**Smart-Wise Inclusive Cities in India**

***CASE STUDY TEMPLATE***

 *v0.2: 27-02-18*

This is the suggested template for the phase 1 case studies, and the phase 2 interviews. It is designed as an application of the synergistic toolkit (see [www.urban3.net](http://www.urban3.net) ). This table should be copied into a separate file for each case study. See the explanation and worked example in the ‘research plan’.

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| --- | --- | --- | --- |
|  | ***Interviewee - Name*** | ***Organisation*** | ***Email address*** |
|  |  |  |  |
| ***PROJECT*** | ***Which project / business / innovation / service ‘model’ do you want to talk about? what does it do & how does it work?*** | ***Name of model*** | ***Short description of model*** |
| ***ACTORS***  | ***Questions: who is involved In the model?*** | *WHAT ARE THE OVERALL PROBLEMS, COSTS & RISKS OF THE MODEL?* | *WHAT ARE THE OPPORTUNITIES & BENEFITS FOR THE MODEL?* |
|  | Owners / sponsors / investors in the new smart business / service models  |  |  |
|  | Stakeholders on the supply side – workers, managers, suppliers |  |  |
|  | Stakeholders on the demand side – users, customers, distributors |  |  |
|  | Stakeholders in the wider community & society  |  |  |
| ***FACTORS***  | ***Questions: how does the model work?*** | *WHAT ARE THE PROBLEMS, COSTS, RISKS IN THE MODEL DESIGN?* | *WHAT ARE THE OPPORTUNITIES & BENEFITS IN THE MODEL DESIGN?* |
|  | Smart technologies which are used or developed?  |  |  |
|  | Data which is managed or generated?  |  |  |
|  | Smart business models or service models, which are enabled? |  |  |
|  | Platform or ‘general purpose technologies’ which are enabled? |  |  |
| ***SECTORS*** | ***Questions: which domains are active or affected by the model?*** | *WHAT ARE THE PROBLEMS, COSTS, RISKS, IN THE AFFECTED DOMAINS?* | *WHAT ARE THE OPPORTUNITIES & BENEFITS IN THE AFFECTED DOMAINS?* |
|  | Urban technology: transport, housing, energy / water / etc  |  |  |
|  | Urban public services: health, education, cultural |  |  |
|  | Urban economy: formal / informal in shopping & consumer services  |  |  |
|  | Urban government / governance / decision-making:  |  |  |
|  | Urban social & cultural & community issues.  |  |  |
| ***SYSTEMS***  | ***Questions: which levels are involved in the model?*** *(from ‘multi-level perspective’)* | *WHAT ARE THE PROBLEMS, COSTS, RISKS, AT THE DIFFERENT SCALES WHERE THE MODEL OPERATES?* | *WHAT ARE THE OPPORTUNITIES & BENEFITS AT THE DIFFERENT SCALES WHERE THE MODEL OPERATES?* |
|  | (niche level): Sector & infrastructure technology systems;  |  |  |
|  | (regime level): City management platforms & inter-operable systems; AI, IOT, platforms, social media  |  |  |
|  | (landscape level): general urban development: general IT development: social economic & govt development |  |  |