

Better Government Community of Practice (CoP)

Blue Sky Jam Summary

Name of Session	Better Government Community of Practice (CoP) Blue Sky Jam
Date/Time of Session	Thursday, February 22, 2018, Noon-1:30 p.m.
Attendees Online	Travis, OPM; Erin Korris, USGS; Robyn Wiley- Library of Congress; Chris Sharp from FAA; Julie Nygard, Forest Service; Linda M. Hill, USAID/Lab/Operational Innovations Team; Sandra Scarbrough, DHHS, NIH; Barbara Walton GSA; Bernie Bak FDIC; Felice Hodge-Denison - USDA; Ben Beck from NASA; Sheleen Dumas, Commerce; Michael Proul, GSA; Cecilia Koosau, GSA; Chris Longe USPTO; Zarpheen, CDC; Will Kim HHS; Michelle Henderson, EPA/ORD; Stephen Matthew Wisniew, PIF (Veteran Experience Office); Others to Be Added Later
Attendees In Person (More To Be Added)	Brian Sano, CoP Lead; Amy Wilson, BGM Lead, Anna-Ruth Beckman, The Clearing; Others To Be Added Later

Opening Session Notes

Note: the Opening Session notes are pulled from the presentation slides that can be found [here](#).

Purpose of Today's Session:

- Connect and empower the “people” side of the Better Government Movement (BGM)
- Continue building momentum for the Movement
- Co-create the Community of Practice 2018 Plan

Outcomes from Today:

- Review where Better Government Movement Community of Practice (CoP) stands
- Identify and reframe problems/ barriers to innovation as opportunities for the CoP
- Develop plans and next steps for CoP, guided by the Toolkit's four verticals

Who is the Community of Practice, Why Do We Exist?

- Connecting and empowering the “people” side of innovation.
- How to learn, share, and build better government together.
- Led by change agents, for peer-to-peer learning and sharing.
- Anyone can join. Anyone can participate.
- Innovation is everyone's job.

Introduction to the Better Government Movement (Amy)

We catalyze government culture change to discover and understand the right problem before jumping to solutions, and solve the problems right, unlocking barriers to innovation

Principles of the Movement:

- Grassroots movement: Serve as a movement, not a mandate that is for the people, by the people
- Practice what we preach: Be a microcosm of the change we want to see in the government
- Solve government problems: Create impact by putting theory into practice and solving problems in the right way
- Inclusivity: Create a space for belonging for all innovators

Four Focus Areas:

How do we get to the change we see?

- Increase use of 21st century methods and approaches
- Increase institutional support of innovative practices
- Incentivize and reward innovative thinking
- Improve enterprise-level policies and structure

Four Pillars of the Better Government Movement:

User Research	Toolkit + Storytelling	Community of Practice	Ambassadors
<p>Looking inward towards innovators in the government to determine their behaviors + needs and design products and programs for them.</p> <p>Creates a framework and journey for the BG Archetypes:</p> <ul style="list-style-type: none">• Dreamer• Doer• Champion• Gatekeeper	<p>Capturing codified knowledge and stories of public sector innovation, for inclusion on I.gov. In four verticals:</p> <ul style="list-style-type: none">• Create a 21st century culture and workforce• Improve government service delivery• Solve complex problems• Collaborate with innovators	<p>The “people” side of innovation. How to learn, share, and build a better government.</p> <p>Led by change agents, for peer-to-peer learning and sharing. The place to move past definitions and into the “doing”.</p> <p>Anyone can join and participate.</p>	<p>Network of change makers, working to amplify and evangelize innovation within government. Comprised of individuals within government and in partnership with others outside of government.</p>

Better Government Design Challenges

A free three-month-long facilitated team-based experience for impact, fueled by the principles of Human-Centered Design, Lean and Agile ways of working. Each 75-person cohort will become Better Government Ambassadors and create culture change from the inside. Note: If you missed our AMA, we can send you the recording!

Goal: Create a repeatable “innovation-in-a-box” mechanism to spread across government

- What: Cross-Agency Priority Goals (from Office of Management and Budget)
- Who: White House Leadership Development Program Fellows, Customer Experience Fellows, Better Government Movement mentors, coaches, facilitators, participants
- When: March - June 2018
- Where: Throughout DC and Virtual
- Objectives:
 - To create momentum and small successes to propel learning from Innovation.gov into practice
 - To identify and validate what the federal government needs when innovating
 - To catalyze beacons of change to amplify and evangelize innovation in government

Movement's 2018 Priorities

By December 2018, Innovators will have access to a scaled network of integrated resources and people. Our three big priorities:

- Institutionalize the Better Government Ambassadors Design Challenge
- Highlight stories of success and failure
- Partner within + beyond government to scale the network

What We've Learned (Brian Sano)

- Innovation skills, methods, tools, strategies, best practices
- Building internal, external networks and partnerships, contacts
- Stories, case studies, lessons learned (successes and failures)
- Different ways to connect: regular (monthly), formal/informal, in-person/virtual meetups/meetings
- Collaboration opportunities: volunteering, mentoring, facilitating, learning, observing

Menu of Options

- Panel
- Lecture
- Book group

- Social hour (virtual/in-person)
- Design Challenges
- Newsletter/Blog
- Slack/Online Collaboration Space
- Podcasts/Videos
- Mentor/Coach

Prompt: What is the most impactful activity we can do year round? (Choices: Book group, social hour, support group, collaboration space in person, collaboration space online)

- Chat: Collaboration Space - Online (9), Support Group (4), Collaboration Space (3), Collaboration Space - In Person (2), Collaboration Space Online & In Person (2), Social Hour (1)
- Room: Collaboration space Online (3), Collaboration Space In Person (1), Social Hour (1)

Deep Dive: Better Government Toolkit (Brian Sano)

Brian reviewed the four Better Government Toolkit verticals (see figure below), and discussed that for each quarter we will focus on a different vertical, starting in April. Between now and April, we will plan out the remainder of the calendar year, and add high-value connection points:



<https://innovation.gov/toolkit/>

Breakout Session Instructions

The Goal: Help the Community of Practice design and deliver ways to address the issues you identified in your assigned vertical this year.

Your group will be assigned one of the four verticals from the Toolkit on innovation.gov:

1. Build a 21st Century Culture & Workforce
2. Improve Government Services Delivery
3. Solve Complex Problems
4. Collaborate with Innovators

During the Breakout sessions, participants went through 4 steps during this exercise:

- Step 1: Brainstorm problem “seeing” for your assigned vertical (10 minutes)
- Step 2: Brainstorm problem “solving” to develop ideas (10 minutes)
- Step 3: Vote on your group’s best two ideas (5 minutes)
- Step 4: Fill out worksheet for selected two ideas (15 minutes)
- Step 5: Share your ideas with everyone (3 mins per group, 12 mins total)

At the end of the sessions, we reconvened and shared with the larger group our findings, which is found in the next session.

Breakout Session Shares

Vertical 1: *How Might We Build a 21st Century Culture and Workforce?*

- How might we lift up, raise, and celebrate talent in the federal space?
 - Support this talent within their agencies
 - Give them the cover and support and a reason to go fourth and try what they need
- Ideation, crowdsourcing, and design challenges:
 - *Who?*
 - Useful on quarterly basis starting with agency first
 - **Q1:** Agency: Start with the agency first. The agency can get together with their division from their staff offices.
 - **Q2:** Intergovernmental: Once the agency has done their collaboration or design challenges



Build a 21st Century Culture and Workforce

- Culture of Innovation
- Innovation Lab
- Chief Innovation Officer
- "Tour of Duty" Hiring
- Acquisitions and Procurement

they bring this to the intergovernmental. This involves multiple agencies coming together (Much like we're doing at this Jam Session!)

- **Q3:** Invite Public Comment: *IF* it's appropriate we allow the public to comment. The public includes:
 - Industry
 - Academia
 - Anyone else who expresses interest
- **Q4:** Discuss Outcomes and Best Practices
 - Work on implementation
- *Where?*
 - In person with virtual option
 - Social hour and offsites
- *What?*
 - Time management and approval
 - Tie back to agency goals and missions
 - Best practices with case studies

Vertical 2: How Might We Improve Government Services Delivery?

- Idea 1:
 - Develop the innovation playbook to build on what has already been discussed
 - Share those platforms to the community
 - Available on an ongoing, iterative, and dynamic environment
 - Key: Top down buy in. This is something that should be valued and shared.
- Idea 2:
 - Tie in and build out what's in the Toolkit
 - Identify POCs within that resource
 - Create an ongoing platform for people who self-identify and volunteer
- Questions:
 - Who are the specialists and SMEs?
 - Are we missing people?
 - How do we find them?
 - How do we get them to identify what they're doing?
- Goal:
 - Create an environment where people want to give knowledge back
 -



Improve Government Services Delivery

- Human-Centered Design
- Agile
- Lean Startup
- Evidence-Based Decision Making

Vertical 3 / Virtual Room 1: How Might We Solve Complex Problems?

- 1) Establish a Certification Program and Locate the Experts:
 - *What?*
 - 1) Build out network of innovators by creating a certification program for those already doing innovation
 - 2) Identify who is out there and bring them together in a virtual capacity
 - *Why?*
 - Show the public the positive impact that innovation has
 - Share innovations on social media
 - *How?*
 - Create a cohort of teams that work as a virtual enterprise
- 2) Change the Culture & Reevaluate the Policies that exist around Innovation
 - *What?*
 - Create a less risk averse culture and encourage our leaders to embrace failure
 - *Why?*
 - Improve culture and reevaluate policies that exist around innovation
 - *How?*
 - Invite conversation about risk: How do we create a less risk averse culture and encourage our leaders to embrace failure?
 - Delve into the multiple layers of conversation around policy
- Other key themes:
 - Increasing collaboration, efficient and repeatable processes, looking at the technology we're using



Solve Complex Problems

- Communities of Practice
- Grand Challenges

Vertical 4 / Virtual Room 2: How Might We Collaborate with Innovators?

- *Goal:* Increase Collaboration with the Public
- *Key Ideas:*
 - Public-Private partnerships
 - Challenge enterprises
 - Engaging startups in public sector
- *What?*
 - Increase collaboration with public sector
- *Ideas:*
 - Create online forum about innovation & a better government space



Collaborate with Innovators

- Public Engagement
- Startup Engagement
- Prizes and Challenges
- Crowdsourcing and Citizen Science

- Stories of success and failure via online or a podcast or video
- *Why?* From a leadership perspective we've already targeted this as a key area of growth

Final Question Prompt: *What's the one thing that will bring you the most value in 2018?*

Answers: Online Collaboration Space, In-Person Collaboration