

# MILAN DIGITAL TRANSFORMATION

## The Milan of the future is sustainable, inclusive, and digitally advanced

Milan empowers citizens to be agents of change at the individual level, while also driving measurable progress towards the City's goal of a more sustainable, inclusive, and digitally advanced future. The City does this by focusing first-and-foremost on the needs of its citizens, making digital services easily accessible and user-friendly, and prioritizing its most vulnerable communities.

Milan launched a series of digital initiatives to place the City "in the pocket" of its citizens. This includes citywide infrastructure and strategic digital projects that lay the foundation for the City to work quickly and collaboratively. Guided by the *"mobile-first, one-click"* principle, the city has structured these digital initiatives under **four missions**, which will bring to life Milan's vision for a digitally-enhanced and sustainable future.

### DATA-DRIVEN

Milan identifies opportunities and challenges through insights provided by data analytics, managing and leveraging available information on urban life to empower decision-making processes, as well as promoting a strong data culture within government and with its residents.

### USER-CENTERED

Milan's digital tools are developed following a bottom-up approach, with user's needs and preferences as a guiding principle, involving residents throughout the different stages of the design and implementation processes, to create highly usable and accessible digital solutions.

### DIGITAL INCLUSION

Every member of our community must have access to the technologies and digital tools developed in Milan, through which we promote equitable civic engagement, digital literacy, and access to government services. The city is committed to accessibility, digital literacy, and technological literacy, as core elements of its digital inclusion mission.

### SUSTAINABLE TRANSITION

A digitally enabled future is only possible through a sustainable approach that takes into consideration the effects that digital projects have on the community and the Milan's digital transformation accounts for the carbon footprint its projects generate and is actively working to measure and offset these impacts. Additionally, Milan designs digital tools to have a positive impact on the quality of life of its citizens, using state-of-the-art tools to enable a fully sustainable and green transition.