

# Learning Experiences: from Training Programs to GovTech Laboratories

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**Head of Experience and Service Design**

16.07.2021

**National School of Public Administration & Local Government (ESDDA):  
Upgrading and Orientation of Skills in the Modern Staff State**

# IE University

**7000 Students**

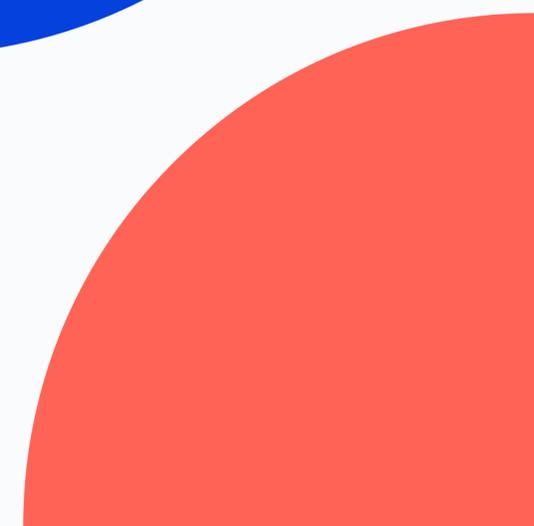
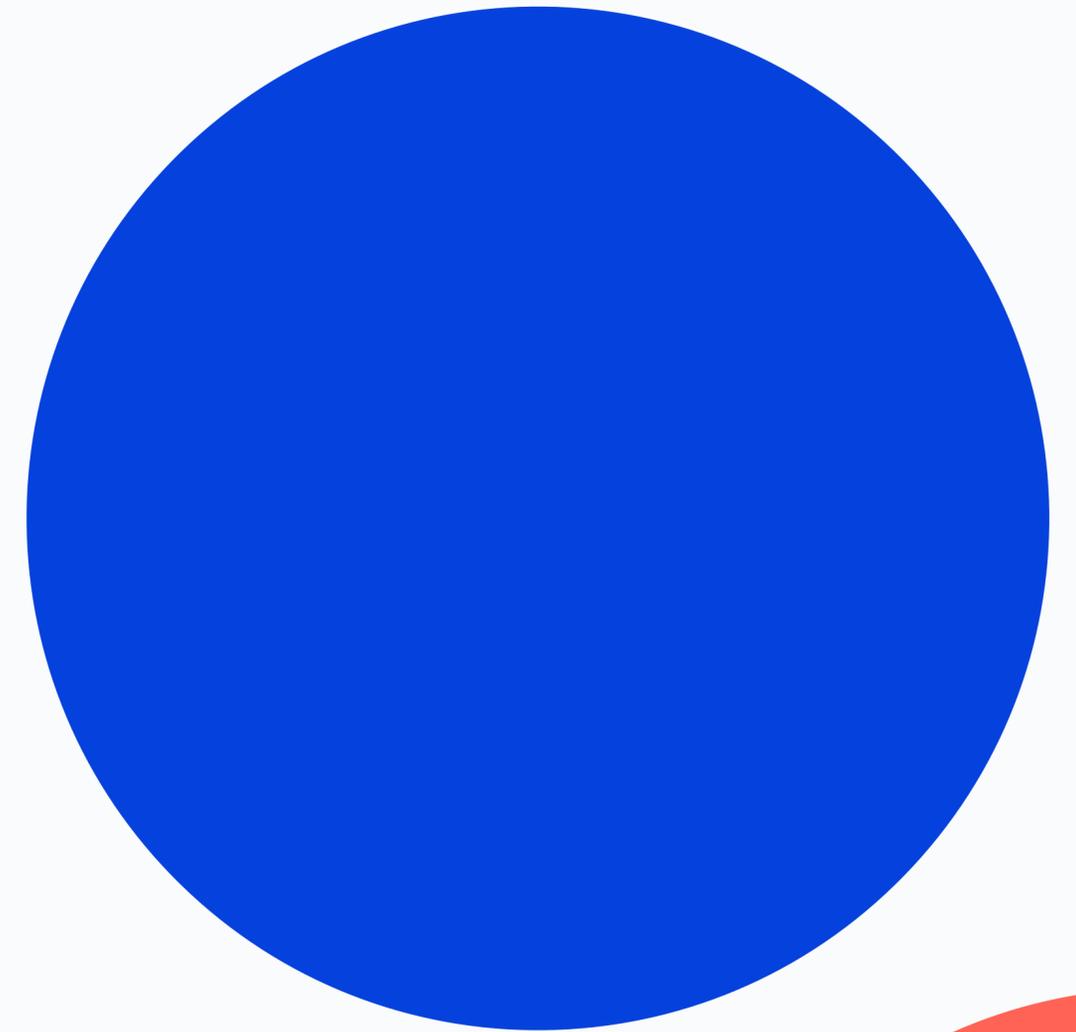
**130 Nationalities**

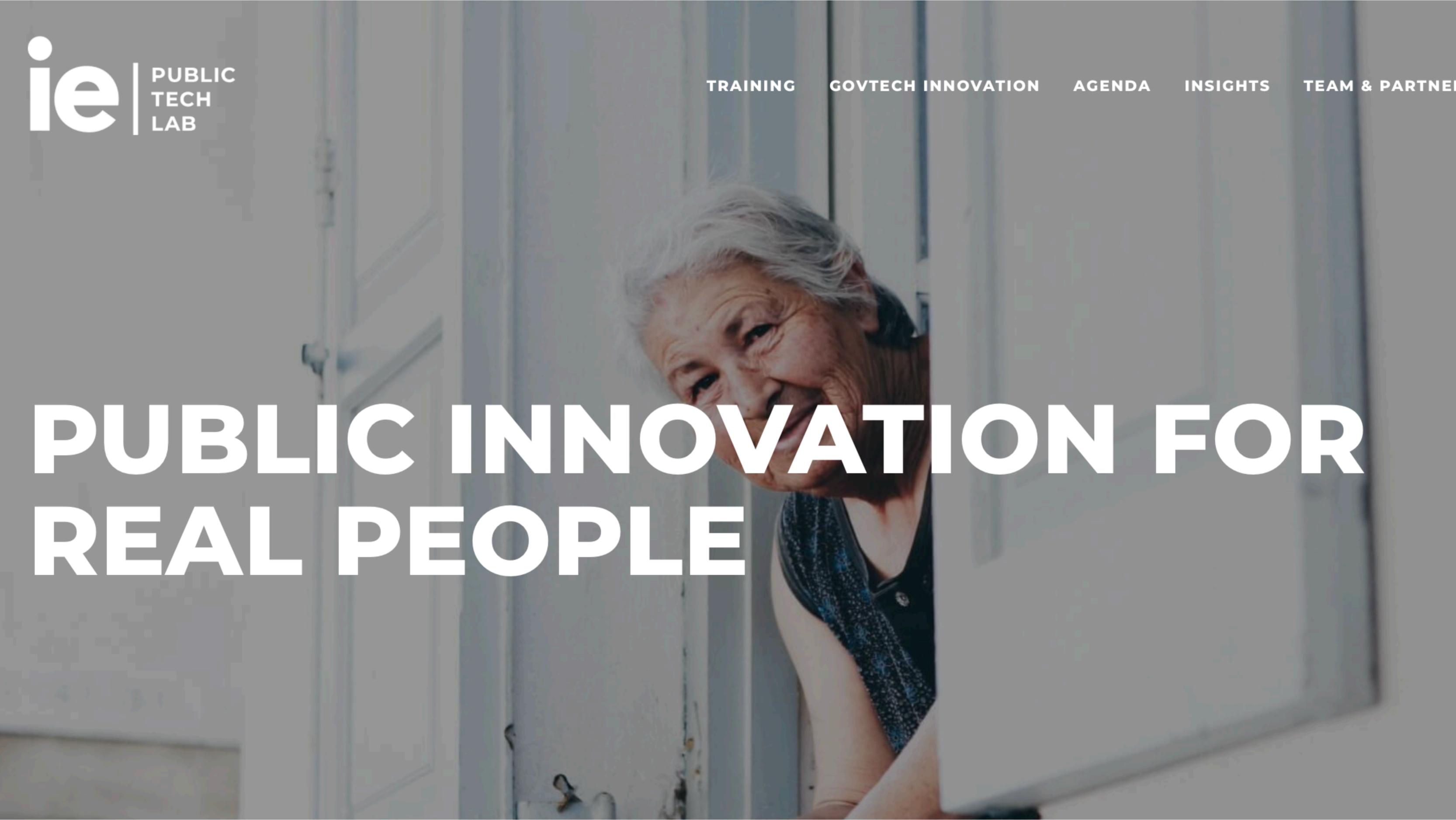
**60.000 Professionals  
in the IE Network**



**The PublicTech Lab supports the transformation of public institutions, fostering their adaptation to global challenges, and always placing citizens' needs at the core.**

**In September 2018, the PublicTech Lab was founded at IE University. Since then we have generated a portfolio of projects and experience that make us one of the leaders in this space at an international level and the only specialised academic govtech center in Spain.**



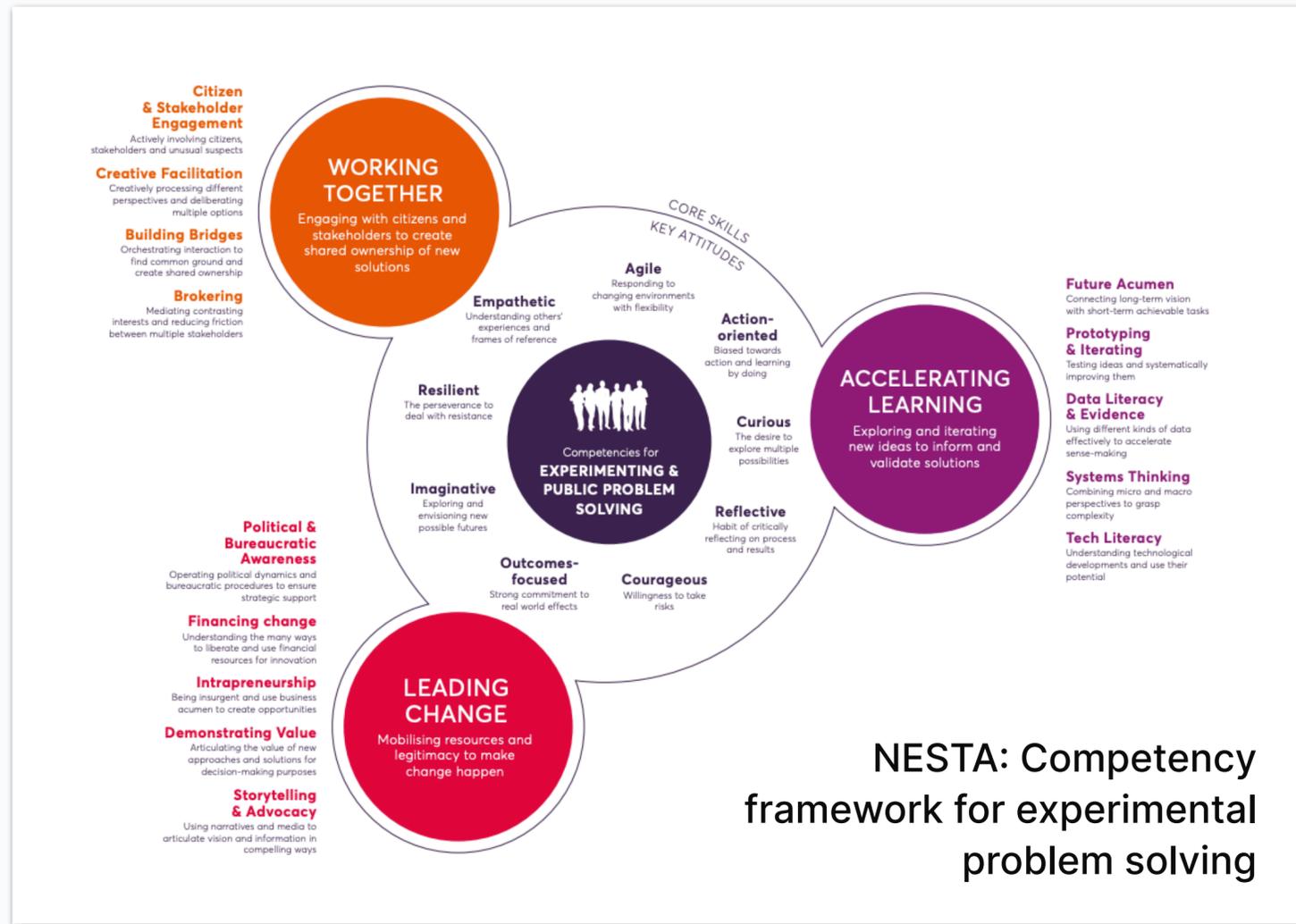


# PUBLIC INNOVATION FOR REAL PEOPLE

# We bring change to governments within and around



# The best learning frameworks as our references

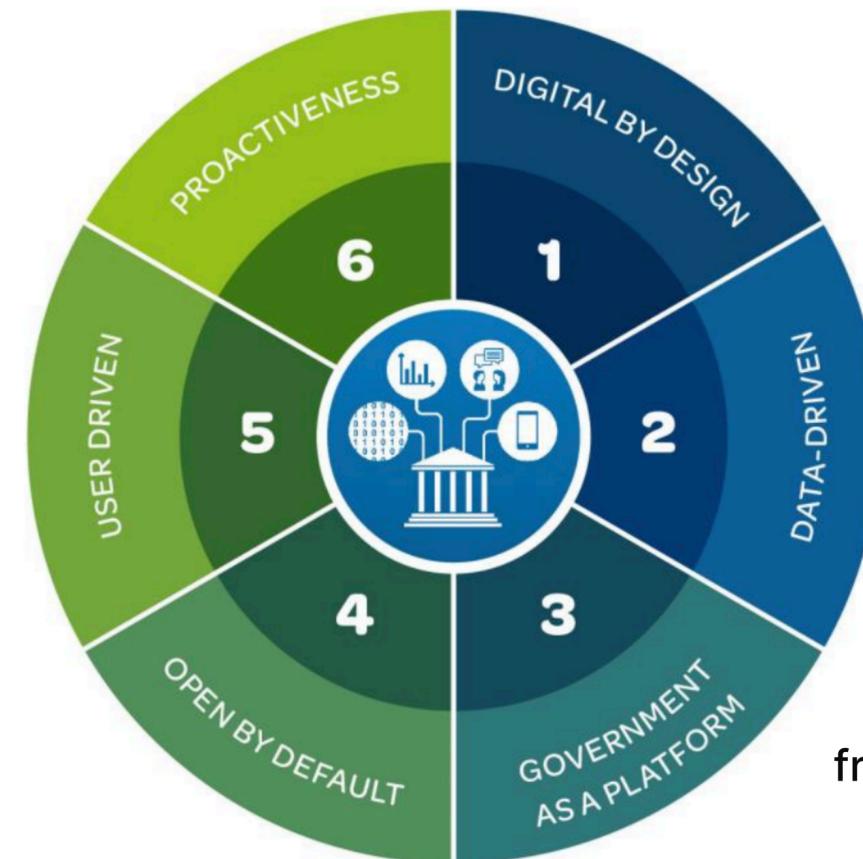


Teaching Public Service in the Digital Age [Competencies](#) [Syllabus](#) [Blog](#) [About](#) [Contact](#)

## The Digital Era Competencies

These are the eight core competencies at the heart of 'Teaching Public Service in the Digital Age'. [Read about what they are for and why we made them here.](#) We have written a short explanatory essay to accompany each competency, accessible below.

HSK by David Eaves: Teaching Public Service in the Digital Age

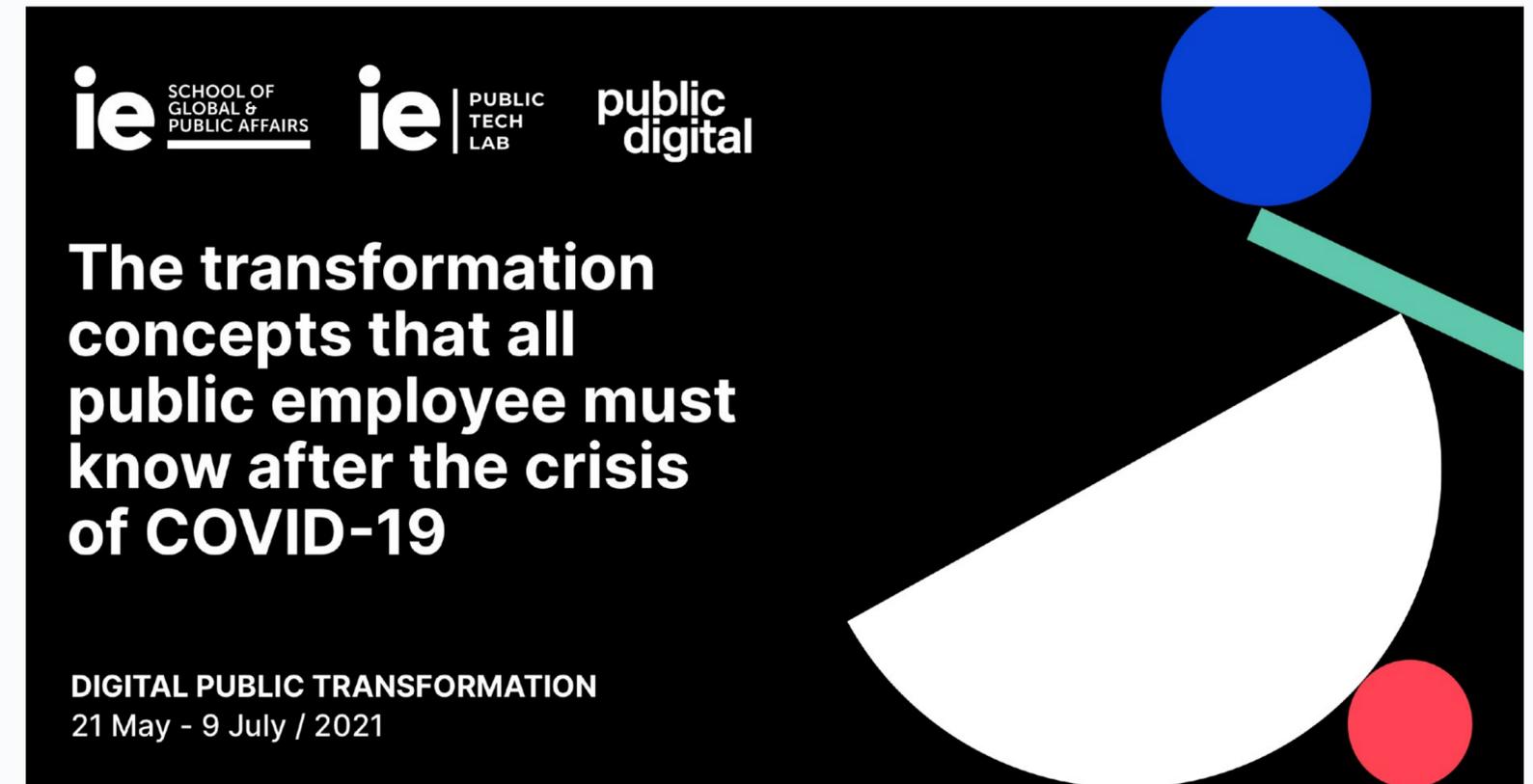


OCDE: Digital Government Policy framework

# Digital Academy

## Applied theory and skills for high performing civil service

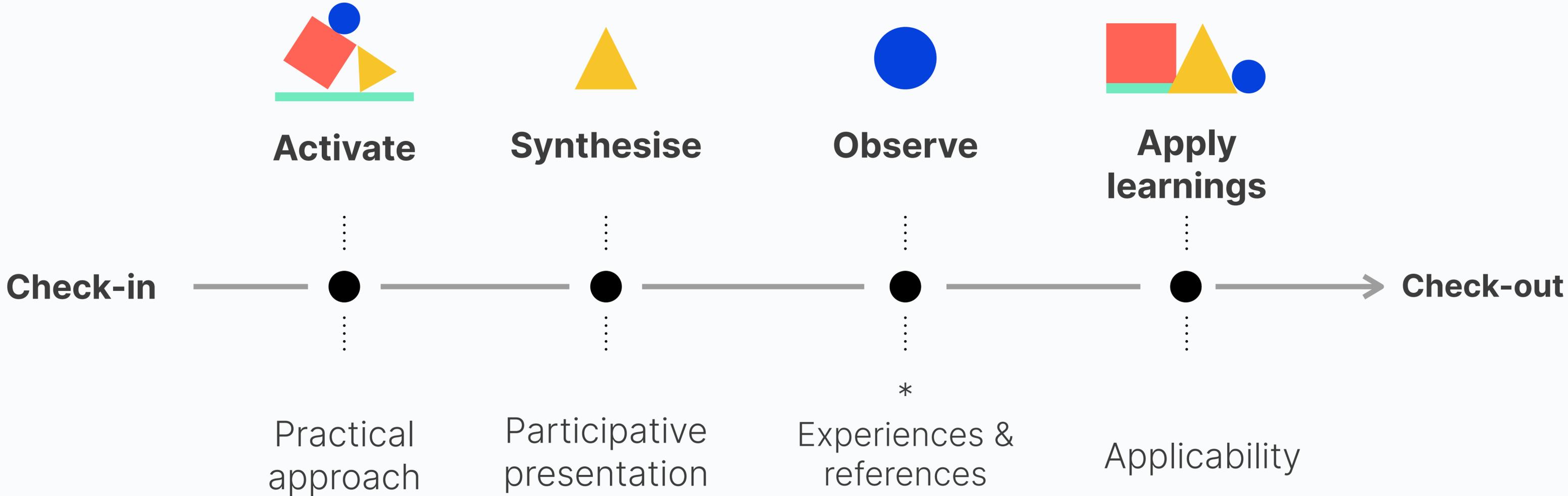
- Digital Strategy
- Data driven transformation
- People Centric Design
- Innovation Teams
- Open Collaboration
- Agile Development
- GovTech Ecosystems
- Experimental Culture



## Digital Public Transformation

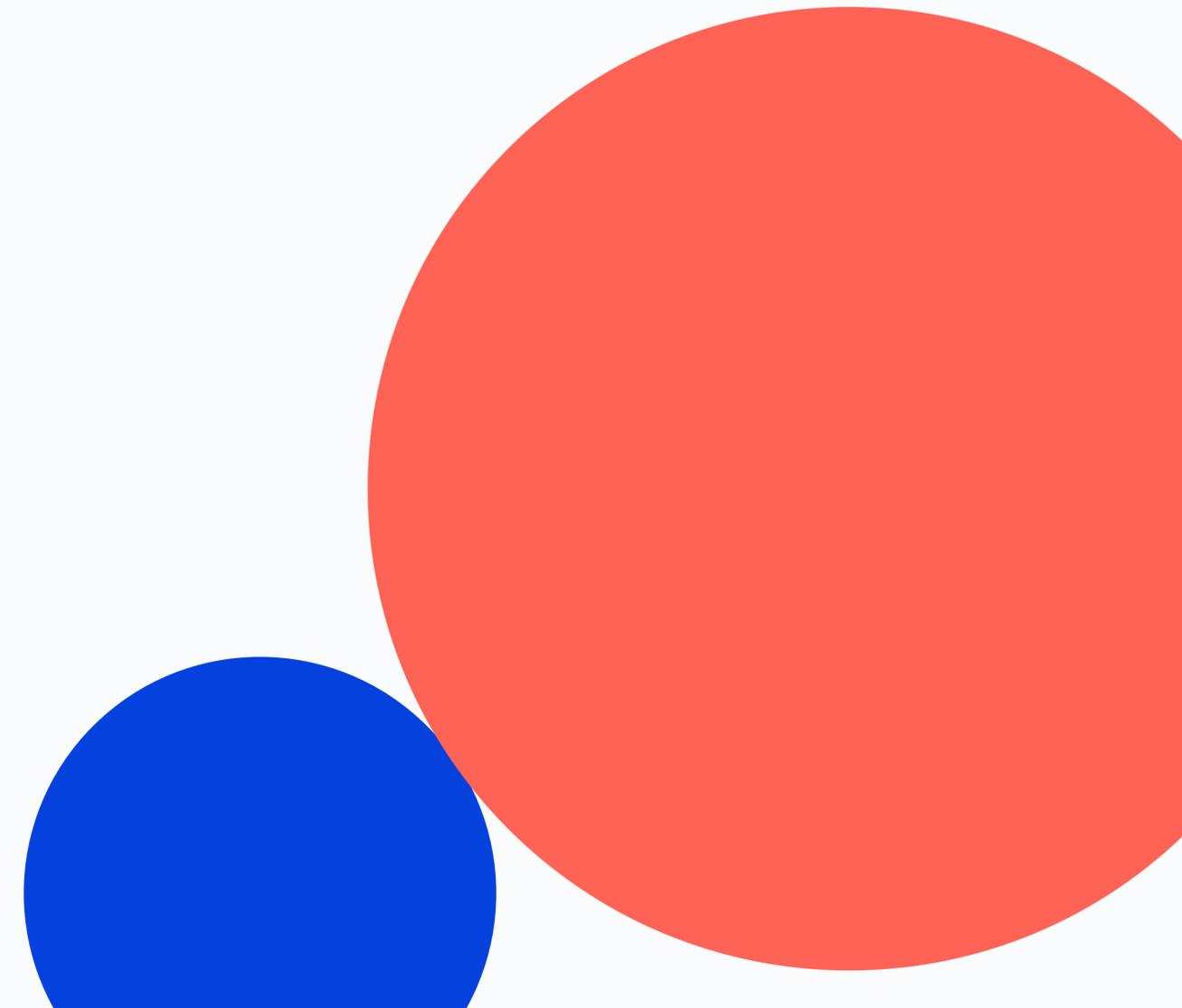
A digital transformation program specialized in the public sector. Created in collaboration with Public Digital, the program combines theoretical and practical sessions with use cases and key international references.

# Methodology: action oriented

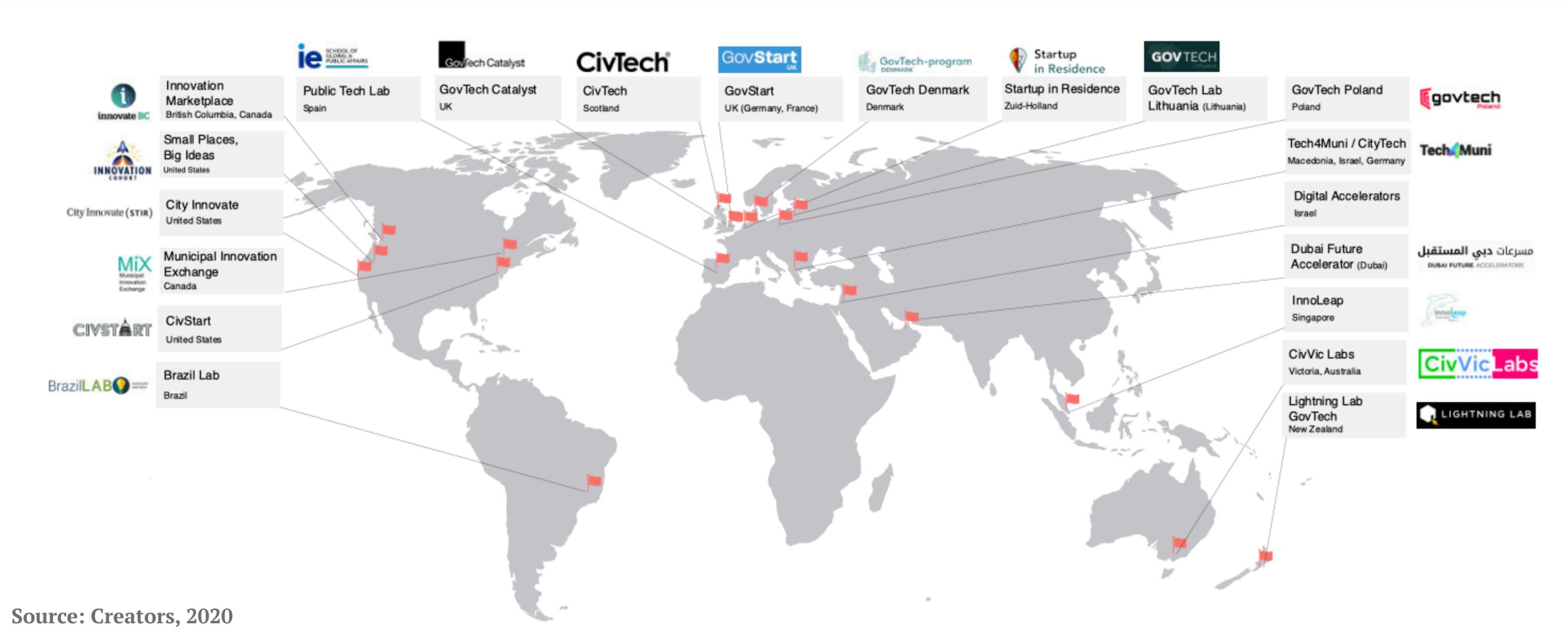


**Govtech ecosystems are spaces for interaction where governments collaborate with new companies and innovative SMEs to create products and services that respond to the great challenges of public administrations.**

**IE PublicTech Lab has been a pioneer in the development of these ecosystems in Europe and Latin America and promotes international networks of the best experts in the field.**



# Govtech programs are thriving across the world



Source: Creators, 2020

# The most innovative models and govtech programs around the world



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We are a worldwide network of public, private and third sector organisations working across civic and gov tech to support and nurture an ecosystem developing products and services which make citizens' lives better.

Distribución de países y segmentos govtech

- 75 ESPAÑA
- 7 BRASIL
- 5 ARGENTINA
- 4 CHILE
- 4 MÉXICO
- 3 COLOMBIA
- 1 URUGUAY
- 1 VENEZUELA



Provisión de servicios

32

- ESPAÑA**  
 Adopta Un Abuelo  
 B-Resol  
 BeeSafe  
 Beprevent  
 BSafe  
 CO2 Revolution  
 Eirene Data4Peace  
 Fuvex  
 HETIKUS  
 Idoven  
 Insulclock  
 Meep  
 MiResi  
 Monitoring  
 Heritage System  
 Navilens  
 Odilo  
 Recircular  
 Rithmi  
 Shotl  
 ShowLeap  
 Sincrolab  
 Smartvel  
 Spotlab  
 Stimulus  
 Tucuvi Care  
 Visualfy  
 Zensei
- CHILE**  
 Dart  
 Recylink
- BRASIL**  
 TNH Health
- COLOMBIA**  
 Quipux
- VENEZUELA**  
 Vikua

ESPAÑA

- Add4u  
 Barbara IoT  
 BeOneSec  
 Blueliv  
 Carto  
 Chargy  
 Ctrl4 Enviro  
 Cubelizer  
 Ecertic  
 Electronic ID  
 Gestoos  
 GreeMko  
 HelixNorth  
 JakinCode  
 Klaxoon  
 Legal Innovation  
 Technology  
 Quadminds Technologies  
 Europe  
 Qucit  
 Sherpa.ai  
 Signaturit  
 SiGO  
 Syneidis  
 The Common  
 Good Chain  
 Thinger.io  
 VU Security  
 Witrac  
 Xolido

Infraestructura digital

ARGENTINA

- Keepcon  
 Satellogic  
 Signatura

BRASIL

- Arquivei  
 Docket

MÉXICO

- Grillo

33



Gestión pública e integridad

20

- ESPAÑA**  
 Buguroo  
 Egeon  
 Graphext  
 Green Urban Data  
 HOPU  
 Inbenta  
 Savana  
 Taiger  
 Unblur  
 Vizzuality  
 Worldsensing
- BRASIL**  
 Gesuas  
 Gove.Digital  
 Sipremo
- ARGENTINA**  
 Munidigital  
 Pay per TIC
- MÉXICO**  
 Irys  
 OS CITY
- COLOMBIA**  
 Datasketch
- URUGUAY**  
 CityCop



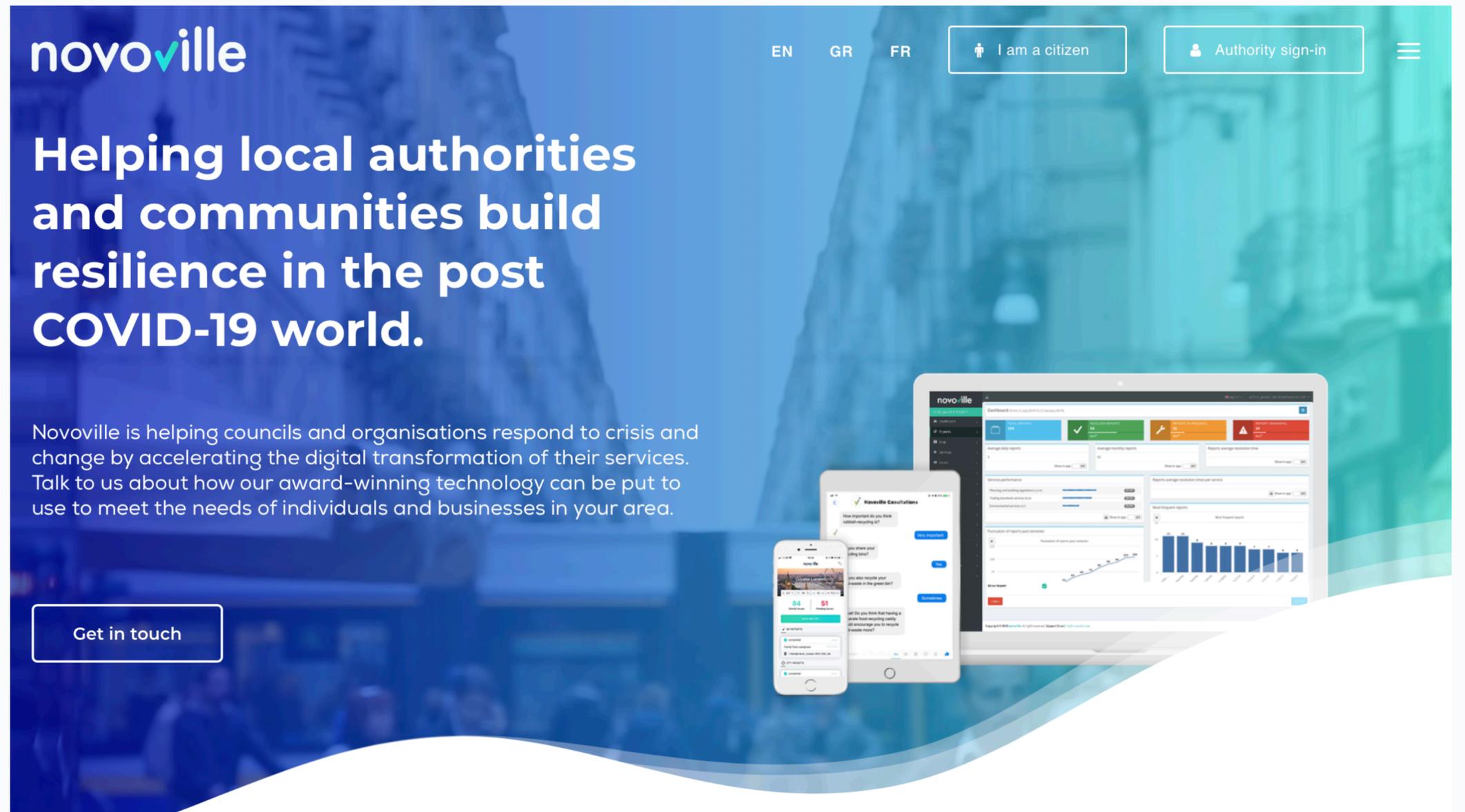
Calidad democrática

15

- ESPAÑA**  
 Citibeats  
 Civiciti  
 Civocracy  
 Dynamic Opengov  
 Technologies  
 Kuorum  
 Osoigo  
 Populate  
 Scytl  
 Séntisis  
 Sufragium
- CHILE**  
 EVoting  
 Sosafe
- COLOMBIA**  
 Czen
- BRASIL**  
 Daoura
- MÉXICO**  
 Cívica digital

# The GovTech ecosystem is revealing new challenges for the public sector.

Startups and digital SMEs, as well as other companies, are defining the relationships between society and governments.

A promotional banner for Novoville, a digital transformation platform for local authorities. The banner features the Novoville logo in the top left, navigation links for EN, GR, and FR, and buttons for 'I am a citizen' and 'Authority sign-in'. The main headline reads 'Helping local authorities and communities build resilience in the post COVID-19 world.' Below this, a paragraph states: 'Novoville is helping councils and organisations respond to crisis and change by accelerating the digital transformation of their services. Talk to us about how our award-winning technology can be put to use to meet the needs of individuals and businesses in your area.' A 'Get in touch' button is located at the bottom left. On the right side, there are images of a smartphone, a tablet, and a laptop displaying the Novoville interface, which includes various data visualizations like bar charts and line graphs.

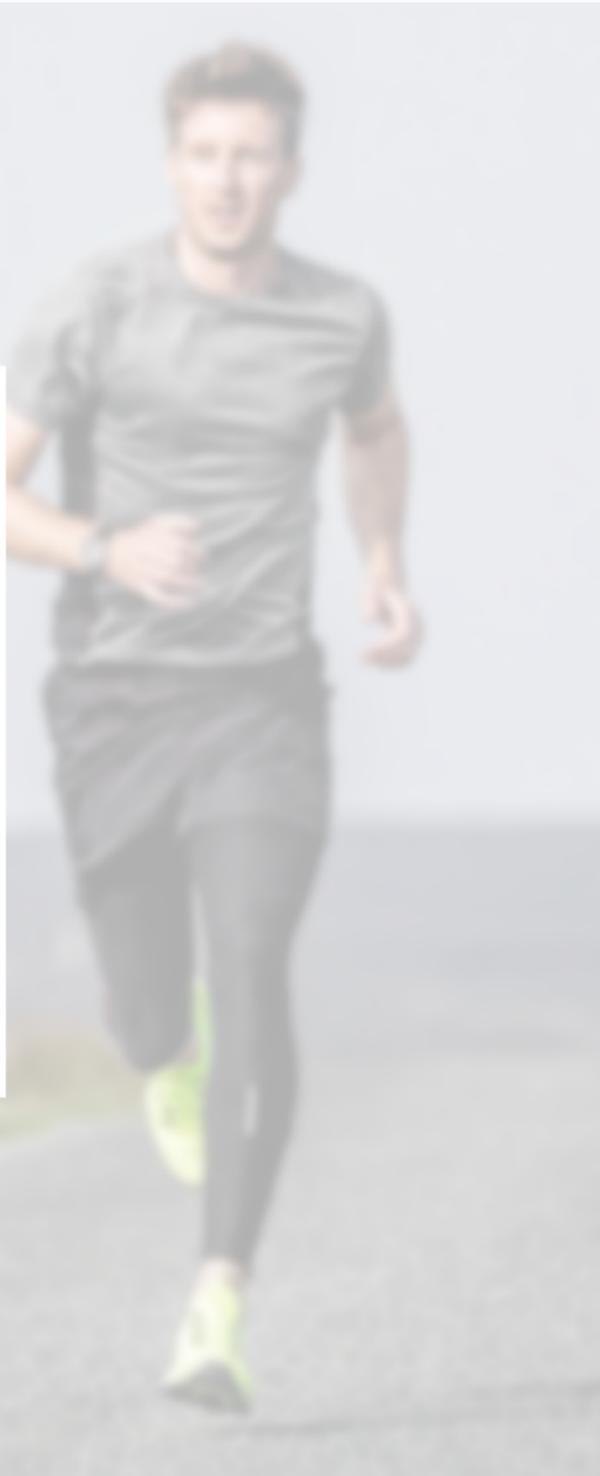
**novoville**

EN GR FR [I am a citizen](#) [Authority sign-in](#)

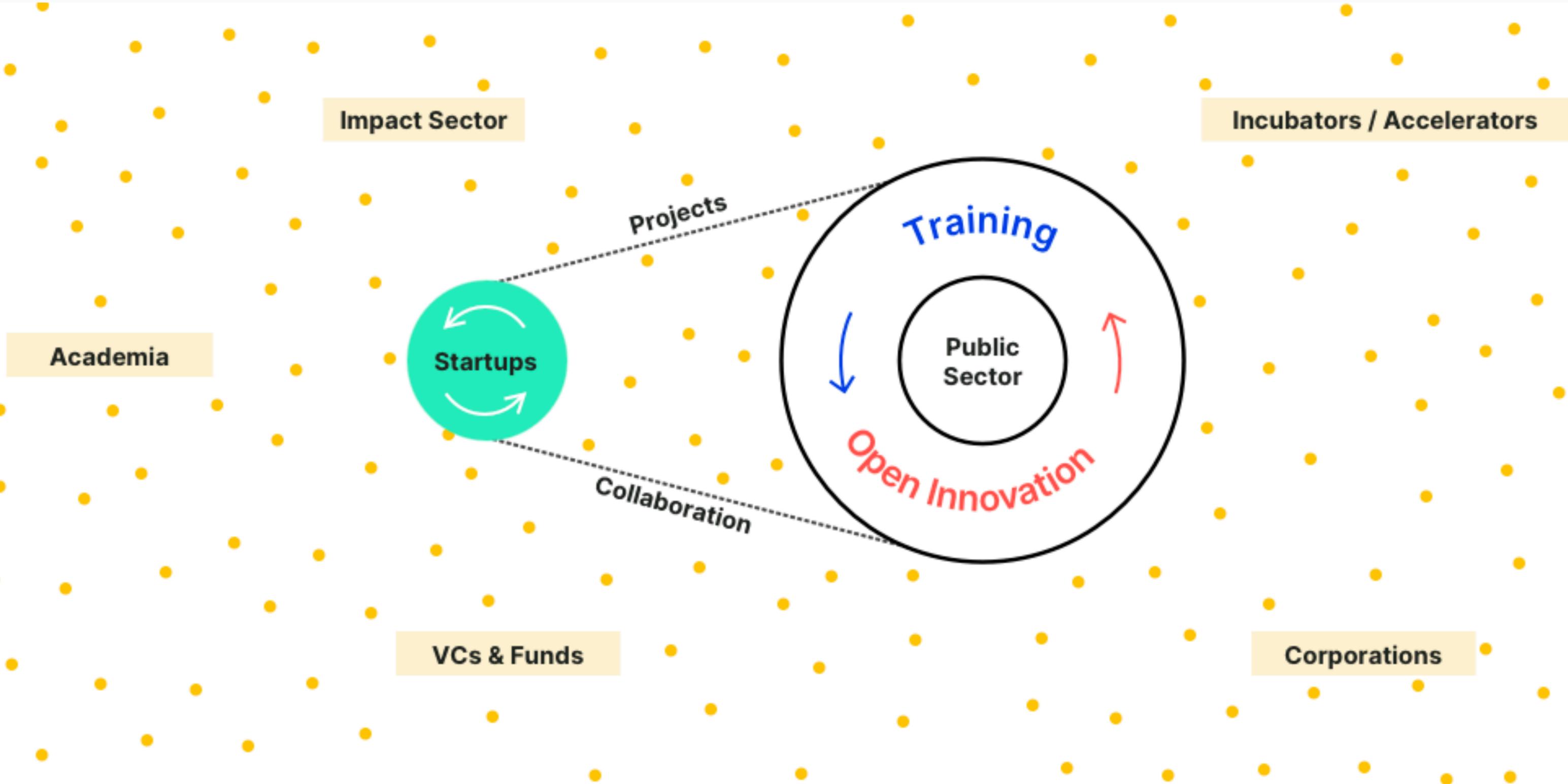
## Helping local authorities and communities build resilience in the post COVID-19 world.

Novoville is helping councils and organisations respond to crisis and change by accelerating the digital transformation of their services. Talk to us about how our award-winning technology can be put to use to meet the needs of individuals and businesses in your area.

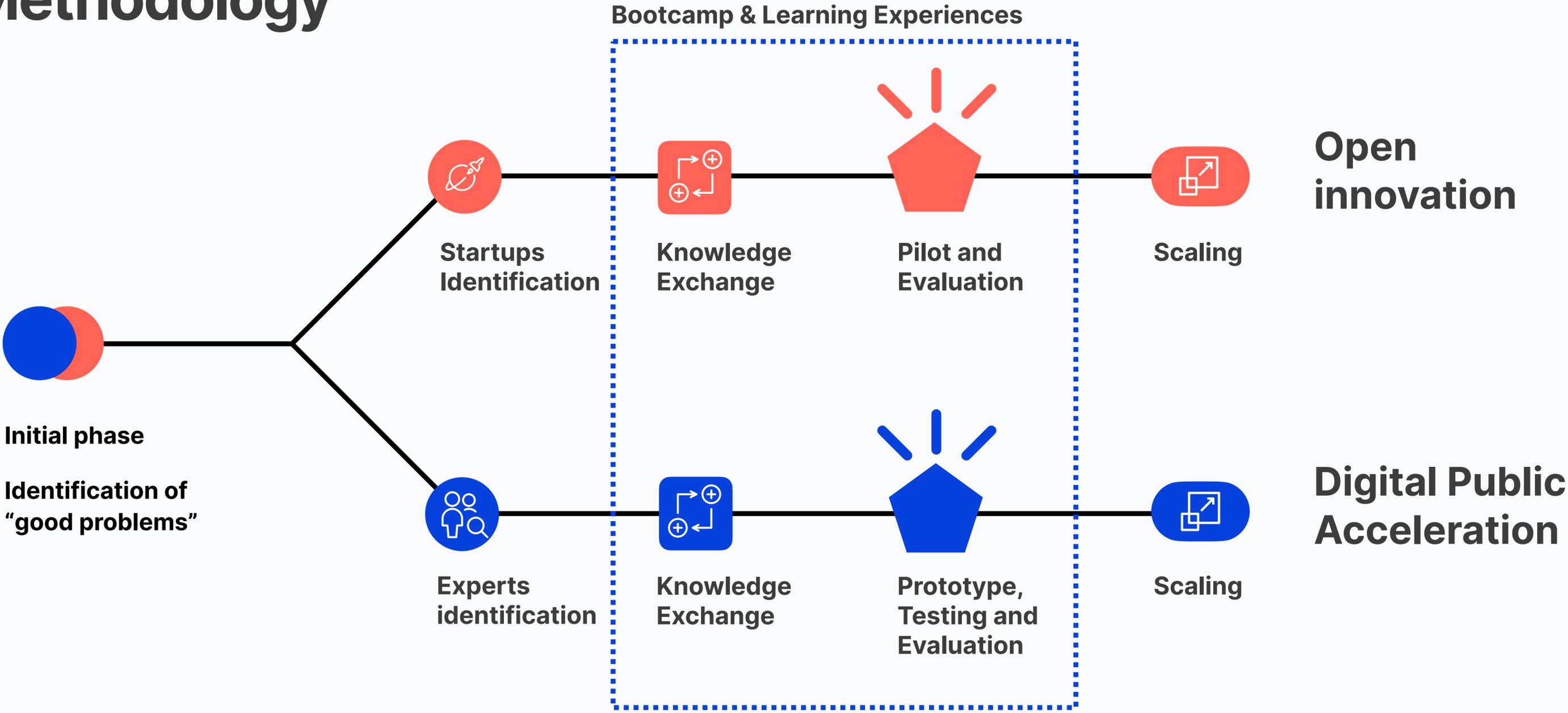
[Get in touch](#)

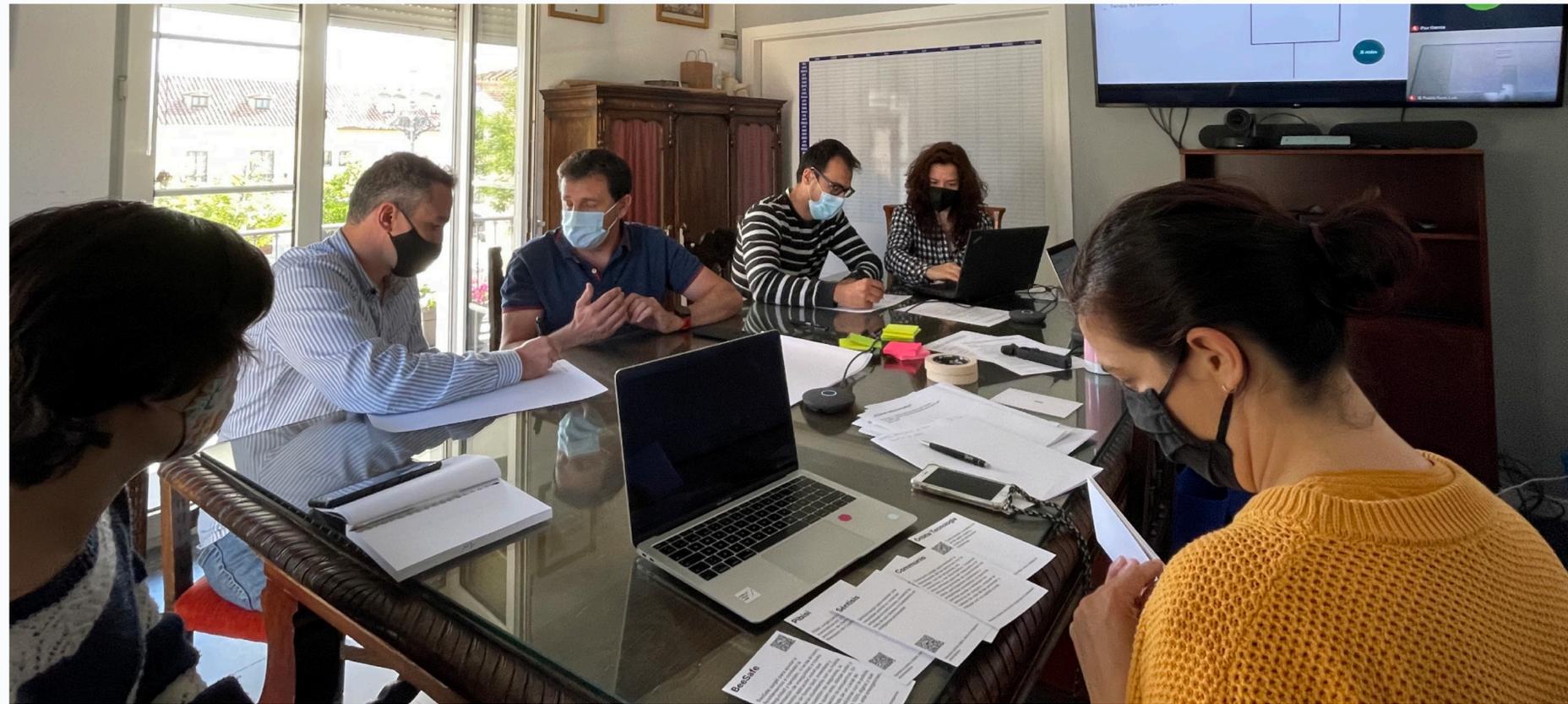


**Analyze the activity of the heart by observing its behavior during all daily activities including sport.**



# Innovation Methodology





## Learn & Do

Public representatives learn how startups work, and startups get to understand public sector dynamics. Closing the gap between government and startups accelerates and facilitates public innovation cycles. Workshops, training and guided identification processes help public officials pilot innovative solutions.



# The future of public innovation is collaborative. We bring the startups into the conversation.



## Meetings, Events and Learning Sessions

The practical and up-to-date expertise of startups and digital practitioners brings a different reality into public teams.

Their specialised practice in technologies like AI or Blockchain, and their working cultures, contributes in a highly efficient way to the digital transformation of the public teams.

# Insights From Our Early Days

**We understand that training and practice, real practice, need to happen together.**

## **Being there, done that. Can't you see it?**

Despite the increasing number of people being trained in topics like innovation, digital transformation, design thinking, or big data, we couldn't see the outcome in the way public services were being designed and implemented.

**Project-based training needs a strategic intent to boost transformation.**

## **Include training in your proposal.**

Companies working for the public sector usually include capability sessions to train public teams in the new systems or technology. However, these activities are seldom linked with a digital transformation strategy.

# Best practices, sure, but we encourage inspiration before appropriation.

Ejemplos

**StimuLab**  
Noruega



**18F & PIF**  
EEUU



**Entrepreneurs  
d'Intérnet General**  
Francia



**100 Challenge**  
Dubai

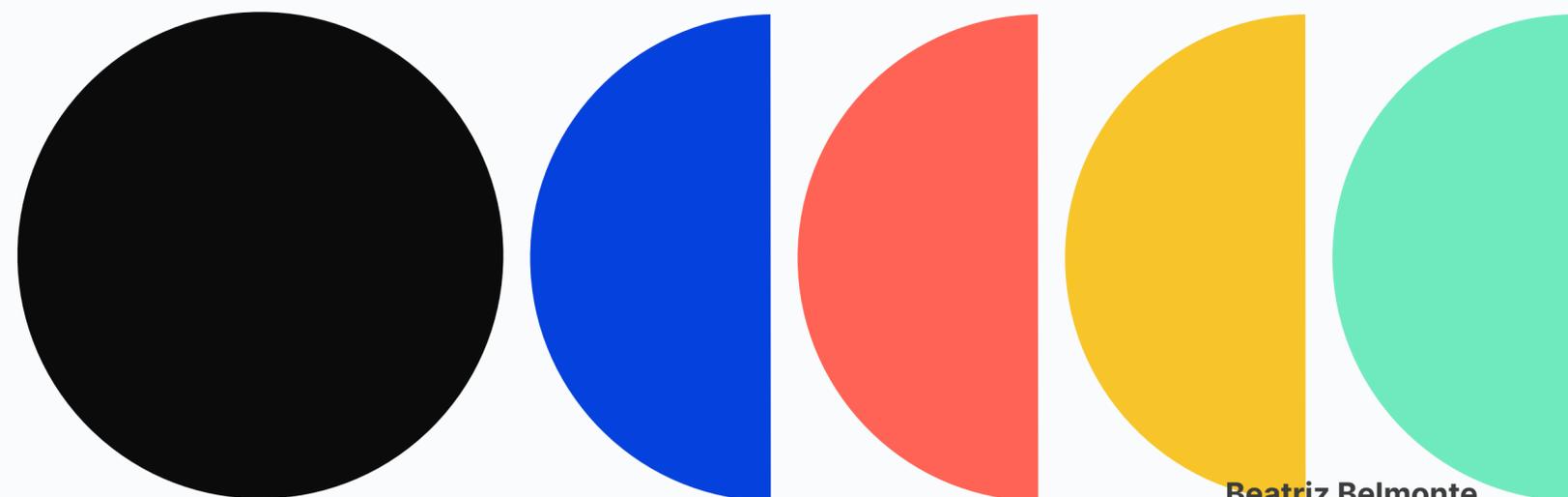


# How-to vs. Why Do

**In emergency situations, all the conversation is about getting things done, and learning the how-to.**

**It makes it easier to forget that the first step is to answer why and what-for we do things. Then you run.**

**It is not only about capability building but mindset training and practice.**



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ESDDA

Upgrading and Orientation  
of Skills in the Modern Staff State

## Contact

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**Ευχαριστώ!**