

## Providing a model for developing service document of Electronic City in Tehran Metropolitan area, Iran

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**Abstract:** Developing service documents of Electronic City is one of the premier and most basic acts of planners and executives of placement and development of Electronic Cities. This document is in fact includes directive pillars (vision, duty and objective), strategies and general policies of placement plan and development of Electronic Cities. The present article provides achievement of studies and researches, which have been done in order to having availability to comprehensive and scientific model for the development of directives of Electronic Cities. Finally, by comparative and inductive study and analysis the documents of plans of Electronic Cities and obtained opinions of experts, criteria's for development of the directives of Electronic Cities have been gathered and on the three axis of urban management, city and citizens have been classified.

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### 1. Introduction

Nowadays, cities have a new face of life in communication age and are considering as centers of different services, exchange of cultures. In regard to concentration of services in cities and also expansion of application of data technology and communication and their extensive effects on different aspects of citizen's life (Gastil, 2000). Now a day's using new methods and technologies of providing services in shape of "urban electronic services" in relation between citizens and government and private organizations providing services considered as an effective way in providing urban services (Onnela et al 2007).

In regard to necessity of comprehensive and strategic planning in line with creating Electronic Cities and in other way importance and key position of directive pillars as directors and guidance in planning process, having scientific models for developing vision, objectives in service document of Electronic City are the basic necessities of placement plans and development of Electronic City (Sorkin, 1992).

Service document of Electronic City is the first result of studies and research that which is needed (with municipality domination) in the first step of the Electronic city is the needed (Kilger, 1994); (Dahlberg, 2001). Service electronic, which in fact is a necessity over other processes of strategies.

In service document of Electronic City, the way of the services that develops data technology

and then provides a background for communication between urban organizations and citizens clarified.

Using abilities of data and communication technology among activities and service domain of urban management organizations also has had great opportunities and benefits, and its development in form of urban municipality electronic services and applying it to Electronic City is considered as a long step in accordance with innovation and services activities of these organizations.

### 2. Dimensions and necessity of research

In general, they necessitate different factors like planning, data and communication strategy, and in another way, entering the field of data and communication technology without comprehensive and strategic planning creates unwanted outcomes. In order to use and finding suitable model for strategic planning would lead to facing different choices, which all of them would lead to strategic developments on which base directives are regulated (Fayad, 1997).

The first basic directions in all of the planning strategic models, developing directives are its objectives, which in fact are pre needs on base of process development on other strategic processes. Developments of visions, missions and objectives of Electronic Cities in development of their development services have an important place and play an important role (Berg, 2001).

Now a day's our cities have a noticeable progress in accordance with many criteria's of social and economic advances, like income per-capita level of educational, treatment, cultural services, employment opportunities and investment possibilities (Ahuja, 1992). In regards with city development criteria, Iranian citizens like the cities of the other countries that are developing are willing to receive easier, faster and more advance urban services. This way it is necessary that our municipalities also benefit as main centers of management and providing urban services by providing electronic municipality and providing its services in field of Electronic City benefit its abilities and benefits in service areas to its citizens.

In other way in regard with developing objective of city management organs in field of giving services the citizens performing service studies and strategic planning in the way of the development of service dimensions the municipalities in line with having an affective role in management of consumption model of urban resources, is a necessary matter.

### 3. Methodology

Studying and gathering research data have been done in the three given ways. The points gained in first step have been analyzed comparatively and parameters of the developments of the Electronic City are based on it as below (Sorkin, 1992); (Lieberherr et al 2003):

- Management, planning and developing service documents,
- Strategic planning,
- Data and communicative technology,
- Management and engineering of electronic services,
- Electronic government,
- Electronic city and theoretic city,
- Urban service management,
- Urban and local planning,
- Urban service management.

Second step of the research is devoted to analysis of documents and the available data sources. In this case researches in document analysis, study of the plans of Electronic Cities at world and national level has been a necessity (Onnela, 2007).

In the third stage of the research, the opinions of some of the experts and the managers of government organs and private

organs in the domain of the topics mentioned above have been gathered in form of interview and by using Delphi technique by planning questionnaires. In this part, we asked the experts to identify and introduce the key elements of the vision. At the end of this stage, the gathered opinions were analyzed, refined and classified.

### 4. Samples of research data

#### 4.1 Tehran vision 1404

In Tehran vision in 1404, which developed by urban management many points of attention to the domain of data and communication technology, and its development in Tehran can be observed, which would be referred to its important points later. In stage of Tehran's vision - in this part and in two points the domain of data and communication technology has been considered.

- Placing "The project of development of data technology" as one of the six key projects of development of "city service management".
- Placing "Electronic City" as one of the choices of opinion poll of the citizens about the most important feature of ideal Tehran.

#### 4.2 Charter of data technology of Tehran municipality

Institute of data and communication technology of Tehran municipality has provided the vision by the title "final Objectives and prospect of data technology of Tehran municipality" as follows:

- Providing proper data and services to the citizens and travelers at any time or place with proper methods.
- Management of data sources for correct and on time management of civil and current execution of Tehran municipality.
- Providing methods and instructions in all divisions of municipality of Tehran in order to ease the services.
- Clear working processes for correct decision-making and predicting its outcomes on base of data systems and on times statistics.
- Reducing civil transportations, traffic and air pollution by developing the application of data technology.

#### 4.3 Study and analysis of Documents in relation with duties

The highest informatics of Tehran's municipality, for identification and answering the needs of the ideal municipality of Tehran has provided in this way:

- Creating and developing data understructures with a proper capacity in the municipality.
- Intelligent ideas for higher services and municipality matters.
- Leveling management and executive of Tehran municipality.
- Creating consistent resources for data technology of Tehran's municipality.
- Review and improving the needed steps and using policies and standards for preferring the preferences of investments.
- Development of quantity and educating in relation with other informatics units.
- Creating civil data basis in order to provide data on time to the managers for management decisions of the city.
- Searching the highest technologies, innovations and new ways in line with betterment of effectiveness in urban process.
- Finding the latest technologies innovations in regard to improving effectiveness of data technology in city process.
- Creating balance between importance of security and quantities of the data.
- Developing balance in different dimensions of data technology.

#### 4.4 The project of Tehran's Electronic City

Tehran's electronic mission is mentioned as follows:

- Guidance and indentifying the policies and usage of data technology in urban services.
- Using data technology for offering the best services.
- Developing and using policies and standards for preferring investments in the field of data technology.
- Cooperation and using suitable substances in order to support urban services by using data technology.
- Making scientific cooperation in the fields of data technology, with other

informatics organizations and providing consolation services.

- Keeping and processing needed statistics and data in the field of urban services by using appropriate data systems.
- Study and analysis of the documents in relation with the objectives.

#### 4.5 Objectives of data technology of Tehran's municipality

Objectives of data technology of Tehran's municipality are as follows:

- Citizen's satisfaction and municipality staff (reducing time and expenditure)
- Improvement and clearing internal and external processes of the municipality.

### 5. Results and Discussion

#### 5.1 Explaining the criteria of developing Electronic Cities

After the final analysis and conclusion of the research, the obtained criteria for developing service document of Electronic Cities in regard with dimensional models have been classified in three axes, which will be offered in the following:

##### 5.1.1 Criteria of vision in the dimension of the development of electronic structure

In this axis placement and development of Electronic City has been considered as a base of the development of urban structure (Simmie, 2003). With the meaning that structure how can the visions in form of the features of Electronic City is considered. Meaning that how can structure vision of developed cities in form of Electronic City be fulfilled.

Gaining social satisfaction: easy availability and fast and cheap access to comprehensive data and urban services all the times and from everywhere (outside and inside of the city).

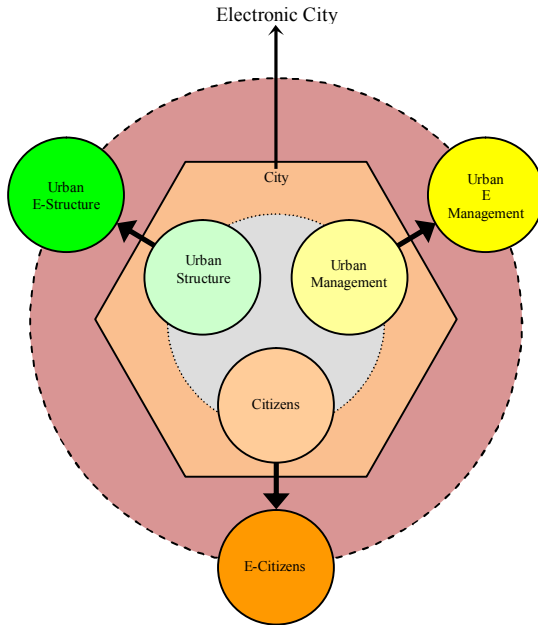


Fig 1: Dimensions in development of Electronic Cities.

Creating social justice: general access of all people to clear data and civil service (Ginwright et.al 2005). Benefit of the city from advanced technical and up to date communicative structures. A clean city (without any environment problems). Supporting the abilities and benefits of data and communication technology in modern processed. In cases such as:

- Electronic commerce and electronically business
- Electronic banking
- Electronic education
- Electronic tourism
- Second life

### 5.1.2 Criteria of vision in the dimension of Electronic City development

In this axis electronically city management (Electronic City management), as one of the ideals of city management development is taken into consideration. In the regard that vision of urban management is developed inform of electronic municipality have the following features:

Benefiting of urban management in domains of:

- Integrated urban management.
- Common management of the city.
- Environment engineering and management.

- Travel management (transportation and urban traffic).
- Municipality's success in innovation in urban management and services
- Municipality's success in correcting consumption model.
- Municipality's agreement in gaining a higher place in the way of Electronic City in compare with other similar cities (in country and province level).

### 5.1.3 Vision criteria in dimension of Electronic Citizen's development

In this axis, Electronic Citizenship is regarded as one of the main factors of citizen's development in form of vision and the ideal features of Electronic City.

- Scientific ability of the citizens in using the services of Electronic City.
- Rule of Electronic Citizenship culture with the citizens.
- Criteria of developing the mission of Electronic City.
- Mission criteria in the dimension of the development of electronic structure.
- In this axis, criteria for development of Electronic City's mission in the way of fulfilling ideals of development and urban expansion are provided.
- Supporting new policies and needs of urban management as follows:
  - Strengthening local government.
  - Citizen's participation in urban management processes.
  - Reversing immigration procedure.
  - Safe providing clear and valid data by using the abilities of data and communication technology.
  - Providing diverse, on time and stable urban electronic services which should be available at any time and everywhere.
  - Providing sustainable financial resources for the city by using the advantages of data and communication technology.

Providing the ground of expansion of using the benefits of data and communication technology in new processes and urban technologic (like electronic tourism, electronic business, electronic banking, and electronic teaching).

### 5.2 Criteria of mission in the dimension of the development of electronic management of the city

The provided criteria in this part for developing the mission of the organs of urban management in the way of development of the citizens toward electronic citizenship can be used.

- Using the abilities of Electronic City towards improving the citizenship culture (in its general meaning, like rights, duties, responsibilities) and vice versa.
- Training and improving the scientific abilities of the citizens in benefiting data and communication technology and electronic services.
- Developing the culture of citizenship (in its general meaning) and development of public access of the citizens.

### 5.3 Criteria of development of the objectives of Electronic City

The criteria provided in the part are followed for developing objectives placement of Electronic City in the way of development and expansion of the urban structure and in the way fulfilling the vision are effective.

- Providing proper urban services on base of criteria of using electronic services (on time, reliable, cheap, easy and diverse).
- Unity of urban electronic services in harmony among all organs which provide civil services.
- Providing comprehensive, update, clear, valid and unity of city in harmony among all urban data banks.
- Creating technical substructures with proper capacity in the city for supporting developments of Electronic City functions.
- Improving Islamic culture, rules and values of Iran's locally and nationally in processes and atmosphere of Electronic Cities of Iran.

### 5.4 Criteria of objectives in dimension of development of urban electronic management

In this part for objective development, which by organs of civil management for development of Electronic City and for establishing system of Electronic City (in form

of electronic municipality) is followed, some criteria are provided.

- Effective management of Electronic City by the municipality.
- Discovering potential opportunities of development, diversity, easy access and improved quality of city services (innovation).
- Unity in the ground of production and consumption of municipality resources by using the benefits of data and communication technology (correcting the consumption model).
- Continuous access to financial, technical and human resource needed for placement projects and development of Electronic City.
- Development of stable income resources for the organs of city management.
- Application, effectiveness of data and communication technology management toward using internal process of urban management organs.
- Effectiveness in the service domain of the organs of urban management.
- Clearness of processes, ways and activities of the urban management organs.
- Providing, maintaining and processing the needed data and statistic in field of city services and creating city information center.

At the end for developing, the objectives, which would be followed by organs of city management towards improving the citizens toward Electronic Citizenship the following criteria, are provided.

- Placement of rural culture (in its general meaning including, right, duties, responsibilities and cooperation).
- Developing and placement of concept of education of Electronic Citizenship.
- Scientific ability of the citizens in usage of data and communication technology.
- Public access of citizens to urban electronic services.

### 6. Conclusion

In the first part the results of in form of two achievements of the research was provided. Introductory achievements of the research, was providing a three dimensional model from development processes and city development

toward developing Electronic City, that picture the said processes in three axis of development of urban structure to electronic structure of the city, developing urban management to urban electronic management and in the end development of citizens toward electronic citizenship. This model can help us in identifying and access to a clear understanding of purposes of the ideals, necessities and the need of the process of placement and development of Electronic Cities.

However, the main achievements of the research clarification of a scientific frame work in developing documents of Electronic Cities, in the way the criteria that are classified in three-axis model of three dimensional, in regulating vision, missions and objectives of Electronic Cities.

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