

CSI Lab

rethinking teamwork



Shifting culture in the B.C. public service

As an Innovation Hub catalyst project introduced in the BC Public Service corporate plan *Where Ideas Work*, the CSI Lab is guided by five value propositions that align with the innovation culture shift imagined in the corporate plan.

Discovering smarter ways of working

At the CSI Lab, traditional thinking is interrupted, **risk aversion** is balanced with **experimentation**, and problems are looked at in new ways. Teams are encouraged to set aside convention and take chances in the pursuit of smarter ways of working. This isn't a charter for chaos, but rather a dismissal of stagnation as a natural stage in government's service development cycle.

Sharing space, tools and methods

To create an environment in which great ideas can thrive, the CSI Lab provides teams with an open co-located space, tech and tools, plus training in Agile and other methodologies to build team capacity and increase productivity. Supported with everything it takes to explore ideas, team culture shifts focus from **predictability** to **adaptability** to deliver creative solutions that improve systems piece by piece.

Accelerating time to value

Cumbersome product startup can impede creative momentum and slow product delivery. The CSI Lab's accelerated startup reduces **complexity** for teams and elevates **clarity** to begin evolving digital services faster than working in isolation. In addition, open co-location enables skills cross-pollination between teams, which speeds up team growth and product delivery.



Image from the BC Public Service corporate plan 'Where Ideas Work'

Enabling a mindshift & modeling behaviour

While greater speed is a goal for team startup and product delivery, enabling a mindshift within the BC Public Service takes time. Teams at the CSI Lab learn by doing and start to consider how their work fits into government's broader systems, becoming advocates for experimentation and collaboration along the way. Seeds of innovation planted in the CSI Lab take root as teams return to their ministries, changing the way they work together downstream and aiding in the shift from a **process centric** to a **people centric** culture.

Connecting people

When it comes to teams, what matters is the mortar, not the bricks. The CSI Lab recognizes that connection between people is what makes teams work collectively toward a common goal. The building of trust and loyalty with an emphasis on cognitive diversity moves teams from a **siloe**d to a **collaborative** culture, translating to greater cohesiveness and productivity. No idea is born fully-formed; it is through the contributions of others that ideas achieve their potential.