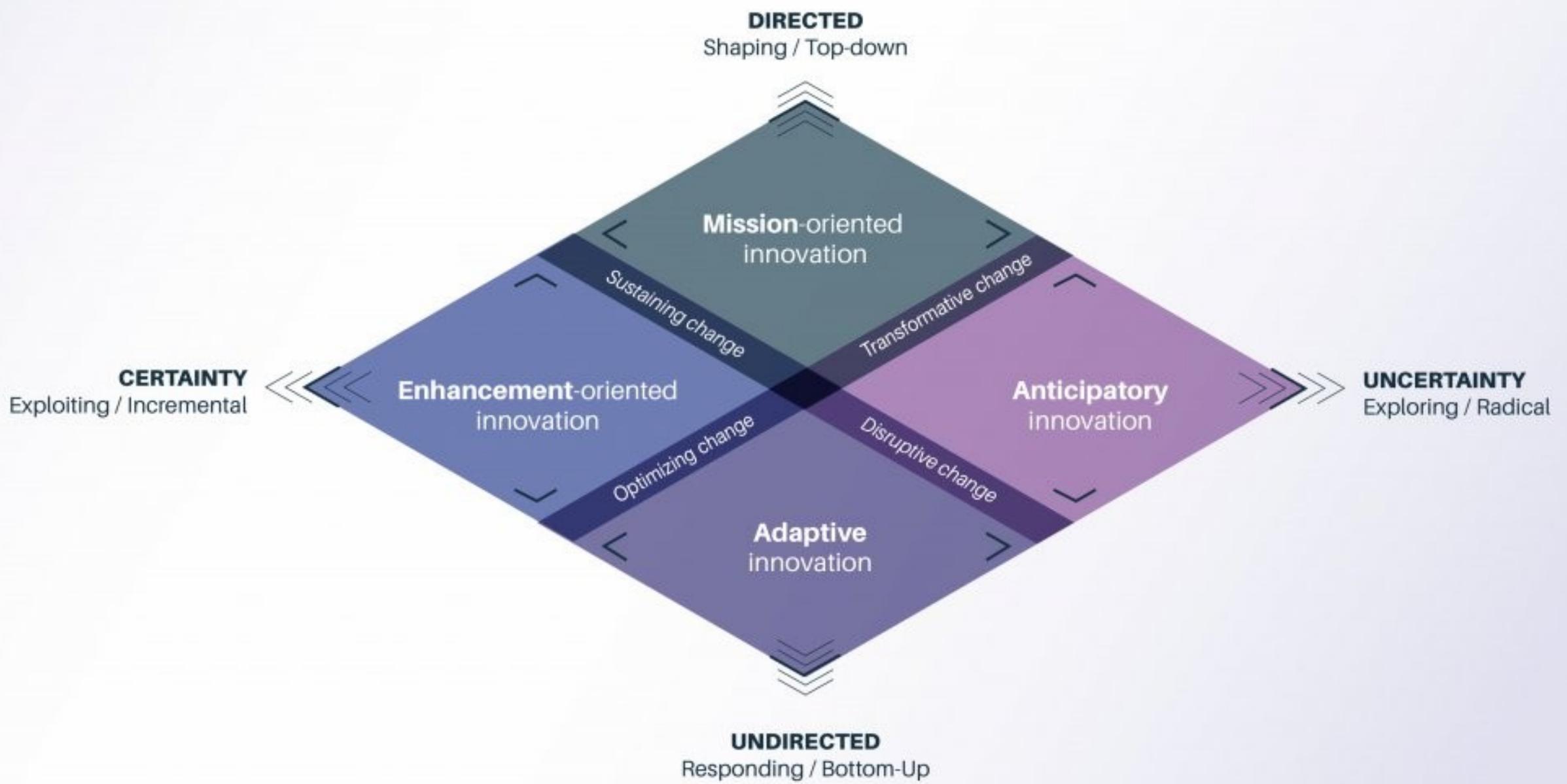




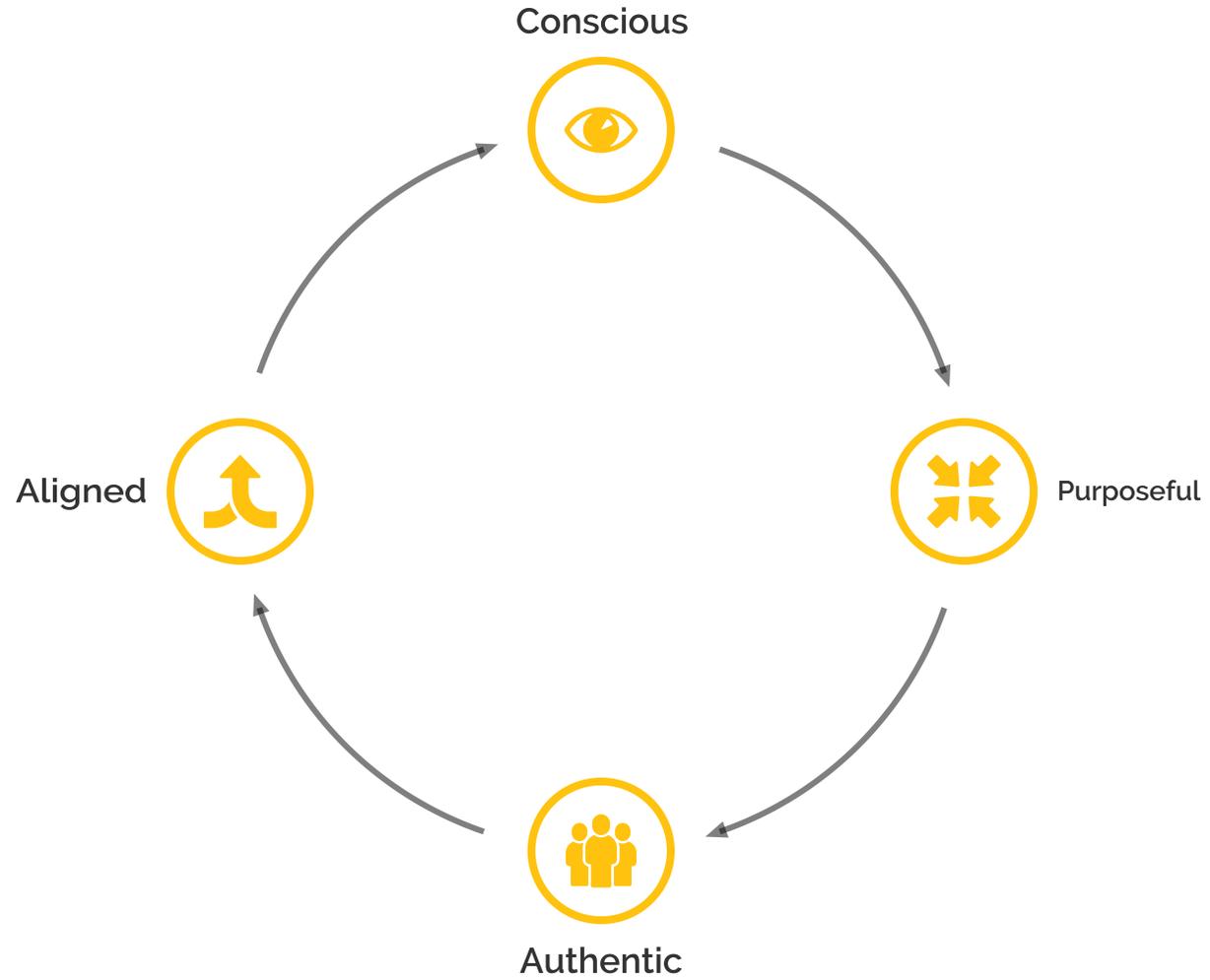
Sustaining Innovation

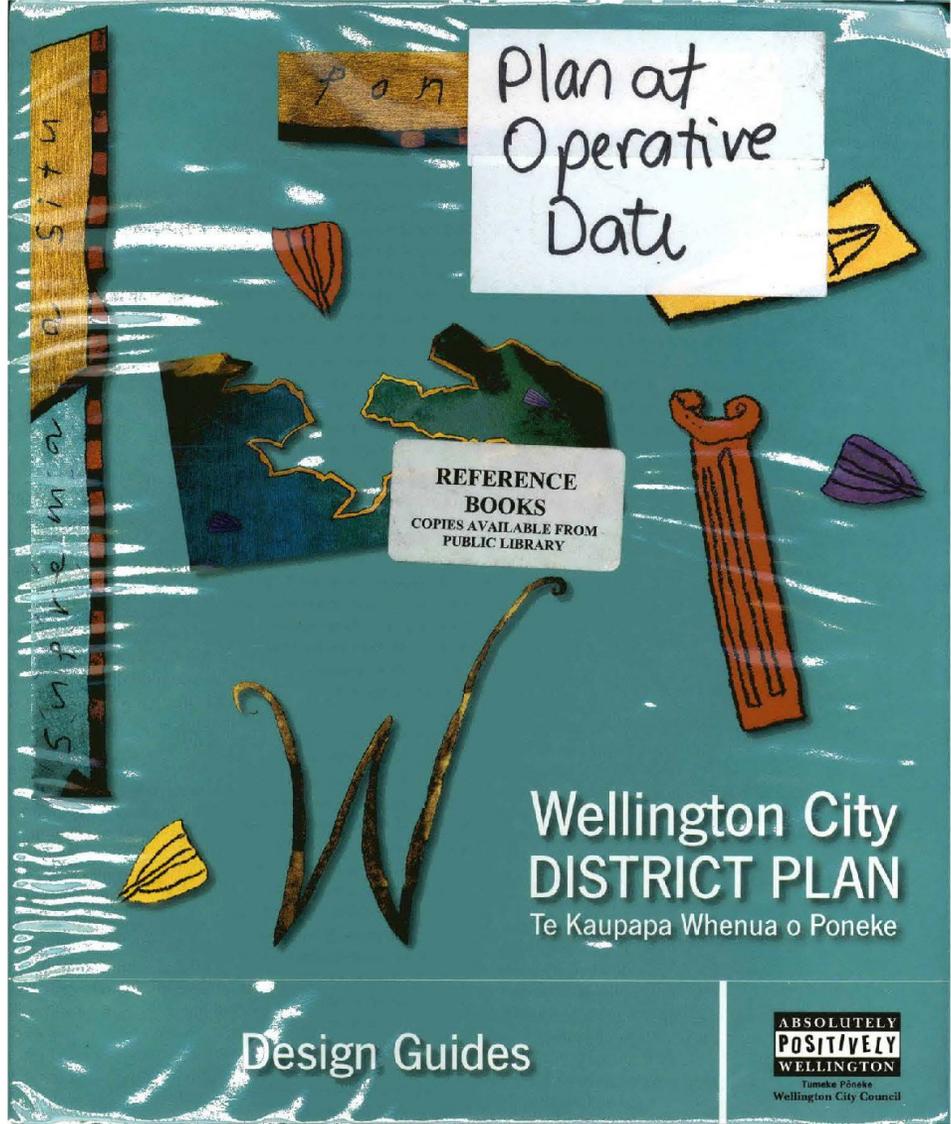
Public Service Innovation

Pia Andrews & Sean Audain



Innovative - Adaptive





Plan of Operative Data

DESIGN

REFERENCE BOOKS
COPIES AVAILABLE FROM PUBLIC LIBRARY

Wellington City DISTRICT PLAN

Te Kaupapa Whenua o Poneke

Design Guides

ABSOLUTELY
POSITIVELY
WELLINGTON
Te Kaupapa Whenua o Poneke
Wellington City Council

Search for an address... ⓘ

33 Thompson Street, Mt Cook



-  Property Specific District Plan Chapters
-  Read the full District Plan
-  View Property Report (PDF)
-  Zoom to selected property

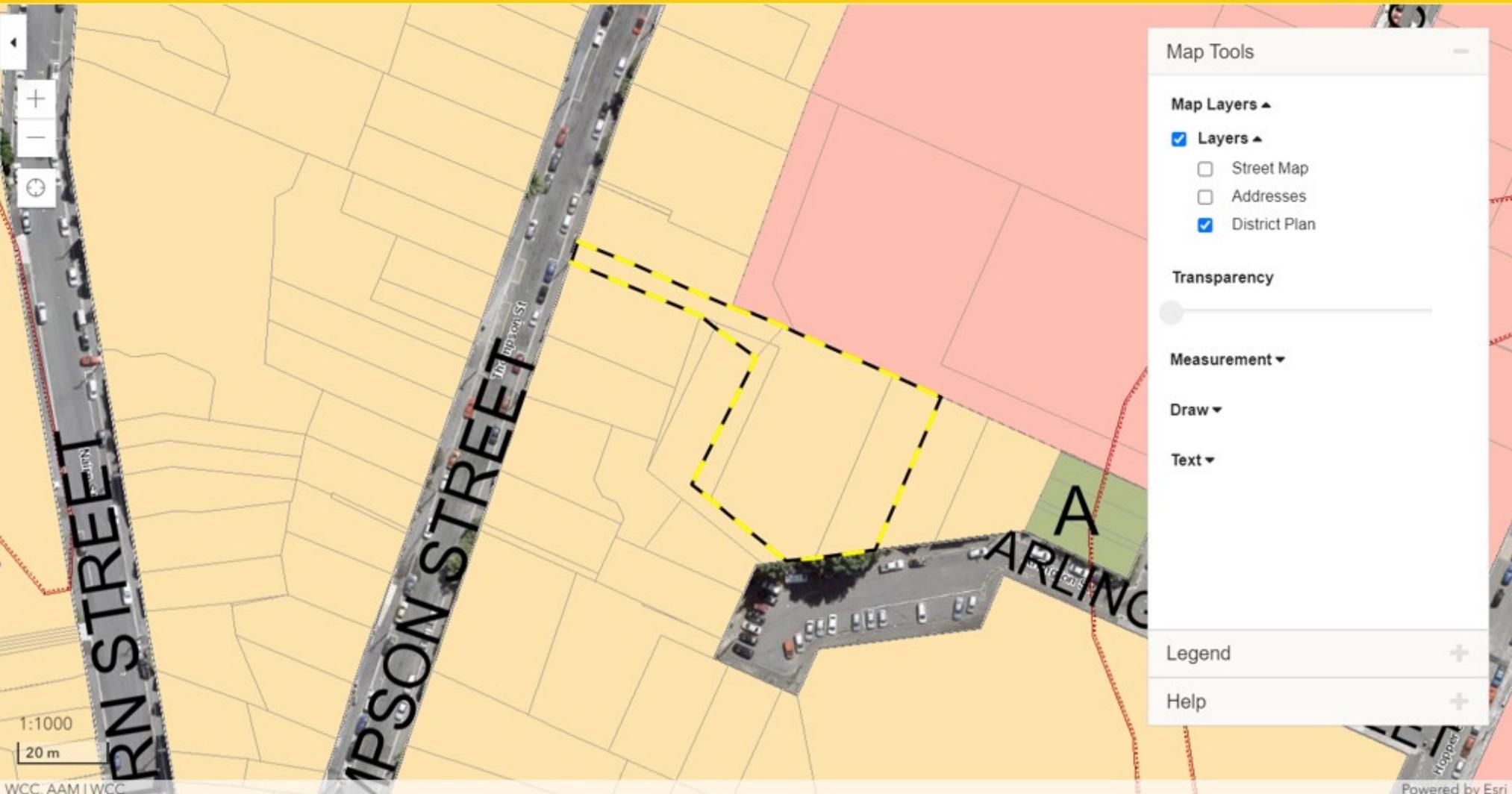
The following information applies to this property

Zone

-  Inner Residential

1:1000
20 m

WCC, AAM | WCC



Map Tools

Map Layers ▲

- Layers ▲
 - Street Map
 - Addresses
 - District Plan

Transparency

Measurement ▼

Draw ▼

Text ▼

Legend +

Help +



Video

Video

- 1 **Property & planned work**
 - Property address
 - [Planned activities](#)
 - [Existing buildings](#)
 - [Changing size or shape of residential building](#)
 - [Site position](#)
 - [Household units](#)
- 2 **Proposal details**
- 3 **Compliance summary**
 - [Your summary](#)
- 4 **Next steps**
 - [Your next steps](#)

Property address
What is the street address of the property?

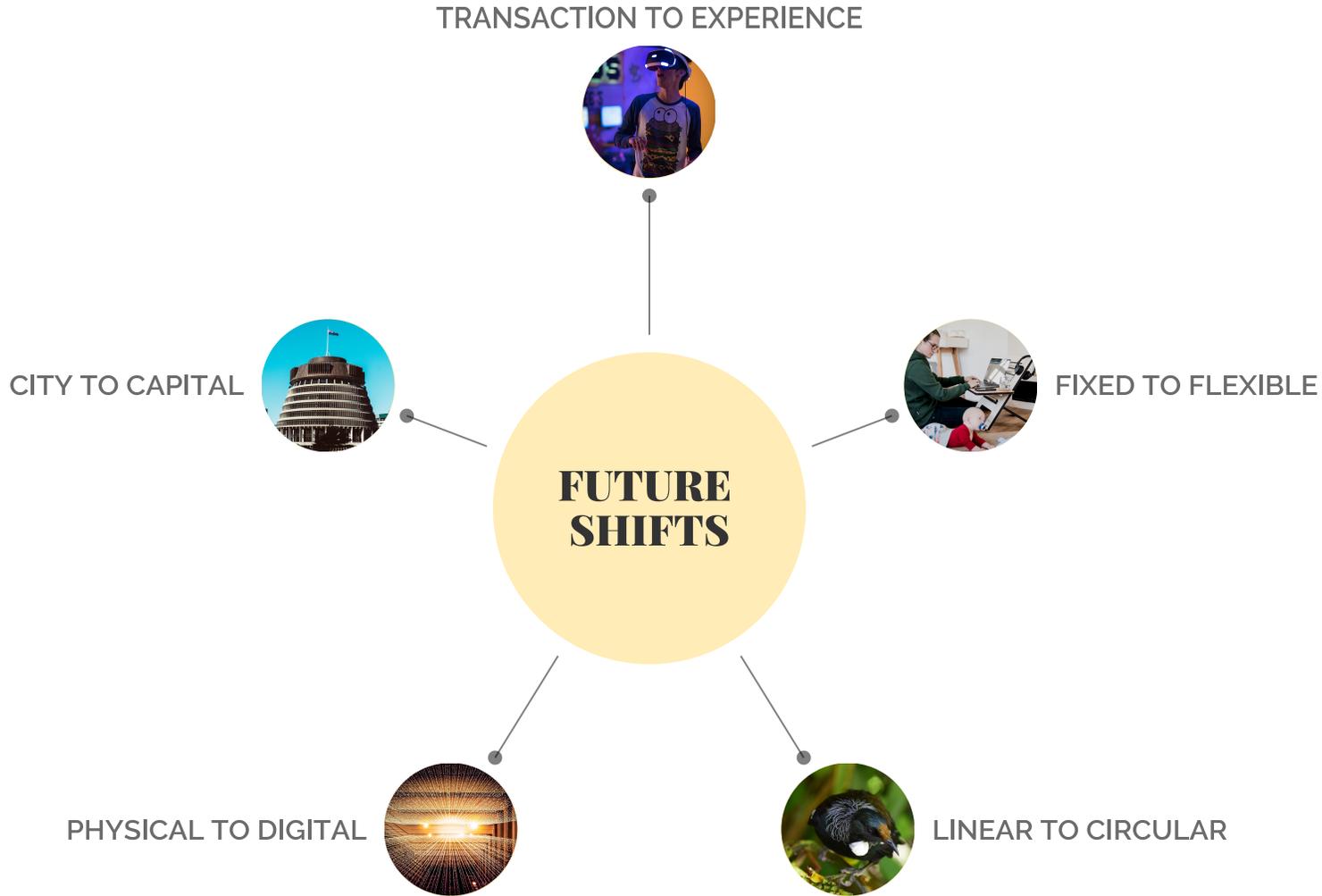
Select a location



Suburb	Karori
Land area	654 m ²
Property zones	Outer Residential

[Continue](#) [Start again](#)

[↑ Back to top](#)



Understanding our Future:

Strategy is the art of creating a new inevitable outcome.

Transaction to Experience



Dark Space

Cities are changing from places most people have to be - to places where people want to be.



The Maker/Artisan Economy



Purpose Based Working

Linear to Circular



“Story” Products

The ethics and impacts of businesses and governments are changing their relationships with people - making our economy more circular and less linear

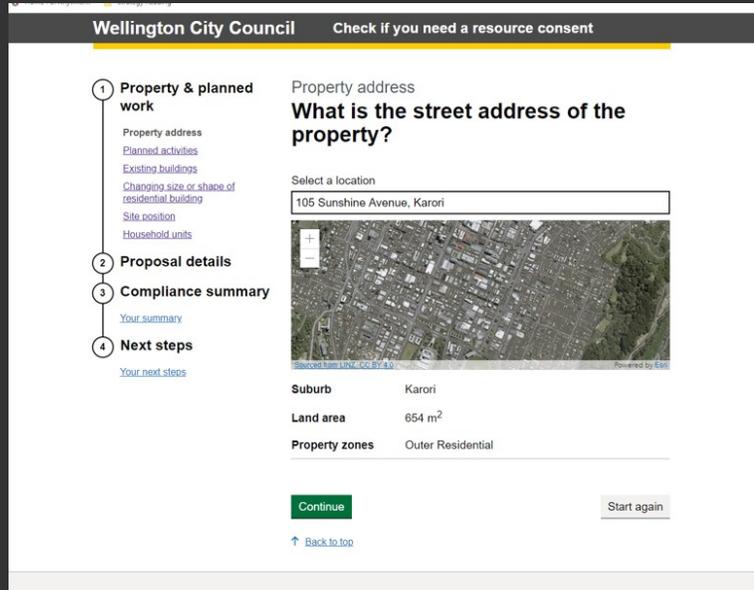


Enduring Ethical Relationships



Biophillic/Bioenhancing Cities

Fixed to Flexible



Augmented Government

The Pandemic has made people stop and rethink their relationship with time, space and technology. This reassessment is changing previously entrenched patterns from commuting to criminal activity

Dynamic Catchments

Changing Time

What's Next



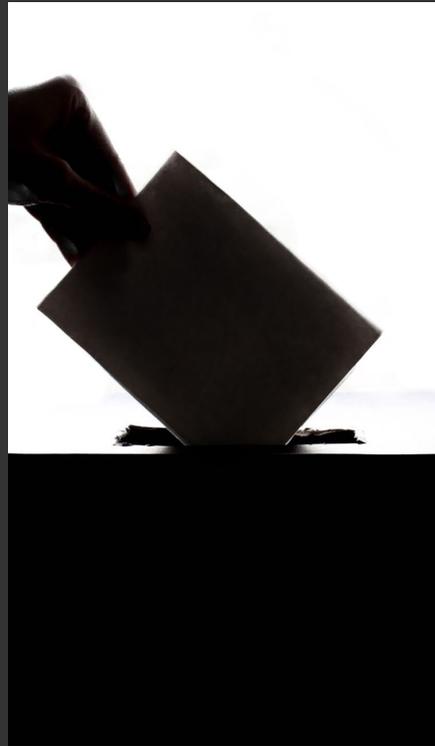
Under Ground

How might we create a federated data market beneath our feet?



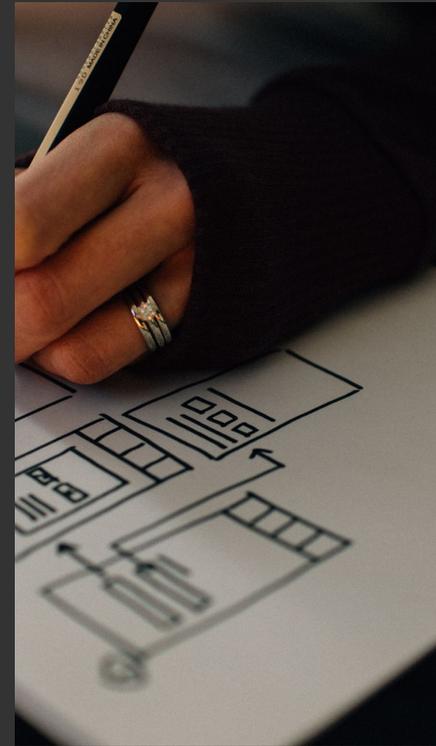
Future Streets

How might we see the future together?



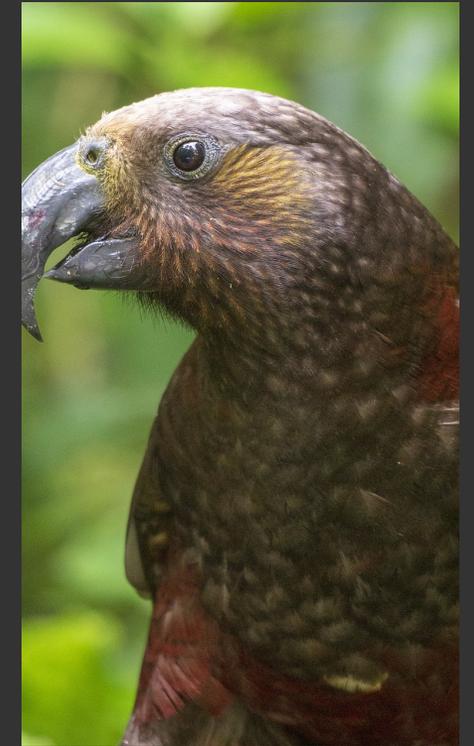
Democracy

How might we be a digital democracy?



Planning 2.0

How do we converge on a common future?



Climate

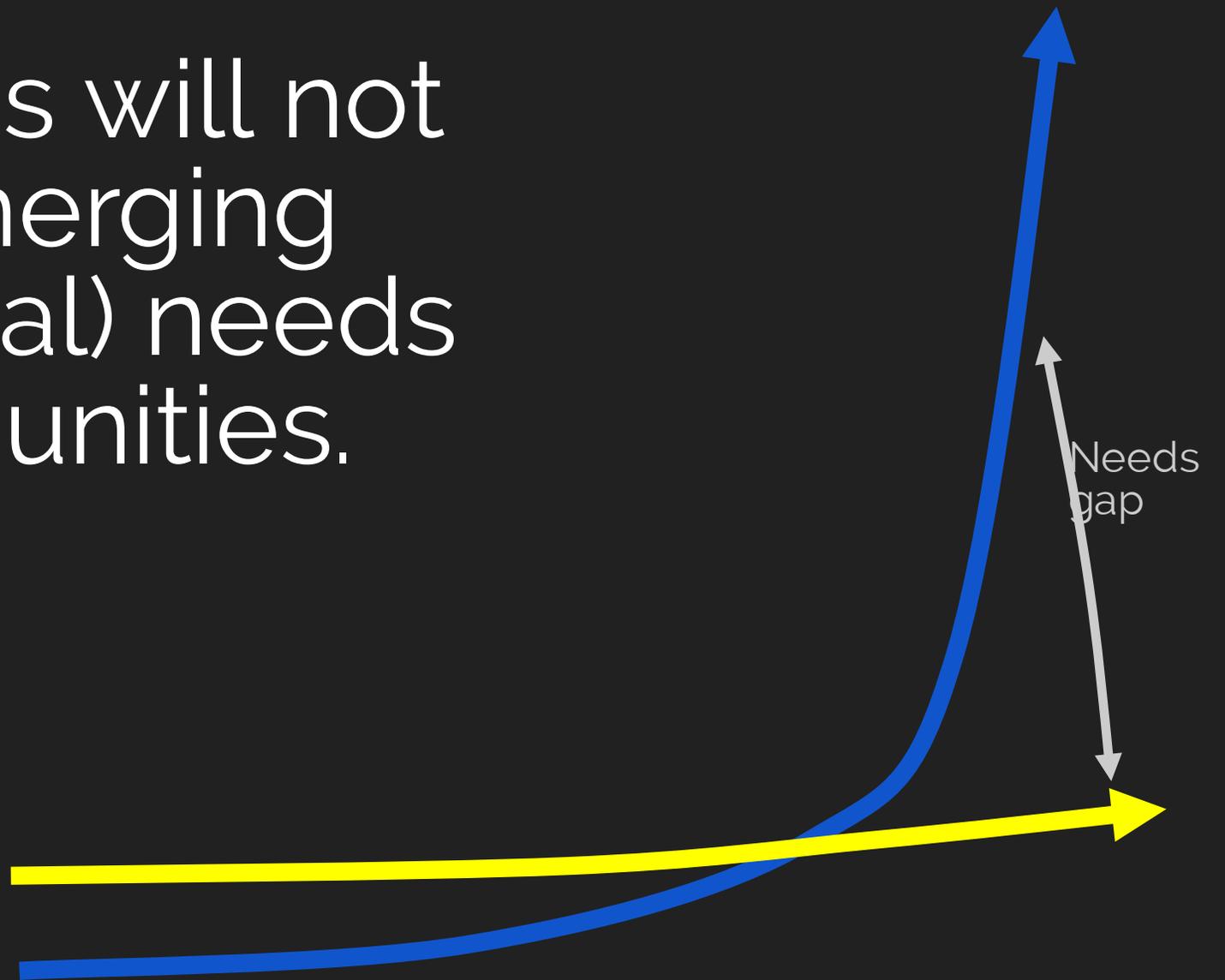
How might we drive vision zero?

The change we need

From: reactive urgency
(the deer in headlights)

To: responsive, scalable and proactive
(the general)

Linear solutions will not meet the emerging (and exponential) needs of our communities.



“Digital government” is evolving

Early digital government

- reacting to change;
 - fringe digital teams;
 - digital service delivery channels;
 - process automation;
 - using tech on people;
 - Centralised & closed delivery;
 - measuring success financially;
 - some emerging technologies & trends, concerns about future;
- directed staff.

Evolved digital government

- embracing social/tech changes;
 - distributed capability across sector;
 - Gov as a platform (APIs, etc);
 - design led services & system;
 - co-designing with communities;
 - Distributed & open delivery;
 - measuring outcomes holistically;
 - ambitious, optimistic, inclusive agenda to co-design better futures;
- empowered staff.

Transformation in Government

Our work is to help public sectors transition to being **fit for purpose in the twenty-first century**: responsive, agile, proactive, values-led.

It is a **change journey** where we need to **reimagine, explore, map out, demonstrate, measure, guide** and **build the foundations** for change across all functions of government.

Iteration is an **“improvement”**.
Transformation is **systemic & normalised**.
Innovation is changing **how** you do things.
Innovation is the **means to transforming**.

[Scaling innovation and transformation](#) article by Pia

A systemic [transformation methodology developed](#)

Iteration = faster, better, cheaper, more, less.

Unilateral value.

Change is measured in degrees.

Transformation = solved problem, systemic solution.

Multilateral value.

Change is measured in factors.

Iterations

Faster horses

Faster cars

PDFs online

Sharing data

Better website/app

Better silos

Legislation as XML

New coffee blend

Transformations

Cars

Portals

User centred application

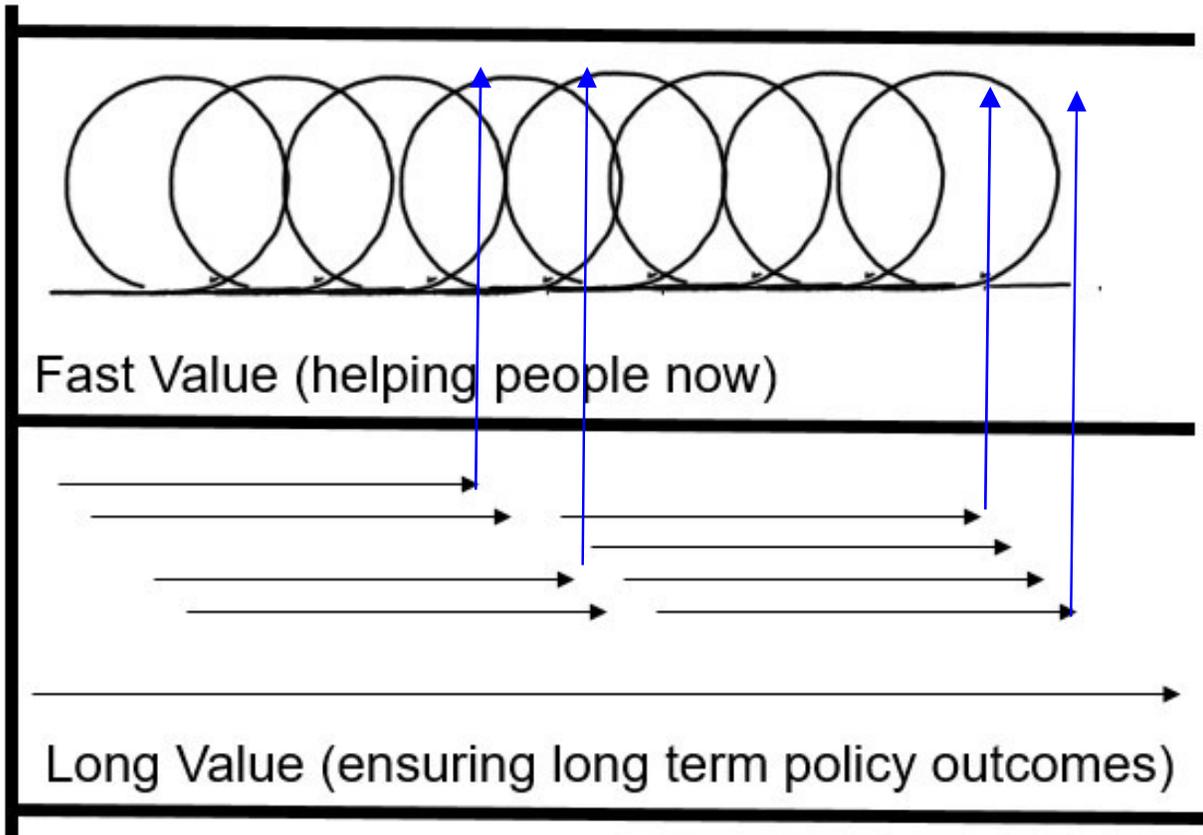
Verifiable claims

Personal AI driven services

Gov as a platform

Legislation as code

Space food



Pia's
“eye of Sauron”
for planning &
expectations
management
FV gives authority,
LV gives credibility



Do your teams and staff feel safe, supported, valued?

They need:

- Time / space
 - Permission to try
 - Strong culture
 - Encouragement
- Minimise "urgent"



We all need sandpits to safely play

Attribution to Matthew Willis, 'construction pit', CC-BY-NC-ND at <https://flickr.com/photos/ukalpt/378747583/>

Servant Leadership
is critical to
empower and
enable your staff.
The best way to scale your
impact is to increase the
impact of all your people.



Openness enables transformation

Peer review & open development
Building on the shoulders of giants
Systemic nudging & collaboration
Enables external channels
(3rd parties, personal AIs)
Algorithmic transparency
Trust infrastructure
Participatory governance?
Tap external expertise/experience



Government as a
platform/enabler.
Public digital infrastructure
built upon by natural
motivation, a way to meet
rising complexity.

