



Innovating the Public Sector: from Ideas to Impact

12-13 November 2014

OECD Conference Centre

Paris

Draft agenda

Organised in partnership with:



Nesta...

**MIND
LAB**



OECD Knowledge Sharing Alliance

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Innovating the Public Sector: *from Ideas to Impact*

12-13 November 2014, OECD Conference Centre, Paris

Day 1 – 12 November, 2014

09h00

Registration and welcome coffee.

All Day: Demonstration stands will display the [Observatory of Public Sector Innovation](#) online platform

09h45

Opening Plenary: Setting the Scene

11h00

Workshop 1
Designing and Prototyping
in collaboration with NESTA

Workshop 2
Disruptive Approaches of Digital Innovation
in collaboration with Futurs Publics, Public service innovation Lab, France

Innovation Exchange: Overcoming the Challenges to and Achieving Impact with Innovation

13h30 – Lunch

14h30

Workshop 3
Innovation Labs *in collaboration with MindLab, Denmark*

Workshop 4
Beyond Innovation Awards?

Innovation Exchange: Overcoming the Challenges to and Achieving Impact with Innovation

17h15

Closing Plenary: An External Perspective

18h15 - Cocktail

Day 2 – 13 November, 2014

08h30

Registration and welcome coffee.

All Day: Demonstration stands will display the [Observatory of Public Sector Innovation](#) online platform

09h30

Plenary Session: A Strategy for Innovation?

11h30

Breakout Session 1
Capacity for Innovation

Breakout Session 2
Partnering for Innovation

Breakout Session 3
Knowledge Sharing for Innovation

13h00 – Lunch

14h30

Plenary Session: Expert Panel on Innovative Government – the Art of Innovation

16h30

Closing Plenary: Ministerial Panel



Day 1 - Wednesday, 12 November

Opening Plenary: Setting the Scene

9h45 – 10h45 What is the role of public sector innovation for public administrations today? What potential benefits can it provide, what challenges do governments face in unlocking this, and how can the OECD's Observatory of Public Sector Innovation provide support?
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Policy makers from Canada and France will open the conference with introductory remarks on the role of innovation to transform their administrations and enable better outcomes for society. A senior government official will share their direct and personal experience of encouraging and achieving innovation in the public administration.

The [Observatory of Public Sector Innovation's](#) online platform will also be introduced, including a demonstration of its features.

Welcome remarks:

- Tony Clement, President of the Treasury Board, Canada
- Thierry Mandon, Secrétaire d'Etat chargé de la Réforme de l'Etat et à la Simplification auprès du Premier Ministre, France
- Mari Kiviniemi, Deputy Secretary General, OECD
- Joe Wild, Senior Assistant Deputy Minister, Treaties and Aboriginal Government, AANDC, Canada and Chair of the OECD Public Governance Committee



Learning by Doing Workshops - Morning session

This series of workshops will look at the approaches and tools that can support public organisations to innovate. During each workshop participants will have the opportunity hear about countries' own experiences, and discuss or simulate the practical application of the approach or tool in small groups. In the morning, participants will be able to choose from two parallel sessions:

Workshop 1: Designing and Prototyping

Organised in collaboration with [Nesta](#)

11h00 – 13h30 Applying design methods to public services can help to develop a better understanding of user needs and how services can be created to match them.

G. Marshall Some parts of design, such as prototyping offer the public sector quick, agile ways to test new solutions while containing risk. This workshop will look at the role that design and prototyping can play in developing more innovative public services, providing participants with a taste of how they can be used practically in their own work.

Moderator: Brenton Caffin, Director, Innovation Skills, Nesta, United Kingdom

- Overview of experiences (30 min)

- Christian Bason, Director of Innovation, Mindlab, Denmark
- Dominic Campbell, Founder and Director, FutureGov, United Kingdom
- Sabine Junginger, Associate Professor, Center for Design, Culture and Management, The School of Design Kolding, Denmark
- Stéphane Vincent, Délégué général, La 27e Région, France

- Group Simulation (90 min)

- Lessons learned and conclusions (30min)



Workshop 2: Disruptive Approaches of Digital Innovation

Organised in collaboration with [Futurs Publics](#), Public service innovation Lab, France

11h00 – 13h30 To build the ‘public sector of tomorrow’, digital technology is essential to transform public bodies and their relationship with users and other key partners like businesses and local governments. This workshop will look at the role of digital and new technologies in modernising public services and in creating disruptive ways for service delivery. Drawing on France and other countries’ experiences, participants will learn about the challenges that digital innovations pose, how new technologies are providing new ways to develop public services (for example enabling quick prototyping and rapid development) and have the opportunity to try out new digital solutions themselves.

R. Ockrent

Moderator: SGMAP

- Short introduction on challenges of digital technologies for innovation (15mins)

- Jacques-François Marchandise, Director of Research, Fondation Internet Nouvelle Génération

- Participants visit four innovation stands (two rounds of presentations per stand, total 120mins):

1. *Digital technologies and employment*

- Reynald Chapuis, Director, Innovation and Corporate Social Responsibility, State Employment Service (Pôle emploi), France
- National Employment Agency (TBC)

2. *Educational use of digital technologies in schools*

- SGMAP and Ministry of Education, France
- Stephan Vincent-Lancrin, Senior Policy Analyst, Directorate for Education and Skills, OECD

3. *New public services at local level through open data*

- SGMAP/ETALAB with Openstreetmap
- Miree Byun, Director, Center for the Urban Competitiveness, Department of Future and Social Policy Research, Senior Research Fellow, The Seoul Institute, Korea

4. *Social media use for services innovation*

- Nicolas Chapuis, Chief Information Officer, Ministry of Foreign Affairs, France
- Carlos Fernandez Guerra, Communications Director, Spanish National Police, Spain

- Discussion on the conditions for success (15mins)

- Jacques-François Marchandise, Director of Research, Fondation Internet Nouvelle Génération



Innovation Exchange : Overcoming the Challenges to and Achieving Impact with Innovation

11h00 – 13h30

Auditorium

Innovating can be tricky. That's why we think it's important to share experiences to provide ideas and inspire others. During this session, speakers will share their own ideas and experiences for overcoming the challenges to and achieving impact with innovation.

Moderator: Charles Leadbeater, advisor, journalist and author, UK (TBC)

Innovation Talks:

- *Police and social media*
Thorir Ingvarsson, Detective Inspector, Reykjavik metropolitan police, Iceland
- *The benefits of open innovation*
Pasi Pohjola, Development Manager, National Institute for Health and Welfare, Finland
- *If there's something strange in your government... Who you gonna call? Dinobusters...* Nancy De Vogelaere and Elke Wambacq, Flemish public administration, Belgium
- *Procurement to Pay health innovation*
Jamie Tibbetts, Assistant Deputy Minister and Chief Financial Officer, Department of Health, Canada
- *"The Innovation Bazaar": kickstarting innovation in the public sector, lessons from Israel*
Asaf Tzachor, Ministry of Environmental Protection of Israel, Senior Supervisor for Strategy & Sustainability, Israel
- *Innovative Lessons from Building Digital Government*
Siim Sikkut, ICT Policy Adviser - Government Office of Estonia, Strategy Unit, Estonia
- *Innovating employment services*
Reynald Chapuis, Director, Innovation and Corporate Social Responsibility, State Employment Service (Pôle emploi), France



Learning by Doing Workshops – Afternoon session

This series of workshops will look at the approaches and tools that can support public organisations to innovate. During each workshop participants will have the opportunity to hear about countries' own experiences, and discuss or simulate their practical application in small groups.

In the afternoon, participants will be able to choose from two parallel sessions:

Workshop 3: Innovation Labs

Organised in collaboration with [Mindlab](#), Denmark

14h30 - 17h15 In recent years a number of countries have been experimenting with the lab concept for policy making; but what value does an innovation lab bring and how can governments make the most of them? This workshop will look at how innovation labs can support innovation. It will draw on the experiences of governments, looking at the different models of labs and the practical considerations when establishing one.

G. Marshall

Moderator: Christian Bason, Director of Innovation, Mindlab, Denmark

- Introduction (20min)

- Jessica Nierenberg, Senior Analyst, Strategic Issues, Government Accountability Office, United States (via videolink)
- Jo Casebourne, Director, Public and Social Innovation, Nesta

- Brief overview of experiences (40 min)

- Sydney Heimbrock-Smith, Deputy Associate Director, Employee Services, Strategic Workforce Planning and Chief Learning Officer, Office of Personnel Management, United States
- Alex Roberts, Innovation Advocate, Innovation Policy & Coordination, Portfolio Strategic Policy Division, Department of Industry, Australia
- Marco Steinberg, Founder, Snowcone & Haystack, formerly Director of Strategic Design and SITRA, Finland

- Group Simulation (60 min) moderated by Mindlab

- Lessons learned and conclusions (30min)

- Françoise Waintrop, Chef de la mission, « Methodes et innovation », Secrétariat général pour la modernisation de l'action publique (SGMAP), Premier ministre, France
- Juan Felipe López Egaña, Executive Coordinator, Public Innovation Committee, Chile



Workshop 4: Beyond Innovation Awards?

14h30 – 17h15 Innovation awards have been in place at national and international levels for a number of years but how effective are they as a means to inspire, encourage and identify innovations? This workshop will look at the role and value of innovation awards by hearing directly from the winner of an innovation award about the consequences for their project, learning about the trends and patterns that awards can help to identify, and most of all through sharing experiences with countries with different types of innovation awards.

R. Ockrent

Moderator: TBD

- Overview of experiences (60 min)

- Maxime Barbier, Service Innovation et services aux usagers, Secrétariat général pour la modernisation de l'action publique (SGMAP), Premier ministre, France
- François Bremand, Lieutenant-Colonel, Mission du pilotage et de la performance, Gendarmerie nationale, France
- Jan Mathu, Advisor general, Facility Manager and Head of Purchase Service, Service Public Federal, Mobilité et Transports, Belgium
- Pétur Berg Matthíasson, Head of Division, Department of Public Management and Reform, Ministry of Finance and Economic Affairs, Iceland
- Pierre Schoonraad, Chief Director, Research and Development, Centre for Public Service Innovation, South Africa

- Group Simulation (60 min)

- Lessons learned and conclusions (30min)

- Sandford Borins, Professor of Strategic Management, Department of Management, University of Toronto-Scarborough, Canada



Innovation Exchange : Overcoming the Challenges to and Achieving Impact with Innovation

14h30 – 17h30
Auditorium

Innovating can be tricky. That's why we think it's important to share experiences to provide ideas and inspire others. During this session, speakers will share their own ideas and experiences for overcoming the challenges to and achieving impact with innovation.

Moderator: Dan Hill, Executive Director, Futures and Best Practice, Future Cities Catapult, United Kingdom

Talks

- *Electronic Visa Application System (EVAS)*
Ishak Cubukcu, Head of the Information Technologies Department, The Turkish Foreign Ministry, Turkey
- *Management and information technology*
Luca Attias, Director General, Court of Audit, Italy
- *Zero Licencing*
Maria Manuel Marques, Professor, University of Coimbra, School of Economics, Portugal
- *The work of a BIT*
Michael Hallsworth, Principal Advisor, Head of Health & Tax, Behavioural Insights Team, United Kingdom
- *Evidence and Innovation*
Andy Feldman, Special Advisor, Office of Management and Budget, Evidence & Innovation Team, United States
- *Internet application to help with tax submission*
Kaja Zalewska, Advisor to the Minister and Coordinator, Polish Ministry of Finance, Poland
- *A Story about Innovating Locally*
Jacky Foucher, Grrr Agence creative, France



Closing Plenary: A view on Innovation beyond government

17h30 – 18h30 External commentators from different walks of life will provide their thoughts on the day's discussions, highlighting their observations about public sector innovation, what they have heard and the challenges ahead.
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Moderator: Françoise Waitrop, Chef de la mission, « Methodes et innovation », Secretariat general pour la modernisation de l'action publique, France

- Honourable Jocelyne Bourgon, President, Public Governance International
- Dan Hill, Executive Director, Futures and Best Practice, Future Cities Catapult, United Kingdom
- Charles Leadbeater, advisor, journalist and author, United Kingdom (TBC)
- Giovanni Moro, President of FONDACA, Italy
- Cheol H. Oh, President, Korean Association for Policy Studies and Member of the Government 3.0 Implementation Committee, Prime Minister's Office, Korea



Day 2 - Thursday, 13 November

Plenary Session: A strategy for innovation?

9h30 – 11h00 The capacity of government to innovate is shaped by many elements, from how staff are recruited and trained, to the incentives and values within the public administration. Does having a strategy for innovation that encompasses these elements help governments to build and sustain their capacity for innovation? During this fireside chat, senior leaders whose countries have developed a strategy for innovation will reflect on their experiences, sharing personal insights and advice for other government leaders.

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Moderator: Geoff Mulgan, Chief Executive, Nesta

- Laure de la Breteche, Secrétaire générale pour la modernisation de l'action publique (SGMAP), Premier ministre, France, (TBC)
- Magnus Enzell, Senior Adviser, Ministry of Enterprise, Energy and Communications, Sweden
- Margus Sarapuu, Government Strategy Director, Estonia
- Roger Scott-Douglas, Assistant Secretary, Priorities and Planning, Treasury Board of Canada Secretariat, Canada



Break out session 1: Capacity for Innovation

11h30 – 13h00 What stops good ideas becoming implemented innovations? Cultural inertia, lack of leaders' support, inadequate time and resources and skills mismatch may hinder the capacity of government to achieve effective innovations. What are the strategic policy issues that governments need to consider to tackle some of these challenges? This session addresses issues such as how to achieve culture change, get buy in from leaders, develop a workforce with the skills and competencies for innovation and ensure that innovation has the space and resources necessary to succeed.

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Moderator: Geert Bouckaert, President, International Institute of Administrative Sciences (IIAS) (TBC)

Discussants:

- Gary Banks, Dean and CEO of the Australia and New Zealand School of Government
- Beatrix Behrens, Head of Division, HR Policies, Federal Employment Agency, Germany
- Dustin Brown, Deputy Assistant Director for Management, Office of Management and Budget, Executive Office of the President, United States
- Åsa Erba-Stenhammar, Head Negotiator, Union of Civil Servants, Sweden
- Marga Pröhl, Director General, European Institute of Public Administration



Breakout session 2: Partnering for Innovation

11h30 – 13h00 Public sector innovation rarely happens in isolation but draws on the ideas, experiences and resources of actors beyond the public sector. This session will discuss examples of the public sector partnering with different actors from the public sector, civil society and the private sector, identifying the challenges and benefits it can bring

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Moderator: TBD

Discussants:

- Kieron Boyle, Head of Social Investment & Finance, Government Innovation Group, Cabinet Office, United Kingdom
- Francesca Moccia, Deputy Secretary General, Cittadinanzattiva, Italy
- Peter Simeoni, Assistant Deputy Minister, Service Canada, Canada



Breakout session 3: Knowledge sharing for innovation

11h30 – 13h00 The way knowledge is managed can support or hinder public sector innovation. One challenge for government is to build capacity to capture and pool available knowledge but also appropriate systems to share and diffuse it to improve public decisions about innovative solutions. The OPSI can play a role to support the development of knowledge networks on innovation and connect them at the international level (knowledge broker). This session will discuss the rationale for developing knowledge networks on innovation within and across levels of government; the challenges faced during designing and development; the use of ICT to enable collaborative environment for knowledge sharing; and implications for the work of the OECD Observatory.

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Moderator: TBD

Discussants

- Pia Marconi, Head, Department of Public Administration, Presidency of the Council of Ministers, Italy (TBC)
- Fernando de Pablo Martín, Senior Advisor, Office for the Implementation of Administrative Reform, Ministry of the Presidency, Spain
- Martina Kampmann, Senior Counselor, Knowledge Sharing Alliance Office of the Secretary General
- Representative of the Indonesian government (TBD)



Plenary Session: Expert Panel on Innovative Government – the Art of Innovation

14h30 – 16h00 Leading experts will take stock of existing knowledge on public sector innovation. Drawing on OECD analysis they will discuss proposals for a ‘Manifesto for Innovation’ setting out priorities to strengthen the public sector’s capacity.
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Moderator: Honourable Jocelyne Bourgon, President, Public Governance International

- Christian Bason, Director of Innovation, Mindlab, Denmark
- Viktor Bekkers, Dean of the Graduate School for the Social Sciences and the Humanities, Erasmus University, Rotterdam
- Sandford Borins, Professor of Strategic Management, Department of Management, University of Toronto-Scarborough, Canada
- Patrick Dunleavy, Professor of Political Science and Public Policy, London School of Economics, UK, (TBC)
- Jorrit de Jong, Academic Director, Innovations in Government Program, Ash Center, Harvard Kennedy School of Government (videolink)
- Geoff Mulgan, Chief Executive, Nesta



Closing Plenary: Ministerial Panel

16h30 – 18h00 What can be done to make innovation a permanent reality for public sector organisations committed to excellency in the public service? The ministerial panel will discuss recommendations for increasing government's innovative capacity, highlighting what they see to be the priorities and challenges.

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Moderator: Rolf Alter, Director, Public Governance and Territorial Development, OECD

- Soraya Saenz de Santamaria, Deputy Prime Minister, Spain
- Tony Clement, President of the Treasury Board, Canada
- Marylise Lebranchu, Ministre de la Décentralisation et de la Fonction publique, France
- Francis Maude, Minister for the Cabinet Office & Paymaster General, United Kingdom
- Eko Prasajo, Vice-Minister of Administrative and Bureaucracy Reform, Indonesia (*tbc*)
- Mari Kiviniemi, Deputy Secretary General, OECD