



Centrul de Guvernare Electronica



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## Forum on Innovation and Productivity in the Public Sector

10 December 2013, 10:00 – 17:00

LeoGrand Hotel & Convention Center, Sala NISTRU

### Session I: Innovation and Productivity in Government: New Thinking and Approaches

#### 10.00-11.30 Moldova's Governance Modernization Agenda: Status-quo

*Moderator: Victor Bodiu, Secretar General al Guvernului*

*Welcome Remarks*

His Excellency Iurie Leanca, Prime Minister of Moldova (TBC)

Nicola Harrington-Buhay, UNDP Resident Representative in Moldova

*Vision for Public Service Delivery Reform*

Victor Bodiu, Secretary General of the Government

*Digital by Default: Public Service Delivery Model*

Stela Mocan, Executive Director, e-Government Center/ Government CIO

*Q&As*

#### 11:30-13:30 Innovation in Government: New Thinking and Approaches

*Moderator: Stela Mocan, e-Government Center*

*Issues to be discussed:* Innovation Ecosystem in Government; Organizational transformation through BPR and public service redesign; Building a culture of innovation in the public sector.

#### 11.30-12.00 *Getting Ready to unexpected game changers*

Stuart Smith, Chief, Service Innovation Practice, Institute of Systems Science  
National University of Singapore

#### 12.00-12.30 *Whitespace & Wicked Problems – collaboration to conceptualize and deliver high quality public services*

Jane Treadwell, DesignGov, Australia

#### 12.30-13.00 *Design in government": Key challenges and opportunities.*

Runa Sabroe, MindLab, Denmark

*Q&As*

#### 13:30-14:30 Break/Lunch



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**14:30-16:30 Session II: Design Driven Innovation in Government: International Experience**

*Moderator: Alex Oprunenco, Policy Specialist, UNDP Moldova*

*Issues to be discussed:* Design Thinking a tool to address problems & challenges and drive innovation in government; Citizens as co-creators of public organizations and services.

14.40-15.10 Beth Simone Noveck, Founder and Director of the Governance Lab

Stefaan G. Verhulst, Co-Founder and Chief Research and Development Officer, The Governance Laboratory @NYU

15.10-15.30 *Design in government: Case Studies*  
Runa Sabroe, MindLab, Denmark

15.30-15.50 Milica Begovic Radojevic, Team Leader Economy and Environment, Knowledge and Innovation Specialist, United Nations Development Programme

15.50-16.20 *Innovations for improvement of public services: experience of Ivano-Frankivsk municipality*  
Serhii Rudenko, Head of Entrepreneurship Support and Development Division

**Q&As**

**16:30-17:00 Wrap-up & Conclusions**



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**Day 2: December 11<sup>th</sup>, 2013**

**Innovation in Practice Workshop**

**Conference Room Le Roi Business Center, 3<sup>rd</sup> floor**

**9:00-12:00**

**“Design in Government – key strategies and methods”**

Representatives of government agencies, both central and local, along with private sector, civil society, and ordinary citizens will participate in the Innovation in Practice Workshop.

Design Thinking principles and tools will be applied to co-create “new solutions” and improve the delivery of public services, support the development of more open and collaborative public agencies and an innovative culture within and across central/local government organizations.

The workshop will include sessions where the participants work with the design methods and will include both MindLab cases and cases from the participants. The four hours will be a combination of presentation and hands on:

1. What is MindLab
2. Why design?
3. Who is the user?
4. Cases from MindLab
5. Methods – research scoping and planning
6. Exercise – research scoping and planning
7. Methods: analyses, idea generation and prototyping
8. Exercise: brainstorming and desktop prototyping (with MindLab case or own cases)
9. Summing up: identify challenges and opportunities for working with design methods in your organization.