United Nations | Department of Economic and Social Affairs

Innovation and Digital Government for Public Service Delivery

Day 3

Mapping the Institutional Environment

Module 3.4
Enabling Change: Design Thinking and Innovation Labs

Social Challenges

"Governments around the world are grappling with a set of social challenges that are acting as a break on sustainable economic growth, leading to inequality and instability in society and impinging upon the general well-being of their populations."

Source: Social Innovation for Public Service Excellence
Global Centre for Public Service Excellence, UNDP

Wicked Public Problems

- Complex and embedded in cultural context(s)
- Organic, not divisible into manageable parts
- Information-intensive, process-intensive
- Cut across domains of knowledge and action
- Demand innovation, experimentation, learning and adjustment
- Require multi-faceted understanding as a prerequisite to action

Source: Rittel and Webber, *Policy Sciences*, 1973

Poverty as a Wicked Problem

- The United Nations Development Program identifies poverty with the lack of opportunities and choices most basic to human development will lead to a healthy and creative life where people can enjoy a decent standard of living, freedom, dignity, respect, and self-respect
  - Source: UNDP, 1997.

Poverty and Small-Scale Fishing

- The complexity of the poverty problem is evident in certain societies, such as small-scale fishing communities, which utilize marine or freshwater natural resources of high value that generate incomes above the poverty line (1.25 US$ per day) and provide employment and food to the people in these communities
  - Source: Report of the FAO/World Fish Center Workshop on interdisciplinary approaches to the assessment of small-scale fishing. FAO Fisheries Report No. 787
- Yet, these people remain among the poorest and most vulnerable sections of the population.

Why do these people remain poor?

- Why are people poor in a situation when they have natural resources that can potentially provide a decent standard of living?
- If incomes alone cannot be used to understand poverty among small-scale fishers then poverty must be analyzed from a different angle.
- The problem, therefore, is to understand the reasons behind this reality and what poverty means in such communities.
    - Source: Onyango, 2009

Wicked Problems in Australia

- *Climate change*
  - a pressing and highly complex policy issue involving multiple causal factors and high levels of disagreement about the nature of the problem and the best way to tackle it.
- *Obesity*
  - a complex and serious health problem with multiple factors contributing to its rapid growth over recent decades.
- *Indigenous disadvantage*
  - an ongoing, seemingly intractable issue but it is clear that the motivation and behavior of individuals and communities lies at the heart of successful approaches. .
- *Land degradation*
  - a serious national problem.

- Source: Australian Public Service Commissioner

Social Innovation

- Provides a way to respond to new social challenges and wicked problems
- New ideas working to meet social goals
- A *Social Innovation* approach puts capacity to harness innovation at the core of public service
- Requires governments to work across silos to address complex problems.

Source: Design Thinking for Public Service Excellence, Global Centre for Public Service Excellence, UNDP

Social Innovation

- Combines:
  - multiple disciplines, types of actors and sectors
  - design thinking, systems thinking and entrepreneurial action
- Requires:
  - governments to move beyond support of individual social innovation projects and create a social innovation infrastructure

Two Elements of a Social Innovation Infrastructure

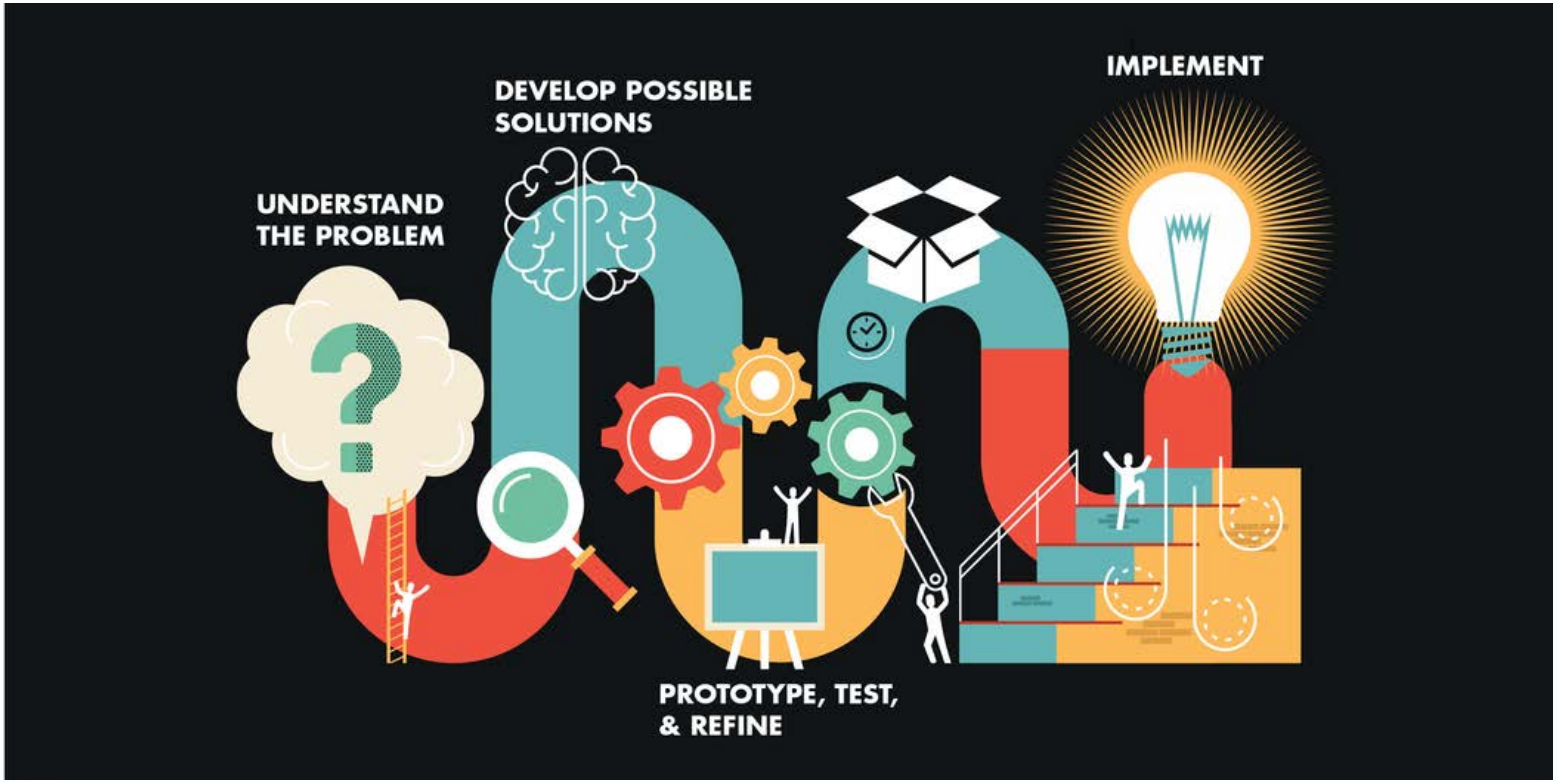
- Design Thinking
- Innovation Labs
  - Also known as Design Labs, Living Labs, I-Labs, Maker Spaces, among other labels
  - Serve as innovation intermediaries
    - Innovation intermediaries are external organizations and individuals that support their organizations in their innovative activities

Design Thinking (DT)

- DT puts end-users' needs at the center of service design – Human-Centered Design
- Solutions are progressively refined through a process that engages end-users in shaping decisions

DT Steps – Deceptively Simple

1. Fully understand the problem;
2. Explore a wide range of possible solutions; third, iterate extensively through prototyping and testing; and
3. Implement through the customary deployment mechanisms.



https://mitsloan.mit.edu/ideas-made-to-matter/design-thinking-explained

DT - Focus on Users

"Social challenges require solutions grounded in customer needs."

Tim Brown and Jocelyn Wyatt

DT - Focus on the Problem

"Most people don't make much of an effort to explore the problem space before exploring the solution space,"

MIT Sloan Professor Steve Eppinger

DT - Focus on the Problem

"If I'd asked people what they wanted, they'd have said, 'a faster horse'."

Henry Ford

Design Thinking in Public Service

- Madagascar's National Community Nutrition Program
  - "The country's government and the World Bank team leveraged human centered design (HCD) to improve programs designed to reduce chronic childhood malnutrition, which is staggeringly high in the country.
- One of the powerful insights that came out of the HCD work
  - A lack of awareness among mothers as to what constitutes nutritious food and how to prepare it, and that this was a much more significant barrier to overcoming malnutrition than the financial barrier.
- In response
  - The team designed, among other interventions, an awareness campaign and cooking demonstrations focused on preparing nutrient-rich food.
- The World Bank team observed "that HCD allowed them to 'design interventions better suited to beneficiary desires and behavioral tendencies with quick, cheap generation and testing of new approaches to influence people to adopt new behaviors'."
- Source: https://www.innovations.harvard.edu/blog/design-thinking-better-government-services-human-centered

Design Thinking in Practice

- UNICEF (the United Nations International Children's Emergency Fund)
  - Leaders are coupling it with traditional policy analysis methods to create new approaches to advocacy planning.
- Singapore
  - Employed as a national policy to drive growth and innovation. Design thinking considered by the Prime Minister as fundamental to the "reimagining of Singapore."
- New Zealand
  - A critical element in New Zealand's initiative to "make smart choices easier" for citizens and is being utilized to manage highly complex transportation infrastructure investments like high-speed rail in the United Kingdom.
- The United States
  - Food & Drug Administration to help manufacturers and government regulators in Washington find common ground on medical device standards;
  - At U.S. airport checkpoints, combined with Agile Software Development processes, to help the Transportation Security Administration (TSA) calm traveler anxiety

Biggest Impediment to DT

- Fear of Failure
- Failure to adopt a culture where there is nothing wrong with experimentation or failure
- Failure to adopt an entrepreneurial culture that rewards the new paradigm

DT Processes – When done right…

- Counteract human biases that thwart creativity while addressing the challenges typically faced in reaching superior solutions, lowered costs and risks, and employee buy-in
- Recognize organizations as collections of human beings who are motivated by varying perspectives and emotions, design thinking emphasizes engagement, dialogue, and learning
- Involve customers and other stakeholders in the definition of the problem and the development of solutions, design thinking garners a broad commitment to change.
- Provides structure to innovation processes
- Help innovators collaborate and agree on what is essential to the outcome at every phase.

Source: https://hbr.org/2018/09/why-design-thinking-works

Innovation Labs

- Key to a social innovation infrastructure
- Draw on external ideas as resources for innovation
- Serve as innovation intermediaries that convene users and other stakeholders in the processes of DT
- Provide collaborative platforms for research, development and experimentation in real-life contexts, based on specific methods (DT, Systems Thinking) and tools (situational analysis, brainstorming, prototyping and experimentation).

Innovation Labs

Living Labs = innovation networks based on the philosophy of open innovation where users become equivalent to other participants

Source: https://blog.hypeinnovation.com/living-labs-and-open-innovation

Innovation Labs

- Can find them in public sector, non-profit academic and private sector organizations
- Some stand alone as non-profit organizations working closely with other sectors
- Some are networks of organizations and individuals working together on social innovation challenges
- Some are more technical in nature , some more social

Research on Innovation Labs

- Strengths
  - Organizations and individuals meet to exchange ideas and knowledge and to participate in DT processes
    - Convening requires less infrastructure
- Weaknesses
  - Prototyping and experimentation capabilities are still underdeveloped
    - Prototyping and experimentation requies more infrastructure

Innovation Labs

- LAHORE, PAKISTAN: CIVIC INNOVATION LAB
  - A civic innovation lab of mostly volunteers who work in collaboration with government, non-profits and media.
  - Work with technology, data, policy and design projects to strengthen their communities.
  - Some of their projects are:
    - Fuel Locator, an app to help people find fuel available in times of shortage
    - Social Story Telling App, an app to empower citizens to be heard–people can share their stories with the world and even find solutions together.

Innovation Labs

- CHILE: LABORATORIO DE GOBIERNO
  - Part of the Government of Chile, the Laboratorio de Gobierno is a civic innovation lab, which serves to build new relations between the government and citizens.
  - They develop, facilitate and promote innovation processes in public services with an emphasis in citizens.
- MEXICO CITY: LAB FOR THE CITY
  - The Lab for the City is a hybrid (governmental and civic) innovation lab which facilitates collaboration and dialogue between citizens and government.
  - They promote creativity and innovation in and out of government and are constantly prototyping and testing practices and ideas to adapt them to the needs of the city.

Global Policy Centre on Resilient Ecosystems and Desertification

Global Centre for Public Service Excellence 2013-2018

About the Centre

Evidence Hub

Convening Hub

Public Service Innovation Lab

Public Service Innovation Lab

Presentation of Team Guardian Angel at the Kuala Lumpur SIC

Governments around the world are looking for innovative solutions that enhance the design and delivery of public services. They are reaching out to the private sector and citizens, to become partners in solving key social challenges.

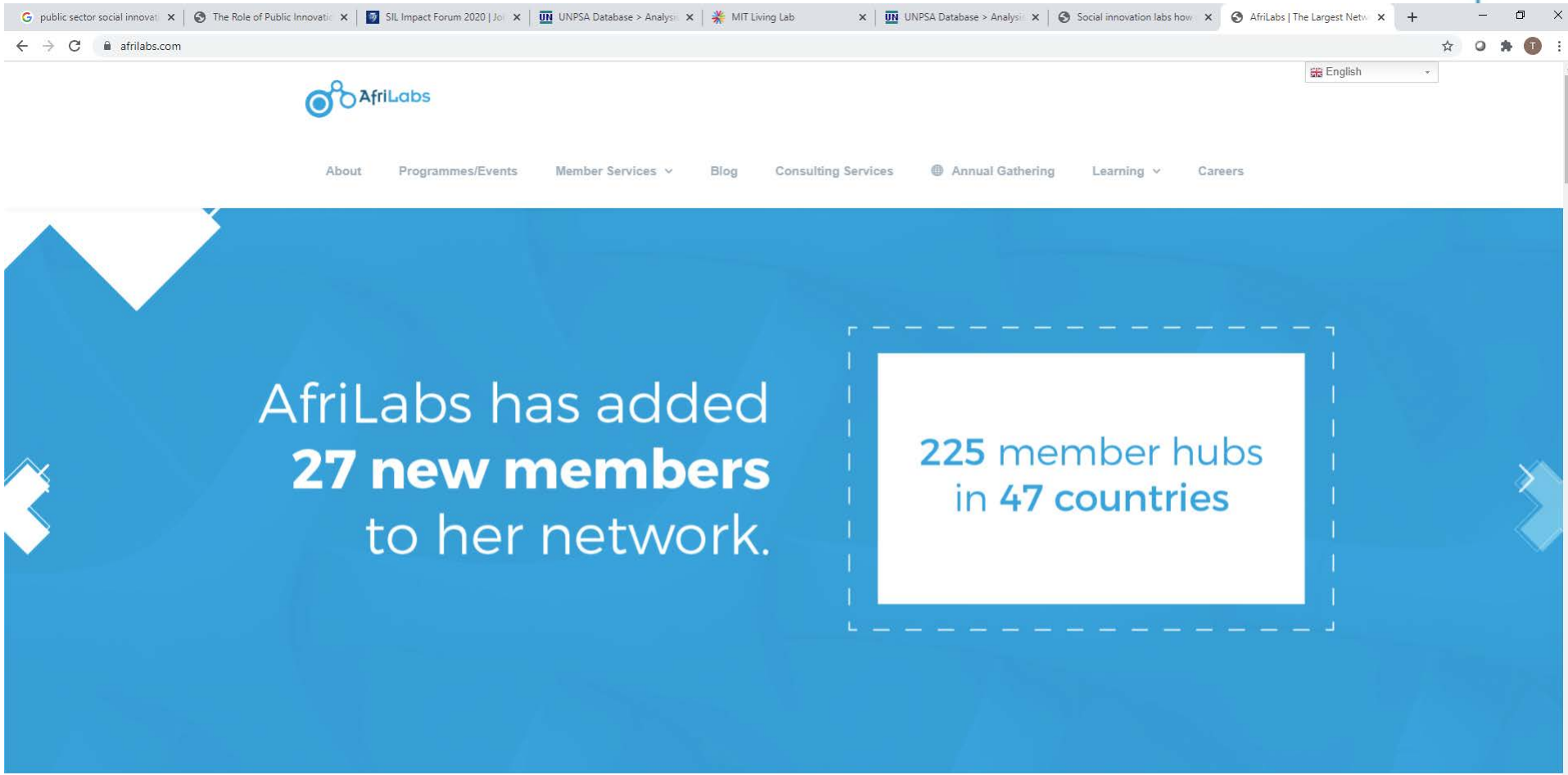
Recognising this new push for co-design and co-production the UNDP Global Centre for Public Service Excellence partnered with Social Innovation Camp Asia to explore social innovation as an approach for improving the reach, access and quality of public services. These could be in the form of a mobile phone application, a social enterprise or a platform for co-creation of public policy. Innovations could address demand side issues (tools for citizens), support the supply side (tools for public servants) or even bridge the gap between the two and allow each to leverage their full potential.

From September to November 2013, a series of social innovation camps was held across Southeast Asia – in Bangkok, Cebu, Hong Kong, Jakarta, Kuala Lumpur, Manila, Seoul, and Singapore. These camps provided a stage for various stakeholders, designers, programmers and citizens at large to re:think and re:create public services and create prototypes for innovative solutions.

The series culminated in a Regional Summit (Singapore, Nov 29 – Dec 1) where more than 50 participats from 13 teams met to exchange ideas and receive mentoring support. In the closing ceremony mentors and potential sponsors/ investors saw their pitches and provided their feedback. This video gives you a glimpse into what happened at the Regional Summit.

The 2013 Public Service Innovation Lab was an effort of the UNDP Global Centre for Public Excellence (GCPSE) to bring social innovation and design-thinking to the attention of policy and decision makers engaged in public service reform.

The Social Innovation Camp series was followed by an international Consultation on


public sector social innovati
The Role of Public Innovatio
SIL Impact Forum 2020 | Joi
UNPSA Database > Analysis
MIT Living Lab
UNPSA Database > Analysis
Social innovation labs how
AfriLabs | The Largest Netw
afrilabs.com
English
AfriLabs
About
Programmes/Events
Member Services
Blog
Consulting Services
Annual Gathering
Learning
Careers
AfriLabs has added
27 new members
to her network.
225 member hubs
in 47 countries

AfriLabs

- A network organization of 225 innovation centers across 47 African countries.
  - We support hubs to raise successful entrepreneurs that will create jobs and develop innovative solutions to African problems.
- Objectives:
  - To encourage technology, innovation and entrepreneurship in all forms
  - To promote the creation of African made technology with a special focus on the social, economic and environmental sectors
  - To provide an environment characterized by open collaboration, technical innovation and support for the technological community at large
  - Commitment to capacity building, mentorship, networking and forming bonds that will serve as building blocks for the next generation of thinking

Source: https://www.afrilabs.com/

InSTEDD iLab Southeast Asia

CONTACT US

ABOUT US | OUR WORK | TECHNOLOGIES | NEWS/MEDIA SEARCH

- Guiding Principles
- Team
- iLabs
- Openings
- FAQ

About Us

At InSTEDD we envision a world where communities everywhere design and use technology to continuously improve their health, safety and development. Founded in 2006 from the TED Prize, and based in California's Silicon Valley, InSTEDD now operates around the world to implement our vision. With startup funding from Google.org and the Rockefeller Foundation, which includes setting up innovation labs in Southeast Asia and Latin America, that are fostering collaborative engineering practices and entrepreneurial innovation in those regions.

InSTEDD has a unique offering — we design and use open source technology tools to help partners improve collaboration, information flow and knowledge sharing to better deliver critical services to vulnerable populations. With long term sustainability in mind, our interdisciplinary team of public health experts, scientists, and software engineers help build local capacity to solve critical health, safety and sustainable development problems. We are committed to evaluating the impact of our programs, documenting best practices, and sharing the results of our work.

click to download the "About InSTEDD" brochure

InSTEDD's innovative approach is being successfully applied around the world — from pioneering efforts to integrate disease surveillance and response systems in Southeast Asia to implementation of a nationwide communications system to aid victims of the 2010 Haiti

VIDEO

What is InSTEDD?

At InSTEDD we design and use open source technology tools to help partners enhance collaboration and improve information flow to better deliver critical services to vulnerable populations.

OUR VISION

We envision a world where communities everywhere design and use technology to continuously improve their health, safety and development.

OUR MISSION

Our mission is to improve global health, safety and sustainable development through:

- **Building Capacity** within communities to foster a local culture of innovation
- **Creating Collaboration Technologies** for social good

FEATURED STORIES

Cambodia's National Disease Hotline in Action

Watch this impact video about the 115 National Disease Hotline. In rural Cambodian many people sustain their livelihood through farming, and human to animal contact is a daily occurrence. What happens during a potential outbreak?

About the iLab Southeast Asia

Watch our 90-second animated introduction about the creation of the InSTEDD iLab in Southeast Asia.

Capacity Building at the iLab

The team in Phnom Penh is adding new skills and sharpening its design approach with

RECENT WORK

The InSTEDD iLab's current focus areas include Design Events and Prototyping, Mobile Tools and Platforms, Information System Architecture and Connectivity Solutions for Diagnostics Read more »

Digital Innovation to Slow Outbreaks in Cambodia

The CDC in Cambodia is responsible for national reporting of disease spread and alerting necessary authorities in case of outbreaks. InSTEDD empowering a transition from paper-based reporting to early detection with open source mobile tools and platforms.

'Go Green' App Launch

The 'Go Green' app was successfully launched. View the photo essay to learn more about the Go Green app, and to check out more about the day's exciting events. Continue»

View More Projects

NEWS AND MEDIA

Covid 19 Outbreak Mapping
The outbreak map is a visualization aid that maps the coronavirus outbreak cases across Cambodia providing real-time updates on the number of cases of COVID-19 in different locations.

Shedding Light in Cambodia High School
The Ministry of Education Youth and Sport (MoEYS) has developed its Information and Communication Technology Education Plan and has integrated it into a national curriculum for students from grade 4 to grade 12.

For Big Impact, You Need These Unlikely Business Allies
Established corporations benefiting from strategic relationships with social impact nonprofits, making unlikely allies in social impact.

Latest Tweets

InSTEDD Retweeted

Kate Heuisler
@kate_heuisler

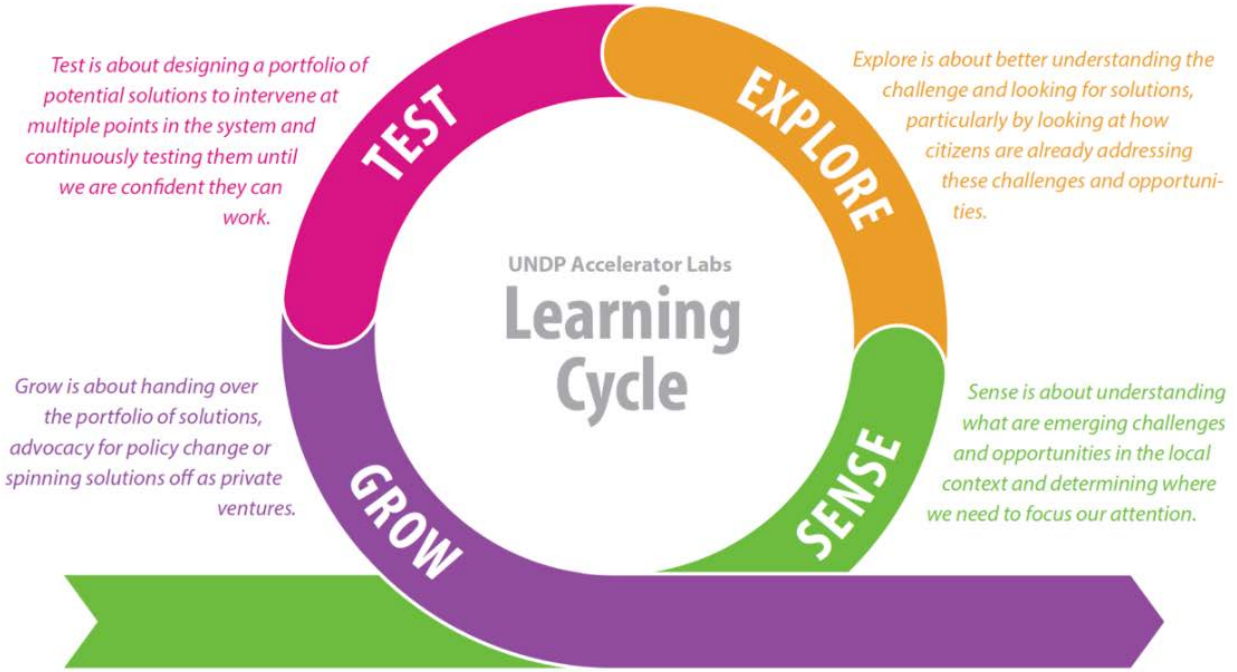
Excited to see how this program will help 15k+ #Cambodian MSMEs use digital tools to boost their businesses. Good luck to @Asia_Foundation, Star Kampuchea, @InSTEDD iLab and Ministry counterparts! @DevInnoKH was proud to be a small part of the design team. https://twitter.com/DAIGlobal/status/1301976232217792514

Sep 7, 2020

Embed View on Twitter

How do we work?

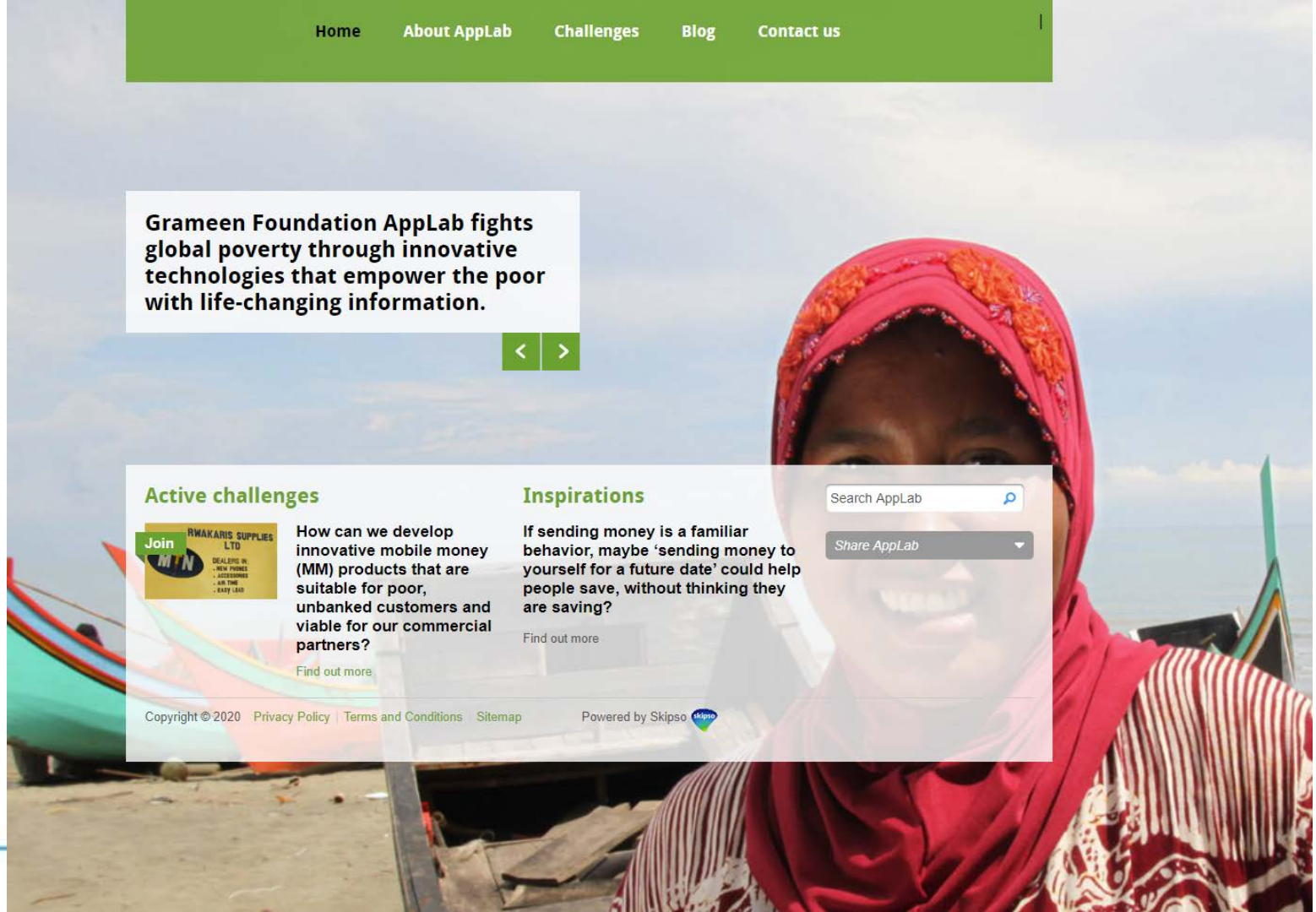
Learning is at the heart of Innovation-AccLab Uganda. Our iterative methodology consists of four stages: sense, explore, test and grow. Each phase comes with key questions and results. Each phase is understood through our toolkits.



United Nations

Home | About AppLab | Challenges | Blog | Contact us

Grameen Foundation AppLab fights global poverty through innovative technologies that empower the poor with life-changing information.



Active challenges

How can we develop innovative mobile money (MM) products that are suitable for poor, unbanked customers and viable for our commercial partners?

Find out more

Inspirations

If sending money is a familiar behavior, maybe 'sending money to yourself for a future date' could help people save, without thinking they are saving?

Find out more

Search AppLab

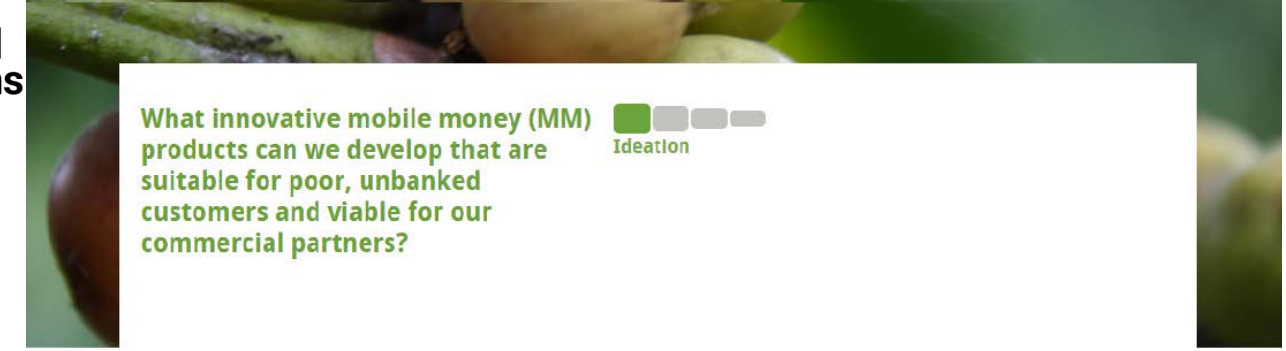
Share AppLab

Copyright © 2020 Privacy Policy | Terms and Conditions | Sitemap

Powered by Skipso

DESA

United Nations



What innovative mobile money (MM) products can we develop that are suitable for poor, unbanked customers and viable for our commercial partners?

Ideation

Share challenge

Sponsored by:

80% of Ugandans aren't served by banks or other formal financial services providers. At the same time, Mobile Money (MM) has emerged as a way to enable people in the most remote areas to transfer money using their mobile phone. The mobile money infrastructure could be used for other products – like saving accounts, or loans – but so far, it's only been used for remittances and bill payments. What other products – savings, loans, insurance – could the mobile money channel deliver to the poor?

Search AppLab

Search AppLab

Pages

- Overview
- Ideas
- Challenge Timeline
- Rules of the Game
- Challenge Toolkit

Submit an idea

Share challenge

Connect with AppLab:

Facebook Twitter

DESA

UNICEF Innovations Lab Kosovo

@KosovoInnovations · Nonprofit Organization

Contact Us

kosovoinnovations.org

Home | Reviews | About | Videos | More

Like | Message

About

See All

Behije Dashi 5A, 3rd floor.
10000 Pristina, Kosovo

UNICEF Innovations Lab catalyzes positive social change by harnessing the creative potential of Kosovo's (UNSC 1244) adolescents and youth.

Young? Got an Idea? Come join us! Innovations Lab Kosovo is a place for Kosovo youth to turn their ideas into actionable projects for the benefit of K...
See More

35,415 people like this

35,927 people follow this

296 people checked in here

Create Post

Photo/Video | Check in | Tag Friends

UNICEF Innovations Lab Kosovo
10h ·

Check this great opportunity and join this movement!

KOSOVOVOLUNTEERS.ORG
Volunteer Matching Platform
Kosovo Volunteers is first-of-its-kind volunteer match platform in Kosovo. It is a free platform where the non-profit organizations can post...

7

Like | Comment | Share

Write a comment...

UNICEF Innovations Lab Kosovo
Yesterday at 6:59 AM ·

Home
Explore
Notifications
Messages
Bookmarks
Lists
Profile
More

Tweet

Theresa Pardo
@tpardo

UNICEF Innovations Lab Kosovo

6,253 Tweets

Follow

potential of Kosovo's (UNSC 1244) adolescents and youth.

Pristina, Kosovo | kosovoinnovations.org | Joined October 2010

985 Following **3,444** Followers

Followed by Tiago C. Peixoto

Tweets | Tweets & replies | Media | Likes

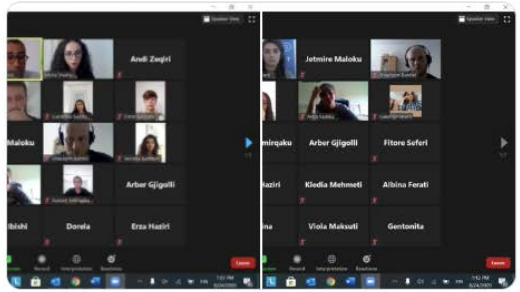
Pinned Tweet

UNICEF Innovations Lab Kosovo @KosInnovations · Aug 24

Kicking off another Online #PODIUMks workshop in the Innovation Hub in Gjilan enabling young people to advocate for change on issues they are facing in their communities.

We wish all the participants good luck!💙

@ipkofoundation



IPKO Foundation and 2 others

1 | 7

UNICEF Innovations Lab Kosovo Retweeted

NGO PEN @NGO_PEN · 12h

Do you want to be part of positive changes in your municipality?

Each municipality will have 30 volunteers engaged for a maximum of 3 hours a day, for 11 days, within the period 14-25 September.

Check out the link for more information 👇
kosovovolunteers.org/opportunity/sh...

4 | 7

UNICEF Innovations Lab Kosovo @KosInnovations · Sep 7

Hurry up! #Mediathon is an online content creation 'hack', in which selected creators aged 16-24 will learn digital storytelling skills, connect with other

Plenary Discussion

How can *Social Innovation* in the form of *Design Thinking* and *Innovation Labs* be used to help strengthen:

1. Institutions to deliver services at the local level;
2. Leadership and human resources capacities needed to provide services in a transparent, equitable, and accountable manner;
3. Processes and mechanisms that favor the participation of citizens in the design and delivery of services;
4. Organizational culture so that it may provide a fertile ground for continuous improvement and innovation in service delivery.

United Nations | Department of Economic and Social Affairs

Innovation and Digital Government for Public Service Delivery

Thank You!