This document is for information only. Respondents are kindly requested to submit their responses via the online survey.

If you would prefer to fill in a Microsoft Word version of this questionnaire, please email your request to connectedplaces@pyetait.com

Surveying UK Connected Places (Smart Cities) - Draft questionnaire

Introduction

The Department for Digital, Culture, Media and Sport (DCMS) is conducting a survey of organisations responsible for the design, procurement and management of connected places (also known as smart cities) technology and use the resulting data to improve local services. For central government to deliver tailored and effective support, we need to build an accurate and up-to-date picture of current approaches to connected places deployment in the UK and how these projects are governed, with a particular focus on security and risk management.

We also want to hear how you interact with current guidance and where you would like to see further central government support. By contributing to this research, your responses will help ensure that the support we provide organisations such as yours reflects the on-the-ground needs.

What do we mean by connected places?

A connected place can be described as a community that integrates information and communication technologies and Internet of Things (IoT) devices, to collect and analyse data to deliver new services to the built environment and enhance the quality of living for citizens.

A connected place uses a system of sensors, networks and applications to collect data to improve its operation, including transport, buildings, utilities, environment, infrastructure, and public services.

Click here to find out more and to understand what technology is in and out of scope. [Click here](#) to find out more.

Who is this survey aimed at?

This survey is aimed at local government or place-based organisations who are responsible for the design, procurement and management of the UK's connected places. Such organisations may include:

- Regional and local authorities in the UK
- Transport authorities and operators (for example: rail, aviation, ports/maritime, roads and bus operators)
- Health and social care providers
- Smart utilities providers (for example: waste, water)
- Property and building management companies
- Universities/smart campuses
- Sports and cultural venues

A range of individuals within your organisation may be involved in the design, build and operation of connected places. **This survey therefore allows you to submit a single (coordinated) response on behalf of your organisation or a response on behalf of your specific department/function should that be more appropriate. The questionnaire will ask you which of these is the case.**

The following is a non-exhaustive indication of the types of individuals from whom we would welcome responses:

- Connected places (or smart city) or innovation project and strategy leads and officials
- Chief Information Security Officers (CISOs)

- Head of IT departments / relevant IT personnel
- Cyber security architects and engineers
- Commercial and procurement leads and officials
- All other personnel involved in running the day-to-day operations of connected places infrastructure.

What information does this survey ask for?

This survey asks you for information relating to:

- The drivers and development of your organisation's connected place
- What technologies your organisation is deploying and in what use cases
- Your organisation's approach to governance and accountability
- Your organisation's approach to the cyber security of your connected place
- Your organisation's approach to the procurement of connected place technologies
- Your organisation's awareness and use of HMG guidance

Guidance notes and reassurances

Please allow up to 30 minutes to complete the survey. The actual time may be less depending on how you answer certain questions.

Questions marked (*) are mandatory to answer.

Progress can be saved and resumed later by clicking the 'Save' button at any time.

Depending on your browser settings, the survey should not be left idle for long periods to avoid the risk of time-out.

All responses to this survey will be aggregated and anonymised by Pye Tait Consulting as part of the analysis, in line with the Data Protection Act 2018 and Market Research Society Code of Conduct. For further information, you can read Pye Tait Consulting's Privacy Notice and DCMS' Privacy Notice.

Further contact:

DCMS would like the opportunity to contact you in the future within a year from the end of this work (i.e. no later than September 2023) specifically to ascertain your views on its ongoing policy work in this area. You will have the opportunity to opt in at the end of the survey if you are happy to be contacted.

Section 1: About your organisation	
Questions	**Response format**
(*) (1.1) Which of the following best describes your organisation?	- Local authority or combined authority in the UK - Transport authority and/or operator (for example rail, aviation, ports/maritime, road/bus operator) - Health and social care provider - Smart utilities provider (for example waste, water) - Property and building management company - University/smart campus - Sports and cultural venue - Other If Other – please specify:
(*) (1.2) Where is your organisation based/head-quartered?	- East of England - East Midlands - London - North East - North West - South East - South West - West Midlands - Yorkshire and The Humber - Wales - Scotland

	- Northern Ireland - Other If Other – please specify:
(*) (1.3) Which of the following employment size bands best represents your organisation? (Please exclude any subcontractors)	- Micro (up to 9 staff) - Small (10-49 staff) - Medium (50-249 staff) - Large (250+ staff)
(1.4) Which of the following urban/rural classifications best describes your local authority area? To help you answer this question, guidance is available online for local authorities as follows: Guidance for England Guidance for Scotland Guidance for Wales Guidance for Northern Ireland	- Predominantly rural - Urban with significant rural - Predominantly urban

Section 2A: Strategy, technologies and features	
Questions	**Response format**
(*) (2.1) Does your organisation have in place, or work according to, a connected places (or smart city) strategy associated with the use of these types of technologies?	- Yes - No
If **NO** to 2.1, the respondent will be automatically routed to 2.4	
(2.2) When was this connected places strategy first implemented?	- Within the last year 1-2 years ago 3-4 years ago

	● 5+ years ago ● Don't know
(2.3) Is your connected places strategy publicly available?	● Yes ● No ● Don't know
(*) (2.4) We're now going to ask you some questions about connected place technologies, solutions, drivers and ambitions. Firstly, please tell us whether you will be answering these questions on behalf of your <u>organisation as a whole,</u> or on behalf of <u>a part of your organisation,</u> e.g. a particular department/function?	● On behalf of my organisation as a whole ● On behalf of a part of my organisation (e.g. department/function [If second option] Which part of your organisation do you represent?
(*) (2.5) Does your organisation/department (as per your last response) currently manage connected place technologies or solutions	● Yes ● No
If **YES** to the above question, the respondent will be automatically routed to 2.6a-2.6e If **NO** to the above question, the respondent will be automatically routed to section 2B	
(2.6a) What types of technologies has your organisation/department (as appropriate) implemented to deliver connected places services? Select all that apply.	● Sensors and actuators ● Smart cameras ● Gateways connecting devices to the cloud ● Network connecting devices such as LoRA, NB-IoT, WIFI ● Cloud storage for data collected in connected places ● Data analytics platforms ● Other

	If Other – please specify:
(2.6b) When were these technologies first implemented?	- Within the last year 1-2 years ago 3-4 years ago 5+ years ago
(2.6c) Do you know how much (approximately) your organisation/department plans to spend on implementing/managing connected place technologies over the next 12 months?	- Yes - No
(2.6d) [If yes to Q2.6c] Approximately how much does your organisation/department (as appropriate) plan to spend on implementing/managing connected place/smart city technologies over the next 12 months?	Freeform answer Please provide a whole number without the £ symbol or commas, e.g. for '£1 million' type 1000000.
(2.6e) Which types of public services (if any) does your organisation/department (as appropriate) provide that rely on these technologies for delivery? Select all that apply.	- Smart lighting - Community safety, e.g. CCTV - Environmental management - Waste management - Traffic management - Adult social care - Predictive maintenance of assets - Other If Other – please specify:

After 2.6e, respondents will be automatically routed to section 3.	
Section 2B: Ambition	
Questions	**Response format**
(*) (2.7) Does your organisation/department (as appropriate) currently have **ambitions** to use connected places/smart city technologies/solutions?	● Yes ● No [If no] What are your reasons?
If **NO** to 2.7, respondents will be automatically routed to 2.18	
(2.8) Please rank each of the following from 1 (most important) to 5 (least important) in driving your ambitions to use connected places technologies.	● Delivering desired social outcomes for your citizens such as improved mobility or improved resident experiences ● Achieving environmental aspirations ● Improving organisational or service efficiency ● It's a leadership priority ● Economic drivers such as delivering cost effective solutions or making your place attractive to business
(2.9) What other factors (if any) are important in driving your ambitions to use connected places technologies?	Freeform
(2.10) What (if any) do you consider to be the biggest barriers to deploying connected place technologies? Select a maximum of five options. Leave blank if none apply.	● Lack of interest at senior leader level ● Lack of funding ● Lack of skills/technical expertise

	- Lack of resource/capacity - Low priority relative to other services/projects - Lack of evidence of potential benefits - Legacy systems and lack of data integration - Requirement for wider digital transformation to realise the value of connected places technology - Lack of access to relevant data - Risk aversion - i.e. the fear that the use in question might not have a sound legal or ethical basis, with the risk of potential negative impacts (economic, user services and harm, reputational) - Other If Other – please specify:
(2.11) Do you have any particular use cases you are interested in exploring as part of your ambitions? Select all that apply	- Smart lighting - Community safety, e.g. CCTV - Environmental management - Waste management - Traffic management - Adult social care - Predictive maintenance of assets - Other If Other – please specify:
(2.12) What is the timeline for delivering the first feature(s) of your connected place?	<1 year 1-3 years 3-5 years 5-10 years - We don't have a timeline yet

(2.13) Have you considered what cyber security risks might be involved in your connected place ambitions?	• Yes, I feel I have sufficient understanding of the risks • Yes, but I don't feel confident in my understanding of the risks • No
(2.14) Have you considered how you will manage the cyber security risks of your connected place?	• Yes • No [If yes] Please provide further details:
(2.15) Do you plan to consult government guidance on the security of connected places, for example guidance produced by the National Cyber Security Centre (NCSC) and/or the Centre for the Protection of National Infrastructure (CPNI)?	• Yes • No [If no] What are your reasons?
(2.16) Prior to completing this survey, were you aware of each of the following? NCSC's Connected Places Cyber Security Principles PAS185 – a specification for establishing and implementing a city-wide, strategic-level, security-minded approach? Secure Connected Place Guidance Collection?	Grid style • Yes • No
(2.17) What further guidance and support would you find most helpful as you deliver your ambitions to ensure your connected place is secure? Select a maximum of five options. Leave blank if none apply.	• Overarching non-technical guidance for project managers or organisation leadership • Supplier questionnaire template • Case studies • Government structures advice

	- Further specific 'use case' cyber security standards (e.g. environmental monitoring, smart waste, traffic management) - Device-specific cyber security standards - Procurement standards - Technical support and advice - Risk awareness and threat advice - Cyber skills training and capacity building programmes - Facilitation of networking/best practice forums - Guidance on handling data which are not subject to GDPR - Other If Other – please specify:
After 2.17, respondents will be automatically routed to Section 8.	
Reminder: If **NO** to 2.1 and 2.7, respondents will be automatically routed to 2.18	
(2.18) Do you have any concerns about implementing connected places solutions in the future?	- Yes - No [If yes] Please provide further details:
After 2.18, respondents will be automatically routed to Section 8.	

Section 3: Drivers and origins	
Questions for those answering YES to 2.5	**Response format**
(3.1) Please rank each of the following from 1 (most important) to 5 (least important) in driving your ambitions to implement or procure connected place technologies:	- Delivering desired social outcomes for your citizens such as improved mobility or improved resident experiences - Achieving environmental aspirations - Improving organisational or service efficiency - It's a leadership priority - Economic drivers such as delivering cost effective solutions or making your place attractive to business
(3.2) Which of the following best describe how your connected place solutions, products or services have developed? Select all that apply.	- Result of a specific connected places/smart city strategy - Organically led by a delivery department in our organisation in line with need - Updates to legacy technology - Part of broader digital transformation strategy - Scale-up of an original pilot project - Result of specific demand from businesses and residents - Other If Other – please specify:
(3.3) How do you consider the needs of individuals living, working and interacting in your local area in the development of your connected place? Select all that apply.	- Online consultation - Citizen face-to-face focus groups - Telephone interviews - Public events and or debates - Other

	If Other – please specify:
(3.4) What (if any) do you consider to be the <u>biggest barriers</u> to deploying connected place technologies? Select a maximum of five options. Leave blank if none apply.	● Lack of interest at senior leader level ● Lack of funding ● Lack of skills / technical expertise ● Lack of resource/capacity ● Low priority relative to other services/projects ● Lack of evidence of potential benefits ● Legacy systems and lack of data integration ● Requirement for wider digital transformation to realise the value of connected places technology ● Lack of access to relevant data ● Risk aversion - i.e. the fear that the use in question might not have a sound legal or ethical basis, with the risk of potential negative impacts (economic, user services and harm, reputational) ● Other If Other – please specify:
(3.5) How did your organisation/department (as appropriate) fund the design and implementation of the connected place you manage? Select all that apply.	● Grant funding from government or UK government-funded organisations ● Grant funding from EU or international funds ● UK regional funding ● Internal funding/core budgets ● Corporate sponsorship ● Funding from your Local Enterprise Partnership ● Other If Other – please specify:

Section 4: Governance and management	
Questions	**Response format**
(4.1) Which individuals in your organisation are typically involved in the design, build and management of the connected place you operate? Select all that apply.	- Connected Place/Smart City strategy/Innovation lead - Digital transformation lead - Service delivery officer - Head of IT - Cyber Security leads - Data Protection Officer - Data controller - Data processor - Cyber Security Lead - Chief Information Security Officer - Other If Other – please specify:
(4.2) Does your organisation allocate a dedicated job role to the management of cyber risk?	- Yes - No - Don't know
(4.3) How would you describe the level of knowledge your organisation/department has of the assets, technology and infrastructure that make up the connected place you operate?	- Comprehensive knowledge - Good knowledge - Limited knowledge - No knowledge

Section 5: Security	
Questions	**Response format**
(5.1) What steps have you taken to ensure appropriate levels of cyber security in the design, build and management of your connected place and/or your connected place solution?	Free text comment box
(5.2) What resources have you used to determine effective security controls and measures to govern your connected place? Select all that apply.	- Organisation/individual internal expertise/prior experience - Central government guidance - British or International standards - Other guidance (non-governmental such as the Local Government Association or Connected Places Catapult) - Advice from other organisations in your sector - Paid-for cyber security consultancy - Other If Other – please specify:
(5.3) Do you have organisational incident response procedures in place that include specific measures in the event your connected place systems and services are compromised or exposed? For example, a disaster recovery policy for your IT systems.	- Yes - No [If yes] What measures do you have in place?

Section 6: Suppliers	
Questions	**Response format**
(6.1) How do you procure the technology and services to run your connected place? Select all that apply.	- Direct awards to third party firms - Open procurement competitions - Use of procurement frameworks - Other If Other – please specify:
(6.2) [If procurement frameworks selected] Which procurement frameworks do you use?	Free text comment box
(6.3) [If procurement frameworks selected] What minimum procurement threshold (if any) do you have in place for using procurement frameworks?	- No fixed or minimum threshold - Less than £10,000 £10,000 and over
(6.4) What minimum cyber security requirements (if any) do you have in place for your suppliers? Select all that apply.	- Cyber Essentials - Cyber Essentials Plus - Either Cyber Essentials or Cyber Essentials Plus depending on the procurement - Boilerplate clauses in contracts - The Cyber Assessment Framework - Supplier Assurance Questionnaire - ISO 27001 – Information security management - None/we don't specify (no other option can be ticked) - Other If Other – please specify:

(6.5) Do you have assurance procedures within your organisation to ensure connected places/smart city suppliers have implemented adequate cyber security measures?	● Yes ● No, but have ambitions to in the future [If yes] Please provide further information, for example: any service level agreements in place, accountability arrangements for cyber, reporting mechanisms within your organisation etc.
(6.6) Do you feel the division of roles and responsibilities is clear between your organisation and that of your suppliers in identifying and managing cyber security risks in your connected place?	● Yes ● No [If yes or no] In your experience, what have been the main challenges when dividing roles and responsibilities?
(6.7) Overall, how confident are you in being able to identify and manage cyber security risks across in relation to your connected place solutions?	● Very confident ● Quite confident ● Not very confident ● Not at all confident
(6.8) DCMS would like to build a picture of current connected places suppliers. If possible, please can you tell us the names of suppliers you are currently using to provide technology and/or services to your connected place?	● Free text comment box

Section 7: Government support	
Questions	**Response format**
(7.1) Are you aware of government guidance on the security of connected places, for example guidance produced by the National Cyber Security Centre (NCSC) and/or the Centre for the Protection of National Infrastructure (CPNI)?	• Yes • No
(7.2) Have you read the NCSC's Connected Places Cyber Security Principles?	• Yes • No If yes: Do you have any particular feedback?
(7.3) Are you aware of PAS185 – a specification for establishing and implementing a city- wide, strategic-level, security-minded approach?	• Yes • No
(7.4) Have you visited the *Secure Connected Places Guidance Collection?*	• Yes • No If yes: Do you have any particular feedback?
(7.5) What further guidance and support would you find most helpful to ensure your connected place is secure? Select a maximum of five options. Leave blank if none apply.	• Overarching non-technical guidance for project managers or organisation leadership • Supplier questionnaire template • Case studies • Government structures advice • Further specific 'use case' cyber security standards (e.g. environmental monitoring, smart waste, traffic management) • Device-specific cyber security standards • Procurement standards

	- Technical support and advice - Risk awareness and threat advice - Cyber skills training and capacity building programmes - Facilitation of networking/best practice forums - Guidance on handling data which are not subject to GDPR - Other If Other – please specify:

Section 8: Further contact DCMS would like the opportunity to contact you in the future within a year from the end of this work (i.e. no later than September 2023) specifically to ascertain your views on its ongoing policy work in this area.	
Questions	**Response format**
(*) (8.1) Are you happy for DCMS to contact you on this basis in the future? Note that any the information you subsequently provide will be kept strictly confidential to DCMS and will not be passed on to any third party without your separate and express permission.	- Yes - No
(*) (8.2) Are you happy for your survey response to be linked to your contact details when passed to DCMS, so that DCMS can see who provided them?	- Yes - No – please keep my survey response anonymous

(*) (8.3) Are you happy for the name of your organisation to be listed as a research participant/respondent in the final report. This would be simply a list of respondents.	● Yes ● No – please do not list my organisation as having participated in this research
(8.4) [If yes to 8.1 or 8.2 or 8.3] As you answered yes to one of more of the preceding three questions, please provide your contact details below. We will use this information only for the purpose(s) you agreed to above.	● Your name ● Your email address ● Your job title ● Name of your organisation