

Block 2: Foundations of managing urban infrastructure systems

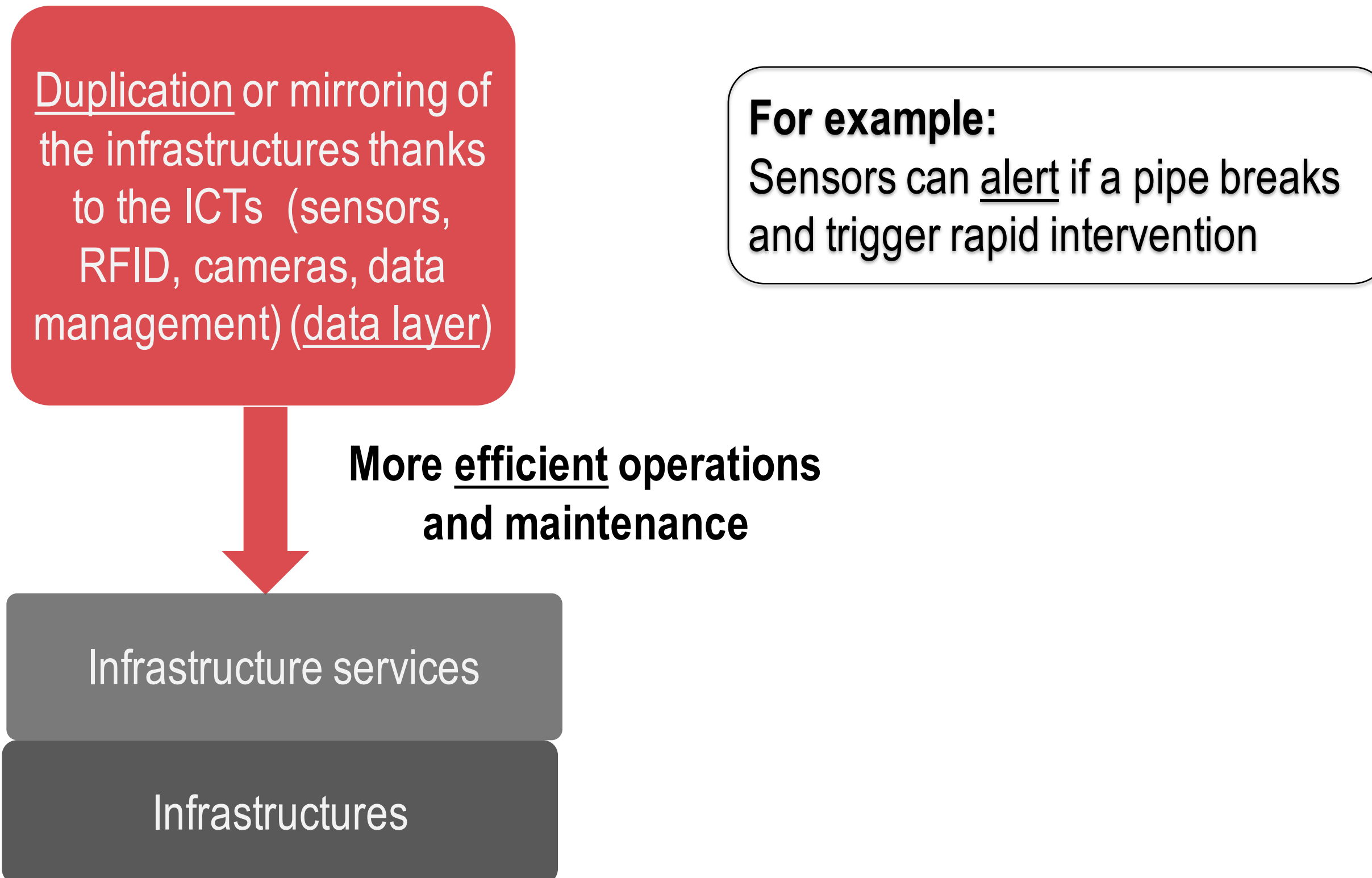
6. The role of the ICTs

Prof. Matthias Finger

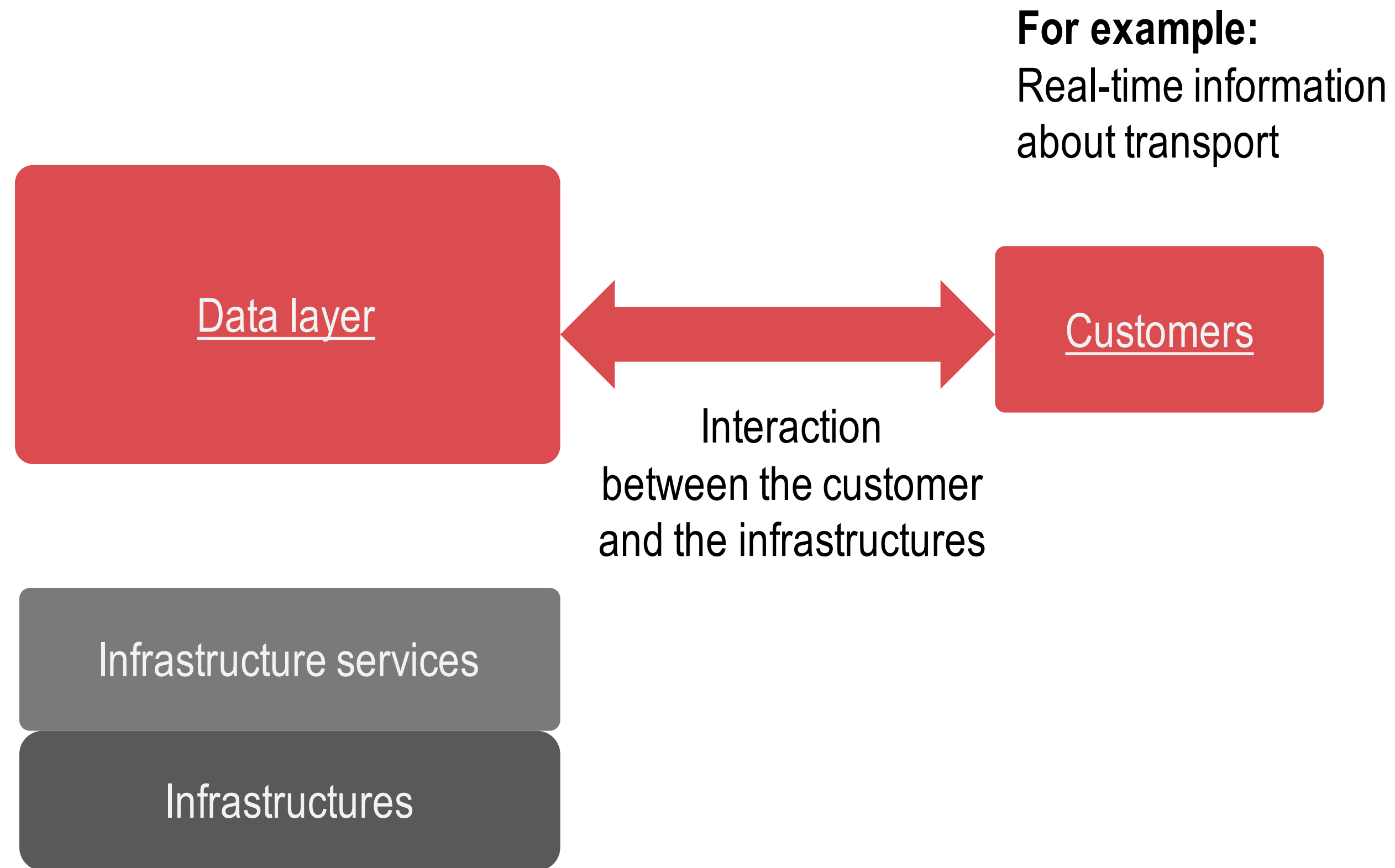
In this session you will learn about the impact of the information and communication technologies (ICTs) upon the management of urban infrastructure systems, more specifically about:

- Efficiency gains
- The empowered role of the customer
- New, ICT-based services

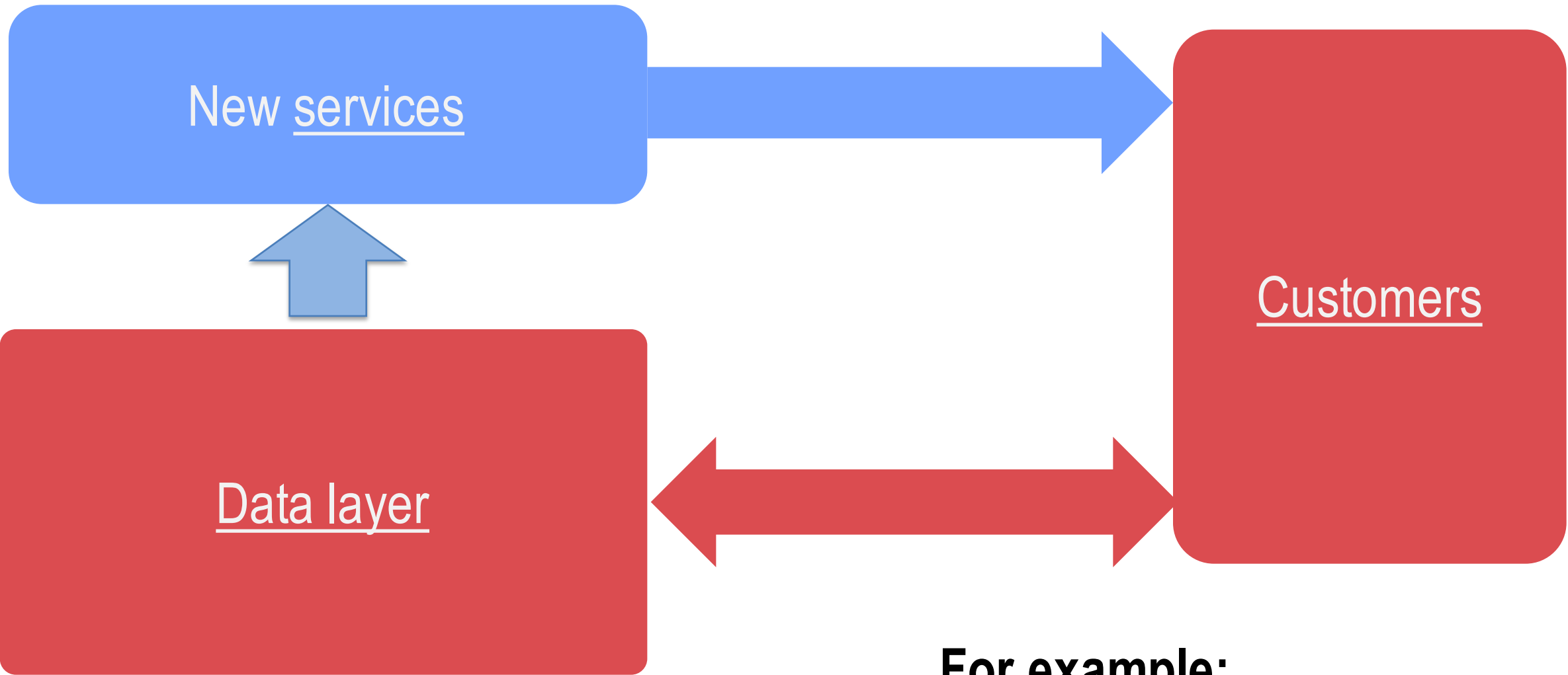
Efficiency gains



The empowered role of the customer



New ICT-based services



For example:
Car or bike sharing



In this block, you have heard about:

- what urban infrastructure managers do
- how they deal with stakeholders
- what main dimensions they have to address
- about the main schools of thought they can refer to, and
- about the role of the ICTs

In the next two blocks we will talk about managing urban energy and transportation systems