



Open Government Partnership Submission | 30 March 2018

Suggested Commitment - Open Government Research Hub

A platform to publish and share design research, engagement insights, gathered during the process of developing or making services across Government agencies.

Allow government, community and industry to leverage research to inform and educate future projects, services, and policies increasing value for money.

Context

During the development of digital and other services, many government agencies conduct research to understand citizen, customer, user, or audience needs and interests.

This research is the form of face to face interviews, workshops, focus groups, or surveys. It is used to develop personas, user journeys, content, or to validate service design and policy development.

Research is done either by internal teams or by external services providers – or both.

Participants are usually; general public, community groups, industry and businesses, and internal government stakeholders. Many of whom participate and volunteer their time because they want to contribute to making government services better. Some instances people are paid to participate.

Research and engagement outputs are rich with insights that can be useful beyond their original purpose and used to inform other projects, content services, or policy development.

Current State

Research is not easily shared due to there being no framework to allow people to reuse it for other purposes or it is unable to be accessed due to project owners moving on.

Information is wasted. Agencies do not know if and when someone has conducted similar research which has led to duplication of effort. Or a portion of research has been shared without context and misused by recipient.

In some cases, participant groups have been contacted multiple times by different researchers for similar topics which leads to a perception government is disconnected, and resources are being wasted. It's embarrassing for governments and the people trying to engage people to participate in research and engagement activities.

Future State

Research is easily accessed and able to be used to help leverage other projects where teams have not been able to do research due to lack of budget or time constraints.

Research always travels with context, such as origin and purpose so it is not misused or misinterpreted.

Great ideas and important insights are uncovered, new needs identified beyond the scope of the original research purpose and project. This provides an inspiration and insights into a new service required, or ways to improve an existing service.

Outcomes

- Real insights from real people
- Access to a rich, diverse source of data and information to inform decisions or validate other research, new ideas
- Reduce duplication of effort, avoid repetition of work and wasted resources
- Increased trust in government – you are interested and listening
- Participants feel their effort was worthwhile and contributions useful
- Increase the collective strength of government knowledge
- Increase transparency and accountability on government spending on research - value for money
- Increase collaboration and participation in research
- Support best practice
- Sharing of knowledge to reduce research fatigue

Implementation | Participatory Design Process

Pre-design

- Establish a list of people and government agencies interested in participating
- Gather, wrangle different types of research, context, known scenarios

Discovery

- Review content to establish patterns and inform information and interaction design
- Research interviews with a broad range of stakeholders internal government, researchers, and service providers working with government to establish needs and potential uses
- Comparative analysis - research systems that exist globally and locally, can we may repurpose rather than create new

Design

- Co-design the format of the research hub with input from a wide range of potential contributors and users
- Define any issues there may be in sharing the research, barriers, risk, privacy, data, permissions for usage
- Categorise and catalogue research including: themes, context, aims, owner, agency, department team, supplier, research base, findings etc
- Develop a mobile platform for people to share and browse research

Launch

- Invite potential participants to share their research through the platform
- Continuously improve service based on feedback

Interested participants

Government Agencies we have either worked with or engaged with to ascertain interest and need. All are enthusiastic in supporting the idea

- NSW Department of Premier and Cabinet, Transport for NSW, NSW Planning & Environment, NSW Office of Environment and Heritage, NSW Procurement.
- NSW Information Commissioner, Independent Commission Against Corruption, IPart

Relates to

Open Data, Digital Transformation, Trust, Public Participation, Access to Information, Public Service Improvement and Delivery, Accountability, Open Data

Precedents

<http://ogrx.org/>

Open Governance Research Exchange. A hub for quantitative and qualitative research on innovations and governance.

Submitted to : ogp@pmc.gov.au

Proposed by Mel Flanagan and Rachael Stewart of Nook Studios

Nook Studios is small privately-owned company of researchers, storytellers, makers, and open government advocates.

Mel has been actively involved in Open Government since 2012 when she introduced participatory design and collaborative service design methods whilst making Australis's first open government web service, Common Ground, for NSW Resources and Energy.

Common Ground is an engagement tool to help communities easily access maps and other useful information about exploration and mining activities, including explanations of the role of community in the decision-making process for any potential activity in NSW. Nook is currently working on data storytelling and community/industry engagement tools to help governments deliver on their objectives to be open and more responsive to citizens.

Mel is a member of the Open Government Partnership International Working Group for Natural Resources, and strongly connected to open contracting and open data community.

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