

An innovation scenario, re-thought through the InnoCook model: Chatico, in Bogotá, Colombia

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The context, ...

first order, with the same administrative status as the main political, economic, ...

[Carlos Fernando Galán](#) · [La Candelaria, Bogotá](#)



Monserrate

4.7 ★ (9.4K)

Mountain peak

Free



Plaza de Bolívar

4.6 ★ (81K)

Plaza

Free

Bogotá is Colombia's sprawling, high-altitude capital. La Candelaria, its cobblestoned center, features colonial-era landmarks like the neoclassical performance hall Teatro Colón and the 17th-century Iglesia de San Francisco. It is also home to popular museums including the Museo Botero, showcasing Fernando Botero's art, and the Museo del Oro, displaying pre-Columbian gold pieces. — Google

Elevation: 2,625 m

Population: 7.181 million (2018)

Local time: Wednesday 10:42 AM

Weather: 17°C, Wind SE at 5 km/h, 71% Humidity [Weather data](#)

Demonym(s): Bogotan; bogotano, -na, rolo (informal), cachaco (informal) (es)

Department: Capital District; Cundinamarca (see text)

Founded: 6 August 1538

... and a solution: Chatico (Jan 2024)



Open Gov Partnership

@opengovpart

In Bogotá, Colombia, civic engagement is being revolutionized with Chatico, an AI assistant that's helping citizens on topics such as education, taxes & mobility daily.

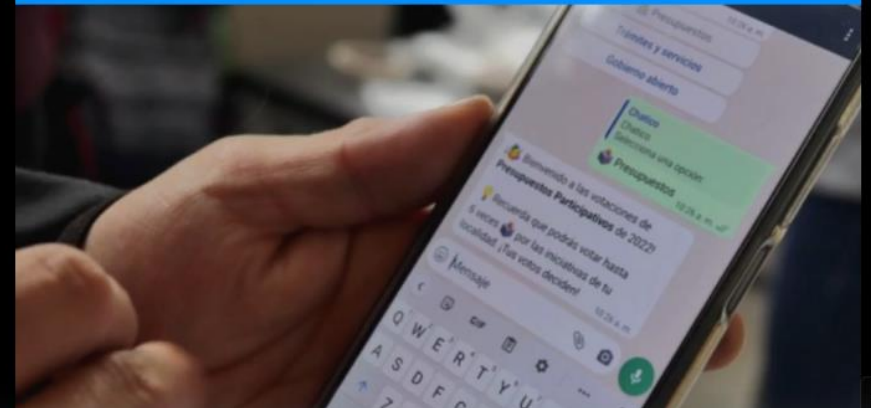
@GAB_Bogota

Learn more opengovpartnership.org/members/bogota...

How can you improve your city by using a mobile phone?

The Capital District of Bogotá, Colombia, created Chatico, an AI virtual assistant where citizens can report issues, decide on the use of the local city budget, and make inquiries about 57 city services.

Citizens in Bogotá also have a say on how to use the district budget.



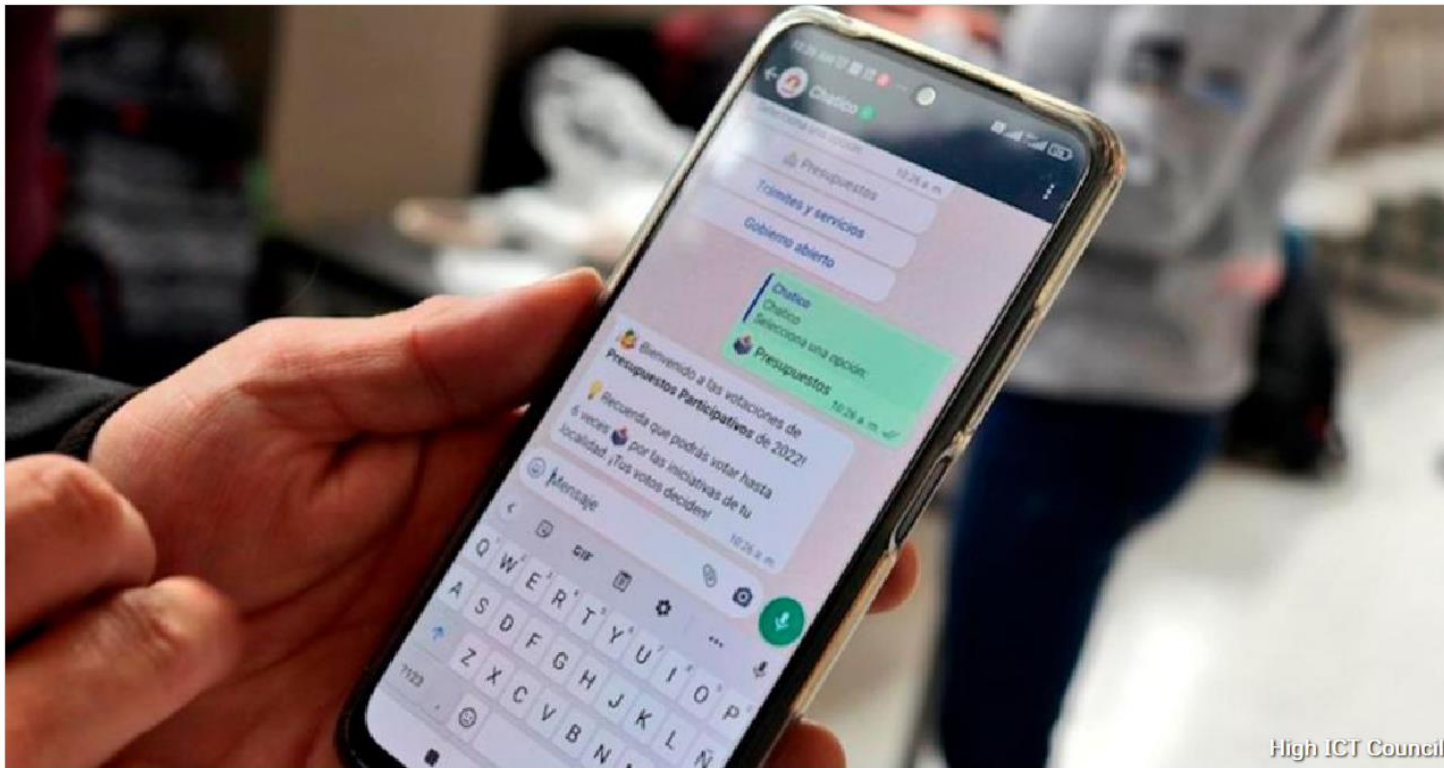
Chatico assists 400+ people on topics such as education, taxes, and mobility, daily.



In the first 18 months, Chatico registered 1,096,663 conversations.



Learn more about Chatico: virtual assistant to access district services



High ICT Council

The Chatico virtual agent is available on WhatsApp line (-57) 3160231524.

LEE BEFORE
BUY:



PUBLISHED:

4
JAN
2024

The Chatico innovation, re-thought as an InnoCook full meal



starter

appetize your
innovation



main dish

plan, set up,
realize, evaluate



dessert

recognize and
reward help



The Chatico innovation, modelled after some InnoCook components

who	Be envisaged beneficiaries	Ca co-creation actors	what	Te technologies for innovating
where and when	Pt innovation process types	why	Op public- facing objectives	Is issues for success
how	Pp public participation methods	Cc co-creation and innovation toolkits	Pd participatory design methods	Lg local use case guidelines

some InnoCook components for Chatico: who

the **Be** ingredient: envisaged beneficiaries

guiding question: for whom are we doing this work?

individual flavors



Be.4. all of society, explicitly including people at disadvantage and at crisis

some InnoCook components for Chatico: who

the **Ca** ingredient: co-creation actors

guiding question: with whom are we doing this work?

individual flavors



Ca.4. all of society, in the sense of all citizens

some InnoCook components for Chatico: what

the **Te** ingredient: technologies for innovating

guiding question: which key technology are we taking stock of to innovate?

individual flavors



Te.1. Artificial intelligence

some InnoCook components for Chatico: where and when

the **Pt** ingredient: innovation process types

guiding question: which process type can we best choose for further structuring our innovation work?

individual flavors



Pt.2. Collaborative innovation

some InnoCook components for Chatico: why

the **Op** ingredient: public-facing objectives of innovation

guiding question: which objective in terms of improvements tangible by the public do we want to accomplish with innovation?

individual flavors



Op.1. Innovation for responsiveness



Op.2. Innovation for inclusiveness



Op.3. Innovation for transparency



Op.4. Innovation for accountability

some InnoCook components for Chatico: why

the **IS** ingredient: issues for success

guiding question: what issues for the success of innovation work are we identifying within our institutions and for external beneficiaries/adopters of our innovations?

individual flavors



Is.4. Local contexts in need of innovation, having specific needs very deeply rooted in local factors, that are hard to understand for non-locals

some InnoCook components for Chatico: how

the **Pp** ingredient: options for public participation methods

guiding question: which options for public participation methods do we want to consider for the innovation function of our institution?

individual flavors

<input type="checkbox"/>	Pp.1. Participedia
<input type="checkbox"/>	Pp.2. Action Catalogue
<input type="checkbox"/>	Pp.3. Organizing Engagement
<input type="checkbox"/>	Pp.4. IAP2 Public Participation Toolbox
<input type="checkbox"/>	Pp.5. IDS collection

some InnoCook components for Chatico: how

the **Cc** ingredient: options for co-creation and innovation toolkits

guiding question: which options for co-creation and innovation toolkits do we want to consider for the innovation function of our institution?

individual flavors

- | | |
|--------------------------|-----------------------------|
| <input type="checkbox"/> | Cc.1. OGP collection |
| <input type="checkbox"/> | Cc.2. OECD OPSI collection |
| <input type="checkbox"/> | Cc.3. UNaLAB collection |
| <input type="checkbox"/> | Cc.4 SAP AppHaus collection |

some InnoCook components for Chatico: how

the **Pd** ingredient: options for participatory design methods

guiding question: which options for participatory design methods do we want to consider for the innovation function of our institution?

individual flavors

- | | |
|--------------------------|------------------------------|
| <input type="checkbox"/> | Pd.1. Akvopedia collection |
| <input type="checkbox"/> | Pd.2. ACI library |
| <input type="checkbox"/> | Pd.3. UX Magazine collection |
| <input type="checkbox"/> | Pd.4. Smallfire collection |
| <input type="checkbox"/> | Pd.5. 18F Methods collection |

some InnoCook components for Chatico: how

the **Lg** ingredient: local use case innovation guidelines

guiding question: with what guidelines can we build local use cases of innovation to share with others?

individual flavors

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Lg.1. Bringing a small group of stakeholders together |
| <input type="checkbox"/> | Lg.2. Formulating a mission for supporting and sharing a local use case innovation across its life-cycle |
| <input type="checkbox"/> | Lg.3. Taking a think big/start small and a dolphins, not whales approach |
| <input type="checkbox"/> | Lg.4. Preferring technologies with a fast availability and learning curve |
| <input type="checkbox"/> | Lg.5. Preferring to build upon, rather than amend, what exists already |



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Thank you

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