

Digital innovation and strategies in local authorities.

Lessons from the CoSIE project

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Critical elements and challenges for public services and social innovation in the future

- What do we mean with digitalisation in society?
- 'Digitalisation is the transformation of all sectors of our economy, government and society based on the large-scale adoption of existing and emerging digital technologies' (Randall & Berlina 2019)
- As an intrinsic element in the idea of a 'smart city'



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Smart cities – something missing?



Where are the people?

Urban living - realities and complexities



CoSIE-project: the objectives

- The CoSIE project builds on the idea that public sector innovations can be best achieved by creating collaborative exchanges or partnerships between service providers (i.e. public sector agencies, third sector organizations, private companies) and citizens.
- *H2020 research program, 24 organizations, 10 European countries.*
- *Different public service areas.*
- *Jönköping municipality in its innovative service improvements for citizens with a variety of disabilities*



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CoSIE

The CoSIE logo, consisting of the word "CoSIE" in a bold, sans-serif font. The "Co" is in a light green color, and "SIE" is in a darker green color. The logo is positioned in the bottom right corner of the slide.

What are the important findings, how to think strategically to co-create digital services with the citizens

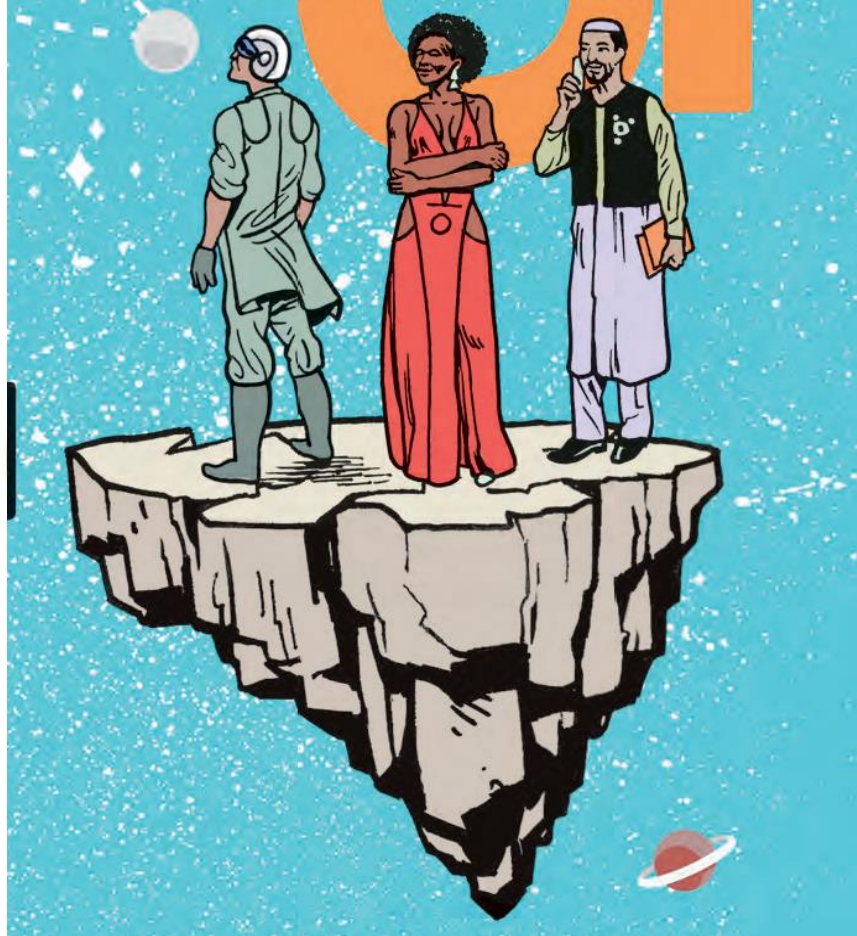
1. **The System** – How to co-create and engage service users relate to the broader context of the service system.
2. **Ethical Compass** – co-creating digital services is a value-based practice the informs how we work with people
3. **Catalysts** – Catalysts support to begin to grow



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The system

- **Don't expect a linear process. It's a bumpy road and will take time.**
- **All changes are context dependent**
- **You may need to re-allocate resources in a different way.**
- **Innovative public service production is more risk sensitive than business, you have not the same possibilities to do mistakes.**

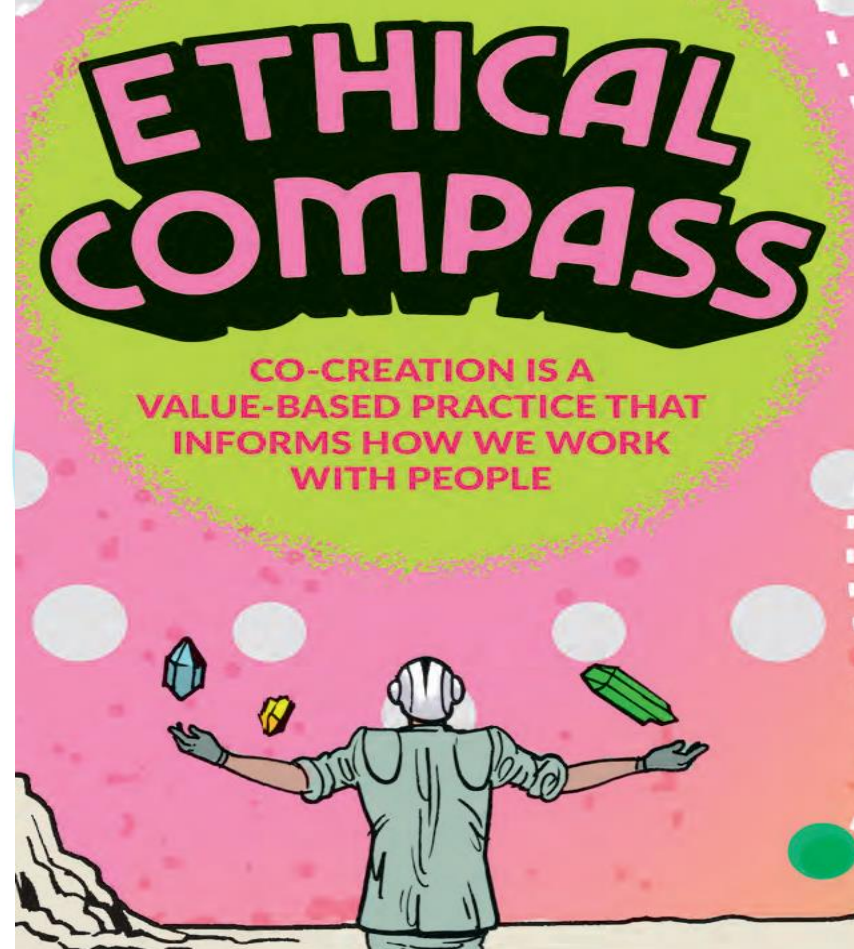


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Ethical compass

- Co-creation of innovative digital services means a shift in power.
- It is not so much of 'consultation',
- Empathy, equity and transparency is vital to create trust among stakeholders
- There is no place for hierarchy

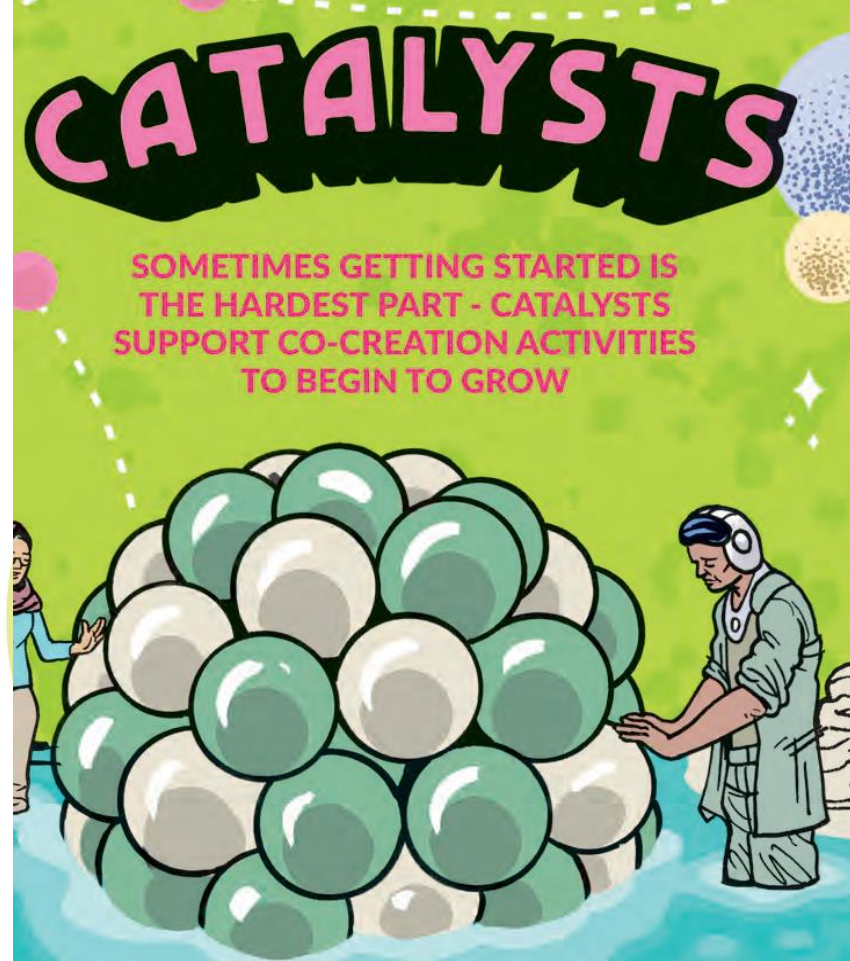


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Catalysts

- **Not all citizens want to be involved all the time; find easy ways to be involved in a 'light touch' way.**
- **Get people talking**
- **Key voices may go undetected. Build relationships.**



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Any questions?



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