

Innovation in Governance

to improve policy performance

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Overview

- Why we need innovation
- Innovation in governance
- Innovation in government: why and what?
- Innovation in government: how?
- Applying innovation in government



Why we need innovation in governance

- Citizen expectations are increasing
 - More, better, faster
- Government challenges are growing
 - Aging and rising dependency ratios
 - Unemployment
 - Social inequalities
 - New fiscal environment
 - Meta policy challenges
- Traditional governance frameworks may be strained



Innovation in Governance

The intersection of governance and innovation

Innovation

Doing something
in a new or
different way

*New methods,
processes,
models
applied to the
institutions and
frameworks that
support policy
design and
delivery*

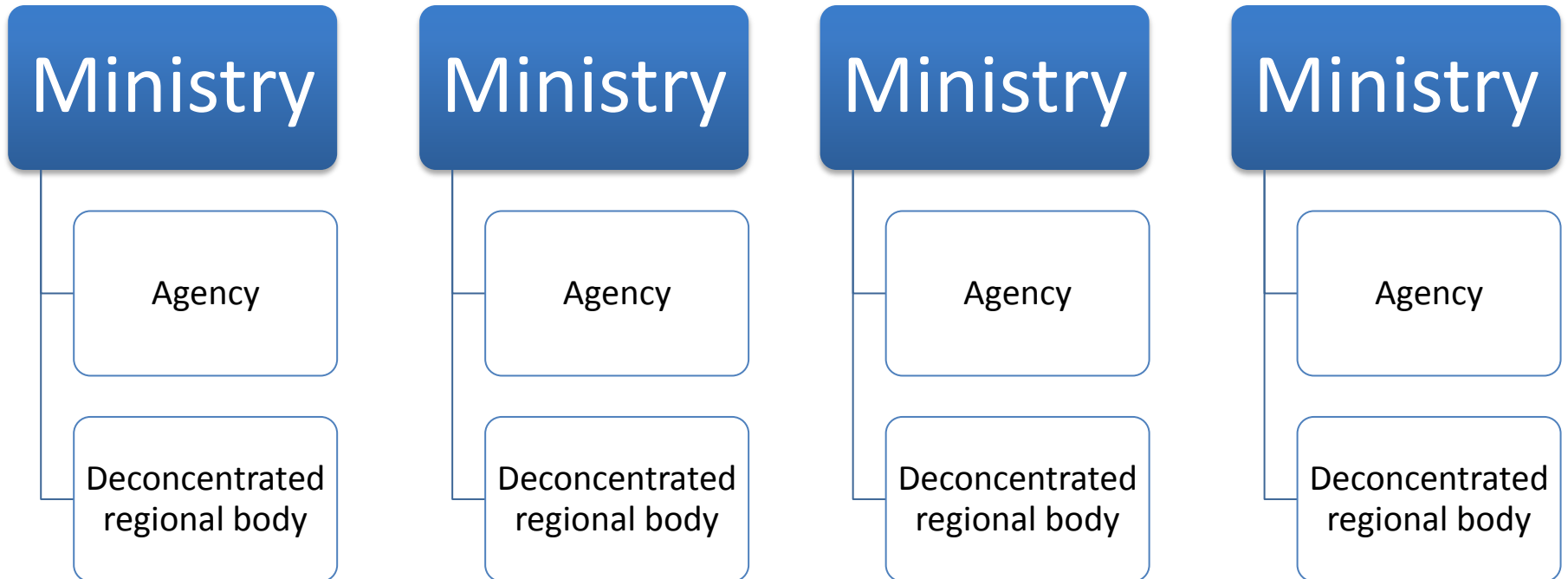
Governance

Formal and informal
arrangements that
determine how public
decisions are made and
how public actions are
carried out while maintaining
constitutional values, in a
dynamic/changing
environment



Innovation in Governance

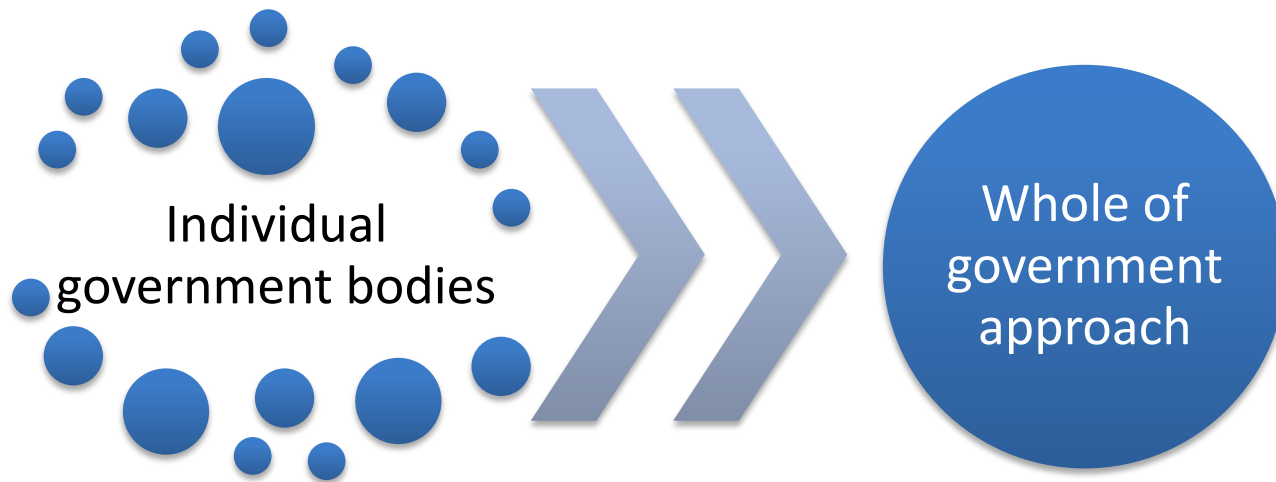
Changing models: from...





Innovation in Governance

Changing models: to...



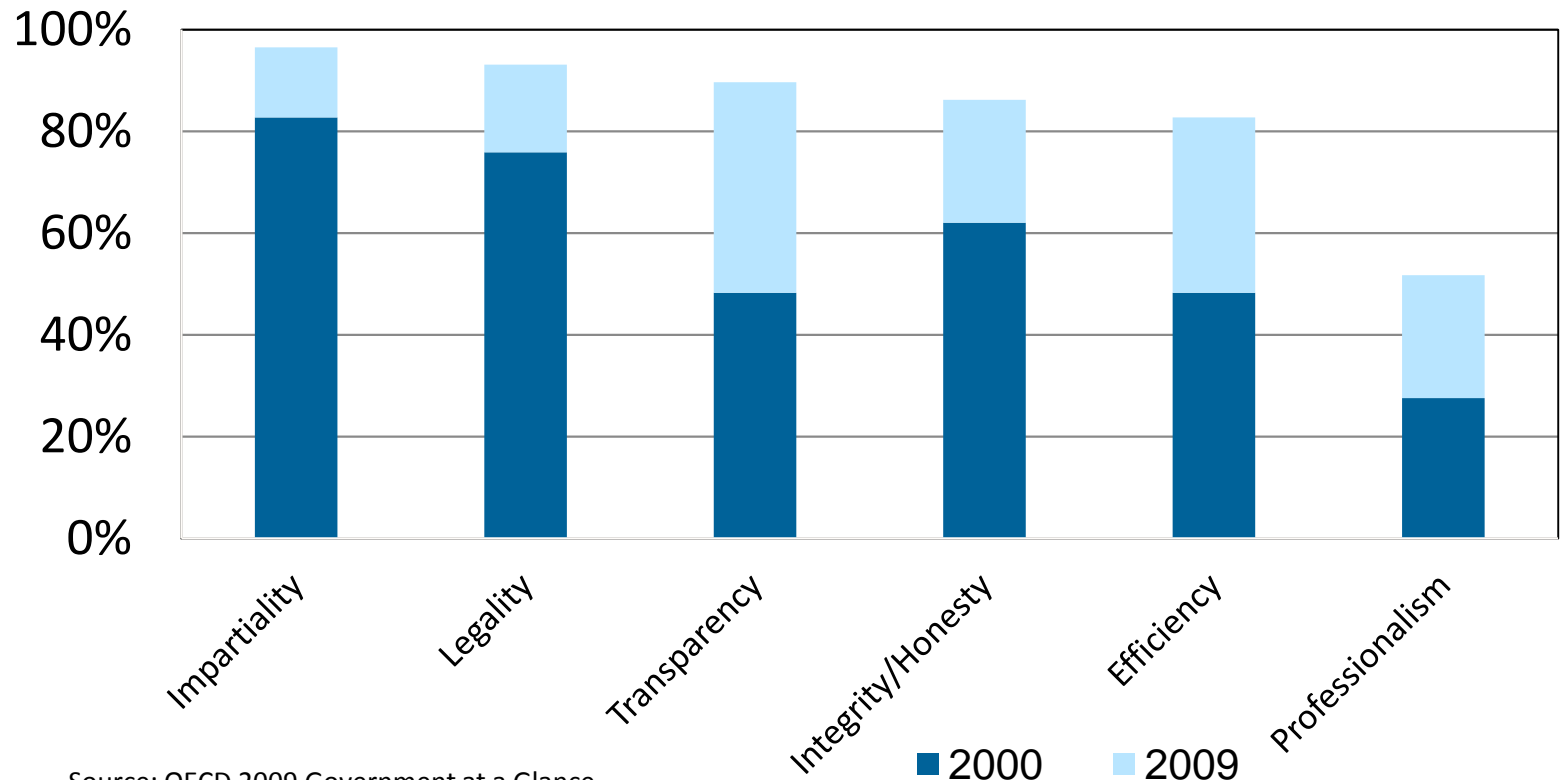
stewardship +
shared agenda + resource
flexibility/environment
that supports innovation...



Innovation in Governance

Cultural transformation and aligning public service expectations

Public service values, 2000 & 2009



Source: OECD 2009 Government at a Glance



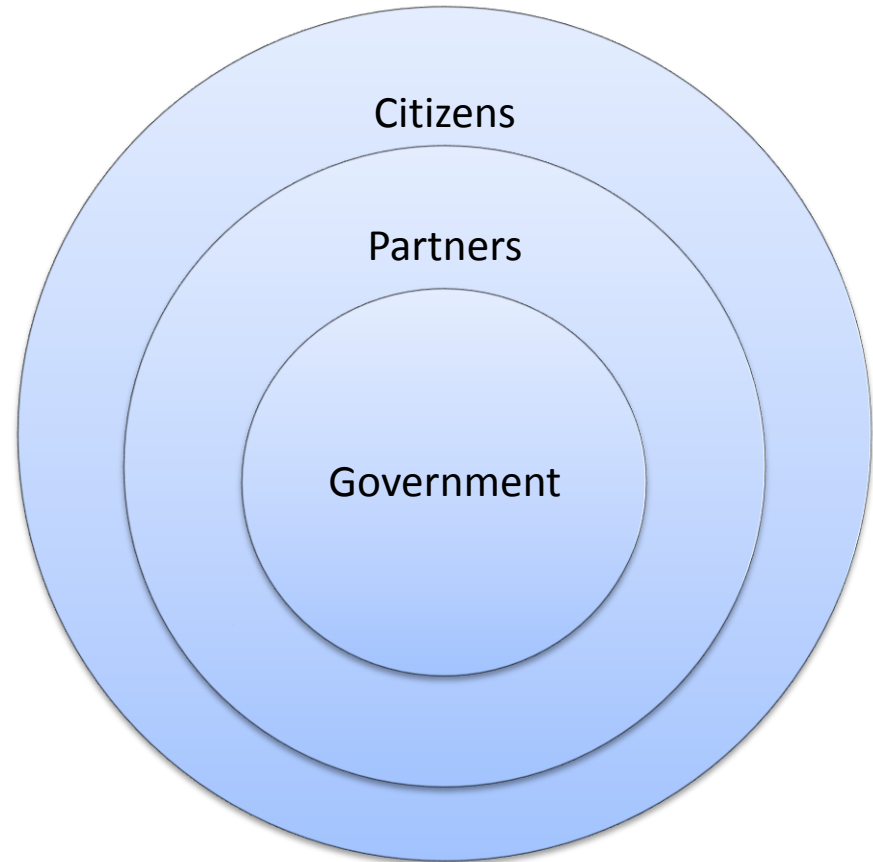
Innovation in government: why and what?

- To improve performance
- To better meet citizen expectations
- To improve quality of life outcomes



Innovation in government: how?

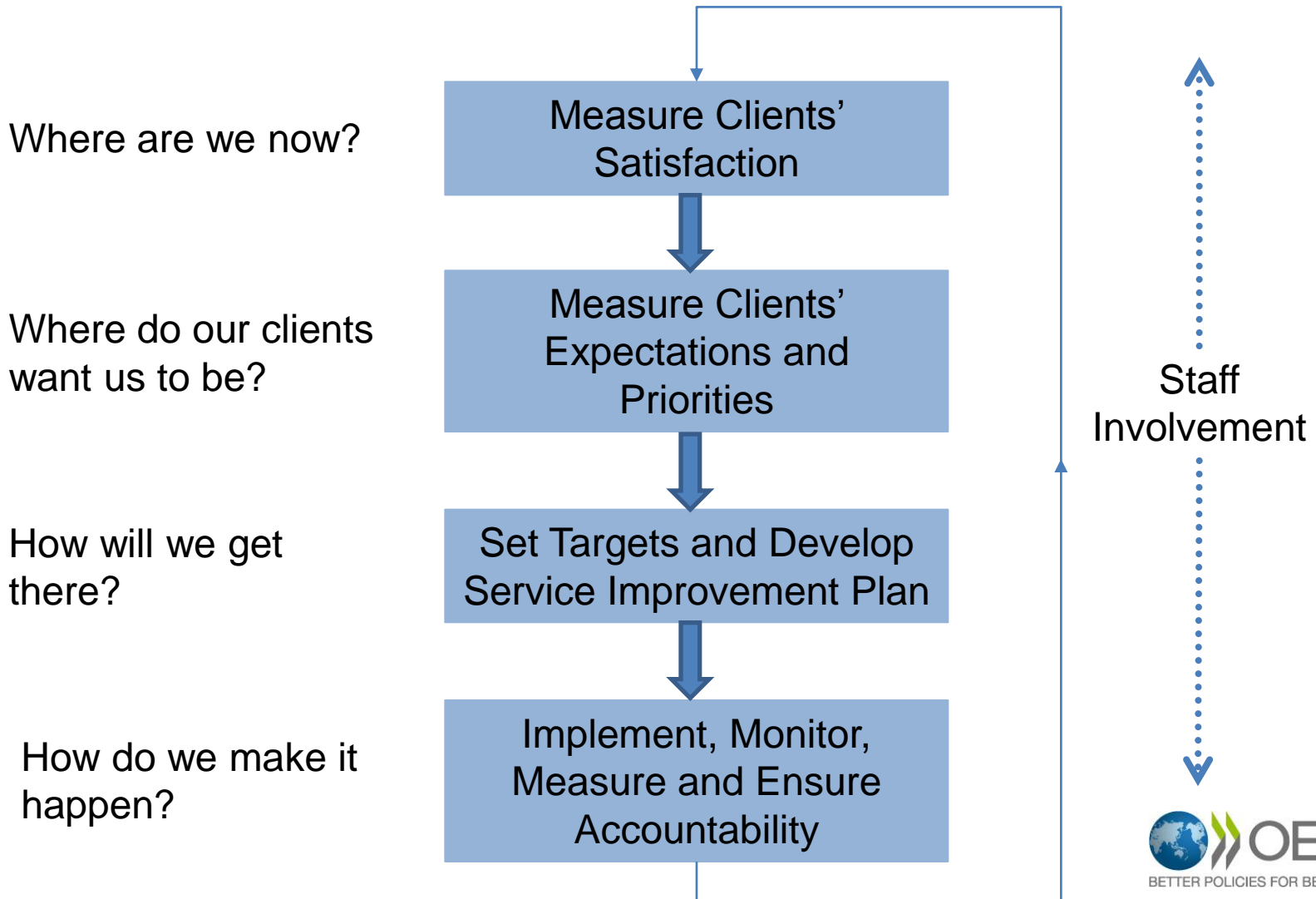
- Improve back and front office integration
- Open up government to other channels
- Activate citizens





Innovation in government: why and what?

Canadian Common Measurement Tool





Applying innovation in government

To increase service quality, accessibility, variety...

- Remoteness and isolation (rural areas in Australia)
- Extend service reach using existing channels (Drought Bus)
- Experienced staff specialists in personalized rural servicing
- Now, access to a wide set of payments and services





Applying innovation in government

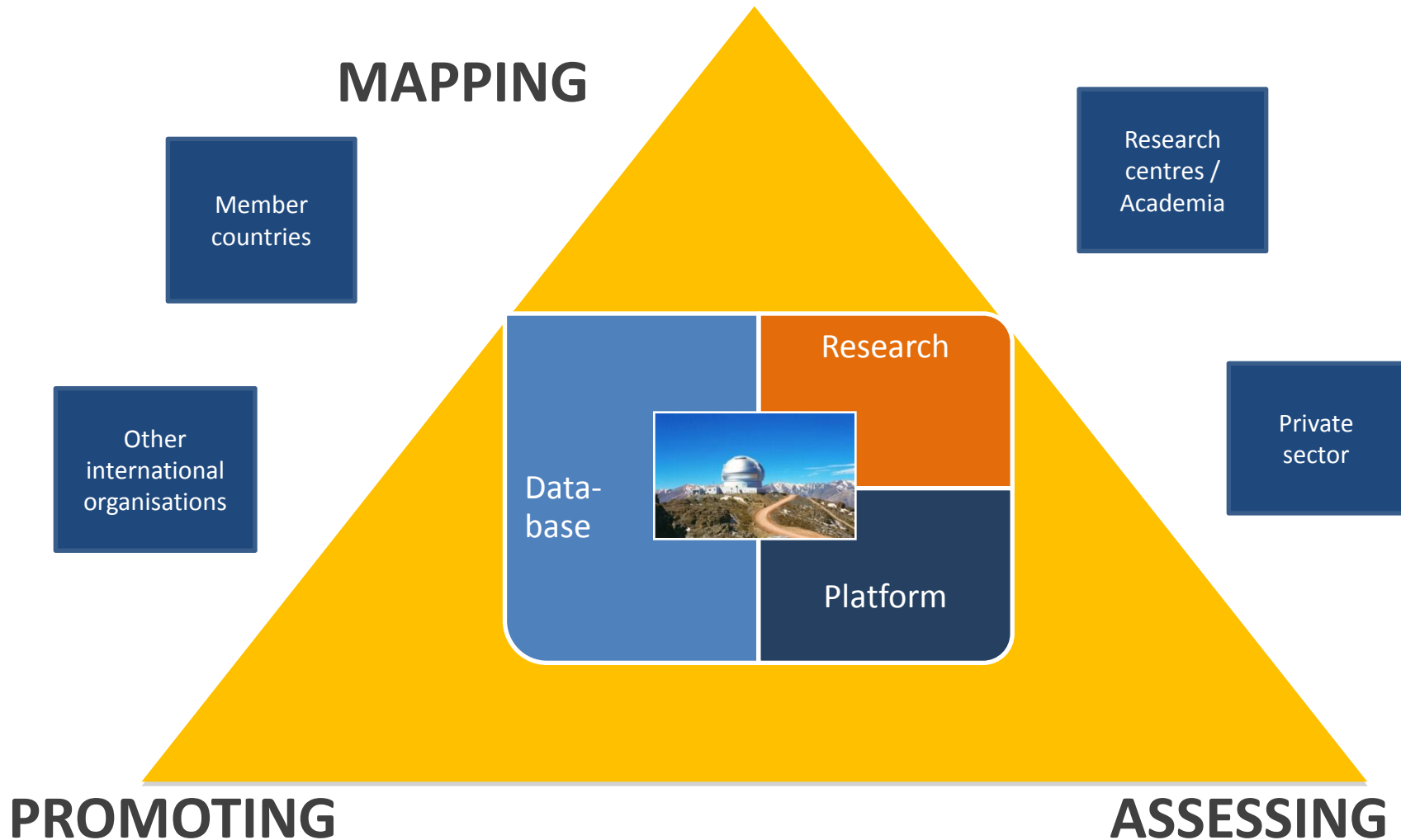
To help citizens make choices, increase transparency

COMPARE SERVICES in the city of stockholm





OECD Observatory of Public Sector Innovation





Applying innovation in government

Requires a supportive environment

- Increase the diversity of delivery methods
- Bridge co-ordination gaps
- “More warm hands, less cold hands”



Thank you



Innovation in government: why and what?

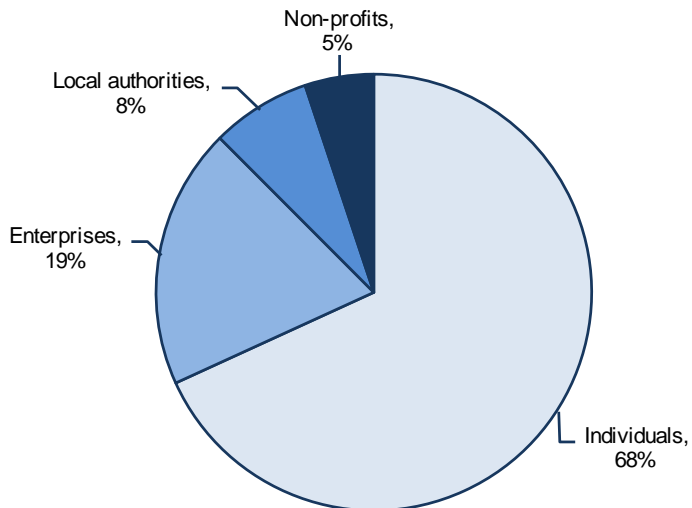
- Develop coherent innovation frameworks for the public sector
- Design data systems for innovation
- Open channels for service delivery
- Turn public information into a resource for innovation
- Embrace e-government as a lever for innovation



Applying innovation in government

To build public involvement

- Interactive forum set up in 2009
- 700 proposals for simplification
- Individuals, firms, local authorities and non-profits



Les contributions des particuliers

Les plus récentes

Les plus votées

Les plus discutées



jpottiez



Dématérialiser les diplômes et bulletins de notes

Le 07/10/2010 Vie scolaire et étudiante 12 commentaire(s)
★ 353 vote(s)



jaimeattendre



Connaître les heures creuses pour savoir à quel moment aller en mairie, préfecture, etc.

Le 11/03/2011 Administration Numérique 2
commentaire(s) ★ 226 vote(s)



jean25



Pouvoir modifier l'ordre de ses prénoms (état civil)

Le 15/12/2010 Vie citoyenne 5 commentaire(s) ★ 194
vote(s)

ensemblesimplifions

Pour des démarches plus simples, votre avis compte !