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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<td>Understanding the role of government, the public service, innovation and digital transformation in realizing the Agenda 2030</td>
<td>Exploring Key Concepts and Conducting the Digital Transformation Assessment</td>
<td>Mapping the Institutional Environment</td>
<td>Toward a Road Map and Action Plan</td>
<td>Bridging the Gaps in Public Service Delivery Action Plans</td>
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<td>Module 1.1. Welcome &amp; Introduction to the Course</td>
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**Lunch Break**

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<tr>
<td>Module 1.5. Realizing Digital Government Transformation</td>
<td>Module 2.4. Systems Thinking and Situational Awareness</td>
<td>Module 3.4. Enabling change: Innovation Labs and Design Thinking</td>
<td>Module 4.5 Case Study: Reversing an Historical Inefficiency in Land Transfer through the e-Mutation System: A Digital Bangladesh Initiative</td>
<td>Module 5.5 Looking Ahead</td>
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**Workshop at a Glance**

- **Morning Session** (0900 – 1200)
  - 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
  - Lunch Break
  - Module 1.4. Innovation, Digital Transformation and Digital Government
  - Module 1.5. Realizing Digital Government Transformation
  - Module 1.6. Building Situational Awareness through a DTCA
  - Module 1.7. Wrap-Up

- **Afternoon Session** (1300 - 1700)
  - Module 2.1. Welcome and Introduction to Day 2
  - Module 2.2. Innovation and Digital Government: Principles and Strategies to Innovate in Public Service Delivery
  - Module 2.3. Building Situational Awareness with the DTCA, Part 2
  - Module 2.4. Systems Thinking and Situational Awareness
  - Module 2.5. Introduction to Components of Action Planning Part 1
  - Module 2.6. Wrap Up

- **Day 2**
  - Exploring Key Concepts and Conducting the Digital Transformation Assessment
  - Module 2.2. Innovation and Digital Government: Principles and Strategies to Innovate in Public Service Delivery
  - Lunch Break
  - Module 2.3. Building Situational Awareness with the DTCA, Part 2 Continued
  - Module 2.4. Systems Thinking and Situational Awareness
  - Module 2.5. Introduction to Components of Action Planning Part 1

- **Day 3**
  - Mapping the Institutional Environment
  - Module 3.1. Welcome and Introduction to Day 3
  - Module 3.2. Implications for the Realization of the NDP
  - Lunch Break
  - Module 3.3. Public Value Framework Part 1

- **Day 4**
  - Toward a Road Map and Action Plan
  - Module 4.1. Welcome and Introduction to Day 4
  - Module 4.2. Tools and Techniques for Building Situational Awareness
  - Lunch Break
  - Module 4.3. Do-ability vs Priority Analysis
  - Module 4.4. Action Planning Part 2

- **Day 5**
  - Bridging the Gaps in Public Service Delivery Action Plans
  - Module 5.1. Welcome and Introduction to Day 5
  - Module 5.2. Plenary Discussion Prioritizing Recommended Actions
  - Lunch Break
  - Module 5.3. What Needs to Change? What Change Will Create the Most Value?
  - Module 5.4. Case Study: Socio-Technical View of Innovation
  - Module 5.5 Looking Ahead
  - Module 5.6. Course Evaluation and Closing Ceremony
  - Module 5.7. Wrap-Up
Innovation and Digital Government for Public Service Delivery

Thank You!