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## 4. Conclusion

The process for a Cities Need Service Design within NZC will be tested in the upcoming months as opportunities arise and more heavily once SNAP Up is running. The task members will support the final stages of design of the SNAP Up and promote successful implementation and uptake by the consortium to promote a more coherent and holistic service design approach – across grant agreements and MoUs – that starts from cities' needs. It is, of course, to be expected that the process itself will be iterated to align with emerging needs from the consortium and ultimately to better serve cities.

One question that we'll be exploring in practice as the work in the CSGs progresses is that of need identification and assessment. While we have detailed the process for need assessment, what is already being observed is that cities are often unaware of all their needs and do not have the time nor the interest sometimes to engage in a deep, co-creative process to work them out. The task will work together with relevant partners and tasks to understand (1) how to cajole cities best to really examine their needs and (2) how to make latent needs emerge.

## Bibliography

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D13.1 'Report on City Needs, Drivers and Barriers Towards Climate Neutrality';

D6.4 Report on capacity & capabilities building approach for systemic transformation in pilot cities

D2.6 Handbook on city support groups thematic working groups and sprint groups.

D7.2 Cities Mission Capital Hub Capability Building Sessions

D13.4 Mid-term infographics on city interaction

D3.1 Design and specification for the Portal and Platform

D3.2 Capacity building Framework

D6.3 Pilot Cities systemic innovation needs

D8.5 City Expert Support Facility Internal Guide

D10.5 Services on Technical Solutions for Realising Climate-Neutral Cities

D7.2 Cities Mission Capital Hub: Definition of Key Characteristics