



Smarter Cities:

Creating opportunities through Leadership and Innovation

Cities around the globe are faced with the common challenges of aging infrastructures, shrinking budgets, shifting populations, and increasing threats. City executives, managers, and operators consistently report the following challenges:

- Today's cities are based on separate domains with no real ability to be managed as an entire entity.
- City managers have no single place to get real-time status or historical reports of city events.
- Older systems are domain-specific and are not concerned with the consequences on other domains.
- Daily operations of cities generate vast amounts of data from many different sources but cities often lack the ability to visualize and extract meaningful information.

IBM Intelligent Operation Center addresses these and many other challenging issues by providing insight, management, and oversight capabilities.



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Certainty of experience
Development of Business Application, BPM & IOC Solution and Analytical System
Network Infrastructure—Data Center—Application Security
HAPIS—Inhouse Software Package (Payroll & HR)
Payroll Outsource

IBM Intelligent Operations Center provides the following benefits:

- Helps city officials better monitor and manage city services by providing them insight into daily city operations through centralized management and data intelligence.
- Helps city agencies prepare for problems before they arise and to coordinate and manage problems when they do arise.
- Enables officials to communicate instantly and discuss and synchronize rescue efforts so they can send the correct people and equipment to the correct places at the correct times.
- Facilitates cross agency decision making, convergence of domains, coordination of events, communication, and collaboration, which improves the quality of services to the citizens and reduces expenses.
- Flags event conflicts automatically between city agencies.
- Optimizes planned and unplanned operations using a holistic reporting and monitoring approach.
- Helps operations executive or staff to adjust systems to achieve results that are based on the insights gained.

Another major benefit of **IBM Intelligent Operations Center** is that it aggregates several information feeds and makes sense of them in the context of the person that is viewing them.

With this capability, city leaders can quickly assess the overall status of their city or enterprise. They can swiftly identify issues that require attention and coordinate resources to respond to issues rapidly and effectively.

IBM Intelligent Operations Center can recognize events as they arise, promoting them for instantaneous response by necessary parties. It supports creating and using standard operating procedures (SOPs) in response to these events, maintaining an overall transparency for interested parties to remain apprised of progress in handling events. Having this real-time information about events and SOP responses in place allows for efficient management.



The screenshot displays the IBM Intelligent Operations Center interface for a city named 'Citywide'. The interface includes a navigation bar with 'Supervisor: Status', 'Supervisor: Operations', 'Supervisor: Reports', and 'Location Map'. A central map shows the Miami area with various locations marked. On the right, a 'Notifications' panel lists several alerts, including 'KPI changed: Delayed Flights' and 'KPI changed: pH'. Below the map, a 'Details' section contains a table of 'Events and Incidents'.

Headline	Class	Category	Severity	Certainty	Urgency
Hurricane Approaching	Event	Meteorological	Extreme	Observed	Imme
Hurricane Approaching	Event	Meteorological	Extreme	Observed	Imme
Hurricane Approaching	Event	Meteorological	Extreme	Observed	Imme
Large Wildfire moving Rapidly West	Event	Fire	Severe	Observed	Imme
Large Wildfire moving Rapidly West	Event	Fire	Severe	Observed	Imme

An operations page from IBM Intelligent Operations Center that pulls together relevant information from various sources into one meaningful view.