



Faculty of Design

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The Alberta CoLab experience: Embedding Systemic Design in government.

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Systemic Design in Government: Experiences from the Alberta CoLab

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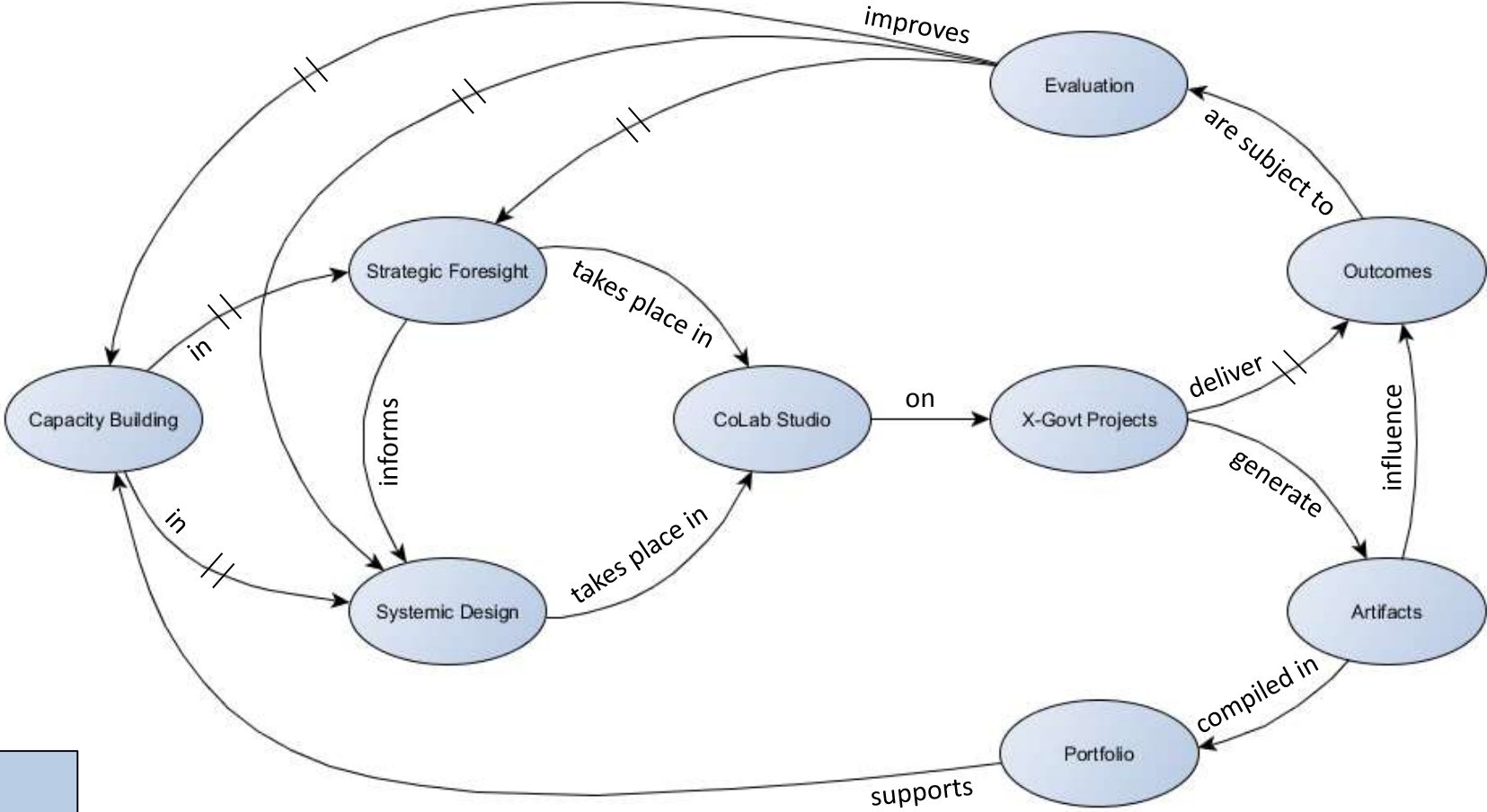
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Outline

- The CoLab business model
- CoLab in action: Open government
- Lessons learned

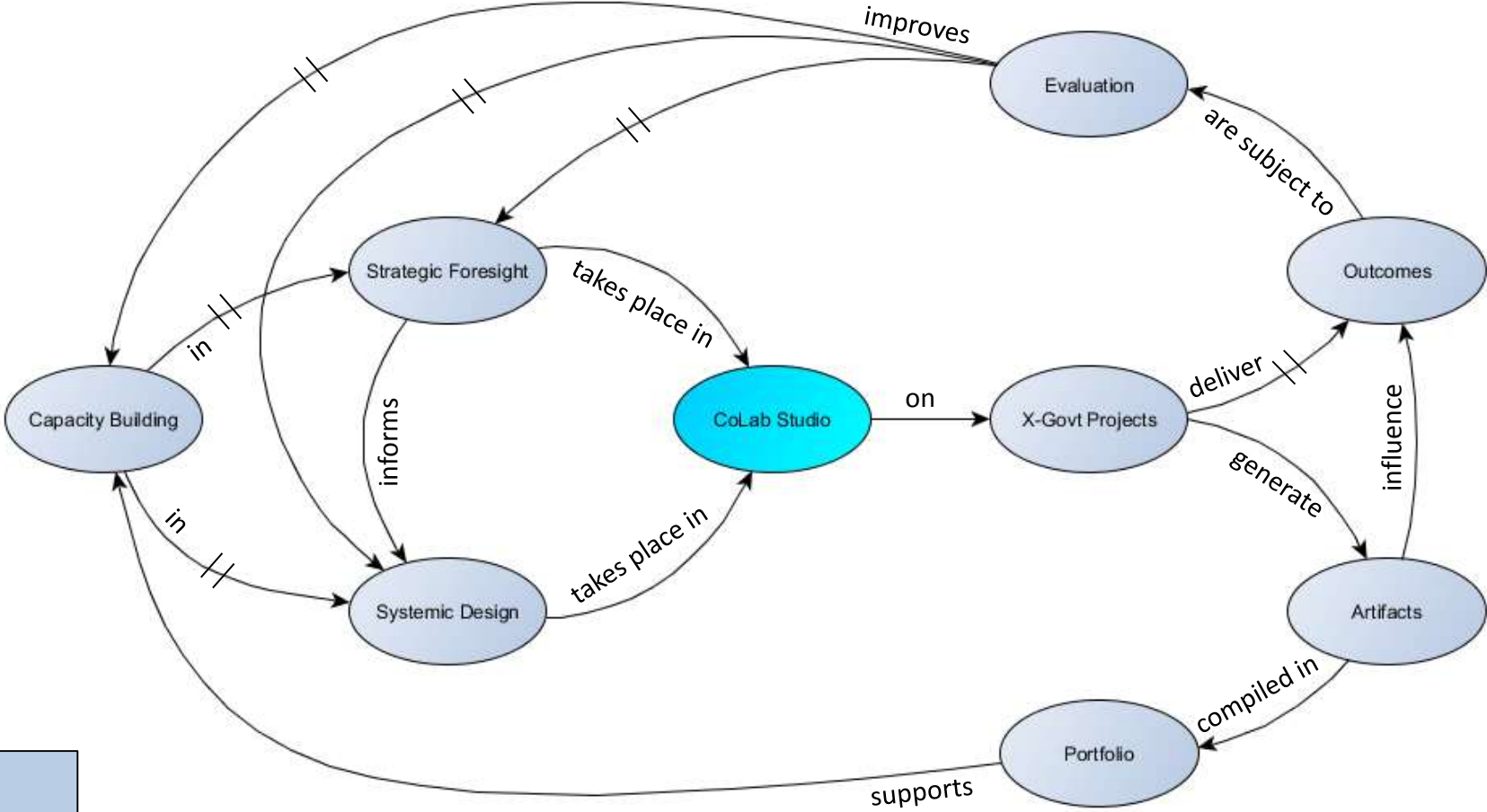


CoLab Business Model as a System



Legend
// Delay

The CoLab Studio



Legend
// Delay

The typical Government meeting room



Artificial
lighting

Fixed
seating

No
useable
wall
space

Building a studio space for Government

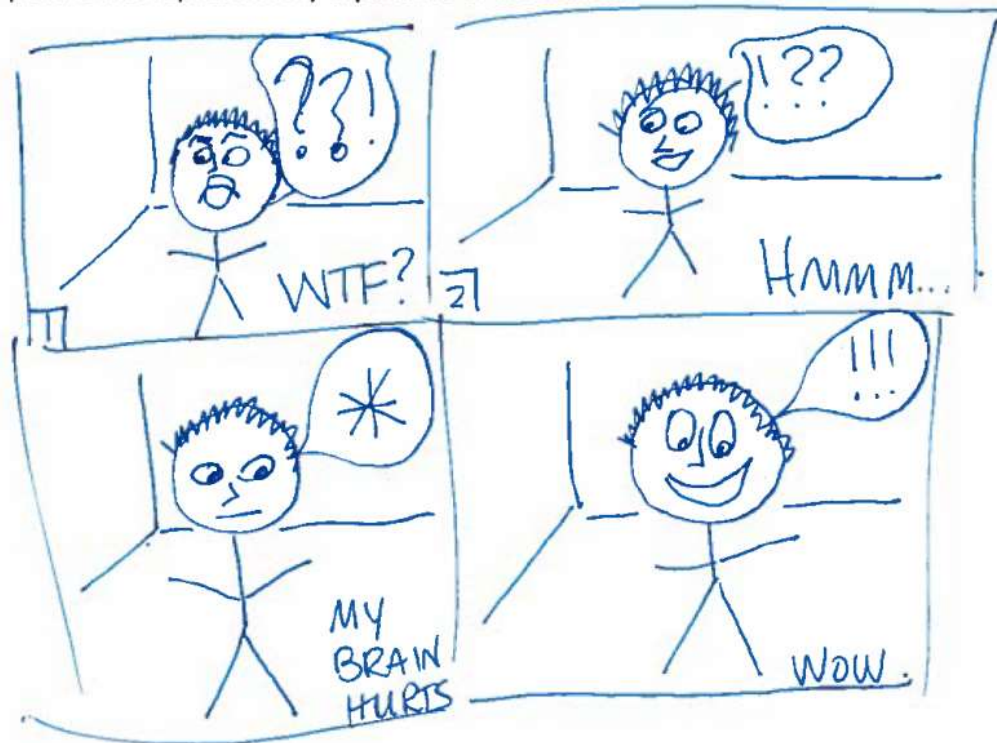


A space for collaboration & co-creation



What CoLab Feels Like

Here is a picture that represents my experience of the course:



One Year Review

- Project work

Results: 62 design workshops on 38 projects that engaged stakeholders from all ministries and helped advance cross-ministry challenges led by 14 different ministries.

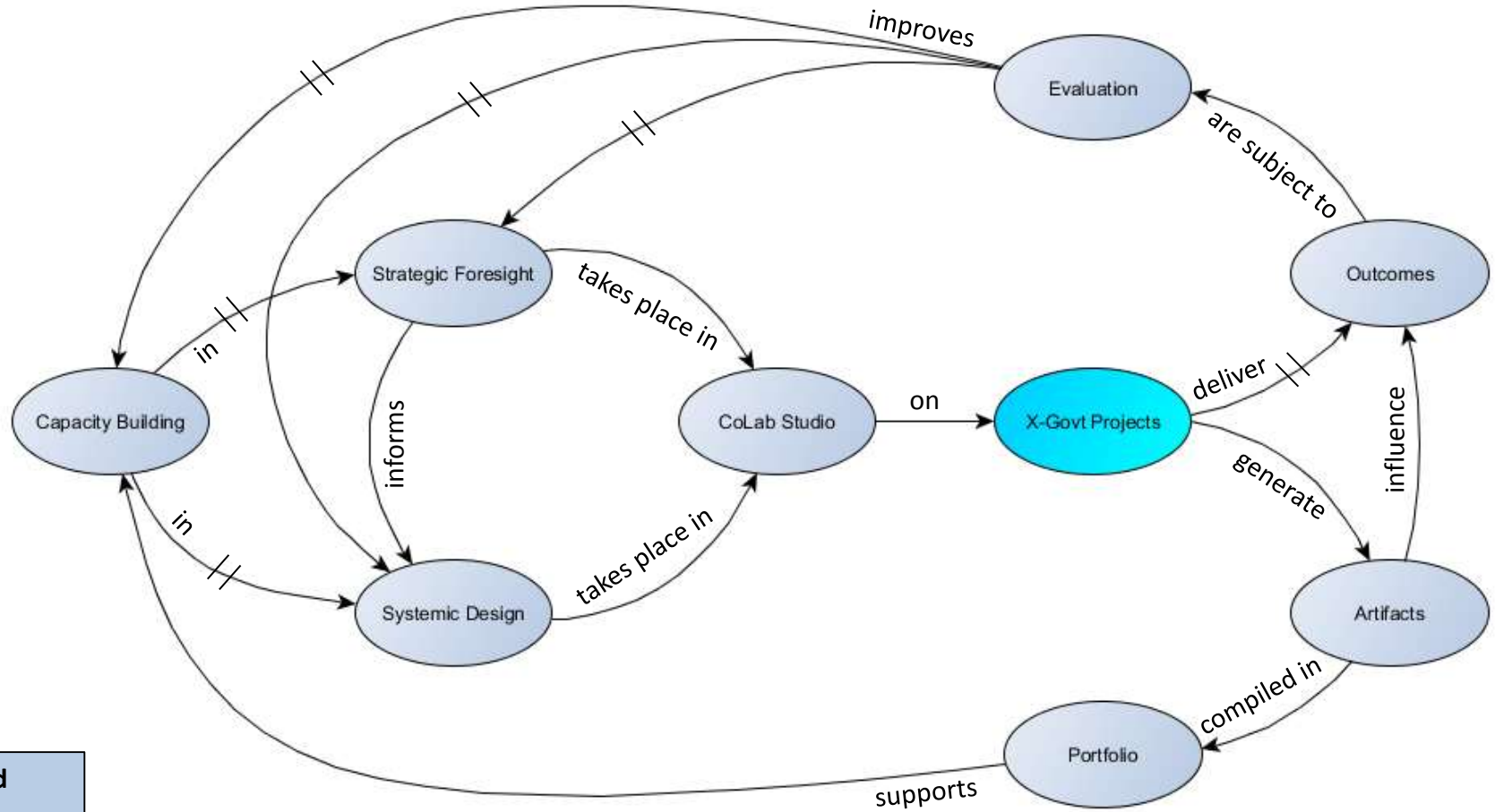
- Capacity building

Results: 38 graduates of a six day training course from 13 ministries, monthly meetings of the community of practice, and six prototypes taken forward by the Reaching Our Full Potential Evaluation Team.

- Advocacy

Results: 6 presentations at international universities and 70 active members of the community of practice representing all ministries.

Cross-Government Projects



Legend

// Delay

Open Government



Community
of practice

Strategy
Team

6-Day
Intensive
Training

Image sources:

<http://networks.mersoft.com/professional-services/>

<http://networks.mersoft.com/professional-services/>

<http://www.iconarchive.com/show/outline-icons-by-iconsmind/Students-icon.html>

http://api.ning.com/files/UmTytg8h6JfaEsyfx*5GEoardzh3bAvublntP*gvOLmBER8p1KAXZgaB02S16uRrbzDPEaNTMuEtgridKuFFk95*SQIESVPV/udlcenter_hands.jpg

Open Government

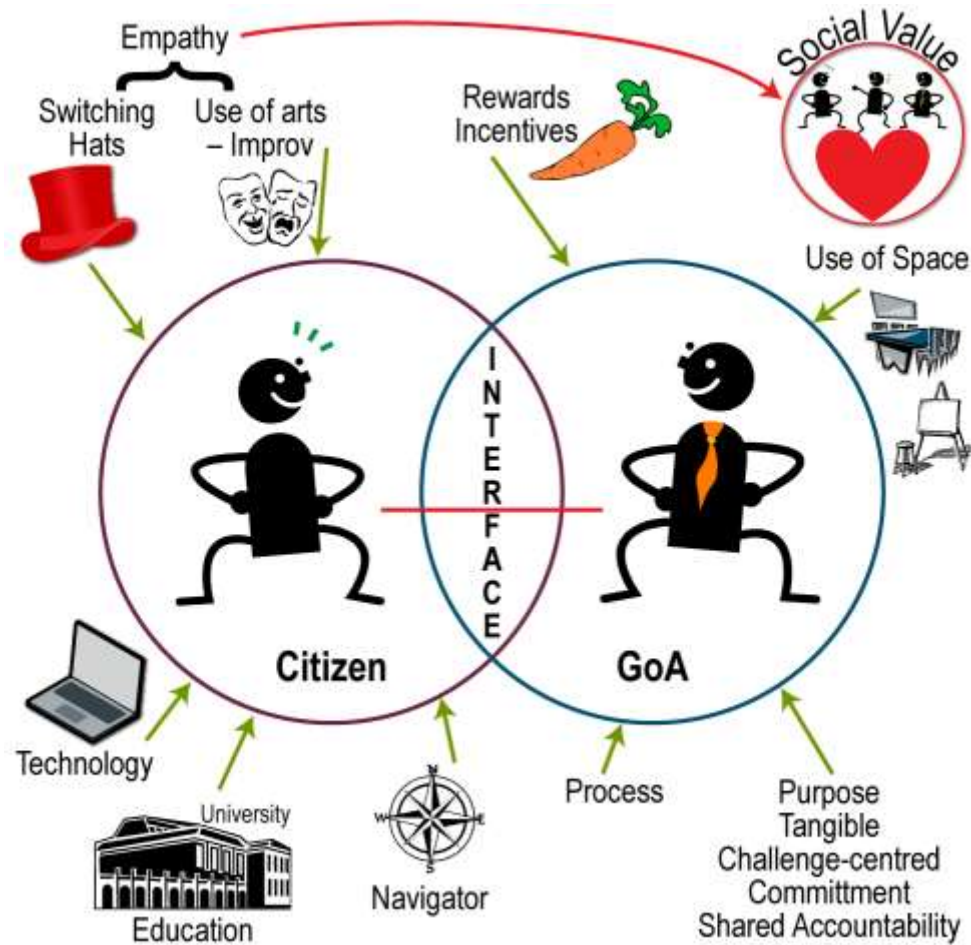
FROM

How can we affect changes to the “system” of data and information publication, and leverage or modify governance process to ensure we make significantly more, and the most valuable, data and information open and available?

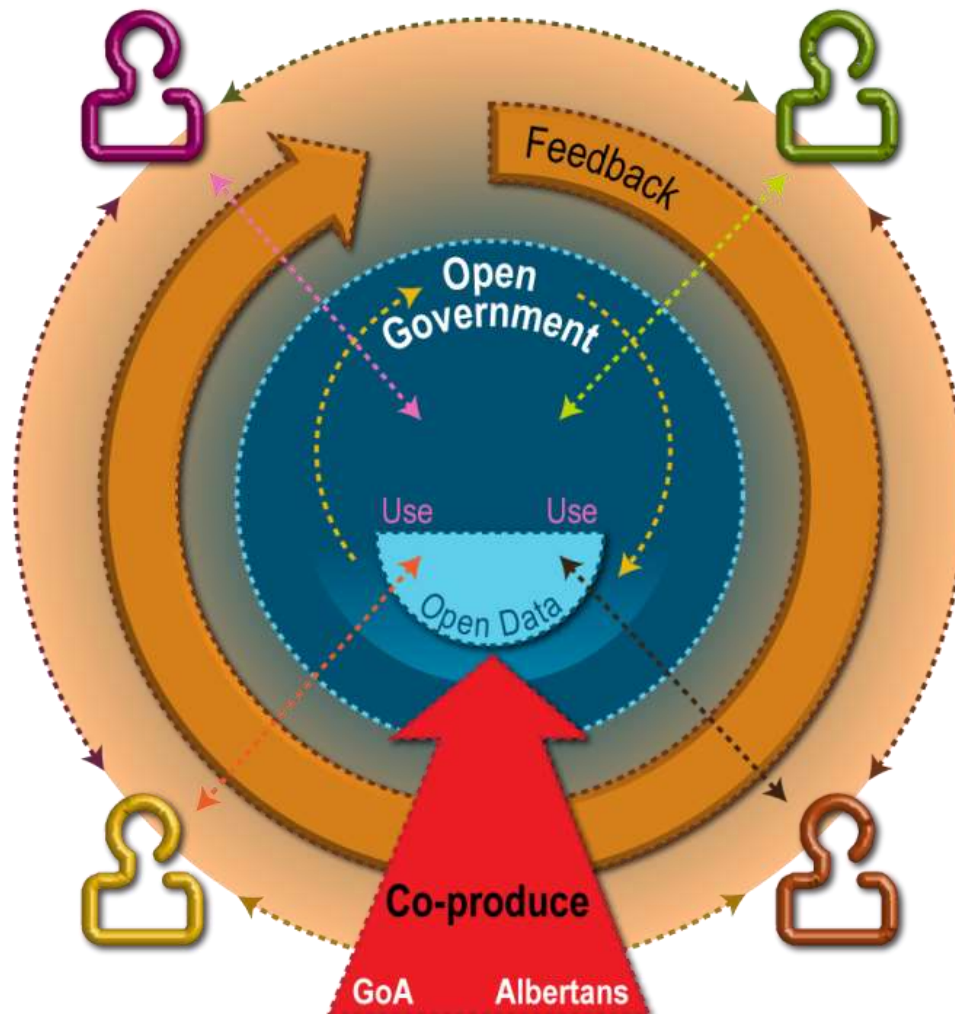
TO

- How might we shift the culture towards open government and embrace collaboration, engagement and transparency?
- How might we design for information exchange that the public wants, avoids harm and promotes the public good

Leverage points for prototyping



An Open Government learning system

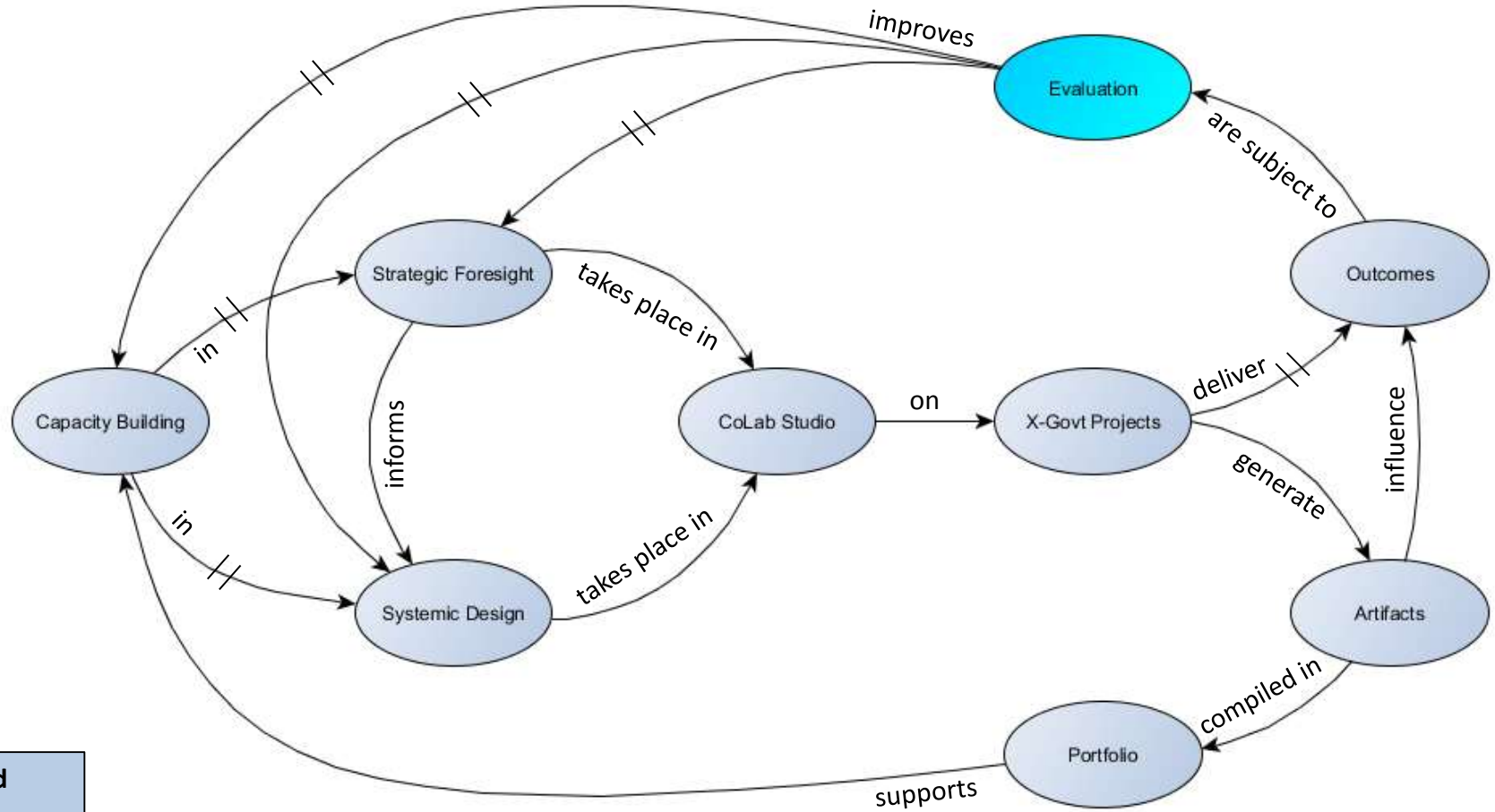


The New Open Government Strategy



<http://open.alberta.ca/documentation/strategic-plan>

Lessons Learned



Legend

// Delay

Be a Catalyst not a Bottleneck



6 day
immersive
training

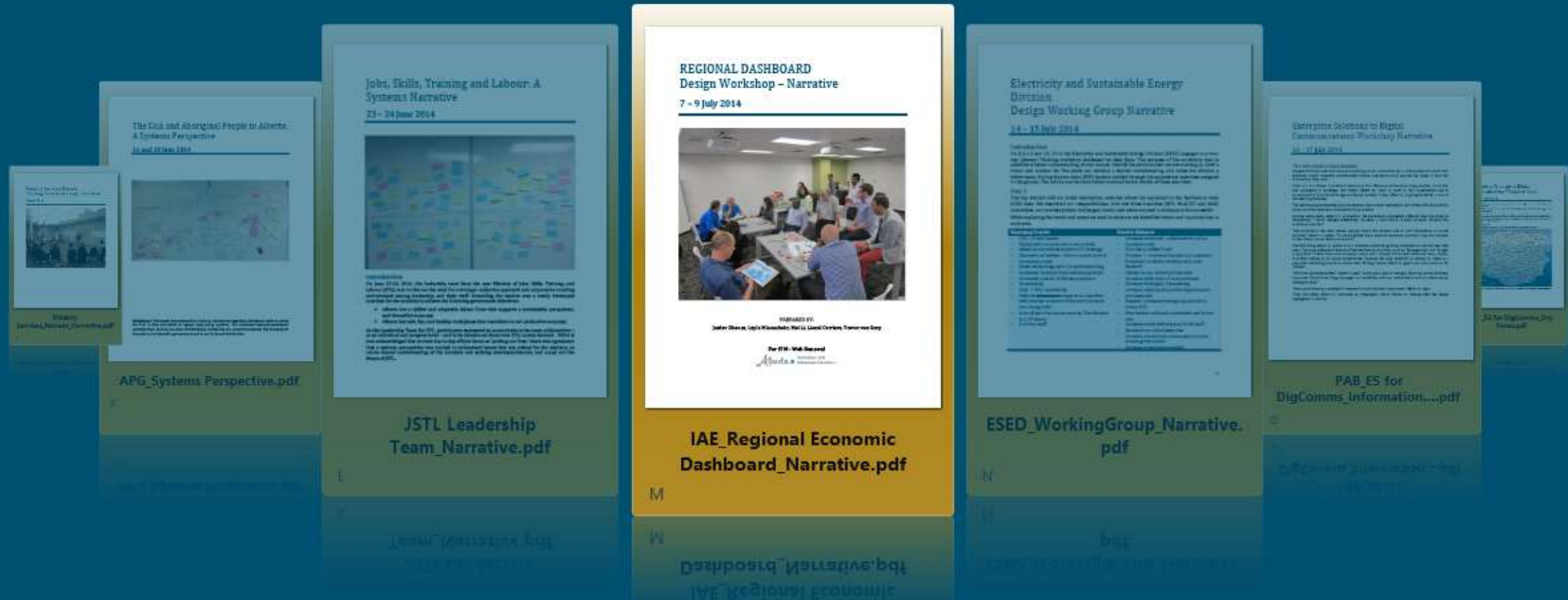
All
ministries
and levels

20
graduates
per
quarter

Use Project Selection Criteria

- Currently we do not have the capacity to meet demand for systemic design & strategic foresight
- We prioritize projects that:
 - Cross ministry boundaries
 - Contain conflicting stakeholder perspectives
 - Are of strategic importance to GOA
 - Are open to reframing
 - Have client commitment and realistic timelines
 - With strong follow-through to implementation

Create narratives rather than minutes



Use Multi-modal Evaluation Consistently

Systemic Design Training Course Survey

	Strongly Disagree		Neutral		Strongly Agree
The instructors were knowledgeable about the subject:	1	2	3	4	5
The instructors were prepared and organized for class:	1	2	3	4	5
The instructors kept the participants actively engaged:	1	2	3	4	5
I learned new knowledge and skills from this training:	1	2	3	4	5
I can explain what is meant by systems thinking:	1	2	3	4	5
I can explain what is meant by design thinking:	1	2	3	4	5
I am confident in my ability to construct visual maps of a system:	1	2	3	4	5
I am confident in my ability to design prototypes to improve and learn about a situation:	1	2	3	4	5
I am confident in my ability to participate in systemic design projects:	1	2	3	4	5
I am confident in my ability to apply systemic design methods to facilitate team discourse:	1	2	3	4	5
The ROFP case study helped me understand the systemic design methodology:	1	2	3	4	5
The physical environment was conducive to learning:	1	2	3	4	5
This training was a worthwhile investment in my career development:	1	2	3	4	5
This training will improve my job performance when taking on complex challenges:	1	2	3	4	5
I will be able to apply the knowledge and skills learned in the class to my job:	1	2	3	4	5
I will be provided adequate resources (time, money, equipment) to successfully apply this training to my job:	1	2	3	4	5
After training, my manager and I will discuss how I will use the learning on the job:	1	2	3	4	5

The value of systemic design is:

Creates a platform for understanding more comprehensive picture or diverse dimensions of a challenge to increase ability to manage it better

What I will tell others about this course:

It's an absolute compulsory training to experience

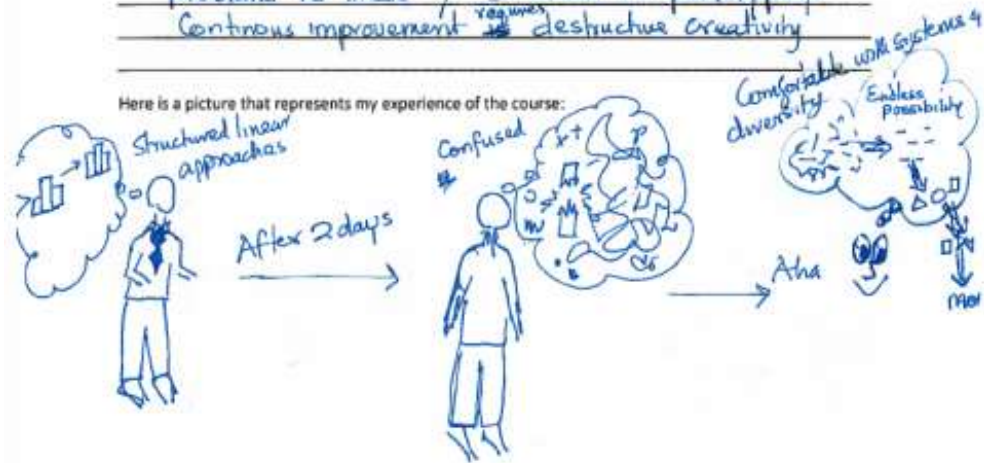
The thing that surprised me the most about this training:

It shook some more of my traditional approaches and reinforced my changing thought process.

The thing I changed my mind about because of the training:

Problems vs mess / Solutions vs prototyping
Continuous improvement ^{requires} destructive creativity

Here is a picture that represents my experience of the course:



Make Your Toolset Legible & Shareable



Make Change From Inside & Outside





Questions?