



Training Toolkit on Government Innovation for Social Inclusion of Vulnerable Groups

Module 12

Develop Your Innovation Project and Action Plan

Group Work





Group Work

- Work in small groups of up to 6 participants
- Develop an innovation project and an action plan to move the project forward
- Use the Designing for Public Services toolkit
- Use the Action Plan Template





Steps of the Group Work

1. Choose a project for government innovation to promote social inclusion of vulnerable groups (or one particular vulnerable group).
2. Draft a Challenge Brief.
3. Prepare an interview with citizens/vulnerable groups about experiences and expectations using the service and observe practical obstacles to access public services. Do the interview in the group in a role play format and note down results.
4. Brainstorm about an innovative solution, using the post-its and white board to capture results. Draft a concept note.
5. Draft an action plan for implementation by using the provided template.



Action Plan Template



Training Toolkit on “Government Innovation for Social Inclusion of Vulnerable Groups”

Template for Change Project Plan

COUNTRY/ORGANIZATION
TITLE OF CHANGE PROJECT

1. Major Theme of the Change Project

Please briefly describe the major theme of the Change Project.

2. Target Group(s)

Which vulnerable group(s) is this Change Project targeting?

3. Context & Objectives

Please explain the general context for developing this Change Project and its overall objectives.

4. Implementing Agency

Please specify the agency(s) designated/mandated to implement the Change Project.

5. Problem/Situation Analysis

Please provide a summary analysis about the major policy issue(s) to be addressed by developing and implementing this Change Project. This may include the analysis on the underlying causes for the vulnerability of the target group and how the innovation project aims to promote their social inclusion and empowerment.

6. Goals & Expected Outcomes

Please explain the specific goal(s) and outcomes to be achieved by developing and implementing this Change Project.

7. Specific Actions to Initiate, Design and Manage the Change Project

Please specify concrete actions/activities to achieve the goals.

- A)
- B)
- C)
- D)
- E)

8. Duration & Time Plan

Please indicate the duration of implementing the Change Project and an indicative time plan.

9. Cooperation/Coordination within the Government and between Administrative Levels (If applicable)

Please describe the mechanisms that will ensure cross-sectoral coordination of the project within the government and multi-level coordination with other administrative bodies.

10. Approaches to Engagement/Involvement of Vulnerable Groups (Sessions 1)

Please describe how vulnerable groups or other citizens will be involved in the design and implementation processes of the innovation project? What would be the strategies and mechanisms to involve them (surveys, interviews, workshops, platforms, etc.)?

11. Engagement and Partnership with Other Stakeholders (If applicable) (Sessions 1 & 4)

Please indicate relevant stakeholders (e.g. academia, civil society organizations, businesses, etc.) to be engaged in the designing, implementation and evaluation processes of the Change Project. What will be the mechanism(s) to facilitate the engagement?

What types of partnership could be built to address the challenges of social inclusion of vulnerable groups?





Action Plan Template



12. Cooperation with Other Countries or International Organizations (If applicable)

Please indicate whether you are interested in cooperating with other countries or international organizations to implement the Change Project. Please indicate whether you would expect any capacity development support from UN DESA to implement the Change Project.

13. Use of Digital Government Tools and Frontier Technology (if applicable) (Sessions 2)

Please indicate any digital government tools and frontier technology to be leveraged for developing and implementing the Change Project.

14. Legislation & Regulation (If applicable)

Please indicate if enactment or revision/amendment of legislation or regulation is necessary to implement this Change Project.

15. Financial & Technical Resources (Sessions 4)

Please indicate the current financial and technical resources available for implementing the Change Project and the expected resource gap. What could be (innovative) ways to address the resource gap?

16. Human Resources, including Change of Mindset, Skills and Capacities

Please indicate the current human resources available for implementing the Change Project and the additional human resources expected to be needed. Please indicate capacity/training needs.

17. Monitoring & Evaluation (internal and external)

Please indicate/elaborate the mechanism and approach to monitoring and evaluating the progress of implementing the Change Project, which may be supported by specific measurable indicators which could be produced on a regular basis at different stages.

The monitoring and evaluation could be conducted by the implementing agency or an external party such as the audit institution, and CSOs.

18. Expected Challenges & Solutions

Please elaborate on challenges envisioned in implementing the Change Project and solutions to be planned to address such challenges.

19. Role of the Workshop Participant & Next Steps

Please describe the role of yourself in designing and implementing this Change Plan. What are your responsibilities and tasks? Would you need additional skills or support? What are the next steps after this workshop?

20. Sustainability of the Change and Its Impact

Please explain what efforts can be made to ensure that change(s)/action(s) are sustainable at the national and local levels?

Summary of the Action Plan

Goal:						
Action Steps	Timeline (Duration)	Implementing Agencies/ Stakeholders	Outputs	Impact	Resources	Monitoring/ Evaluation
1)						
2)						
3)						
4)						
5)						



Action Plan Template