

Observatory of Public Sector Innovation

Bringing innovation into practice

Working Group for Innovation
(Czech Republic)



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OECD Observatory of Public
Sector Innovation

The Observatory of Public Sector Innovation (OPSI) helps governments on their journey of transformation by providing them with strategic guidance and specific support to embrace innovation and effectively respond to the needs of their citizens.

Mission Pillars

OPSI

01 Uncover What's Next



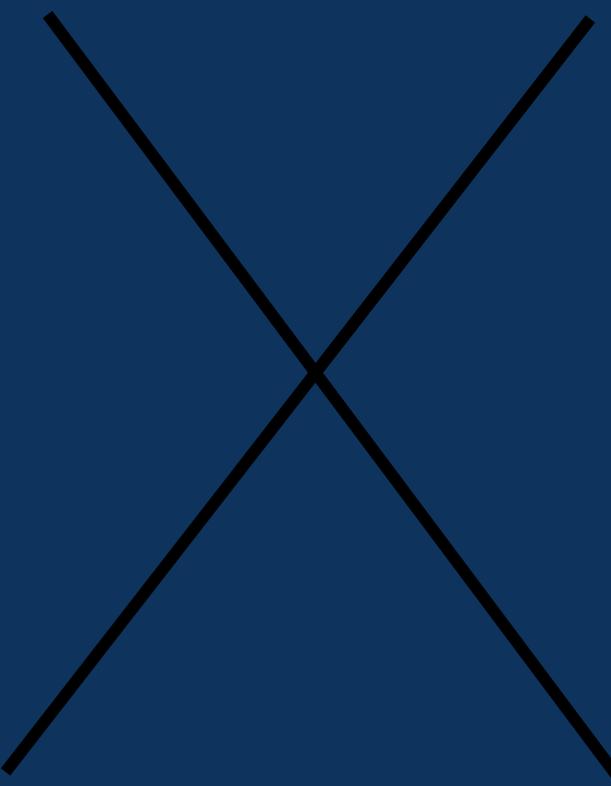
02 Turning The 'New' Into The 'Normal'



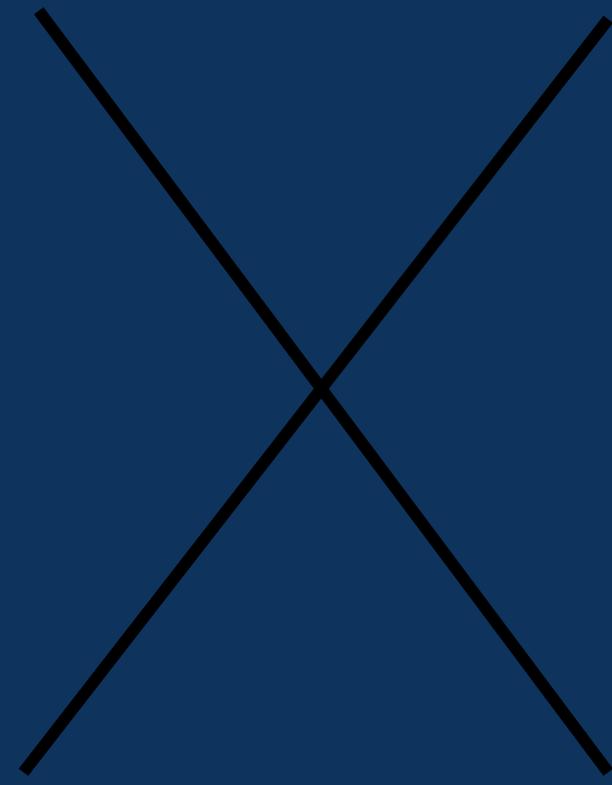
03 Providing Trusted Advice



WHAT IS PUBLIC SECTOR INNOVATION?



Not an end goal



Not a silo on it's own



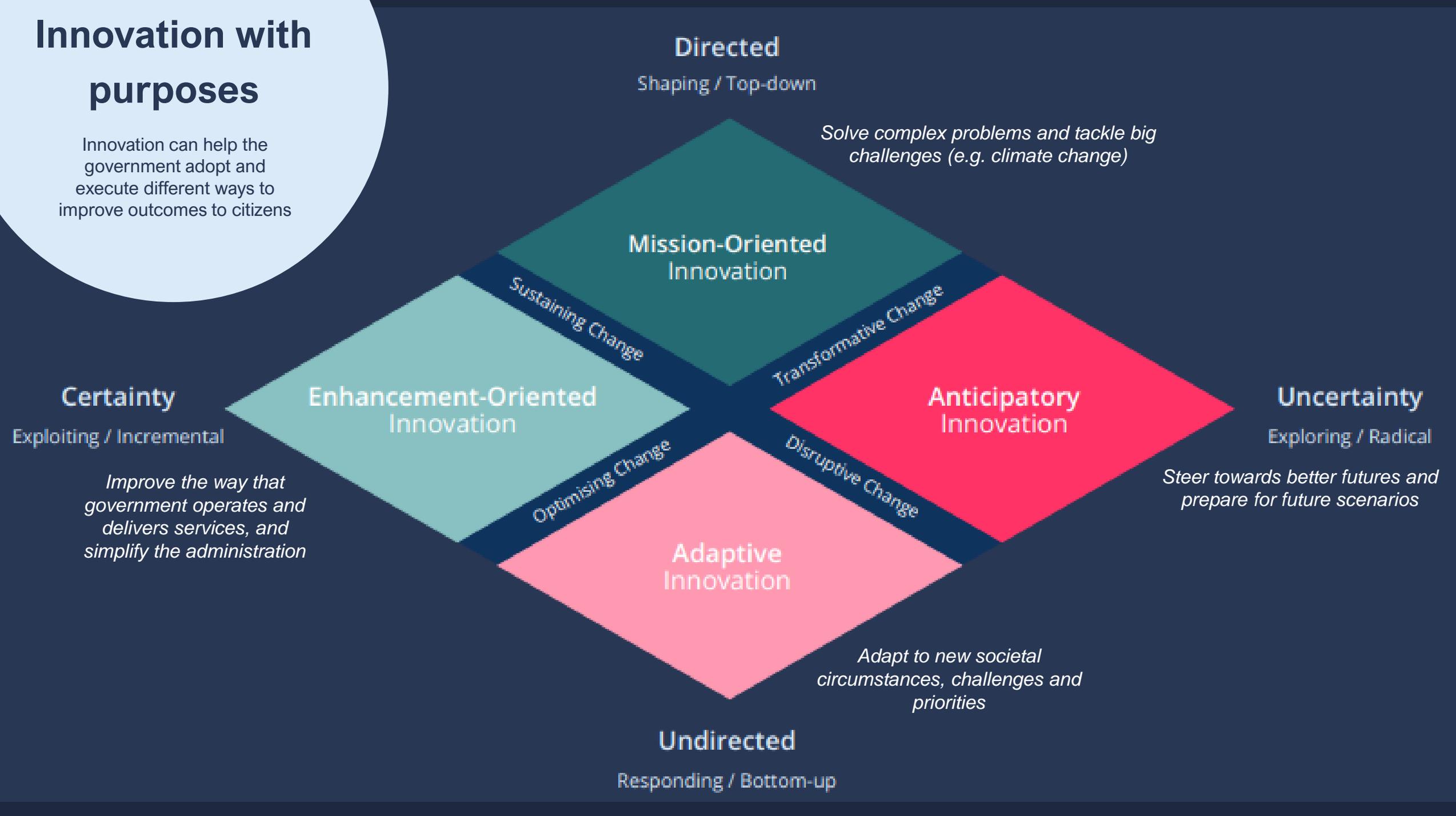
Not only technology

WHAT IS PUBLIC SECTOR INNOVATION?

1. Novel or new to the context,
2. it must be implemented and
3. should have impact and/or shift public value.

Innovation with purposes

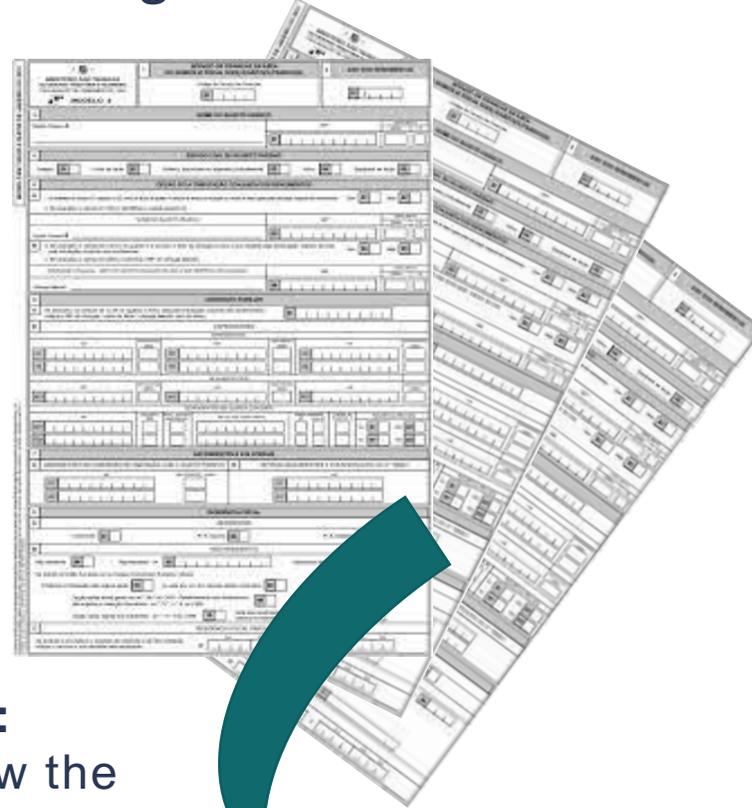
Innovation can help the government adopt and execute different ways to improve outcomes to citizens



Enhancement Oriented Innovation

Why innovate?

*Improve **efficiency** and **effectiveness**, and do things better.*



Example from Czech Republic:

“Hexagon” model: audits to show the burdens of administrative procedures and enable simplification, e.g. cut the “red tape”.

Do you know others?

Global Example:

Digitalisation and automation of tax returns (Portugal) – using Digital Identity



Adaptive Innovation

Why innovate?

*To keep pace with changing circumstances,
respond to crises and adapt to changing
needs of the public.*



Global Example:
Brazilian Senate's
virtual deliberation

Example from Czech Republic:

Hack the Crisis: online hackathon during COVID-19 (e.g. development of AI based applications for mapping of people density in public spaces, or strengthening cybersecurity of the hospitals)



Do you know others?

Mission – Oriented Innovation

Why innovate?

To tackle complex problems and challenges and achieve Czech Republic's ambitions

Global Example:
Vision Zero
Cancer (Sweden)



No one should have to die of cancer

We are going to transform cancer from a deadly to a curable or chronic disease. But there is no single answer as to how. What we do know is that no one can do it on their own. And that we need to think in new ways.

Vision Zero Cancer challenges the prevailing ecosystem and connects new ones. We want to engage the whole community, from healthy citizens, patients and their families to healthcare, academia, industry and policy, to create value in Sweden and globally.

Example from Czech Republic:
AI to address societal challenges:
“Czech Republic as a model European
country for AI” (Ministry of Industry
and Trade)

Do you know others?

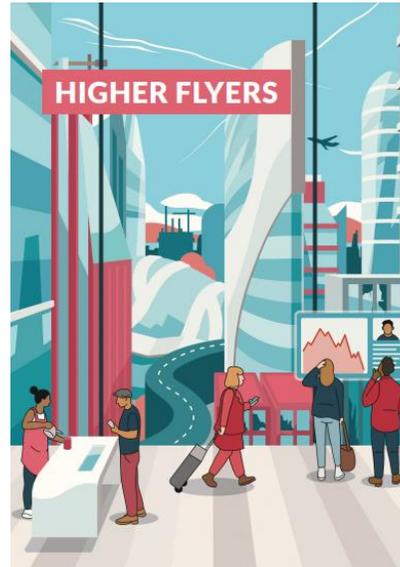
Anticipatory Innovation

Why innovate? To steer the country towards better futures and be ready for what may come

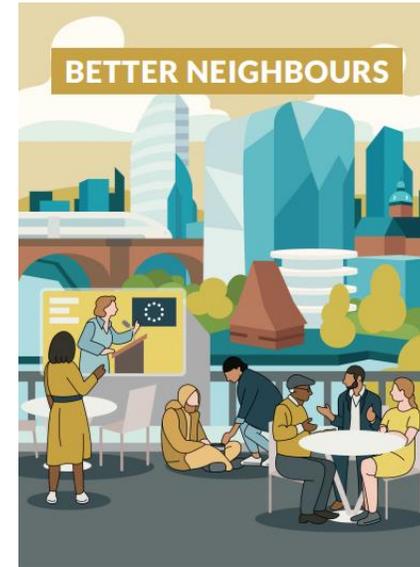
Global Example:
Slovenia's talent management in public administration

Example from Czech Republic:
Innovation Strategy of the Czech Republic (2019): "The country for the future"

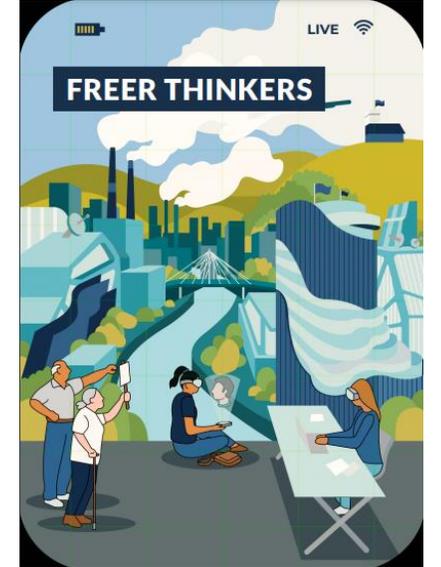
Do you know others?



Imagine: highly mobile elite talent and longer working lives.



Imagine: more interaction between generations, universal basic income, greater push for ethical business.



Imagine: greater polarization, people trust algorithms more than each other

What kind of decisions can be made now based on these imagined scenarios?

Focusing on the overlooked

Governments are focusing on the overlooked by leveraging innovation to broaden their scope of action to address the needs of segments of society that are at risk of being left behind.

- **New opportunities for the often neglected:** Developing new approaches and creating new beginnings for those who do not fit the typical personas of citizens and residents.
- **Bridging the urban-rural divide:** Recognising the plight and potential of rural communities, which often face major structural challenges, and activating them as agents for innovation.
- **Accessible and equitable service design:** Innovating to counteract challenges and poorer outcomes for those with disabilities by designing services that work for all.



Video Chat and Sign Language for Inclusive Services (Georgia)

Public Provider versus Big Brother

Governments must balance the tensions of using data and technologies to serve the public interest, with the inevitable concerns and legitimate fears about “big brother” and risks of infringing on freedoms and rights.

- **Data harvesting and monitoring:** Governments have access to more detailed data than ever before, but such access involves risks and considerations which require serious reflection on the part of government.
- **Biometric technologies and facial recognition:** A range of biometric tools offer opportunities to provide tailored services, as well as the unprecedented ability to identify and track individuals' behaviours and movements.

GLOBAL
TRENDS 2021



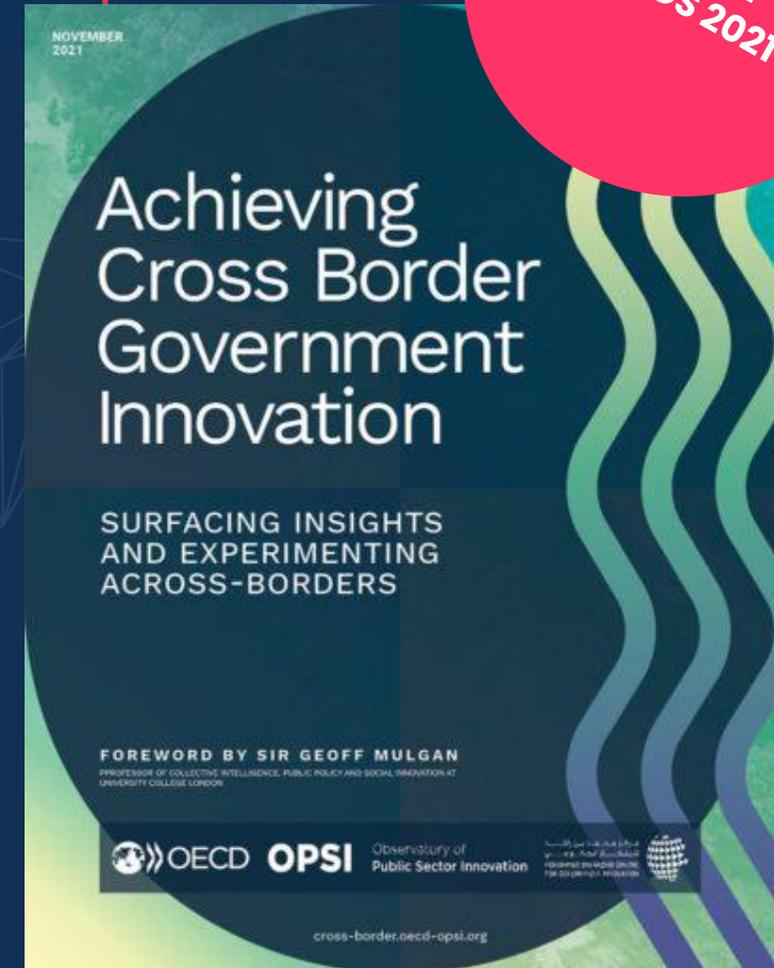
Facial verification for national digital identity (Singapore)

Cross-Border Innovation

Series of three reports:

1. Governing Cross-Border Challenges.
2. Surfacing Insights and Experimenting Across Borders
3. Delivering and Enabling Impactful Cross-Border Solutions

All reports available at OPSI website.



Commitment to innovation

The **OECD Declaration on Public Sector Innovation** acknowledges the need to adopt a proactive strategy to respond, adapt to and anticipate public sector challenges. Since the 22nd of May 2019, **43 countries – including the Government of Czech Republic** – have adhered to the Declaration, stating their commitment with five high-level principles:



1
EMBRACE AND ENHANCE INNOVATION WITHIN THE PUBLIC SECTOR



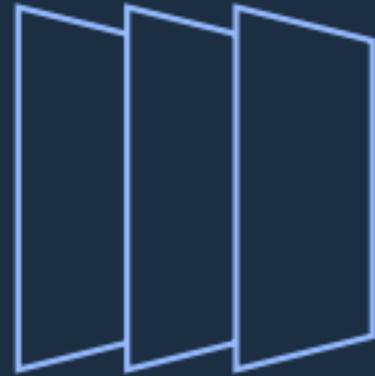
2
ENCOURAGE AND EQUIP ALL PUBLIC SERVANTS TO INNOVATE



3
CULTIVATE NEW PARTNERSHIPS AND INVOLVE DIFFERENT VOICES



4
SUPPORT EXPLORATION, ITERATION AND TESTING

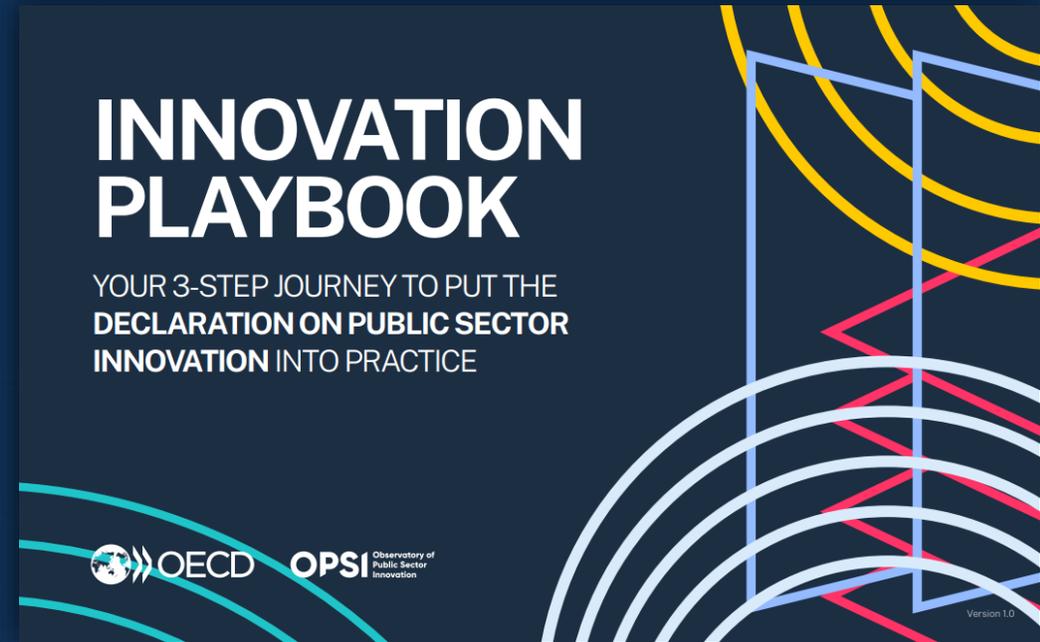


5
DIFFUSE LESSONS AND SHARE PRACTICES

Innovation Playbook

The Innovation Playbook is an action-oriented, user-centered and accessible tool to assess and leverage the innovative capacities of governments.

Designed to offer top-officials and middle-managers a three-step journey inspired in the Declaration.



Co-creation

During the co-creation and experimentation process, the Steering Group members and its advisors were actively engaged in the activities. The Steering Group also started the discussion and preparation of the dissemination strategy.

10 Members



2 Advisors



Do you want to know more?



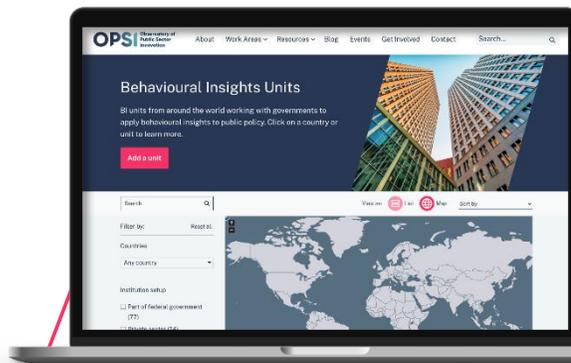
Case Study Platform

A collection of hundreds of public sector innovation case studies from all around the world and all levels of government.



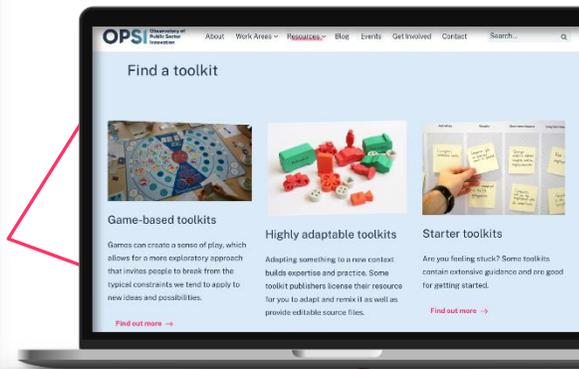
Public Engagement Platform

An easy-to-use resource to gather stakeholder's feedback and hold discussions on key topics



BI Knowledge Hub

An interactive world map featuring BI units as well as ongoing, completed and pre-registered projects from around the world.



Toolkit Navigator

A curated compendium of freely available toolkits for public sector innovation and transformation

Thank you!

Any suggestion or question, please contact us:
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