



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to ... cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact dpido@un.org.

Monaco

Monaco

I. Institutional Framework

1. What is the official e-Government¹ portal of the city/municipality? If more than one exists, please list all.

Government Portal
<https://www.gouv.mc>

Public Services Portals

- For citizens: <https://www.service-public.fr>
- For professionals: <https://www.service-public.fr/professionnels-entreprises>
- For associations: <https://www.service-public.fr/associations>

Extended Monaco

<https://extendedmonaco.com/en/>

Monaco City Hall

<https://www.mairie.mc>

2. Please provide URLs for portals providing specific services/features
 - a. E-services²:

Several systems have been designed to offer an optimal administrative experience to citizens and residents and are currently being deployed in the Principality.

The Digital Identity will be launched on June 28th. This new ID card will allow all citizens to identify themselves to the different public services of the Principality.

<https://en.gouv.mc/Policy-Practice/Businesses/News/Monaco-to-roll-out-digital-identity-and-trusted-services>

The M-Connect solution (Single Sign-On) is part of the Digital Identity and will enable a fast, fluid and secure authentication service based on the "Say it Once" principle.

¹ E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

² A specific portal where you can see the list of all online services available to the public.

<https://mconnect.gouv.mc/en/decouvrir>

Finally, the One-stop Counter will enable citizens and companies to have access to fully digitalized administrative procedures from a single website. By the end of 2020, 50% of the main administrative procedures had already been dematerialized (70 procedures out of 140), and 15 procedures are dematerialized each year. (Undergoing development – to be released on Sept. 2nd)

The Public Services Portal (cf. Question 1) currently offers 70 fully dematerialized administrative procedures to citizens and companies.

b. E-participation³:

See above (Digital Identity, M-Connect SSO and One-stop counter)

Besides, the Urban Report app, launched in 2020 as part of the Smart City strategy led by the Principality, allows users to report issues, share ideas and ask questions to the various State services concerned.

https://play.google.com/store/apps/details?id=mc.gouv.mur&hl=en_US&gl=US

c. Open government data⁴:

Monegasque Institute of Statistics and Economic Studies (IMSEE)

<https://www.imsee.mc/>

This website provides a wide range of public data such as:

- Covid-19 data
- Economic and financial data
- Population and employment data

d. Public procurement:

e. Other major portals at the city/municipality level:

3. Does your city/municipality have a Chief Information Officer (CIO)⁵ to manage its e-Government programs/strategies?

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³ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

⁴ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

⁵ **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

If yes, is the city/municipality CIO linked to any extent to the national CIO? (by mandate or other type of relation)

Not applicable to Monaco.

II. Legal Framework

Is there any legislation on digital governments such as law on access to information or data privacy at the national and/or local levels? Yes No

a. If Yes, how do you adopt these in your organization?

The legal framework for e-government consists of several founding laws such as:

- *The Digital Principality Act, which sets accessibility standards that every digital service must comply with.*
<https://www.legimonaco.mc/305/legismclois.nsf/ViewTNC/9301A603E6FB1F33C12584FD002CC731!OpenDocument>
- *The Digital Identity Law, which defines the framework in which digital identity can be deployed.*
<https://www.legimonaco.mc/305/legismclois.nsf/ViewTNC/A8F7E9DCB177CC35C12584FD002D069D!OpenDocument>

For further information about the e-government legal framework, please refer to the Legal Framework section of the MSQ.

III. Strategy and Implementation

1. Is there a city/municipality e-Government Strategy or equivalent?

The Extended Monaco program is the Monegasque model for a digital world. This program's ambition is to make Monaco a leader in the digital world by making digital technologies the foundation of all public policies in order to sustainably irrigate all the components of the society.

The program also aims to serve sustainable and intelligent development by learning from the consequences of the crisis at all levels: education, economy, energy transition, health, and business.

Since 2019, Extended Monaco has been implementing initiatives to improve the living environment of Monegasques, covering 6 main areas: Smart City, Education, Health, Economy, e-Government, and Infrastructures.

Extended Monaco's website: <https://extendedmonaco.com/en/>

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.

- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.

Please explain further:

For more details on the following points, please refer to the MSQ.

- *Implementation plan*

Extended Monaco. (Cf. previous question)

- *Aligned with the national development strategy*

The Extended Monaco program is driven by the vision of H.S.H. Prince Albert II presented at the inauguration of this digital transformation program for the Principality in April 2019. Its ambition is to perpetuate the Principality's excellence in a world that has become digital.

- *Aligned with the SDGs*

The Government Action Plan (called "PGA") does include the Sustainable Development Goals (SDGs) in all the priority strategic objectives it sets. Furthermore, Extended Monaco has the ambition to create its own sustainable digital model. Several initiatives illustrate this commitment (cf. Q. 5).

- *Aligned with national digital development strategy*

Not applicable to Monaco since the local digital development strategy cannot be separated from the national digital development strategy.

- *Shared solutions or platforms provided at the national level*

Split between local/national level not applicable to Monaco

See the Extended Monaco platform: <https://extendedmonaco.com/en/>

- *Specific reference to e-Participation and digital inclusion*

Several initiatives illustrate how the Government integrates e-participation and digital inclusion in its e-government strategy.

For e-participation: users are encouraged to give their opinion on the e-services made available to them via a satisfaction questionnaire, available at the end of each online process. In addition, they can report issues, share

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

ideas, and ask questions to the various State services concerned via the Urban Report.

For digital inclusion: initiatives such as the Autonomy Platform, the Digital Secondary School, the Digital High School, the Coach Caeso and the dedicated website for the Women's Rights Committee participate in the inclusion of the most vulnerable groups in the e-government strategy.

- Specific reference to co-creation mechanisms for citizens

Within the DSN (Direction des Services Numériques), an e-services factory uses user experience methods to make iterative adjustments before the deployment of a service

- Specific reference to social media

Social networks are an integral part of the Principality's e-government strategy. They play an important role in the promotion of the Government's various digital initiatives and in the enrolment of users.

- Specific reference to local digital ID

In 2019, Monaco has begun the deployment of a regalian digital identity. This digital identity meets the best world standards in this field. This digital identity allows each Monegasque and resident to have a new identity and residence card with a digital identity which will allow access to the Principality's online services with a high level of security from June 2021.

- Specific reference to new technologies (AI, blockchain, etc)

The Government has deployed a legal framework allowing the development of the use of diverse new technologies such as blockchain, IoT, 5G, etc. Several initiatives have been launched yet (STO platform, deployment of the 5G network, Digital Twin, etc) illustrating the the desire of the Principality to be a State at the forefront of technological development.

- Measures to ensure e-Government is used by the most vulnerable groups

Women, students, and seniors are directly targeted by certain digital initiatives, designed to meet their needs in the most consistent way possible.

- Measures for ICT training and digital literacy by government officials

The Government has established a partnership with Coopacademy to make available to all Monegasque entrepreneurs a wide choice of training courses focused on digital stakes. A complete training program has been created and allows entrepreneurs to obtain a digital certification: the Monaco e-Pass.

Digital Workshops accessible through the EME platform are also organized each month in partnership with tech giants (LinkedIn, Google, Facebook, Microsoft, etc), which share their knowledge on specific topics related to digital.

- Specific reference to cyber security

The Government has missioned an agency dedicated to cyber security issues: the Monegasque Digital Security Agency (AMSN). Among other things, the AMSN aims to prevent, detect, and deal with cyber-attacks that may occur on the territory and to evaluate and certify the security of digital products, particularly about their ability to secure personal data.

A legal framework has also been developed to limit the occurrence of cyber-risks in the Principality.

- Specific reference to mobile government

The e-services offered by the Government are designed to be fully responsive on all types of devices. In this way, various applications and initiatives are available on smartphones, and the One-Stop Counter will make all online procedures directly accessible from any device.

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

The entire digital strategy in the Principality is centralized and managed by a single body, the **Interministerial Delegation in charge of Digital Transition (DITN)**, which works at a national level in collaboration with all the institutions in their areas of responsibility and coordinates all digital projects across the country.

The 2021 total budget of the DITN was € 52 millions, which represents 3,3 % of the total Government budget. (€ 1.582.953.800 in 2021).

Art. 2 Journal de Monaco: <https://journaldemonaco.gouv.mc/Journaux/2021/Journal-8519/Loi-n-1.504-du-23-decembre-2020-portant-fixation-du-budget-general-primitif-de-l-exercice-2021>

Furthermore, a total of 180 million euros are to be invested between 2019 and 2022 to support the Extended Monaco program.

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

The Principality's annual budget is published in December in Monaco's official bulletin, which is accessible online without any restriction.

Official Bulletin (2021): <https://journaldemonaco.gouv.mc/Journaux/2021/Journal-8519/Loi-n-1.504-du-23-decembre-2020-portant-fixation-du-budget-general-primitif-de-l-exercice-2021>

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

The Government Action Plan (called "PGA") does include the Sustainable Development Goals (SDGs). Furthermore, Extended Monaco has the ambition to create its own sustainable digital model. To illustrate this commitment, here are several examples of actions taken in key areas of sustainable development:

Environment

The Prince's Government is committed to implementing an inclusive digital model in line with the environmental objectives set by the Prince, recently raised to 55% reduction of GHG by 2030 compared to 1990. This ambition

has been translated into the Responsible Digital Charter and is embodied in multiple initiatives:

- **Dematerialization of internal exchanges, meetings and pay slips within the Administration since March 2021** (75% payslips dematerialization rate).
- **Dematerialization of administrative procedures used by citizens:** more than 25,000 requests for online procedures were made in 2020.
- **National Pact Coach Carbon**, which is a digital tool launched on September 2020 for individuals and companies and that allows to sign the National Pact for Energy Transition online, draw up a carbon footprint and choose actions and objectives to take part in the challenges launched by the Government <https://energy-transition.gouv.mc/Energy-Transition/News/Launch-of-National-Pact-Carbon-Coach>
- Use of the **Principality's Digital Twin** (3D digital representation of the Principality) in terms of environmental preservation, in particular by simulating the life cycle of urban infrastructures, from eco-design to maintenance and reuse; and by simulating the traffic impacts of urban policy which helps make responsible urban planning choices.
- **A framework has been defined to measure the carbon impact of digital projects from their scoping phase**, to reduce this impact or to argue for the cancellation of the project in case of excessive environmental impact.
- **Lifetime extension of the Administration's digital equipment** (computers, mice, monitors, printers, etc.) to reduce its impact on the environment. The objective of this approach is to achieve a 37% reduction in the Administration's GHG emissions and a 39% reduction in its electronic waste.

Inclusiveness

- Fight against the digital fracture through the deployment of a 5G network. In 2019, Monaco has become the first country to deploy a 5G network throughout its territory; a 10GB/s 5G meeting the most advanced world standards. https://monaconow.com/5g-a-technology-offering-infinite-potential/?qclid=Cj0KQCQjwwLKFBhDPArisAPzPi-Ikw8RsThy-DGyi4SMprDTw1sZftoNtjG0D6zLlq5D0pRYnqqWITU8aAk1IEALw_wcB

Support to vulnerable populations

- **For students: Digital Secondary School (“Collège Numérique”)**

The Digital Secondary School is a Monegasque initiative aimed at initiating the digital transformation of education to meet 3 challenges:

- Pedagogical, through a digitally enhanced education, favouring pedagogical creativity
- Conjunctural, by facilitating educational continuity outside the classroom and the relationship between parents, children, and teachers.
- Generational, by training the talents of tomorrow that the country needs.

The Digital Secondary School – launched in 2020 – allows to maintain scholar activities, even in a remote mode.

Official publication: <https://en.gouv.mc/Portail-du-Gouvernement/Policy-Practice/Youth/News/1-200-Laptops-Have-been-Distributed-to-Pupils-in-the-Principality-The-Digital-Secondary-School-A-New-Phase-in-the-Future-of-National-Educati>

The Government also funds the Parkours distance learning support program, which makes it possible to accompany several hundred children in remote learning during the school vacations.

<https://extendedmonaco.com/un-stage-parkours-finance-a-50-durant-les-vacances-de-printemps/>

The Career Coach Caeso launched in 2019 offers Monaco's secondary and high school pupils free, personalised career advice.

<https://en.gouv.mc/Portail-du-Gouvernement/Policy-Practice/Youth/News/CAESO-An-All-Digital-Careers-Advice-Coach>

- **For elderly:** Autonomy Platform to be launched in 2022, which is a digital tool that aims to improve the quality of life and care of the elderly <https://en.gouv.mc/Portail-du-Gouvernement/A-la-Une-du-Portail/Presentation-of-the-Autonomy-Platform-Project-for-the-Care-of-the-Elderly>
- **For women's rights:** Creation of a dedicated website for the Women's Rights Committee (DFM), which offers digital resources with the objective of promoting gender equality throughout the country and fighting against violence against women.
<https://dfm.mc/?lang=en>
<https://en.gouv.mc/Portail-du-Gouvernement/Policy-Practice/A-Modern-State/News/Second-annual-report-on-work-of-Women-s-Rights-Committee-published>

Economic sustainability

- **Blue Fund:** €20 millions, which are funds managed by the Ministry of Finance and Economy, and the DITN, to provide subsidies to companies wishing to carry out growth-generating digital transition projects
<https://www.hellomonaco.com/news/latest-news/blue-fund-covid-recovery-plan-for-businesses/>

6. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

Global partnerships

The Government has established several international partnerships with countries with countries with a comparable structure such as:

- **Singapore**, whose Minister of Foreign Affairs in charge of the Smart Nation, Vivian Balakrishnan, has actively participated in the Monaco Digital Advisory Council meeting which took place in November 2019.
- **Luxembourg**, with whom Monaco has signed an agreement in 2018, allowing the creation of an e-ambassy on Luxembourg soil, which will be a key data back-up for the Principality (launch is planned in early 2022)

Regional partnerships

- **Metropole Nice Côte d'Azur**, which cooperates with the Principality of Monaco since 2015 in the field of digital innovation and economic development, particularly regarding cross-border digital development, experimentation of Smart City solutions, and economic development of digital territories.
- **Partnerships with +100 local actors**: As part of the Extended Monaco program, the Government has entered into a partnership with a hundred Monegasque digital players who support Monegasque companies in their digital transition projects. The list of partners is available from the EME platform: <https://eme.gouv.mc/trouver-un-partenaire/>

Other notable partnerships

The DITN has a large ecosystem of digital innovation partners such as schools (EURECOM, ESCP, etc.) or private players (Monaco Telecom, AWS, etc.) with whom it carries out digital transition projects. Other partnerships have also been concluded with tech giants to organize the Digital Workshops already mentioned.

IV. Usage of online services

- 1. What is the percentage of city/municipality services offered online and through dedicated mobile means? Please explain and provide links for both online and mobile services.**

By the end of 2020, 50% of the main administrative procedures had already been dematerialized (70 procedures out of 140), and 15 procedures are dematerialized each year. The One-Stop Counter, which is to be launched on September 2nd, will make all online procedures directly accessible from any device, including smartphones.

The Monaco City Hall also has its own portal that references a number of online procedures that will also be integrated into the One-Stop Counter.

<https://www.mairie.mc/eservices.php/en>

<https://actes-en-ligne.mairie.mc/ConfirmConnect.aspx>

For further information on the One-Stop Counter and e-procedures, please refer to the MSQ.

- 2. Do you collect usage statistics of e-Government services?**

Yes No

- 3. If yes, do you publish the results online and share those with the public institutions concerned?**

Yes, these statistics are published on social networks for communication purposes.

V. User satisfaction

- 1. Do you measure the satisfaction of citizens with the e-Government services provided?**

Yes No

- 2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.**

Yes, a publication on social networks is planned to share the results of satisfaction questionnaires.

3. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further.

The results of the questionnaires concerning online procedures indicate that the average satisfaction score is 92% (average score: 9.2/10).

VI. Social Media

1. How do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

The **Government** manages several accounts on diverse social media. All these accounts are used to share local information, news, events, etc.

LinkedIn: <https://www.linkedin.com/company/gvtmonaco/> (14 781 followers)

Facebook: <https://www.facebook.com/GvtMonaco> (57 999 likes)

Twitter: <https://twitter.com/GvtMonaco> (34.3k followers)

Instagram: https://www.instagram.com/gvt_monaco/?hl=fr (23.4k followers)

The **Extended Monaco** program also has its own accounts, which aim at informing about the program, the coming advancements, etc.

LinkedIn: <https://www.linkedin.com/company/extendedmonaco/> (3 031 followers)

Facebook: <https://www.facebook.com/ExtendedMonaco> (4 709 likes)

Twitter: <https://twitter.com/ExtendedMonaco> (2 574 followers)

Instagram: https://www.instagram.com/extended_monaco/?hl=fr (25 followers – launched in June 2021)

VII. COVID-19 Measures

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing the COVID-19 pandemic? Please explain further and provide links.

The Covid-19 information website, which provides information about the measures taken in the Principality of Monaco and recommendations to limit the spread of the virus.

<https://covid19.mc/en/>

The Covid-19 vaccination appointment website, which allows citizens to make a vaccination appointment online.

<https://vaccination-covid19.gouv.mc/en>

2. Are there any local e-Government initiatives that your city/municipality provided for

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

COVID-19 response and recovery. (e.g., portals/URL; strategy for digital technologies; online services; digital solutions; budget for digital solutions)

TOTAL BUDGET ALLOCATED TO THESE INITIATIVES: €24,5 MILLIONS

Blue Fund: €20 millions

Which are funds managed by the Ministry of Finance and Economy, and the DITN, to provide subsidies to companies wishing to carry out growth-generating digital transition projects

<https://www.hellomonaco.com/news/latest-news/blue-fund-covid-recovery-plan-for-businesses/>

Digital initiatives: €4,5 millions (8% of the DITN total budget)

Which are parts of the DITN budget, specifically allocated to accelerate the recovery.

DIGITAL INITIATIVES

Creation of a vaccination and PCR tests database aimed in order to make available all necessary data to fight against the spread of the virus

<https://journaldemonaco.gouv.mc/en/Journaux/2020/Journal-8487/Decision-Ministerielle-du-20-mai-2020-relative-a-la-mise-en-oeuvre-d-un-traitement-d-informations-nominatives-destine-a-permettre-le-suivi-de-la-situation-epidemiologique-prise-en-application-de-l-article-65-de-l-Ordonnance-Souveraine-n-6.387-du-9-mai-20>

Development of Covid-related e-services (cf. the Covid-19 Response and Recovery section of the MSQ)

Examples of Covid-related e-services:

COVID19 - Receive assistance from the Blue Fund / Grant for digital projects

COVID19 - Declare Total Temporary Layoff

COVID19 - Apply for a Monegasque Guarantee Fund

COVID19 - Apply for the Small Company Grant (APS)

COVID19 - Apply for Aid to Companies (AS)

COVID19 - Apply for the Partial Exemption from Employer Contributions (E.P.C.P)

COVID19 - Buy masks for your employees

Apply for the #MonacoSafe Certification

Health portal (Monaco Santé)

Monaco Santé is a digital portal that offers Monegasques, residents, visitors, and health professionals an access to a multitude of health-related services:

- Information and news
- Directory of contact details for all the Principality's healthcare professionals and institutions,
- Online appointment booking (incl. a deep link towards the Covid-19 vaccination appointment website)
- Archiving of personal information

<https://www.monacosante.mc/en>

Digital Secondary School (“Collège Numérique”)

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VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on the following new technologies?

(e.g., Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing)

Yes No

a. If yes, please explain further and provide links.

Artificial intelligence (AI); link/detail: The sovereign cloud will be the cornerstone of the development of AI in Monaco through its calculation capacities (use of Amazon Web Services storage bays of the highest standards, on Monegasque territory).

Press article: <https://www.monaco-tribune.com/en/2020/09/monaco-to-have-its-own-cloud/>

Blockchains; link/detail: In October 2020, Monaco has become the very first country to develop a legal frame dedicated to blockchain and Security Token Offerings (STO) and has launched a blockchain-based platform to enable STO emissions. Since then, certified companies can access the STO platform to raise funds. Led in collaboration with Monaco's partners EuroGroup and Tokeny, this initiative illustrates the Government's desire to become an attractive "Funding Nation".

Press article: <https://thetokenizer.io/2020/06/30/the-principality-of-monaco-selects-tokeny-solutions-as-its-tokenization-platform/>

Laws:

- [Loi n° 1.491 du 23 juin 2020 relative aux offres de jetons](#)
- [Ordonnance Souveraine n° 8.258 du 18 septembre 2020 portant application de la loi n° 1.491 du 23 juin 2020 relative aux offres de jetons](#)
- [n°995 – Projet de loi relative à la technologie Blockchain](#)

5G; link/detail: In 2019, Monaco has become the first country to 100% covered by a 5G commercial network.

<https://en.gouv.mc/Portail-du-Gouvernement/A-la-Une-du-Portail/Monaco-Telecom-connects-the-Principality-to-5G>

<https://www.monaco-telecom.mc/5g/?lang=en>

Internet of Things (IoT); link/detail:

Digital Twin

Already announced in 2019 (<https://www.monaco-tribune.com/2019/05/jumeau-numerique-service-monegasques/>), the Principality has finalized the first version of its Digital Twin in May 2020. On 1st June 2020 the first Commission of Work has been held, during which the impacts of decisions on urbanism and public works have been simulated on the Digital Twin of the Principality.

Smart City

Connected devices are deployed since 2020, such as air quality sensors, sound sensors, connected traffic lights used to give priority to priority vehicles, connected sports park, etc. These objects are aimed to enhance living

conditions through more intelligent urban infrastructures.

Connected sports park (MonaMove): <https://extendedmonaco.com/project/monamove-la-station-sportive-connectee/>

Connected bus shelters: <https://extendedmonaco.com/project/monamove-la-station-sportive-connectee/>

Others; link/detail:

Monaco has fully deployed its fibre network throughout its territory. 70% of households are eligible to it. By the end of 2021, they will be 85%. A target of 100% eligibility by 2022 has been set.

The strong connectivity offered by the Principality is reflected in the following figures, which have been transmitted to the ITU

(Total population: 39,000 inhabitants)

Mobile subscribers (ITU i271): 35,485

Fixed broadband subscriptions (ITY i4213tffb): 20.877

Internet users: 20.877 (the Government does not differentiate between broadband and Internet access)

Active mobile-broadband subscriptions: (ITU i271mw) (Sim data only) = 2,631

Official article: <https://extendedmonaco.com/la-fibre-deployee-a-monaco/>

2. Does your city/municipality strategy plans for the use of big data analytics in their decision-making processes? Please explain further and provide links.

Yes, big data analytics are currently used in the smart city strategy and allow the Government to have a form of urban hyper vision. The Digital Twin presented above allows to collect and aggregate urban data used to make smarter decisions. In concrete terms, this data is used to carry out simulations and forecasts of the impact of urban works on nuisances and traffic for instance, and to minimize this impact.

X. Contact and Additional Information

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- Organization: DITN
- Submission date: June 18th

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.