

## **Knowledge Strategy and Roadmap for the Department of Urban Development (Transport)**

Urban Transport is the life line of any city in the modern world. Efficient transport system immensely impacts the way a city functions and improves or degrades the economic activity within the city. Thus this domain attracts much attention of the administrators and researchers. The domain of Urban Transport has several stakeholders. These include the government, Research and Academic institutions, Technology Vendors, Transport Departments, NGOs and others. These stakeholders are a rich source of knowledge base in this sector. The knowledge generated by these stakeholders and department of Urban transport needs to be consolidated and shared amongst all the stakeholders to ensure effective functioning and decision making. GCS consultants were involved in study of the processes and knowledge related to the domain of Urban Transport, creation of strategy for the knowledge portal to address the needs of all the stakeholders in the domain. The various activities in this project included:

- Study of stakeholders' needs of Urban transport for creation of the knowledge portal – This was identified using a survey of needs of all the internal and external stakeholders of the department.
- Study of all the processes involved in urban transport domain. One of the processes in this portal includes the funding process, norms, templates, expert advice and best practices followed by multilateral funding organizations and central and state government
- Identification and collation of best practices and benchmarks for the domain of urban transport
- Create business models for the Public Private Partnership for creation and running of such a portal
- Creation of business and technology SLAs
- Providing budgetary estimates for the project
- Creation of RFP for the selection of PPP vendor

## Technical Architecture

The portal architecture suggested to Urban Transport department included:

