Public Sector Innovation: challenging ourselves ...

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Workshop on Fostering Innovation in the Public Sectors of Arab Countries

organized by UN ESCWA

under the patronage of Her Excellency Dr. Hala Helmy El Said,

the Minister of Planning, Monitoring and Administrative Reform, Egypt

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example: Amazon Mechanical Turk

Mechanical Turk is a marketplace for work.
We give businesses and developers access to an on-demand, scalable workforce.
Workers select from thousands of tasks and work whenever it's convenient.

333,877 HITs available. View them now.

Make Money by working on HITs

HITs - Human Intelligence Tasks - are individual tasks that you work on. Find HITs now.

As a Mechanical Turk Worker you:
• Can work from home
• Choose your own work hours
• Get paid for doing good work

Find an Interesting task, Work, Earn money

Get Results from Mechanical Turk Workers

Ask workers to complete HITs - Human Intelligence Tasks - and get results using Mechanical Turk. Get Started.

As a Mechanical Turk Requester you:
• Have access to a global, on-demand, 24 x 7 workforce
• Get thousands of HITs completed in minutes
• Pay only when you're satisfied with the results

Fund your account, Load your tasks, Get results

[ website and image source: https://www.mturk.com ]
example: DebateGraph

[ website and image source: https://debategraph.org ]
example: The Fiscal Ship

[ website and image source: http://fiscalship.org ]
What do you wish someone would invent?

Megan Mishra, Living, Learning, Seeing the world
Answered Oct 8

Real-life “Control-F” device. Picture this:

- You’ve got to leave for work in two minutes but you can’t find your keys.
- That library book you borrowed was due last week. You’re starting to accumulate he...

(more)
example: SmartHalo

Had a long day and can't remember where you parked your bike? Our app will remind you its last known location.

[ website and image source: https://www.smarthalo.bike ]
example: Ushahidi

Ushahidi
Building open sourced software to change the flow of information in the world.

- Kenya and across the Internet
- [website](http://www.ushahidi.com)
- [contact](contact@ushahidi.com)

Repositories 168  People 6

Pinned repositories

- **platform-release**
  Releases of the Ushahidi Platform
  - Shell ★12  ¥12

- **platform**
  Ushahidi Platformv3 API
  - PHP ★428  ¥244

- **platform-client**
  Ushahidi Platform Client
  - JavaScript ★37  ¥87

- **Ushahidi_Web**
  Ushahidi v2. A platform that allows information collection, visualization and interactive mapping, allowing anyone to submit information through text messaging using a mobile phone, email or web form.
  - PHP ★880  ¥642

- **SMSSync**
  SMS gateway for Android powered phones
  - Java ★602  ¥356

[website and image source: https://github.com/ushahidi]
the rules

the challenge: come up with nice ideas for innovation

the evaluator: our chairperson

the payback: trophies for good work
how to do this

form a team

pick up one of the examples

go for it!
form a team

go for a cross-country, cross-gender, cross-competence team

expand your team with colleagues and experience

keep your team to no more than 7 people
team roles and team rules

appoint someone as rapporteur,
to take notes and present your work

help your rapporteur, all along

appoint someone as objector,
to ask the rest of you all the difficult questions

be demanding to your objector,
for finding the right difficult questions to ask

be responsive to your objector, all along
team roles and team rules

try to help with all issues to respond to

try to include other people’s viewpoints in your own

express your views openly and clearly, time is running

make peace over your disagreements, time is always running

do not come up with more roles and rules,

run on like time does 😊
some trophies

the daring trophy

for coming up with an idea that clearly departs from the ordinary

the caring trophy

for making this meaningful to the needs of people

the diversity trophy

for rich diversity among you and your views
some more trophies

the balanced trophy
  for considering all issues in a balanced way

the learners trophy
  for richly cross-referencing with what has been presented in the workshop

the effectiveness trophy
  for addressing all issues in a complete way
yet more trophies

the insightfulness trophy

for showing nice insights into the realities and details of making your idea bear fruit
... and how to win them

these are not antagonistic, we have enough of them for all teams 😊

you can go for any and any number of them, even for all

it is up to you to ask for the trophies you want, at the end of your presentation

whom will you need to convince: our evaluator
think of an innovation, this is the core part of it

do not feel obliged to take the example you picked up as is; you can do that, or use it just for inspiration

think in terms of your own public sector and country, but join your ideas with your team

try to arrive at a single idea; if this can be replicated across public sectors and/or countries, it’s even better
think of an innovation, this is the core part of it

can you make this idea afferent to one (or more) of the UN SDGs? cf. next slides

does this idea correspond to some of the process types discussed? cf. next slides
think about how this can be realized

for realizing this idea, would you make some choices along the process types discussed (esp. for intentionality, drivenness and focality)? cf. next slides

would you think that some phases of the lifecycle discussed would be relevant for realizing this? cf. next slides

would you think that some types of IT tools or IT/data factors would be particularly critical for realizing this?
think about how this can be realized

how much time (say, in approx. months) would you think would be needed for first realization?

how much time would you think would be needed for monitoring how this goes?

how much time would you think would be needed for this to have some visible nice results?
UN Sustainable Development Goals

1. No Poverty
2. Zero Hunger
3. Good Health and Well-being
4. Quality Education
5. Gender Equality
6. Clean Water and Sanitation
7. Affordable and Clean Energy
8. Decent Work and Economic Growth
9. Industry, Innovation and Infrastructure
10. Reduced Inequalities
11. Sustainable Cities and Communities
12. Responsible Consumption and Production
13. Climate Action
14. Life Below Water
15. Life on Land
16. Peace, Justice and Strong Institutions
17. Partnerships for the Goals

[ image source: http://i0.wp.com/www.un.org/sustainabledevelopment/wp-content/uploads/2015/12/english_SDG_17goals_poster_all_languages_with_UN_emblem_1.png ]
# IPTTM model process types

<table>
<thead>
<tr>
<th>intentionality (I)</th>
<th>modality (M)</th>
<th>permeability (B)</th>
<th>disruptiveness (T)</th>
</tr>
</thead>
<tbody>
<tr>
<td>institutions and structures</td>
<td>top-down</td>
<td>impermeable</td>
<td>non-disruptive</td>
</tr>
<tr>
<td>policies and standards</td>
<td>bottom-up</td>
<td>collaborative</td>
<td>semi-disruptive</td>
</tr>
<tr>
<td>practices and guidelines</td>
<td>open</td>
<td></td>
<td>disruptive</td>
</tr>
<tr>
<td>systems and services</td>
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<thead>
<tr>
<th>drivenness (V)</th>
<th>hopefulness (H)</th>
<th>directedness (D)</th>
<th>rootedness (R)</th>
</tr>
</thead>
<tbody>
<tr>
<td>crisis-based</td>
<td>one-off</td>
<td>horizontal</td>
<td>central government (CG)</td>
</tr>
<tr>
<td>needs-based</td>
<td>continuous</td>
<td>vertical</td>
<td>public administration (PA)</td>
</tr>
<tr>
<td>opportunity-based</td>
<td>sustainable</td>
<td></td>
<td>local administration (LA)</td>
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<td></td>
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<td>under public law (UPL)</td>
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<thead>
<tr>
<th>focality (F)</th>
<th>partenariability (P)</th>
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<tbody>
<tr>
<td>local</td>
<td>public sector-internal</td>
</tr>
<tr>
<td>frugal</td>
<td>public-local</td>
</tr>
<tr>
<td>tool-novel</td>
<td>broader public</td>
</tr>
<tr>
<td>gender</td>
<td>public-social</td>
</tr>
<tr>
<td>children</td>
<td>public-private</td>
</tr>
<tr>
<td>social</td>
<td>cross-country</td>
</tr>
<tr>
<td>democratic</td>
<td>public-international</td>
</tr>
<tr>
<td>multiple</td>
<td>multilateral</td>
</tr>
<tr>
<td>generic</td>
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</tr>
</tbody>
</table>
IDEA lifecycle for public sector innovation efforts

[ image source: consultant, original work for the study on Fostering Innovation in the Public Sectors of the Arab Region ]
costs and pays, feedback and sustainability

which do you think are the main cost factors for making this idea a reality?

which do you think are the worst case risks? is there some risk too high to take?

which do you think are the paybacks to expect?
costs and pays, feedback and sustainability

what instruments would you put in place to gather feedback?

could you try to make this continuously improved, and how?

could you try to make this sustainable (i.e. regenerating ideas and resources for further innovation), and how?
how to do this, now that you’ve heard all about it

pick up the example you want, even if some other teams select it ...

do not change example half-way, this would not let you finish on time

pick up just one example, do not combine many

the ideas are yours, for clarifications we are here
how to do this, now that you’ve heard all about it

work in a way that lets the other teams work as well

do not send around spies 😊

put your pens down when our evaluator says so

help the presentations of your fellow teams happen
how to do this, without technology

this is a communication-intensive exercise, prefer to exchange rather than search

the online webpages of the examples are there, but do not feel obliged to consult them; use your understanding of the brief descriptions provided already

do not prepare a powerpoint presentation, the most lively presentation tool is you
how to do this, without technology

we are just providing fault-proof pen and pencil technologies; these and your ideas are the best tools to use 😊

help your rapporteurs take nice notes; later on, we will ask for sharing these within teams, and across teams if you agree
managing time ...

15 mins:
we already took them up, for introduction and explanations

45 mins:
completely yours, for team formation and work

tip: try to switch task every 10mins; if you have time you can come back later
managing time ...

tip: once you are done, save a few minutes to decide the
trophies you’ll ask for

30 mins: team presentations (5 mins for each team)

trophy awards: to be announced after the lunch break 😊
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