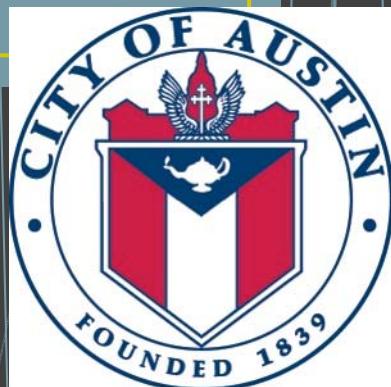


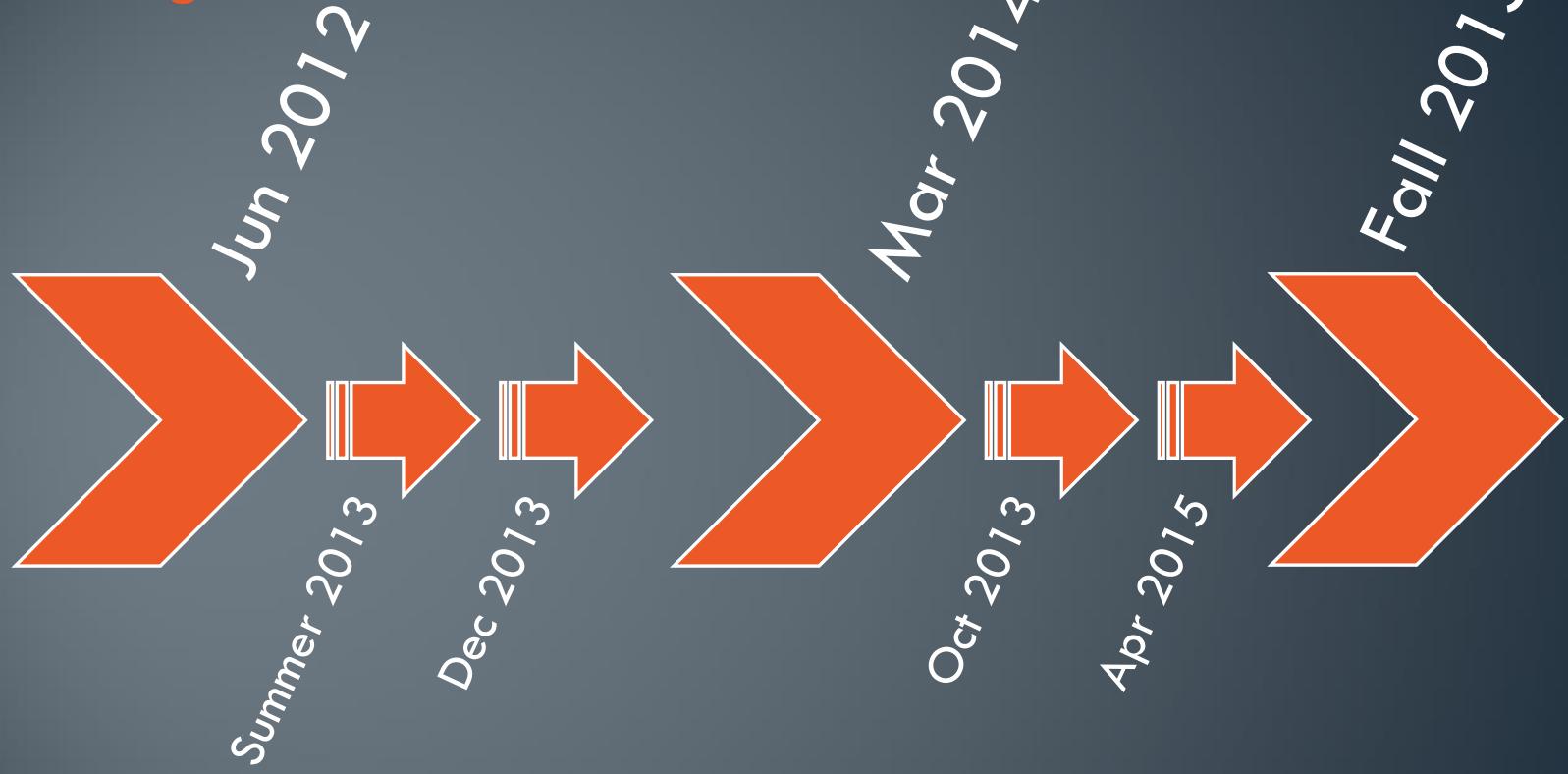
# Innovation Office Update

**Kerry O'Connor  
Chief Innovation Officer  
City of Austin**

**October 14, 2015**



Chief Innovation Officer added to budget



Chief Innovation Officer recruitment and selection

Business model defined;  
2 more positions in FY15 budget;  
Team of 4 in place by April 2015

*The Innovation Office*  
**enables and empowers multi-disciplinary  
teams**  
*to*  
**create unique and creative solutions to  
civic challenges**  
*that contribute to Austin being the best-  
managed and most livable city.*

*The Innovation Office*

**works with internal and external partners**

**to**

**Enable develop, test, organize, and**

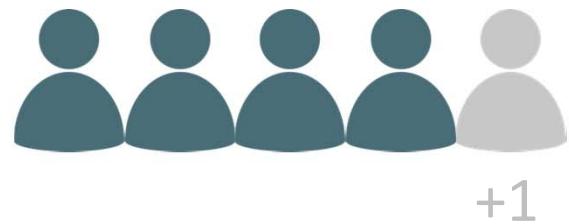
**encourage innovative projects**

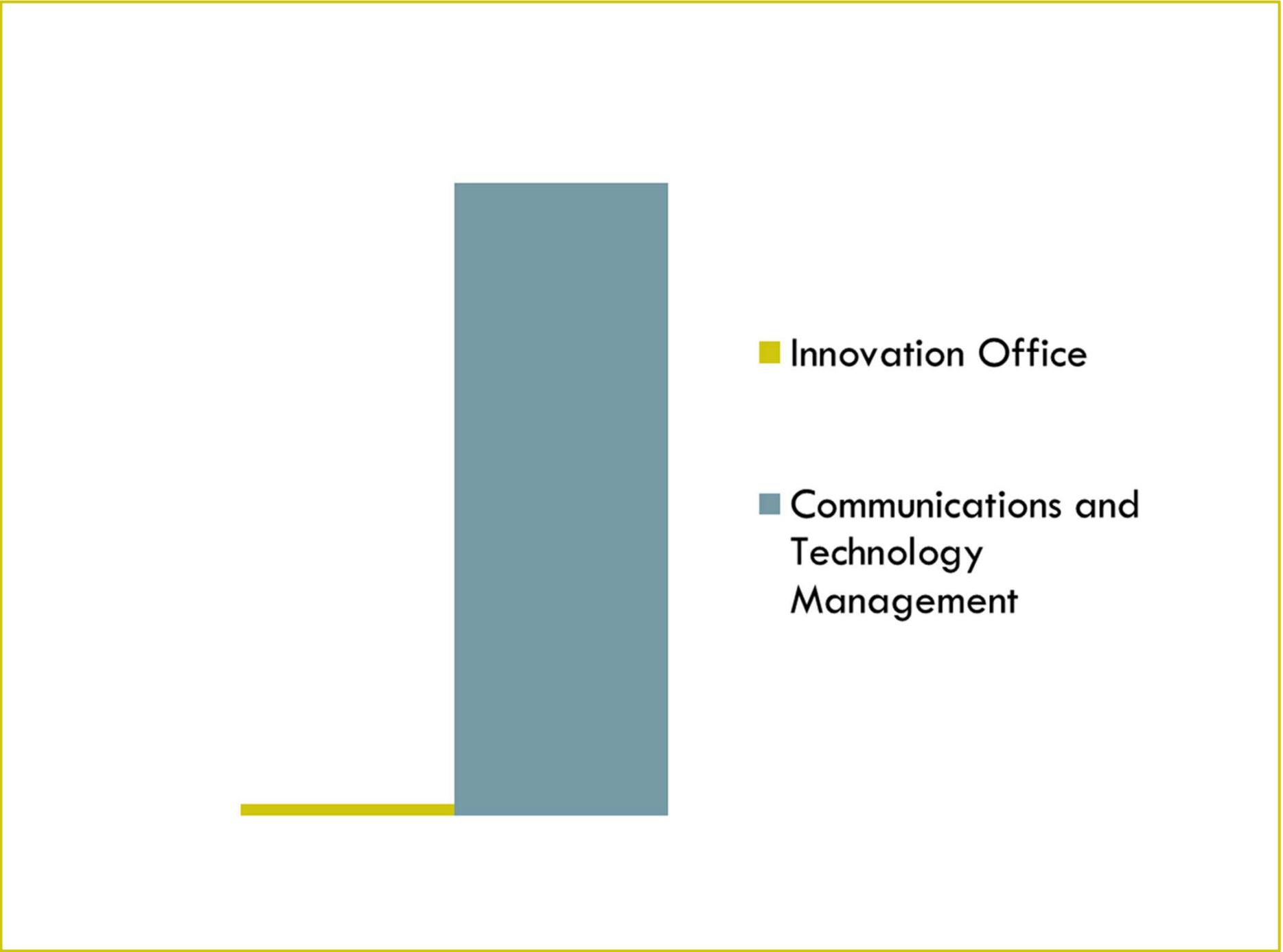
*with the goal of fostering a culture of*

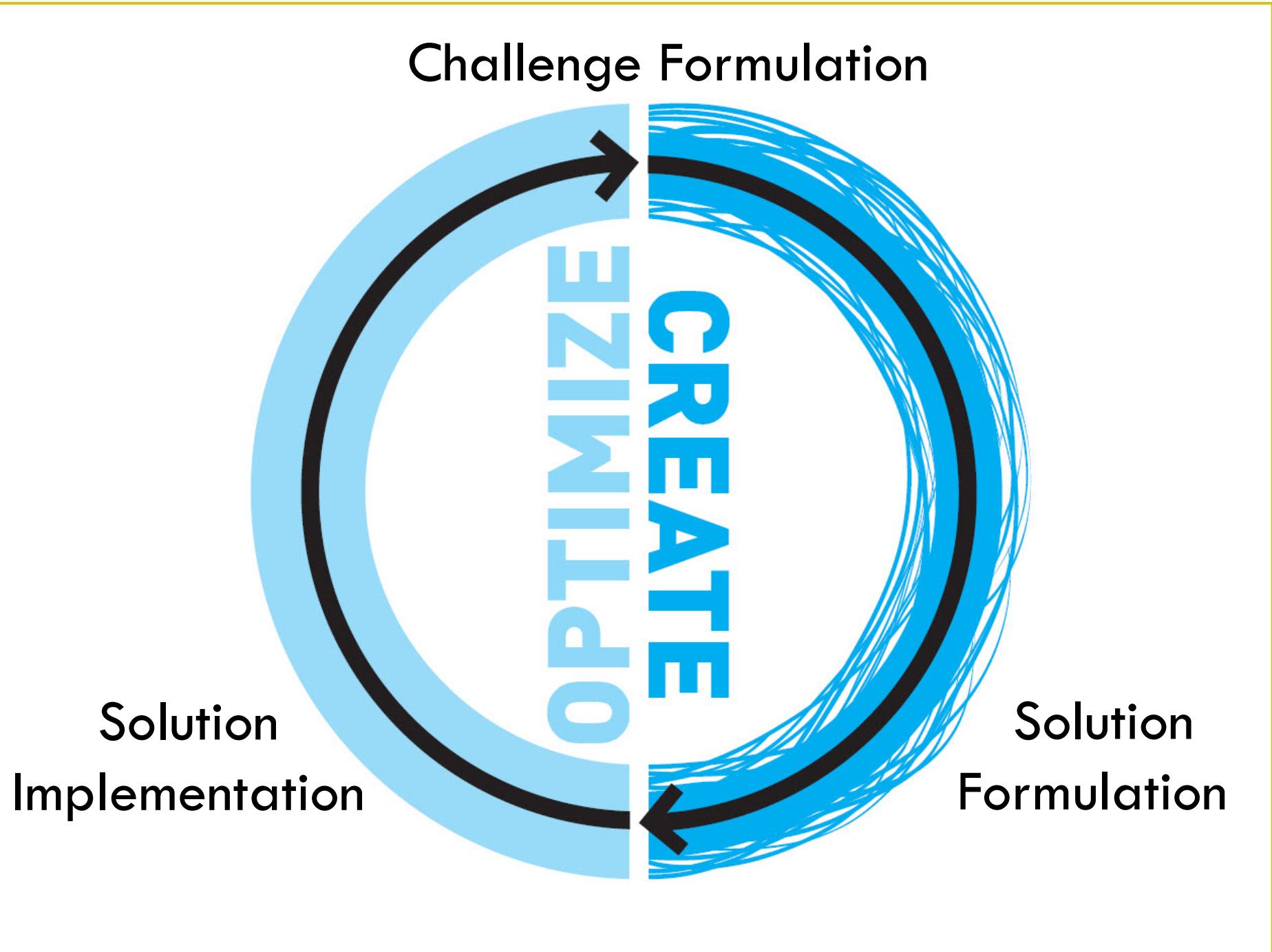
*innovation within the City of Austin.*



**FY16 Budget - \$760,281**

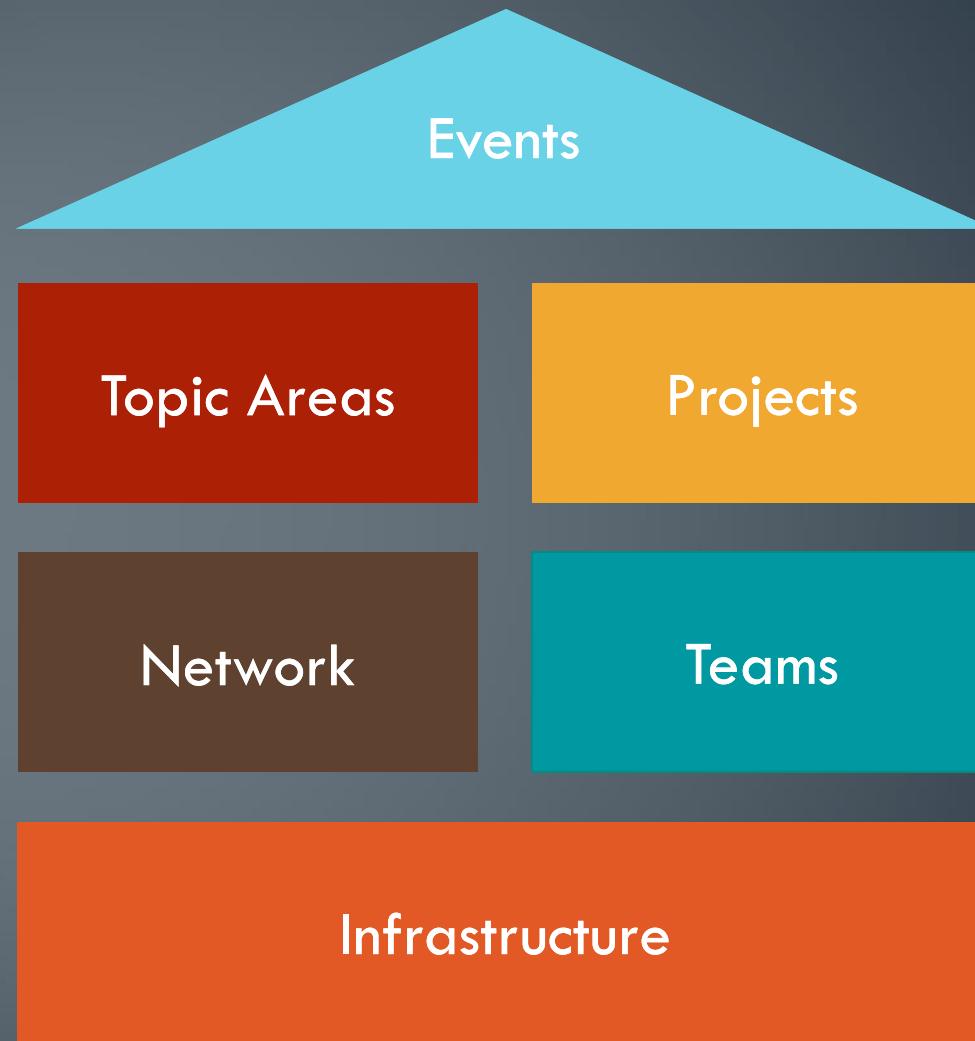






method matters.

# Innovation Infrastructure





## DIGITAL INCLUSION STRATEGY

CITY OF AUSTIN





**IRFP NUMBER 117767**

**PROFESSIONAL, TECHNICAL AND EXPERT SERVICES**

---

**City of Portland, Oregon**  
**March 18, 2015**

**INTERMEDIATE REQUEST FOR PROPOSALS**

**for**

**Digital Inclusion Strategic Plan**



**3. PROJECT FUNDING**

The anticipated cost for the services described herein is \$35,000.00.

# One weekend, infinite impact.

Austin's annual celebration of  
civic & social good hacking.

ATX Hack for Change 2015 is in the books!

Thank you to everyone who made this year's event a success. A few stats on the awesomeness that came out of it:

23 projects, 19 projects presented at the end (83% completion)

3,300 Slack messages sent

179 attendees (35% female)

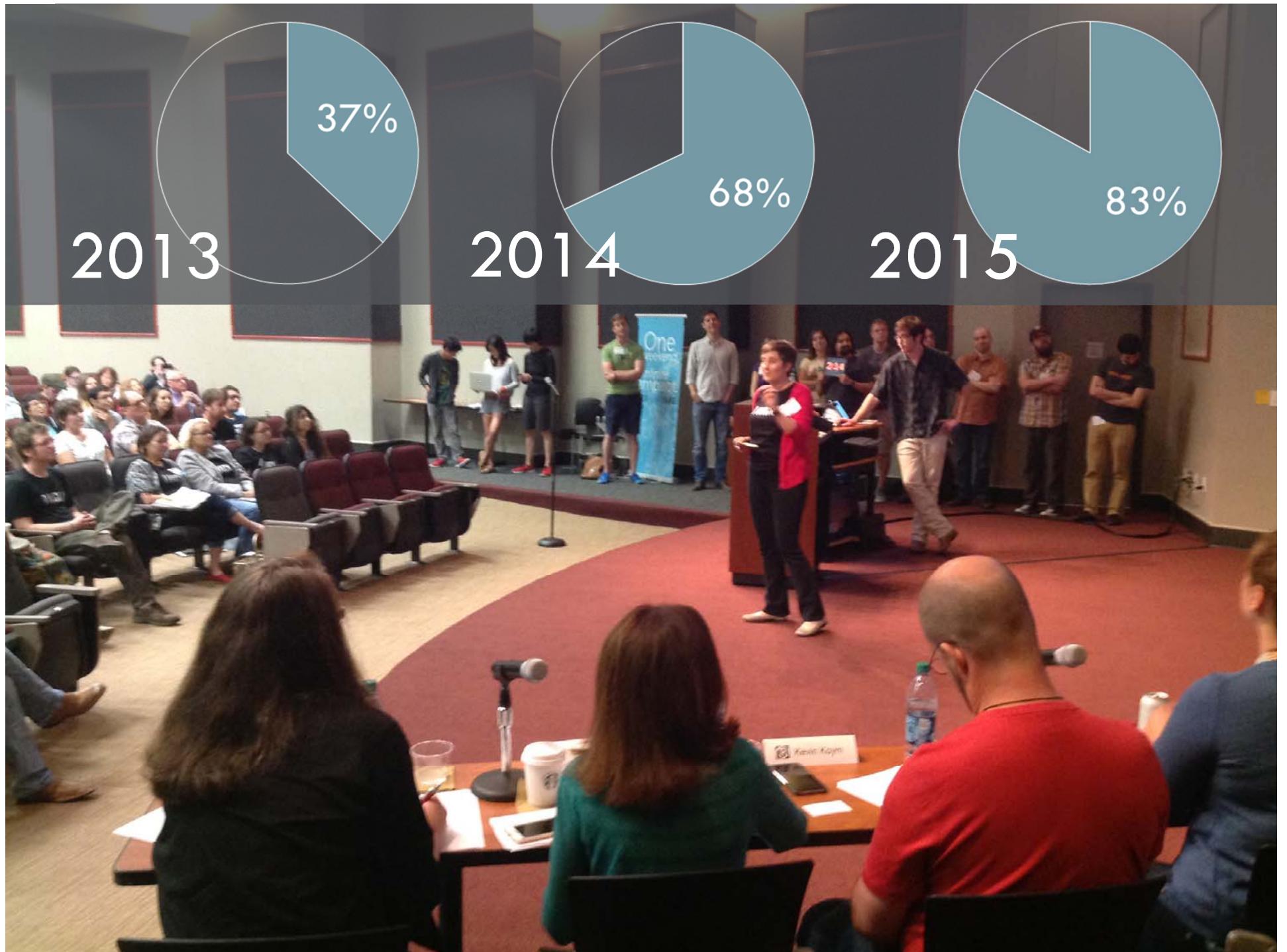
1,900 total person-hours worked





35%





method matters.



The logo for the CODE for AMERICA SUMMIT. It features a graphic of colorful vertical bars of varying heights in shades of blue, purple, red, and yellow. To the right of the graphic, the words "CODE for AMERICA" are written in a smaller, blue, sans-serif font. Below this, the word "SUMMIT" is written in a large, bold, blue, sans-serif font.



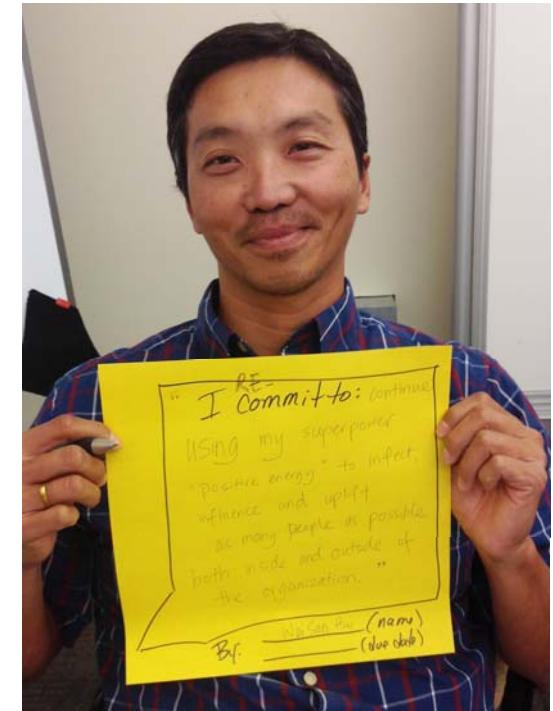
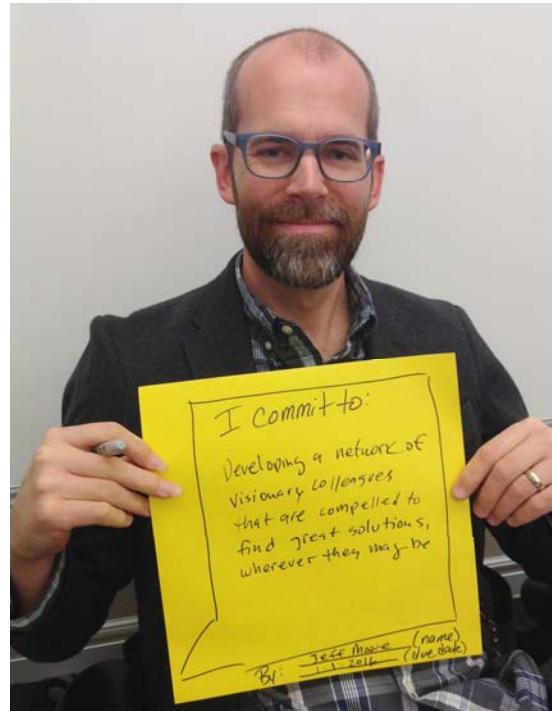
# I COMMIT TO:

“Always focus on the user (because in government, the user is my neighbor)”

“Build trust in my family of developers to promote risk taking”

“Build hope by developing goals, pathways, and a sense of agency”

“Developing a network of visionary colleagues that are compelled to find great solutions, wherever they may be”



**CodeNEXT Series**  
series by Kerry O'Connor

**Zoning Basics**  
Gregory I. Guernsey, AICP  
Planning & Development Review Department

**CITY CHARTER**  
Adopted by the citizens of Austin

Clear all filters
Your Feed · Recent · Popular · Bookmarks
grid icon

CONTRIBUTION TYPES
GROUPS
CATEGORIES

Post 184
Austin City Council O... 205
Administration 51

Series 21

N. I - 35 (EAST AVE) 600

Austin GObot March 11
Roxanne Evans March 1

Bond Program Report
CIP Overview
Austin Code Department

123 VIEWS / 0 COMMENTS / 0 HI-FIVES
3 VIEWS / 0 COMMENTS / 0 HI-FIVES
6 VIEWS / 0 COMMENTS / 0 HI-FIVES

AUSTIN CODE DEPARTMENT
Austin Code Neighborhood Initiatives at a Glance

Roxanne Evans February 25

# CIVICINNOVATION.BLOOMFIRE.COM



## THE SIX ELEMENTS OF

The Six Elements of Focus to Improve Your Craft  
post by Kerry O'Connor

A change management tool

Outcomes	Behaviors	Enablers	Blockers
Outcomes are tangible results often expressed in terms of time and money. What outcomes are sought? What outcomes will follow? What are key policies? What is the impact?	Behaviors Actions are specific, concrete, tangible and observable. What do we do? How do we do it? What happens when we do it? What behaviors are most important? Most useful and descriptive to us or to others? Can you tell a story about a particular behavior?	Enablers Enablers are forces and supports. What makes it happen, What makes it easier, and promotes, and what makes it harder, and what makes it less likely to happen. Enablers include existing or imagined systems, processes, and structures.	Blockers Blockers are forces and supports. What makes it harder, What makes it less likely to happen, What makes it less effective, What makes it less efficient, What makes it less successful.

Culture Mapping and metaphor  
post by Kerry O'Connor

the WHITE HOUSE PRESIDENT BARACK OBAMA

BRIEFING ROOM ISSUES THE ADMINISTRATION

HOME - BLOG

## Using Human-Centered Design Work Better and Cost Less

Using Human-Centered Design to Make Govern...  
post by Kerry O'Connor



Edit Featured Contributions >

Your Feed · Recent · Popular · Bookmarks



Clear all filters

#### CONTRIBUTION TYPES

Post	407
Series	11
Question	3

#### GROUPS

 Innovation Com...	421
---	-----

#### CATEGORIES

Case studies	116
Design	78
Technology	64
Open Gov - Data	59

**SMART Goals Worksheet**

SMART goals are **S**pecific, **M**easurable, **A**ttainable, **R**elevant and **T**imely, separated into the short term (goals you will have accomplished in the next 3-6 months), medium-term (goals you will have accomplished in the next 6-24 months) and long-term (goals you will have accomplished in the next 3-5 years). Note that we're not setting goals beyond five years with this exercise. You should revisit your goals every 6-12 months and set new ones for the horizon. Scenario planning, which is not addressed in this worksheet, is a better method to use for projects that require planning beyond five years.

**Examples:**

**Unspecific Goal:** Hire employees

**Specific Goal:** Hire one part-time marketing employee

**Unmeasurable Goal:** Increase sales

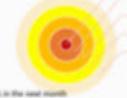
**Measurable goal:** Increase sales by 25%

**Unattainable goal:** Increase lead conversion rate by 2,000% in the next month

**Relevant goal:** Increase lead conversion rate by 5% next month

**Time-bound goal:** Increase the number of self-reads

1 reads by 50% this year



**Specific**  
**Measurable**  
**Attainable**  
**Relevant**  
**Timely**

 Lance McNeill  
1h ago

### DIGITAL CITIES & DIGITAL COUNTIES SURVEY

Best Practice Guide



 Lance McNeill  
5h ago

Digital Cities & Digital Counties Survey

3 VIEWS / 0 COMMENTS / 0 HI-FIVES



 Ashlee Harris  
8h ago

### 2015 Code for America Summit: Why We Need to Be Digital by D...

5 VIEWS / 0 COMMENTS / 1 HI-FIVE

**40 Communities**

**1594 Members**

**2909 Contributions**



CITY OF AUSTIN  
INNOVATION

Challenges

How it Works

Contact Us

My Profile

Admin ▾



Enter Search



Kerry O'Connor

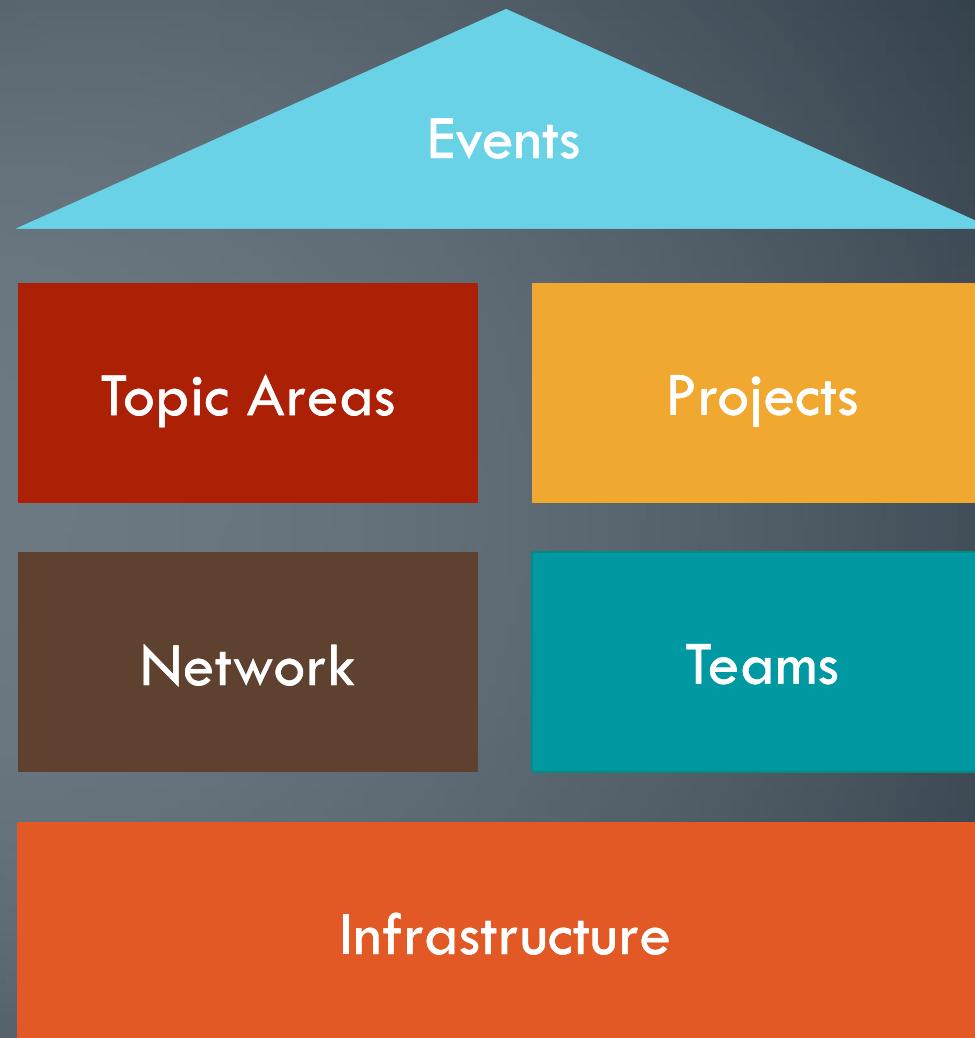


“Innovation doesn’t start with an idea. It starts with thinking in a different way about the problem or by identifying a new opportunity.”

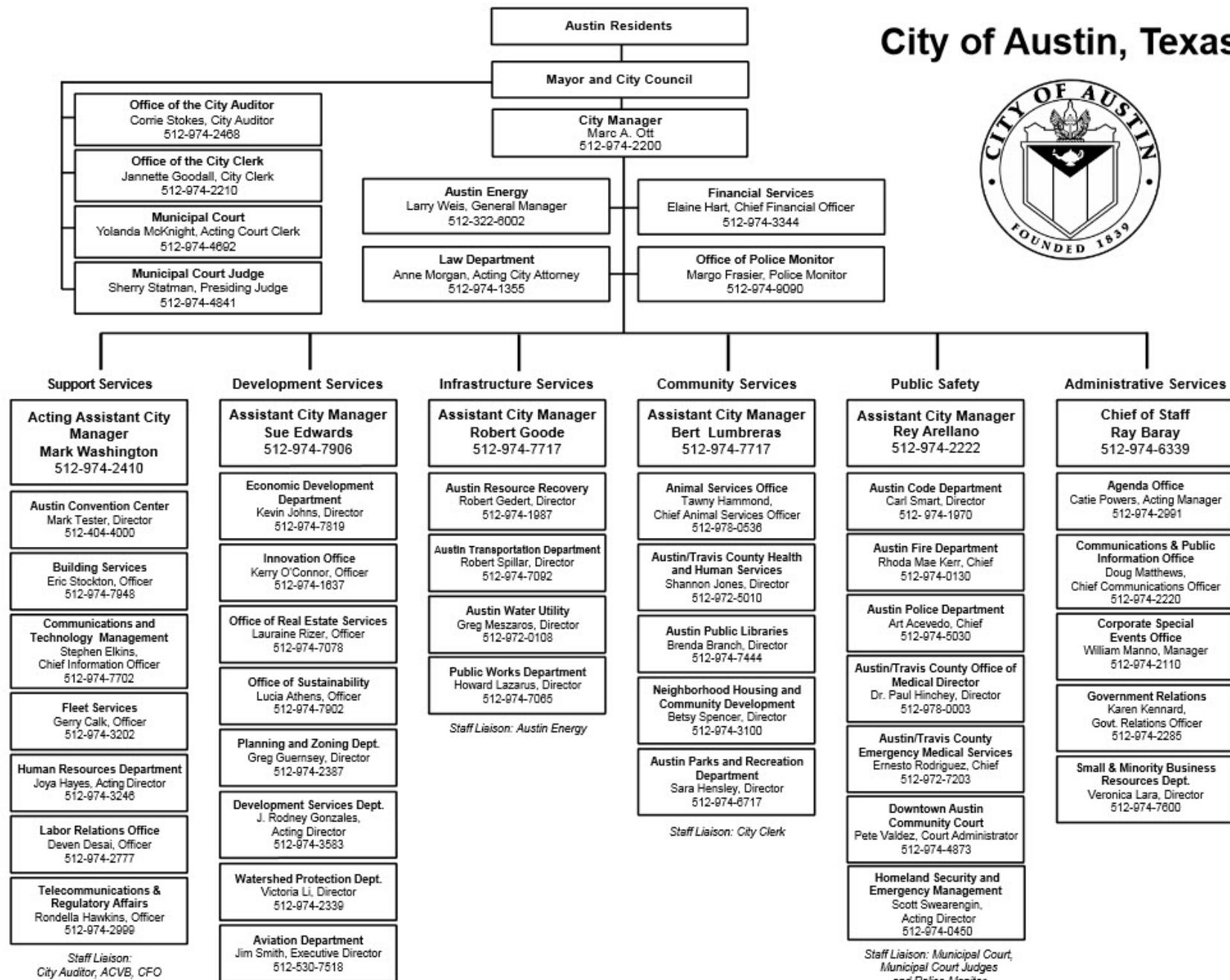
- Christian Bason in *Leading Public Sector Innovation*

Get **started**

# Innovation Infrastructure

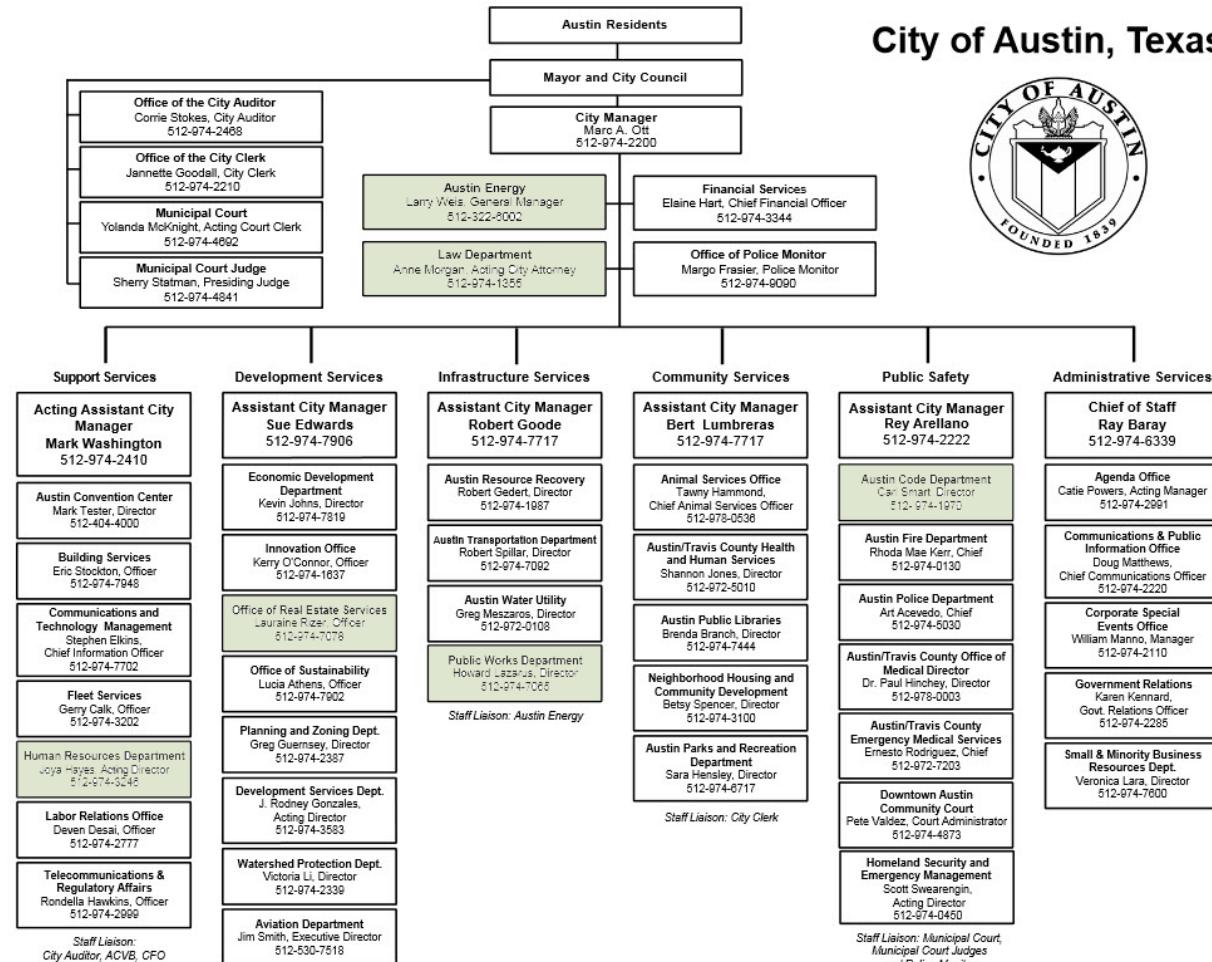


# City of Austin, Texas



Last updated 7/22/2015

# City of Austin, Texas

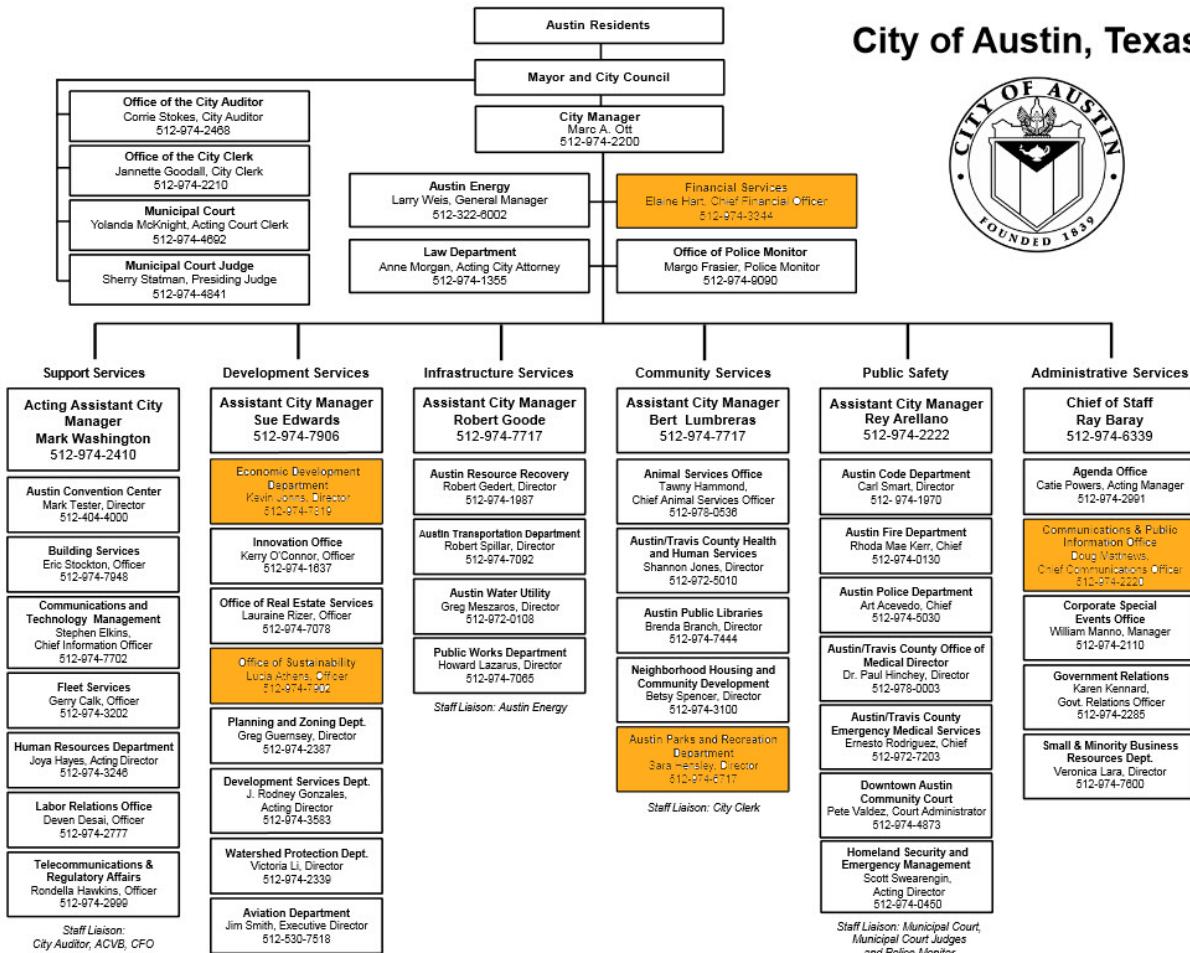


Last updated 7/22/2015

Staff + = i-team



## City of Austin, Texas

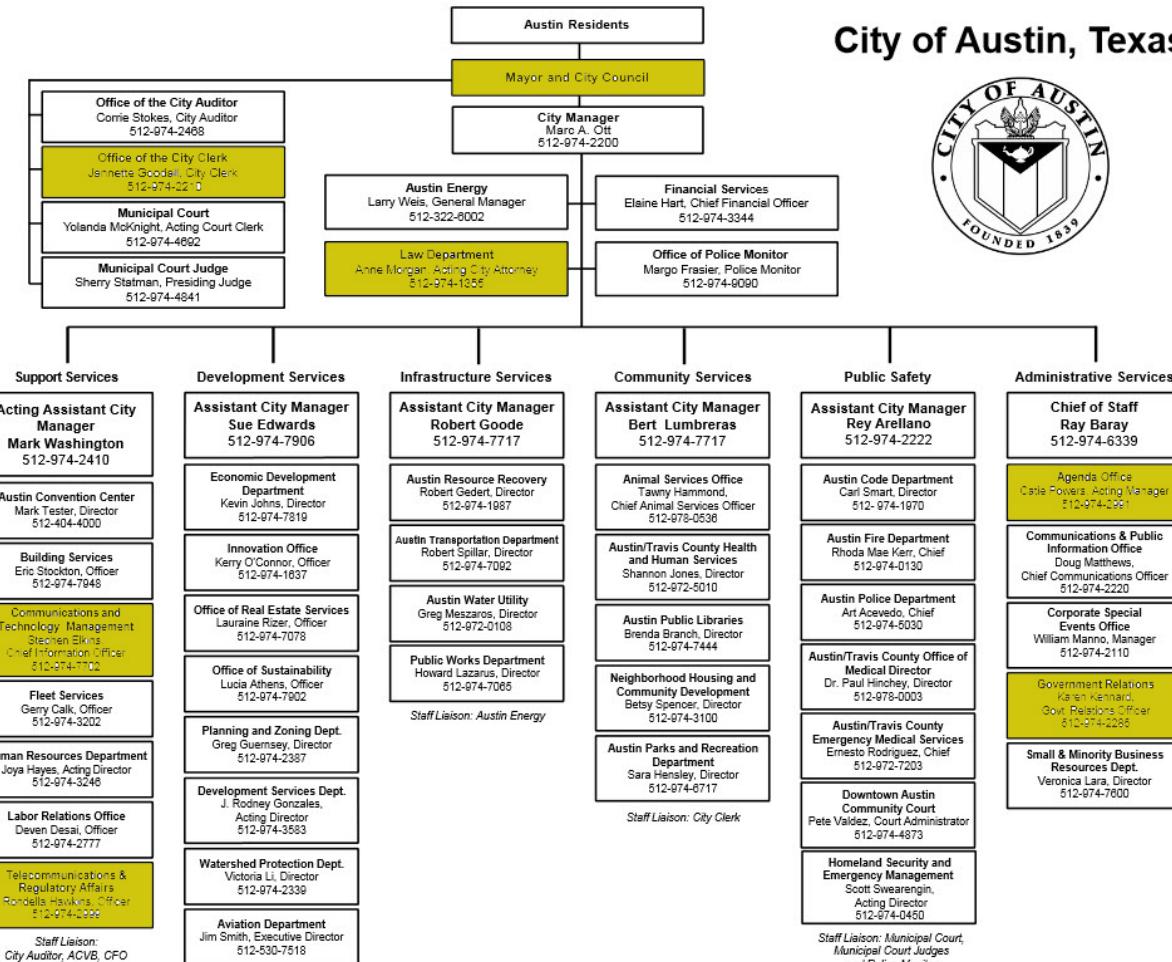
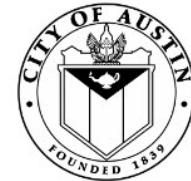


Last updated 7/22/2015

Staff + = i-team



# City of Austin, Texas



Last updated 7/22/2015

Staff + = i-team



method matters.



**usds.gov**

United States Digital Service



**Digital by Default  
Service Standard**