

Transforming public sector delivery services: a co-creation approach

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Good morning,
It is a pleasure
to be here with
you today



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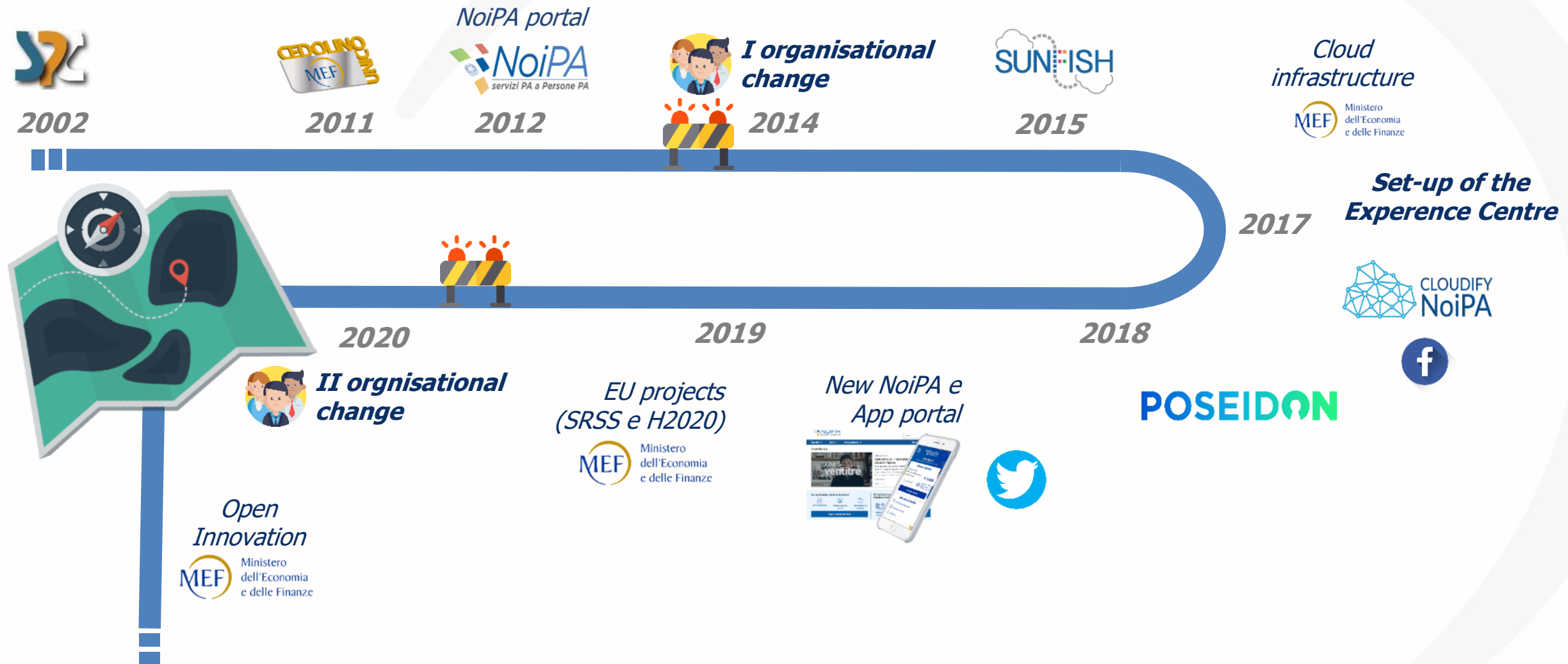


NoIPA

IS THE LARGEST
PAYROLL
SERVICE IN
THE WORLD



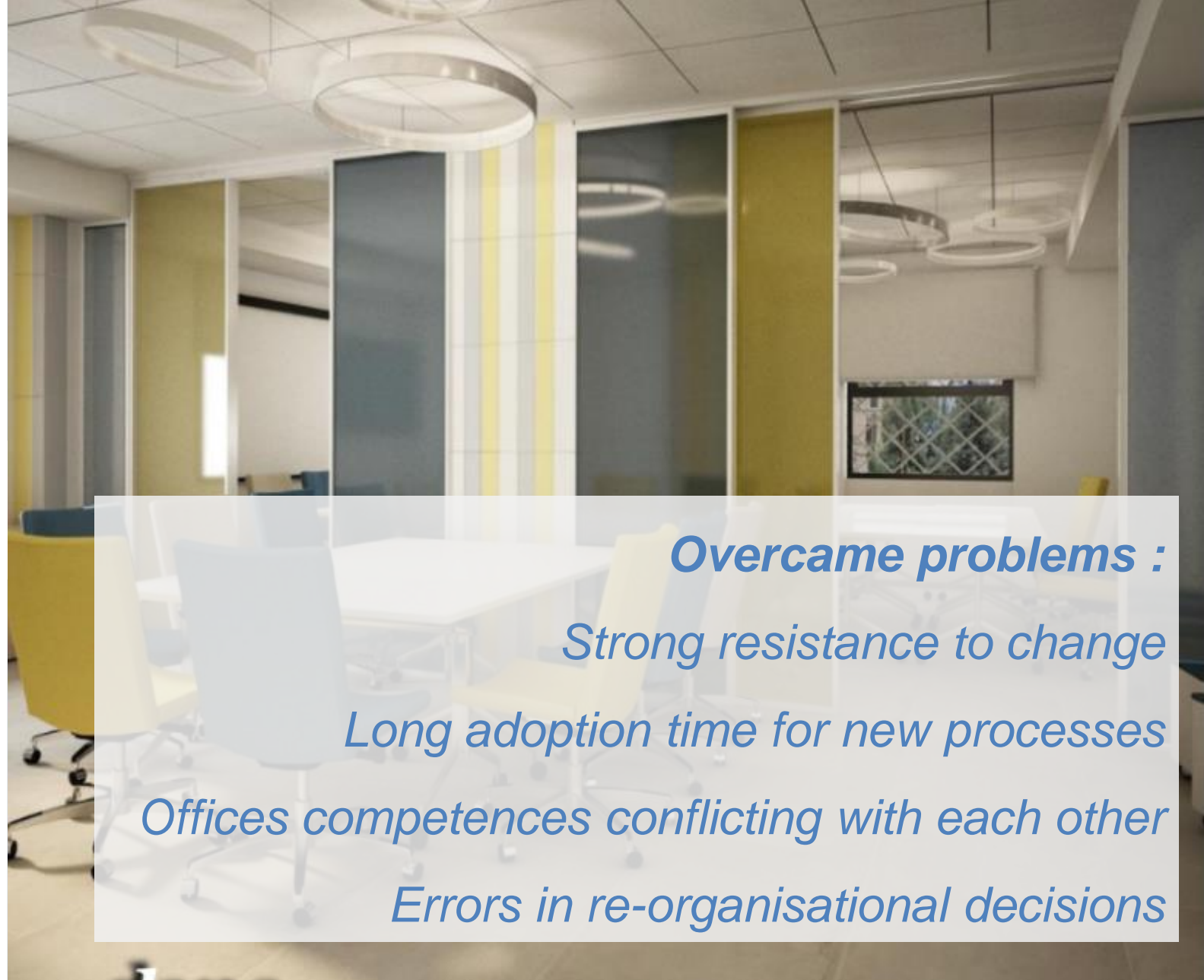
The evolution of the Directorate: transforming public sector delivery



With NoiPA and the introduction of the online portal, we moved from a logic of “*compliance*” to a logic of “*service provision*”.

PULL

The new service delivery model involved an organisational change performed through to a bottom-up co-creation methodology



Overcame problems :
Strong resistance to change
Long adoption time for new processes
Offices competences conflicting with each other
Errors in re-organisational decisions

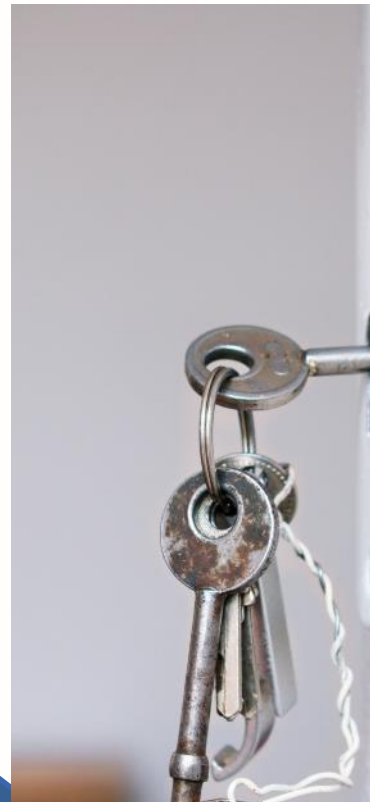
In 2019, new needs drove the development of the Directorate



***Time
to market***



***Data as a
Core business***



***Security
by design***



***Decentralised
organisations***



New skills

Co-design as a tool for managing change

Beyond
1000 man/hours

Beyond
250 Participants

2 Two headquarters
(Rome and Latina)

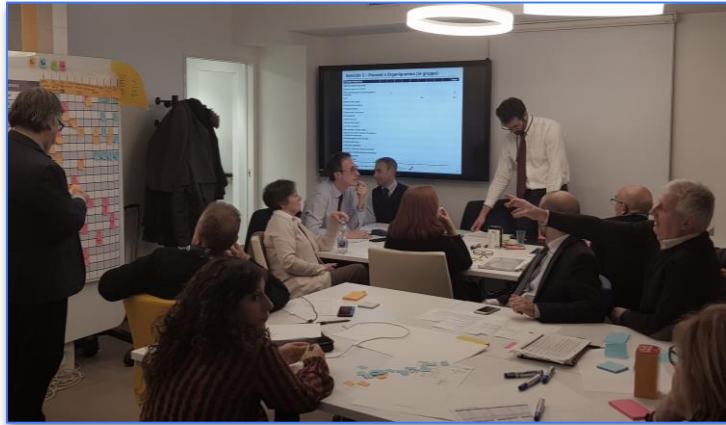


All directorate's staff was **involved** as they all shared their knowledge and experience

Match-making between newly designed processes and service delivery needs

Reduced resistance to change due to substantial personnel's inclusion and satisfaction

How transformation was designed?



Co – design Methodology



9

Working Groups



40

Workshop
hours



1

Management
Workshop



Beyond
70

Working groups
meetings carried out

User-centric approach



52

Analysed
processes



30

Defined Job
profiles



1

Transition plan



9

Offices and corresponding
competences being tackled

To complete its digital transformation the organisation by itself may not be sufficient....



It is compelling that we take an outward looking approach, by institutionalising ecosystems made of private and public actors to create new services and improve the existing ones in an open innovation approach

Thanks for your time!



***Cooperation is the thorough
conviction that nobody can
get there unless everybody
gets there***
Virginia Burden

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Dipartimento
dell'Amministrazione Generale,
del Personale e dei Servizi