CIVIC INNOVATION YYC UPDATE ON PROGRESS SINCE AUGUST 2015

We envision a city where government isn't just open but collaboration is the default. Civic Innovation YYC adds to a cultural shift already underway in The Corporation – a shift towards more openness, collaboration and citizen-centric problem solving.

In 2015-2016, Civic Innovation YYC went from idea to action – we envisioned and deployed the MyCityInnovation platform, we built trusted partnerships with every business unit and many civic partners, we launched a corporate wide internal advisory group to help us turn ideas into action, we launched an innovation lab and we brought in some great talent. In 2016-17, we will continue to follow through on the commitment to operationalize Cut Red Tape through this program and extend it to all Calgarian's.

Below you will find an Overview of key aspects of the program, 2015-2016 Milestones and Next Steps for:
1. Digital Platform
2. Civic Innovation YYC Lab
3. Governance
4. Innovation Landscape
5. Post Secondary and Outreach

Also, a summary of Key 2015-2017 Deliverables is provided.

1. Digital Platform

Overview: An online platform to present and discuss new ideas around civic services. Community members contribute, refine and vote on ideas. Once an idea is sufficiently developed, the internal advisory council will evaluate online on the platform against the Civic Innovation YYC return on innovation framework which will identify priority ideas to action. A key attribute of this platform will allow Administration to issue challenges to Calgarians to focus ideation in areas of business need.

2015-16 Milestones: Civic Innovation YYC issued an RFP for a digital ideation management and crowd sourcing platform, adapted through development and designs to fit program intent, user tested, and deployed. As of the end of August we have over 2000+ City staff users on the site identifying and sharing innovative civic ideas.

Next Steps:
- Expand the myCityInnovation digital platform to include the City's ~8000 non-wired employees
- Develop three challenges for the public launch
- Deploy a second, similar platform to launch for all Calgarian's
- Initiate several rounds of evaluation and prioritization of ideas to be pulled through the myCityInnovation digital platform

2. Civic Innovation YYC Lab

Overview: The lab is a physical space unlike other meeting rooms to drive cross-corporate solutions and collaboration with citizens and businesses. The lab space is facilitating the development of abstract ideas into tangible solutions. The lab hosts opportunity labs, rapid experiments, tiger teams, challenges and mini-hacks.
2015-16 Milestones: Civic Innovation YYC successfully secured a functional workspace, developed the interior design and launched the Lab within the corporation. Internal Advisory meetings and development sessions with BU's are hosted in the space and we currently have ~20 lab "projects" to advance ideas toward credible and innovative solutions. To date, over 600 employees and civic partners have attended working sessions in this space.
Next Steps • Prepare resourcing to provide an open door concept and manage operations of a high-volume space • Testing each pathway (challenges, mini-hacks, rapid experiments, tiger teams and opportunity labs) with initial projects • Develop on-going programming for employees to access the program. • Organize on-going and sustained thought leadership activities for city staff, governance, advisors and Calgarian's.

3. Governance

Overview: We are governed by the Deputy City Manager with input from an Internal Advisory Group and an External Advisory Group. The Internal Advisory Group meets every two weeks with 35 Business Unit and Department representatives. The External Advisory Group composed of industry stakeholders and innovation thought leaders will meet bi-monthly.
2015-16 Milestones: Civic Innovation YYC has developed a Program Framework, Terms of Reference for External and Internal Advisors, received approval for these frameworks, on boarded 35 Business Unit and Department representatives for the Internal Advisory, and recruited the External Advisors.
Next Steps: • Foster and animate engaged communities of practice in areas of high impact, for example, with Calgary's Civic Technology and Design-Thinking communities • Convene the External Advisors for bi-monthly meetings with a view to advise the city on how to optimize the Civic Innovation YYC program • Convene the Internal Advisors for monthly meetings with a view to drive and deliver program across the organization • Yearend report on Civic Innovation YYC

4.   Innovation Landscape

Overview: Creating an environment to innovation requires dedicated effort to proactively remove barriers that exist in our current day-to-day roles. The design of this environment was purposeful so that we can learn, take appropriate risks, and fail and learn fast. This work stream also largely involves empowering, elevating and integrating the work of others. All staff within the program invests time in outreach with the goals to enhance staff engagement, identify innovative ideas, celebrate innovation, map the innovation ecosystem and build a credible narrative about the City's ability to innovate.

2015-16 Milestones: Civic Innovation YYC does not lead with authority but has instead influenced and built trusted relations across the Corporation and beyond, researched best practices, created a broader network of innovators in government, established a fail fast environment, adopted design thinking practices, and proactively worked with Law and IPAM to create a new intellectual property framework to welcome co-creation.

Next Steps:
- Test the Intellectual Property Framework with a practical project
- Develop and deliver on a program of thought leaders to helps city staff and our network to think about and practice innovation in their daily work;
- Create a new Civic Innovation Fellowship for city staff
- Develop an Internal and External Innovation Maps showing the innovation landscape within and outside the organization

5.   Post-Secondary and Outreach

Overview: Post-secondary institutions, industry have the knowledge and expertise to identify and act on innovative ideas. These institutions are important civic partners and often have strong networks and connections with industry and Calgary's innovation ecosystem.

2015-16 Milestones:
- Civic Innovation YYC has built relationships with all of Calgary's post-secondary institutions, civic partners, industry and NGOs. We have identified a number of areas where the program can bridge innovative ideas and civic needs with their expertise.
- Launched External Advisory Group with representatives from:
    - Southern Alberta Institute of Technology, Ward of the 21st Century (W21C), Calgary Federation of Independent Business (CFIB), Calgary Economic Development (CED), Calgary Chamber of Commerce (CCC), Alberta Treasury Branches (ATB), Suncor Energy, Alberta Social Innovation (ABSI) Connect, Government of Alberta, TELUS Spark, Business Revitalization Zones (BRZs), Calgary Public Library (CPL), Alberta EcoTrust Foundation, Alberta Accountants Unification Agency, Building Owners and Managers Association (BOMA), Calgary Home Builders Association (CHBA), Calgary Municipal Land Corporation (CMLC), Canadian Sport Institute (CSI), Cybera, Eat Naaco, ENMAX, National Research Council (NRC), Open Calgary,

TELUS Spark and others.

Next Steps:
- Confirm an umbrella agreement with SAIT so that we can work with them on rapid experiments, mini-hacks, tiger teams, opportunity labs and challenges.
- Development of student launch for Civic Innovation YYC at U of C campus
- Development of co-challenge with Calgary Library and City of Calgary Corporate Security
- Develop a Civic Innovation Residency for promising students or external partners with the skills and craft to help civic government do better