

# **SUBNATIONAL OPEN GOVERNMENT**

*Toward Effective Co-Creation & Learning in Jalisco*

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[www.reboot.org](http://www.reboot.org)

## Overview

Increasingly, public sector actors seek to work with their counterparts across government and civil society lines. To better understand citizen needs, and target policies and programs to meet them, governments are inviting civil society into their decision-making processes – a practice commonly referred to as citizen engagement. Similarly, civil society organizations and activists are partnering with government – a result of learning through experience that government buy-in and ownership of programs and platforms is often critical for sustainability and scaling.

The Open Government Partnership (OGP) embodies these trends. It aims to realize goals of bridging the divide between government and civil society through an action plan process that encourages “co-creation” of commitments to transparency, accountability, and participation.

Good practices do exist in co-creation<sup>1</sup> and should be tested, refined, and replicated when working. The OGP has proposed a few approaches to citizen engagement which can be refined and systematically applied. User-centered design methods and principles are notably well positioned to guide this process. Namely, these methods enable multi-stakeholder partnership by 1) identifying stakeholder capabilities and constraints, 2) generating understanding and empathy across stakeholder groups, and 3) facilitating multi-stakeholder engagement.

### Approach & Scope of Work

Reboot will work with Jalisco, using applied design methods, to facilitate effective co-creation. This will include trialing a mix of i) user research, ii) multi-stakeholder workshops, and iii) design and testing of a broad-based engagement platform. These activities will yield learning to inform adaptation and scaling of co-creation across OGP members.

### Methodology and Workplan

Reboot has expertise in applying mixed methods to supporting open government initiatives. With the OGP specifically, we have experience using these methods directly with OGP national government points of contact (POC).<sup>2</sup> Methods proposed for use in supporting the co-creation process in Jalisco include: user-centered research and design, prototyping and user testing, and community and capacity building.<sup>3</sup>

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<sup>1</sup> <http://reboot.org/2015/02/06/co-creating-civil-society-glimpse-process/>

<sup>2</sup> Reboot conducted user research, and designed and facilitated two workshops on interagency coordination with OGP POCs for the European Regional Event 2015, and Annual Summit 2015.

<sup>3</sup> We are pleased to share examples of past relevant work using these methods upon request. Case studies on the Reboot website ([www.reboot.org](http://www.reboot.org)) can provide an early overview.

Reboot will work with Jalisco for six months across three phases.<sup>4</sup> *It is important to note that the following workplan is a skeleton for co-creation execution. It is not intended to be a rigid structure, but rather a guiding process under which the Reboot team will remain agile and iterate according to opportunities and constraints identified throughout the design process. In particular, Phase 1A will be critical for concrete and specific workplanning for Phases 1B and 2.*

### **Phase 1A & 1B: Understand, Aware, Engage (1.5 months, mid July- early September)**

1A: Reboot will begin with rapid user research to understand the needs and assets of the i) Jalisco government, ii) civil society counterparts and iii) other critical partners including the private sector and media, to determine shared challenges and individual capabilities. From mid-July to late August, Reboot will perform a desk review of pertinent materials, including of Jalisco's current and past open government processes and programs. Additionally, Reboot will conduct bimonthly calls with points of contact in government to review progress, and plan for field research. We will also leverage our relationships with counterparts in the President's Office of Mexico, to facilitate conversations through which they can offer lessons learned from their experiences with OGP and co-creation to the Government of Jalisco.

1B: During the week of August 29, Reboot will begin field research. This will entail in-person interviews with 20 to 40 stakeholders in each category of Jalisco's OGP secretariat, including the three branches of government, civil society, private sector and media. Based on research insights, Reboot will work with the Jalisco working team to determine the "sweet spot" between government and civil society open government priorities and behaviors to appropriately design (format, exercise & activity prompts etc.) engagement processes to follow.

During the week of September 5, we will begin a problem-driven multi-stakeholder co-creation process., Working closely with Jalisco OGP secretariat, and using the key problems and priority areas that surface through research as guidelines, Reboot will design and facilitate a workshop (or a series of small group discussions) for generative open government commitment building.

Following the surfacing of a first round of commitments, Reboot will work with Jalisco to develop appropriate engagement mechanisms to reach a broader base of civil society organizations and citizens. The objective of this process will be to validate, challenge, or refine commitment priorities according to the needs of a wider group of citizens. While Reboot is open to designing a new engagement tool<sup>5</sup>, given the short timeline and a strong desire to not reinvent the wheel, Reboot will seek to leverage existing platforms, and prioritize local ones<sup>6</sup>. These mechanisms may include using digital e.g. Google forms, survey on government website, community radio show etc. and/or analog e.g. citizen engagement townhalls, community meetings.

### **Phase 2: Action Plan Production (2.5 months, early September to mid-November)**

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<sup>4</sup> Please note that this scope of work, and the activities and deliverables delineated, are subject to change upon further discussion with funding and government partners. Additionally, the design process that Reboot applies may lead to different priority areas as they emerge during project implementation; Reboot will work closely with the funding partner to determine how to adjust scope of work accordingly.

<sup>5</sup> Reboot will design a new tool, or leverage an existing tool (from a partner organization) for engagement. It may be analog or digital or some combination.

<sup>6</sup> One example of a local engagement platform is Smartsol – it is a web-based tool (with an offline hotline component) designed to facilitate municipal service improvement through collection of citizen requests in Jalisco. While it currently operates primarily as a grievance redress platform, it can be adapted to aware the public of the OGP pilot and collect recommendations for open government commitments.

Reboot is working closely with the OGP support unit to design and facilitate a subnational learning event on September 12-14 in Washington D.C. The objectives for the workshop are tentatively threefold: i) guiding pilots that are lagging behind in co-creation processes, ii) showcasing learning from pilots that are leading, and iii) collaboratively developing criteria for future assessment of subnational commitment implementation. Reboot will work to position Jalisco in a leadership role to showcase progress and share learning at this event.

Prior to and following the DC event, in September and early October, Reboot will synthesize and analyze data collected from the engagement process in Phase 1B. Then, in mid-October, we aim to design a forum with the Jalisco secretariat to discuss engagement outcomes. The focus of two weeks together will be i) prioritization of outcomes, ii) translation of them into commitments, and iii) process coordination to develop a presentable action plan and communications strategy for its dissemination.

### **Phase 3: Learning (2 months, mid-November to mid-January)**

Based on learning from the co-creation process in Jalisco, Reboot will develop a short storybook - a compilation of observed user journeys - for discussion with the broader OGP and open government community. The storybook will be disseminated throughout the open government community. Reboot aims to develop an early version to present with the Jalisco government and CSOs during the OGP annual summit in Paris, France on December 7-10, 2016.