

Public Service Innovation

Course Duration	:	08-09 August 2018
Timing	:	09:00-17:00
Venue	:	BIM, Dhaka
Co-ordinator	:	Farkhunda Dorin,MC 01711907418 dorin.bim@gmail.com
Course Fee	:	Tk. 6,000/- (Excluding all)

Public Service Innovation

Target Group/who should attend:

Officer's from Government / Semi Govt. organization, Autonomous body of Govt., ministries of Bangladesh government. **Each organization have to nominate a team of minimum 4 members.**

Background of the course:

Service Innovation is one of the widely discussed issue now a days. Main motto of this discussion is to break the complex service delivery practices and processes followed in government organizations. Cabinet Division of Government of the People's Republic of Bangladesh has circulated an order on 8 April, 2013 for all ministries and organization/institute/department under the ministries to form an "Innovation Team" to practice service innovation institutionally. Also assigns score in Annual Performance Agreement "APA" for innovative service. This course aims to make the employees aware regarding service innovation and to know the steps to practice innovation.

Course Objectives

- This course aims to make the employees aware regarding service innovation
- Hands on practice of service innovation
- Provide knowledge to redesign a service
- Practicing Service Simplification Steps
- Empathy building training
- Making them aware about team building
- Organizations can further work and tune the design practiced in training and implement the procedure to achieve APA score

Course Outline

#	Session Title	Durati on (hr)	Training Methods
1.	Inauguration, Registration, Sharing course outline,	0.5	Discussion
2.	What is Public Service Innovation	0.5	Lecture, Discussion, Flash clips
3.	Empathy Building	1.0	Lecture, Video, Experience Sharing
4.	Perception	1.0	Video, Experience sharing
5.	Service Selection	0.5	Lecture, Group Work
6.	Problem Identification	0.5	Group Work
7.	Service Simplification	2.0	Lecture, Group Work
8.	Innovative Idea Generation	2.0	Group Work
9.	Team Building & Stake Holder analysis	0.5	Lecture, Group Work
10.	Using Social Media	0.5	Lecture
11.	Innovation Team Activity plan	1.0	Lecture
	Total contact hour	10	