

# Smart Service Development in Public-Private Settings—Assessment Methodology and Use-Cases in the Lake Constance Region

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## Abstract

Under headings like ‘Smart Government’ and ‘Public Private Partnership’ (PPP)- i.e. the development of services in cooperation with private, industrial service providers—municipalities are launching ICT and digitalisation initiatives aimed at the holistic deployment of digital, public and private smart services. Even where geographical proximity and similar socio-economic conditions of the municipalities are often present, a systematic exchange of methodologies, service design approaches, and best practices is missing. In this paper, we describe the how service science is approached in the public sector, especially in cooperation with private as well as academic partners and in co-creation settings (quadruple-helix). Furthermore, we present existing approaches in procurement and approaches we designed for service development in Smart Government and Smart Cities settings in the Lake Constance Region. Key Performance Indicators (KPI) and two use-cases of the region round of the paper.

## Keywords

Smart government

Smart cities

Smart service development

Link:

[Full Conference paper](#)