

DigiTel — Tel Aviv's Personalised Civic Data Platform for Residents

City Innovation Library · Good practice · Israel

Quality score: 81/100

Evidence strength: Observational / pre–post

Summary

Tel Aviv's DigiTel platform personalises municipal services for almost 200,000 residents (60%+ of those eligible) via data fed by 200 staff 'knowledge champions'; the model won the 2014 World Smart City Award and was replicated in Thane, India.

Key dimensions

Dimension	Score
Evidence of impact / measured results	2/3
Transferability / demonstrated replication	3/3
Scalability	2/3
Sustainability / continuity	3/3
Innovation	2/3
Inclusiveness / equity	3/3
Multi-stakeholder collaboration	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-22

[Tel Aviv-Yafo Municipality](#) — accessed 2026-09-22

[The Conversation / UNSW research](#) — accessed 2026-09-22

[Tel Aviv-Yafo Municipality — DigiTel](#) — accessed 2026-09-22

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