

Measure, Learn, Build

Inspiring case studies in developing
responsive government solutions

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Service Innovation & Result 10, DIA

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Collaboration Wrangler,
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Six case studies, six success factors

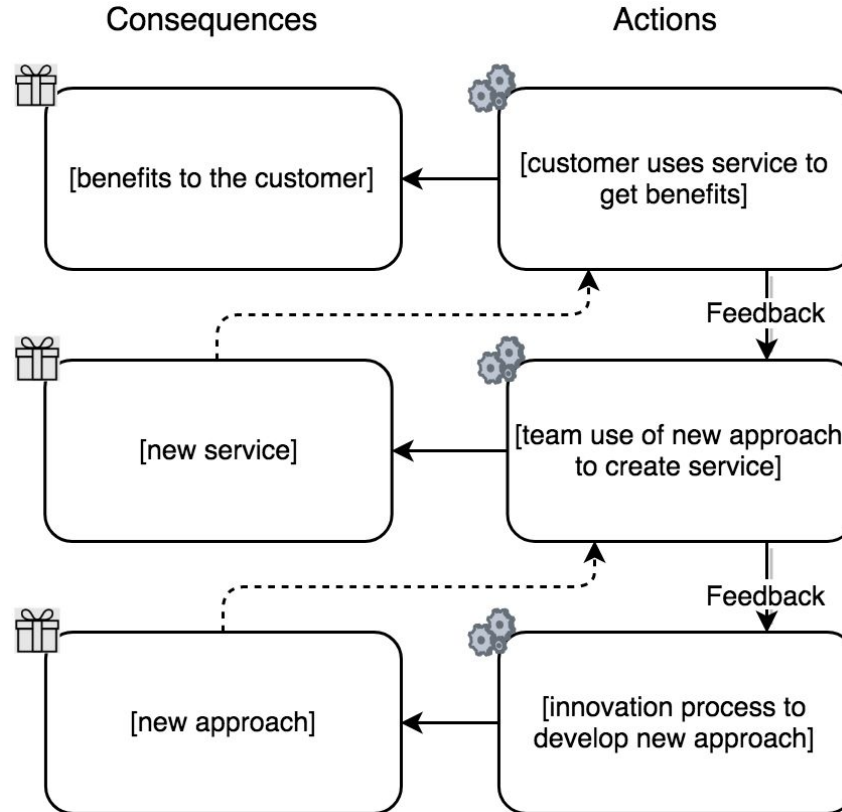
Case studies

1. SmartStart
2. OnDuty
3. Victim of crime
4. Lab+ Government as a platform
5. 2Shakes
6. AIM (Accounting Income Method)

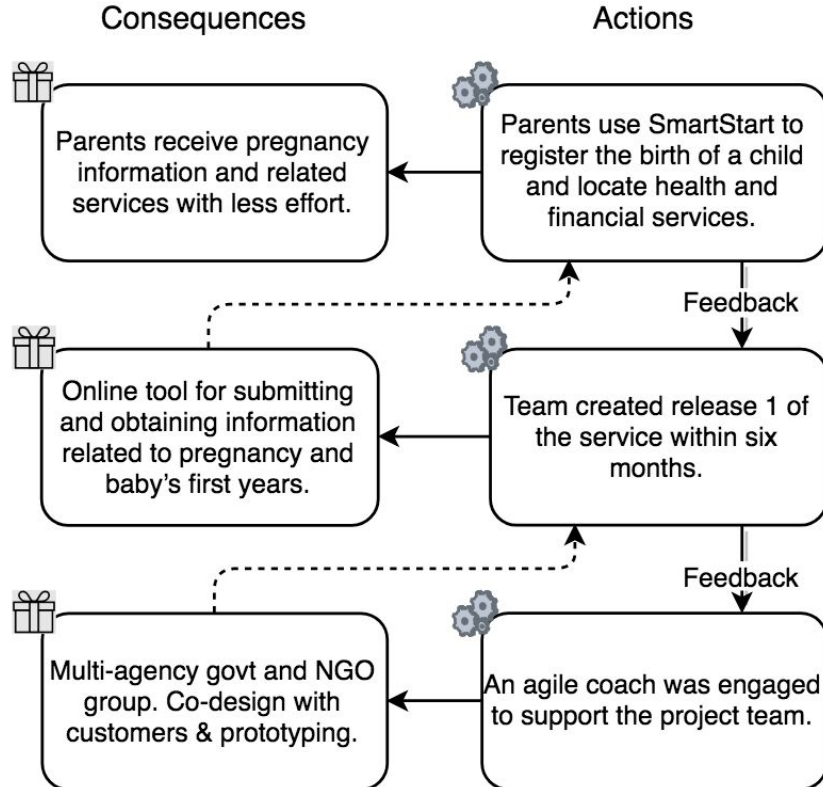
Success factors

1. Leadership
2. Collaboration
3. Design thinking
4. Lean
5. Incubation
6. Funding

Case study model



SmartStart



<https://smartstart.services.govt.nz/>

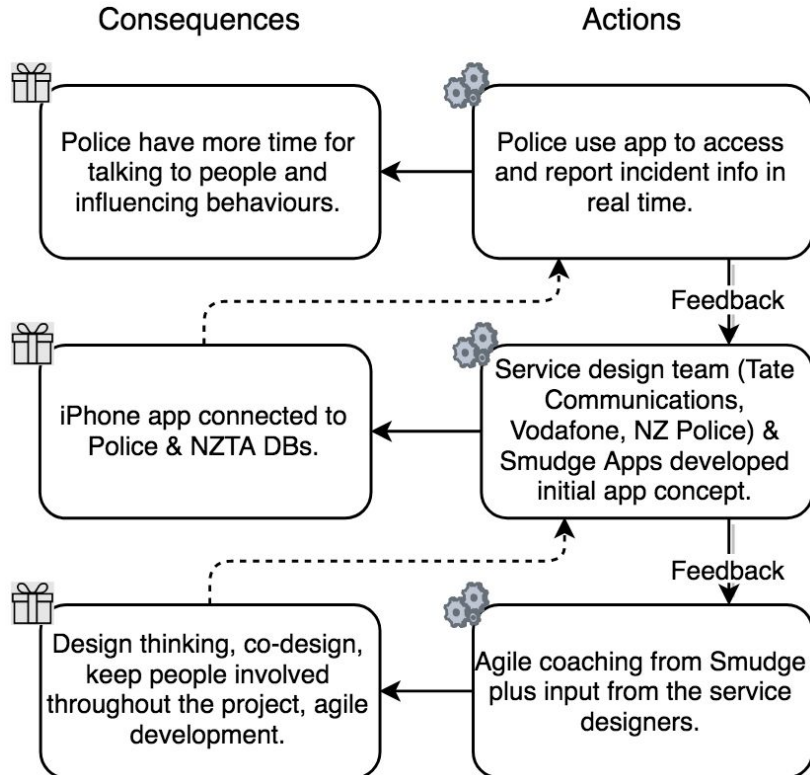
DIA

Clare Toufexis

Result 10/Service Innovation

1. **Leadership**
2. **Collaboration**
3. **Design thinking**
4. **Lean**
5. **Incubation**
6. **Funding**

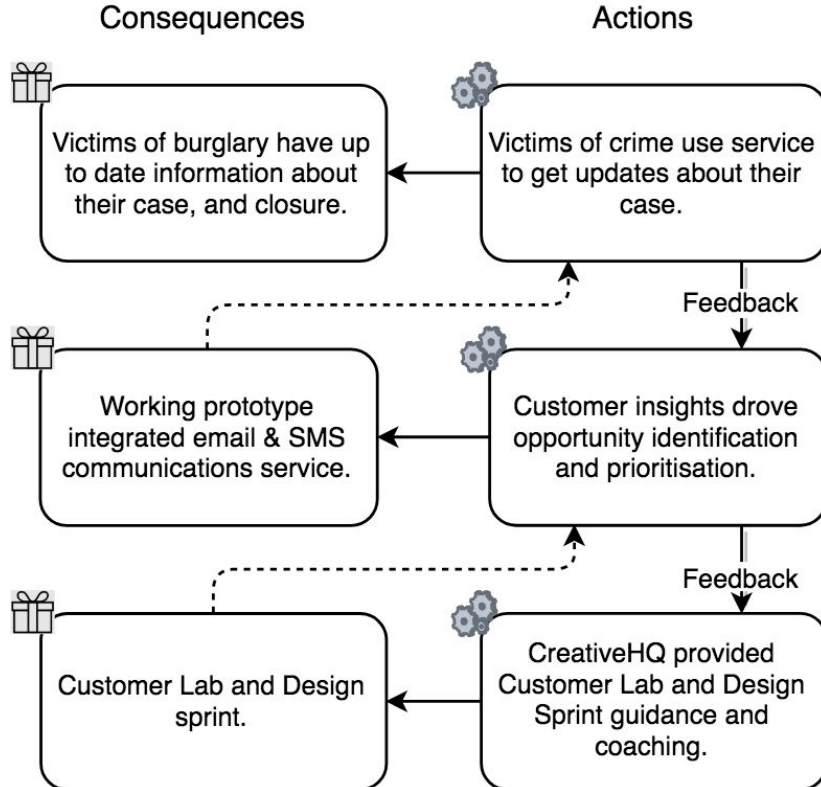
OnDuty



NZ Police
Angela Clothier
Mobility Innovation Lab

1. Leadership
2. Collaboration
3. **Design thinking**
4. **Lean**
5. **Incubation**
6. **Funding**

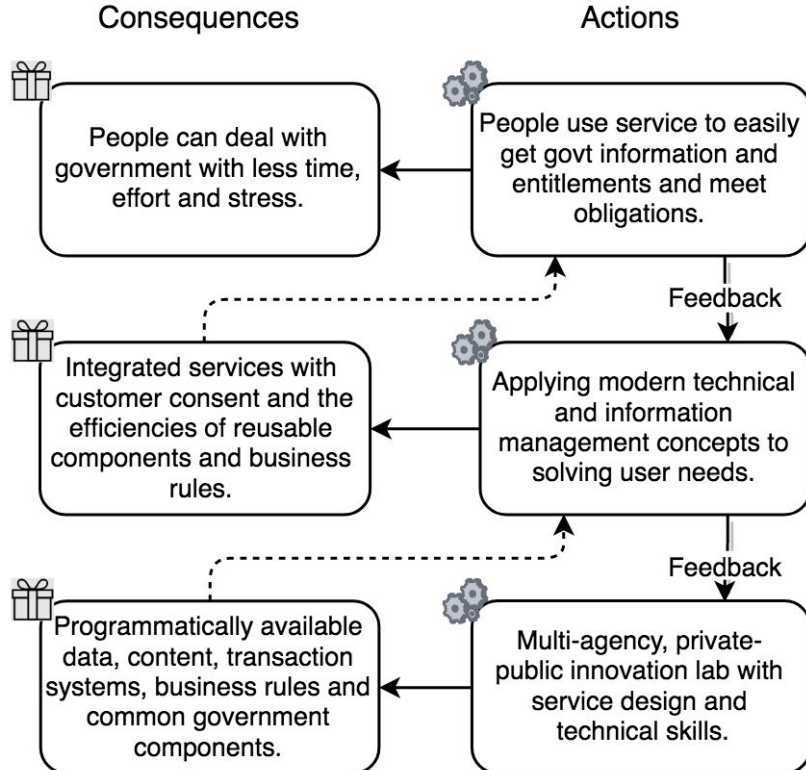
Victim of crime



NZ Police (nominal lead)
Susan Campbell
Result 10/Service innovation

1. Leadership
2. Collaboration
3. Design thinking
4. Lean
5. Incubation
6. Funding

Lab+ Government as a Platform



<https://goo.gl/p9I5RD>

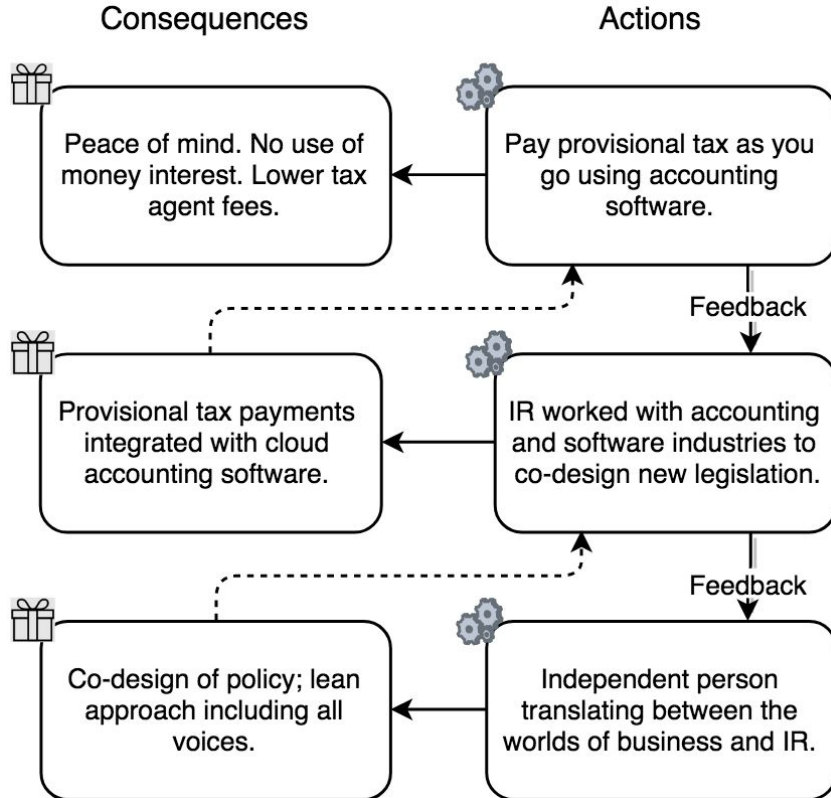
DIA, Result 10

Pia Waugh, Darryl Carpenter

Service Innovation Lab+

1. Leadership
2. Collaboration
3. Design thinking
4. Lean
5. Incubation
6. Funding

AIM (Accounting Income Method)



<https://goo.gl/8lj6f2>

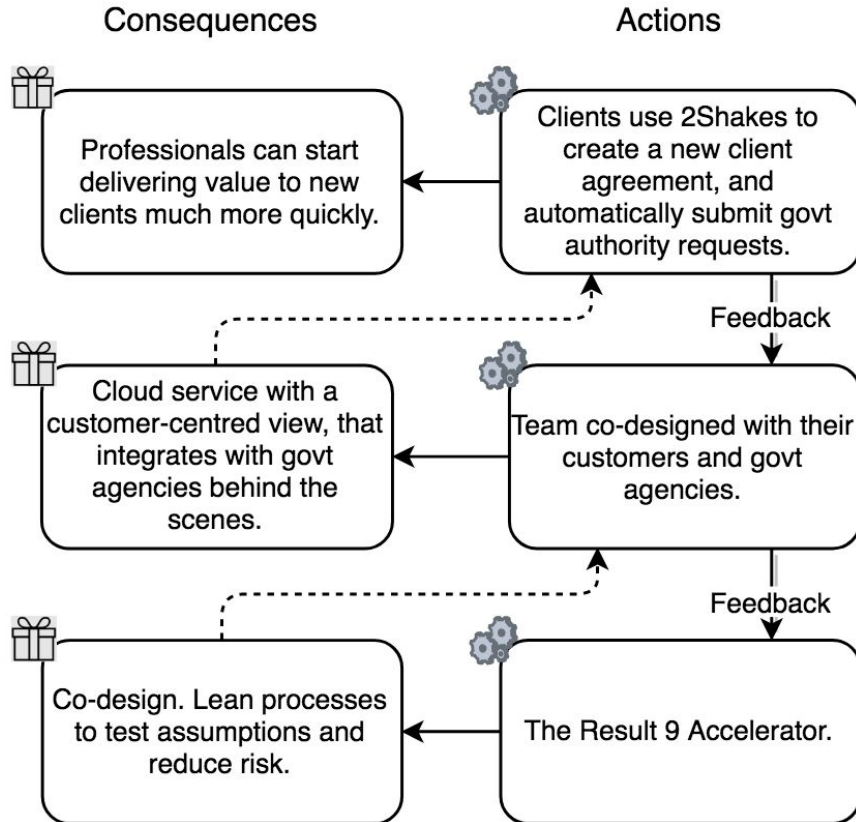
Inland Revenue

Penny Cooper

IR Business Transformation

1. Leadership
2. Collaboration
3. Design thinking
4. Lean
5. Incubation
6. Funding

2Shakes



<http://2shakes.co.nz/>

MBIE

Mike Kelly

Result 9 Accelerator

1. Leadership
2. Collaboration
3. **Design thinking**
4. **Lean**
5. **Incubation**
6. **Funding**

Innovation hotbeds

- Lab+
- Service Innovation Lab
- Police Mobility Innovation Lab
- Result 9 Accelerator
- Hackathons: Datarama (Stats), R9A RevUp, GovHack, ...
- Startup Weekend
- ANZSOG
- Innovators' Network
- Service Designers' Network
- Meetups!
- Bizdojo Collider programme
- Private sector: Creative HQ, Assurity, Boost, DNA, ThinkPlace...
- Workchops
- VUW Design Thinking
- UK Govt Digital Service (GDS)
- Ideo
- GOVIS
- Auckland Co-design Lab, Wynyard Innovation Precinct
- IR's Collaboration Zone (C-Zone)