

# Recommendations Relating to the Creation of an Office of Civic Innovation

October 9, 2013

by

**Community Technology and Telecommunications Commission**

City management should issue a statement of mission and goals for the Office of Civic Innovation. This will ensure:

- All interested parties have a shared understanding and common expectations for what the office will be
- Decisions made now about process and hiring are aligned to support the understood mission and goals
- We create a basis by which we will be able to look back and evaluate the success of the innovation effort

The statement should be high level and considered in draft form, to provide flexibility for the person hired to leave the innovation effort. Final responsibility for perfecting the innovation office plan will lie with the person hired to lead that office.

We recommend the following elements for inclusion in the mission and goals statement.

## **Mission**

The mission of the Office of Civic Innovation is to harness new technologies, tools and methods to make local government work better, drive innovation that improves city processes and procedures, and to partner with the local community to collaboratively develop creative solutions to city challenges.

## **Goals**

*These goals should form a basis for planning and operations by the Office of Civic Innovation, and success should be measured against adopted goals.*

**Civic Innovation Plan** – Develop and execute strategic plan for the Office of Civic Innovation.

**Open Government Initiative** – Develop and execute implementation plan, and assess performance, for the Open Government Initiative.

**Open Data** – Institutionalize a city-wide commitment to publishing open data, increase publication of datasets both across the organization and within each city department, and align

publication activity with public interest and benefit. Provide leadership and advocacy to advance standards and best practices for open data among peer organizations.

**Community Engagement** – Develop programs and policies that create opportunities for individuals, community groups, and local businesses to engage local government on data, technology, and innovative initiatives. Actively communicate with these communities on innovation activities and effectiveness. Ensure all segments of the community have access to and benefit from adopted innovations.

**Innovation Catalyst** – Provide consulting and assistance to allow city departments to leverage data, technology, and innovation to streamline internal processes as well as provide better and more cost-effective services to the public.

## Values

The following values should be incorporated into the Office of Civic Innovation mission, and the office should work to develop these values throughout the city.

- Advocate for the best interests of the citizens
- Advocate for technological innovation, tools and programs that will provide compelling benefit to the city and residents
- Stay current with new and innovative technologies
- Seek input from the community regarding what technological facilities the city might provide to further the cause of open government
- Prefer open source tools and open data formats whenever possible
- Embrace transparency for processes and information
- Communicate openly and regularly with stakeholders