



# Annual report 2023

## At a glance

2023 marked a turning point for the City of Brussels, which saw all its departments move to BRUCITY. The entire administration is now centralised in a single location. i-CITY has also moved to this building, Brucity, the new administrative centre of the City of Brussels. Now that we are working alongside the City teams, we have a unique opportunity to better understand its needs and ensure a superior quality of service. Our mission remains to guide the City in its transformation into a citizen-centric Smart City.

This move to Brucity is the culmination of several years' work, punctuated by key milestones that we would like to highlight: setting up the Digital Factory, adoption of the New Way of Working, creation of a secure, high-performance network, dematerialisation of documents and the launch of the BRUCE portal. In addition, i-CITY has carried out major projects for public education and non-profit organizations. We are proud to have received several awards this year,

(CIO Project of the Year, CDO of the Year 2023, ICT Project of the Year) underlining our ability to lead a major digital organisational change.

All in all, 2023 was a year of ambitious projects and important innovations for i-CITY Brussels. Our teams have risen to many challenges while guaranteeing the safety and quality of our services.

## i-CITY in key figures



**174**  
employees i-CITY



**200**  
public procurement contracts



**40 913 749,68€**  
total value of public contracts



**17 616** requests  
**13 761** incidents



**139**  
projects completed



**70**  
services for the City,  
the PI and NPOs



**100** schools  
**18** libraries



**6 000**  
City employees  
**21 000** students

# The 2023 themes



## The digital transformation of the City of Brussels

At the heart of our mission lies the objective of supporting the transformation of the City of Brussels into a smart city that meets the diverse needs of its users. This requires a far-reaching digital transition, supported by numerous projects and an omnichannel strategy that guarantees citizens access to City services through different channels. The City of Brussels aims to enable its citizens and agents to have the City in their pocket, wherever they are and whenever they want.



## Service continuity, safety and quality

Improving the user experience remains at the heart of our priorities, with ambitious initiatives to offer an increasingly qualitative and responsive service. In 2023, we considerably strengthened our VIP event management and expanded our scope of support. Our teams installed almost 1,800 PCs and desktops in the city's schools, modernising school equipment. The ServiceNow platform was enhanced with new features. These actions demonstrate our commitment to delivering an exceptional user experience while optimising our internal processes, showing our ability to innovate and respond to citizens' needs with efficiency and responsiveness.



## Support teams

In 2023, our support teams played a key role in the success of a number of projects and in improving the quality of the services we offer.

- Public procurement contracts
- Human resources
- Communication
- Governance and legal aspects



## Our values

At i-CITY, our core values guide our actions and direct our strategic vision. In 2023, we continued to cultivate these values to strengthen our corporate culture and improve our services.

Our three core values are commitment, solution orientation and user orientation.

Consult our 2023 activity report online :

<https://annual-report.i-city.brucity.be/en>

