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GB/T 34680.6-2025

**Evaluation model and general evaluation indicator system for
smart cities - Part 6: Public services**

智慧城市评价模型及基础评价指标体系 第6部分：公共服务

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part

1. Structure and drafting rules for standardization documents" Drafting. This document is part 6 of GB/T 34680 "Smart City Evaluation Model and Basic Evaluation Index System". The following parts are published.

1. Requirements for the overall framework and formulation of sub-item evaluation indicators;
2. Information infrastructure;
3. Information resources;
4. Construction management;

6. Public services. Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents. This document was proposed and coordinated by the National Information Technology Standardization Technical Committee (SAC/TC28). This document was drafted by: Shandong Standardization Institute, China Electronics Technology Standardization Institute, Renmin University of China, Shandong Shuguang Zhaoxin Information Technology Co., Ltd., Beijing Tsinghua Tongheng Planning and Design Institute Co., Ltd., Softcom Smart Technology Co., Ltd., Shandong Expressway Information Group

Co., Ltd., Huawei Technologies Co., Ltd., China Overseas Property Group Co., Ltd., Hubei Digital Industry Development Group Co., Ltd., Shandong Shuo Weisi Big Data Technology Co., Ltd., China Mobile Xiong'an Information and Communication Technology Co., Ltd., National Network Software Product Quality Supervision and Inspection Center (Jinan), Chongqing Digital City Technology Co., Ltd., Zhongguancun Science City City Brain Co., Ltd., Hunan Disaster Prevention Technology Co., Ltd., Aos Energy Technology Co., Ltd., Shandong Blueray Software Co., Ltd., China Unicom Shandong Branch, Shandong Youren Internet of Things Co., Ltd., Beijing Big Data Center, Hengde Technology Co., Ltd., and Qingdao Wendatong Technology Co., Ltd. The main drafters of this document are. Zhang Mingzhuang, Li Teng, Peng Gefei, Liu Jinlin, Wang Shuguang, Gong Wei, An Xiaomi, Zhang Hongwei, Zhao Yanjun, Wang Feifei, Yuan Yipeng, Jiang Xiaoqing, Dong Nan, Cui Hao, Li Jie, Wang Jingyu, Feng Xiaomeng, Shen Lei, Wang Yue, Zhao Yuan, Luo Zaiqian, Huang Wei, Li Bo, Chai Jiqiang, Zheng Qingguo, Lu Xinming, Song Xueshu, Zhao Ying, Gu Xin, Cui Dejing, Guan Hongqing.

With the continuous advancement of the modernization of the national governance system and governance capabilities, the construction of smart cities has promoted urban development and effectively improved public Service level, in smart city public services, the use of evaluation index system for evaluation can promote the continuous improvement and perfection of public services. GB/T 34680 "Smart City Evaluation Model and Basic Evaluation Index System" aims to Establish evaluation indicators that can reflect the characteristics of smart cities in terms of barriers, infrastructure, public services, social management, ecological livability and industrial system. The standard is proposed to consist of six parts.

- 1.Requirements for the formulation of the overall framework and sub-item evaluation indicators. It specifies the overall framework, The establishment principles, establishment requirements and description requirements of the first-level indicators, second-level indicator evaluation factors and sub-item evaluation indicators are intended to be used for Formulate overall evaluation indicators and sub-item evaluation indicators for smart cities.
- 2.Information infrastructure. It specifies the evaluation indicators of information infrastructure, which are intended to be used for smart city information infrastructure 's evaluation.
- 3.Information resources. It specifies the evaluation indicators of smart city information resources and is intended to be used for the evaluation of smart city information resources. evaluate.
- 4.Construction management. It specifies the evaluation indicators for smart city construction management, which are intended to be used for smart city construction management. evaluate.
- 5.Transportation. Specifies the evaluation index system, index description, index weight and

index application in the field of smart city transportation Description, It is intended to be used for evaluation in the field of smart city transportation.

6. Public services. This section provides a smart city public service evaluation index system and index description, which is intended to be used in smart cities. Evaluation in the public service sector. Smart city evaluation model and basic evaluation index system Part

1 Scope

GB/T 34680.6-2025 is the sixth part of the Chinese smart city evaluation framework and it covers public services. Chinese cities are assessed against this series, and the assessment carries real weight: it feeds central funding, provincial rankings and the career of the officials responsible, so the indicators shape what actually gets built. This part sets the evaluation model and the indicator system for public services, covering the digitalisation and accessibility of government services, education, healthcare, social security, employment, transport services, culture and sport, and community services, and for each it defines the indicator, its meaning, the data required, the calculation and the scoring, together with the weighting and the aggregation into an overall public services score and the requirements on the evaluation process and on the evidence. For a city authority being assessed, a consultancy running the assessment, or a supplier positioning a product against it, this is the scoring text.

This document establishes the evaluation index system framework for smart city public services, and provides a description of public service evaluation indicators and their application. illustrate. This document is applicable to the overall evaluation of smart city public services, as well as the planning, design and evaluation of smart city public service projects. Work.

2 Normative references

The contents of the following documents constitute essential clauses of this document through normative references in this document. For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies to This document.

GB/T 34680.1 Smart city evaluation model and basic evaluation index system Part

3 Terms and definitions

The terms and definitions defined in GB/T 37043 and GB/T 37273 apply to this document.

4 Framework of public service evaluation index system

According to GB/T 34680.1, combined with the characteristics of smart city public services, the first-level indicators of the smart city public service evaluation index system include. Service convenience, service richness, service coverage, service integration, service satisfaction and service security. Each first-level indicator contains the following. The framework of the smart city public service evaluation index system is shown in Figure 1.

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