Garnet
Garnet Global Training Center

GGT-SM-118

Smart Cities & Urban Management

City Performance Indicators

مؤشرات أداء المدن

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

City Performance Indicators turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Plan, run and digitalise cities and municipal services for residents and investors. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Apply the methods and standards of City Performance Indicators to real tasks.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.

Who should attend

Municipal managers, urban planners, smart city teams and city service operators. Practitioners with one to five years of experience benefit most.

Key topics

- Urban strategy and governance
- Municipal services
- Digital city platforms
- Mobility and infrastructure
- Resident experience
- Data and performance

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 City Performance Indicators: principles and standards

- Urban strategy and governance
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Municipal services
- Digital city platforms

Day 3 Diagnosis and problem solving

- Mobility and infrastructure
- Regional and international case studies

Day 4 Quality, safety and documentation

- Resident experience
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Data and performance
- Group discussion and peer review

10-day outline

Day 1 City Performance Indicators: principles and standards

- Urban strategy and governance
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Municipal services
- Digital city platforms

Day 3 Diagnosis and problem solving

- Mobility and infrastructure
- Regional and international case studies

Day 4 Quality, safety and documentation

- Resident experience
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Data and performance
- Group discussion and peer review

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Measurement and reporting

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Hands-on workshop on a workplace challenge

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
12–16 Jul 2027	5-day classroom	Istanbul	English	4,750
16–20 Aug 2027	5-day online	Live online	English	2,950
14–18 Nov 2027	5-day classroom	Cairo	English	4,750
13–24 Dec 2027	10-day classroom	London	English	8,950
10–21 Jan 2028	10-day online	Live online	Arabic	5,450
14–18 Aug 2028	5-day classroom	Casablanca	English	4,750
17–28 Sep 2028	10-day classroom	Kuwait City	English	8,950
20–24 Nov 2028	5-day classroom	Singapore	English	4,750
14–18 May 2029	5-day online	Live online	English	2,950

Dates	Format	City	Language	Fee (USD)
18–22 Jun 2029	5-day classroom	Singapore	English	4,750
5–9 Aug 2029	5-day classroom	Muscat	Arabic	4,750
17–28 Sep 2029	10-day classroom	London	English	8,950
17–21 Feb 2030	5-day classroom	Muscat	English	4,750
2–13 Jun 2030	10-day classroom	Cairo	Arabic	8,950
15–19 Jul 2030	5-day classroom	Abu Dhabi	Arabic	4,750
2–13 Sep 2030	10-day online	Live online	English	5,450

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/