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**Urban operation, management and service platforms - Part 2:  
General technology**

城市运行管理服务平台 第2部分：通用技术

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### 5 System Architecture

5.1 The architecture of the urban operation management service platform is shown in Figure

1. Vertically, it should include three levels. national platform, provincial platform, and municipal platform. Horizontally, it should... By connecting with relevant departmental and industry systems, the municipal platform can be extended to district (county) and street (town) platforms.

5.2 The national platform and provincial platforms, municipal platforms, and business systems of relevant national departments; the provincial platform and municipal platforms, and business systems of relevant provincial departments. The municipal-level platform should exchange information with district (county), street (town) platforms, and relevant municipal department industry systems; the municipal-level platform, district (county) platform, and relevant municipal department industry systems should also exchange information. Street (town) platforms should collect and transmit information through IoT sensing, grid workers, and the public, and the information collection should comply with the following requirements. The provisions of GB/T 47678.8.

5.3 National platform to provincial platform, national platform to municipal platform, provincial platform to municipal platform, municipal platform to district (county), street (town) platform Taiwan can supervise and coordinate the process.

5.4 National platform and relevant national department business systems, provincial platform and relevant provincial department industry systems, municipal platform and relevant municipal department systems The door industry system can be coordinated and linked.

## 6.1 Platform Composition

6.1.1 The national platform should consist of infrastructure, data resources, application support, business applications, user access, standards and specifications system, and security system. It consists of 7 parts, as shown in Figure 2.

6.1.2 Infrastructure should include network resources, communication resources, computing resources, storage resources, backup resources, security resources, and facilities.

6.1.3 Data resources should include urban basic databases, urban operation databases, urban management databases, comprehensive evaluation databases, and business collaboration databases. Same database.

6.1.4 Application support should include three parts. data support, technical support, and business support. Each part should preferably include the following.

a) Data support includes data resource catalogs, metadata management, data governance, data aggregation and exchange, data reporting and visualization, etc.

b) Technical support includes unified portal management, unified identity authentication, unified messaging services, video conferencing, converged communications, and city information models. CIM (Construction Information Modeling) platform, artificial intelligence, and blockchain, etc.

c) Business support includes application maintenance, collaborative supervision services, project coding services, approval support services, and electronic licenses.

6.1.5 Business applications should include a city operation sub-platform, a city management sub-platform, a comprehensive evaluation sub-platform, and a business collaboration sub-platform.

6.1.6 User access should include three forms. decision-making end, management end, and service end.

6.1.7 The standard and specification system should meet the requirements for the construction and use of the urban operation management service platform.

6.1.8 The security system should cover the entire process of platform construction, operation, and maintenance, as well as security emergency response measures under special circumstances, and should... It complies with the provisions of GB/T 22239, GB/T 22240 and GB/T 43207.

6.2 System Function Configuration The system function configuration of the national platform should comply with the provisions of Table 1.

### 6.3 Platform System Functions

6.3.1 The city operation sub-platform should have functions such as risk analysis and joint command, and should include a risk analysis system, a joint command system, and a fuel system. Gas, drainage, water supply, heating, urban roads, bridges and tunnels, integrated utility tunnels, sanitation facilities, and other related systems, preferably including public buildings, sewage treatment, Dangerous buildings and other related industry systems should comply with the following regulations.

- a) The risk analysis system aggregates urban operation data and business collaboration data, enabling comprehensive risk and situation analysis, hazard supervision and management, and Functions include monitoring, early warning, tracking, and ensuring the supply of prevention and control resources;
- b) The joint command system, designed for major incidents, aggregates information such as key details of the incident, resource allocation needs, and monitoring and early warning systems, and enables multi-party online conferencing. Functions include business analysis, comprehensive assessment, scientific allocation of resources and personnel, task assignment, execution feedback and tracking, and simulation exercises;
- c) Based on the aggregation of relevant risk baselines, hazard baselines, and data on forecasting, early warning, and coordinated response, various industry systems possess the capability to operate... It has the function of comprehensive analysis and judgment of the trend.

6.3.2 The urban management sub-platform should have functions such as business guidance and supervision and inspection, and should include a business guidance system, a supervision and inspection system, and municipal services. Systems such as public utilities management, urban appearance and sanitation management, landscaping and greening management, and comprehensive law enforcement should comply with the following regulations.

- a) The business guidance system includes functional modules such as policies and regulations for urban comprehensive management, industry statistics, and experience exchange;
- b) The supervision and inspection system includes functional modules such as supervision and implementation of key tasks, online supervision, and public opinion monitoring;
- c) The municipal public utility management system includes gas management, water supply management, drainage management, heating management, integrated utility tunnel management, and road, bridge, and tunnel management. Functional modules such as road management and street lighting management enable the collection and integration of information on the planning and construction of municipal public infrastructure in various regions. Calculation and analysis are conducted to promptly grasp the basic data and

construction status of municipal infrastructure in various regions;

d) The urban sanitation management system integrates sanitation cleaning and maintenance, household waste sorting, construction waste, sanitation facilities, outdoor advertising, and other related functions. Basic and management data related to urban appearance and sanitation management, such as site management, night lighting management, and responsibility area management, are provided. Functions such as query, statistics, and analysis;

e) The landscaping management system integrates various parks (city parks, pocket parks), green spaces, ancient and famous trees, and other landscaping industry data. It manages relevant basic and administrative data, and provides query, statistical, and analytical functions;

f) The integrated law enforcement system is capable of aggregating data on law enforcement entities, personnel, legal basis, enforcement actions, and supervisory information from various regions, and provides... It provides functions such as managing laws, regulations, and rules; managing law enforcement matters; managing law enforcement actions; and analyzing law enforcement supervision.

6.3.3 The comprehensive evaluation sub-platform should be able to comprehensively, objectively, and fairly evaluate the city's operation, management, and service work, and automatically generate decision-making recommendations. The reporting functions should include comprehensive evaluation, decision-making recommendations, city operation evaluation, city management evaluation, public service evaluation, and work efficiency evaluation. For such systems, the evaluation index system should comply with the provisions of GB/T 47678.10 and should also meet the following requirements.

a) The comprehensive evaluation system uses professional models and algorithms to evaluate urban operation, urban management, and public services in provinces and cities across the country. The evaluation and work performance evaluation results are analyzed routinely, and the system has functions such as intelligently generating comprehensive evaluation results.

b) The decision-making recommendation system uses professional models and algorithms to mine and refine the comprehensive evaluation results, and has the ability to automatically generate decisions. Features such as suggestion reports;

## 7.1 Platform Composition

7.1.1 Provincial-level platforms should consist of infrastructure, data resources, application support, business applications, user access, standards and specifications system, and security system. It consists of 7 parts, as shown in Figure 3, and its functions can be expanded according to actual needs.