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### **[Abstract Title]**

Nagpur Smart city development: looking through the lens of soft assets

### **[Abstract]**

City becomes more complex platform where people can access quality services in the growth of urbanization. Smart city emerges as a solution to address the challenges. Infrastructure provides solutions that can be applied to similar problems or scaling-up problem solving. But this is a fragmented solution from a mid to long-term sustainable and resilient city development. Soft assets, such as employees' competencies, leaderships, vision, strategy, stakeholder engagement, technologies, are growing important in city's value creation process. Both hard and soft should go hand-in-hand. Despite the challenge of measuring soft assets, it is highly significant for addressing a complex soft asset picture in smart city context and examine possible approaches to visualizing their values for local government policy making. This would be relevant to process of city development plan and implementation. Taking a case of Nagpur city, India, the planned paper will examine a level of consideration of soft asset by proposed indicators at a city planning stage. The existing model for intangible assets management was referred to develop the indicators. Its applicability and the analysis will be a base for a subsequent step to examine a relation between readiness and service quality to meet citizen's needs.

### **[Keywords]**

intangible/soft assets, smart city development, value creation, visualization