

Innovation Standards

**Killing innovation or
skill in innovation?**

ICT & Digital Services through innovation

30 March 2022

Charlie Tuxworth



Here is Edward Bear, coming down the stairs now, bump, bump, bump, on the back of his head, behind Christopher Robin.

It is, as far as he knows, the only way of coming downstairs, but sometimes he feels that there really is another way, if only he could stop bumping for a moment and think of it.

Winnie the Pooh - A. A. Milne

Make our
solutions
more
innovative

Create new
products &
services







www.innovateisland.net

<https://www.linkedin.com/company/innovateisland>

More than 70% of senior executives place innovation as a top three driver for growth in the next 3-5 years.

Only 6% of executives are satisfied with their innovation performance

75% of implemented changes fail to stick and are rolled back



What gets in the way?



Short term focus



Organisational politics



Poor strategic alignment



Inadequate resources



Lack of skills



Inflexible culture

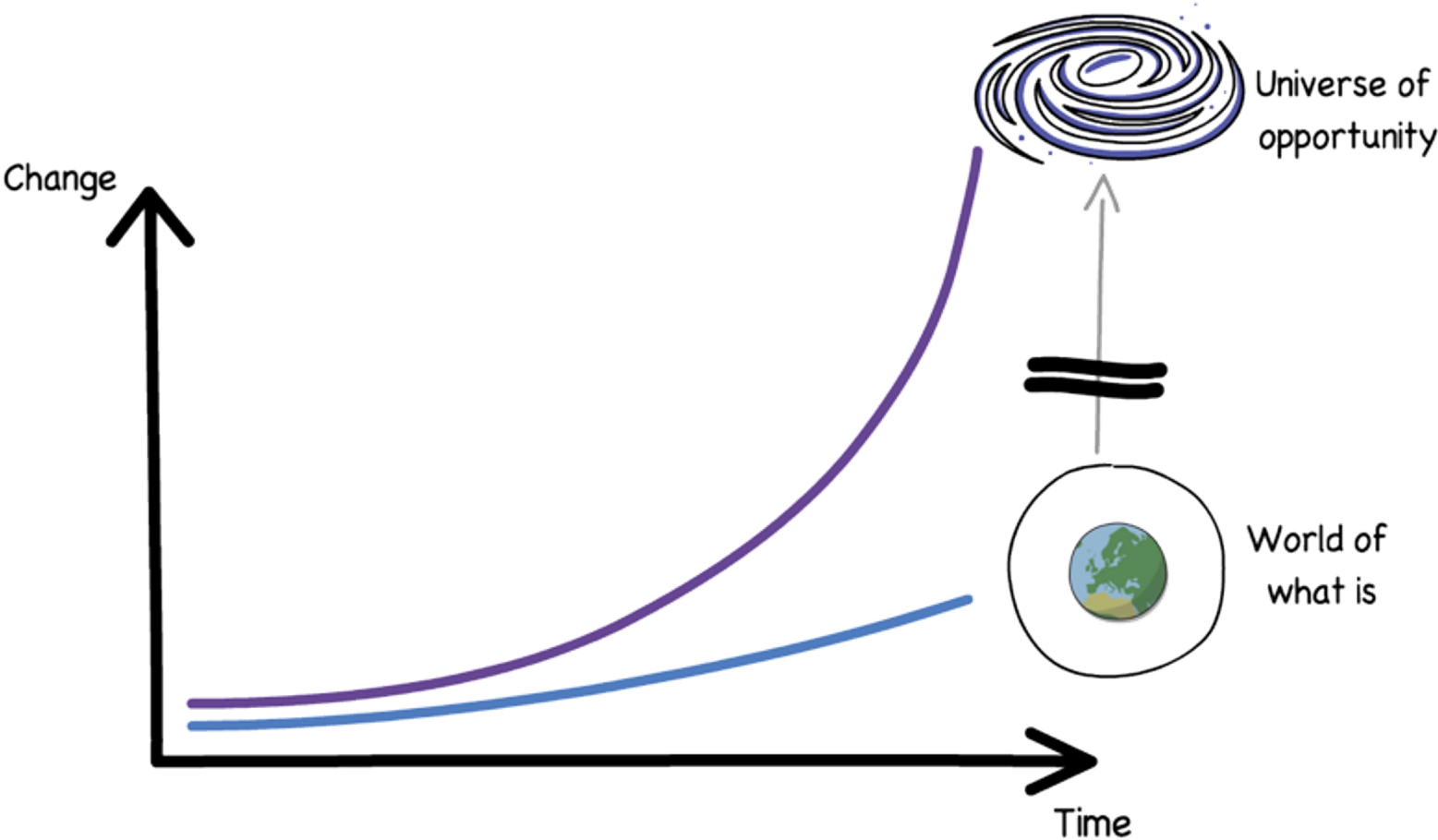


Fear of failure

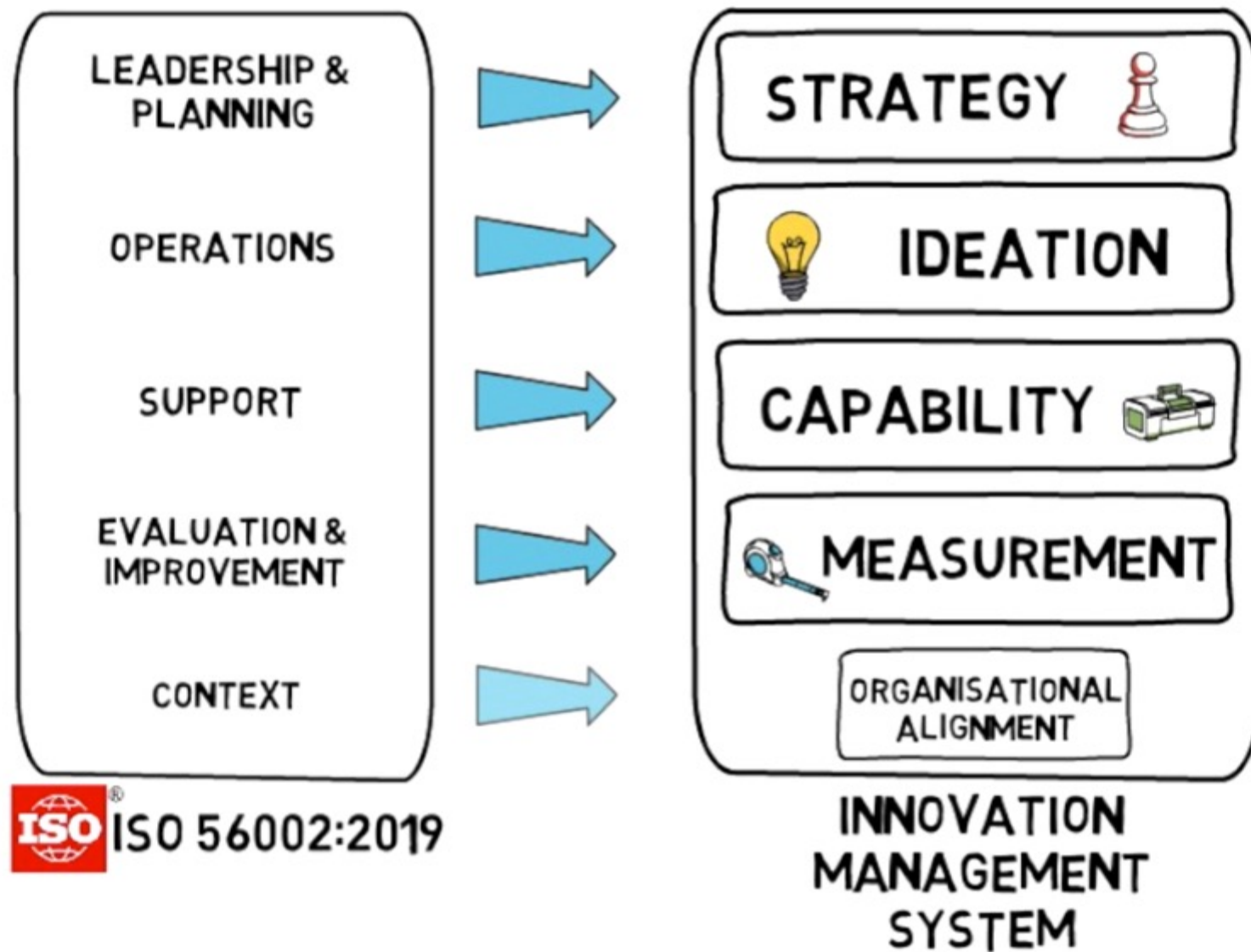


Inability to think differently

The challenge







ISO 56000 Innovation Management

Standard Suite

ISO 56000 : 2020

Fundamentals and vocabulary

ISO 56001

Innovation management system – requirements

ISO 56002 : 2019

Innovation management system - guidance

ISO 56003 : 2019

Tools & methods for partnerships

ISO 56004 : 2019

Innovation management assessment

ISO 56005 : 2020

Intellectual property management

ISO 56006 : 2021

Strategic intelligence management

ISO 56007

Idea management

ISO 56008

Innovation measurement

ISO 56010

Examples of applied innovation

Organisational context



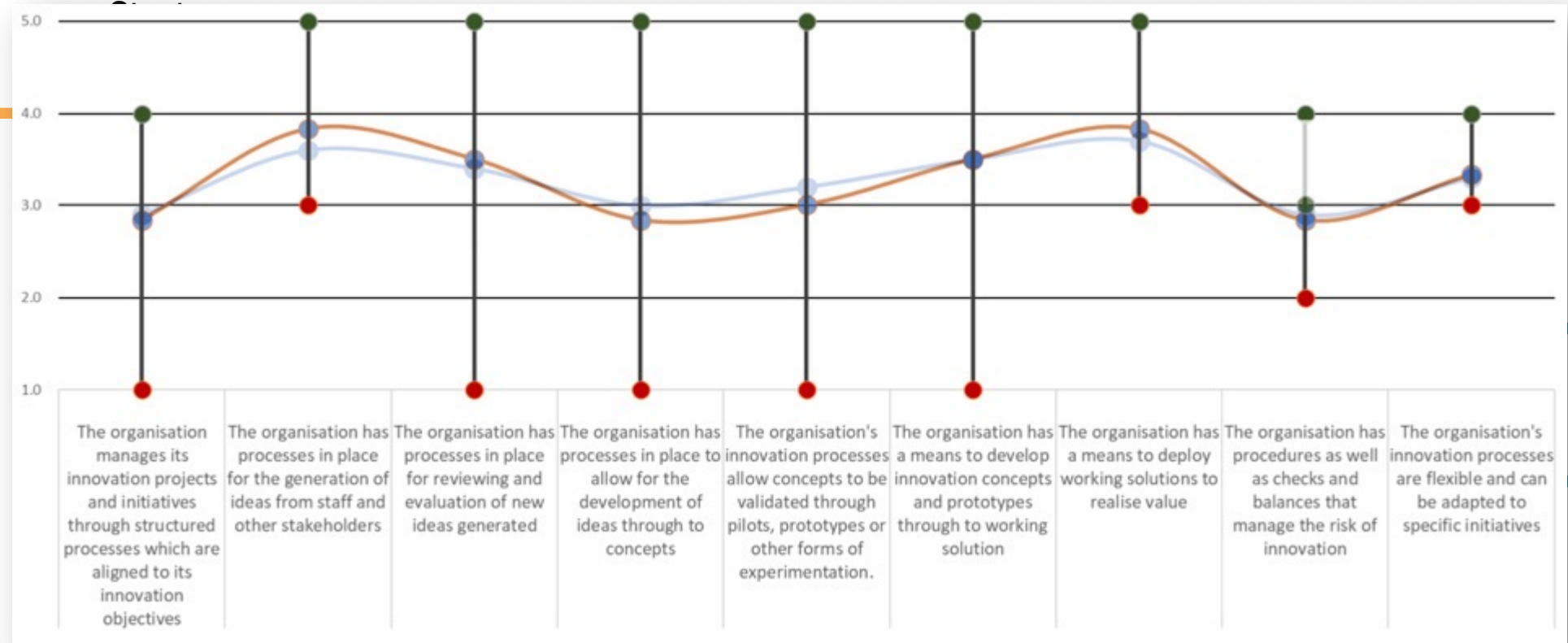
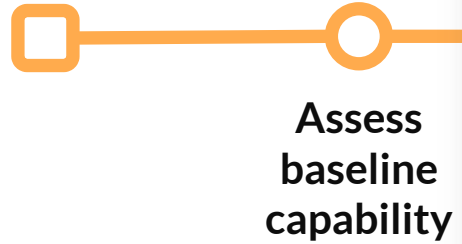
Identify
opportunities

Generate
Ideas

Validate
ideas

Realise
Value

Organisational context



**Organisational
context**



**Assess
baseline
capability**




**Strategy
builder**



Organisational
context

Strategy
builder

Assess
baseline
capability



Reach heights unimagined

INTRODUCTION

This worksheet is to be used within the context of an Innovation Strategy Workshop, and provides space for the team to collaboratively reflect on the ideas relating to one strategic concept, as captured during completion of the online Innovation Masterclasses.

This worksheet allows the ideas that have been submitted to be reviewed, discussed, and elaborated upon by the team members, before identifying and confirming the top ideas that will form part of the organisation's innovation strategy. On completion of the workshop the finalised ideas should then be captured in the Celsio Innovation Management System (CIMS) to allow the generation of the Innovation Strategy Report.

The smaller teams, this exercise can be carried out directly within the CIMS.

PEOPLE
2 - 10

TIME
Allow 15 minutes for simple aspects, and 20 minutes for more complex areas.

Innovation Strategy Workshop

Monaghan Co Co

Reasons

Initial Ideas (from Masterclasses)

- To improve our customers experience
- To provide a better experience for the service users
- To improve the quality of services provided
- Pressure to provide a better service to the public
- Better service delivery
- Provide a better service
- To utilize the skills of highly qualified staff
- To make work more interesting and rewarding for staff
- To individualize individual requirements and the county council as a whole
- Empower staff to come up with customer service initiatives
- compute with other local authorities (M&C performance indicators)
- To be a leader in the realm of the Public Sector
- To out perform other Local Authorities in as many areas as possible
- sustainability
- Climate Change and the need for a response
- new and emerging technologies allow for practical improvements
- Moving Company forward and adjusting its approach to more and more events
- To prepare for the future needs of our service users
- To improve stagnant work practices
- Be efficient
- Lower costs, more productive
- funding constraint
- to do things more efficiently
- reduce costs
- To cut the cost of service provision
- increase efficiencies
- More efficient use of resources both financial and people
- to move with the times and get rid of outdated methods

Shortlisted Ideas

- To improve our service - to future proof our service - to become more efficient
- Have a culture of learning processes and procedures, particularly
- to take advantage of new technologies
- To explore emerging technologies
- To generate new sources of revenue
- To comply & sustain compliance with legislative/regulations e.g. accessibility, climate action
- Improve customer service - Offer as inclusive service to all citizens
- meet & keep up with county regulations e.g. 24/7 services, online services

Further Discussion Needed

- To be THE leader in innovation in the Public Sector
- employee engagement and motivation

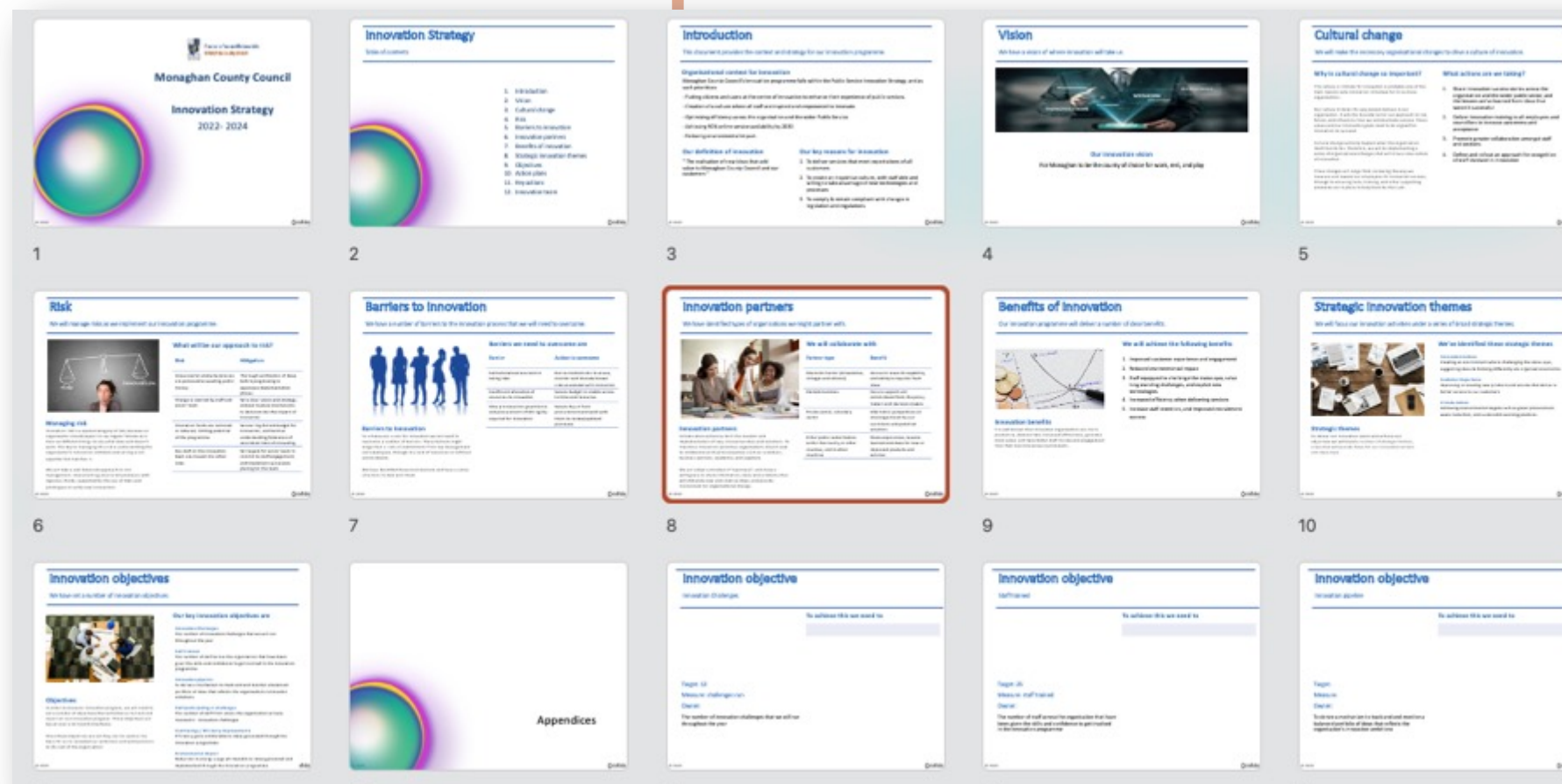
Not to be progressed

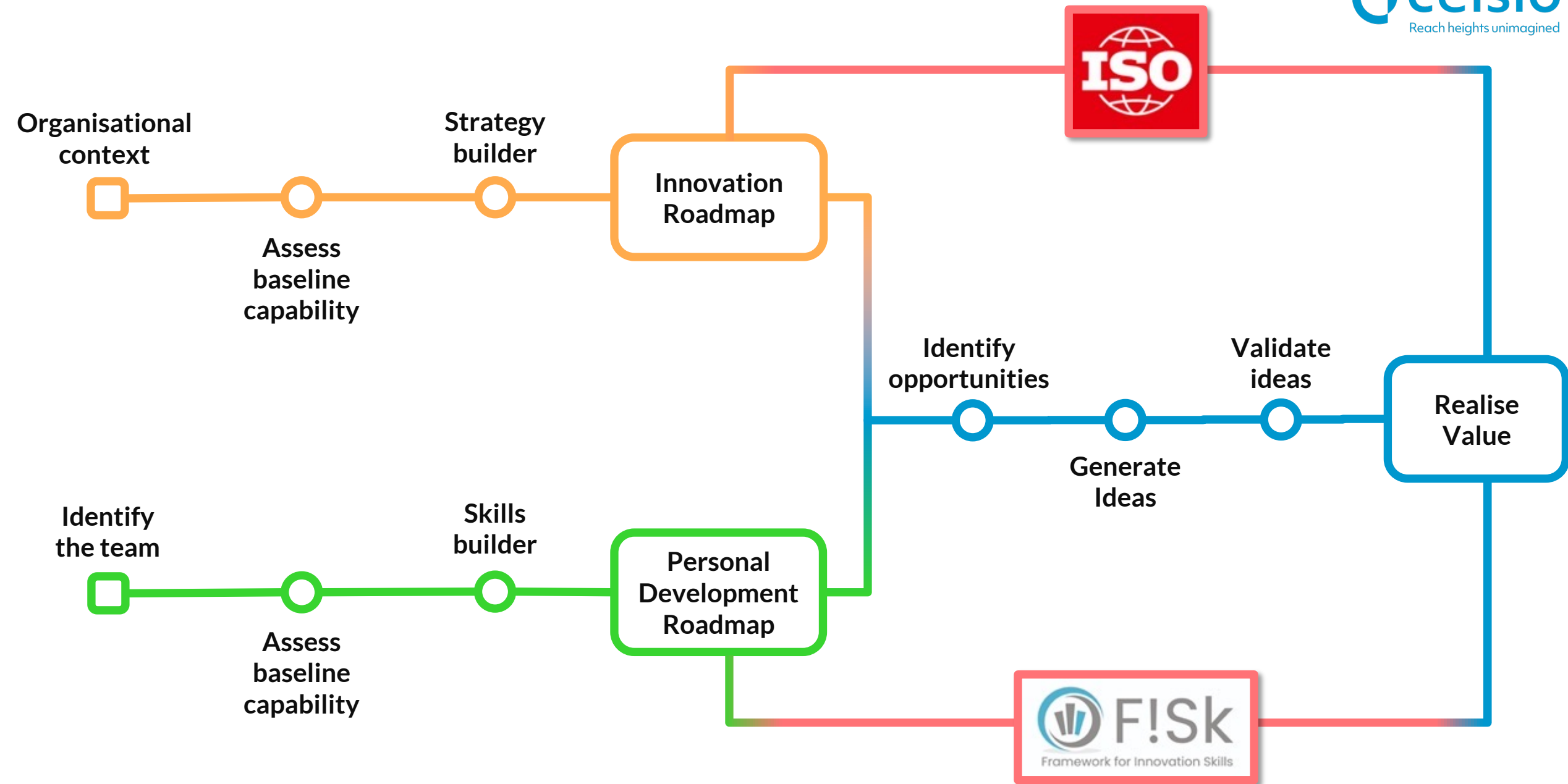
Organisational
context

Strategy
builder

Innovation
Roadmap

Assess
baseline
capability





Innovation Leadership

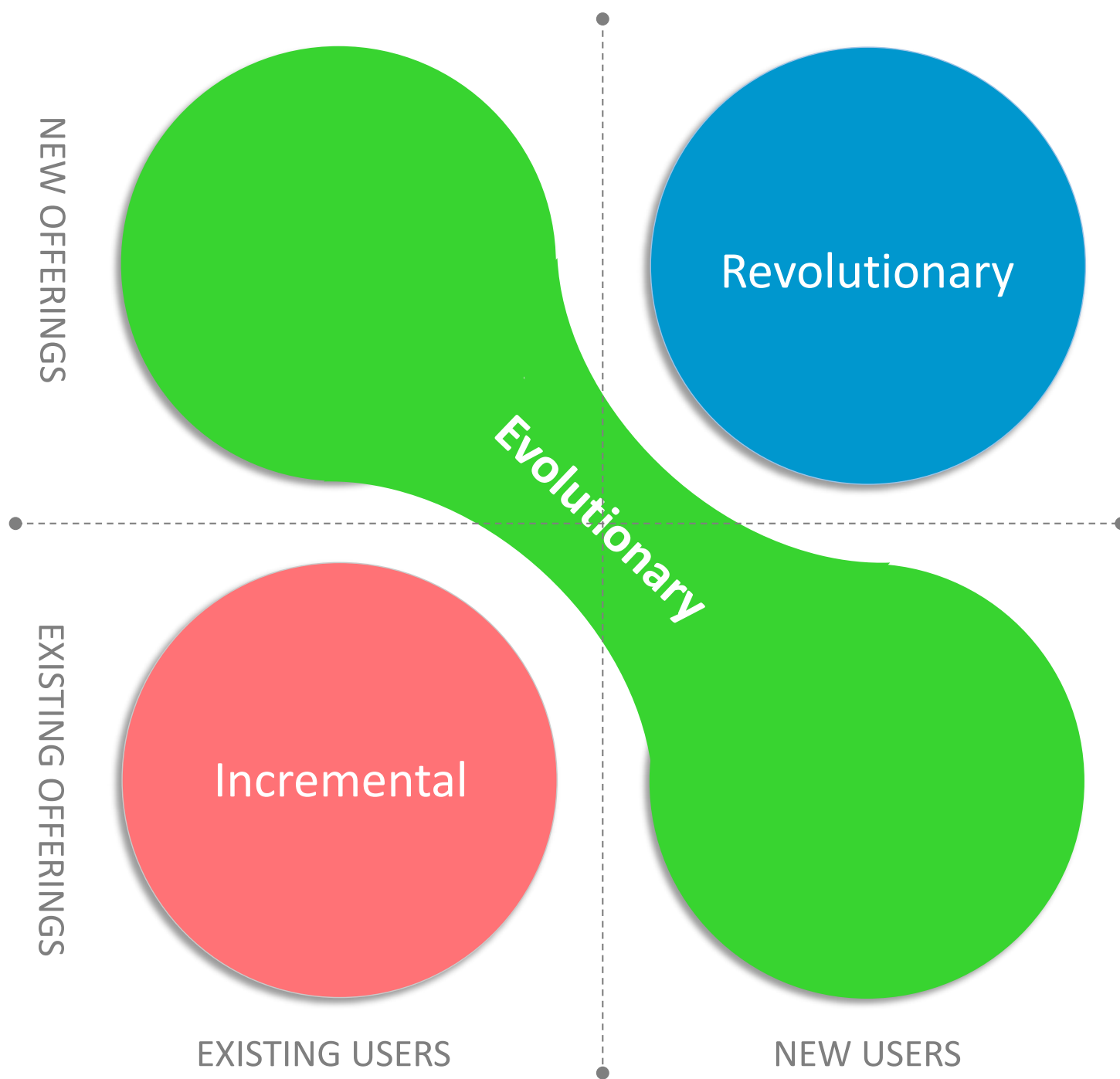
Setting ambition & avoiding solutions

ICT & Digital Services through innovation

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Set a clear
innovation
vision



Future Focussed
Challenging
Unique
Memorable
Communicable
Strategically Aligned



Creating a vision is an
emotional process.

It is a decision of the
head and the heart.



Analytical

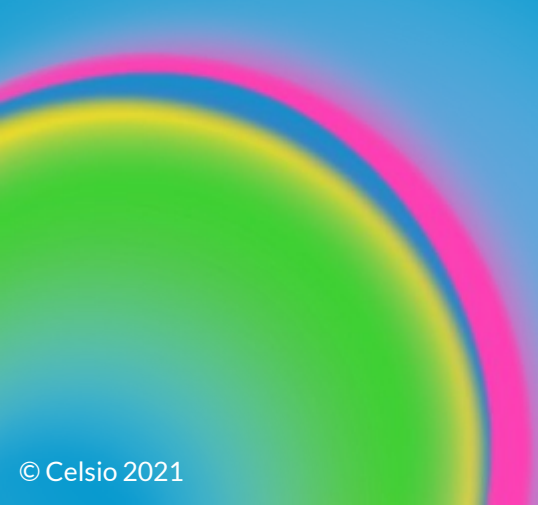


Visionary



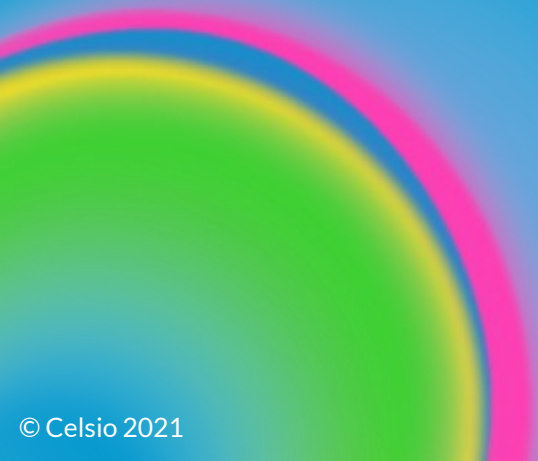
Social

“We must develop a permanent culture where staff are continuously empowered and equipped to innovate.”



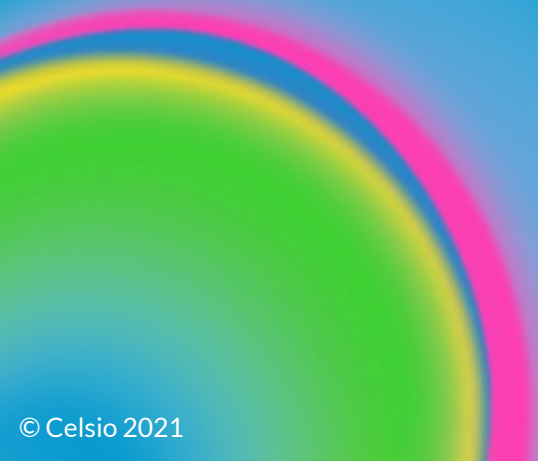
“We must develop a permanent culture where staff are continuously empowered and equipped to innovate.”

Brainstorm as many
QUESTIONS as you can.
[15 mins]



“We must develop a permanent culture where staff are continuously empowered and equipped to innovate.”

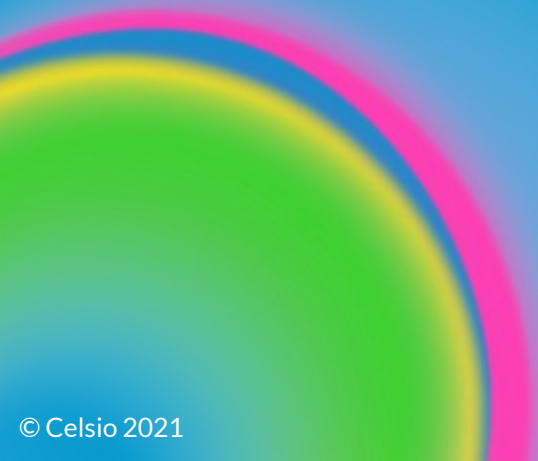
Rank the questions.
[10 mins]



“We must develop a permanent culture where staff are continuously empowered and equipped to innovate.”

Identify three individuals you will ask each of the top 3 questions

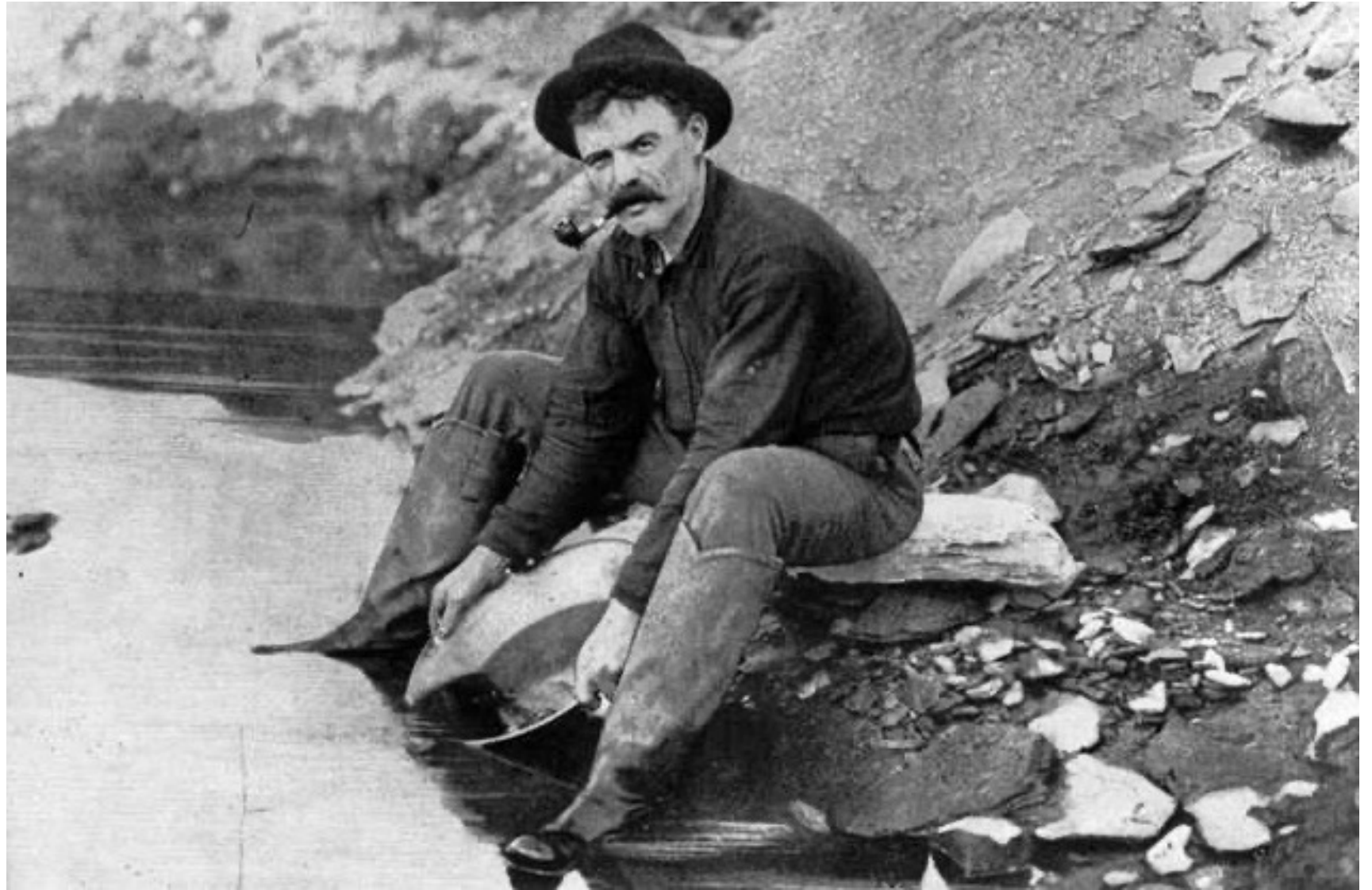
[10 mins]





Reflections

Panning for gold



Metaphor Technique

Physical Synectics



Metaphor Technique

Superheroes



Thank you!

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