Public Sector Innovation for Open Government

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Regional Workshop on Open Government and Emerging Technologies

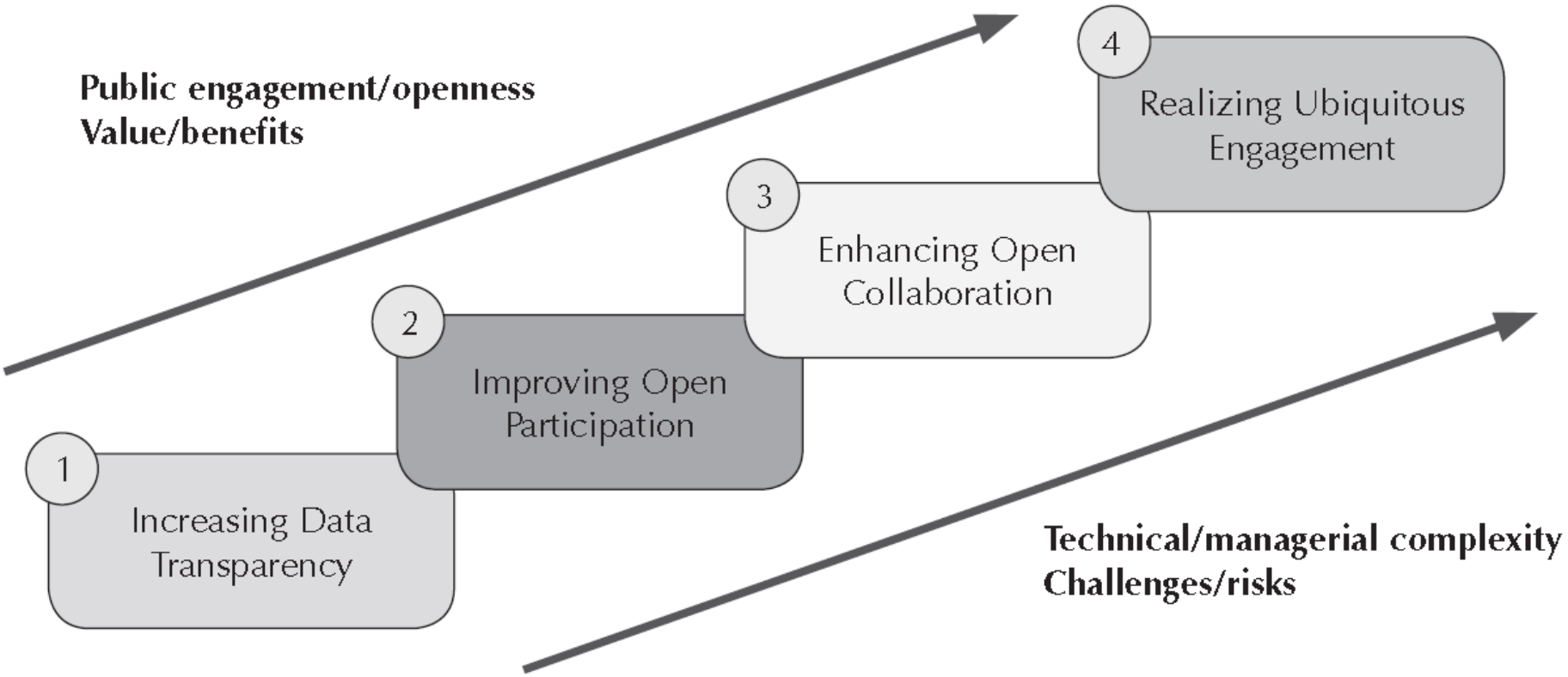
in the Arab Region

organized by UN ESCWA under the Patronage of Her Excellency, the Minister of State for Administrative Reform in Lebanon, Dr. May Chediac

Beirut, Lebanon, July 2019

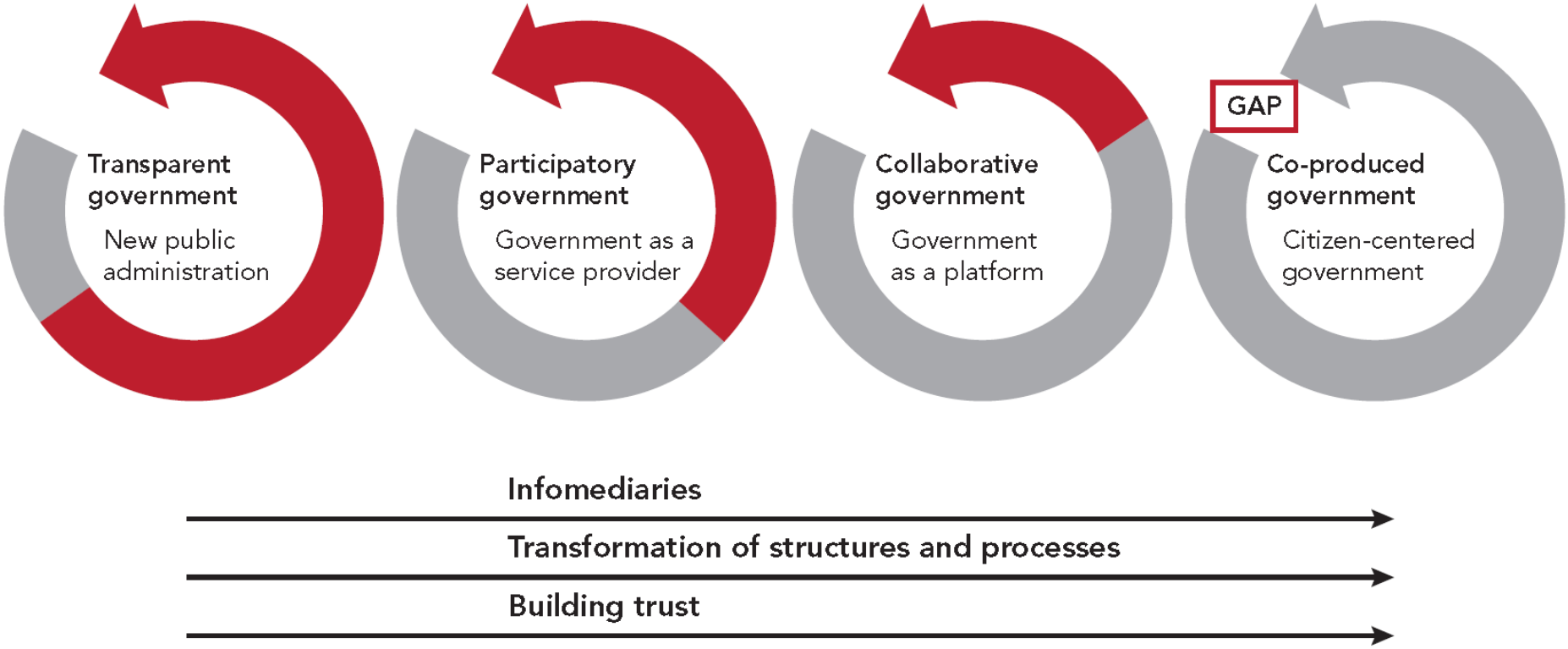
on open government, public sector innovation, and models

work on open government : implementation models



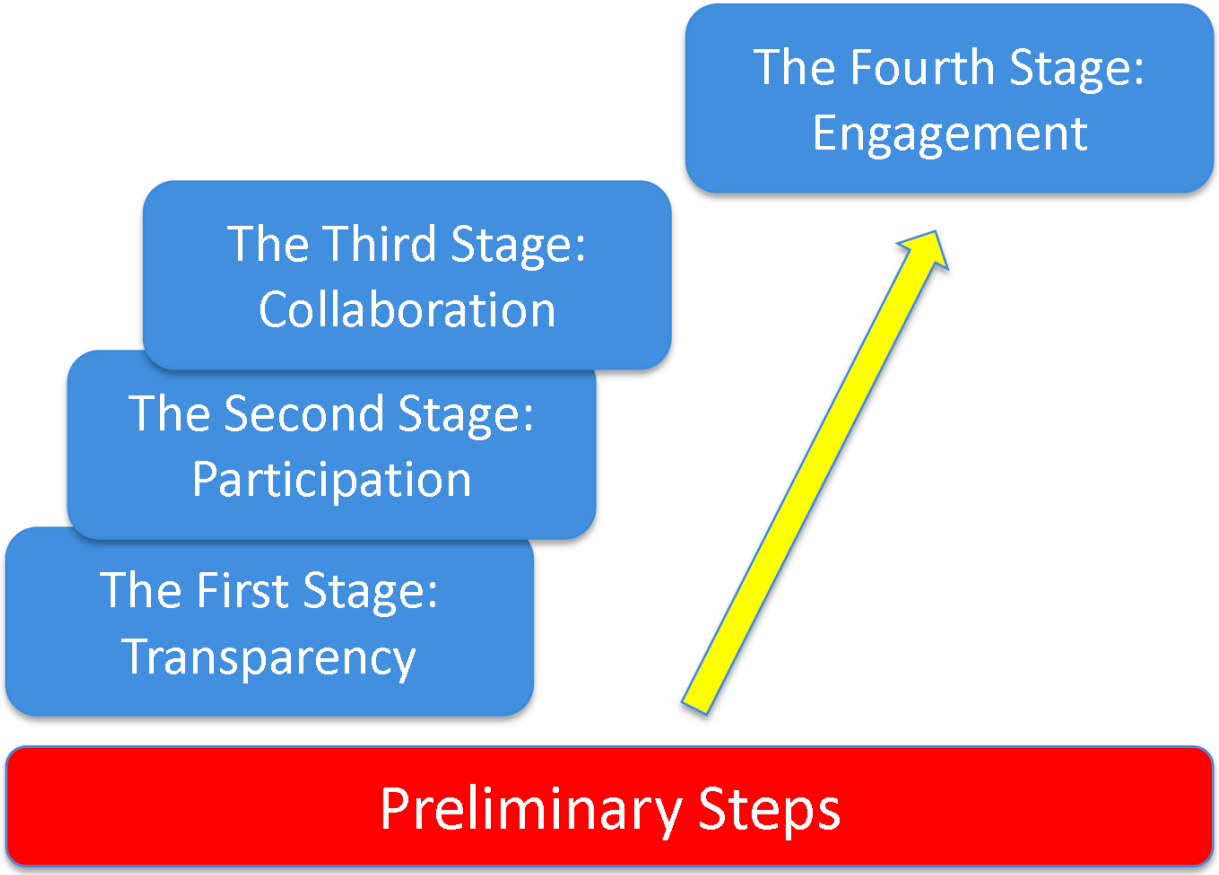
[source: Open Government Implementation Model (OGIM), reprinted from Lee, Gwanhoo and Kwak, Young Hoon (2011). An open government implementation model: moving to increased public engagement. Washington, D.C.: IBM Center for the Business of Government, http://www.businessofgovernment.org/report/open-government-implementation-model-moving-increased-public-engagement]

work on open government : implementation models



[source: The Loch Ness Model: Process, reprinted from Gigler, B. and others (2014). The Loch Ness Model: Can ICTs Bridge the Accountability Gap?. Washington, D.C.: World Bank, https://openknowledge.worldbank.org/handle/10986/20113?locale-attribute=fr]

work on open government : implementation models



[source: UN ESCWA Four-Phased Framework, reprinted from Mounahed, M.B. and Idlebi, N. (2017). Policy Framework for Strengthening Open Government in the Arab Countries, https://www.unescwa.org/sites/www.unescwa.org/files/events/files/idlebi-munajed-escwa-open-government-framework-en.pdf]

why do we need an implementation model ?

open government is a systemic change

who can succeed ? the entire system, only

who can fail ? each and every part

interdependencies of action make things intertwingled

interdependencies of knowledge make things intertwingled

intertwingularity

Intertwingularity

Intertwingularity is a term coined by Ted Nelson to express the complexity of interrelations in human knowledge.

Nelson wrote in *Computer Lib/Dream Machines* (Nelson 1974, p. DM45): "EVERYTHING IS DEEPLY INTERTWINGLED. In an important sense there are no "subjects" at all; there is only all knowledge, since the cross-connections among the myriad topics of this world simply cannot be divided up neatly."[1]

He added the following comment in the revised edition (Nelson 1987, p. DM31): "Hierarchical and sequential structures, especially popular since Gutenberg, are usually forced and artificial. Intertwingularity is not generally acknowledged—people keep pretending they can make things hierarchical, categorizable and sequential when they can't."[2]

Intertwingularity is related to Nelson's coining of the term hypertext, partially inspired by "As We May Think" (1945) by Vannevar Bush.[3]

[source: https://en.wikipedia.org/wiki/Intertwingularity]

so why do we need an implementation model ?

in order not to see things as knots

in order to have a point to start from

in order to have a direction to proceed

in order to have a sense of what comes next

in order to monitor progress

in order to avoid management panic

in order to not make things as knots

do we need strict models ?

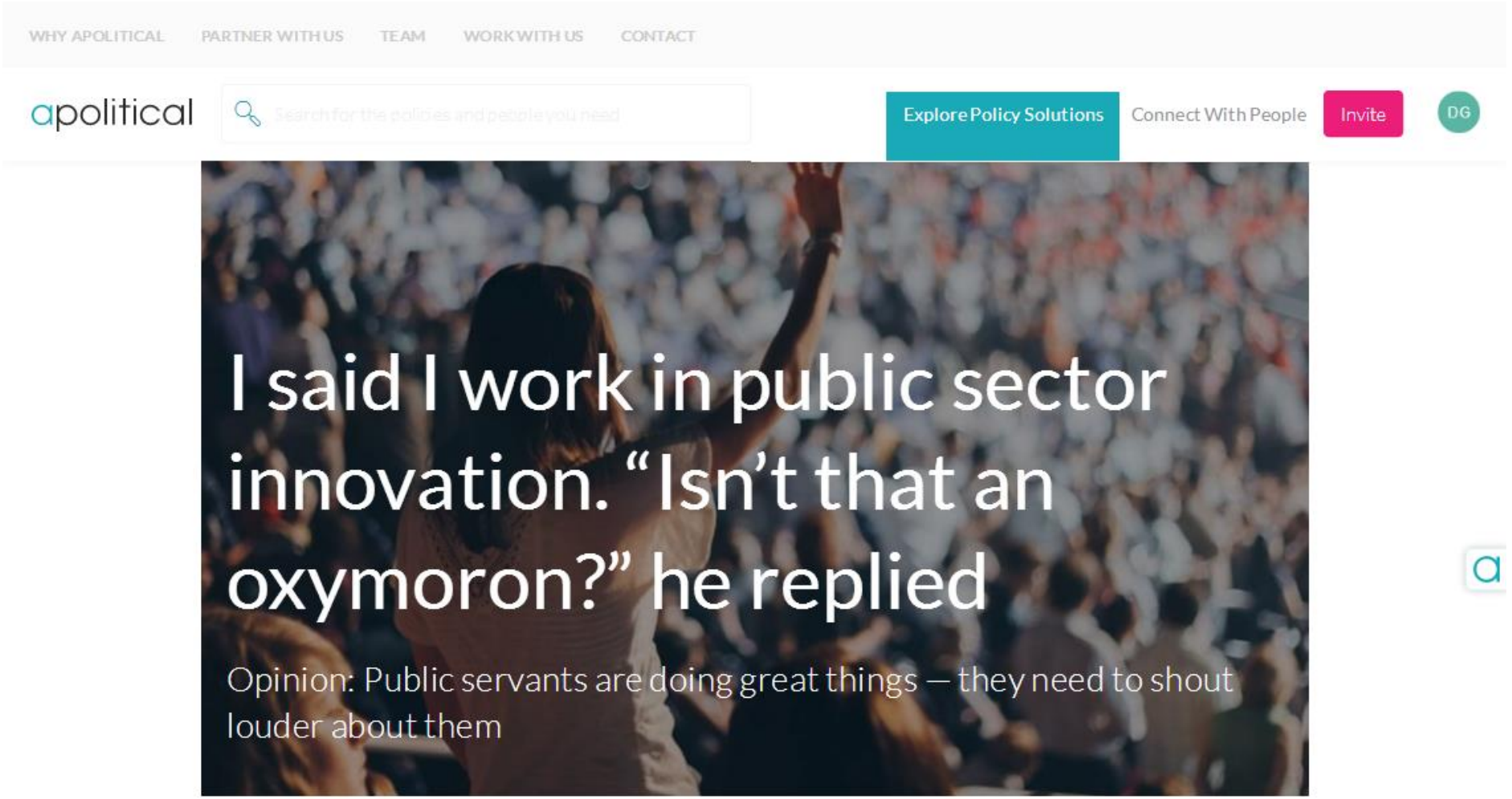
no size fits all

culture cannot be overstressed

minimum prescriptiveness, not the opposite

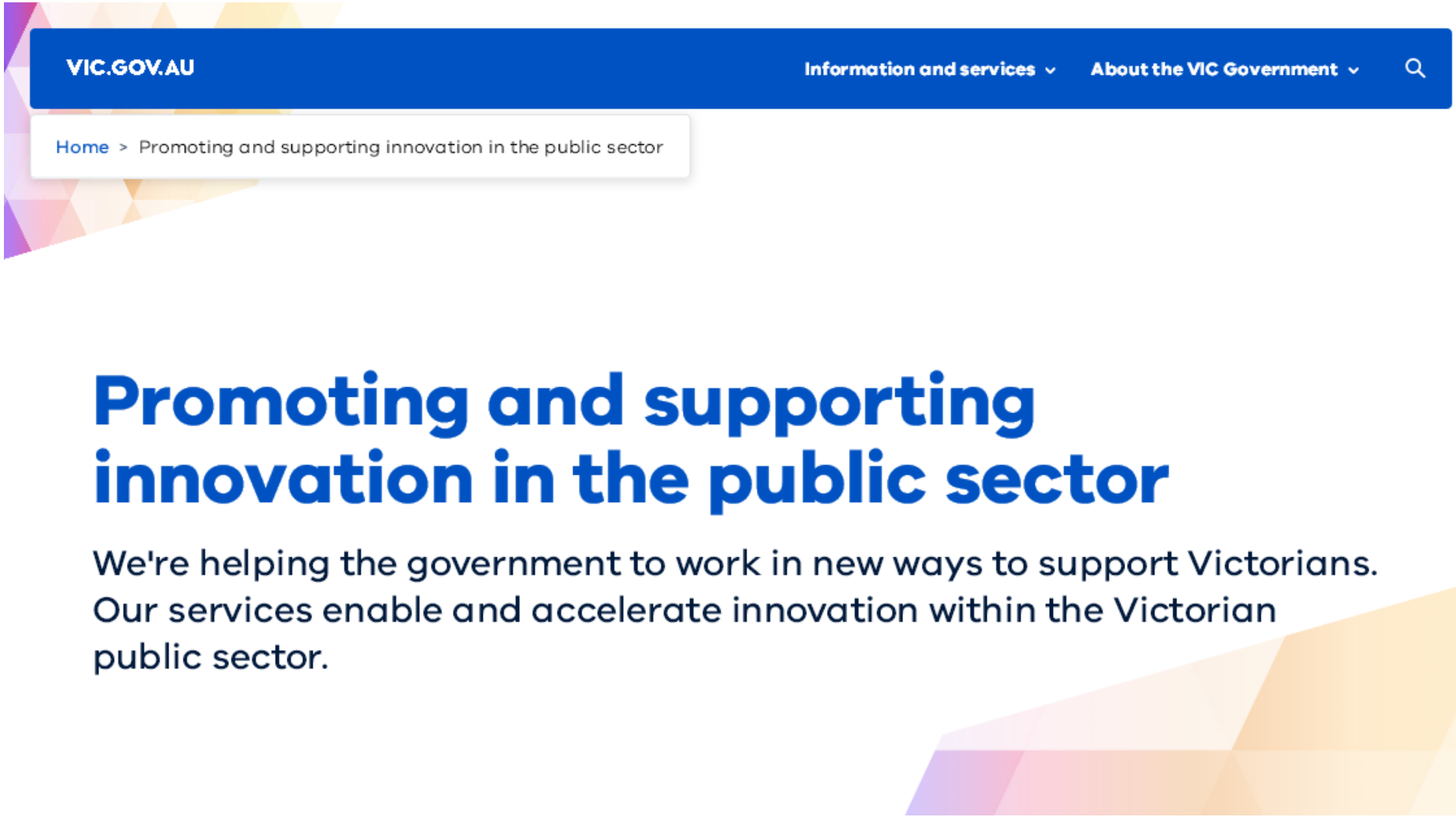
agility

work on public sector innovation : an oxymoron ?



[source: https://apolitical.co/solution_article/i-said-i-work-in-public-sector-innovation-isnt-that-an-oxymoron-he-replied/]

work on public sector innovation : not an oxymoron …



[source: https://www.vic.gov.au/promoting-and-supporting-innovation-public-sector]

work on public sector innovation : a guideline

Guideline on Fostering Innovation in the Public Sector of the Arab Region

Innovation in the public sector helps to enhance social welfare, economic growth and environmental management of countries for better sustainable futures, by stimulating new ideas – whether products, services, policies, programmes, or processes.

The guideline focuses on innovation in the public sector providing various types and examples to help governments, public institutions and agencies galvanise innovation. The study goes further, providing several models designed to serve as aides in the selection, design and implementation of innovation practices and initiatives by Arab public sectors.

In the annexes readers will also find a wealth of information designed to further inform and foster public sector innovation among public sector officials and those interested in the subject.

There is also a two-volume refence guide to the study. Volume I provide references to various types of resources on public sector information, with an introductory model on how to identify resources. Volume II is a compendium of ICT tools and technologies that can aid in the development and implementation of public sector innovation initiatives.

[source: UN ESCWA, https://www.unescwa.org/guideline-public-sector-innovation-arab-region]

again, why do we need an implementation model ?

public sector innovation is a change of a system with intertwingled parts

innovation calls for newness : offering new services or improvements over existing ones in new ways

what is new ?

sth that is not old, sth that does not exist already

new in our own context, new globally, new glocally

again, why do we need an implementation model ?

local newness calls for porting ideas from elsewhere

glocal newness call for glocally new thinking

thinking out-of-the-box

what is the box ?

where is the box ?

is the box around us, is the box inside us, is the box us ?

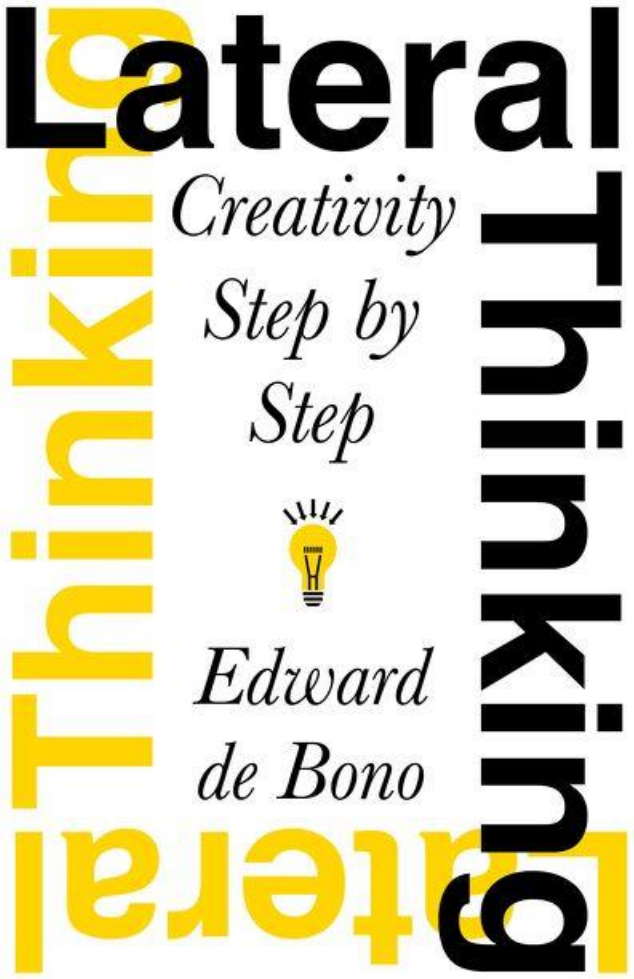
lateral, rather than vertical, thinking

can new thinking be modelled ?

Lateral thinking is a manner of solving problems using an indirect and creative approach via reasoning that is not immediately obvious. It involves ideas that may not be obtainable using only traditional step-by-step logic.[1]

The term was promulgated in 1967 by Edward de Bono. He cites the Judgment of Solomon as an example, where King Solomon resolves a dispute over the parentage of a child by calling for the child to be cut in half, and making his judgment according to the reactions that this order receives.[2] Edward de Bono also links lateral thinking with humour, arguing there's a switch-over from a familiar pattern to a new, unexpected one. It is this moment of surprise, generating laughter and new insight, which facilitates the ability to see a different thought pattern which initially was not obvious.[3]

According to de Bono, lateral thinking deliberately distances itself from the standard perception of creativity as "vertical" logic (the classic method for problem solving).



[sources: https://en.wikipedia.org/wiki/Lateral_thinking, https://www.harpercollins.com/9780060903251/lateral-thinking/]

can new thinking be led by people ?

[source: https://www.peopleledinnovation.org/#/]

then, do we need strict models ?

out-of-the-box thinking cannot be fully prescribed

(the opposite would be an oxymoron ...)

yet, bringing out-of-the-box ideas into in-the-box implementations calls for much more structure

the box needs to become open, but remain structured

just like open government needs to become open, but remain structured

can public sector innovation serve open government ?

innovation, in the sense of offering new services or improvements over existing ones in new ways, that contribute to

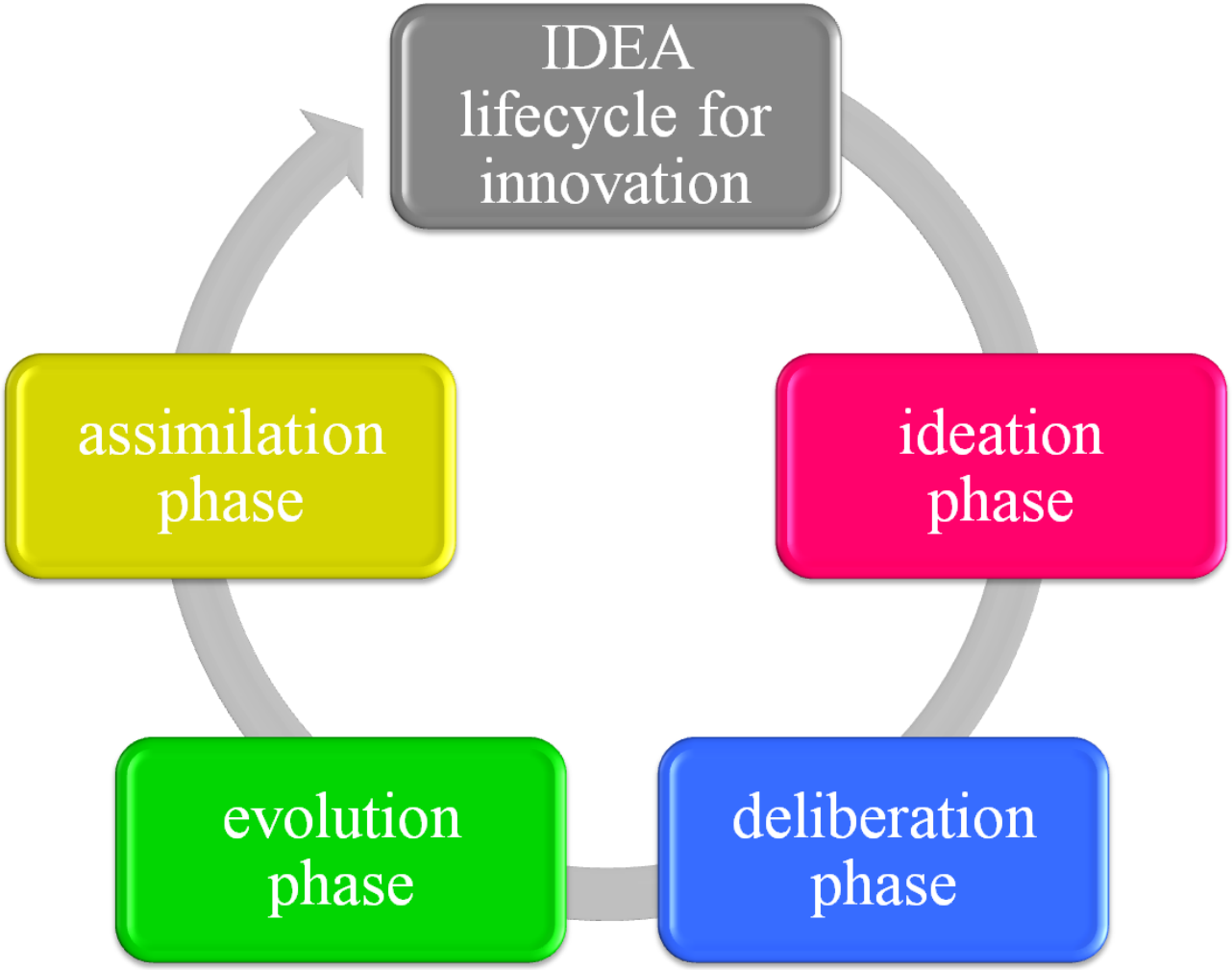
- more transparent government

- more accountable government

- participation for more effective government

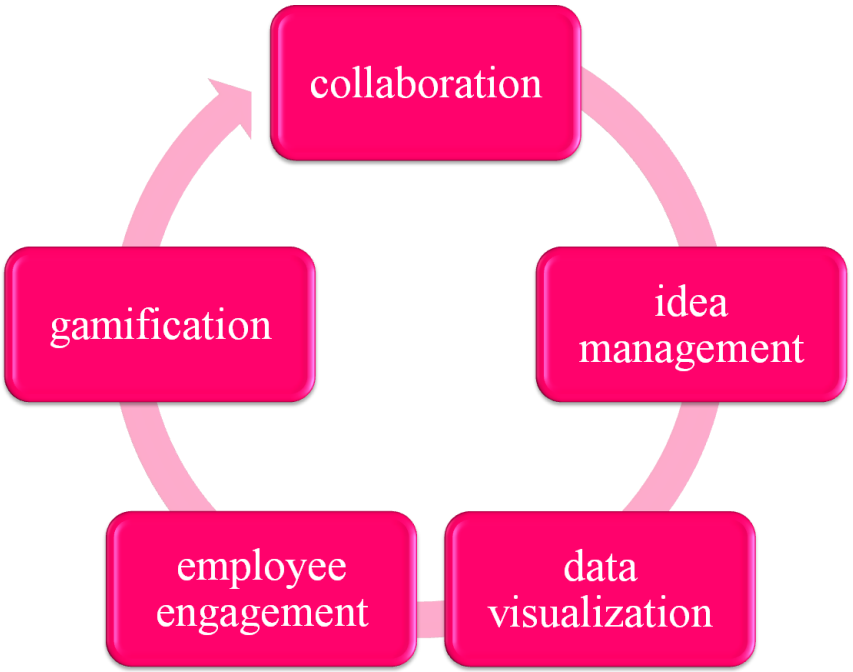
a lifecycle for public sector innovation efforts

the IDEA lifecycle



[source: The IDEA Lifecycle for Public Sector Innovation, UN ESCWA Guideline on Fostering Innovation in the Public Sectors of the Arab Region, https://www.unescwa.org/sites/www.unescwa.org/files/page_attachments/guideline-public-sector-innovation-arab-region-en-chapter3.pdf]

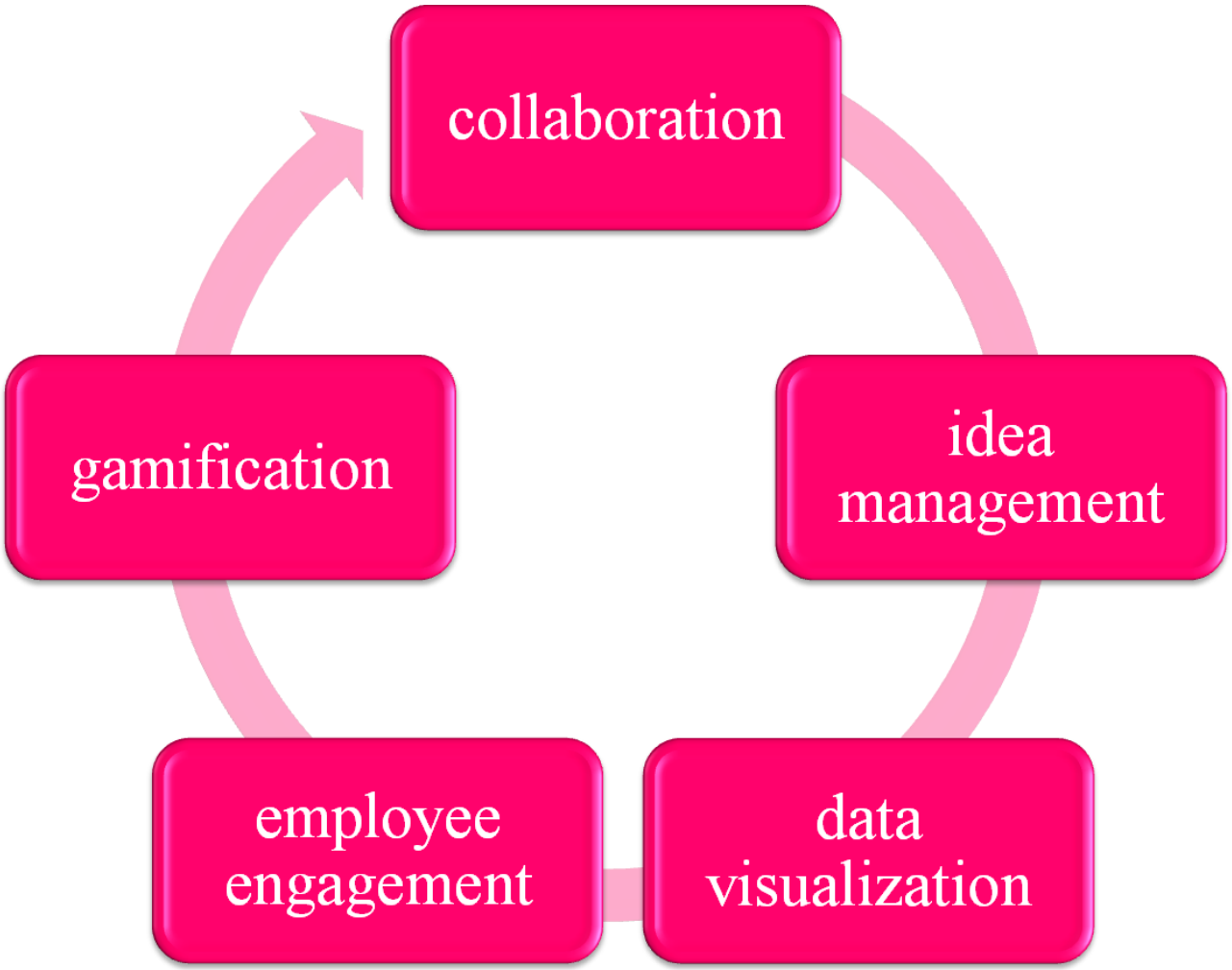
IDEA lifecycle Ideation Phase



have the internal stakeholders of the public sector generate ideas for innovation, grounded not just on the potential to innovate, but on actual needs of the public sector for bringing forward positive change

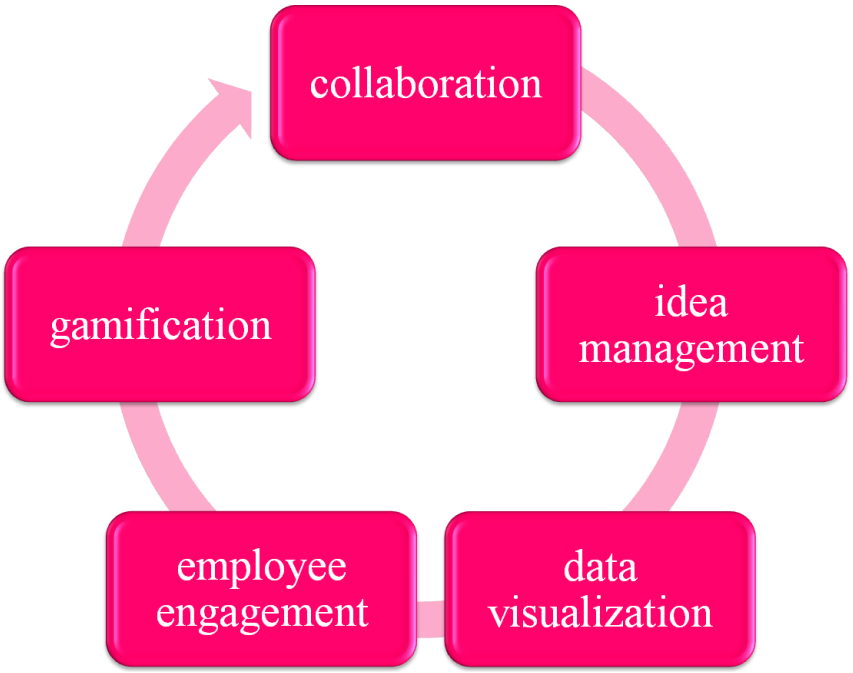
[source: ibidem]

IDEA lifecycle Ideation Phase



[source: ibidem]

IDEA lifecycle Ideation Phase



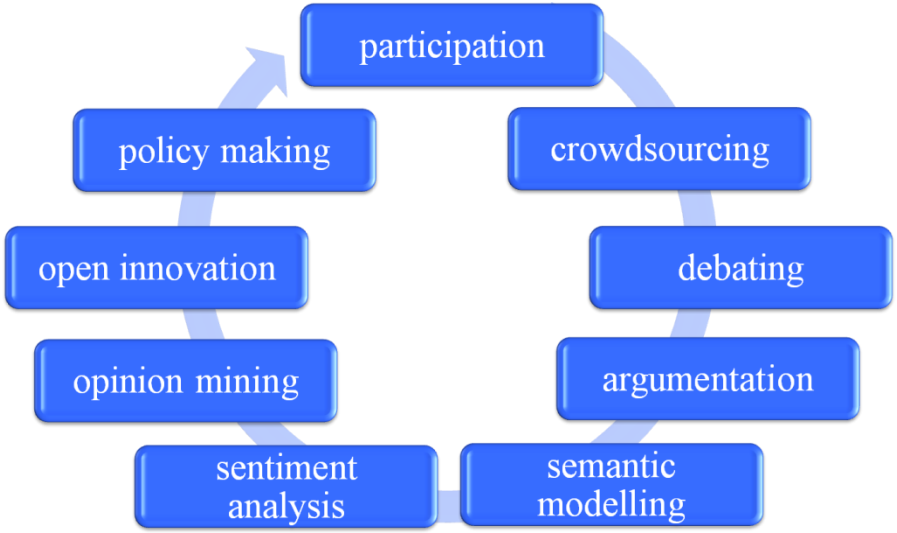
all activities recommended at first time, some may be omitted

in iterations, Collaboration always recommended

no strict waterfall, overlaps and re-orderings are possible

[source: ibidem]

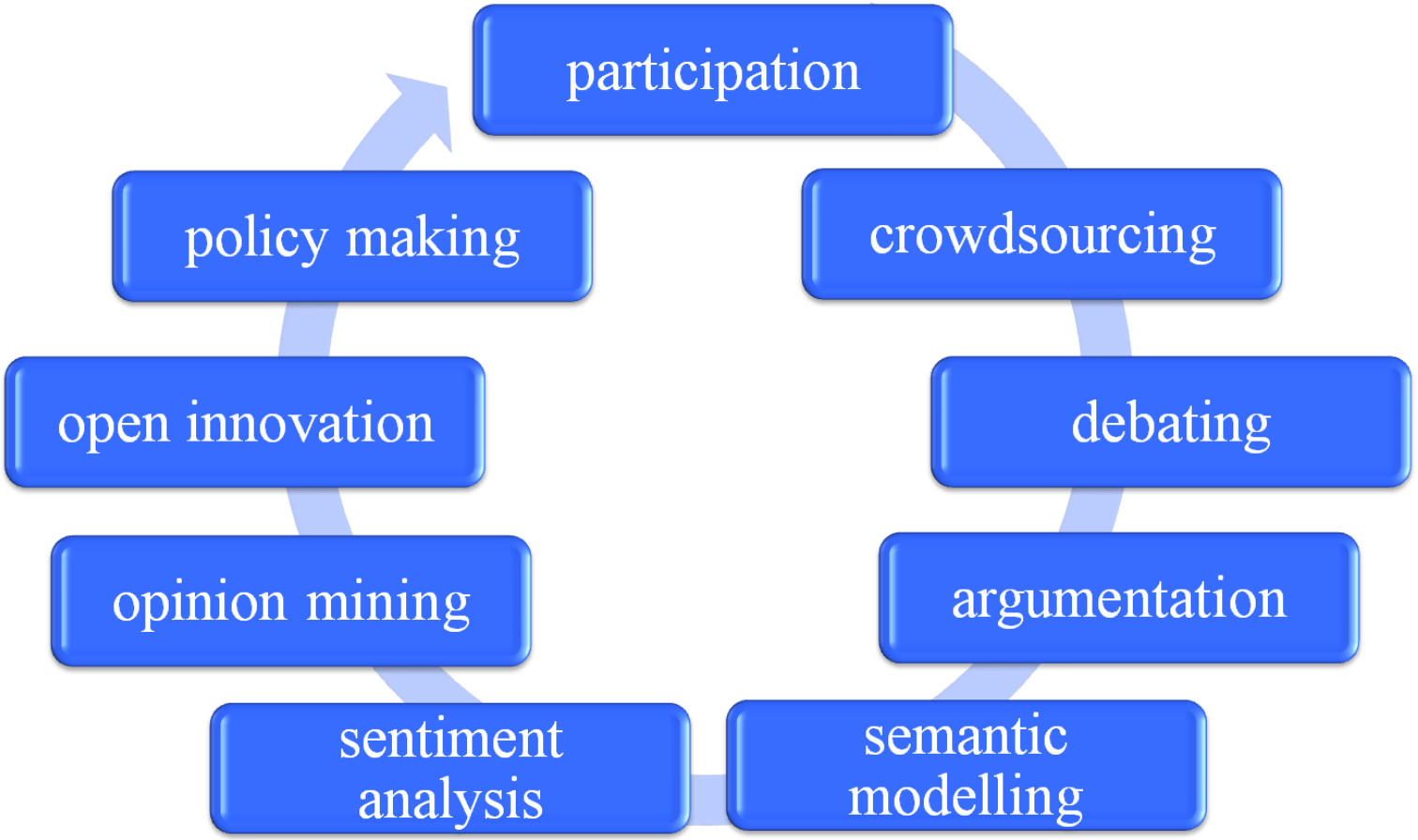
IDEA lifecycle Deliberation Phase



have the internal stakeholders of the public sector reach out to external stakeholders pertinent to the innovation proposals that have been generated, and encourage them to deliberate over the latter

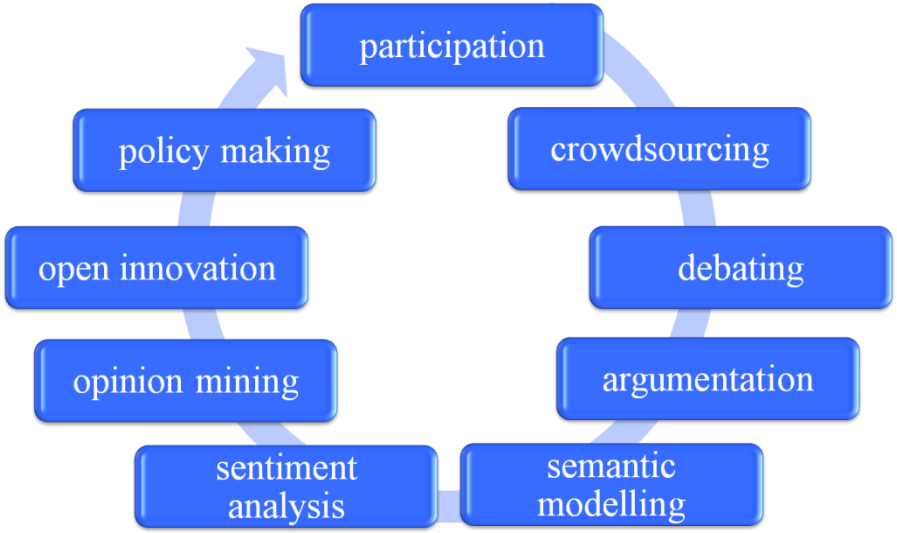
[source: ibidem]

IDEA lifecycle Deliberation Phase



[source: ibidem]

IDEA lifecycle Deliberation Phase



all activities recommended at first time, some may be omitted in iterations, Participation always recommended

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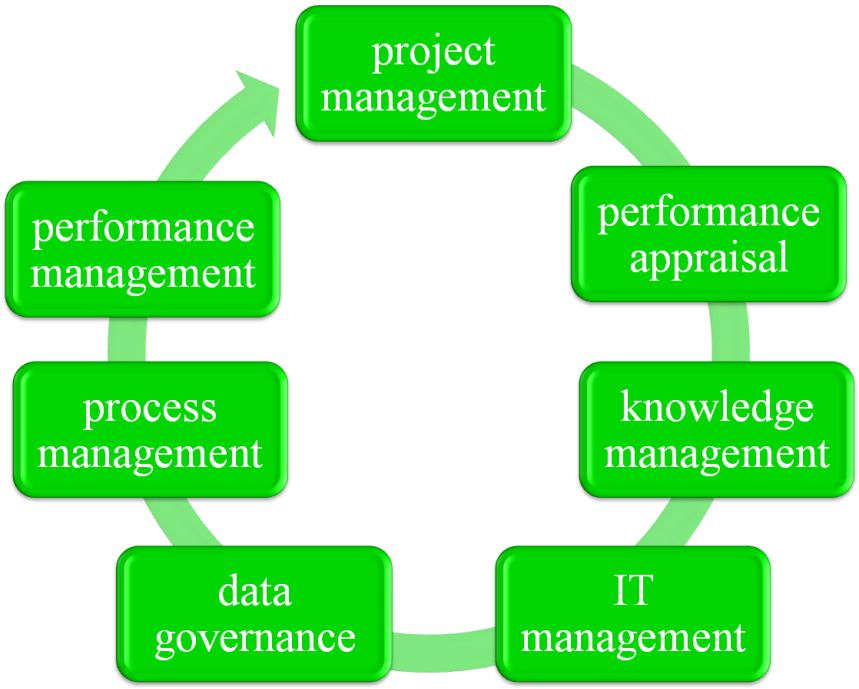
[source: ibidem]

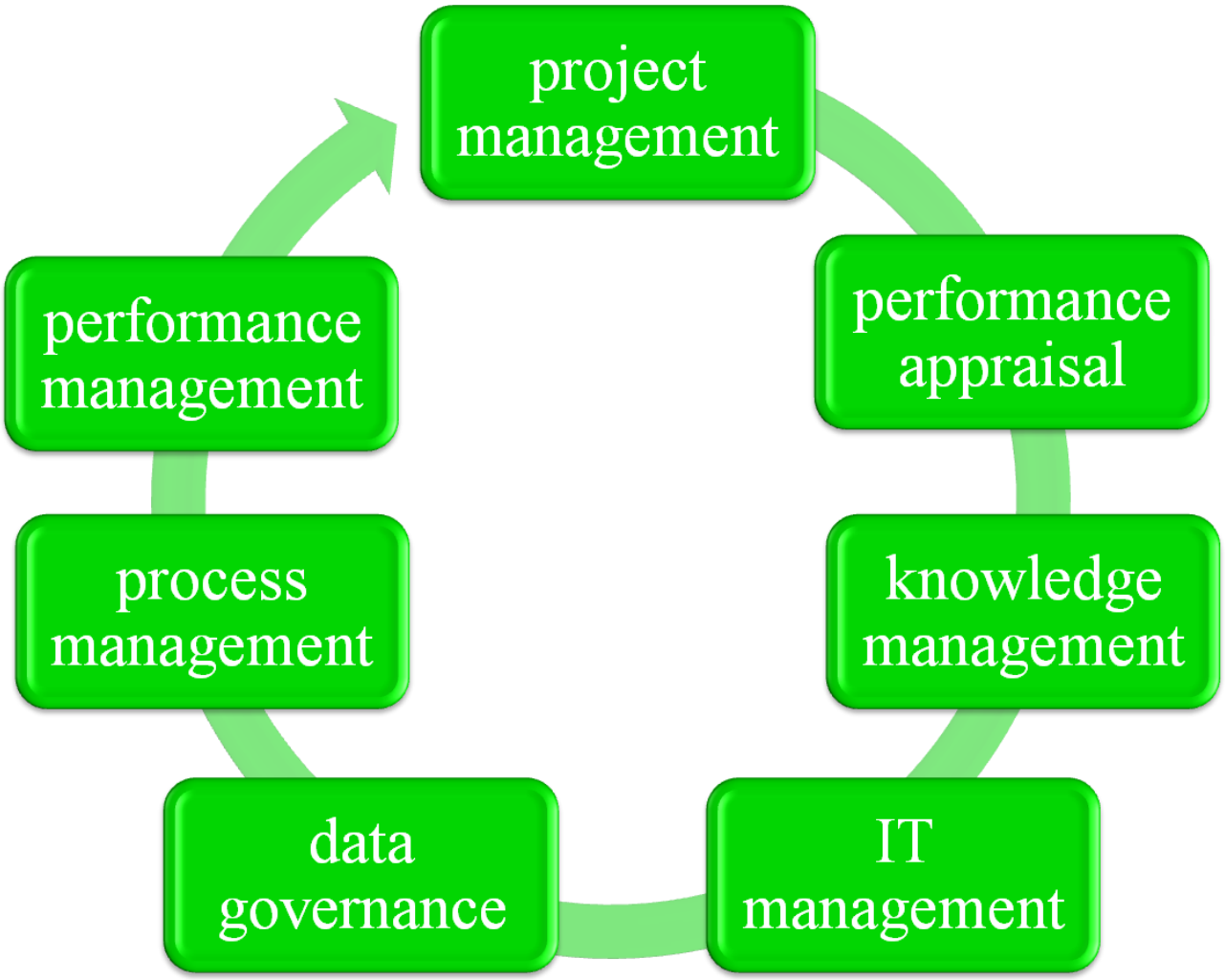
IDEA lifecycle Evolution Phase



allow public sectors to implement, along a circular evolutionary process, the innovation proposals that have been formulated

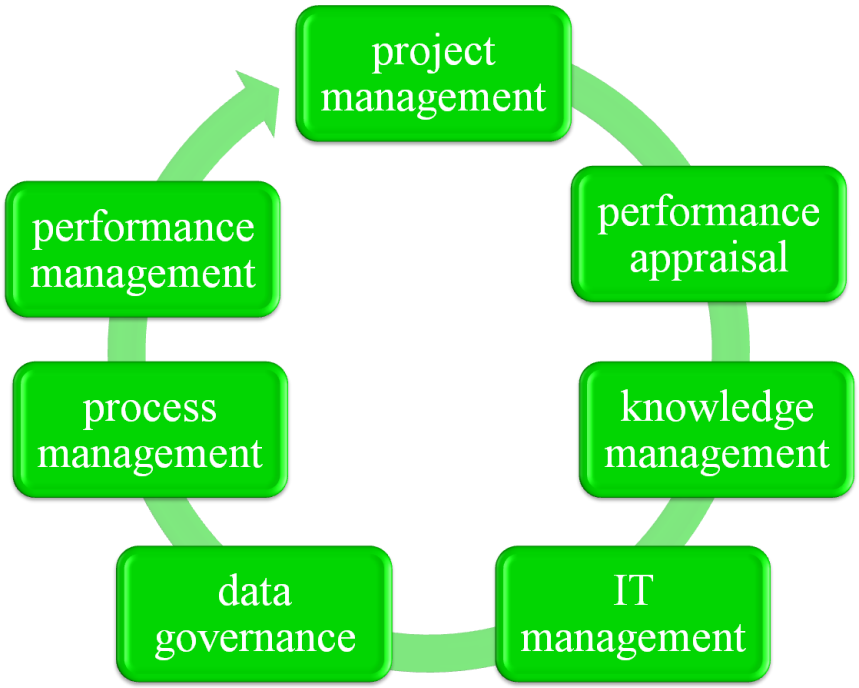
[source: ibidem]

IDEA lifecycle Evolution Phase



[source: ibidem]

IDEA lifecycle Evolution Phase



all activities recommended at

first time, some may be omitted

in iterations, Project

Management always

recommended

no strict waterfall, overlaps and

re-orderings are possible

[source: ibidem]

IDEA lifecycle Assimilation Phase

monitor how the innovations effected by public sectors are adopted by all stakeholders involved, those internal to the public sector and, most importantly, those external

[source: ibidem]

IDEA lifecycle Assimilation Phase

[source: ibidem]

IDEA lifecycle Assimilation Phase

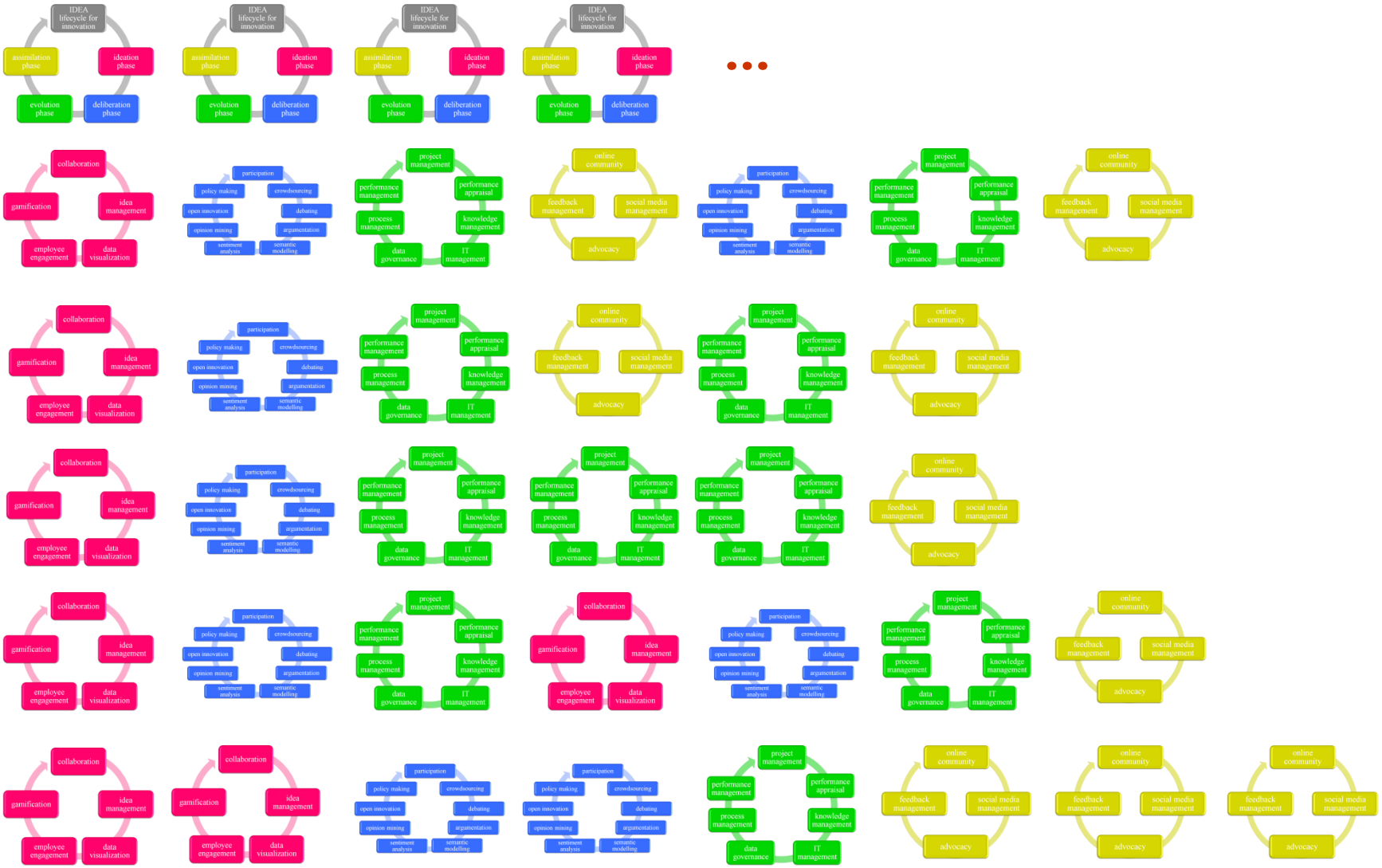
all activities recommended at first time, some may be omitted

in iterations, Online Community always recommended

no strict waterfall, overlaps and re-orderings are possible

[source: ibidem]

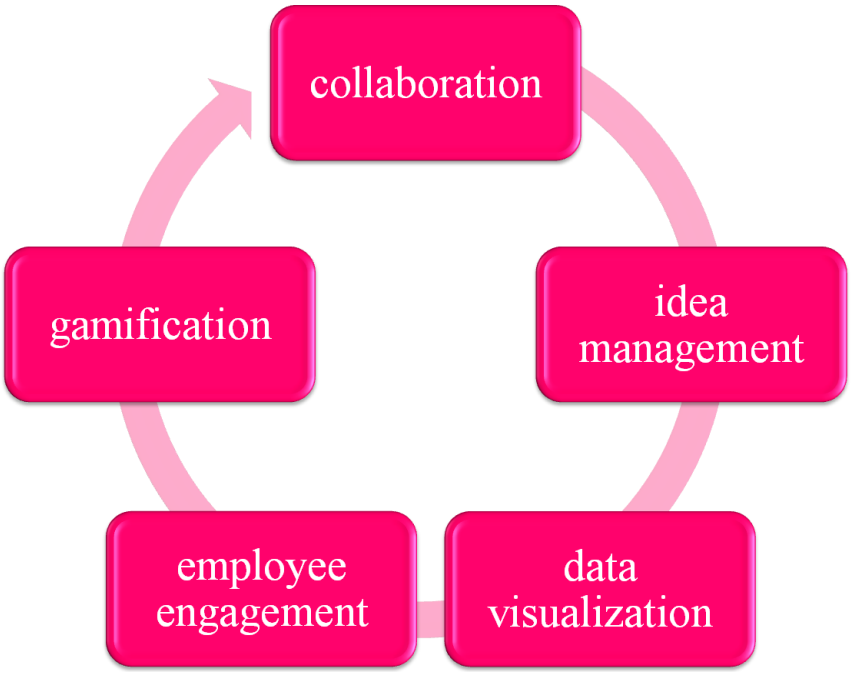
degrees of iterativeness in the IDEA lifecycle



[source: ibidem]

discussion ...

what would you think about the Ideation component ?



is it clear ? ☼☼☼☼☼

redundant ? ☼☼☼☼☼

holistic ? ☼☼☼☼☼

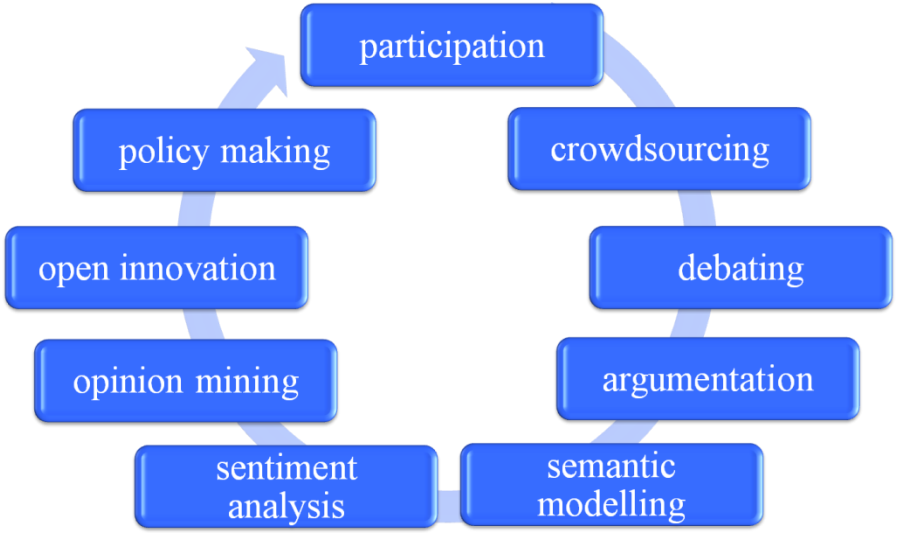
complex ? ☼☼☼☼☼

fit for context ? ☼☼☼☼☼

easy to apply ? ☼☼☼☼☼

yes/no's and why's welcome :-)

what would you think about the Deliberation component ?



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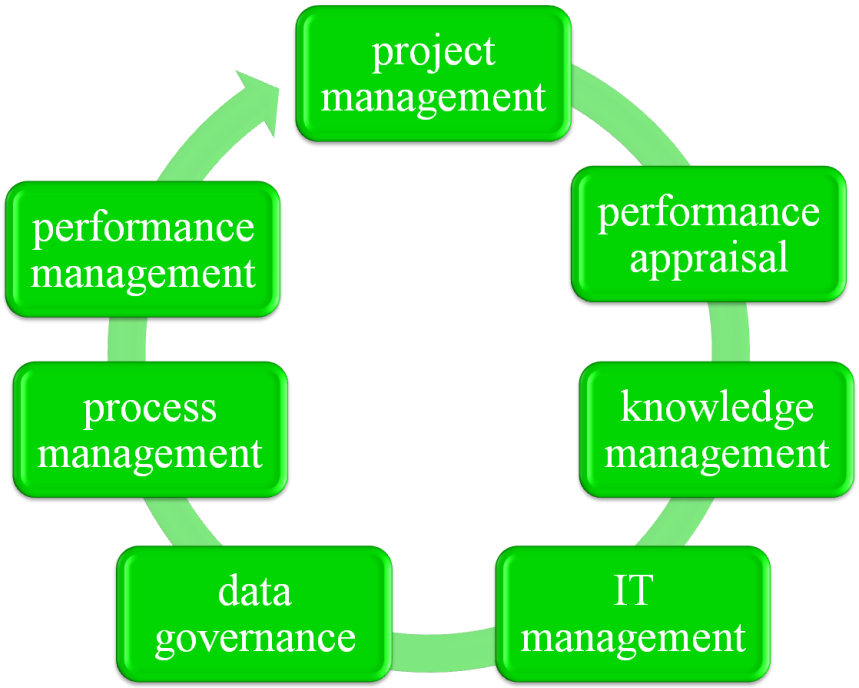
easy to apply ? ☼☼☼☼☼

yes/no's and why's welcome :-)

what would you think about the Evolution component ?



is it clear ? ☼☼☼☼☼

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holistic ? ☼☼☼☼☼

complex ? ☼☼☼☼☼

fit for context ? ☼☼☼☼☼

easy to apply ? ☼☼☼☼☼

yes/no's and why's welcome :-)

what would you think about the Assimilation component ?

is it clear ? ☼☼☼☼☼

redundant ? ☼☼☼☼☼

holistic ? ☼☼☼☼☼

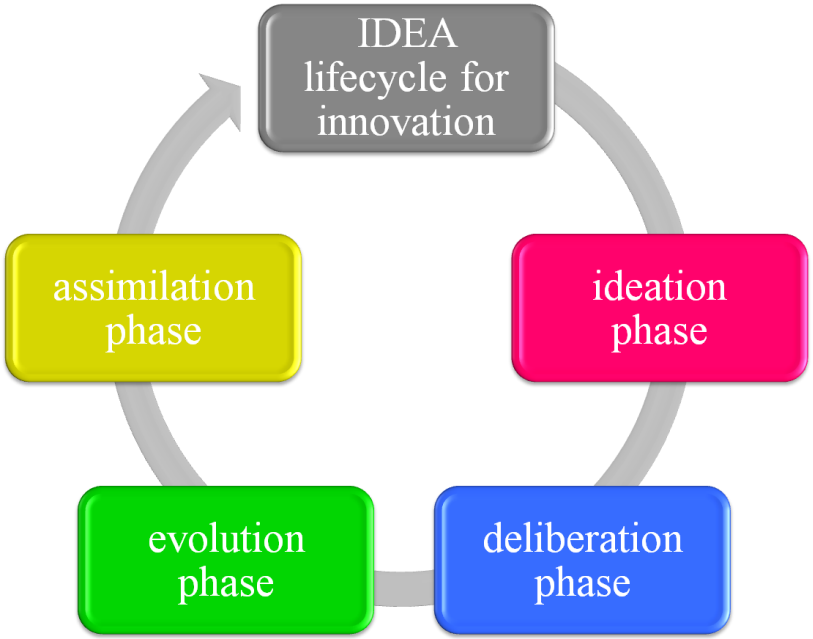
complex ? ☼☼☼☼☼

fit for context ? ☼☼☼☼☼

easy to apply ? ☼☼☼☼☼

yes/no's and why's welcome :-)

would you think IDEA fits the ESCWA 4-phased OGF ?

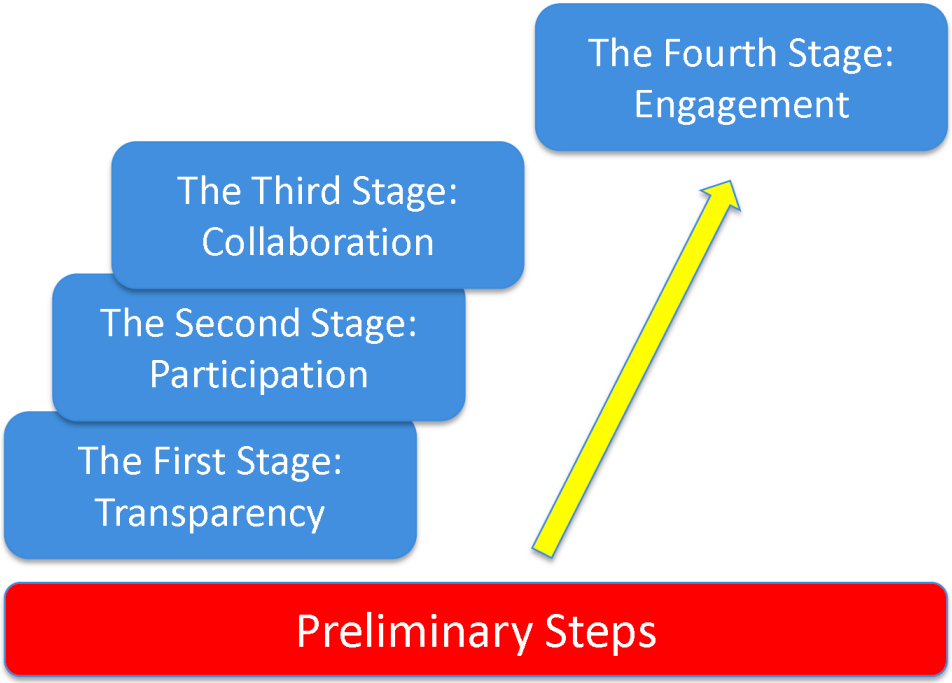


IDEA-guided PSI for transparency services ?

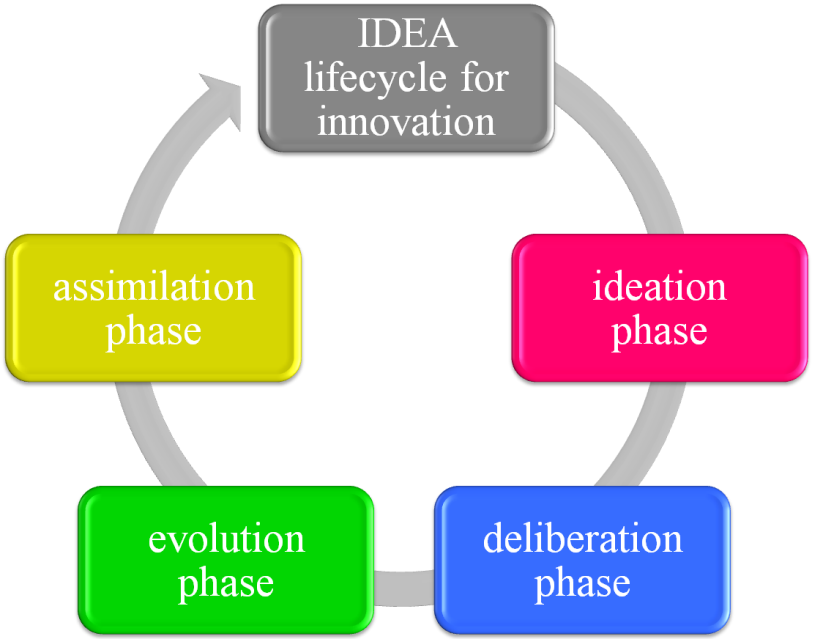
participation services ?

IDEA-guided PSI for collaboration services ?

engagement services ?



would you think IDEA fits the ESCWA 4-phased OGF ?



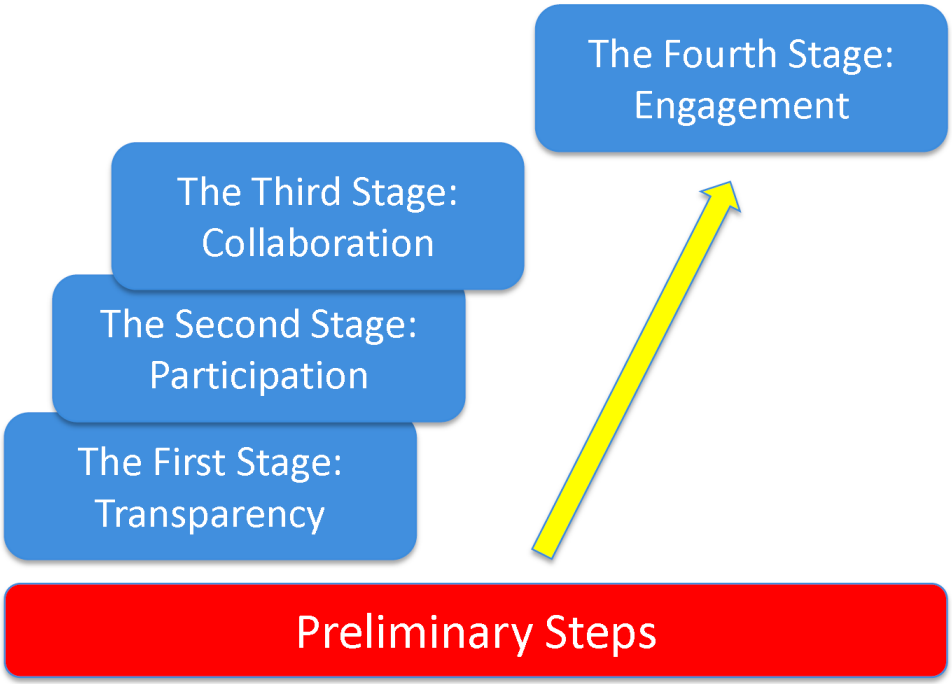
could a sustained IDEA-led PSI effort operate *per se* as a framework for

transparency ?

participation ?

collaboration ?

engagement ?



public sector innovation for open government

through emerging technologies :

a few examples to discuss

public sector innovation for transparency

starting from :

Texas Transparency, United States

https://comptroller.texas.gov/transparency/

Texas Transparency information

[source: https://www.innovations.harvard.edu/texas-transparency]

Texas Transparency website

[source: https://comptroller.texas.gov/transparency/]

Texas Transparency website

State Revenue

Monthly Revenue Watch

Visualizations

Additional Revenue Resources

State Spending

Visualizations

Additional Spending Resources

Budget and Finance

Budget Process Primer

Budget Lookup Tools

Financial Reports and Forecasts

Texas Investments

Local Governments

Tax Allocation Comparison Summaries

Transparency Stars

Debt at a Glance Profiles

Local Government Debt Reporting

Hotel Occupancy Tax Reporting

SPD Financial and Tax Reporting

Eminent Domain

Open Data Tools and Information

Data Visualizations and Dashboards

Local Bond Elections

Pension Search Tool

Reports

Search Datasets

[source: https://comptroller.texas.gov/transparency/]

Texas Transparency website

Spending: Where the Money Goes

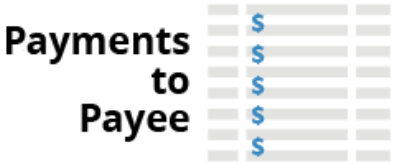
Understanding how state government spends tax dollars shouldn't be difficult. Our powerful visualization tools give you an unprecedented look into state government finance.

Previous Fiscal Years Expenditures allows you to select and compare items from categories such as salaries, professional services and highway construction.

Spending by Agency and Payee allows you to search the state check register by fiscal year to reveal state spending by agency, payee and expenditure.

Travel Payments breaks down payments by agency, individual payee, type of travel expense and more.

Current Fiscal Years Expenditures lets you navigate state spending by major category for the current fiscal year.



Payments to Payee lists individual payments, transaction dates, Comptroller object codes and more.

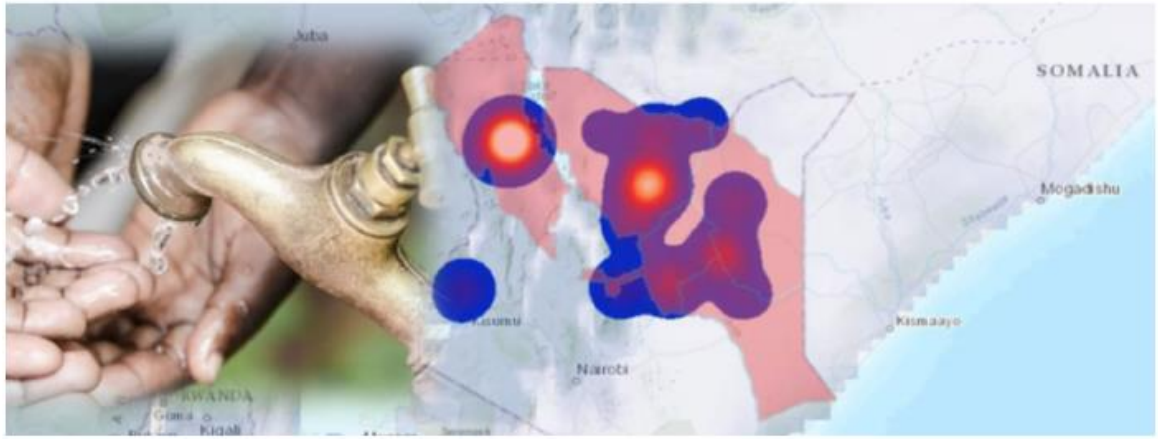
Explore Economic Development Funds provides a look at economic development spending by fund, expenditure category and recipient.

[source: https://comptroller.texas.gov/transparency/]

some emerging technologies : satellite, IoT, blockchain

Leveraging Satellites and the Internet of Things, SweetSense Facilitates Water Service Access in Kenya and Water Resource Management in California

Ag USAID *Agrilinks Team*
May 16, 2019



This post was written by Kiersten Johnson and Kevin Mulligan, US Agency for International Development, Bureau for Food Security

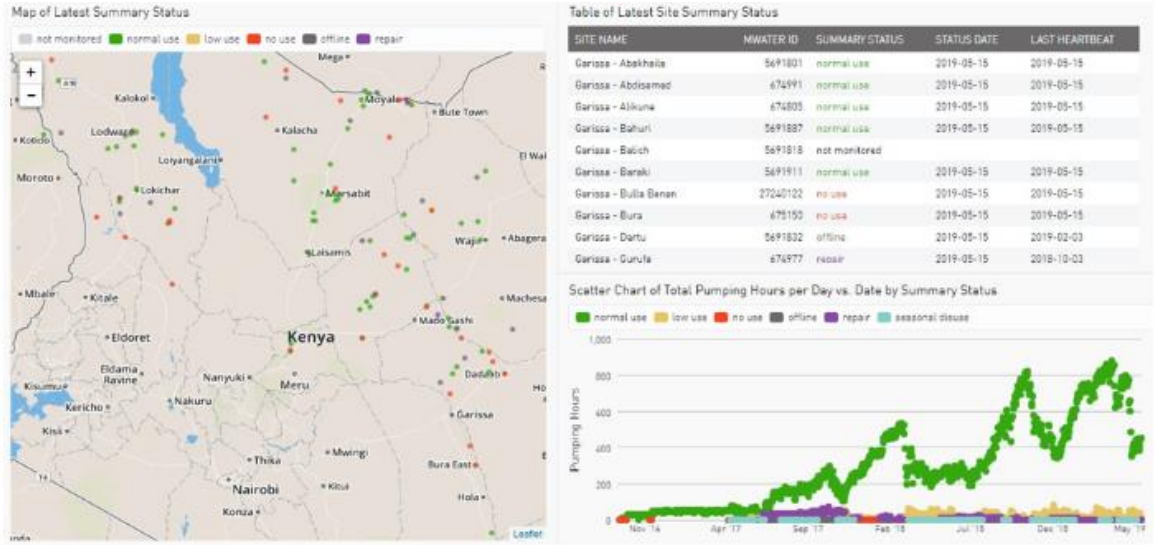
ADDITIONAL RESOURCES ON THIS TOPIC:

- YouTube: The state of California tackles drought with IoT and Blockchain
- WIRED: How the Blockchain could protect California's aquifer
- Forbes: IBM Pilots Blockchain and IoT Sensor Solution To Track Sustainable Groundwater Usage In California

Leave feedback

[source: https://www.agrilinks.org/post/leveraging-satellites-and-internet-things-sweetsense-facilitates-water-service-access-kenya-and]

some emerging technologies : satellite, IoT, blockchain



Screenshot from the Kenya RAPID dashboard, showing the operating status of borehole wells across the country

These data also empower local service providers to implement preventive maintenance for the borehole wells to ensure there is water available during drought. The data are linked into the Famine Early Warning System Net (FEWSNet), which is where Earth observations data are leveraged: analysis of the relationship between remotely-sensed precipitation and monitored groundwater pumping activity provides an early warning signal for potential drought-related shocks, enabling better planning for water shortage and more resilient recovery.

Leave feedback

[source: https://www.agrilinks.org/post/leveraging-satellites-and-internet-things-sweetsense-facilitates-water-service-access-kenya-and]

some emerging technologies : satellite, IoT, blockchain

SweetSense

HOME MISSION TEAM TECHNOLOGY SWEETDATA APPLICATIONS LIBRARY

[source: http://www.sweetsensors.com/applications/groundwater/]

discussion ...

PSI for transparency example : points to reflect upon

is this example clear ? ☼☼☼☼☼

would you think it qualifies as innovative ? ☼☼☼☼☼

how easily could it be ported to your context ? ☼☼☼☼☼

how much new technology would it need ? ☼☼☼☼☼

which public sector could lead implementation ? ✎✎✎✎

which stakeholders should be involved ? ✎✎✎✎

which IDEA phases would be most critical ? ✎✎✎✎

which factor / risk could be critical for success ? ✎✎✎✎

which key metric could indicate performance ? ✎✎✎✎

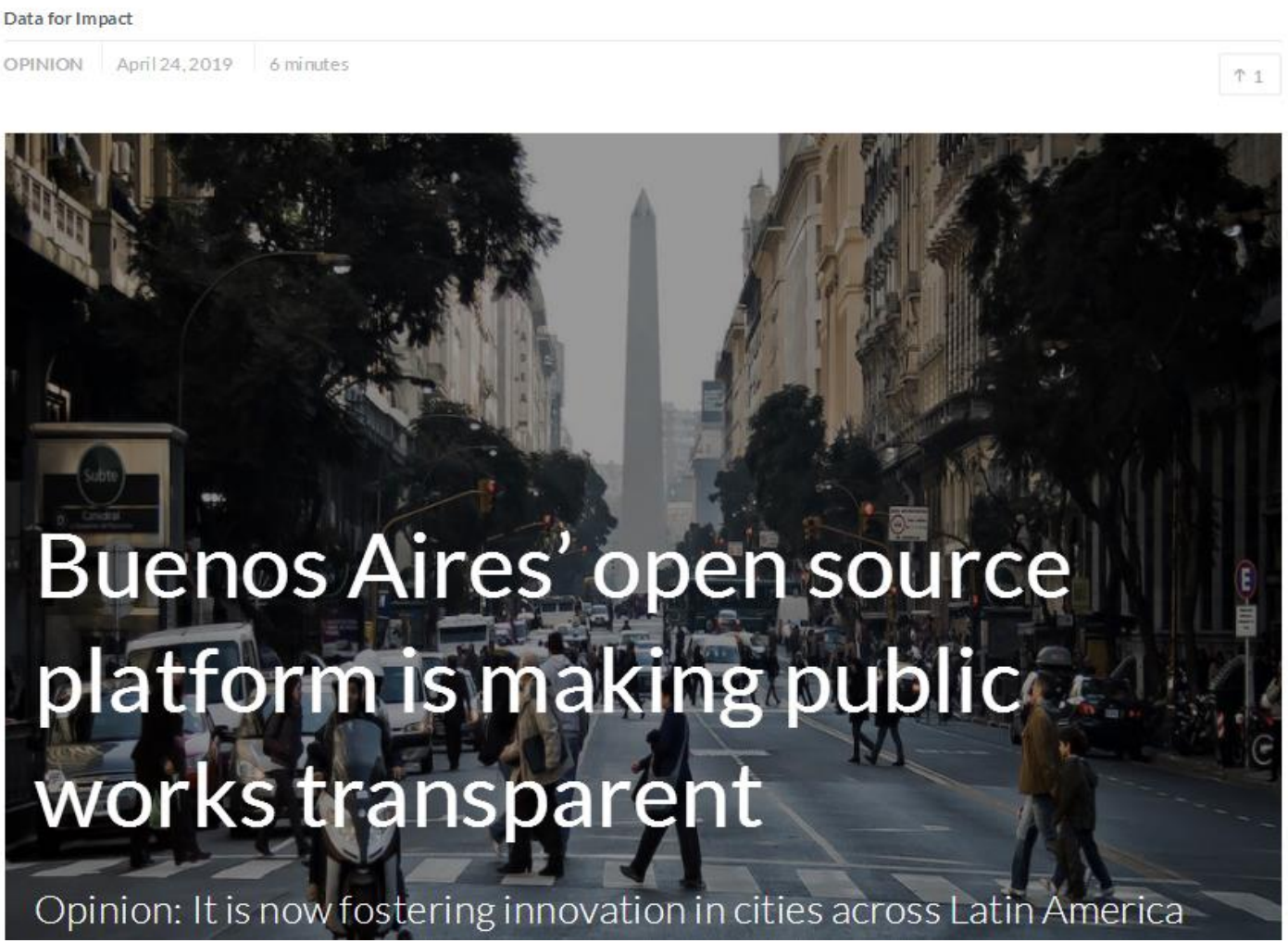
public sector innovation for accountability

starting from :

BA Obras, Argentina

https://www.buenosaires.gob.ar/baobras

BA Obras information

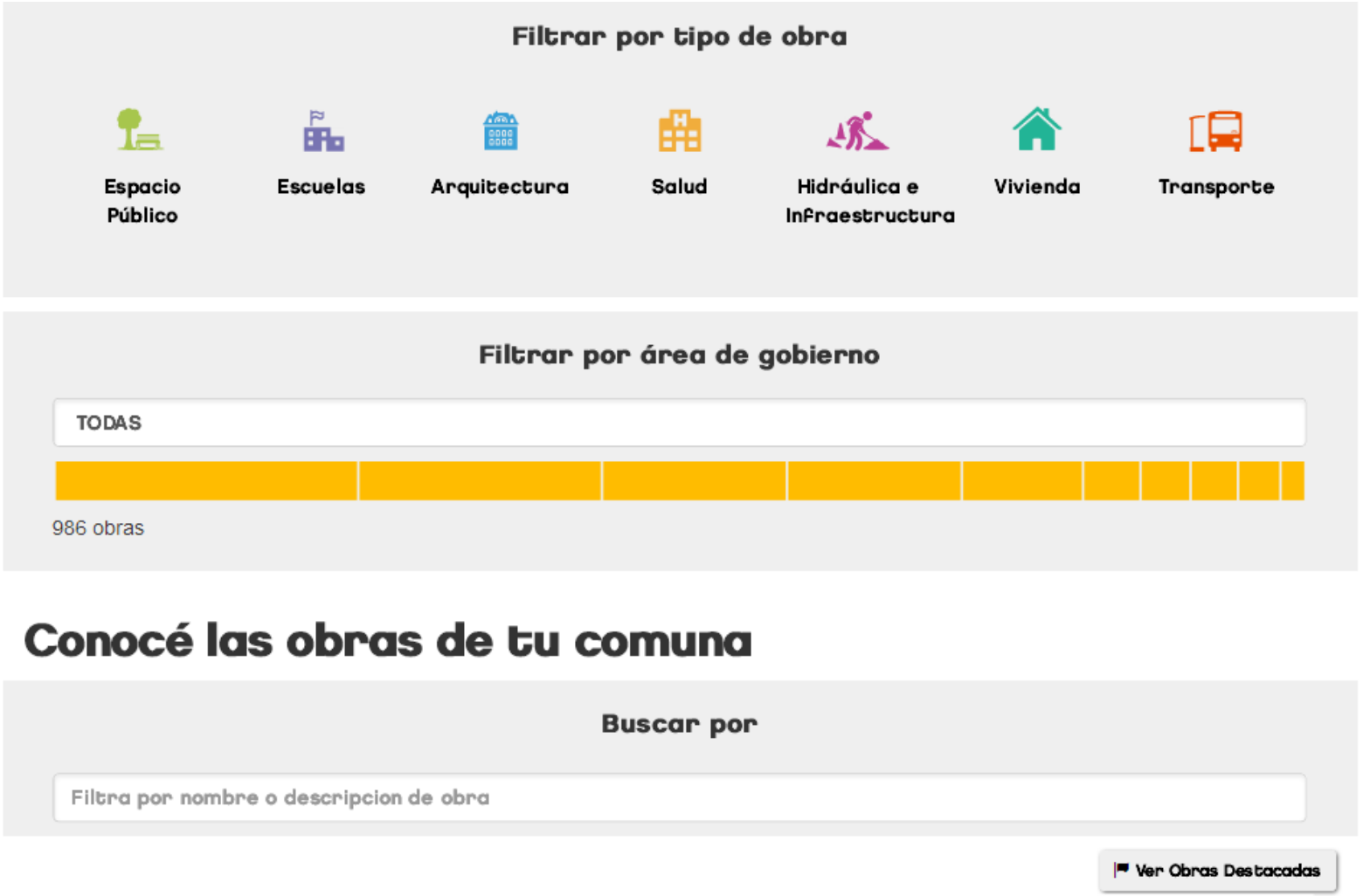


[source: https://apolitical.co/solution_article/buenos-aires-open-source-platform-is-making-public-works-transparent/]

BA Obras website

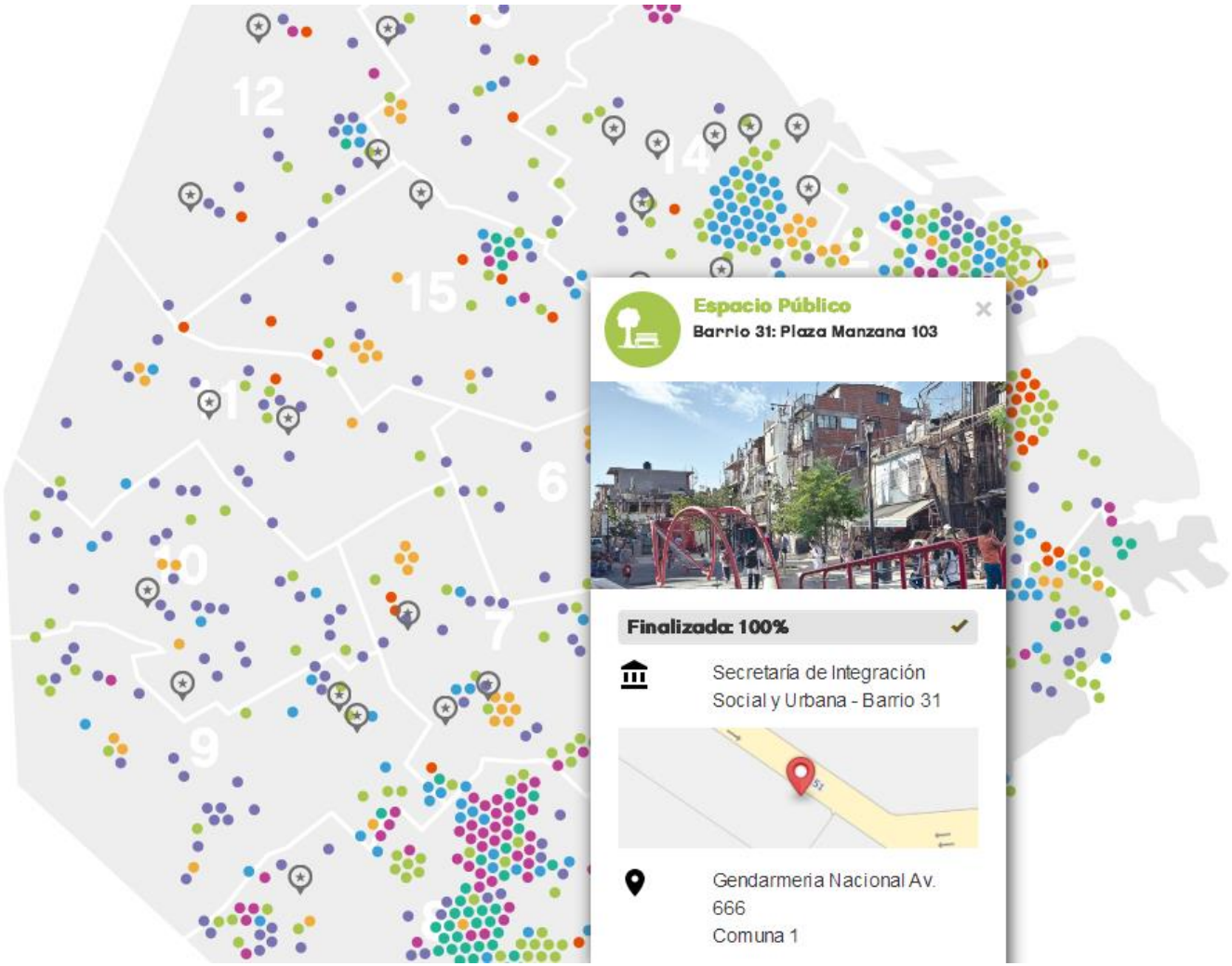
[source: https://www.buenosaires.gob.ar/baobras]

BA Obras website



[source: https://www.buenosaires.gob.ar/baobras]

BA Obras website



[source: https://www.buenosaires.gob.ar/baobras]

some emerging technologies: AR,VR

[source: https://www.forbes.com/sites/forbescommunicationscouncil/2018/04/17/augmented-reality-for-good/]

some emerging technologies: AR,VR

In short, AR is an opportunity to create an enhanced experience to reach existing goals. Where text or video may fall short, AR can create an extra layer that brings a significant fence-sitting audience in. There are three main ways in which AR can do this:

Create engagement. Having someone step away from the usual way in which they interact with their devices (e.g., reading text on a screen, taking a photo) is an attention grabber. Your audience deliberately steps away from what they are used to and focuses on engaging with your unique content.

Create empathy. By engaging with the experience you are presenting, your audience is given the opportunity to better understand the change you seek -- whether that's to directly improve the lives of people in need or to advocate for policy change to reduce greenhouse gas emissions -- and they start to share that same desire.

Create action. Your audience has already stepped away from what they were doing to focus on your message, so getting them to take that next step -- to donate, sign a petition or share your research -- is that much easier to do.

Cookies on Forbes

[source: https://www.forbes.com/sites/forbescommunicationscouncil/2018/04/17/augmented-reality-for-good/]

some emerging technologies: AR,VR

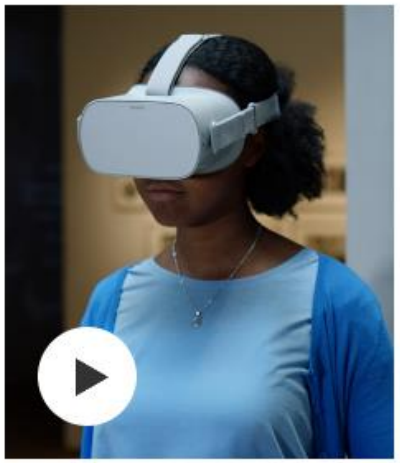
VR FOR IMPACT - EXAMPLE EXPERIENCES

- **Understand everyone**. Literally walk a mile in another person's shoes. Experience war zones, celebrations, life, death and everything in-between. Creating empathy for every human experience is a new frontier in VR.
- **Educate through experience**. Bring history to life in the most immersive way yet possible. Place people inside math equations. Unlock the microscopic world. Witness the Big Bang, then rewind and let it happen again.
- **Work in new ways**. See your industrial project from inside and out. Collaborate with colleagues, going way beyond the whiteboard in real time and real space. Open up the 'sharing economy' in whole new ways.
- **Travel to the impossible**. Get closer to ancient ruins than you ever could in real life. Travel instantly to any point on the globe, or the solar system, or beyond. Experience environments inhospitable for human life. Go on safari as one of the animals.
- **Make medicine become magic**. Visualize the human body at a definition never witnessed. Operate from anywhere. Bring clarity to the confused, sight to the blind and relief to those in pain.
- **Reshape the planet**. Warn the world of climate change, then show them the possibilities of a fossil-fuel free existence.

[source: https://vrforimpact.com/]

some emerging technologies: AR,VR

Our Stories



VR FOR HISTORY

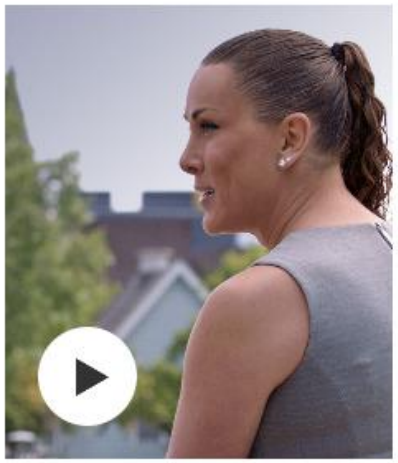
Stepping into the past to learn from it.

Watch Film >

VR FOR HEALTH

Preparing for emergencies before they happen.

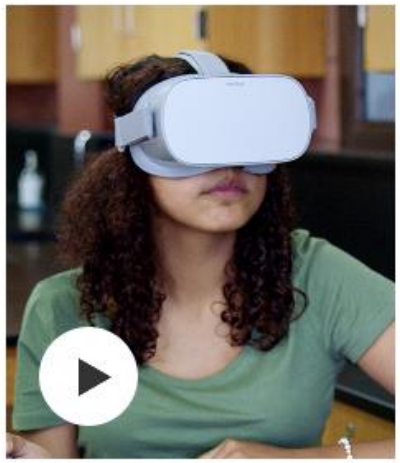
Watch Film >



VR FOR CHANGE

Shifting perspectives by telling deeper stories.

Watch Film >



VR FOR EDUCATION

Opening minds by expanding classrooms.

Watch Film >

[source: https://www.oculus.com/vr-for-good/]

discussion ...

PSI for accountability example : points to reflect upon

is this example clear ? ☼☼☼☼☼

would you think it qualifies as innovative ? ☼☼☼☼☼

how easily could it be ported to your context ? ☼☼☼☼☼

how much new technology would it need ? ☼☼☼☼☼

which public sector could lead implementation ? ✎✎✎✎

which stakeholders should be involved ? ✎✎✎✎

which IDEA phases would be most critical ? ✎✎✎✎

which factor / risk could be critical for success ? ✎✎✎✎

which key metric could indicate performance ? ✎✎✎✎

public sector innovation for participation

starting from :

WeSenseIt Citizen Water Observatories, EU

http://www.wesenseit.com/

WeSenseIt Citizen Water Observatories

[source: http://www.wesenseit.com/]

WeSenseIt Citizen Water Observatories

Delfland Case: 41,000 hectares highly industrialised testing ground

On an area of 41,000 hectares, about 1.4 million people live and work, and approximately 40,000 businesses are established. This makes the Delfland region one of the most densely populated and most highly industrialized areas of the Netherlands. The region is furthermore renowned for its intensive glasshouse horticulture.

The WeSenseIt Delfland Case focuses on crowdsourcing approaches to enhance the information chain of water authorities and the general public. Information sources of professionals and the public are enhanced, shared and blended to new, more detailed and localised information. This supports water managers to better perform their tasks and stimulates the public to be better informed and engaged in water management.

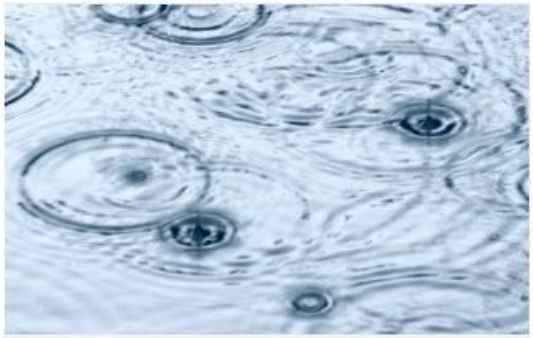
The project delivers new smartphone crowdsourcing apps, innovative low cost Disdro rain gauges, and autonomous soil-moisture sensors. It encouragescitizen communities to upload, share, discuss and rate data and information on their water environment with a focus on minimising the effects of pluvial flooding and poor water quality. Read more

[source: http://www.wesenseit.com/]

WeSenseIt Citizen Water Observatories

Within the WeSenseIt Delfland Case Study several applications have been developed. The most important ones are:

WaterDetective Web Viewer

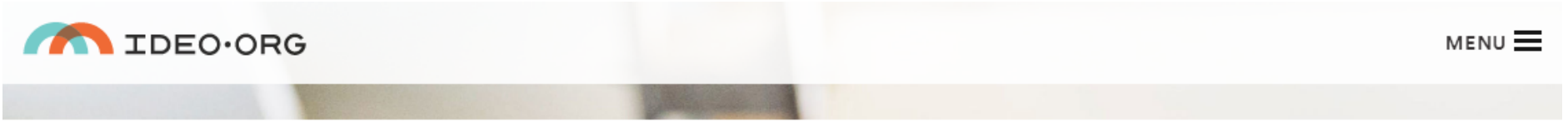


SmartIrrigation

Disdrometers

[source: http://www.wesenseit.com/]

some emerging technologies: drones



TRANSFORMATION

PARTNERS

Wasserman Foundation

LOCATIONS

Global

SECTOR

Technology

SHARE

Drones for Good

Bringing together technologists and social innovators to imagine new uses for these "flying helpers"

New drone technology has great potential to address major global health challenges, from disaster response to the speedy delivery of goods to the world's hardest-to-reach places. With this in mind, IDEO.org set out to explore the potential applications for this burgeoning technology in the world of social good.

Working with funding from the Wasserman Foundation, we charged a team of designers to think big about how drones might serve everyone. As part of this design exploration, we visited Bay Area drone makers, connected with experienced global health organizations, and consulted with experts of social innovation to see if there was a fit or where other unexpected intersections might lie.

[source: https://www.ideo.org/project/drones-for-good]

some emerging technologies: drones

Since 2016, Zipline, a California company, has piloted more than 8,000 flights over Rwanda, delivering blood for transfusions. Its drones are launched by catapult and do not land at their destinations, but fly low overhead and drop their payloads by paper parachute.

Zipline has plans to start delivering vaccines in Rwanda within weeks and in Ghana early in 2019.

Emergency drops of rabies vaccine for children bitten by dogs will be the first priority, said Dr. Seth F. Berkley, chief executive officer of Gavi, the Vaccine Alliance, which joined the package delivery company U.P.S. in supporting the Rwandan effort.

Since last year, Unicef has run a "drone test corridor" in the southern African nation of Malawi to test delivery of humanitarian supplies, including vaccines.

But this is the first commercial contract for routine childhood vaccines. Swoop Aero, an Australian start-up, will be paid only for shipments that arrive safely, Unicef said.

[source: https://www.nytimes.com/2018/12/17/health/vanuatu-vaccines-drones.html]

some emerging technologies: drones

The Drones for Good Award is presented by His Highness Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the United Arab Emirates, to the winning team Flyability.

Flyability from Switzerland won the US$1 million grant in the International Competition. The Flyability team has developed Gimball, a drone that can enter confined spaces and safely fly close to humans, proving to be highly effective in rescue missions. It is protected by a rotating cage which makes it capable of colliding with obstacles in challenging environments without losing its stability.

Flyability team lead Patrick Thevoz said, "We struggled to find funding to develop our search and rescue drone but this UAE Government Summit initiative, Drones for Good, means we can commercially develop our project within a year, and with Flyability able to go where it is dangerous for rescuers, help save lives."

[source: https://www.dronethusiast.com/drones-for-good-gimball-winner/]

discussion ...

PSI for participation example : points to reflect upon

is this example clear ? ☼☼☼☼☼

would you think it qualifies as innovative ? ☼☼☼☼☼

how easily could it be ported to your context ? ☼☼☼☼☼

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which public sector could lead implementation ?

which stakeholders should be involved ?

which IDEA phases would be most critical ?

which factor / risk could be critical for success ?

which key metric could indicate performance ?

public sector innovation for engagement

starting from :

I Value Citizen Budget Input, United States

https://www.hampton.gov/2016/I-Value-Citizen-Budget-Input

I Value Citizen Budget Input

Create an Account - Increase your productivity, customize your experience, and engage in information you care about. Sign In

FY19 I Value Campaign

FY18 I Value Campaign

FY17 I Value Campaign

FY16 I Value Campaign

FY15 I Value Campaign

FY14 I Value Campaign

Home › Government › Budget Office › I-Value Citizen Budget Input › About the I Value Campaign

About the I Value Campaign

Upon becoming the Hampton city manager in January 2010, Mary Bunting faced the task of balancing the upcoming FY11 budget - when home values were declining and some mandatory costs were increasing. Hampton, a city that had won national awards for civic engagement, faced major cuts to city services.

The standard process called for the manager to work behind closed doors until she proposes a budget to the elected body, which then holds public hearings. People object to the cuts, and new cuts are substituted - too late for opposition to gather or be effective. That process favors insiders and leads to conflict, pitting individuals against each other and against their own elected representatives.

Bunting went to back to her core Hampton values: Trust employees and citizens to know what is best. Don't make decisions in a vacuum. She pulled together a multi-disciplinary team from a variety of departments and challenged them to embark on the most extensive community involvement project the city had ever undertaken.

It was called I Value because it wasn't just about cuts or budgets. It sought to determine which city services were the most valued. I Value lets citizens evaluate the service they are getting vs. the services they desire, weighed against the fiscal realities of what they are willing to pay. It has become the way we as a city do business.

[source: https://www.hampton.gov/3183/About-the-I-Value-Campaign]

I Value Citizen Budget Input

Create an Account - Increase your productivity, customize your experience, and engage in information you care about. Sign In

FY19 I Value Campaign

FY18 I Value Campaign

FY17 I Value Campaign

FY16 I Value Campaign

FY15 I Value Campaign

FY14 I Value Campaign

Home › Government › Budget Office › I-Value Citizen Budget Input

I Value - Citizen Budget Input

I Value lets citizens evaluate the service they are getting vs. the services they desire, weighed against the fiscal realities of what they are willing to pay. It has become the way we as a city do business.

TOP NEWS | CALENDAR

City manager's recommended budget for FY 2020 is now available online April 15, 2019 - The city manager's recommended budget for Hampton in 2019-2020 is now available online. The proposed budget would fully fund the city schools' budget, add police personnel and provide raises for city and school staff.

Read on...

Proposed budget boosts schools, police, flood mitigation, economic development April 10, 2019 – City Manager Mary Bunting's spending plan would fully fund the schools' budget, add police, boost flood mitigation projects, increase workforce development, give 3 percent raises for city and school staff, and facilitate development.

Read on...

Contact Us

311 Citizen Contact Center

Email 311

Physical Address
136 Kings Way
Hampton, VA 23669

Phone: 3-1-1 (from landline inside city)
Phone: 757-727-8311 (from cell or outside the city)
Fax: 757-727-8300

Hours
7 days a week
7 a.m. - 11 p.m.

[source: https://www.hampton.gov/2016/I-Value-Citizen-Budget-Input]

I Value Citizen Budget Input

[source: https://www.hampton.gov/3428/FY19-I-Value-Campaign]

some emerging technologies: big data, AI, blockchain

Telefónica

Think Big / Business

Countries / GLOBAL

Artificial Intelligence | Data stories

Last week, September 19th, the GSMA announced, at the United Nations General Assembly Week in New York, new developments in its **Big Data for Social Good Initiative.** Eduardo Navarro, President and CEO of VIVO (Telefónica Brazil), took part in the panel where the main focus was on finding new ways to use technology for the benefit of sustainable devlopment.

Top 3 post

Coca-Cola's use of AI to stay at the top of the drinks market

The best Data Science certifications

Warning About Normalizing Data

Follow me on Twitter

LUCA @LUCA_D3

[source: https://business.blogthinkbig.com/gsma-announces-new-developments-in/]

some emerging technologies: big data, AI, blockchain

Telefónica

Think Big / Business

Countries / GLOBAL

Artificial Intelligence Data stories

The pilot is being run from the **Big Data for Social Good Unit** (LUCA) in collaboration with *Telefonica Sustainable Innovation Global Direction (Telefonica S.A), Telefonica Brazil Sustainability Direction (VIVO), Sao Paulo Municipality and GSMA*. Other partners will be also invited to collaborate and provide resources and data.

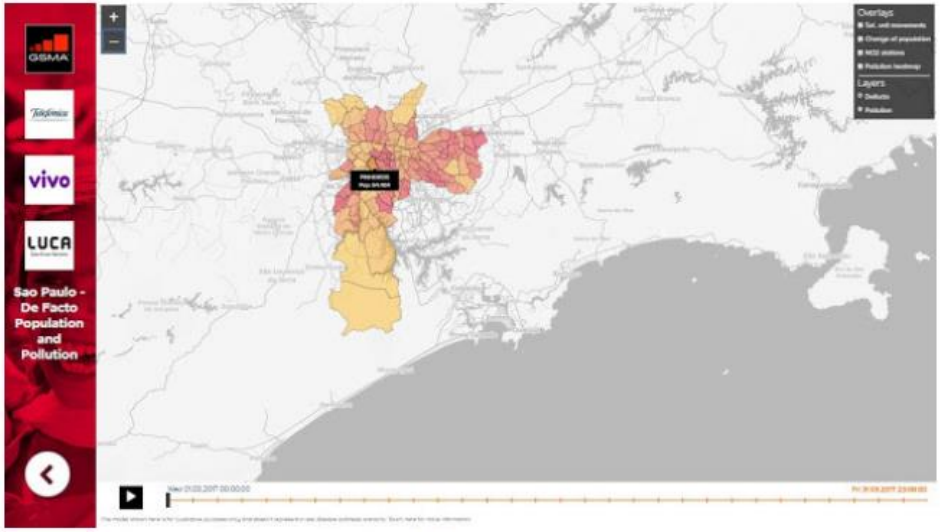


Figure 3: Pilot Project in Sao Paulo

[source: https://business.blogthinkbig.com/gsma-announces-new-developments-in/]

some emerging technologies: big data, AI, blockchain

AI FOR GOOD FOUNDATION

ABOUT US WHAT WE DO NEWS AND EVENTS DONATE NOW

Despite much advancement in traffic safety, **motor vehicle accidents still account for over 36,000 deaths** in the United States and have increased from 1999 to 2015 (National Vital Statistics Reports, 2017). As such, there is a need to improve traffic safety, and reduce deaths due to motor vehicle collisions.

Road design is often informed by traffic microsimulations. These simulations are usually based upon driver models and make assumptions regarding the drivers. Using these models, it is difficult to predict accidents because, on the timescale of the microsimulations, they are relatively rare (Ciro and Maurizio, 2012). Instead, accidents are prevented using standard design practices (Erskine, 2006), but these practices may not be suitable or scalable to certain regions, road conditions, or intersection geometry. Designers need a tool that can accurately and quickly analyze a road design and identify key areas of high risk for accidents.

According to a study by **World Health Organization, approximately 1.25 million die each year in traffic accidents** (Who, 2015). There has been previous research investigating the causes of road crashes, including factors associated with driver behavior and road design features (Thomas, 2013; Wedajo, 2017; Mohamedshah, 1994; Çepni,

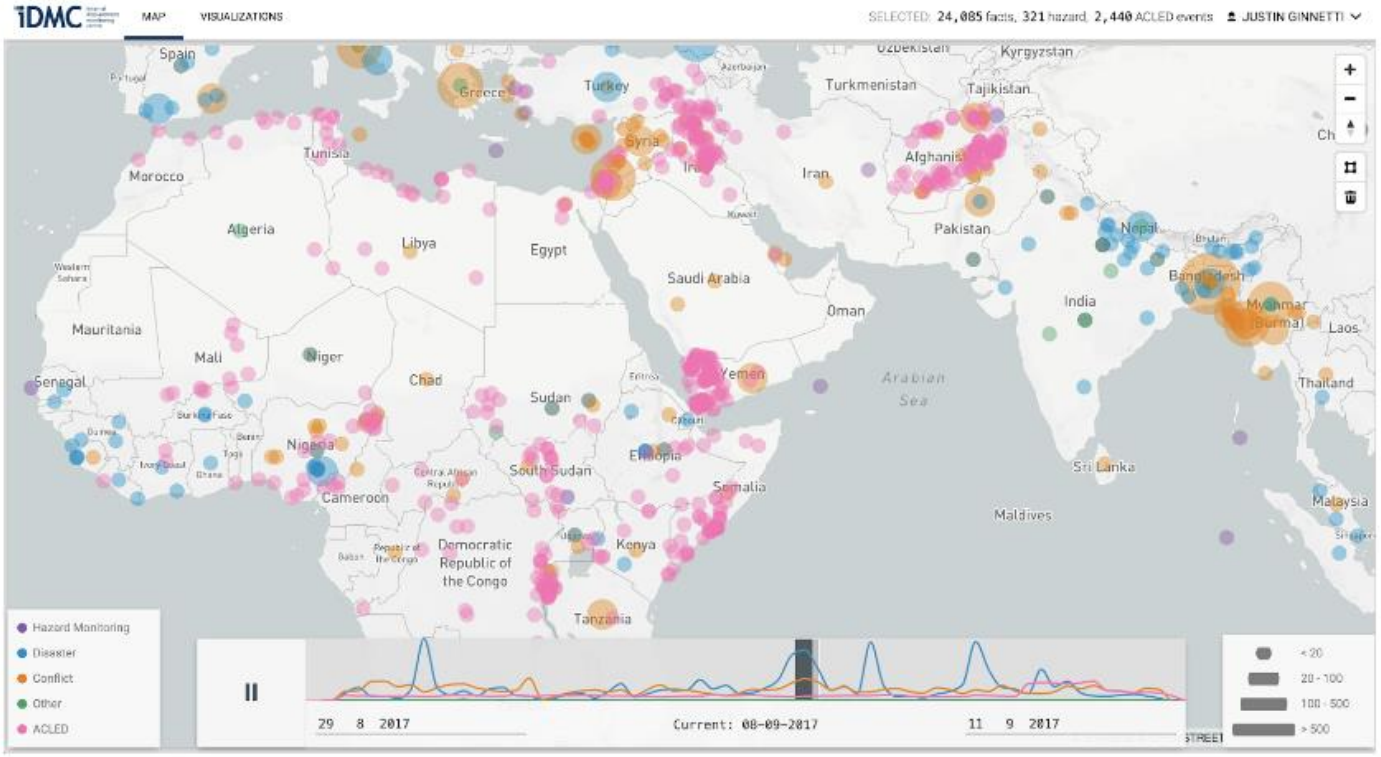
[source: https://ai4good.org/traffic-safety-guide/]

some emerging technologies: big data, AI, blockchain

iDMC internal displacement monitoring centre

About IDMC | Data & Research | Resources

In 2018 we launched our new real-time monitoring platform (figure below) which visualises several types of information and makes our work much more timely and efficient. The platform displays information about reported incidents of conflict and the occurrence of natural hazards, and it displays the results of IDETECT, our natural language processing and supervised machine learning tool.



[source: http://www.internal-displacement.org/monitoring-tools/monitoring-platform]

some emerging technologies: big data, AI, blockchain

[source: https://datarella.com/building-blocks-how-the-world-food-programme-harnesses-blockchain-technology-ro-deliver-aid/]

some emerging technologies: big data, AI, blockchain

What started with a Proof-of-Concept in Pakistan in early January this year, has been transformed in a fully functional Blockchain pilot being rolled out in Jordan in May, 2017. The Building Blocks project not only demonstrates the power and the impact of blockchain technology and its potential to enhance the lives of millions but it is proof of the technology's potential for efficiency gains for a humanitarian agency, such as WFP.

Based on the early, however robust prototype field tested in Pakistan, the Building Blocks pilot in Jordan now serves thousands of households in a Jordanian refugee camp Tazweed village. The inhabitants receive food vouchers that can be used in the village's supermarket. The seamless integration of the existing iris scan identification technology into Building Blocks system allows the existing processes to stay in place without any need for changes for the beneficiaries, the supermarket nor WFP personnel. The only visible differences are a higher transparency of aid accounts for beneficiaries and easier bookkeeping for supermarket managers. The biggest, however invisible, advantage is a minimized risk of fraud or data mismanagement.

[source: https://datarella.com/building-blocks-how-the-world-food-programme-harnesses-blockchain-technology-ro-deliver-aid/]

discussion ...

PSI for engagement example : points to reflect upon

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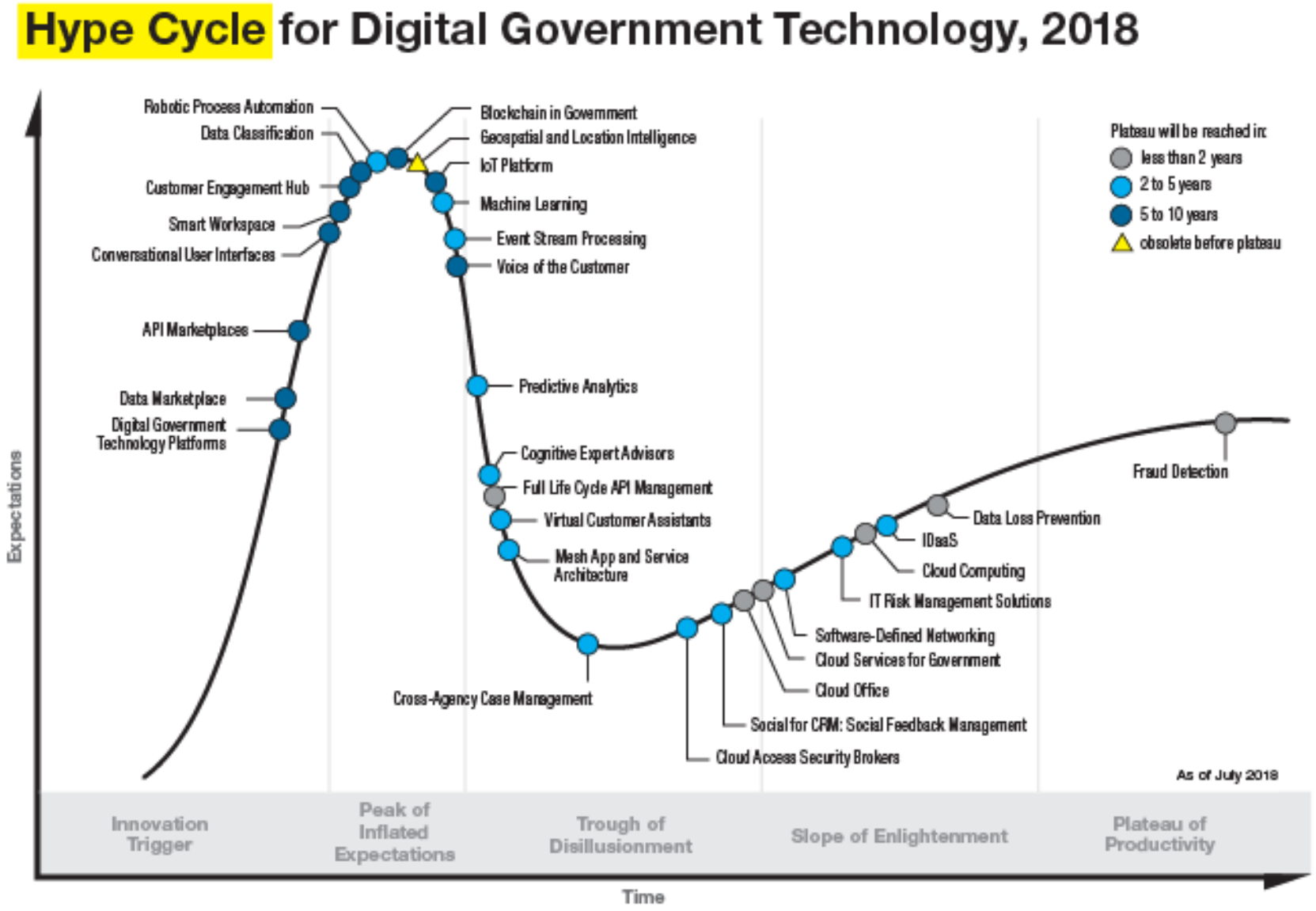
some additional online resources :

looking for more examples of

public sector innovation for open government

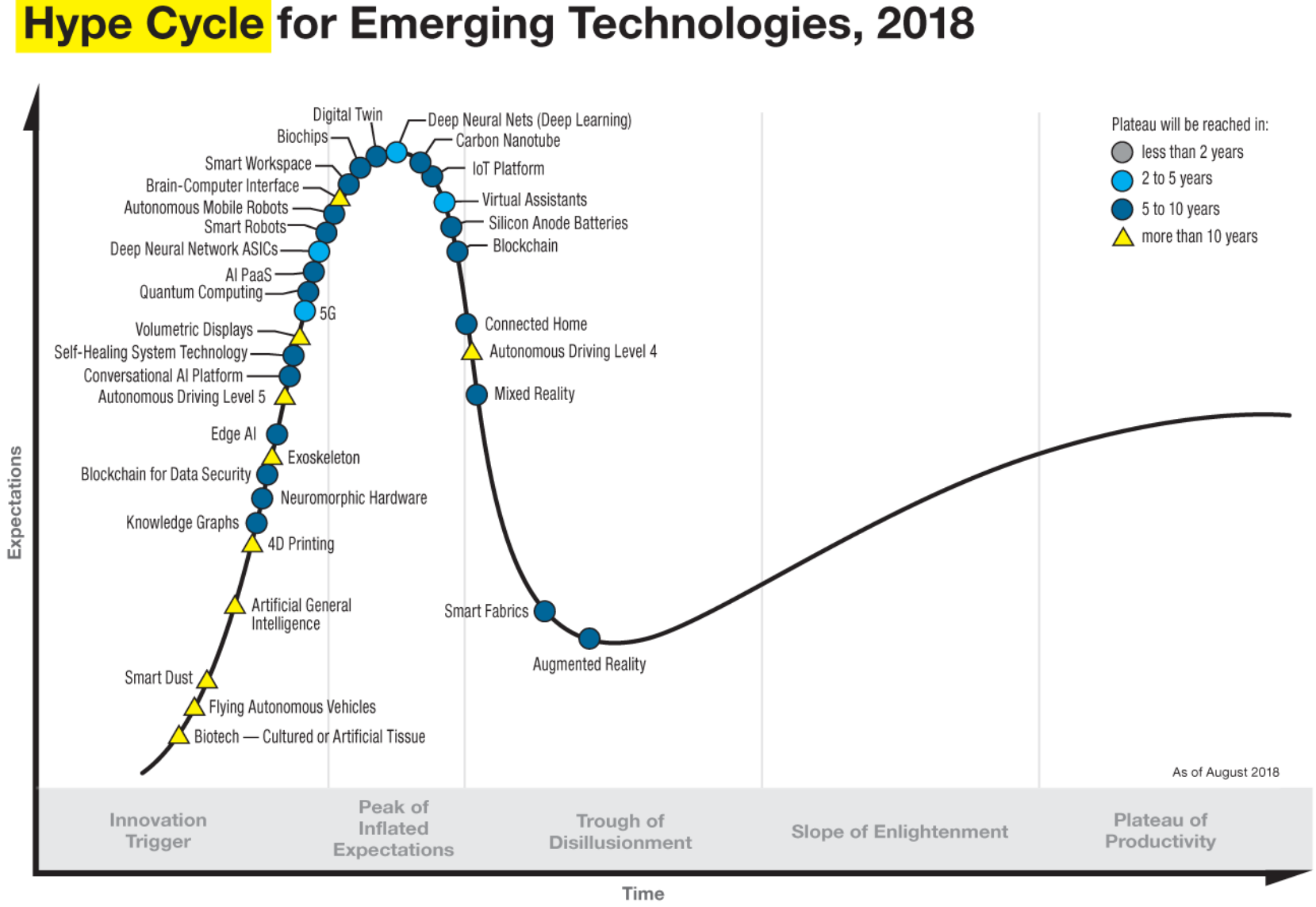
through emerging technologies

Gartner's hype cycles



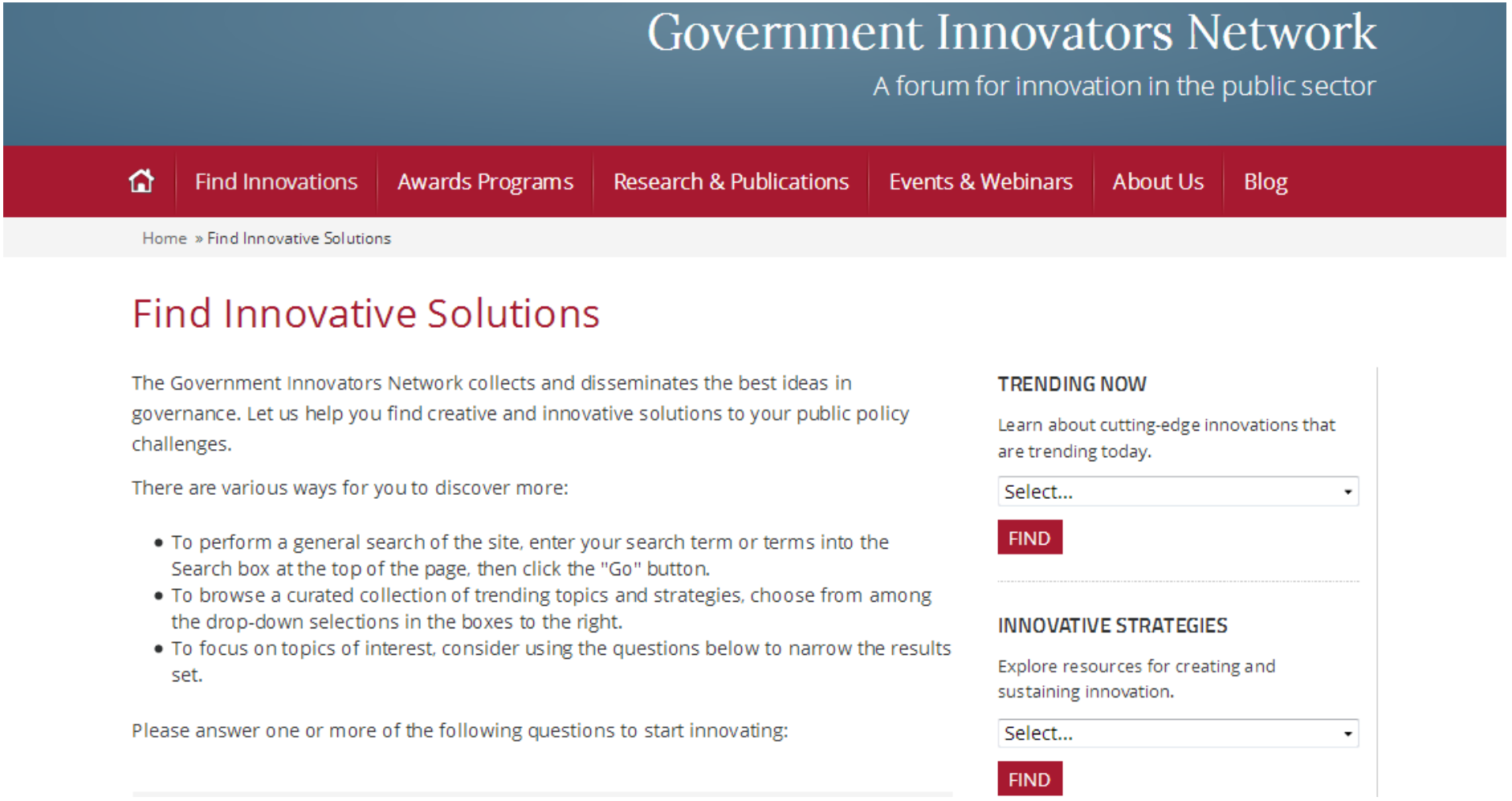
[source: Gartner, https://www.gartner.com/smarterwithgartner/top-trends-from-gartner-hype-cycle-for-digital-government-technology-2018/, all rights reserved]

Gartner's hype cycles



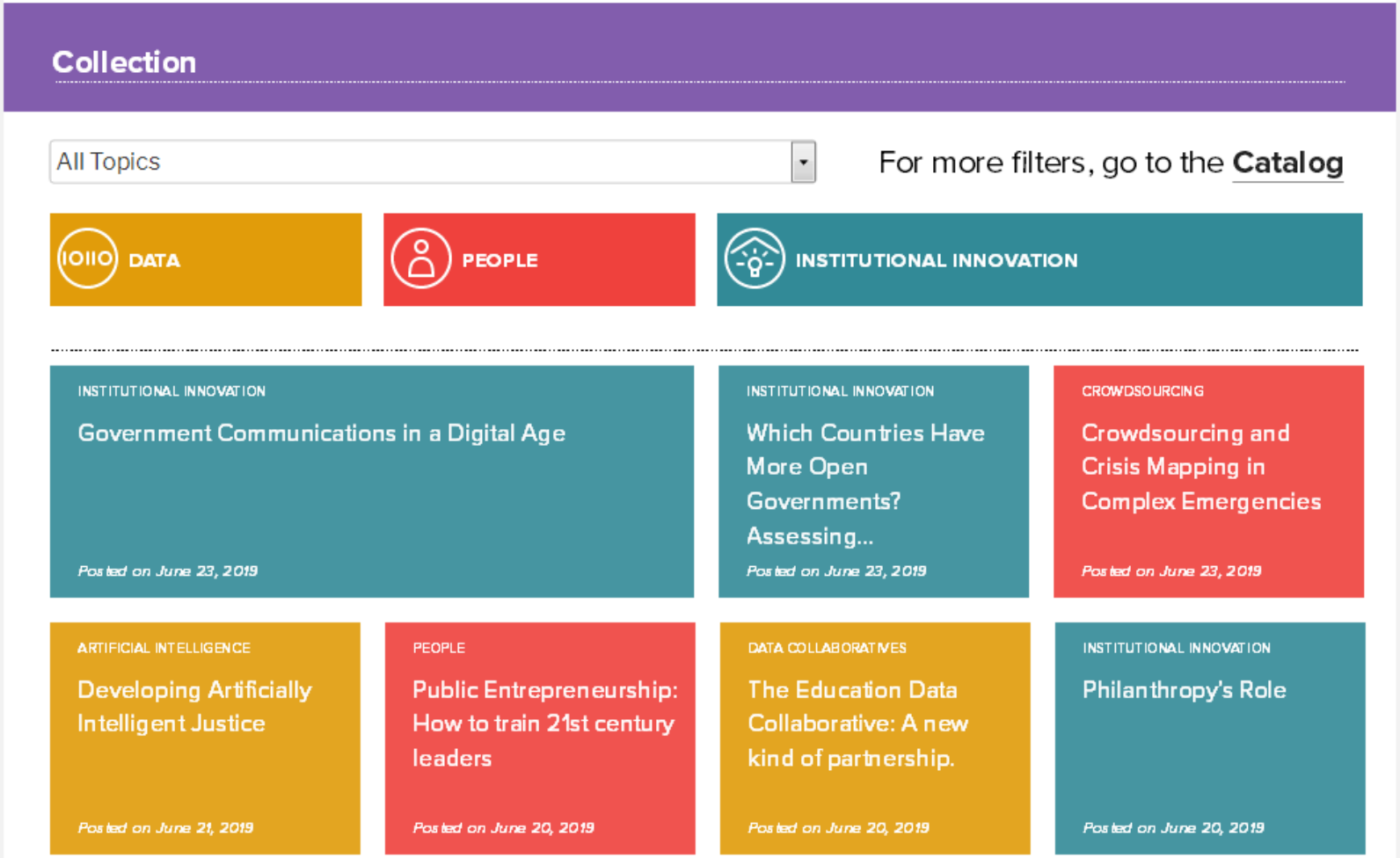
[source: Gartner, https://www.gartner.com/smarterwithgartner/5-trends-emerge-in-gartner-hype-cycle-for-emerging-technologies-2018/, all rights reserved]

Government Innovators Network



[source: https://www.innovations.harvard.edu/find-innovative-solutions]

The Living Library



[source: https://thelivinglib.org/collection/]

Innovate UK Blog

The power of the crowd: female-led innovative businesses on networking

Innovate UK admin, 19 June 2019 - diversity & inclusion, Enterprise Europe Network, Global business opportunities, women in innovation

About Innovate UK

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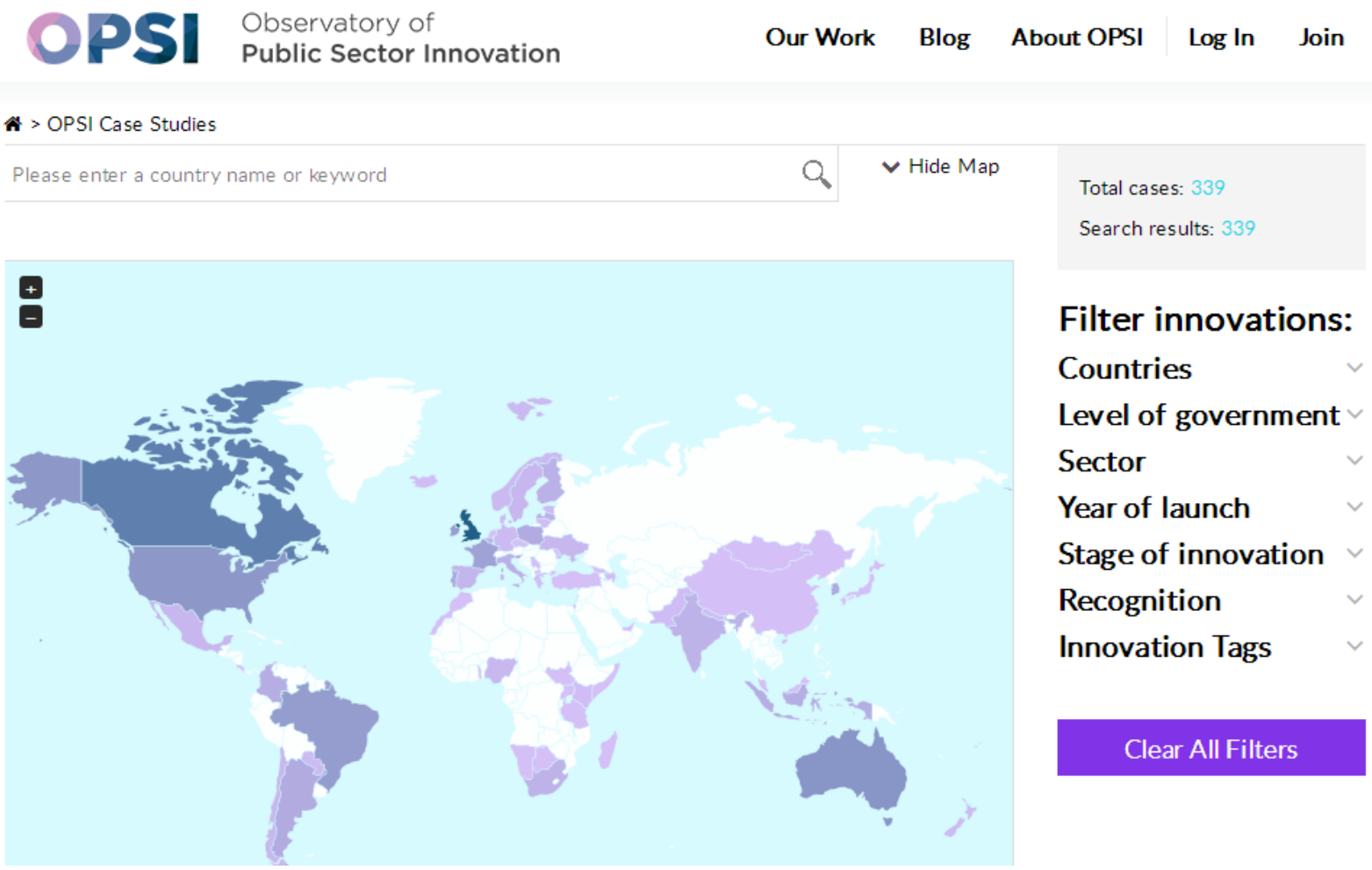
[source: https://innovateuk.blog.gov.uk/]

UN Public Service Awards Knowledge Base

Year	Initiatives	Institution Name	Category	Country
2017	«Moscow's public services: benefit, care, smile!»	Government of Moscow	Promoting transparency, accountability and integrity in public service	Russian Federation
2017	«Smart Municipality» - Development and introduction of Municipal Management Information System in RA	Ministry of Territorial Administration and Development of the Republic of Armenia	Promoting transparency, accountability and integrity in public service	Armenia
2017	Abu Dhabi Social Housing Policies and Programs	Abu Dhabi Housing Authority	Promoting transparency, accountability and integrity in public service	United Arab Emirates
2017	Access to Information (a2i) Programme	Prime Minister's Office, Bangladesh	Promoting transparency, accountability and integrity in public service	Bangladesh
2017	Accounting and Fiscal Information System for the Brazilian Public Sector (Siconfi)	National Treasury Secretariat	Promoting transparency, accountability and integrity in public service	Brazil
2017	Accueil multicanal	Caisse Nationale des Organismes de Prévoyance Sociale	Promoting transparency, accountability and integrity in public service	Morocco
2017	ADMISSIONS ONLINE APPLICATION	Gauteng Department of Education	Promoting transparency, accountability and integrity in public service	South Africa
2017	Anti-Violence & Addiction Program	Ministry of Interior	Promoting transparency, accountability and integrity in public service	Bahrain
2017	Aumentando la confianza de los ciudadanos en el Estado	Departamento Administrativo de la Función Pública	Promoting transparency, accountability and integrity in public service	Colombia
2017	AUTOMATED PASSENGER CLEARANCE SYSTEM AT RWANDA BUSIEST LAND BORDER POST	DIRECTORATE GENERAL OF IMMIGRATION AND EMIGRATION	Promoting transparency, accountability and integrity in public service	Rwanda

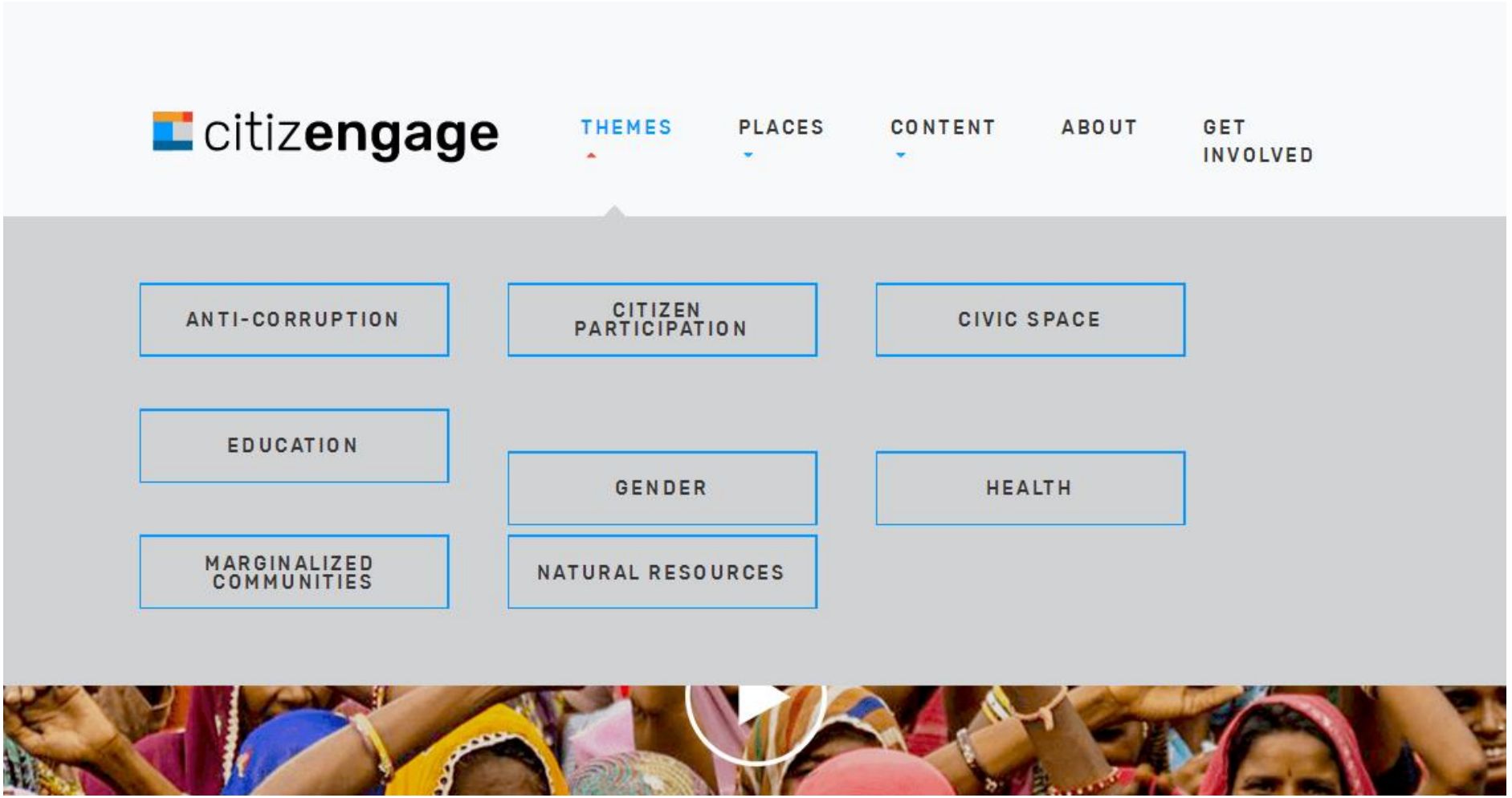
[source: https://publicadministration.un.org/en/Research/Case-Studies/unpsacases]

OECD OPSI Case Studies



[source: https://oecd-opsi.org/case_type/opsi/]

OGP citizengage



[source: https://www.ogpstories.org/]

Apolitical solution articles

Education Policy

Clean Energy and Environmental Policy

Deep Dives

Refugees, Migration and Integration

Resilient Rural Communities

The Future of Government

Innovative Public Partnerships

Data for Impact

Inclusive Growth

Violence Prevention

Early Childhood

Filters

List / Government jobs: 5 major misconceptions

A lot of what you thought you knew about government is wrong

Opinion / Standing for women's rights in war zones just got harder

Opinion: War is rife with sexual violence — closing our eyes won't change that

Analysis / Scaling: What to do when the evidence disappoints

Listening to data is necessary, even when it has bad news

[source: https://apolitical.co/solutions/]

Shareable resources

SHAREABLE People-powered solutions for the common good

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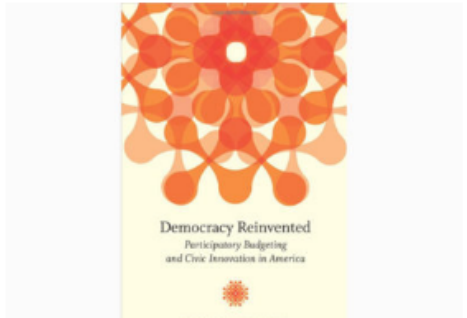
CITIES

What do super yachts and sharing have in common?

Neal Gorenflo | April 1, 2019



COMMONS | ISOLATION

Q&A: How civic governance innovation can increase engagement

Governance HOW-TOs

CITIES

How to Improve Your Community's Internet Connectivity

Institute for Local Self-Reliance
September 7, 2016

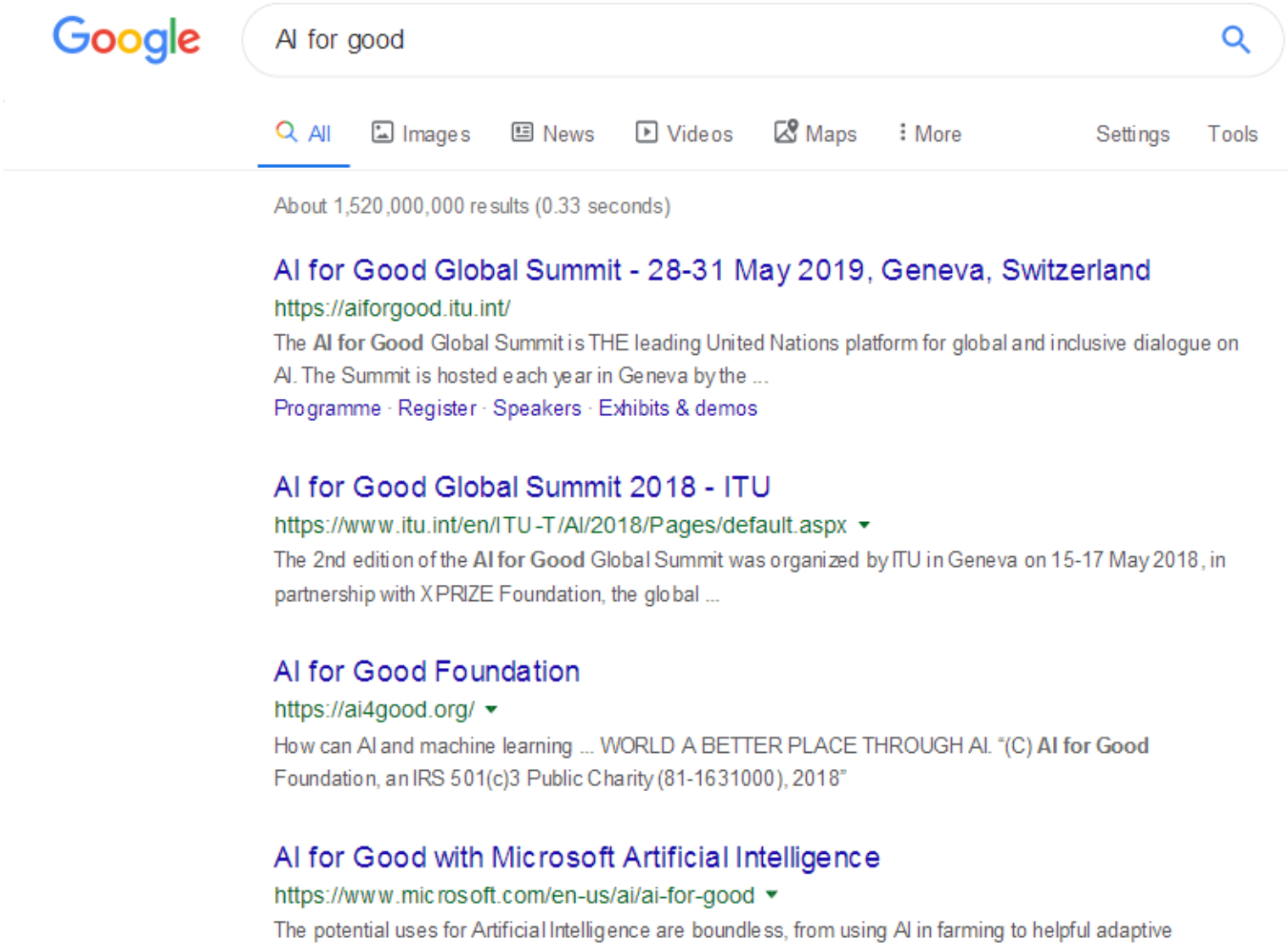
CITIES

How to Negotiate a Community Benefits Agreement

NINA IGNACZAK

[source: https://www.shareable.net/category/government/]

AI for good



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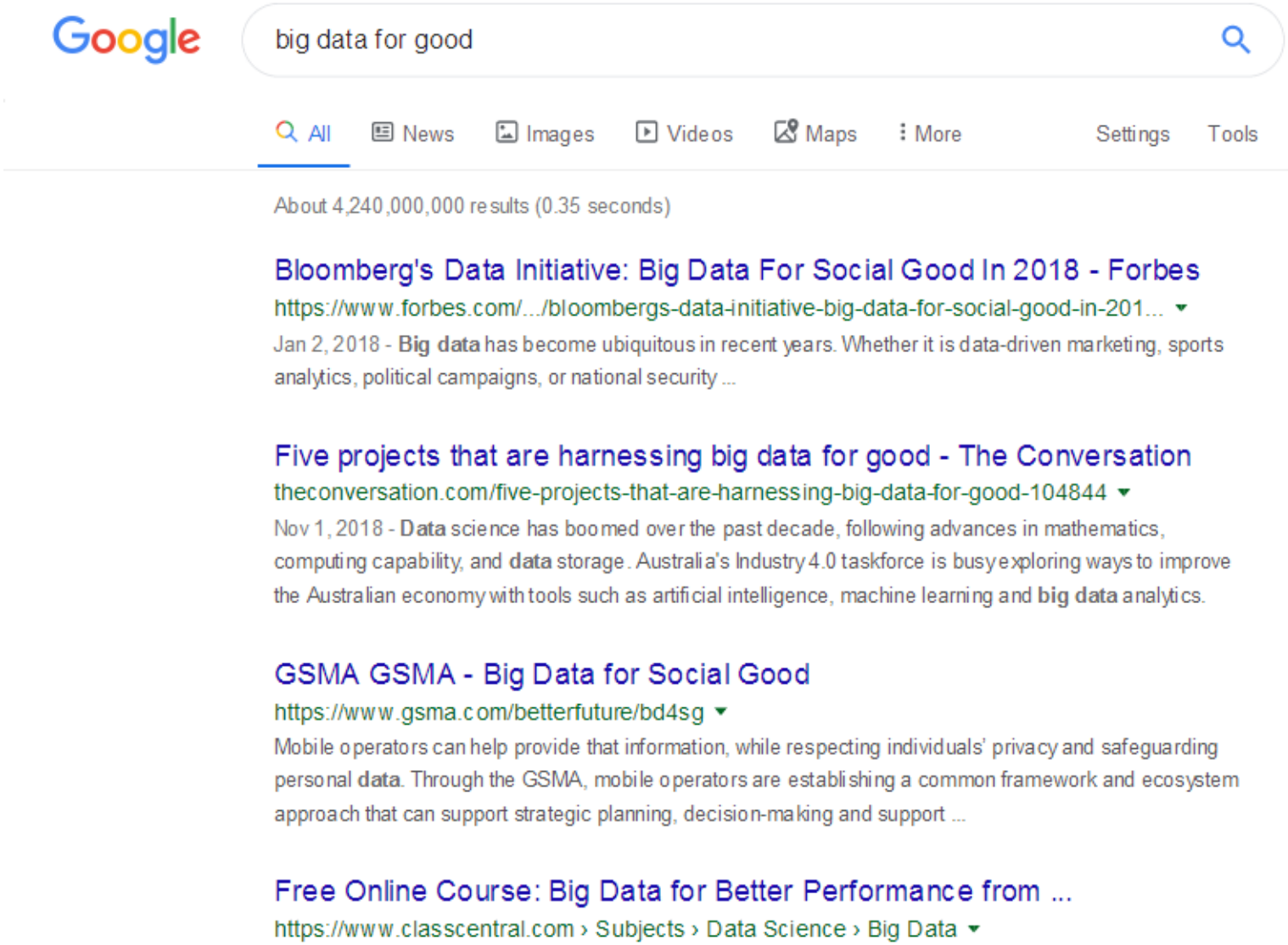

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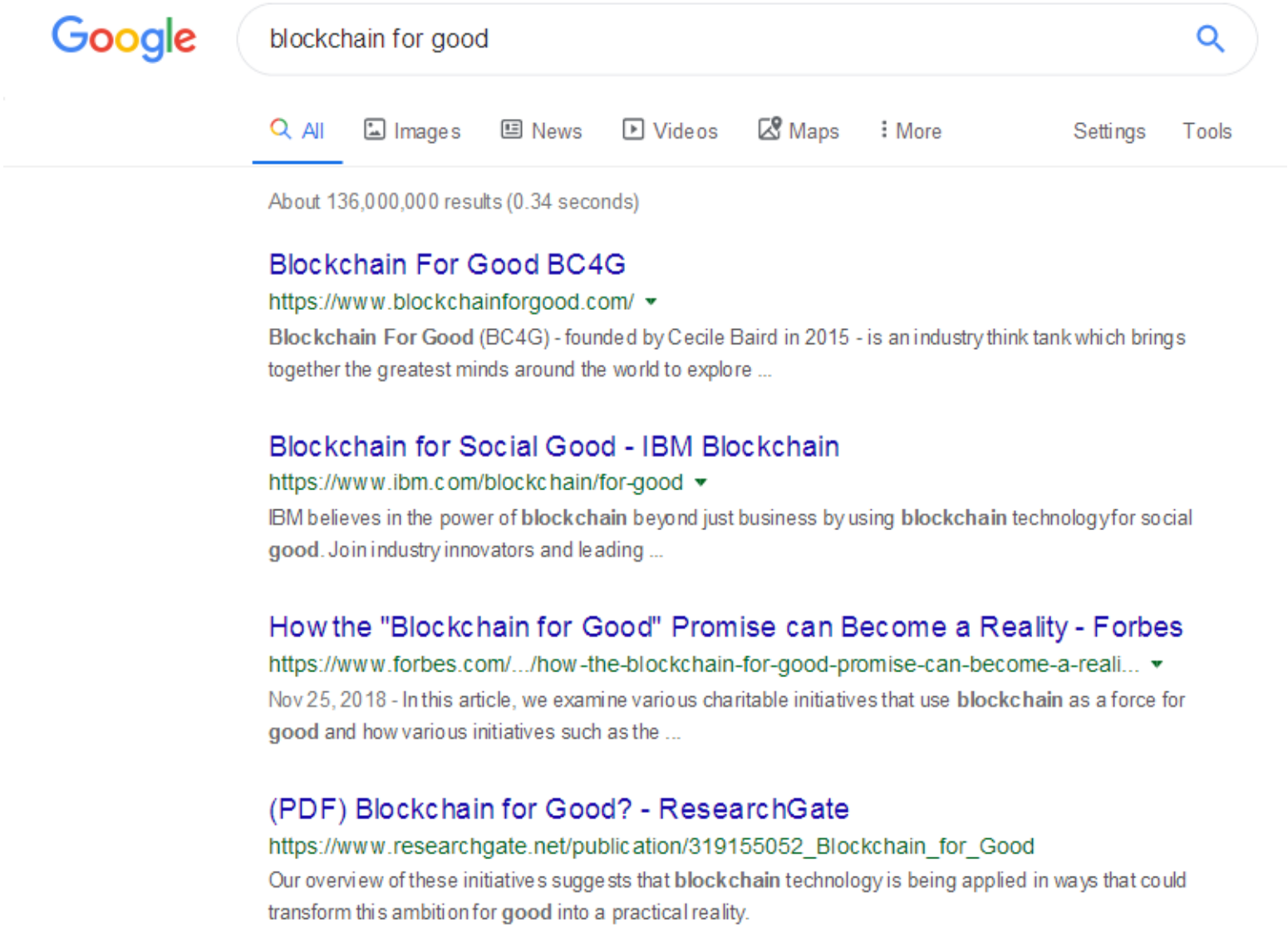
blockchain for good



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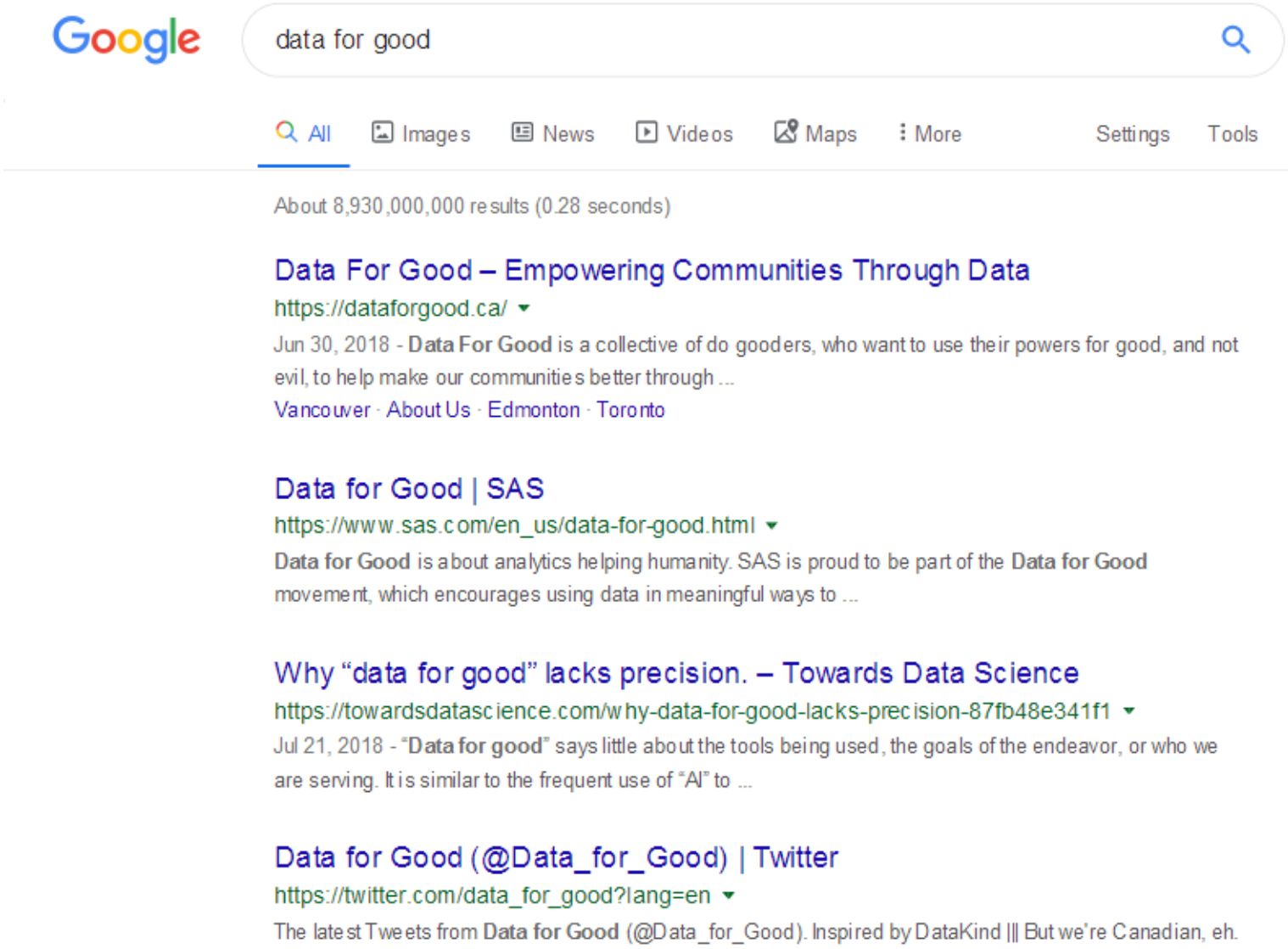

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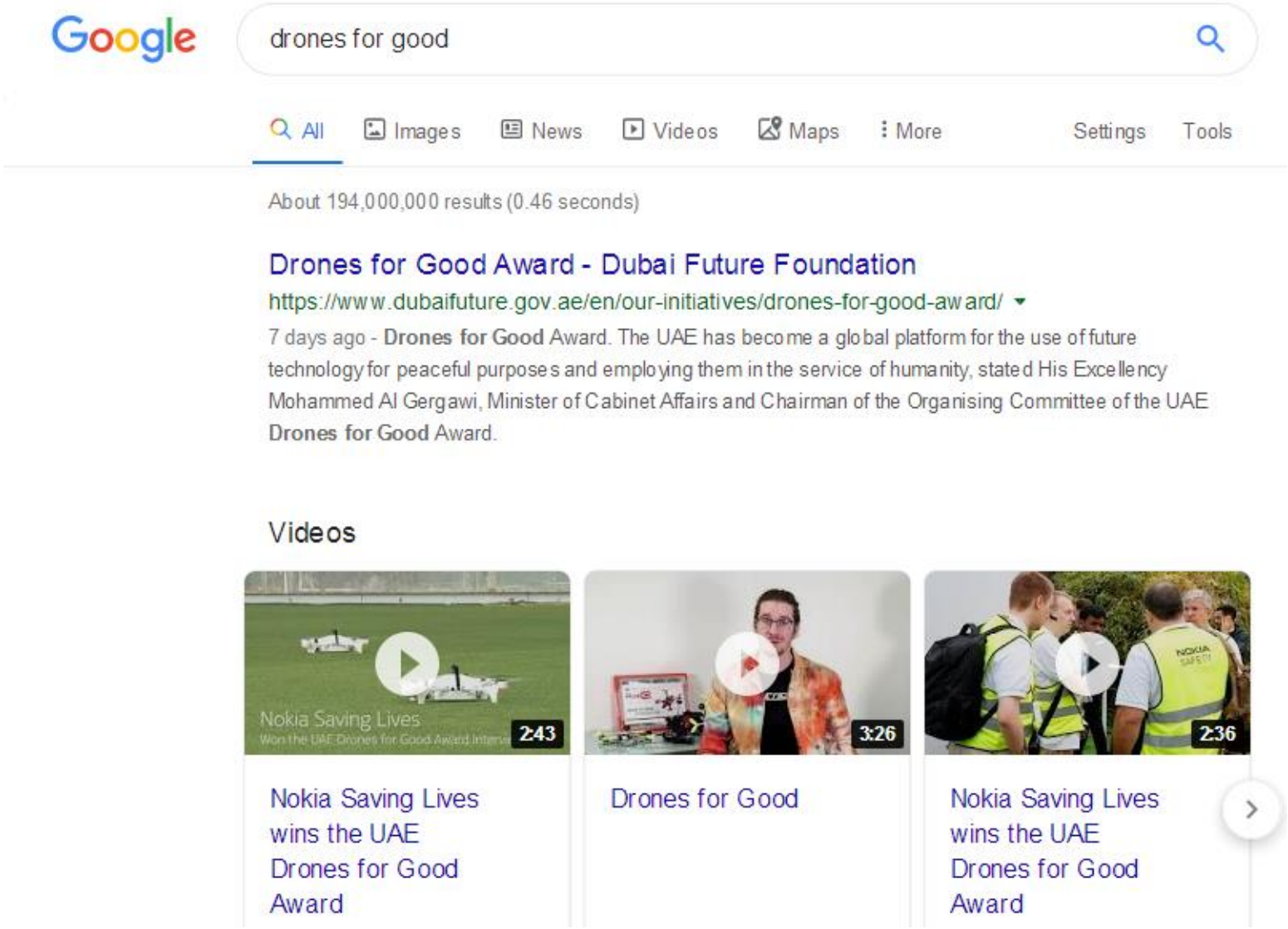
drones for good



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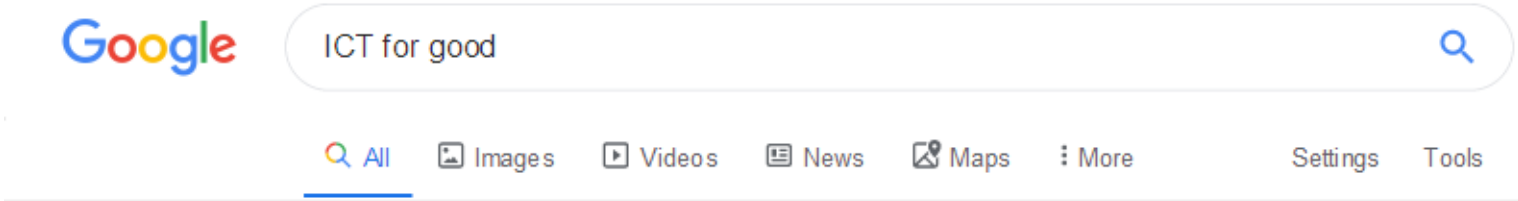
ICT for good



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ICT for Social Good
ictforsocialgood.org/en/
May 4, 2017 - ICT for Social Good wants to know, value and sustain those many projects, realities and innovative ideas created with a bottom-up approach.

Tech for Good: The Role of ICT in Achieving the SDGs - edX
https://www.edx.org/course/tech-for-good-the-role-of-ict-in-achieving-the-sdgs
⚠This course has ended and is archived. ... What opportunities and challenges do digital technologies present for the development of our society? ... 深圳市恒宇博科技有限公司 粤ICP备17044299号-2.

ICT for Good - FBK: ICT - Fondazione Bruno Kessler
https://ict.fbk.eu/units/ict4g/
ICT4G (ICT for Social Good) aims at making a difference using ICTs to contribute to the achievement of goal 2 ("zero hunger") and goal 10 ("reduced ...

ICT FOR DEVELOPMENT AND SOCIAL GOOD - Ong 2.0
www.ong2zero.org/en/master/
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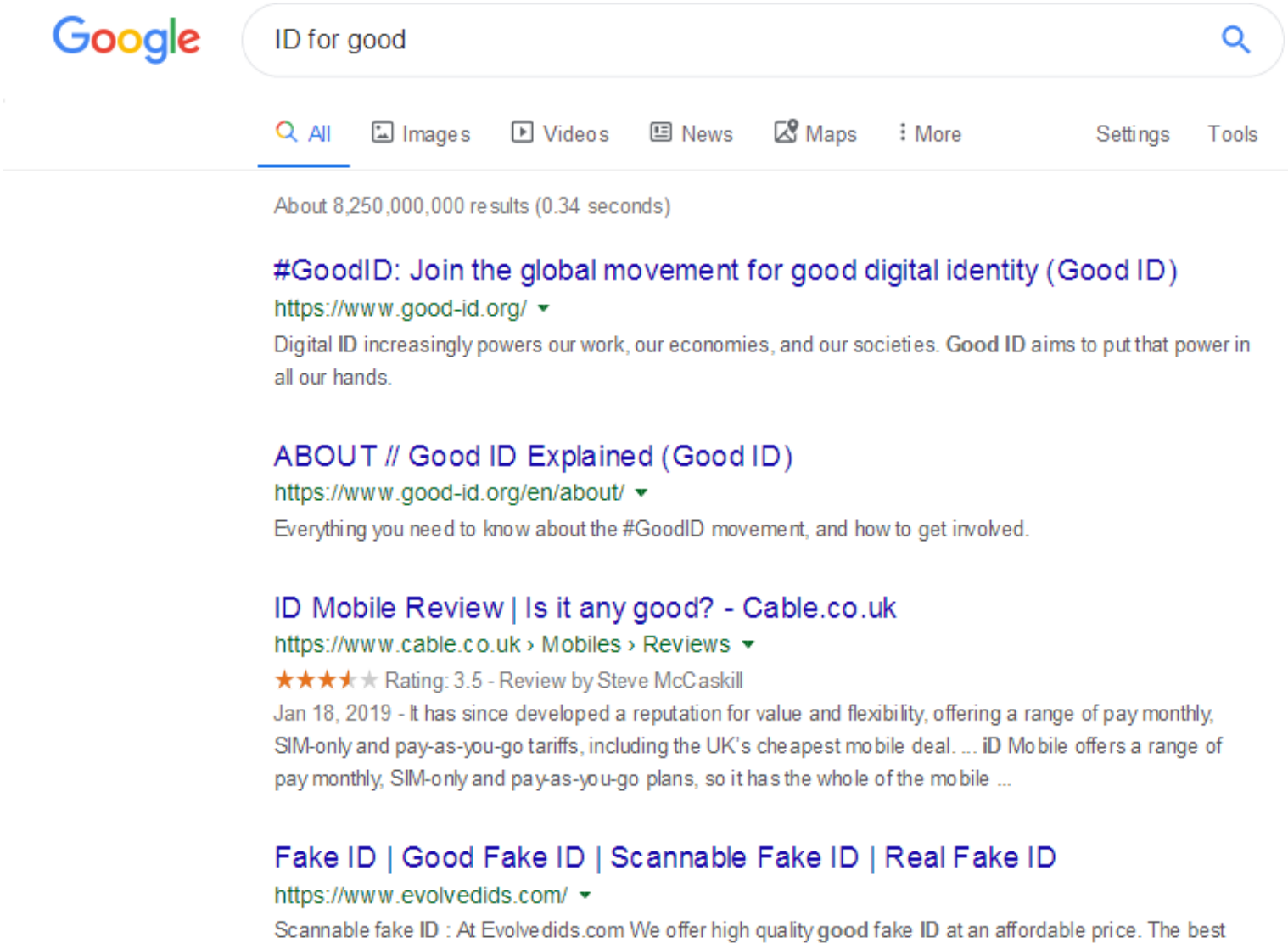

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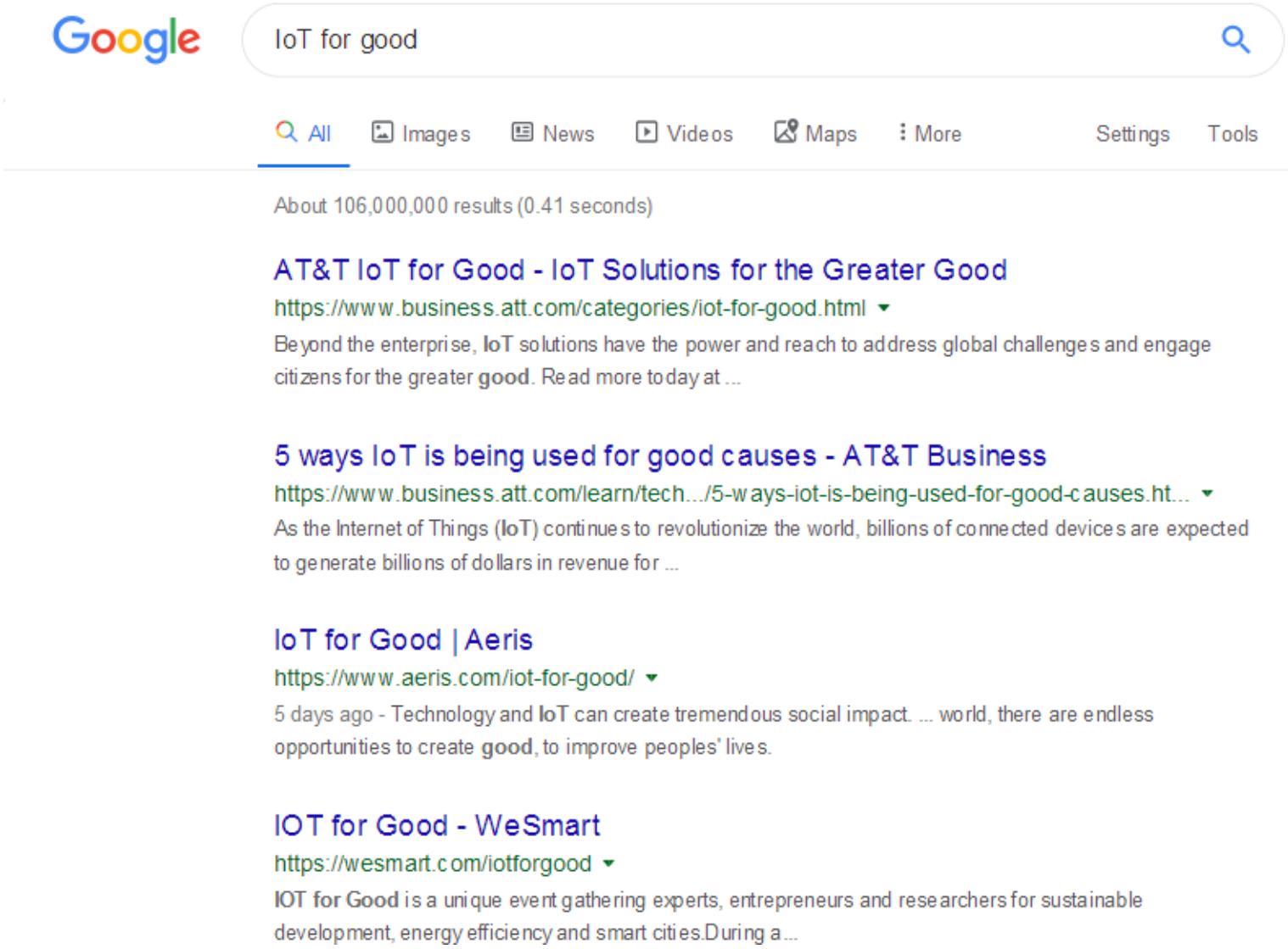
IoT for good



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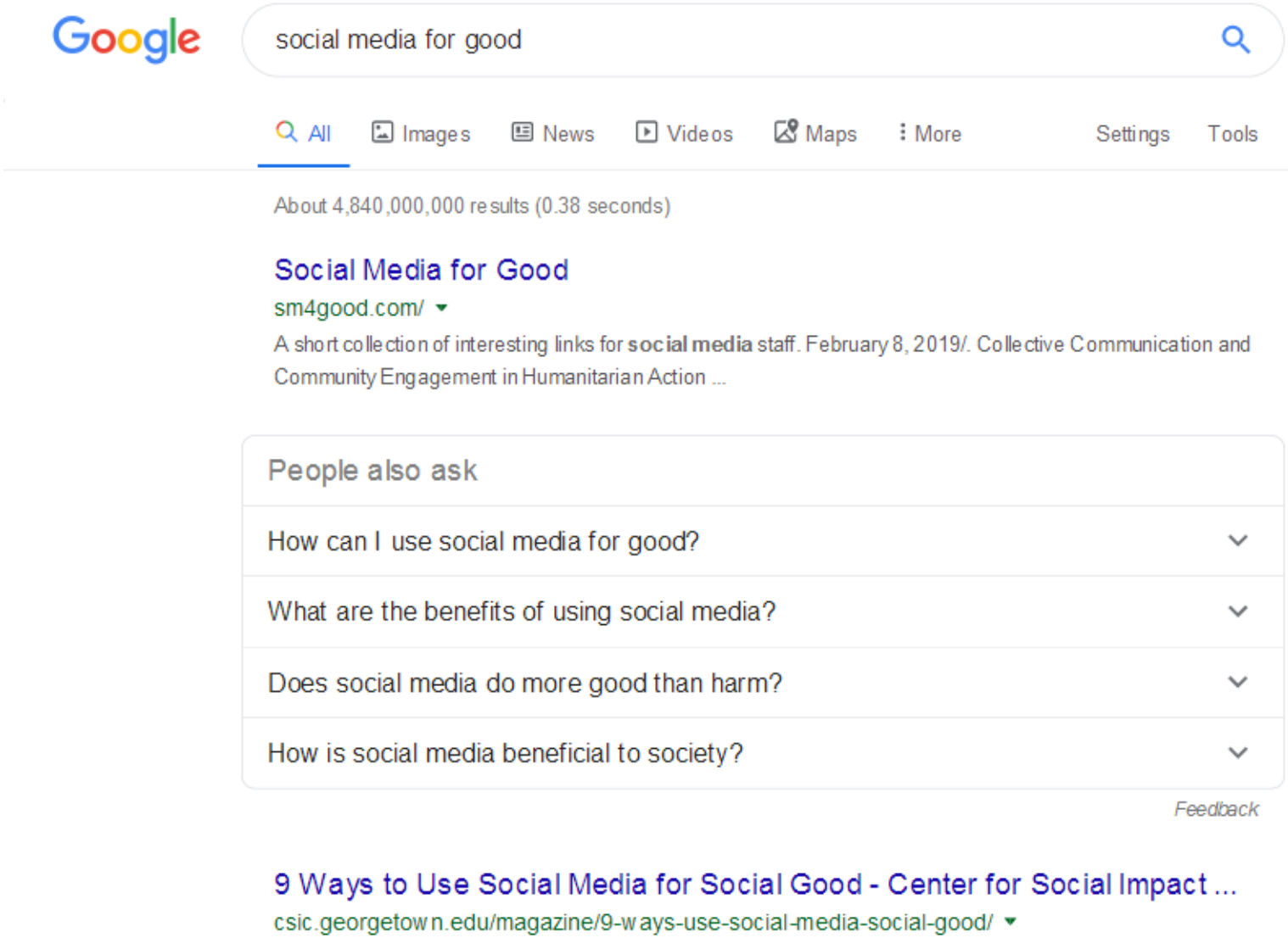
social media for good



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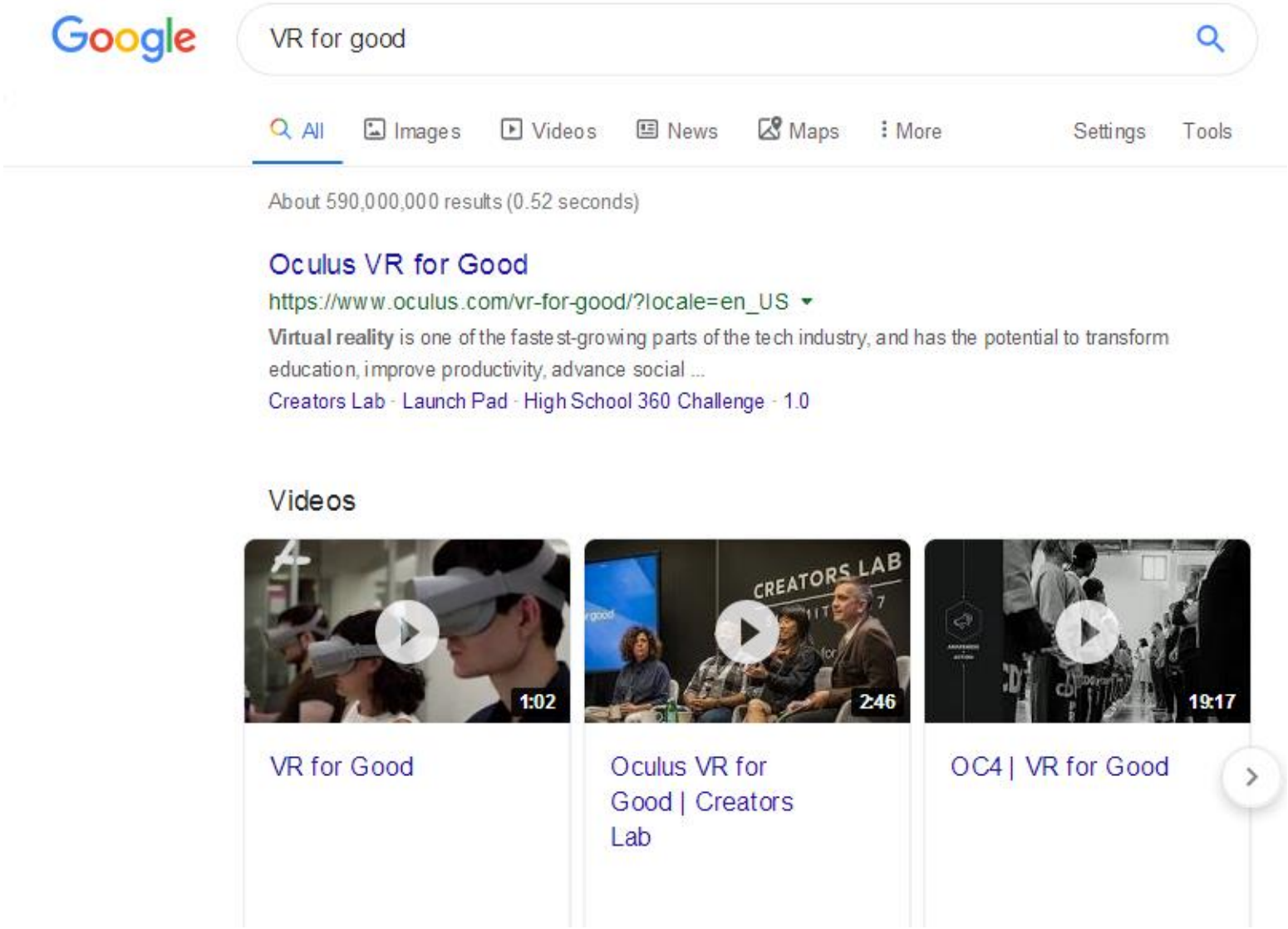
VR for good



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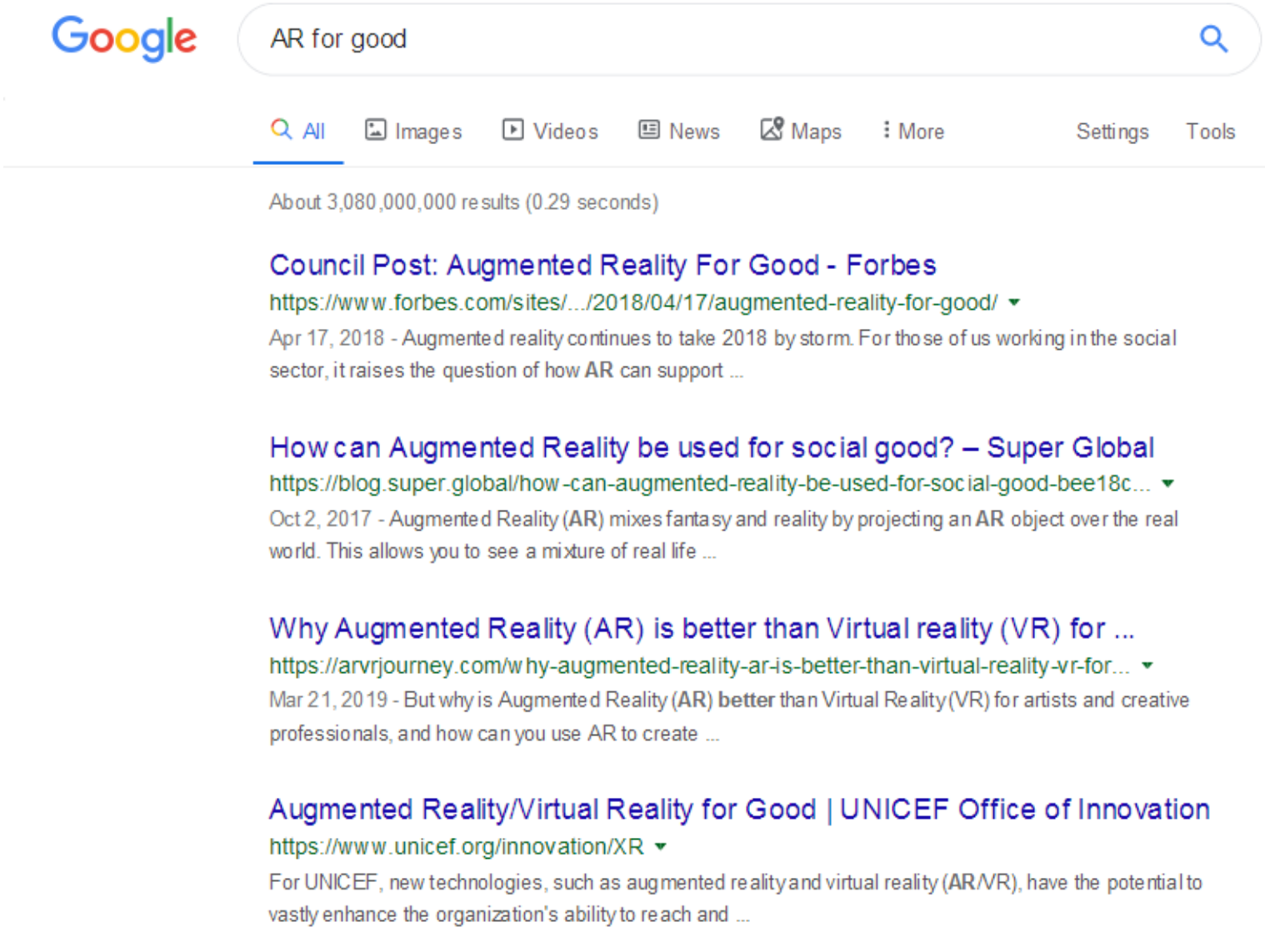
AR for good



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thank you :-)

Public Sector Innovation for Open Government

Dimitris Gouscos (gouscos@media.uoa.gr)

Regional Workshop on Open Government and Emerging Technologies

in the Arab Region

organized by UN ESCWA under the Patronage of Her Excellency, the Minister of State for Administrative Reform in Lebanon, Dr. May Chediac

Beirut, Lebanon, July 2019