

Session1_ZAegerter_21.04.21
Page 8 sur 101

Society is changing at remarkable pace

- If reality is changing so fast, the government's answer must change too!
- Conventional way of making public policies is not working so well
- Innovation can be an answer to meet those challenges
 - Overcoming bureaucratic barriers
 - Harnessing the power of citizen and employees
 - Building a more open and transparent relationship with citizen
 - Enable a culture that supports innovation



Experimental government

Zoom Meeting

XATZHNIKOLA... STATHOPOULOS... ΠΑΠΑΔΟΠΟΥΛΑ...

Session1_ZAegerter_21.04.21
Page 8 sur 101

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Experimental government

Participants (124)

Q, find a participant

- X XATZHNIKOLA FIOKA (Me)
- Wl WAVE LTD (Host)
- ZA Zoi Aegerter (Co-host)
- FW Françoise W (Co-host)
- AD Andreas Dralos (Co-host)
- E EKDDA (Co-host)
- FB Fotis BENEXOS (Co-host)
- MP Mirella Papantonaki (Co-host)
- A ATTE/MIH ENYEBERAKH (Co-host)

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Chat

long de la conférence.
Un temps dédié aux réponses
sera prévu à l'issue des
différentes séances.

Dear Participants,
Feel free to ask the trainers
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throughout the seminar.
Moderators will collect all
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session for a Q&A.

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10:18
21/04/2021

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Session1_ZAegerter_21.04.21
Page 9 sur 101

Public Innovation...you won't escape....

OECD published a declaration voted by 40 States in 2018 (not only the member States)
With 6 principles !

- Embrace and enhance innovation within the public sector
- Acknowledge that innovation is a responsibility of every civil servant
- Equip civil servants to innovate
- Cultivate new partnerships and involve diverse voices
- Generate multiple options through exploration, iteration and testing
- Diffuse lessons and share experience and practice

OCDE

Participants (124)

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Page 10 sur 101

A new approach of public policies

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Session1_ZAegerter_21.04.21
Page 12 sur 101

Co-construction

Co-construction means involving employees, managers, experts, and citizen

- We are not so smarter alone with our reflexes of civil servants
- To think "out of the box", the better is to mix populations
- Work on groups in places that allows creation.
- In France, like other countries, emergence of public policies laboratories

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Session1_ZAegerter_21.04.21
Page 13 sur 101

Today -more or less- 160 laboratories in France

- In all ministries, directorates such as the tax administration
- in municipalities, in territorial administrations
- They are bubbles of freedom inside the administration
- Allow to work with different populations and different methodology
- How to set up a « lab », to finance it? Who to hire? What is the situation now?
- How to include this new culture in the administration




Participants (124)

Chat

From FPHI OPAJHE Δ., to Everyone: 10:23 AM

How the idea of each civil servant being able to innovate can be implemented in a Weberian system of administration, namely the greek one?

To: Everyone

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Session1_ZAegerter_21.04.21
Page 15 sur 101

the need of experimentation

In the administrative culture a problem has a clear solution. Implemented....but often not assessed

Innovate means prototype a solution. Try, iterate, without a great expense of money. If it's not working it's not important, try again.
Culture of flexibility and result assessment

15

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Session1_ZAegerter_21.04.21
Page 16 sur 101

Assessment

- Assessment culture isn't still very spread in public administration
- It's a real interesting issue for innovation
- At the service or policy level. Before spreading an experiment, it's necessary to measure the results. It can be simple and flexible
- In the same time emergence of the "evidence based policy". Which is a real result measurement. Specially used in behavioral sciences

16

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Session1_ZAegerter_21.04.21
Page 17 sur 101

The Innovator's Skills

The 6 skills (OECD) :

- Iteration: develop new processes and test them
- Understand the "data": collect and analyse "good" data
- Place the user in the center: resolve users' issues on different levels regardless the medium
- Curiosity : identify new ideas, think out Rebel attitude: challenge the old methods, search for new of the box and find new perspectives
- Learn how to "storytell": explain and involve during the projects
- Rebel attitude : challenge the old methods search for new partners

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personnelles pour permettre au fonctionnaire d'opérer dans un environnement de flexibilité, de créativité et d'initiative autonome, étant donné que l'administration publique fonctionne dans un cadre très strict de règles et de principes?

From WAVE LTD to Everyone:
Παρακαλώ κάντε RENAME με ΕΠΙΘΕΤΟ-ΟΝΟΜΑ στα Ελληνικά

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Page 18 sur 101

innovative methods to transform the administration

Design / Prototype
April 21th

Digital
April 28th

Behavioral science
(nudges April 28th)

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Page 21 sur 101

What is design ?

Participants (123)

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de principes?

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From ΠΑΝΩΦΗ FERA... to Everyone: 10:32 AM
Which of the innovations that took place in the French administrative system during the last decade do you consider as being the most important?

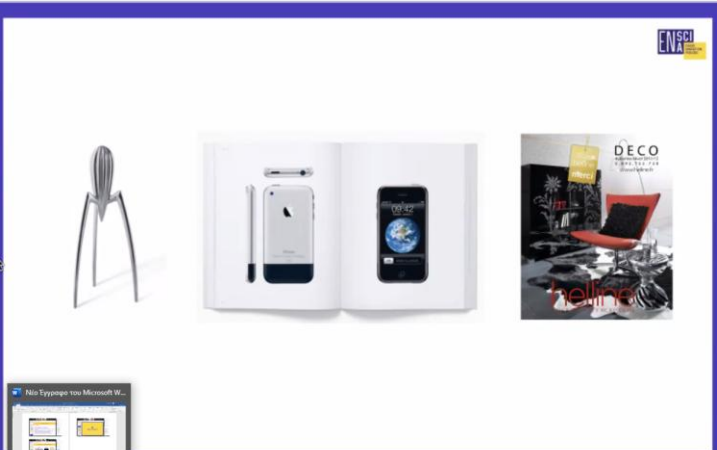
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Session1_ZAegerter_21.04.21
Page 22 sur 101



Participants (123)

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Session1_ZAegerter_21.04.21
Page 23 sur 101

Session1_ZAeg...

22

23

24

25



The Indestructible
washing-machine
designed by Julien
Phedyaeff

Participants (122)

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From WAVE LTD to Everyone:
Παρακαλώ κώδext REName με ΕΠΙΘΕΤΟ-ΟΝΟΜΑ στα ελληνικά

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Session1_ZAegerter_21.04.21
Page 24 sur 101

Session1_ZAeg...

22

23

24

25



FROSTA,
stool kit
IKEA

BIKKLO,
HobbyHorse for
children designed by
Samuel Bernier and
Andreas Bhend

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Session1_Zaegerter_21.04.21
Page 25 sur 101

Session1_Zaeg...

24

25

26

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Louis Ghost
chair designed by
french designer
Philippe Starck

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Which of the innovations that took place in the French administrative system during the last decade do you consider as being the most important?

From FATANKI XPHETICE to Everyone:

Following mr Gerasimos question, which of these reforms/ innovations would you consider more appropriate to be adopted by the Greek Administration?

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Page 26 sur 101

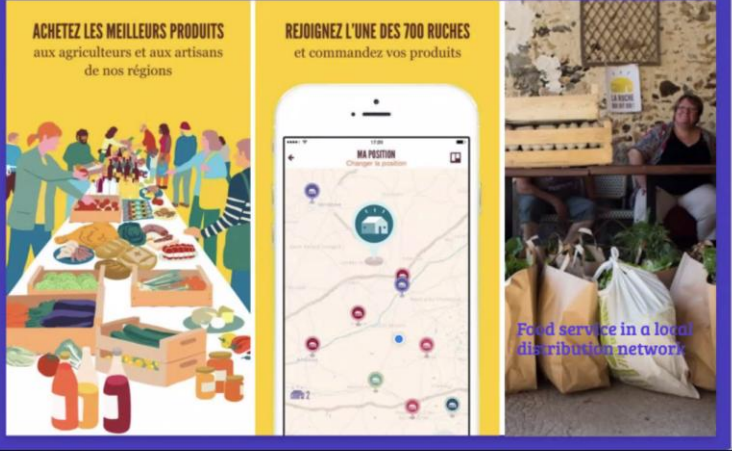
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26

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28

29



ACHETEZ LES MEILLEURS PRODUITS
aux agriculteurs et aux artisans
de nos régions

REJOIGNEZ L'UNE DES 700 RUCHES
et commandez vos produits

Food service in a local
distribution network

Participants (123)

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systeme où le concept d'évaluation est dysfonctionnel. Les ateliers sur les politiques que vous avez mentionnées pourraient-ils jouer un rôle à cet égard?

From MIRIAM NIKOLAOS 1871... to Everyone:

Thank you very much for the high quality content. What are your thoughts on a public government think-tank staffed by public servants from multiple countries?

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Page 29 sur 101

Design is a **value-creation activity** that contributes to our way of life by imagining objects, services and systems to support our daily lives, paying attention to our **habits** as well as our **activities and needs**

Participants (123)

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systeme où le concept d'évaluation est dysfonctionnel. Les ateliers sur les politiques que vous avez mentionnées pourraient-ils jouer un rôle à cet égard?

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Page 30 sur 101

habits ? practices ?

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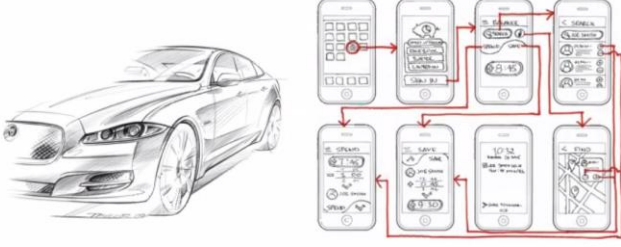
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Session1_ZAegerter_21.04.21
Page 31 sur 101

30
31
32
33



a wide range of practices and expertises

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Session1_ZAegerter_21.04.21
Page 33 sur 101

33
34
35
36



Value creation and ethic

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Page 34 sur 101

The Business Value of Design

McKinsey Quarterly
October 2018

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Page 36 sur 101

Continuous iteration

De-risk development by continually listening, testing, and iterating with end-users.

Participants (124)

Chat

European Union has no competence, states do not proceed with reforms. Maybe it's time for the European convergence of national public administrations?

From ΜΑΥΡΟΥΛΗ ΕΛΕΝΗ to Everyone:

L'immersion fait - elle partie du processus de l'évaluation fondée sur des données? Comment le processus d'évaluation est - elle mise en oeuvre?

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Session1_ZAegerter_21.04.21
Page 37 sur 101

Session1_ZAeg...

34

35

36

37

38

39

User experience

Break down internal walls between physical, digital, and service design.

Participants (124)

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To: Everyone

File

Nous vous remercions pour ce workshop très intéressant. Est-ce que vous pouvez expliquer comment on peut évaluer les éléments déjà en place qu'on doit pas évaluer quand on veut mettre en place des innovations?

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Session1_ZAegerter_21.04.21
Page 38 sur 101

Session1_ZAeg...

36

37

38

39

Analytical leadership

Measure and drive design performance with the same rigor as revenues and costs.

Participants (124)

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Comment le processus d'évaluation est - elle mise en oeuvre?

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ΧΑΤΖΗΝΙΚΟΛΑ... Σταθοπούλας... Παπαδοπούλα...

Session1_ZAegerter_21.04.21 Page 39 sur 101

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37

38

39

40



Cross-functional talent

Make user-centric design everyone's responsibility, not a siloed function.

Participants (124)

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Comment le processus d'évaluation est-elle mise en oeuvre?

From Me to Everyone:

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37

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39

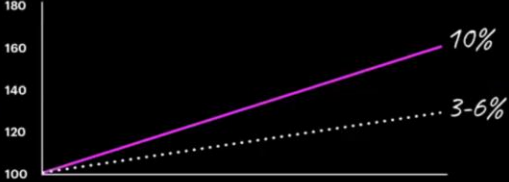
40

Companies with top-quartile McKinsey Design Index scores outperformed industry-benchmark growth by as much as two to one.

Annual growth (normalized) %

- Top-quartile McKinsey Design Index performers
- Industry benchmarks

Revenues



10%

3-6%

Participants (124)

Q Find a participant

- X ΧΑΤΖΗΝΙΚΟΛΑ ΠΟΛΑ (Me)
- WL WAVE LTD (Host)
- ZA Zoë Aegeerter (Co-host)
- FW Françoise W (Co-host)
- AD Andreas Dralos (Co-host)
- E EKDDA (Co-host)
- FB Fotis BENEKOS (Co-host)
- MP Mirella Papantoniaki (Co-host)
- A ΑΤΕΛΙΚΗ ΕΛΕΥΘΕΡΑΚΗ (Co-host)

Invite Unmute Me

Chat

Comment le processus d'évaluation est-elle mise en oeuvre?

From Me to Everyone:

Nous vous remercions pour ce workshop très intéressant. Est-ce que vous pouvez expliquer comment on peut évaluer les éléments déjà en place qu'on doit s'en approprier quand on veut mettre en place des innovations?

Who can see your message?

To: Everyone

Type message here...

Start Video Participants Chat Share Screen Raise Hand Record Guest

Zoom Meeting

Session1_ZAegerter_21.04.21
Page 42 sur 101

CHAIRE INNOVATION PUBLIQUE

Participants (124)

Chat

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Type message here...

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Session1_ZAegerter_21.04.21
Page 43 sur 101

Ethics for Design

Participants (122)

Chat

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To: Everyone

Type message here...

Zoom Meeting

Session1_Zaegerter_21.04.21
Page 45 sur 101

Design to maintain or augment the world's inhabitability

Participants (122)

Chat

mettre en place des innovations?

From INDY ΧΡΕΤΗΡΑ to Everyone: 11:01 AM

Comment gérer les mentalités dépassées dans "qui résistent au nouveau et ont peur du changement"

Comment gérez-vous les mentalités dans l'Administration Publique qui résistent au nouveau et ont peur du changement?

To: Everyone

Type message here...

Zoom Meeting

Session1_Zaegerter_21.04.21
Page 46 sur 101

Design is a transformation process

CURRENT STATE → transformation → FUTUR STATE

existing situation Preferred situation

Basic model of design - NESTA

Participants (122)

Chat

mettre en place des innovations?

From INDY ΧΡΕΤΗΡΑ to Everyone: 11:01 AM

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To: Everyone

Type message here...

Zoom Meeting

Session1_ZAegerter_21.04.21
Page 47 sur 101

A transformation process is a long journey with many steps, and many back and forth. Designers use to interact with users at different level into the process, depending the project maturity.

AT THE VERY BEGINNING
Immersive approach to understand uses, way of living/working/doing, hindrances and expectation. Identify issues and opportunities for better services.

DURING THE DESIGN PROCESS
Prototyping solutions and testing it with users to get feedbacks, fail quickly or simply enhance them.

AFTER THE PROJECT
Observing how users appropriate the designed solution, to enhance it or get inspiration for a new perspective.

Participants (122)

Chat

From INDY XPIETNA to Everyone:
Comment gérer les mentalités dépassées dans "qui résistent au nouveau et ont peur du changement"

Comment gérez-vous les mentalités dans l'Administration Publique qui résistent au nouveau et ont peur du changement?

To: Everyone

Type message here...

Zoom Meeting

Session1_ZAegerter_21.04.21
Page 48 sur 101

Participants (122)

Chat

From INDY XPIETNA to Everyone:
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To: Everyone

Type message here...

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Session1_ZAegerter_21.04.21
Page 51 sur 101

Design is an iterative process

problem problem definition solution

DISCOVER the nature of the problem
DEFINE the area to focus upon
DEVELOP potential solutions
DELIVER solutions that work

Double diamond Design Process - Design Council

Participants (124)

Chat

Comment le processus d'évaluation est-elle mise en oeuvre?

From Me to Everyone 10:52 AM

Nous vous remercions pour ce workshop très intéressant. Est-ce que vous pouvez expliquer comment on peut évaluer les éléments déjà en place ou on doit s'en approprier quand on veut mettre en place des innovations?

To: Everyone

Type message here...

Zoom Meeting

Session1_ZAegerter_21.04.21
Page 52 sur 101

The double diamond in practice

27ème Région TRANSFO Metz

Participants (124)

Chat

Comment des idées innovantes pourraient renforcer l'interopérabilité des services publics, situées aux niveaux différents de l'Administration Publique?

From ABDELBAHE STEPHANE to Everyone:

Comment des idées innovantes pourraient renforcer l'interopérabilité des services publics, situées aux niveaux différents de l'Administration Publique?

To: Everyone

Type message here...

The screenshot shows a Zoom meeting window. At the top, there's a header bar with participant names: KATZHNIKOLA..., STATHOPOULOS..., and ΠΑΠΑΔΟΠΟΥΛ... Below this is a video gallery showing three participants. The main area displays a presentation slide titled "The double diamond in practice". The slide features two diagrams. The first diagram, labeled "How do you set up the tool?", shows a process flow from "Define problem" to "Discover solutions" via "Explore ideas". The second diagram, labeled "Can prototype fit", shows a more complex flow involving multiple stages of "Define", "Discover", and "Explore" leading to "Evaluate". A sidebar on the left lists slides numbered 50, 51, 52 (selected), and 53. On the right, a "Participants" panel lists 1241 people, and a "Chat" panel shows messages from "Everyone" dated 10:52 AM and 11:01 AM.