

Information kring EU-projektet, European Citiverses Uniting for Inclusiveness

Nämnden för Intraservice 250521

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Agenda

- Kort om projektet
- Hur det är organiserat
- Intraservice roll
- Aktuellt just nu

Co-funded by the Digital Europe



European Citiverses Uniting for Inclusiveness

Beneficiaries:



XPERIENCE NEXT

GATE

go:teborg&co

ICEBERG*



**OUR
NORMAL**

UNIVERSITY
OF TWENTE.



Future Memories

**RI
SE**

**VIRTUELL
DESIGN**
3D VISUALIZATION STUDIO

Hållbar stad – öppen för världen.

Associated Partners: Kungälv Municipality, School of Business, Economics and Law at the University of Gothenburg, Region Västra Götaland, YRGO, Digital Twin Cities Centre

Utmaningen

Den fysiska staden är inte tillgänglig för alla

Många familjer måste ta hänsyn till familjemedlemmarnas särskilda behov när man ska ta del av stadens utbud. Det kan handla om mentala eller fysiska utmaningar, sociala fobier, språkförståelse eller ångest vilket gör att behovet av att planera inför ett besök är stort.

I projektet **European Citiverse Uniting for Inclusiveness** kommer vi, med den insikten och med hjälp av universell design, att utveckla en tjänst som sänker trösklar för fysiska besök och göra staden mer tillgänglig på nya sätt.

Med hjälp av Göteborgs digital tvilling och AI kommer vi göra det möjligt att öva och lägga upp strategier för ett besök, tryggt i sitt hem, på sin egna enhet.



Mål i Göteborgs Stad budget 2025



Mål:

Göteborg ska vara en jämlik och trygg stad där alla invånare ges inflytande och möjlighet till delaktighet.

Segregationen i Göteborg ska brytas.

Göteborg ska klara kompetensförsörjningen.

Göteborg ska byggas ihop till en grön och levande stad utan bostadsbrist.

Göteborg ska vara ledande i klimatomställningen och ha en hög biologisk mångfald.

Göteborgs Stad ska ha en välfärd som möter göteborgarnas behov.

Göteborgs Stad ska ge sina anställda en bra arbetsmiljö och goda arbetsvillkor.

SMART CITIES - Project: European Citiverses Uniting for Inclusiveness (CU) 101168005

Project data

- Digital Europe Program, 5,148,451.59 EUR (2,574,225.80 EUR granted)
- Project duration: 30 months (October 2024 – March 2027)

Project objectives

1. Inclusive Digital Twin City Design

Deliver a universally designed digital twin prototype tested by diverse users for European scalability.

2. AI-Enhanced Technical Development and Service Integration

Deploy AI-assisted digital twin with accessible interface and full compatibility with MIMs Plus standards.

3. Strategic Communication for Project Replication and Outreach

Build the project as a replicable model through stakeholder engagement and targeted outreach to 10,000+ stakeholders.

4. Development of a Sustainable and Scalable Business Model

Create a sustainable business model aligned with EIF4SCC, enabling smart city partnerships and expansion.



Universiell design



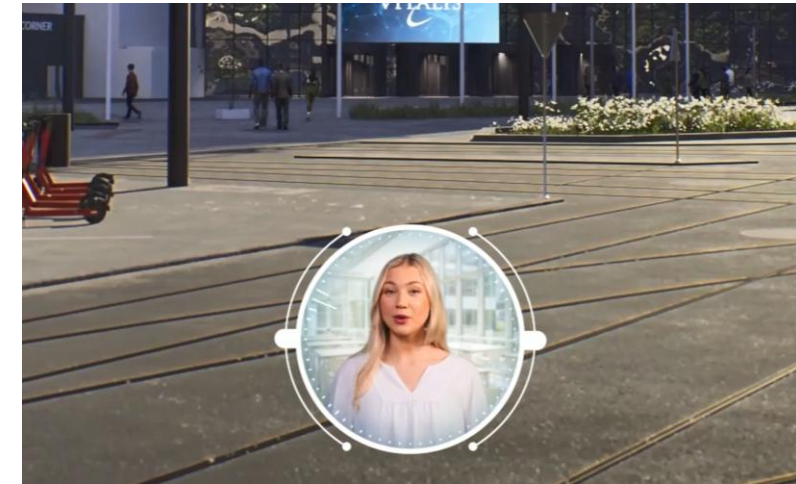
Göteborgs
Stad

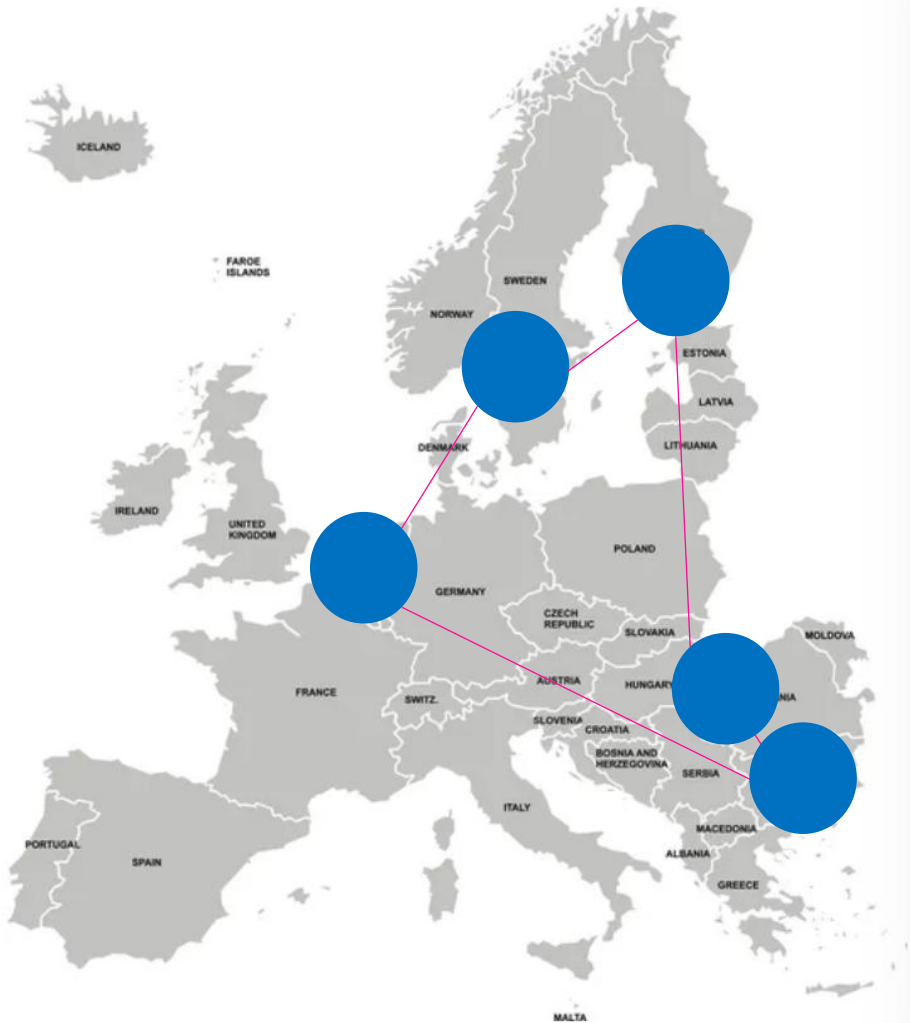


Prototyp

Nyckelfunktioner:

- Ändra årstider
- Ändra tid på dagen
- Skyltar med användbar information
- Utsiktspunkt - Vuxen/barn
- 360-gradersvy
- Ändra händelser
- Aktivera/inaktivera publik
- Arenakarta som visar tysta områden
- Aktivera/inaktivera ljud/miljö





”Consortium of excellence”

Projektpartners (12st)

Sverige: Göteborg stad, Göteborg & Co, Our Normal Association, Virtuellt Design, RISE Research Institutes of Sweden, Xperience Next (at Lindholmen Science Park), , Future Memories

Finland: Younite

Nederländerna: University of Twente

Bulgarien: GATE Institute at Sofia University

Rumänien: The Point Labs, Iceberg Plus

Associate Partners (5st)

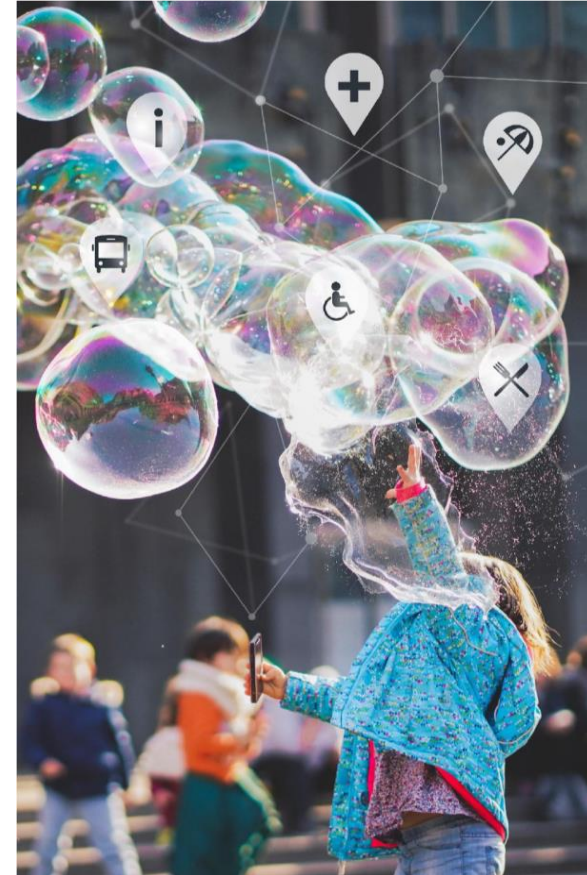
Kungsbacka kommun, Handelshögskolan vid Göteborgs universitet, Västra Götalandsregionen, YRGO, Digital Twin Cities Centre (DTCC) på Chalmers tekniska högskola

Third party contributors

Nvidia, Green AI

Kort summering

- Sänka trösklarna för fysiska besök.
- Göra staden mer inkluderande för besökare, med hjälp av den digitala tvillingen, så att de kan planera sitt fysiska besök i förväg.
- Utforska och integrera AI i form av en digital assistent.
- 12 partners från 5 länder.
- Goda möjligheter att samarbeta med fler organisationer och utveckla verktyget över tid.
- Arbeta aktivt för att skapa en lösning som är lätt att replikera för andra kommuner och städer i Europa.



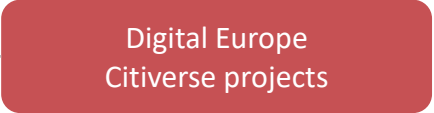
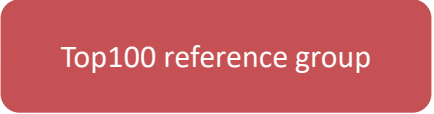
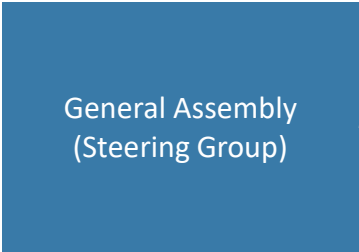
Projektorganisation



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Project Management and Coordination
WP Lead: Lindholmen Science Park



Project Orchestration process

Agile Production Team

Support Functions

Product Owner



Inclusive User Centric Design
Process
WP Lead: Our Normal

Business Development
WP Lead: Iceberg+

Communication and Dissemination
WP Lead: Lindholmen Science Park

Accessibility and Visualisation of
Virtual Gothenburg
WP Lead: City of Gothenburg

Accessible and Inclusive Visitor
Service Development
WP Lead: Göteborg & Co

Utmaningar



Göteborgs
Stad

Dataskyddsfrågor - GDPR

- WP1 - Deliverable 1.1 – Inception and Governance Report finns ett avsnitt och plan för hur omhänderta dataskyddsfrågor
- Intraservice behöver utreda de dataskyddsfrågor och de personuppgiftsbehandlingar som kommer att aktualiseras för oss som partner Göteborg. Här har vi påbörjat dialog med DSO, Infosäkerhet och jurister.

Affärsmodell och instyrning av tjänsten

- WP5 - Deliverable 5.1. Enhanced Business Model
Enhanced Business Model reflecting Universal Design. (month 12)
- WP5 ansvarar för att ta fram en affärsmodell för hur tjänsten ska fungera och har bjudit in till workshops den 26 och 27 maj och den 2 juni, klockan 10.00 – 12.30
- Kontakt behövs med staden för att utveckla affärsmodellen
- Hur ser vi på instyrning, tjänsteutveckling och förvaltning? Vad behöver vi tänka på redan nu?

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Deliverable 1.1 – Inception and Governance Report

Through this comprehensive approach to capacity building, the CU project ensures that its diverse consortium operates not only in technical and operational alignment, but also as a community of practice with a shared understanding of the ethical, legal, and inclusive ambitions that underpin the project's success.

Compliance and Ethical Framework Risk Management and Data/AI Governance

The CU project operates within a complex technological and social context, requiring careful alignment with EU requirements on risk management, data governance, and responsible AI deployment. The project's risk management framework, established during the Inception phase, incorporates the principles of the European Commission's Guidelines on Risk Management in EU-funded Projects, ensuring proactive identification, assessment, and mitigation of operational, financial, technical, and ethical risks.

AI governance is guided by the Ethical Guidelines for Trustworthy AI, ensuring transparency, explainability, and non-discrimination throughout the development and deployment of the AI-supported digital twin. The project applies a human-centric approach, ensuring that AI decisions can be traced and overridden when safeguarding users' autonomy and rights.

As part of the LDT Toolbox contribution, the project documents best practices aligning with EU ethical and regulatory standards.

Gender Equality and Inclusion

The CU project integrates gender equality and inclusion as cross-cutting themes, aligned with the European Commission's Gender Equality Strategy. Gender balance is actively promoted across governance bodies, including the steering committee and user engagement forums, including the General Assembly.

The project's inclusive design framework is gender-sensitive, accounting for the needs of all genders. This commitment is reinforced by the inclusion of marginalized groups in user research and service prototyping.

A particular emphasis is placed on the inclusion of young people living with disabilities or belonging to marginalised groups. Through digital twin services cater equitably to all user groups.

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project actively engages young persons in co-creation processes, empowering them to shape the development of digital services.

This youth focus is linked to the project's contribution to the EU Youth Strategy, recognising the role of digitalisation in enhancing civic engagement and improving young persons' access to urban services. By embedding the voices of young persons into the design and governance of the digital twin, the project aims to demonstrate how smart city initiatives can be made genuinely inclusive and future-proof.

GDPR and Data Protection

Compliance with the General Data Protection Regulation (GDPR) is fundamental to the CU project, given its reliance on personal data to personalise digital twin services and evaluate user experiences. A Data Protection and Privacy Plan is currently under development, which will document the legal basis for data processing, define roles and responsibilities (Data Controller, Data Processors), and specify procedures for data minimisation, purpose limitation, and data subject rights.

Particular attention is given to data relating to young persons, who constitute a core user group for the project. Special safeguards have been introduced in line with Article 8 of GDPR, including explicit parental consent mechanisms, age-appropriate information materials, and clear opt-out options at all stages of engagement.

The digital twin platform itself has been designed following the principles of privacy by design and by Default principles, ensuring that data processing is necessary and that personal data is minimised. AI models embed anonymised datasets, reducing algorithm development.

All data processing activities will be overseen by the project's Data Protection and Compliance Task Force, which will report to the Executive Board. Any emerging risks related to data processing are identified and mitigated in line with regulatory requirements.

To further enhance transparency, the project will develop a public-facing compliance dashboard, accessible to all stakeholders. This dashboard also serves as a tool for building trust within the consortium and for documenting the project's commitment to data protection processes for future reference.

By embedding this comprehensive approach into the project's governance, the CU project aims not only to fulfil its legal obligations but also to set a benchmark for inclusive digital transformation.

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Loredana Gavrilescu
Iceberg Plus



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Kommunikationsaktiviteter

Nya kommunikationskanaler den 31 mars

<https://cu-project.eu>

Nyhetsbrev 4 ggr/år

LinkedIn profil 1/vecka

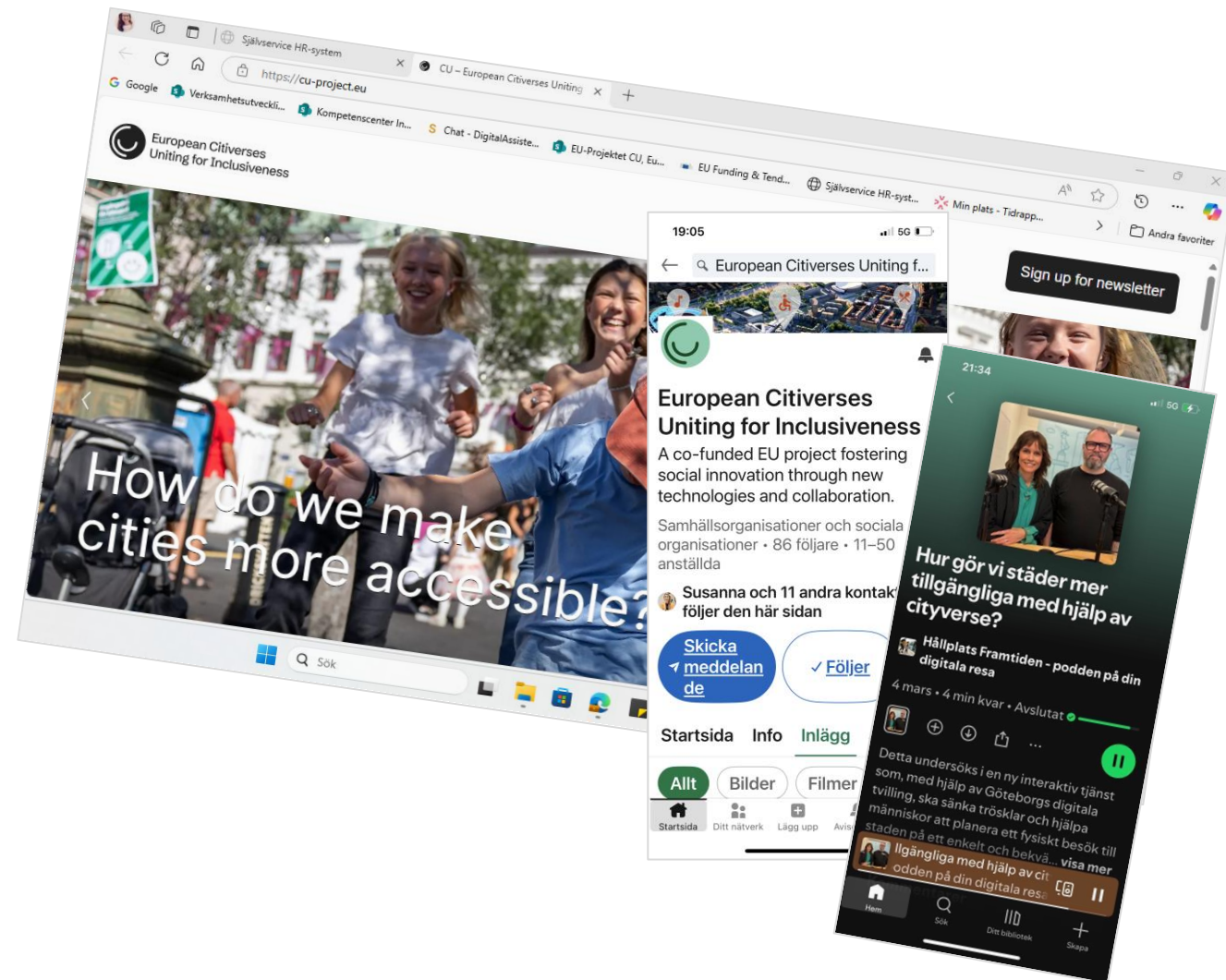
Instagram konto 1/vecka

Poddavsnitt – Hållplats framtiden

Hur gör vi städer mer tillgängliga med hjälp av citiverse?

Visning av första teknisk prototyp

World Expo, Nordic Metaverse Day, Osaka den 30 maj



Tack för idag!

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Julia Olander

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