Innovation 101

Presented by: Deante Tyler & Paula Richardson
CreateSpace

WELCOME TO
CREATE SPACE

THINKUBATOR
COLLABORATORY
DISCOTECH
TECHNOLOGY ≠ INNOVATION

INNOVATION ≠ TECHNOLOGY

INNOVATION ♥ TECHNOLOGY
Creating value for the organization and/or the community through the execution and delivery of new ideas.
Who We Are

Board of Commissioners

Opportunity to think differently

New ways to experiment

State CIO

Costly Projects

Solve business problems
What We Do

- Proof of Concepts
- Cultural Engagements
- Listen and Engage
What We Do

01 Improving government & citizen services

02 Exploring & implementing disruptive technologies

03 Coordinating digital literacy & community broadband services

04 Engaging with the civic tech community

05 Provide a dedicated innovation center

06 Provide a training area for development
What We Do

- Funding
- Staff
- Location
Things to Know

- There will be false starts
- Failed experiments are okay – Fail fast
- Cultural adoption is a process
- Everything isn’t black & white – Rainbow
- Beware of scope creep/moving goal posts
- Business justification is necessary for ideas explored
- Program needs to be agile to agency needs
- Communication of flexibility/changing program
- This is a service to the organization
Best Practices

- Encourage Creative Thinking
- Develop Training Opportunities
- Run Idea Generation Platforms
- Promote Acceptable Risk Taking & Creativity
Thank You!
Questions?
Innovation Around the U.S.

**Tennessee**
Employees telework 20% of hours. Increased productivity, eliminates commute time.

**Illinois**
Using AI to identify fraudulent benefits claims.

**North Carolina**
DOT piloting a UAS program for transporting medical supplies.

**West Virginia**
Offering mobile, blockchain-based ballots to its overseas voters in November.

**Delaware**
Digital driver’s license system.