



## City Innovation Snapshot BRUSSELS, Belgium

### Overview

- ▶ **Mayor:** Philippe Close
- ▶ **Term:** 2018–2024
- ▶ **Innovation Lead:** Katlijn Perneel; Filis Zumbultas
- ▶ **Population size:** 180 000 (estimated)
- ▶ **Innovation / open data website:**  
<https://smartcity.bruxelles.be/en>

### What is the organisational structure?

Brussels' innovation work is sprinkled throughout the municipality. The city's dedicated innovation team consists of **3 staff**.

Staff skill and profile includes:

- Project Manager



### Spotlight

Brussels is currently engaging in a transformation of Information and Communications Technology (ICT) infrastructure, jointly developed and supported by the city administration and its partner i-City. With a citizen-centred approach, Brussels has introduced an integrated front office using an omnichannel strategy that focuses on providing a cohesive user experience for citizens regardless of the channels used (physical, digital, phone, mail, etc.) at every point of contact. The administration has already introduced the e-desk, and continues to widen the range of online services offered by adopting a disruptive approach to digitalisation.

### What is the city's innovation vision?

Like 50% of cities surveyed, Brussels has a **formal innovation strategy**.

The city most closely associates innovation capacity with:

- **Big picture re-thinking**
- **Human-centred design**

### What is the city's innovation approach?

Brussels is currently focusing on an internal rethink of their Human Resources and City Administrative Service.

### What innovation partnerships exist?

Innovation work has been **internal to the city administration**, with **no major data partnerships** aimed at collecting or analysing data to fuel innovation capacity or strategy.



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## What funding is available?

Like 81% of cities surveyed, Brussels has dedicated funding to support innovation capacity, which comes from the following source:

- **Municipal budget** (city council approved funds / operating budget)

The city's funding for innovation capacity is generally directed towards investing in **digital systems, technologies or infrastructure**.



## How is innovation helping the city?

- ✓ **Simplifying administrative procedures for firms and residents**
- ✓ **Improving service delivery**
- ✓ **Improving resident outcomes**



## How is data used?

Data plays a **small but useful role** in decision-making and innovation efforts in Brussels. The city does not currently use data to align its budget process with its strategic priorities.

Brussels publishes open data to a central, public online location.



## How are outcomes measured?

Policy areas **with sufficient data** or **without sufficient data** to support innovation capacity in the city.

Transport / Mobility	Economic Development	Housing	Policing and Law Enforcement	Health
Government Finance	Waste and Sewage	Labour Market and Skills	Environment and Climate Change	Education
Culture	Social Inclusion, Equity	Public Works	Tourism	Digital Governance