

Results from Panel 5 Small Group Discussion

Question 1: What are the ideas from the panel that resonate most in your small group?

Service Delivery



- **Creating a one-stop shop** for services across jurisdictions *and...*
- ...not duplicating work and services across jurisdictions
- Earning citizen trust for process improvement
- Reduce bureaucracy to improve efficiency

Creating Markets for Public Good



- Has great potential, *but...*
- There's concern that this concept may not be relevant to countries in the "South"

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Creating Internal & External Networks



- Partnerships with private sector
- Boundary management across jurisdictions
- Government as conductor, making the connections

...RELIES on Shared Goals and Incentives, and *Focus*



- Competition *can* be useful in improving focus
- Process improvement through addressing core issue
- Incorporating citizen feedback into goals
- Recidivism example: Focus on need for employment

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Question 1: What are the ideas from the panel that resonate most in your small group?

e-Government & Info Management



- Technology to facilitate information gathering, analysis and application, but also citizen participation
- Data protection and management (as in the “identity” example)
- e-Gov to improve transparency

Performance & Dissemination



- Measuring performance (again, incorporating citizen feedback)
- Sharing knowledge and best practices
- Apply transformations between national governments?

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Question 2: What other promising approaches in this area deserve attention?

Cooperation between Government & Civil Society



- Building relationships is key
- Incentives to drive innovation
- Partnerships to increase accountability and transparency

Accountability



- Accountability for networked governments
- Raising expectations for standards
- Using non-transaction modalities for measurement
- Long-term v. short-term gains

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Question 2: What other promising approaches in this area deserve attention?

On Prisons & the Justice System

- Emphasizing rehabilitation
- Skill training and treatment
- Restoring discretion for judges
- Integrated approach to prison reform

Technology

- e-Governance facilitating social justice
- Indigenous innovations – more important that they are context-tailored than technology-oriented

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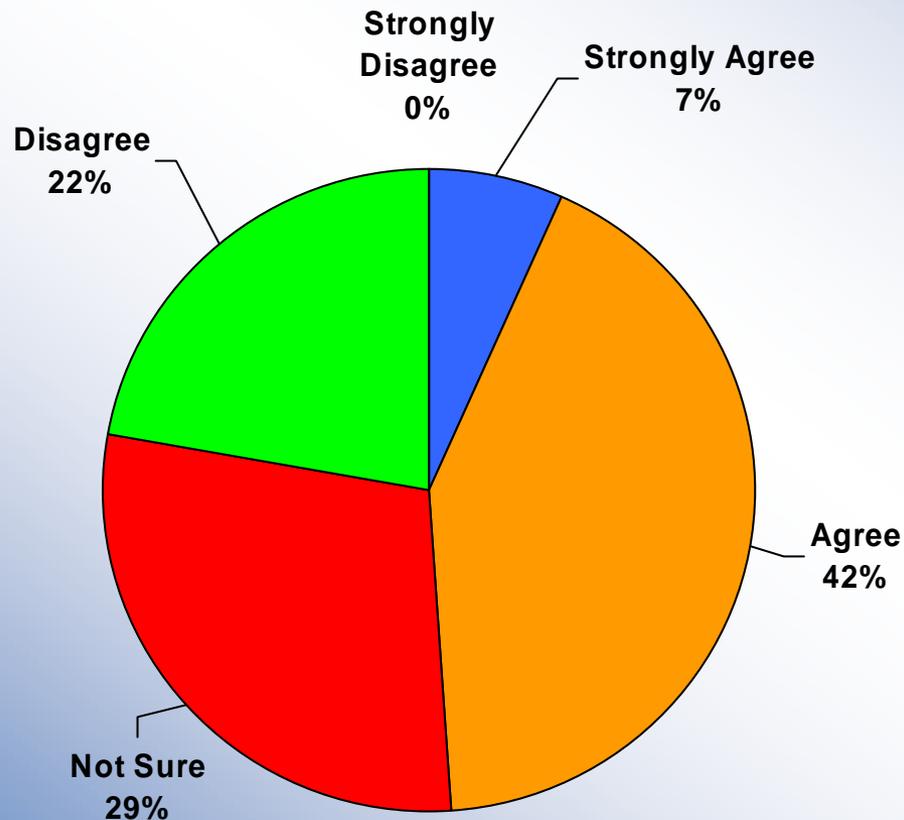
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Additional Points for Consideration

- Impact of globalization
- Need for more case studies from developing countries
- Quality of services (versus quality)
- Government as catalyst for idea development; avoid assuming citizenry always knows what's needed
- Examining how the framing of issues generates the focus or "root cause"

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Question 3: Is your government adapting its structure to foster innovation?



Total number of responses: 45