential of information and communication technologies and data to strengthen municipal governance, and presents how some communities have applied the principles of the open smart city as part of their governance efforts.

Area	Course ID	Course Name	Description
<b>Governance</b>	<b>G101</b>	Protecting resident data and privacy	Protecting resident data and privacy is at the heart of any municipality's mandate. This basic course explores current terminology, potential practices and existing initiatives regarding privacy taking place in our communities.
<b>Governance</b>	<b>G102</b>	What is open procurement?	Transparent procurement practices increase public confidence in governance decision-making. This basic course gives an overview of the <b>Open Smart City approach</b> to procurement, designed to foster public confidence in governance decision-making, democratic engagement and efficient spending.
<b>Governance</b>	<b>G103</b>	What is social procurement?	Adding a social value to existing purchasing is an approach to procurement practices that strengthens the health of communities. This basic course gives you an overview of this method and offers concrete examples of its implementation from a municipal policy perspective.
<b>Governance</b>	<b>G201</b>	Assessing smart city infrastructure for privacy and security	To ensure open smart city initiatives succeed, communities need to assess potential risks to data privacy and integrity. This course touches on the data lifecycle in open smart city initiatives and relevant privacy implications, and supports you in making decisions that improve data privacy and infrastructure security.
<b>Governance</b>	<b>G202</b>	Implementing a privacy policy	A privacy policy is essential to ensure that personal data collected through new urban technologies does not impeded people's privacy and security. This advanced course provides you with guidance on how to implement a privacy policy and improve your governance practices to safeguard city privacy protection at several levels.
<b>Governance</b>	<b>G203</b>	Social procurement solutions	Social procurement decisions build community capital and generate intentional community benefits. This advanced course teaches you how to identify local social and community development goals, procurement opportunities, and social value outcomes and metrics.
<b>Data</b>	<b>D100</b>	Fundamentals of data for open smart cities	Collecting and engaging meaningful data is a fundamental skillset of the Open Smart City approach. This basic course teaches you why data matters and the key issues to consider when working with data in your municipal context.

Area	Course ID	Course Name	Description
Data	D102	What are open standards for data?	The Open Smart City approach advocates for a mindful, secure, and ethical use of data. This basic course gives an overview of open standards for data, the values and risks of their adoption, and the recommended practices for doing so.
Data	D200	Implementing an Open data policy	An open data policy supports a community's commitment to Open Government. This advanced course describes the elements of an open data policy, offers examples of ones in use, and outlines a process for its development and implementation.
Data	D201	Data governance in open smart cities	Data governance is an essential step in securing public trust regarding how citizens' data is handled. This advanced course approaches the principles of urban data governance in open smart communities, identifies practical and legal challenges, and gives you essential information to start building the ruleset by which to manage data.
Data	D202	Open contracting data standard for procurement	The Open Contracting Data Standard (OCDS) supports increased transparency in contracting, allowing for this data to be analyzed by a wide range of users. This advanced course offers you an understanding of the use cases for OCDS implementation in open procurement, including the key components and steps to follow to implement OCDS in open smart communities.
Hardware and Software	HS100	Fundamentals of Open Source	Adopting open source policies is a powerful way to improve interoperability, security and reduce vendor lock-in. This basic course outlines open source software policy and its advantages and disadvantages in the municipal context.
Hardware and Software	HS101	Introduction to artificial intelligence	Artificial Intelligence—machine learning and algorithms—is playing an increasing role in technologies used in smart city initiatives. This basic course gives an overview of the history of AI, its risks and potentials when used in the community context, and recommendations for engaging with it successfully and ethically.
Hardware and Software	HS200	Implementing an IT Procurement Policy	IT procurement policies have the potential to balance economic outcomes with the privacy and safety of citizens. This advanced course outlines the ways open procurement policies sidestep vendor lock-in and use procurement as a means of stimulating innovation.

Area	Course ID	Course Name	Description
People & Engagement	PE100	Fundamentals of resident engagement in open smart cities	Public engagement, when done right, builds trust between community residents and their governments. This course provides a basic introduction to designing effective consultations for residents concerned with smart city technologies and approaches, from preparation to feedback and follow-up.
People & Engagement	PE101	Digital literacy for residents	Digital literacy is an essential component of meaningful citizen engagement with public policies and projects involving technology. This basic course introduces you to key terms and definitions, how digital literacy enhances inclusion and consent and offers practical ways you can support residents in developing these competencies.
People & Engagement	PE102	Civic tech for open smart cities	The Open Smart City approach sees civic tech as a way to enhance public engagement and digital services. This basic course explores the concept of civic tech, its benefits in crafting inclusive, responsive and innovative citizen-centered projects, and the actions needed to support its development.

## Contact the Advisory Service

What is your next step? Let us do the work – share your needs with us, and we'll do the heavy lifting. The process begins as soon as you contact the Community Solutions Network. Please contact: [communitysolutions@evergreen.ca](mailto:communitysolutions@evergreen.ca)

For more information, please visit [communitysolutionsnetwork.ca](http://communitysolutionsnetwork.ca)

## About the Community Solutions Network

The Community Solutions Network is a community-centric platform for communities to connect and build a national centre of excellence in open smart cities. A program of Future Cities Canada, the Network receives funding from the Government of Canada. As the project lead, Evergreen is working with lead technical partner Open North and other partners to provide valuable information, learning opportunities, advisory and capacity building services to Canadian communities in key areas of data and technology, helping to improve the lives of residents.