



An Roinn Caiteachais
Phoiblí agus Athchóirithe
Department of Public
Expenditure and Reform

Innovation and Reform in our Public Service

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Department of Public Expenditure and Reform

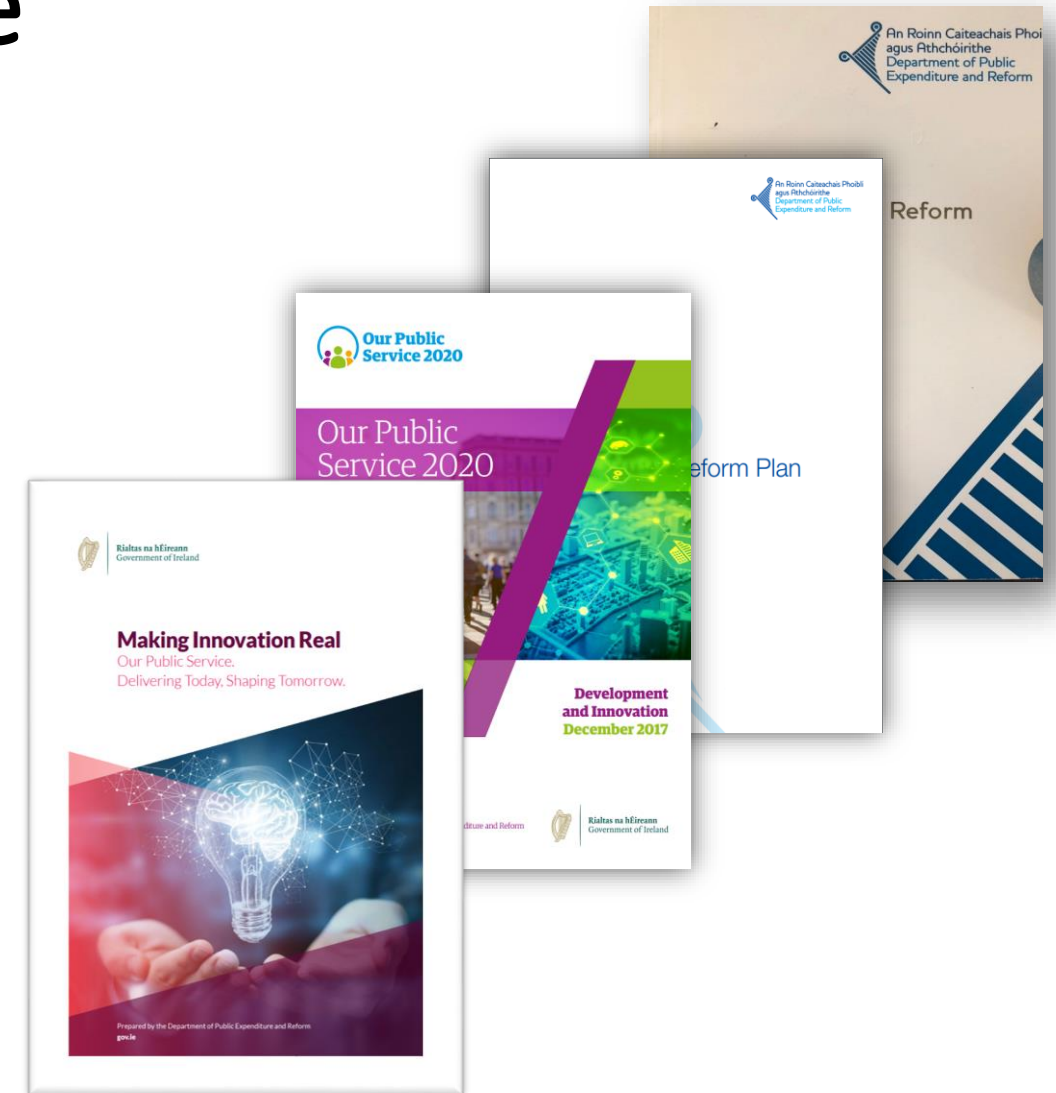


Outline of Presentation

- Public Service Reform
- Making Innovation Real, Public Service Innovation Strategy
- Strategy Development guidance documents
- Innovation Priorities and initiatives
- Lessons learned
- Future of public service reform
- How can you support innovation?

Public Service Reform to date

- **2011: First Public Service Reform Plan**
efficiency and consolidation measures
- **2014: Second Public Service Reform Plan**
priority focus was to improve service delivery and better outcomes, alongside ongoing efficiency measures
- **2017: Our Public Service 2020**
development and innovation, focus on outcomes, evidence and data driven approach, strengthen governance
- **2020: Public Service Innovation Strategy, 'Making Innovation Real'**
harness the power of innovation to deliver world class public services in Ireland.



Background to Public Service Innovation Policy



Making Innovation Real | Vision

National level Innovation Vision

Vision

Harness the power of innovation
to deliver world-class
public services in Ireland

Innovation Definition

The creation of a new,
viable, offering that
adds value



Rialtas na hÉireann
Government of Ireland

Making Innovation Real

Our Public Service.

Delivering Today, Shaping Tomorrow.



Prepared by the Department of Public Expenditure and Reform
gov.ie

Priority 1

Citizen-centric Innovation

Put citizens and users at the centre of innovation to enhance their experience of public services



Priority 2

Culture of Innovation

Create a culture where all staff are inspired, empowered and enabled to innovate



Priority 3

Scale up Innovation

Work across sectors and organisations to optimise efficiency by scaling innovations across the Public Service



Priority 4

Transformative Innovation

Drive innovation across the Public Service by pioneering change and long-term transformation



Priority 1



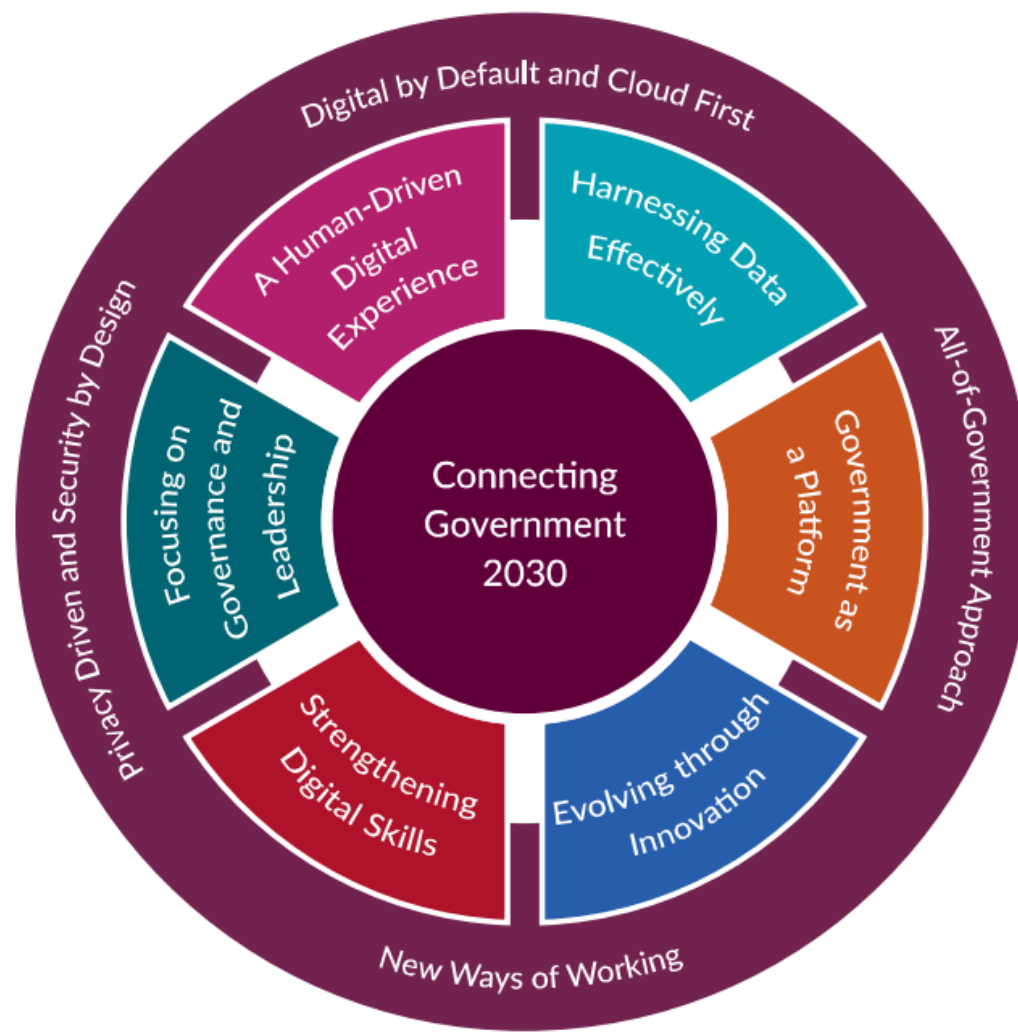
Citizen-centric Innovation

1.1 Listen and
engage with
citizens and
users

- Citizen Engagement / Service delivery
- Engaging with citizens and front line workers
- Using technology to design better services and craft better policy

1.2 Design
and deliver
integrated
and easy to
use services

- Promote digital
 - Harness data
- e.g. Connecting Government 2030



Priority Action Areas and Underpinning Design Principles

Priority 2



Culture of Innovation

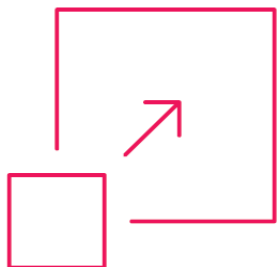
2.1 Lead with
vision, empower
staff and
challenge the
norm

- Leadership e.g innovation as a core competency / leadership interventions / include innovation in business planning
- Organisational Strategy e.g use guidance documents to assist in the development of an Innovation Strategy

2.2 Equip staff
with the skills,
mindset and
tools to
innovate

- Learning and Development
- Centralised Supports e.g. Public Service Innovation Fund

Priority 3



Scale up Innovation

3.1 Connect
and collaborate
across the
ecosystem to
scale successful
innovations

- Collaboration e.g. Future Tech Challenge
- Establish an Innovation Space for the public service

3.2 Capture
and share
insights,
knowledge
and lessons
learned

- Scale e.g. Innovation Week / Network
- Knowledge Sharing e.g Case studies / lessons learned / best practice

Priority 4



Transformative Innovation

4.1 Develop
strategic insights
for future trends
and
requirements

- Public Service Innovation Advisory Board
- Anticipatory Innovation e.g. Strategic Foresight / OECD

4.2 Support and
promote policy
for innovation
and digital
transformation

- Technology Experimentation
e.g. co-ordinated challenge based initiatives
- Innovation Policy Office

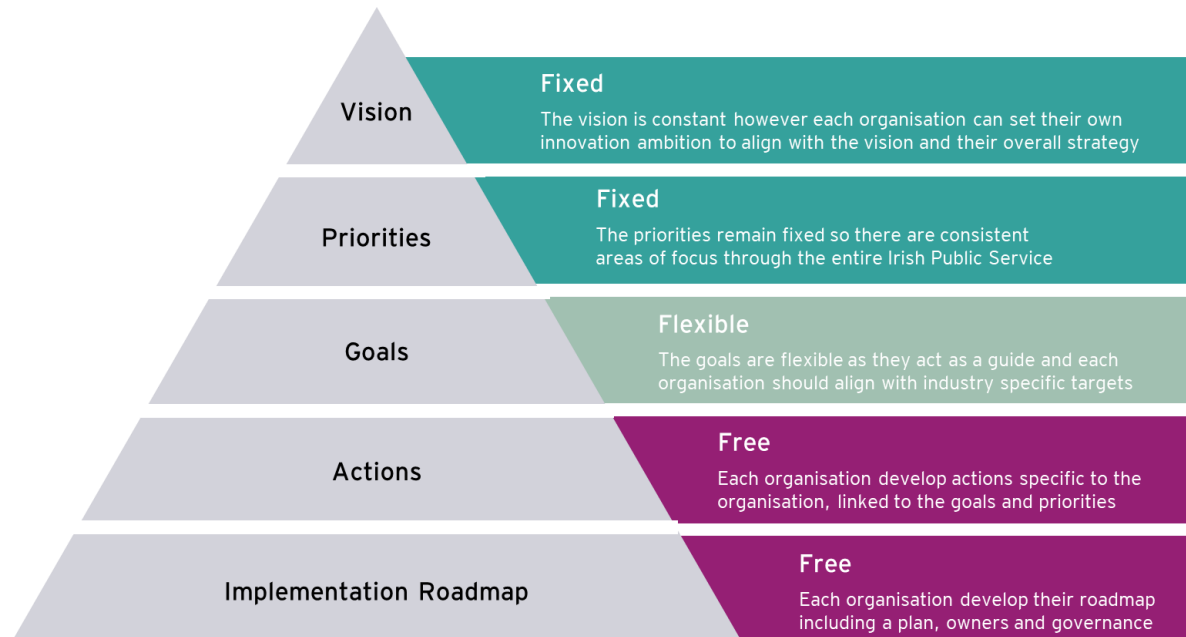
Guidance Document Overview

To help individual organisations develop their innovation strategy a guidance document has been developed.

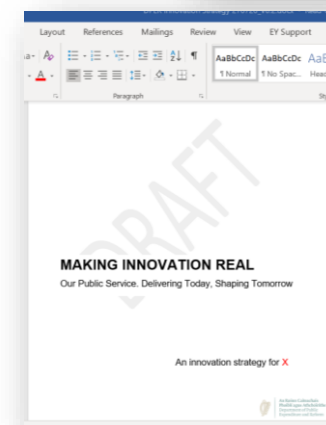


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1. The Fixed, Flexible and Free Framework



2. The Innovation Strategy Canvas



3. The Innovation Strategy Template

How can you support innovation?

- Join the Public Service Innovation Network
- Become, or identify, an Innovation Representative in your organisation
- Attend the Public Service Innovation events, share events with colleagues, and begin a discussion around innovation
- Share case studies and learnings with other public bodies
- Engage with the Public Service Innovation initiatives e.g. Innovation Fund / Future Tech Challenge
- Reach out to the Public Service Innovation team for a strategic conversation
 - Support with strategy development
 - Innovation maturity and capability
 - Learning and development guidance
- Champion innovation and strive for it as the norm in your organisations

The next stage of public service reform – what has been done so far?

- OECD Reflections on OPS2020
- OPS2020 Review Survey / consultation
- Deloitte Feedback workshops to inform the next phase of public service reform
- PSLB Bilateral Consultation Findings
- COVID-19 learnings paper

Next steps:

- Synthesis of information
- Present options paper

Covid-19: Some Observations



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**The Irish
Public Service
responds
well in crisis**



**Reliable data
was pivotal and
consumed
voraciously**



**Anticipatory
planning enabled
more streamlined
responses**



**Collaboration
across
organisations
was key**



**Solidarity
transcended
sectors (public,
private, voluntary)**



**Understanding
public behaviours
key to delivering
our services**



**Digital and tech
solutions key in
facilitating many
citizen needs**



**We bust the
myth on remote
working in many
work areas**



**Public service
values are more
evident than ever
before**

Incorporating Learnings into the Next Phase of Public Service Reform:



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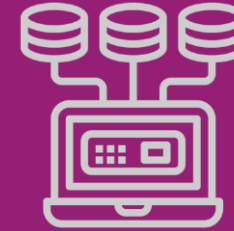
Planning for the
Future of Work



Strategic Workforce
Planning



Digital by Default
Services



Using Common
Datasets



Exploiting Data
Science for Services



User Centricity
is Paramount



Sustain
Collaboration



Skills
Development



Policy
Innovation



Centre Provides
Supports

What's next for public service reform?

- Identify key priorities for reform and articulate key enablers
 - E.g. climate change / well-being
- Clearly define the role of DPER in the next phase of reform
- Review of governance structures
- Incorporating expenditure
- Evaluation and measuring success of the plan
- Enhanced reporting
- Public consultation



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Thank You

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