



City Innovation Snapshot VIENNA, Austria

Overview

- **Mayor:** Michael Ludwig
- **Term:** 2015–2020
- **Innovation Lead:** Christian Wurm
- **Population size:** 1.9 million (2016)
- **Innovation / open data website:**
www.stolzaufwien.at;
<https://digitales.wien.gv.at/site/open-data/>

What is the organisational structure?

In the Department for Economic Affairs, Labour and Statistics, the section of Research, Technology and Innovation consists of **5 staff** specifically dedicated to innovation work. However, there are also other staff members across the municipal departments working on innovation.

Staff skills and profiles include:

- Project Manager



Spotlight | Strategy for Economy and Innovation

The city of Vienna's Strategy for Economy and Innovation focuses on six issues that would help resolve the major challenges of the coming decade such as climate change, technological advancement, urban growth, and increased life expectancy. The Strategy also outlines 10 fields of strategic actions, one of which entails "Innovative Urban Administration". Through innovations in public administration, Vienna continuously strives to develop and improve its services, tailoring them for specific target groups in order to boost local business productivity.

What is the city's innovation vision?

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

The city most closely associates innovation capacity with:

- Experimentation, pilots and prototyping
- Resident Engagement

What is the city's innovation approach?

Similar to 20% of cities surveyed, Vienna approaches innovation capacity **from a holistic / macro level**.

What innovation partnerships exist?

Vienna has developed partnerships to **promote innovation capacity** with other public agencies, private firms, not-for-profit organisations, and city residents/resident associations.

To **improve data use**, the city has also developed data partnerships with the private sector, academia and think tanks, to collect and analyse data, as well as with other cities.



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What funding is available?

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

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

Vienna's funding for innovation capacity is generally directed towards **training staff and building capacity, generating ideas and brainstorming, investing in digital systems and paying for third-party services.**



How is innovation helping the city?

- ✓ Improving internal government operations
- ✓ Anticipating and managing future challenges
- ✓ Improving service delivery

The most critical success factors in supporting the city's innovation work are **dedicated funding, Human Resource involvement, a dedicated innovation team, a culture of innovation within the municipal administration, engagement with partners, support from the broader community and leadership from the Mayor.**



How is data used?

Data plays a **significant role** in decision-making and innovation efforts in Vienna. The city currently **uses data to align its budget process with its strategic priorities.** Challenges preventing the use of data to support innovation goals include a **lack of technical infrastructure and spending** and that **data are seldom shared among agencies.**

Vienna **maintains a comprehensive data inventory** to make data more accessible, **publishes open data online** and **provides clear how-to guidance** to help residents access and use city data.



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