

INTERNATIONAL COMMUNITY OF PRACTICE FOR
SUSTAINABLE URBAN DEVELOPMENT



Digitalisation in response to the COVID-19 crisis

Kickoff meeting
21.09.2021

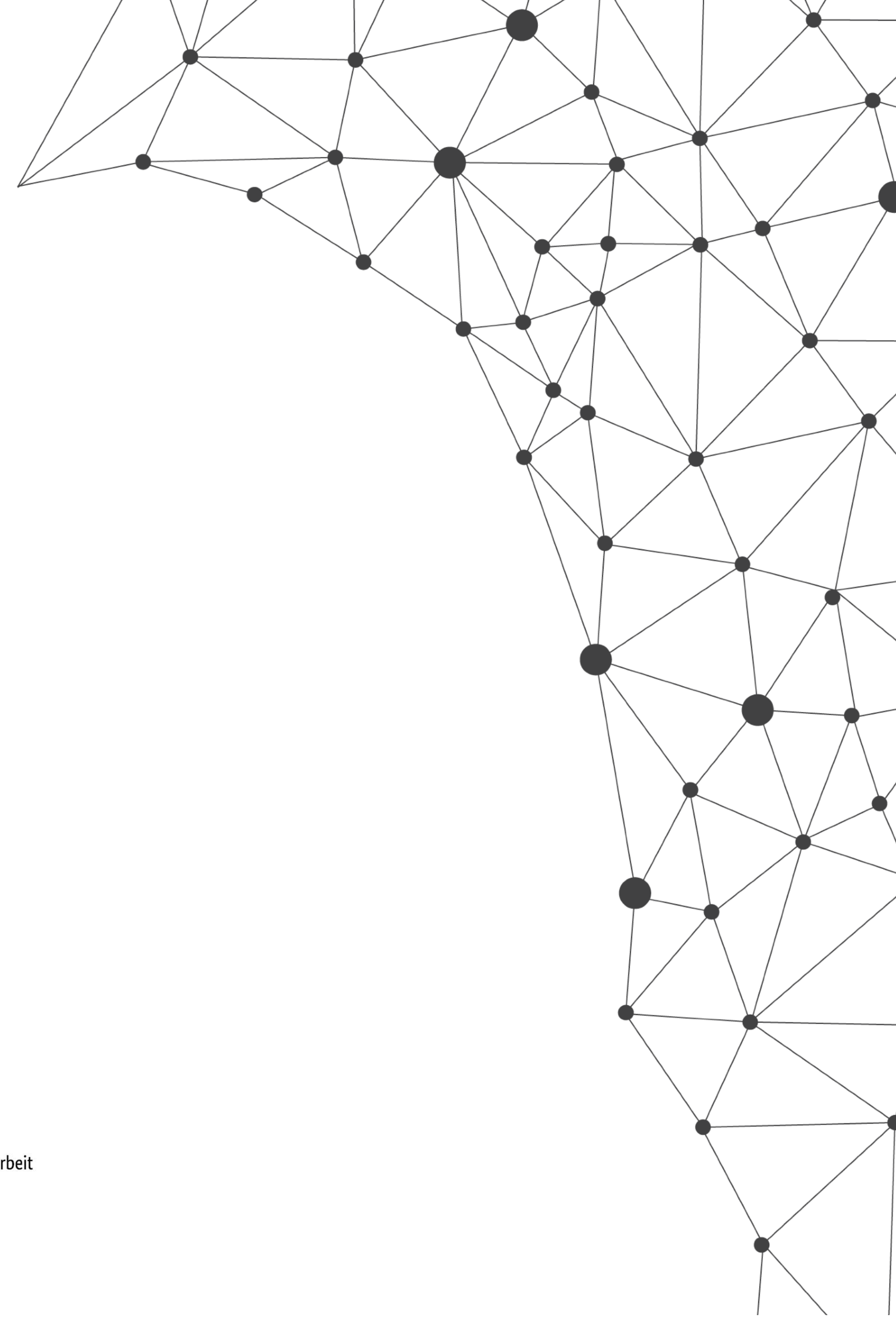
Partner von Connective Cities



Im Auftrag des



Bundesministerium für
wirtschaftliche Zusammenarbeit
und Entwicklung



Supporting cities' resilience during the COVID-19 pandemic by providing capacity-building activities in the directions of Digitalisation through:

- Improving cities' ability to envision and design public digital services with a design-driven approach applying both human-centered and systemic lenses.
- Learning the principles of stakeholders and users engagement in design and validation processes and of co-design practices.
- Stimulating peer-to-peer exchange and hands-on learning dynamics.

~~1. Working groups on the basis of research and interest from cities established~~

We're here →

2. Action plan agreed and finalized by the Working Group

I PHASE

3. Specific challenges and needs of the working group members' cities identified

4. Capacity development actions delivered

5. At least 5 future initiatives are identified

6. At least 2 Ideas (solutions/prototypes) for possible step-up projects identified and presented to GIZ as a basis for future collaboration possibilities within Connective Cities Network

II PHASE

7. At least one idea chosen and supported and/or further developed

8. On the basis of the work of PMCG and outcomes of the work within working group at least at least 5 good practices elaborated, documented, and disseminated.

TIMELINE



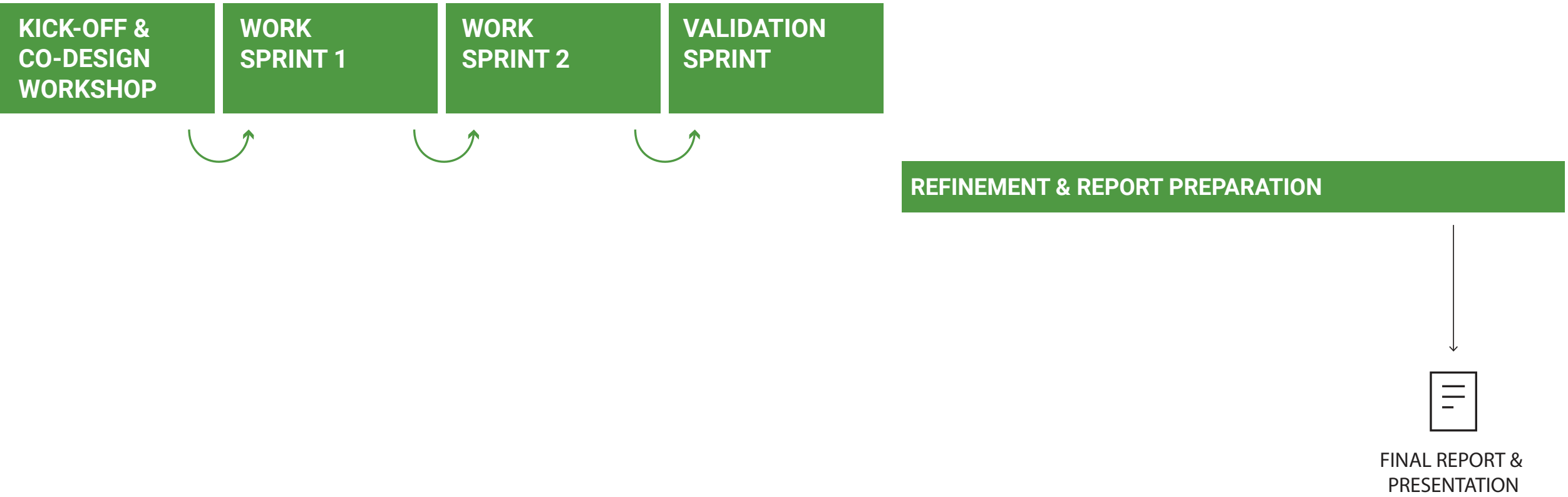
PHASE 1

PREPARATION	LEARNING PROCESS				
20-24 SEPT	27-01 OCT	04-08 OCT	11-15 OCT	18-22 OCT	25-29 OCT



PHASE 2:

CO-DESIGN AND DEVELOPMENT OF SOLUTION				DISSEMINATION		
01-05 NOV	08-12 NOV	15-19 NOV	22-26 NOV	29-03 DEC	06-10 DEC	13-17 DEC



I PHASE: 1. UNDERSTANDING THE CITIES SITUATION



CHALLENGES WORKSHOP

4hr, 28 SEPT

- Prework:
- Fill in the survey to collect the challenges before Sept 27
- Learning part:
- Case-study: analysing the right challenges to face
 - Methodology: system and stakeholders mapping

Hands-on part:

Discussion, clusterization and prioritisation of the challenges faced by the cities in plenary and smaller groups

Follow-up:

possible 1:1 calls with some cities

Assignment for cities:

Finalize the list of challenges and prepare their initiatives to share (according the template that will be shared)

INITIATIVES WORKSHOP

4hr, 7 OCT

Identify the best digitalization initiatives undertaken and fill in and send the predefined template within Oct 5

Presentation, discussion and prioritisation of the initiatives by the cities in plenary and small groups

sessions with the cities that presented the selected initiatives to discover more about them for the following report

I PHASE: 2. IDEATING THE SOLUTIONS



IDEATION WORKSHOP

4hr, 14 OCT

CONSOLIDATION WORKSHOP

4hr, 20 OCT

Prework:

Learning
part:

- Case study: ethnographic research for municipal services
- Methodology: human-centered design, user personas and journeys.

- Case study: co-design processes and validation with users
- Methodology: principles of stakeholders and users engagement

Hands-on
part:

Brainstorming of the possible ideas to respond to the challenges and enforce the initiatives, prioritisation of ideas

Development of the selected ideas, discussion and prioritisation

Follow-up:

Selection and preparation of presentation for the 2 final ideas.

Assignment
for cities:

Selecting one main idea from the initial list that can be better applied and is more feasible or aligned with some initiatives that are already in place. (Template or list of questions to respond TBD.)

II PHASE: SOLUTION DEVELOPMENT



KICK-OFF & CO-DESIGN
WORKSHOP

4hr, 4 NOV

Launching the activity with city’s representatives, discussing their first idea and defining the necessary actions to take to improve it in the following weeks (+forming a working group in the city).

WORK
SPRINT 1

WORKSHOP: 4hr, 9 NOV

Assisting the first working sprint to get to a minimum viable product for the selected solution, assessing the results and defining the further improvements.

Follow-up sessions with the city during the week after the workshop to guide the production of the selected solution.

WORK
SPRINT 2

WORKSHOP: 4hr, 16 NOV

Refining the work based on the assessments and developing a second iteration, that can be shared with selected stakeholders/users (identifying those to involve further).

Follow-up sessions with the city during the week after the workshop to guide the second iteration of work on the selected solution.

VALIDATION
SPRINT

WORKSHOP: 4hr, 23 NOV

Identification of the validation methods and tests to run with the identified stakeholders/users, assessing the results and further refinements.

Follow-up sessions with the city during the week after the workshop to guide the validation process.

II PHASE: SOLUTION DEVELOPMENT



FINAL REFINEMENT

until 30 NOV

Implementation of refinements needed after the validation, preparation of the final presentation

FINAL PRESENTATION

15 DEC

Presentation of the developed solution and good practices report.

PARTICIPATION MODE



- Official language: English
- Workshops timing - 4 hours in the afternoon?
- Learning part - open to any number of participants
- Hands-on activities - work in smaller groups to facilitate the conversations. Up to 4 groups
4-5 participants max - therefore limited number.
- Continuous participation is highly encouraged, if not possible - please update your peers
on what happened during workshops and try to ensure that at least the Ideation &
Consolidation workshops are attended by the same person.



Thank you very much for your attention!

Get connected on www.connective-cities.net

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