WORKING VISIT OF THE DELEGATIONS FROM ReSPA AND WESTERN BALKAN ADMINISTRATIONS

Friday, 28th October 2022

GOBIERNO DE ESPAÑA | MINISTERIO DE HACIENDA Y FUNCIÓN PÚBLICA

INAP
INSTITUTO NACIONAL DE ADMINISTRACIÓN PÚBLICA

LIP´s objective is to become the **partner** of public administrations in **innovation**

Supporting **public entrepreneurs** to undertake projects that change **people´s life**

A **public entrepreneur** is a person that is ready to **solve public problems**

He/she has initiative, curiosity and wishes for change. He/she may or may not have the power to achieve such changes, but searches for the means to make it real

A **project** is an initiative aimed at improving people´s life through the implementation of a **new solution**

LIP inspires, supports and disseminates innovation projects following clearly defined improvement criteria. LIP´s intention is not to lead the projects replacing the public entrepreneur but to facilitate, support and offer useful resources

LIP **offers** public entrepreneurs two types of **services**

1

Cross services

These services are available on a permanent basis

2

Specific services

These services are offered along the different project stages

To provide its services LIP **is supported by**

1

The head of the LIP and INAP staff

The head of the LIP coordinates, plans and supervises all actions

INAP as a whole collaborates in the activities of the LIP

2

Facilitators for change

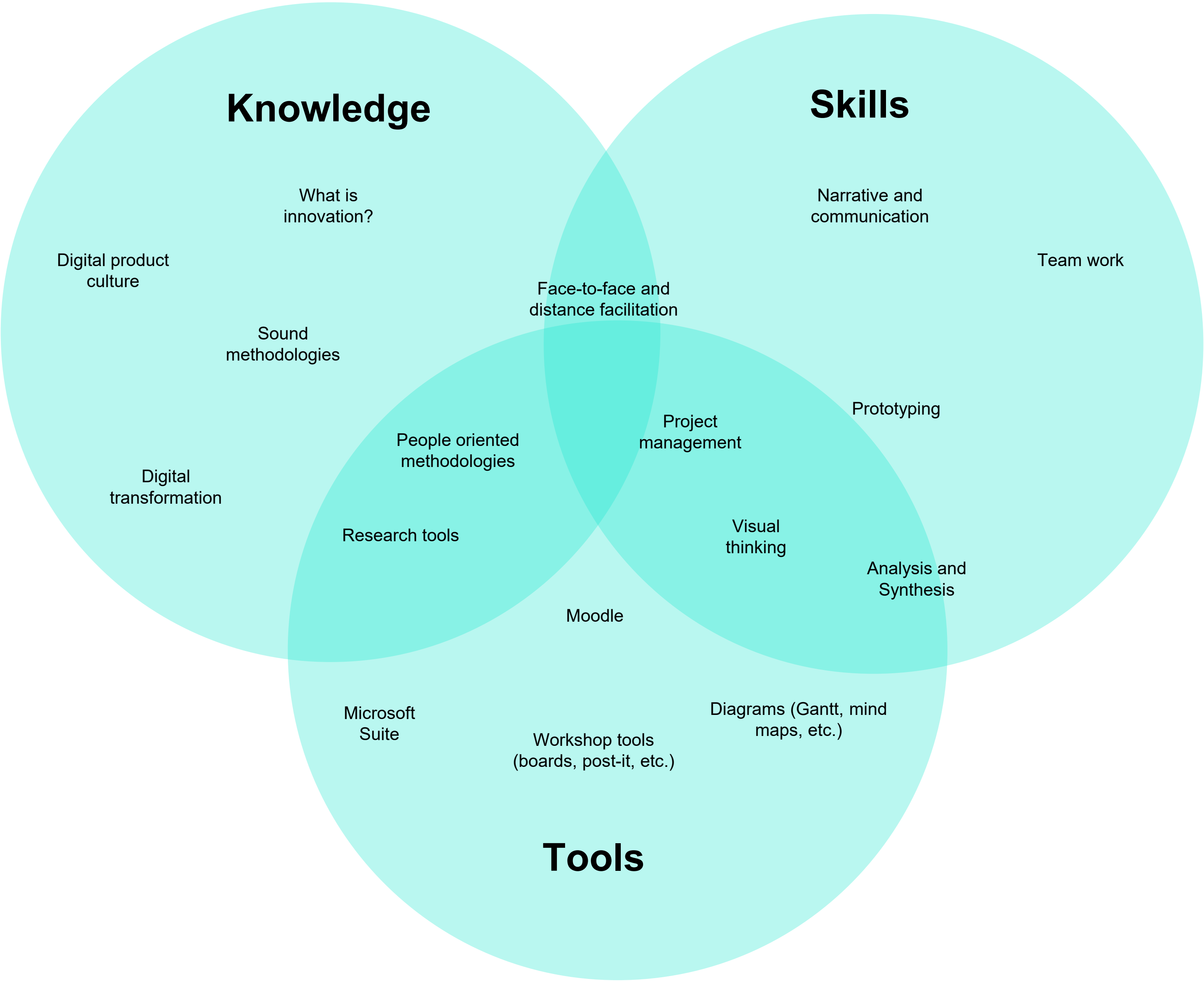Scholarships of two years of duration based at the LIP

3

External experts and professional networks

External experts are appointed on a case by case basis

Continuous learning

¿What is it to be learned?

Knowledge

What is innovation?

Digital product culture

Face-to-face and distance facilitation

Sound methodologies

People oriented methodologies

Project management

Digital transformation

Research tools

Visual thinking

Moodle

Microsoft Suite

Workshop tools (boards, post-it, etc.)

Diagrams (Gantt, mind maps, etc.)

Tools

Skills

Narrative and communication

Team work

Prototyping

Analysis and Synthesis

To be able to achieve its objectives the LIP must become a communication machine

The LIP shall use all the means, channels and contents within reach to disseminate its services among public administration entrepreneurs

Continuously communicating all the activities undertaken to inspire change in the administration is a core activity of the LIP

Projects

¿What type of projects are supported by the LIP?

The LIP supports projects aimed at achieving at least one of the following change objectives in public administration

A

Speed up management

Can transform rigid models into flexible ones, more adapted to social complexity and diversity

B

Add intelligence

Provide new technologies to understand the needs of the clients, and manage data in an intelligent and efficient way

C

Reduce complexity for the public

Avoiding suffering form administrative complexity

D

Guide results oriented management

Promote strategic planning and a management scheme focused on outcomes rather than processes

E

Motivate and boost productivity

Improve the satisfaction, commitment and productivity of the public employees

F

Improve administrative relations

Energize cooperation and collaboration among public administrations (at the national and international levels)

10

¿How to find projects?

Through research and discovering

● Academia, publications, workshops, training experiences, seminars…

▲ LIP mailbox for ideas

●▲ Innovation mapping

● Media and social networks

▲ Direct contact by email / telephone

●▲ Practice Groups

● Contests and awards on public innovation

●▲ "Casoteca"

● LIP finds

▲ The entrepreneur finds

¿How do projects qualify?

The LIP evaluates the project according to its own heuristics, taking into account its impact and sustainability. Qualified projects can be reoriented for better completion with the objectives. This is done in close collaboration with the entrepreneur

1

Significant change

The project boost a clear, distinctive and visible change

2

Impact

The project clearly improves the life of the people

3

Aligned with the SDGs

The project must be aligned with the Unites Nations Sustainable Development Goals

¿How to prioritize a project?

Qualified projects are prioritized according to the following criteria

A

Maturity

How solid and consistent is the idea behind the project

B

Impact

The amount of impact on the life of the people that the new solution is expected to achieve

C

Short Term Results

Amount of "quick wins" that can be boosted

D

Level of progress

How much the project has evolved and what kind of support can provide the LIP

E

Urgency

Project deadlines

F

Capacity

LIP´s availability to support the project
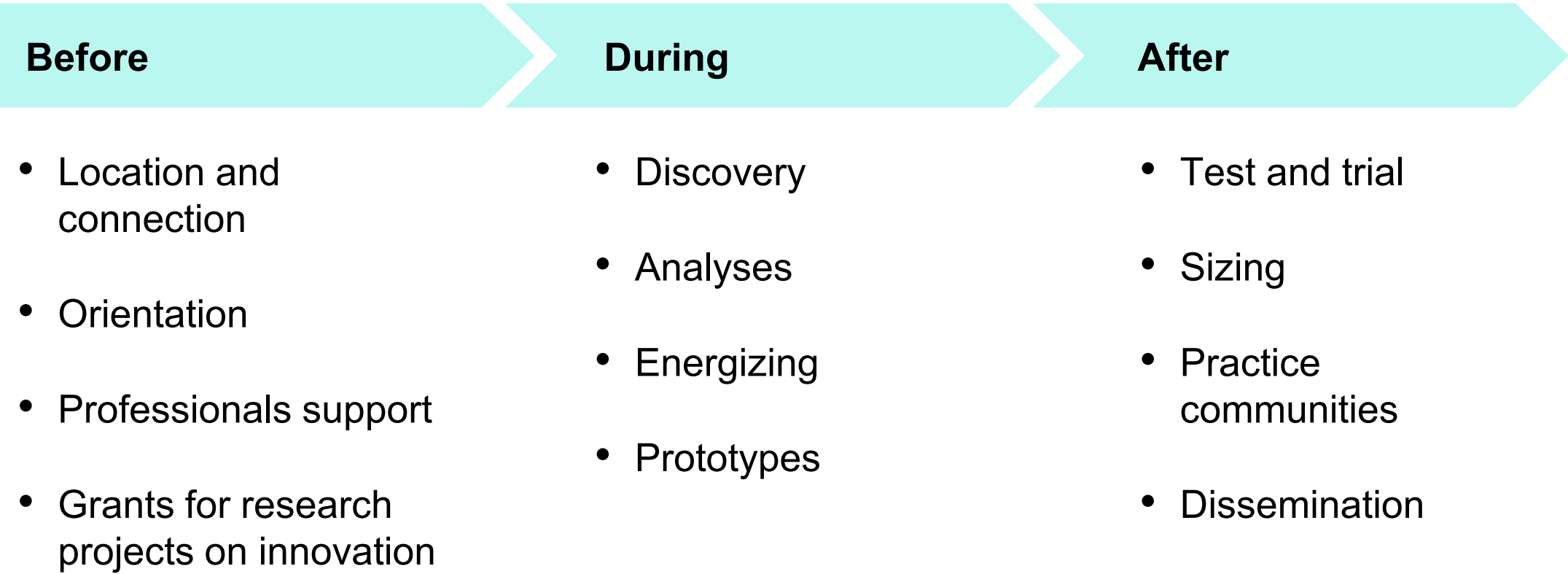
Services offered by the LIP

1

Cross Services

Provided continuously:

- Queries on innovation

- Research and documentation

- Innovation learning and new working tools

- Dissemination

2

Specific services

Services provided within the context of a project and along its different stages

Before	During	After
• Location and connection	• Discovery	• Test and trial
• Orientation	• Analyses	• Sizing
• Professionals support	• Energizing	• Practice communities
• Grants for research projects on innovation	• Prototypes	• Dissemination

15

1. Cross Services

Queries on innovation

Offer general guidelines on public innovation

Research and publications

Provide Knowledge and information on the situation of public innovation through data analyses

Innovation learning and new working tools

Train (individually and as a group) public employees on tools and working techniques that can boost innovation
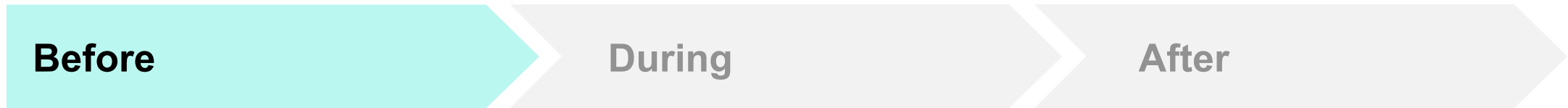
Dissemination

Disseminate information and knowledge about public innovation (initiatives, projects, techniques, tools, news, good practices…)

Innovation Projects
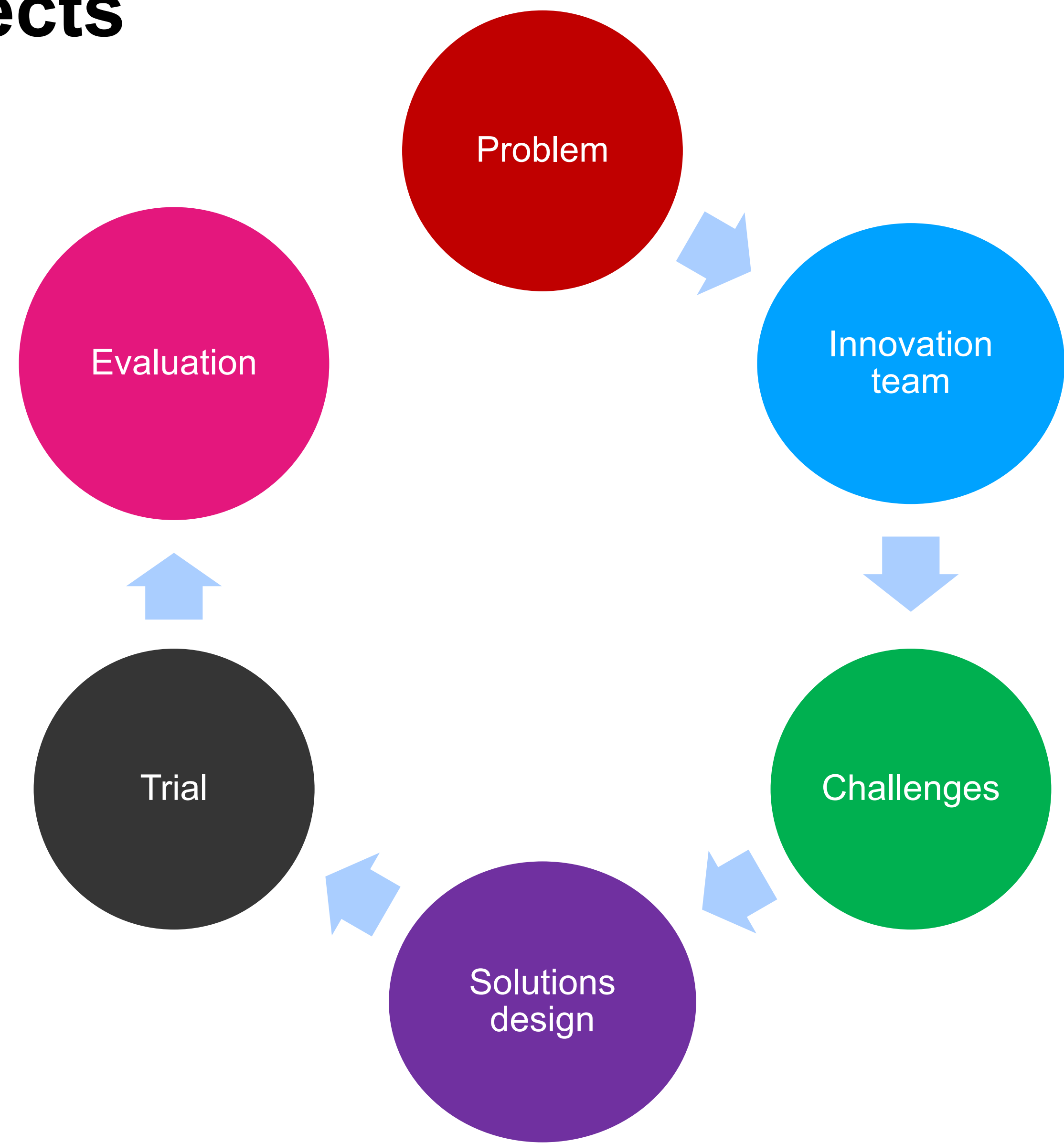
2. Specific services

Before launching the project

| Before | During | After |

Location and connection

Connecting public entrepreneurs with concerned stakeholders about projects and innovation actions (private businesses, Associations, Foundations, public entrepreneurs…)

Orientation

Give guidance to the public entrepreneurs about solutions and processes that can be useful to organize the work and build up the project. Technical assistance on public administration procedures is included

Support from professionals

- Experts working groups for solutions design "Design Thinking Workshops"

- Identified professionals required to develop a given project

- Design, trial and evaluation

Project grants

Scholarships and public grants for research projects to design and test solutions and prototypes

Location and connection

Dissemination of innovation projects to promote the participation and collaboration in the project of different stakeholders

- Articles and monographs

- *Workshops,* presentations*,* meetings, seminars, speeches…

- Practice Communities

- Information capsules for social networks

- LIP´s Innovation Map

- LIP´s Blog

- *INAP´s Newsletter "Administración al día" (Administration up to date)*

- Innovation partners (Novagob, Innovation Club, etc.)

2. Specific services

During the implementation of the project.

Before	During	After

Discovery

Support at the early stage of the project providing design and innovation techniques that are people oriented

Analyses

Support during the phase of project analyses providing design and innovation techniques that are people oriented

Energizing

Facilitate meetings, workshops and working tools for the tem using Design Thinking techniques

Prototypes

Support for the creation of the concept and design of the solution prototypes

Improve the performance of the innovation teams

- Support from facilitators *(coaching)*

- Manage exchanges or visits

- Establish practice communities

- Organize queries or contests of ideas

- Incorporate paid experts

- Incorporate researchers from INAP

- Fund research projects

2. Specific projects

After project implementation

Before	During	After
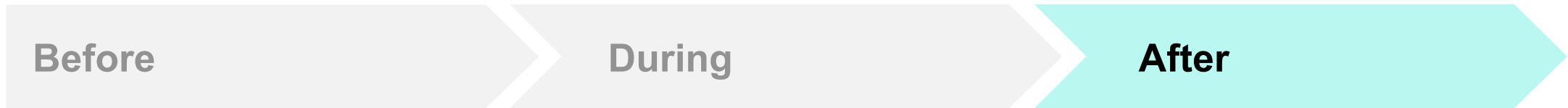
Test and trial

Advise and provide tools for the quantitative and qualitative evaluation of the project results

Sizing

Support for the definition of the criteria to size the solutions (KPIs) and scale up

Practice communities

Create a community of concerned stakeholders for sharing knowledge and experiences (success stories, problems, doubts…)

Dissemination

Provide information about experiences of success or failed projects

Dissemination

Sharing innovation results to promote learning and replication

- Articles or monographies

- *Workshops,* presentations, meetings, seminars, training activities

- Practice communities

- Information capsules for social networks

- LIP´s innovation map

- LIP´s Blog

- INAP´s Newsletter "*Administración al día" (*updated administration*)*

- Innovation partners (Novagob, Innovation Club, etc.)

Communication

Communication strategy

Beginning with the communication on the existence of the LIP itself, its plans and scope, and once it is well known the scope of the communication will be the results of the activity of the lab

Provide information about the **LIP**

Provide information about the results of the LIP

Turning point
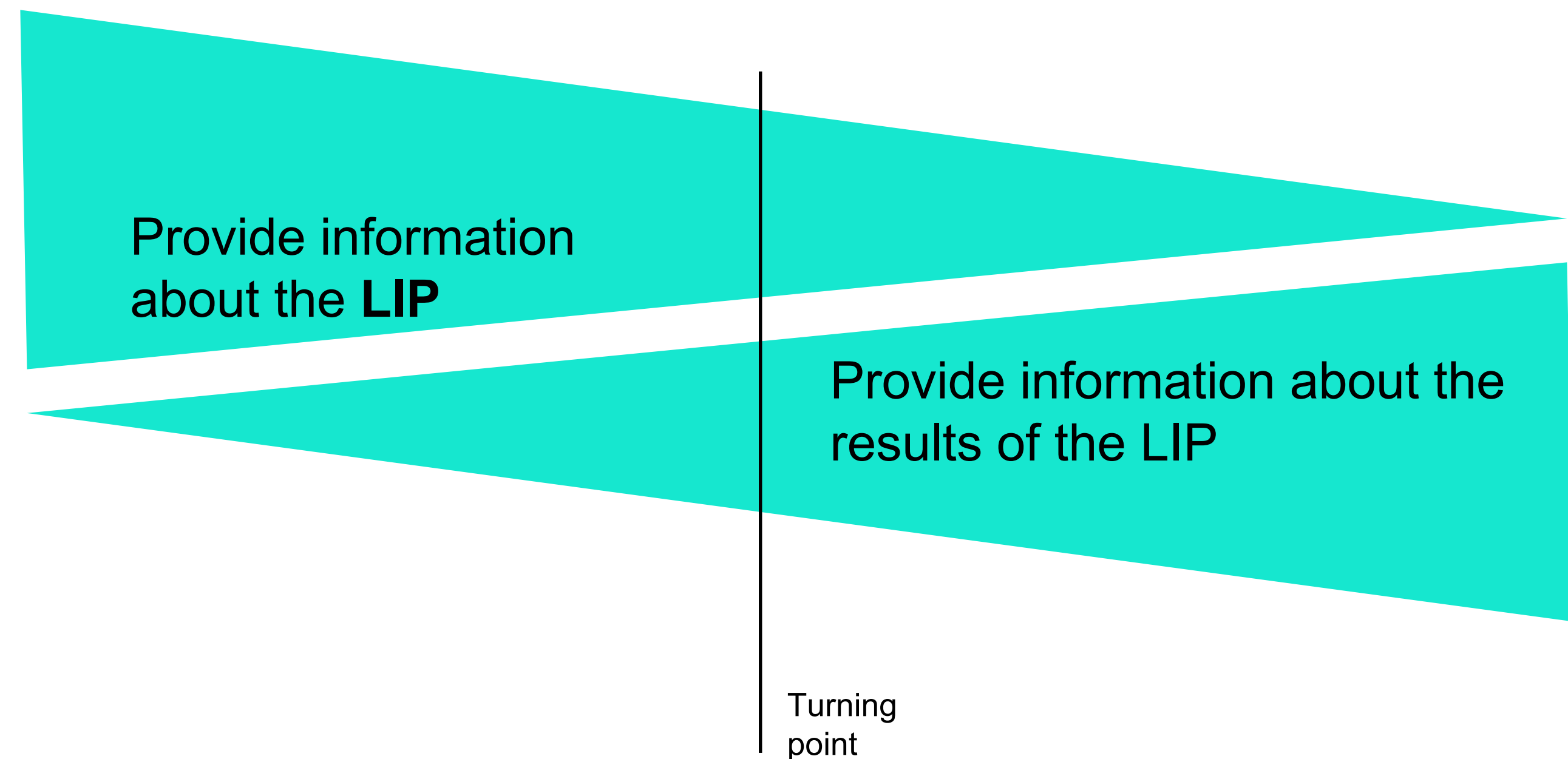
¿What type of information offers the LIP?

0

LIP´s **Launching** and existence, first steps

1

What has been learned about supported projects including the starting dates, main milestones, end of implementation, etc…

2

Success stories or failure ones, and what is it to be learned about the innovation projects

3

Promote its **services**

4

Calls for **Grants** published in the Official Bulletin

5

INAP calls for scholarships and grants

6

Reports and reflections on the activities conducted by the LIP

7

Calls to identify networks or public entrepreneurs on specific sectors

8

General Announcements to attract projects: "Are you undertaking a project?"

Actions, channels and contents

1

Blog

Specific LIP´s Blog containing reflections and visions about innovation. Events and next steps

2

Quarterly reflections

Abstracts on LIP´s evolution. ¿What have we learned? ¿What did we change? ¿What are we planning to do?

3

Mini web

LIP´s "Mini web" inside INAP´s web that helps to position our brand

4

Community of public entrepreneurs

Facilitate that the entrepreneurs can get in touch among themselves

5

Newsletter

Communications by email with the updates of the innovation map

6

Video and audio capsules

Sharing entrepreneurs´ learning through video and audio capsules

7

Annual report

Annual report containing what happened at the LIP in the past year (in paper, videos, podcasts…)

Launching Strategy

Assembling the plane in the air

Building up	Launching of cross services	Launching of specific services	First projects

- Agents incorporation

- LIP´s mailbox

- Working group on strategy

- First contacts

- Training of the agents

- Launching the innovation map

- Identification of innovation fora

- Start the search for projects

- Identify mentors

- Selection of projects

- Launching of the first projects

Public presentation stage