Next Steps For iLab
BEDA Insight Forum,
Brussels
14 November 2017
User-Centred Design
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Nudge – Behavioural Science
January 2017 - where we were?
Purpose

To improve public services by creating new and ground-breaking innovations through design, experimentation and creativity, and respond to challenges where effective service provision for the public has proved most difficult.
Innovation is needed here

Increasing requirement for collaborative resolution

Leadership
Ask questions

Increasing uncertainty about solution to problem

Critical

Wicked

Purpose

Coercion / Physical (Hard Power)

Command
Provide answer

Management
Organise process

Innovation is needed here

Ref: A typology of problems, power and authority: Grint
Authority

NICS Board

The NICS Board will:
1. set strategic direction for the Lab;
2. agree the Lab work programme; and
3. ensure Departmental accountability for implementation.

InnovationLab

Informed by the Innovation Advisory Group, the InnovationLab will submit to the Board:
1. options for strategic direction/priority work themes;
2. a proposed annual work programme; and
3. an annual report on the work of the Lab.

Innovation Advisory Group

The Innovation Advisory Group will
1. provide insight to business and strategic priorities for NICS requiring innovation; and
2. act in an ambassadorial role for the Lab across the NICS.
Funding
Our Products and Services
Getting Round the Curve!

1. Exploring opportunities and challenges
2. Generating ideas
3. Developing and testing
4. Making the case
5. Delivering and implementing
6. Growing, scaling and spreading
7. Changing systems
Thanks – questions?