4 Urban Infrastructure Operations Executive Summary

The study focuses on the operational aspects of the urban infrastructure. The findings and the case study (Knox church) reveals that even though there is an established structure and organization, it is not agile enough and has room for improvement. The sustainability approach, the projects planning and their connection to big city plan is also weakly developed and loosely defined.

The major areas of weakness require further investigations as well as risk assessments followed by a predetermined remedial action by managerial and operational elements. A lack of big picture plan and development strategy on infrastructure is missing and a better developed support structure is required. Efficiency in operations is crucial and

- • ● Decrease delay in implementation and execution of plans.
- • ● Prioritization on completion of announced projects that are yet to be completed.
- • ● Increase coordination between government agencies
- • ● Clear definitions of work structure and responsibility
- • ● A clear future plan for the city and proper infrastructure planning
- • ● Greater presence on electronic space would be valuable

findings to present possible future issues as well as recommendations and opportunities. The integration of city and

sustainability are key factors for city and inter-city infrastructure. This paper also reviews the recommendations are focused on the sustainability of the operations with a secondary concentration on increased efficiency. The lists below are the recommendations we suggest:

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● Watch out for improper and inappropriate structuring of projects, with no demarcation of risks between Government and private sector.

● Implementation of a proper dispute resolution mechanism between government agencies and private sector.

The report, in fact, has limitations as involvement of people with relation to operations both large-scale and small-scale were very limited. More involvement of operational people/department would increase the scope of the report and accuracy.