



Playing the Long Game:

Observations about public sector
innovation



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Hurry up...

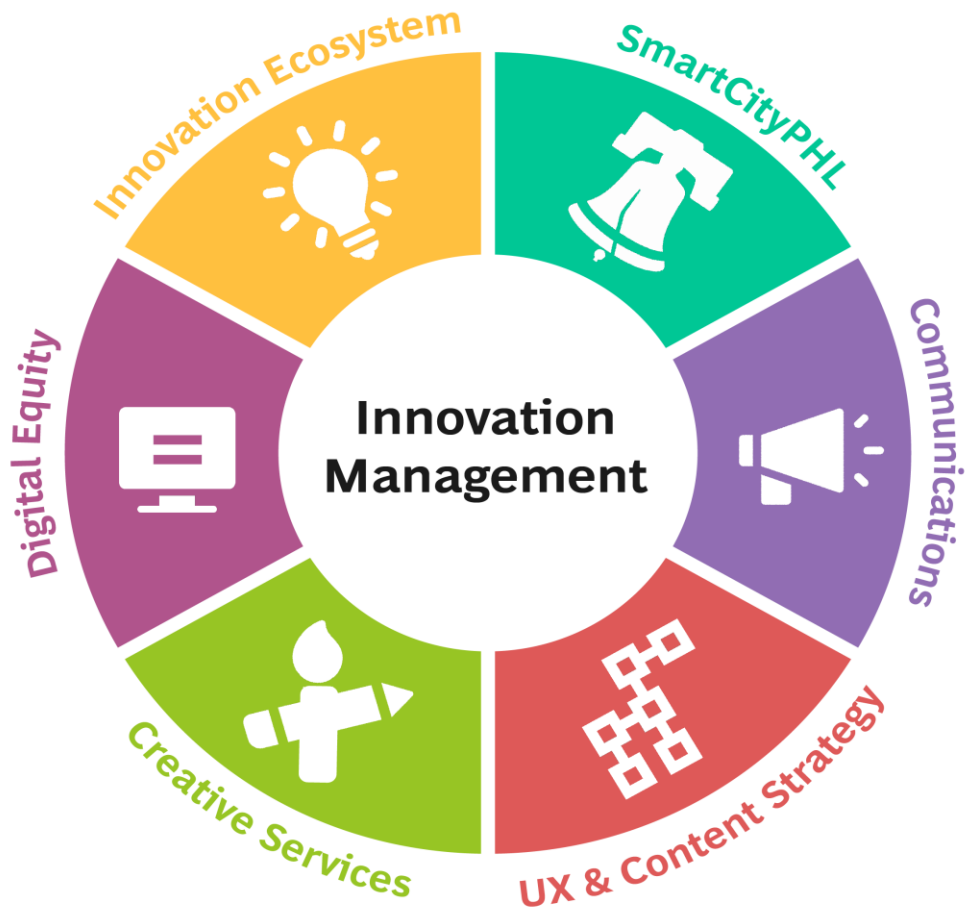




...but expect a long climb



Our frame for innovation

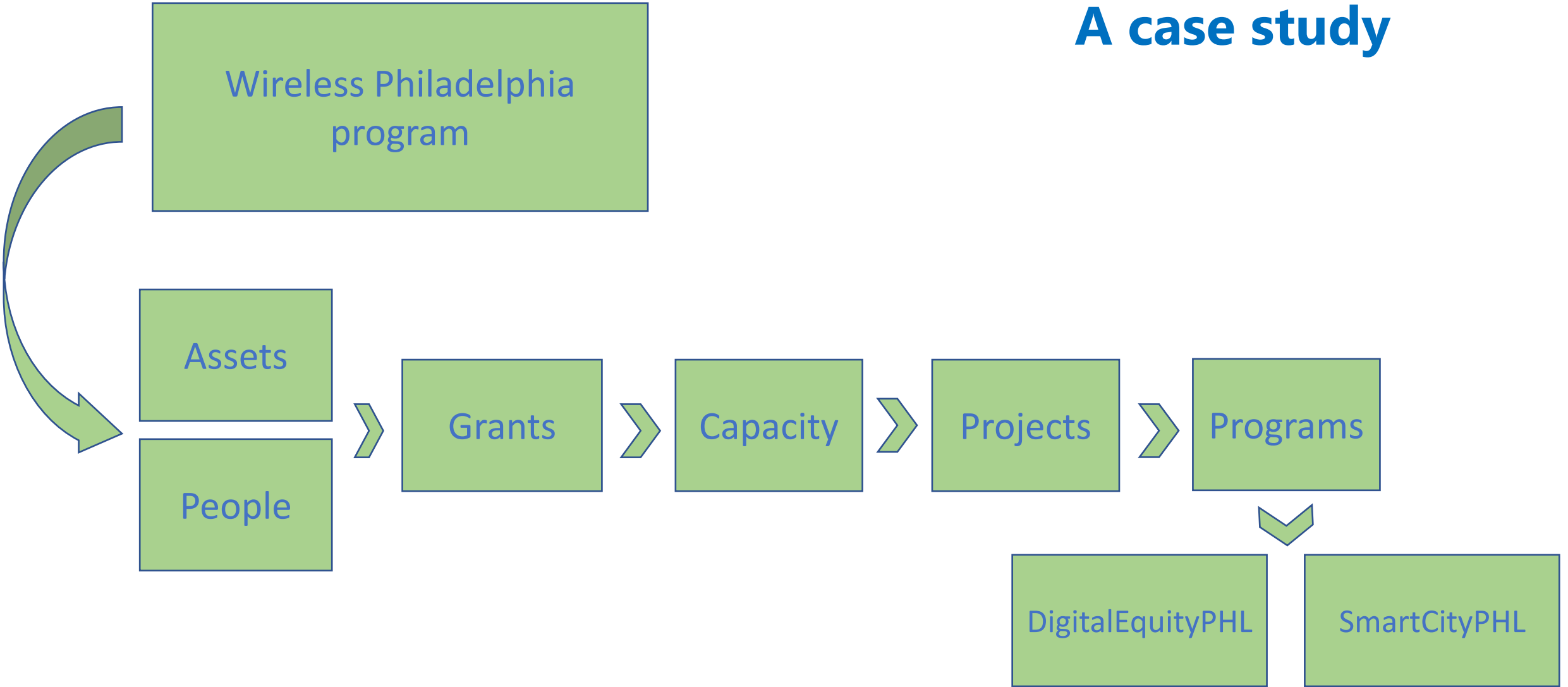




What is public sector innovation?

- Improving a process
- Changing the culture
- Increasing efficiency
- Using technology to enable change
- Finding and hiring good employees
- Developing a public program

A case study





So what have we learned?



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Re-arrange the pieces for insight





Build capacity incrementally





Equate innovation with strategy



Reactive approach – address the challenge without considering future occurrences of it



Tactical approach – make decisions with only a limited or immediate end in view



Strategic approach – identify longer-term challenges and goals and consider how to address them



Visionary approach - think about and plan the future with imagination and wisdom



Transformational approach – create a marked change in structure and operation

Be flexible in the form innovation takes



Practice the basics first

- a) You learn the old stuff before you try the new stuff.
- b) You learn the old stuff in order to do the new stuff.
- c) The old stuff is not easy.
- d) You are not good enough to be creative: don't even think about it or you'll be punished.

From Dirt, by Bill Buford





**Remember that
technology does not
equal innovation**



Innovate *with* others...



not *to* them



Exercise patience





Key questions for today

- 1) How can we continue to redefine “smart city”?
- 2) How do we move the definition of digital equity beyond broadband infrastructure?
- 3) How do we further connect smart city with digital equity?



Thank you!

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