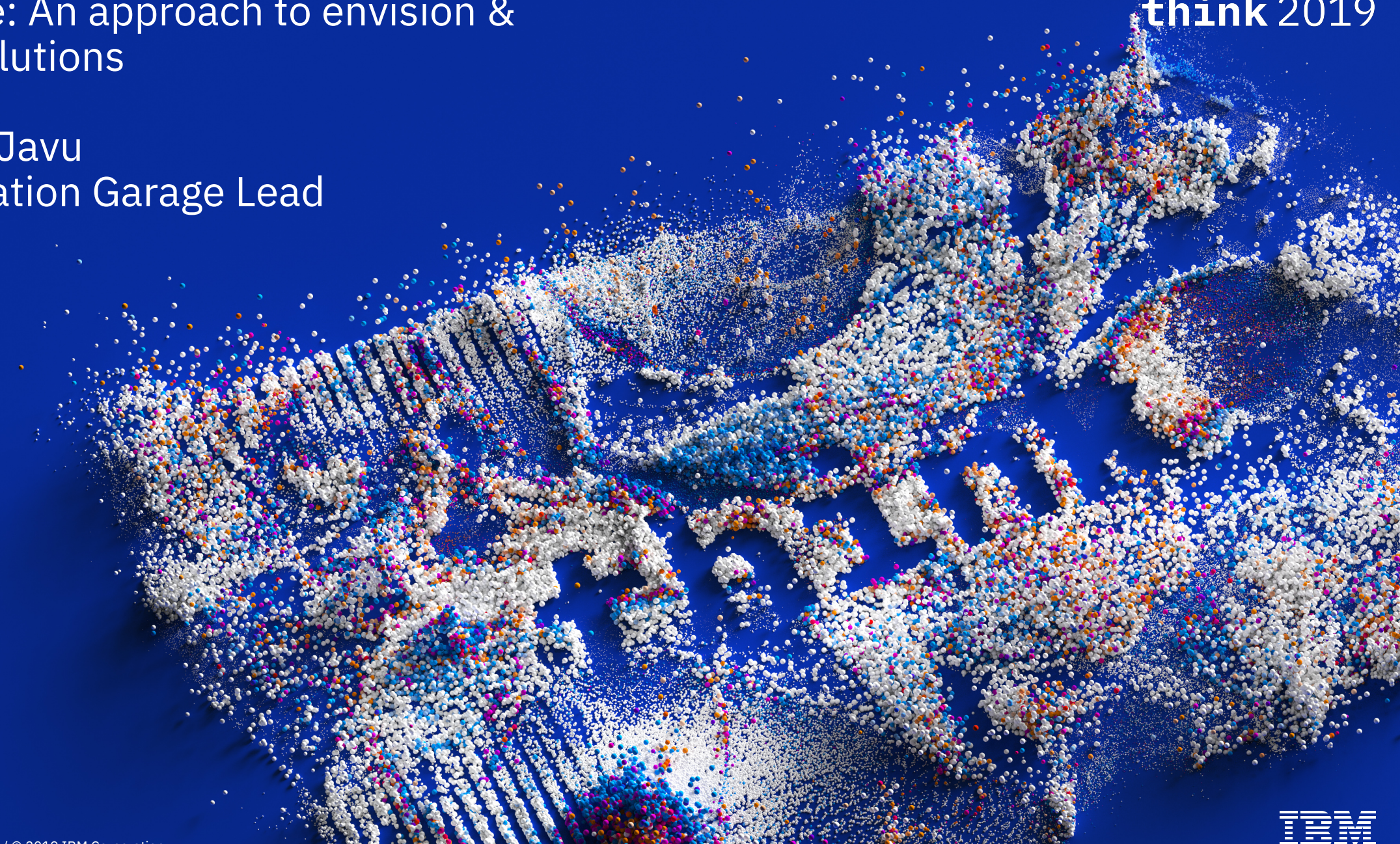


The Garage: An approach to envision & creating solutions

think 2019

—
Thozamile Javu
IBM Innovation Garage Lead



Disruptors

There has never been a
tougher time to be in
GOVERNMENT

More than half of the names of companies on the
Fortune 500 have disappeared since the year 2000

“My systems are not keeping up”

“I continuously have budget and priority challenges”

“The industries and business I work with are under
disruption”

“We are drowning in data”

“New business models are challenging us”

“I don’t know who my clients/citizens are”

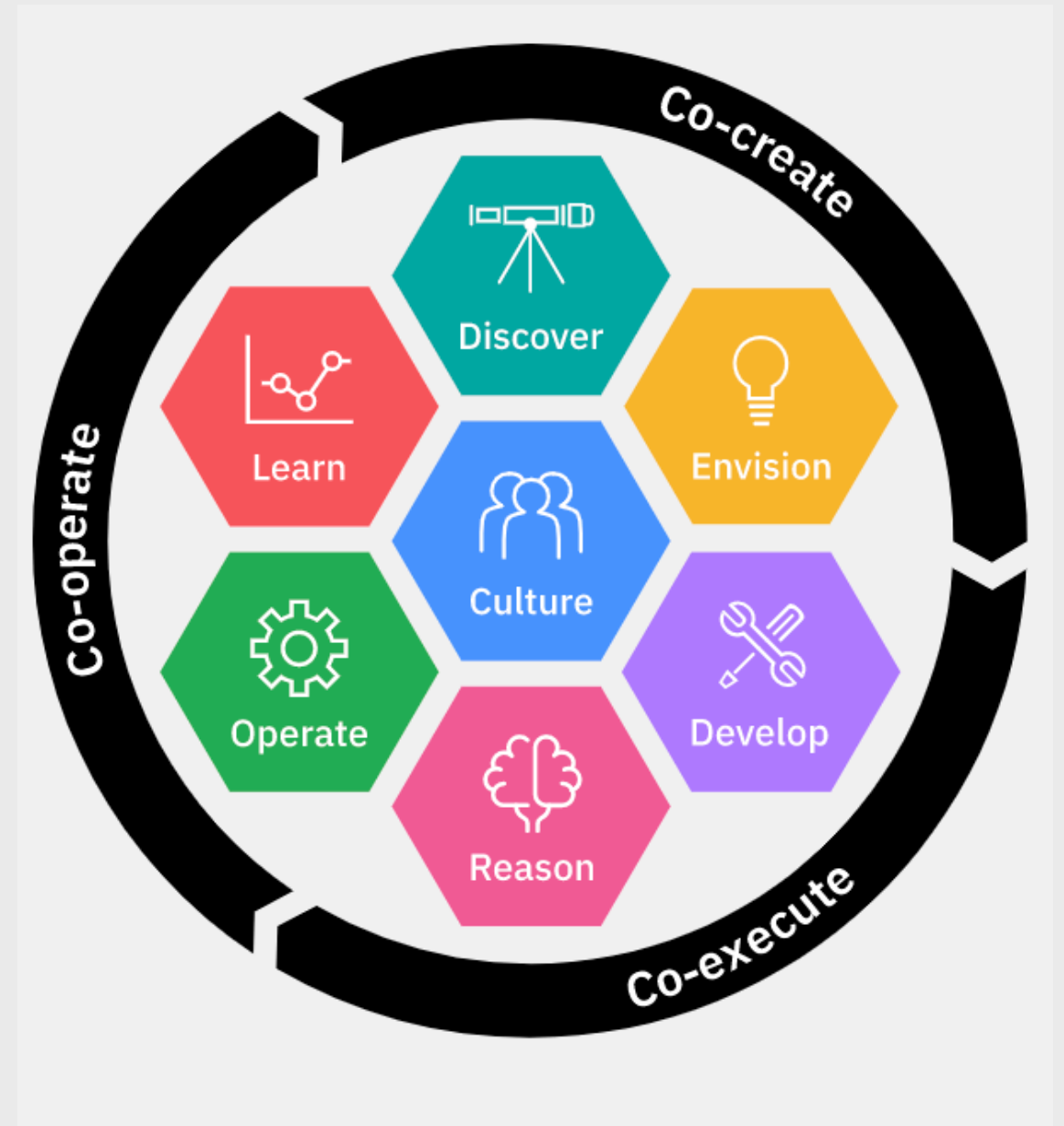
A new innovation paradigm

How does open innovation work?

- Client focused “networks” of stakeholders
- Both unique and complementary capabilities
- Collaborating to solve a specific service challenge

This requires a different approach and skillset

- From protecting to.....**sharing**.
- From isolation to**collaboration**.

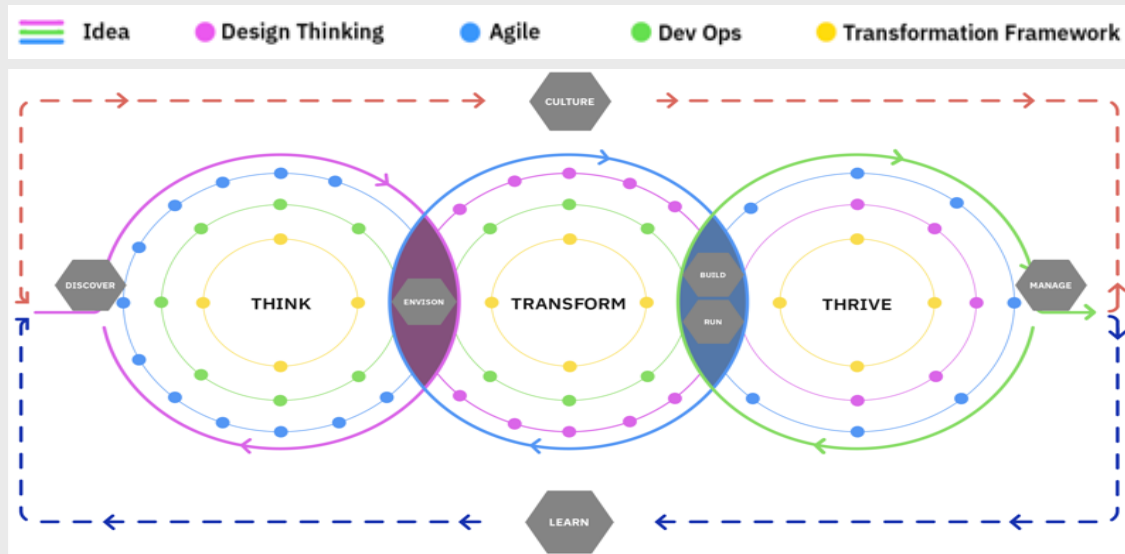




First Public
Sector
Innovation
Garage in
Canada

The Power of the Innovation Garage

The innovation garage is a collaborative, scalable and rapid engagement model to develop, test and deploy transformation solutions enabled by new technologies such as cognitive, analytics, mobile, cloud, blockchain.



Definition of an Innovation Garage

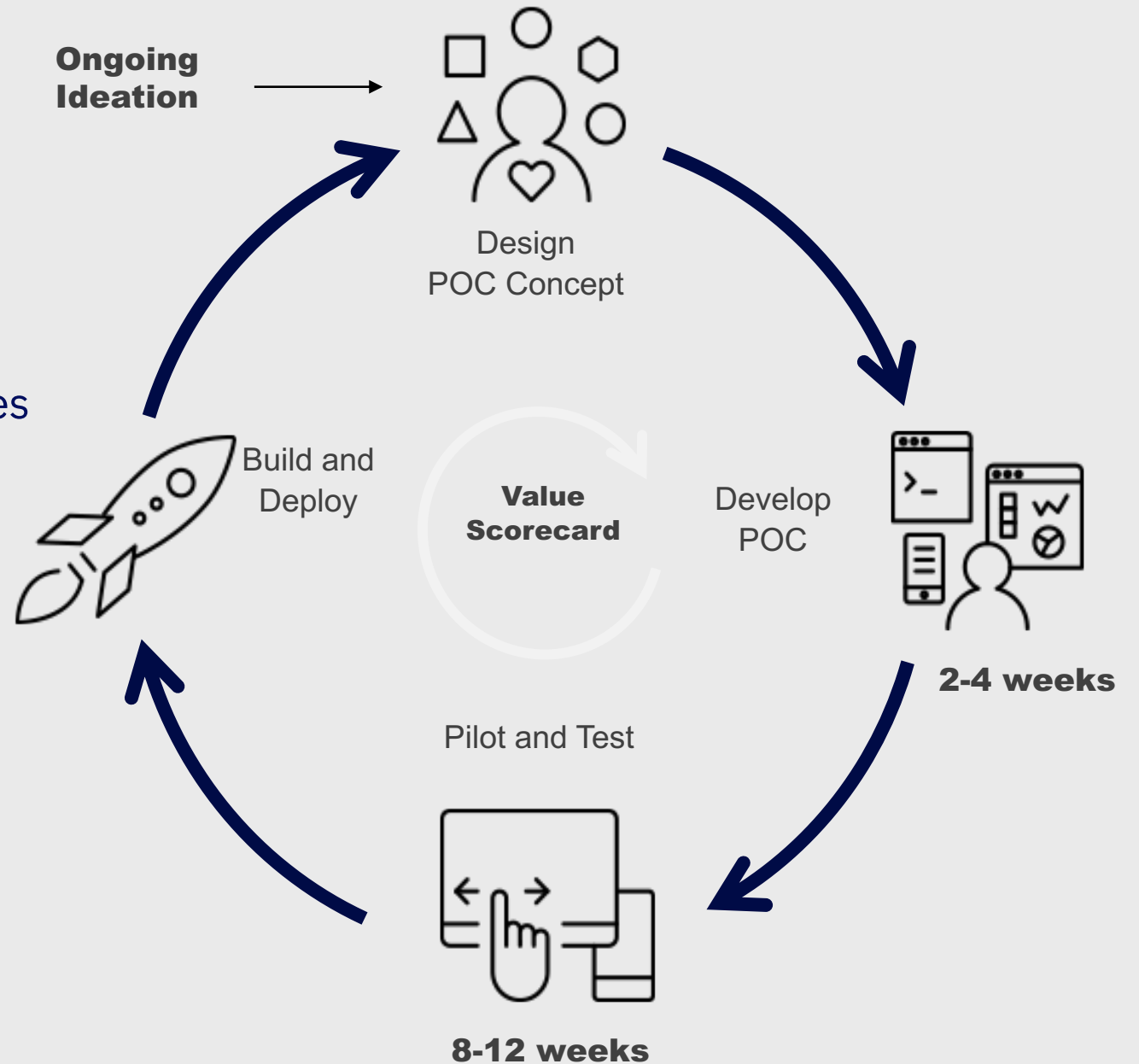
- Focuses on collaboration
- Provides a sandbox for innovation
- Applies rigour
- Brings the partners together
- Establishes stability, scalability, capacity and expertise

• <https://www.ibm.com/services/garage>



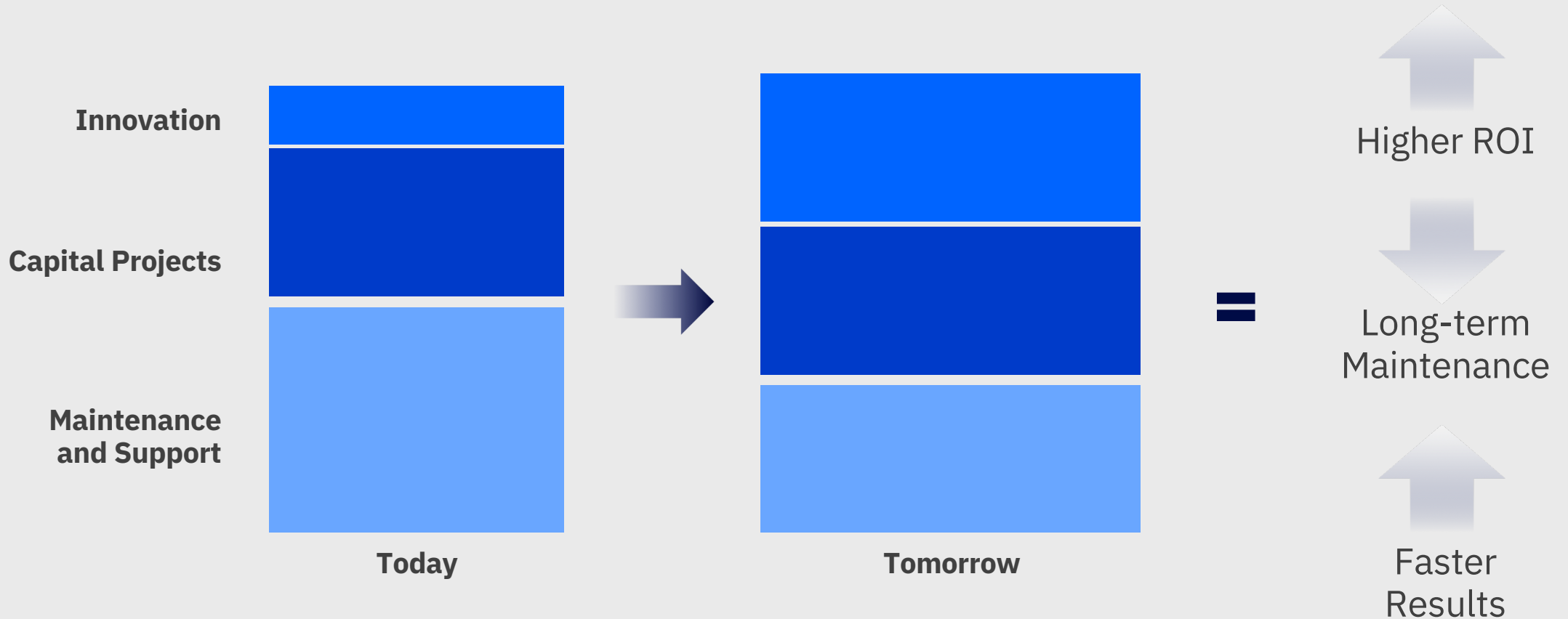
Garage OVERVIEW

- Idea Sharing
- Design - build fast, fail fast, hack!
- POCs build off one another
- Scale across business units and service lines for cost efficiencies
- Delight stakeholders



Innovation garage ideas – what ?

Transitioning Nova Scotia from a world-class leader in Service Delivery to a world-class Innovator



Innovation garage ideas – Who?

Core

Primary Support Network

Future Expansion

PNS

Post-secondary

NS Business

SAP

(NSCC)

Community

IBM

Third Parties

Incubation

Innovation garage ideas – How?

Financial Model

Use Cases

Time & Material / Fixed Cost

People Model

Core IBM Team

Strategic IBM SME's

SAP SME's

PNS IG Lead

PNS Business & IT SME's

Technology Enablers

Apple

SAP

IBM



- Distinct aesthetic and vibe to inspire the team and foster creativity
- Work spaces to co-locate the PNS and IBM Innovation teams
- Character real estate in downtown Halifax





Proof of concept goals

Build a web and mobile based application coupled with IoT features and sensor that can enable paramedics, support staff and civilians to find the nearest Automated External Defibrillator (AED) for a patient in immediate need



Assist in finding AED location

- Develop a mobile friendly web application with a suit of useful features
- Outdoor wayfinding from user's location
- Added indoor facility info
- Visual alarm to help locate indoors



Real-time connectivity

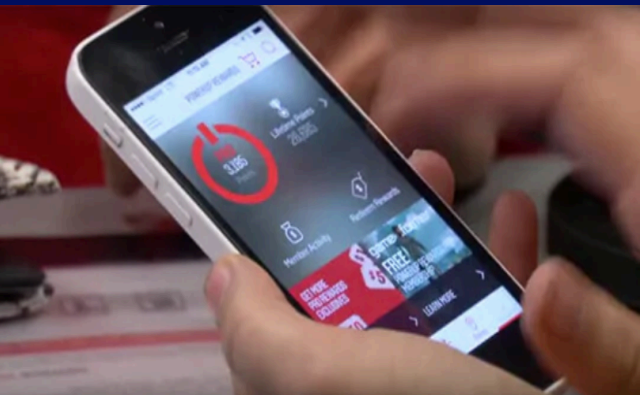
- IoT connectivity features can provide strong value for AED monitoring
- Location sensor to determine AED availability
- Remote alarm activation

AED Demo and engagement



Other Initiatives at the PNS Innovation Garage

Citizen Immunization App



First of a kind Mobile App



IBM Watson Services

Ministry: Community Services



Keys to Innovation



01

Start everything with Empathy

Use design thinking to identify and prioritize customer needs, use cases and data driven insights to ensure solutions are drive business value.



02

Be obsessive about data driven insights

Throw out what you “think” and obsess about what you know (through big data, little data and every other kind of data).



03

Make alignment mandatory

IT and business need to mutually agree on priorities. The only way to do this is to rally and excite everyone in the organization on the North Star - The End State - What Good Looks like



04

Roll up your sleeves

Everyone in the organization must evaluate how they work and be ready for real change.



05

Executives at the table

Senior leadership buy in, support, and participation is critical for driving change and innovation.

Keys to Innovation



06

Go Big incrementally

Use cases should always be centered upon critical business challenges with innovative ideas that help drive differentiated experiences and capabilities...Think big! Than bigger!



07

Let the end user settle the debates

Innovating quick means constantly validating with the customer. Quick and iterative customer feedback means that your solution will drive value instead of doing innovation for innovation's sakes.



08

Use a stick but mostly a carrot

Define a governance model and structure to reward good collaborative behavior. A well defined governance model will serve as a mechanism for driving organic digital maturity within your organization.



09

Plan for production and scale

Production deployment planning must be done from the start to ensure long term success.



10

Co-locate to talk & walk faster

Innovation requires partnership. To innovate faster be in the same room, more!

Thank you

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