

Technology Renewal Programme (TEN)

Rethinking digital Vienna

Digital transformation presents increasingly complex challenges for cities and administrations. The City of Vienna is addressing these challenges with foresight: with the Technology Renewal Programme (TEN), a comprehensive modernization initiative has been launched to future-proof the city's IT infrastructure. The goal is to position Vienna as Europe's digital capital and strengthen the city's digital sovereignty. The foundation for this lies in a profound technological shift toward a modular, secure, and scalable IT landscape.

How it works

TEN is based on a complete redesign of the city's IT architecture. Core technologies include virtualization, containerization (e.g., Kubernetes), cloud integration, and artificial intelligence. A total of 85 technical requirements across 17 categories were defined to guide implementation.

The new IT architecture enables flexible and dynamic resource allocation, improving system performance and minimizing downtime. A key example is Vienna's online form server, which hosts over 1,000 digital forms. Thanks to the migration to container-based infrastructure, the system can now handle peak loads automatically.

Furthermore, the automation of administrative processes increases efficiency and eases the burden on IT teams. At the same time, advanced security standards and a holistic governance model ensure better data protection and build user trust.

The Big Picture

With TEN, the City of Vienna demonstrates how the digital administration of the future can work – citizen-centric, efficient, and resilient. Internal users such as IT teams and administrative departments benefit from a high-performance, low-maintenance IT environment. For citizens and businesses, this means faster, more stable, and 24/7 accessible digital services.

TEN is a flagship example of how major cities can successfully modernize outdated IT systems to meet the growing demands of a digital society. It strengthens public institutions, improves service quality, and makes administration more agile – without compromising on security or transparency.

Quick Facts

- Solution area: **Organisations, Processes, Quality assurance and certification, Technological innovation**
- Administrative level: **Municipality, District, State**
- Solution process: **Digitization and technology, Public service, Smart City**
- Technology: **Artificial Intelligence, Automation and robotics, Information technology, Networks, Platform technology**