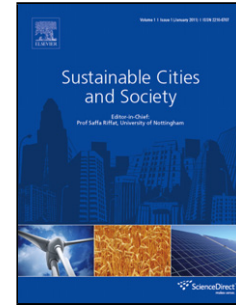


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Customizing Information Delivery to Project Stakeholders in the Smart City

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Highlights

- Integration of semantic analytics and recommender systems to support the delivery of customized, locally-sensitive information to community stakeholders.
- Crowdsourcing was used to address some of the shortcomings of ontology. It provides a means to help expose community views. Equally, it provides a window to explore and capture their unique local context and knowledge.
- The use of recommender systems, in contrast to search engines, means that instead of relying on semantics only, the delivery of information benefits from the collective input and interactions of citizen networks. The more citizens tag and comment on information items or documents, the more accurate the recommendations.

Abstract:

In the smart city, citizens are integral participants in the decision making process. They possess equally important knowledge to that of professionals. Effectively informing them about new project features is the first step in engaging them in the decision making and harnessing their knowledge. However, given the complexity and diversity of project information, citizens could face an information overload. Our objective is to support the delivery of the right information to the right person; and doing so in an adaptive manner that recognizes the needs of local context. We have developed a system that allows users to profile their information needs based on an ontology of user communications. Recommender algorithms are then used

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