

Innovation and Digital Government for Public Service Delivery

Day 3

Mapping the Institutional Environment





Module 3.5 Case Study: UNICEF's Kosovo Innovation Lab

- Group Formation
 - We will form 5 groups
 - Count off by 5's
 - Move to your small group location
- Group Assignment
 - Refer to Case Instruction Sheet 3.5.
- Group Process
 - Refer to Case Instruction Sheet 3.5.





Today's Key Concepts

- Building situational awareness and creating understanding of the interests of stakeholders is key to being able to determine if any innovation being considered has the potential to create public value
- Using a range of analytical models and tools such as systems thinking, strategic framework and others are required in any effort to generate deep understanding of problems and potential solutions.
- Such understanding is key to tests of any potential solutions and as input to performance management systems
- Wicked problems require social innovation and social innovation relies on ability to engage in design thinking and to provide innovation intermediaries such as innovation labs.
- Social innovation infrastructures can help realize the principles of PSD and to advance innovation and digital government for PSD.





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Morkshop

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Morning Session 0900 - 1200**Afternoon Session**

1300 - 1700

service, innovation and digital transformation in realizing the Agenda 2030 Module 1.1. Welcome & Introduction to the Course Module 1.2. Government. Public Service and the Agenda 2030 Module 1.3. Our National **Development Plan**

Module 1.4. Innovation,

Digital Government

Module 1.5. Realizing

Digital Government

Module 1.6. Building

Situational Awareness

Module 1.7. Wrap-Up

Transformation

through a DTCA

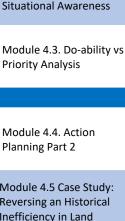
Digital Transformation and

Day 1

Understanding the role of

government, the public

	Framework Part 1	Priority Analysis
)	Break	
	Module 3.3. Public Value Framework Part 2	Module 4.4. Action Planning Part 2
	Module 3.4. Enabling change: Innovation Labs and Design Thinking Module 3.5. Case Study:	Module 4.5 Case Study: Reversing an Historical Inefficiency in Land Transfer through the e-
	LINCEE's Vosque	Mutation System: A Digital



Bangladesh Initiative

Module 4.6. Wrap-Up

Day 4

Toward a Road Map and

Action Plan

Introduction to Day 4

Module 5.3. What Needs to Change? What Change Will Create the Most Value?

Module 4.1. Welcome and Module 5.1. Welcome and

Module 5.4. Case Study: Socio-Technical View of Innovation Module 5.5. Looking Ahead

Module 5.6. Course

Ceremony

Evaluation and Closing

Module 5.7. Wrap-Up

Day 5

Bridging the Gaps in

Public Service Delivery

Action Plans

Introduction to Day 5

Module 3.2. Implications Module 4.2. Tools and Module 5.2. Plenary Principles and Strategies to for the Realization of the **Techniques for Building Discussion Prioritizing** NDP Situational Awareness **Recommended Actions**

Innovation and Digital Government for Public Service Delivery

Day 3

Mapping the Institutional

Environment

Module 3.1. Welcome

and Introduction to Day 3

Module 3.3. Public Value

UNCEF's Kosovo

Module 3.6. Wrap-Up

Innovation Lab

Lunch Break

Day 2

Exploring Key Concepts

and Conducting the Digital

Transformation

Assessment

Module 2.1. Welcome and

Introduction to Day 2

Module 2.2. Innovation

and Digital Government:

Innovate in Public Service

Situational Awareness with

Situational Awareness with

the DTCA. Part 2 Continued

Module 2.3. Building

Module 2.3. Building

Module 2.4. Systems

Awareness

Planning Part 1

Thinking and Situational

Module 2.5. Introduction

to Components of Action

Module 2.6. Wrap Up

the DTCA, Part 2

Delivery



Innovation and Digital Government for Public Service Delivery

Thank You!

