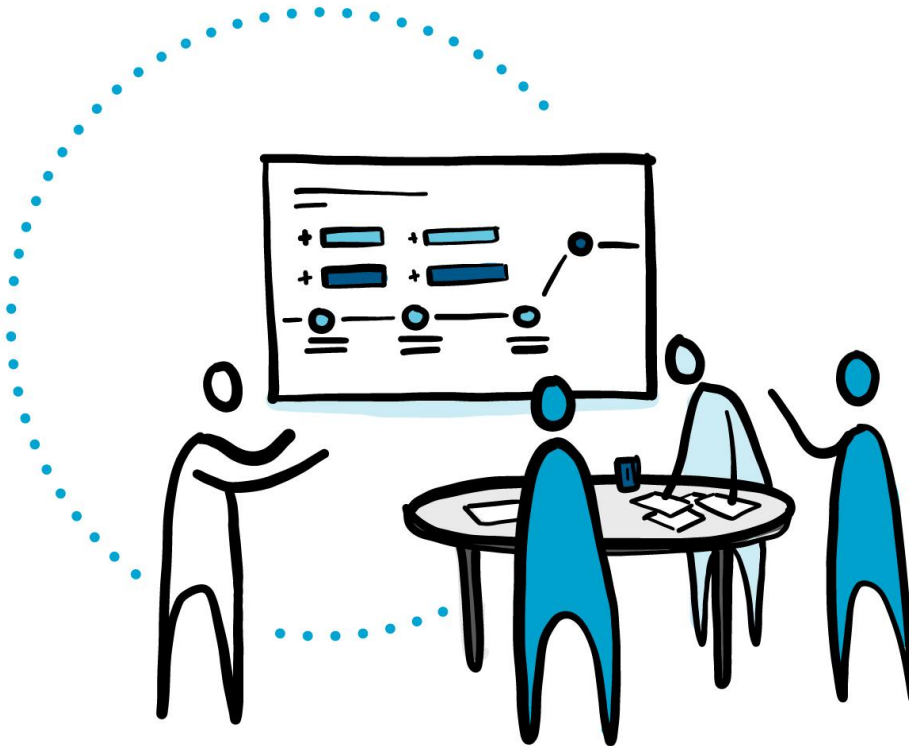




Community Solutions Network

Online Courses

User Guide



Led by:



Lead technical partner:



With funding provided by:



Infrastructure
Canada

Canada

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Terms and Conditions

As a public user, you will be allowed access to our online learning management system ("LMS") for three months from the date of your registration. In order to extend your access until the end of the program in March 2022, sign up for the Community Solutions Network Advisory Service at portal.futurecitiescanada.ca. Please, read the full terms and conditions here: lms.opennorth.ca/terms-and-conditions

About the Community Solutions Network

The Community Solutions Network is a program of Future Cities Canada, led by Evergreen with funding provided by Infrastructure Canada. Launched in the spring of 2019, Evergreen and lead technical partner Open North offer - at no cost to communities - a comprehensive Advisory Service for Canadian communities interested in developing and implementing open smart cities projects. The Community Solutions Network Advisory Service provides personalized data and technology-related support through open smart city experts as well as various courses on the learning management system. Since the beginning of the program, over 50 communities of all sizes across Canada have been engaged. Become one of these communities by joining the Advisory Service today!<https://portal.futurecitiescanada.ca/>

The Learning Management System

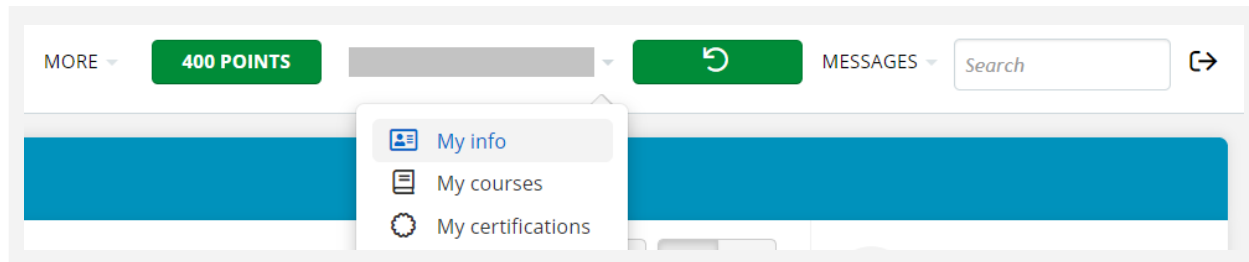
This is the online learning portal of the Community Solutions Network Advisory Services. Here you can access courses, guides, and additional resources as part of your smart cities learning journey. Once you log in, you will receive access to the following:

- 20 Open Smart City courses on the topics on Governance, Data, Hardware & Software and People & Engagement
- A certificate each time you complete a course, and as you take and complete more courses, you'll receive points and badges as well!
- A Discussion Forum for each course, where you can ask questions and engage with other municipal staff that are participating in the Advisory Service
- A calendar where you can see upcoming events on smart cities
- A page to view your progress on the courses you have begun and download certificates for any completed courses

Getting Started

Editing your profile


Once your registration is complete, you may change and add various pieces of information available on your profile.



Bio

Time zone

Language

☐ Exclude from emails 

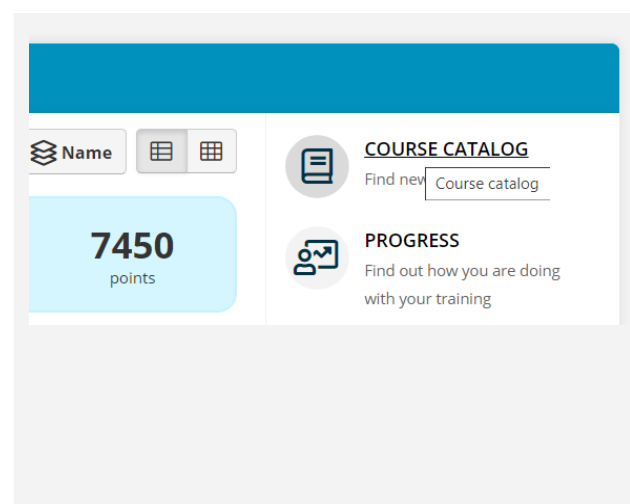
Changing Language Preferences

For instance, you may change the language to French or English. We also encourage you to add a photo!

Enrolling in Courses

In order to enroll, click on the course catalogue on the right side menu and search for the course of your choice.

There is no limit to how many courses you can enroll in! You may consult all available courses ID, name and description at the end of this document.






We suggest beginning with 100-level courses, which cover the basics, before proceeding to 200 levels featuring advanced topics!

Completion Rules

There is no time limit to finish courses. In order to complete them, take every lesson and achieve a score of at least 50% in the course Quiz. There is no limit to the number of attempts either!


Certification

Upon completion of the course, you will be awarded a certificate. It can be shared with your employer or on LinkedIn to demonstrate your professional development. It can be downloaded anytime from the Progress tab on the right side of the platform. It has no expiration date.

Overview Courses Certifications Badges Timeline			
Profile Progress Infographic			
CERTIFICATION ▾	ISSUE DATE	EXPIRATION DATE	OPTIONS
Developing a Privacy Policy (2020)	15/01/2021	Never	
Developing an IT Procurement P... (H2020)	20/10/2020	Never	
Developing an Open Data Policy (2020)	15/01/2021	Never	

Feedback

Your feedback is really important to us! After taking a course, please, fill out the post-course survey: it only takes a few minutes to complete and greatly helps us improve the user experience.



This survey has 6 questions

Start survey

Features

Supporting Documents

All courses have resource documents listing all external resources mentioned throughout the course! Also, various courses have Guidelines with practical content related to its topics.

FILES

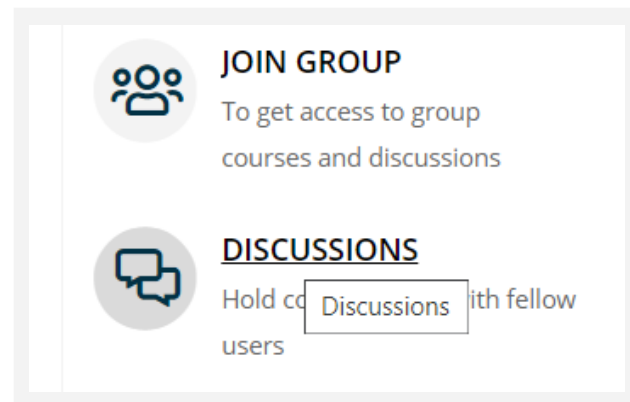
DOCX D102_Course Resources.docx

PDF D102_Guidelines_ Open Standards for Data_Nov 2020.pdf

These resources are there to help you take your learning experience to the next level!


Discussion

Engage with learners, instructors and advisors on course related topics, open smart city challenges and solutions. Feel free to add a new topic to take part in existing ones!



We encourage you to introduce yourself under the “Introduce yourself!” topic.

Accueil / Discussions / **Introduce yourself! Présentez-vous!**



L. Mesquita **ADMINISTRATEUR** • 05/03/2021

Introduce yourself! Présentez-vous!

We would love to get to know you! Under this topic, please, share with us/Nous serions ravis de vous connaître! Sous ce sujet, veuillez partager avec nous:

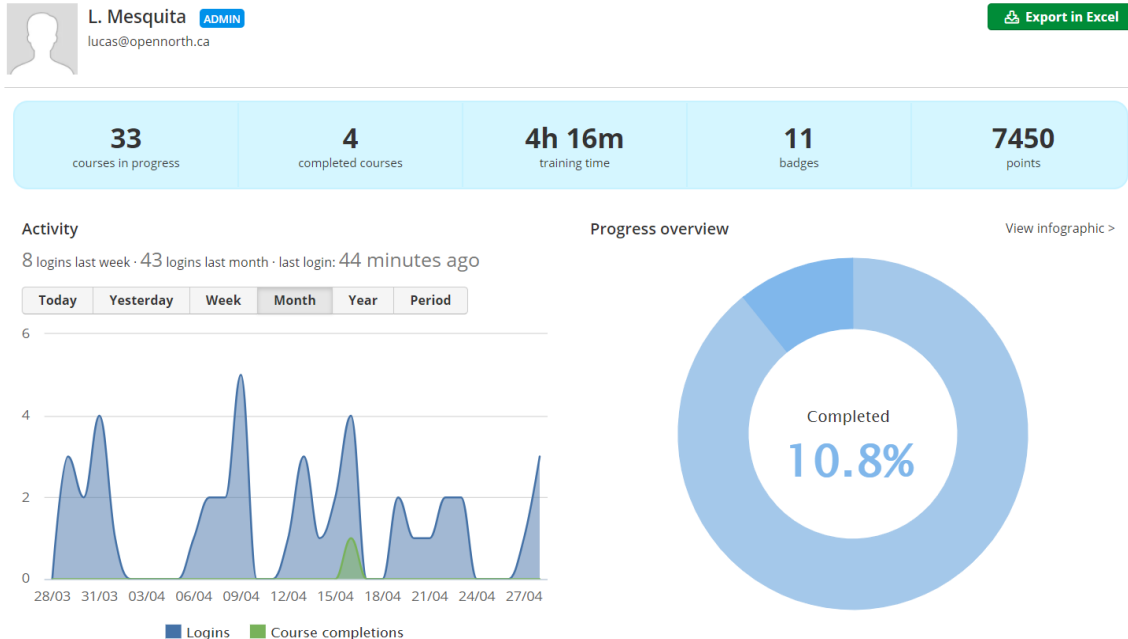
- Name/Nom
- Municipality/Municipalité
- Role and organization/Rôle et organisation
- What would you like to learn (data governance, smart city strategy, AI, etc)/Qu'aimeriez-vous apprendre (gouvernance des données, stratégie de ville intelligente, IA, etc.)

You may reply in your language of preference only/Vous ne pouvez répondre que dans la langue de votre choix

Commentaire

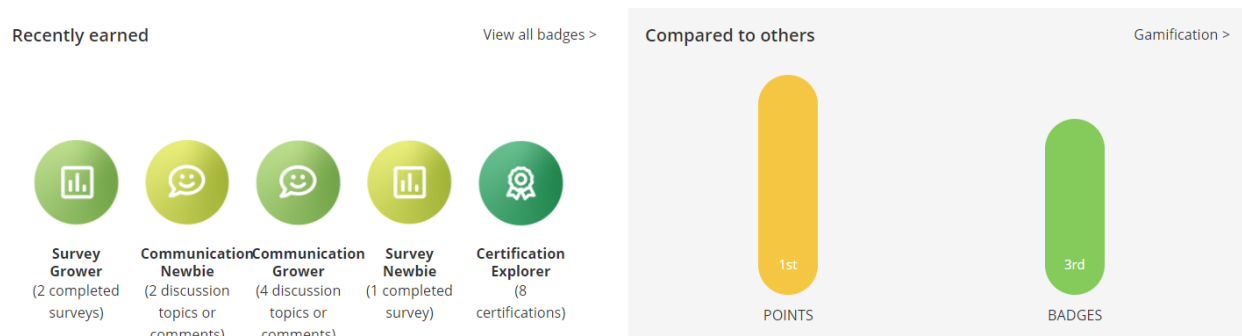
Progress

Track your achievements via infographics and reports! Here, you may consult your progress per course, your gamification scores and download your certificates.



Gamification

Comprising badges, points, levels, rewards, and leaderboards, the gamification feature adds fun to the learning experience. Points are the main element of the features, being attributed to learners as lessons, modules and courses are completed!



Calendar

Go the extra mile and participate in various events offered by organizations around the world pertaining to Open Smart City topics! Our event calendar is updated on a monthly basis.

Assistance

If you require help navigating the system or if you have any questions about the platform or the courses, please contact our team at LMS@opennorth.ca. We will be happy to assist you any time!

Course Catalog

Area	Course ID	Course Name	Course Description
Open smart cities	OSC100	Fundamentals Of Open Smart Cities	The <i>Open Smart City</i> is an approach that encourages citizen engagement and strengthens government accountability. In this mandatory course, you will learn about this paradigm, what it looks like in action, and how it is applicable to your context.
	OSC101	Accessibility In Open Smart Cities (available soon)	Accessibility is a mindset and approach that should be considered in every facet of municipal work. This basic course provides an introduction to the concept of accessibility as it relates to the development and implementation of technology and data initiatives in open smart city communities.
Data	D100	Fundamentals Of Data For Open Smart Cities	Collecting and engaging meaningful data is a fundamental skill of the <i>Open Smart City</i> approach. This basic course teaches you why data matters and the key issues to consider when working with data in your municipal context.
	D102	What Are Open Standards For Data?	The Open Smart City approach advocates for a mindful, secure, and ethical use of data. This basic course gives an overview of open standards for data, the values and risks of their adoption, and the recommended practices for doing so.
	D200	Implementing An Open Data Policy	An open data policy supports a community's commitment to Open Government. This advanced course describes the elements of an open data policy, offers examples of ones in use, and outlines a process for its development and implementation.

	D201	Data Governance In Open Smart Cities	Data governance is an essential step in securing public trust regarding how citizens' data is handled. This advanced course approaches the principles of urban data governance in open smart communities, identifies practical and legal challenges, and gives you essential information to start building the ruleset by which to manage data.
	D202	Open Contracting Data Standard For Procurement	The Open Contracting Data Standard (OCDS) supports increased transparency in contracting, allowing for this data to be analyzed by a wide range of users. This advanced course offers you an understanding of the use cases for OCDS implementation in open procurement, including the key components and steps to follow to implement OCDS in open smart communities.
Governance	G100	Fundamentals Of Governance In Open Smart Cities	Governance in a context of open smart cities allows communities to address increasingly complex urban challenges. This basic course illustrates the potential of information and communication technologies and data to strengthen municipal governance, and presents how some communities have applied the principles of the open smart city as part of their governance efforts.
	G101	Protecting Resident Data And Privacy	Protecting resident data and privacy is at the heart of any municipality's mandate. This basic course explores current terminology, potential practices and existing initiatives regarding privacy taking place in our communities.
	G102	What Is Open Procurement?	Transparent procurement practices increase public confidence in governance decision-making. This basic course gives an overview of the Open Smart City approach to procurement, designed to foster public confidence in governance decision-making, democratic engagement and efficient spending.
	G103	What Is Social Procurement?	Adding a social value to existing purchasing is an approach to procurement practices that strengthens the health of communities. This basic course gives you an overview of this method and offers concrete examples of its implementation from a municipal policy perspective.

	G201	Assessing Smart City Infrastructure For Privacy And Security	To ensure open smart city initiatives succeed, communities need to assess potential risks to data privacy and integrity. This course touches on the data lifecycle in open smart city initiatives and relevant privacy implications and supports you in making decisions that improve data privacy and infrastructure security.
	G202	Implementing A Privacy Policy	A privacy policy is essential to ensure that personal data collected through new urban technologies does not impede people's privacy and security. This advanced course provides you with guidance on how to implement a privacy policy and improve your governance practices to safeguard city privacy protection at several levels.
	G203	Social Procurement Solutions	Social procurement decisions build community capital and generate intentional community benefits. This advanced course teaches you how to identify local social and community development goals, procurement opportunities, and social value outcomes and metrics.
Hardware & Software	HS100	Fundamentals Of Open Source Policy	Adopting open source policies is a powerful way to improve interoperability, security and reduce vendor lock-in. This basic course outlines open source software policy and its advantages and disadvantages in the municipal context.
	HS101	Introduction To Artificial Intelligence	Artificial Intelligence—machine learning and algorithms—is playing an increasing role in technologies used in smart city initiatives. This basic course gives an overview of the history of AI, its risks and potentials when used in the community context, and recommendations for engaging with it successfully and ethically.
	HS200	It Procurement Policy	IT procurement policies have the potential to balance economic outcomes with the privacy and safety of citizens. This advanced course outlines the ways open procurement policies sidestep vendor lock-in and use procurement as a means of stimulating innovation.

People & Engagement	PE100	Fundamentals Of Resident Engagement In Open Smart Cities	Public engagement, when done right, builds trust between community residents and their governments. This advanced course provides a basic introduction to designing effective consultations for residents concerned with smart city technologies and approaches, from preparation to feedback and follow up.
	PE101	Digital Literacy For Residents	Digital literacy is an essential component of meaningful citizen engagement with public policies
	PE102	Civic Tech For Open Smart Cities	The Open Smart City approach sees civic tech as a way to enhance public engagement and digital services. This basic course explores the concept of civic tech, its benefits in crafting inclusive, responsive and innovative citizen-centered projects, and the actions needed to support its development.