

INTERNAL ADVISORY GROUP (IAG) – TERMS OF REFERENCE

Background

The Civic Innovation YYC initiative aims to create a place where citizens, businesses, employees and stakeholders can share ideas, collaborate and test potential solutions to improve civic services with the goal of making life better every day. It builds upon the philosophy, successes and lessons learned from the Cut Red Tape program (CRT), which aimed to improve interactions with the City.

The initiative includes an online platform to collect and discuss ideas, a physical lab space where contributors, City representatives and subject matter experts can come together; as well as other activities to generate innovation such as hackathons, post-secondary exchange programs and facilitated workshops.

Purpose

The Internal Advisory Group (IAG) will provide advice to the innovation initiative on ways to spur innovative thinking, processes and partnerships around civic innovation in Calgary.

Following CRT, business units asked to have more involvement in the development of the next iteration of the program and around project prioritization. The creation of the IAG is intended to address that request and contribute to the operational component of CRT. Business unit representation on the IAG provides business units with:

- The ability to influence the design of the business model for the initiative;
- An opportunity to prioritize innovation projects for the organization;
- An opportunity to improve cross collaboration and knowledge transfer; and
- Another channel to foster leadership development for succession planning.

Expected Outcomes

- Challenge the process by bringing new ideas and ways of doing things to The City;
- Provide input and advice on ideas submitted to the Innovation platform;
- Review, discuss and provide feedback on evaluation metrics;
- Recommend potential partners, stakeholders or subject matter experts that could have a positive impact on the initiative and projects;
- Champion The City's innovation initiative within their respective business units and Departments;
- Provide status reports as required to the Deputy City Manager's Office (DCMO) and the Administrative Leadership Team (ALT) as required.

Characteristics Sought - Adapted from IDEO's *"The Ten Faces of Innovation"*

We are seeking:

- *"Anthropologists/Humanists"* – deep thinkers with a natural sense of curiosity who want to understand the how organizations can center their designs around people;
- *"Experimenters/Makers"* – hands-on people that like to try different ideas and approaches, and who naturally embrace failure as a part of the innovation process;
- *"Cross-pollinators"* – systems thinkers who see connections between seemingly unrelated ideas or concepts to break new ground and enliven their organizations; and
- *"Connectors/Collaborators"* – networked individuals who like to bring people together to get things done, and are willing and able to leap organizational boundaries to find ways for people to work together.

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Type and Length of Appointment

IAG members will represent a diverse cross-section of individuals from different business units and disciplines across the organization. The expectation is that individuals will be able to allocate up to 20% of their time to the initiative. Ideally, each business unit is represented on the IAG.

As this is a pilot project, the initial term length will be one year to facilitate understanding and build champions, after which time the appointment and terms of reference will be reviewed.

Governance

- *Chair* – this Chair will be appointed for a period of one year by the Deputy City Manager;
- *Membership* – members will be appointed by the Deputy City Manager, through recommendations from the innovation initiative lead, the innovation initiative steering committee and other City leadership; and
- *Reporting relationship* - The IAG will report to the innovation initiative steering committee.

Frequency of Meetings

- The IAG will meet bi-monthly, or 6 times a year;
- Additional sub-committee meetings with project teams may be scheduled as required; and
- The IAG will meet separately from the EAG but may be requested to attend joint meetings and/or participate in joint recommendations as required.

Decision Making

- Decisions on recommendations of the IAG are made by consensus; and
- For any decision to pass, a quorum of 10 members is required.

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Appendix A: Membership

DEPARTMENT	BUSINESS UNIT	NAME
Mayor's Office	Mayor's Office	Guido Rodriguez
City Manager's Office	CMO	Heather Domzal
Law Department	Corporate Law	Amanda Hart
	Corporate Security	Jennifer Stone
City Clerk's	Clerks	Paul Denys
Chief Financial Office	Human Resources	Lenore Becker
	Information Technology	Harpreet Dhillon
	Information Technology	John Haigh
	Customer Service & Communications	Robb Fergusson
	Assessment	TBC
	Finance	Thao Nguyen
Community Services	Calgary Parks	Christy Caswell
	Fire	Tyler Pelke
	Calgary Community Standards	Karen McKenzie
	Calgary Housing	
	Calgary Recreation	Jarret Hoebers
	Calgary Neighbourhoods	Karla Cote
		Stephanie Undershute
Deputy City Manager's Office	Corporate Analytics & Innovation	Arsheel Hirji
		Nichole Wyatt
		Kevin Milos
	Facility Management	Paul Taylor
	Real Estate and Development Services	Ingrid Roxas
	Fleet Services	Joe Dragani
	Supply	Jim Nicholson

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Planning & Development	Calgary Building Services	Aravin Amirthalingam
		Dean Taylor
	Calgary Growth Strategies	Christina Fuller
	Community Planning	Juliet Pitts
	Calgary Approval Coordination	Amie Blanchette
Transportation	Calgary Transit	Adam Storms
	Roads	Patrick Grisak
	Transportation Infrastructure	Jessica Lam
	Transportation Planning	Travis Gaede
Utilities & Environmental Protection	Waste & Recycling Services	Carol Kehoe
	Water Resources	Yuki Sakai
	Water Services	TBC
	Environmental & Safety Management	Kate Letizia