MIND LAB

Working plan on strategic support and training for AGESIC

MindLab November 11 2016

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The strategic work and training will be addressed in two components

*Strategy work**
Day 1

1 day strategic workshop consisting of two sessions

SESSION 1
Government Digital Agenda
Exploring toghether with directors what projects and activities AGESIC can complete to contribute to the new Government Digital Agenda

SESSION 2
AGESIC strategy
Exploring what role AGESIC should play within the Agency

Training
Day 2-5

Four-day sprint covering all phases of an innovation process

The training will be conducted as a highly interactive sprint where participants work in groups of 4-5 on a relevant case**.

The training will consist of a mix of theory and practical experience presented by MindLab, and group work where MindLab coach and facilitate application of methods.

* Strategic work will be further detailed after AGESIC brief on Government Digital Agenda on November 14th

** The case will be developed by AGESIC in collaboration with MindLab and should be completed by November 16th

The objective of the four-day sprint is to become familiar with methods across all phases of an innovation process

ANALYSIS
Identifying insights
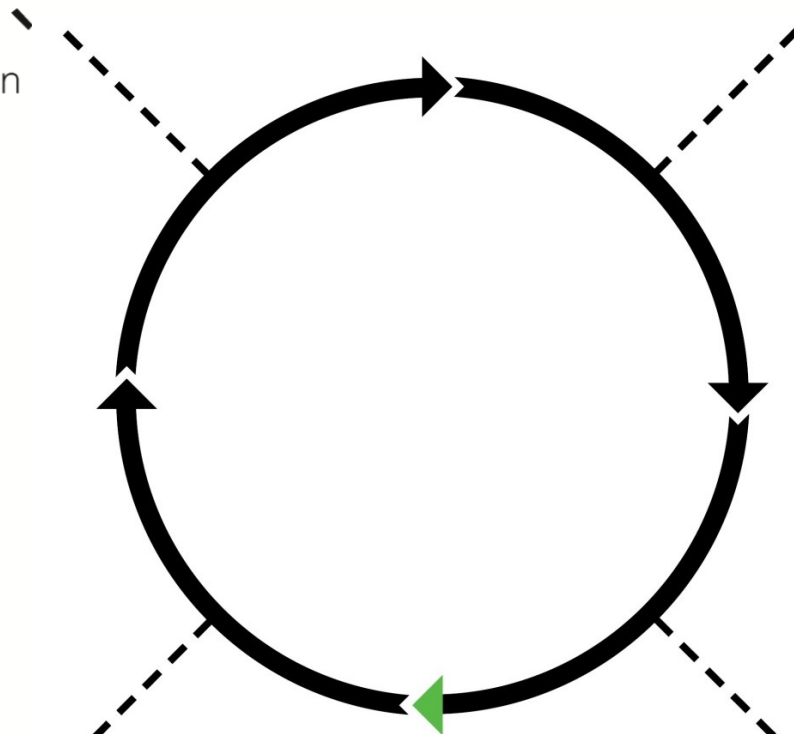Visualisation
Pattern recognition

SYNTHESIS
Ideation
Concept development
Selection

KNOWING
Project scoping
Challenging the problem
Citizen-centred research

CREATING
Prototyping
Implementing
Testing

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Overview of schedule and content

| TUESDAY: **KNOWING** | WEDNESDAY: **ANALYSIS** | THURSDAY: **SYNTHESIS** | FRIDAY: **CREATING** |

MORNING

1. Welcome & introduction
Introduction to co-production, innovation phases, project case, and communal reflection on learning objectives

2. Project scoping
The importance of challenging the problem and clarifying project objectives with collaborators
- *Group work: Issue mapping*
- *AGESIC discussion: How can we ensure right project scopes?*
- *Group work: Research themes & questions*

1. Daily check-in
Communal reflection on experience so far and what we want more/less of

2. Pattern recognition
Theory and practical experience on how to identify insights with help of pattern recognition
- *Group work: Pattern recognition on yesterday's fieldwork*

1. Daily check-in
Communal reflection on experience so far and what we want more/less of

2. From insights to ideas
How to go from theory to ideas using methods such as development questions and brainstorming
- *Group work: formulate development questions*
- *Group work: Brainstorm*

1. Daily check-in
Communal reflection on experience so far and what we want more/less of

2. Working with prototypes
How to iterate solution development using prototypes/test
- *Group work: How would you test your solution?*

3. What's next?
Communal reflection on how to implement learnings at AGESIC

AFTERNOON

3. Research design
Best practice on how to prepare citizen centered research with focus on methods and guidelines for ethnographic research and data collection
- *Group work: Design your research*

4. Mini-fieldwork
Groups conduct research with pre-recruited and defined target users

3. Presenting data
Practical experience on how to present data and insights using sounds, video, visualization, user profiles and service journeys
- *Group work: Present your insights*

4. From ideas to solutions
How to work with ideas using methods like future scenarios, concept development and prototyping
- *Group work: Build a future scenario*
- *Group work: Build a prototype*