

IDEAS TO IMPACT

A practical guide to innovation for organizations
of any size and sector



AGENDA

1	Welcome
2	Introductions
3	DataHouse Innovation Program Innovation Defined; Innovation Framework; Approach, Methodologies, Tools
4	Innovation Journeys and Results

A woman in a yellow jacket is standing and presenting to a group in a meeting room. She is gesturing towards a whiteboard that displays various charts and graphs. In the foreground, a person is sitting at a desk, writing on a tablet. The desk also has a coffee cup, a small potted plant, and some papers. The background shows a modern office environment with other people working at desks.

DATAHOUSE

INNOVATION PROGRAM

GUIDE TO INNOVATION

AN INNOVATION PROGRAM

The original version of this Guide to Innovation was developed to memorialize the essence of what kept DataHouse in business for over four decades in the highly dynamic and constantly changing technology industry.

It organizes the various aspects of innovation, including principles and values, intuition, industry best practices and methodologies, practical experiences, and lessons learned, into an innovation framework that can be repeated and shared to help future generations.



WHY INNOVATE?

CONNECT WITH GOALS AND STRATEGIES



Sustainability

Continue to offer value and remain relevant



Products and services

Develop new products and services and improve existing ones



New business opportunities

Create new opportunities and ventures

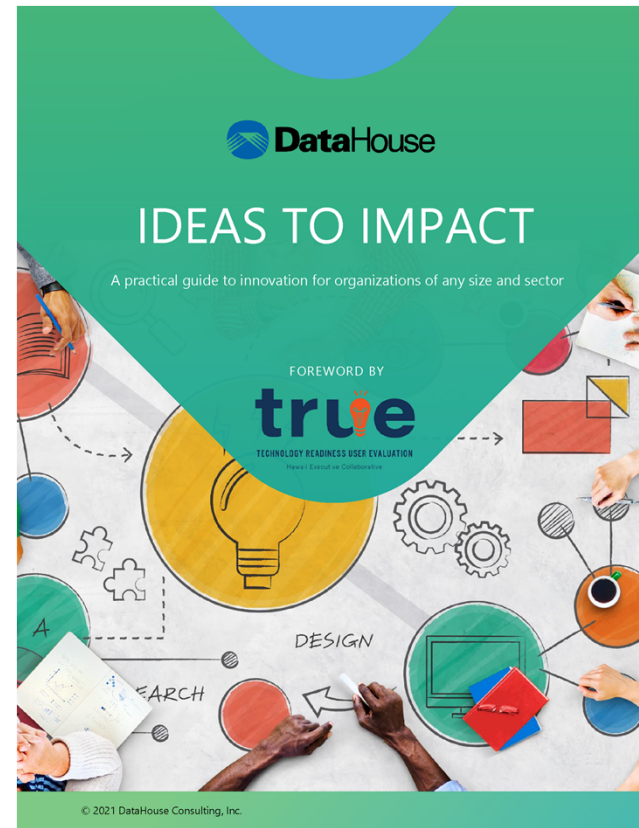
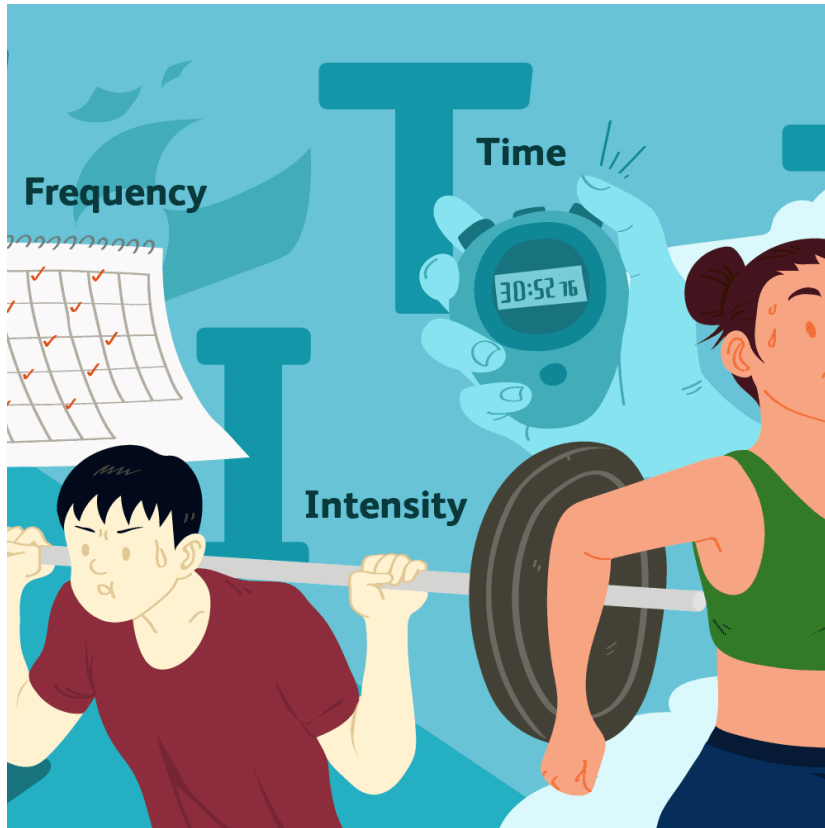


People and culture

Attract and retain people with a healthy culture

WHY AN INNOVATION PROGRAM?

INNOVATION FITNESS PROGRAM

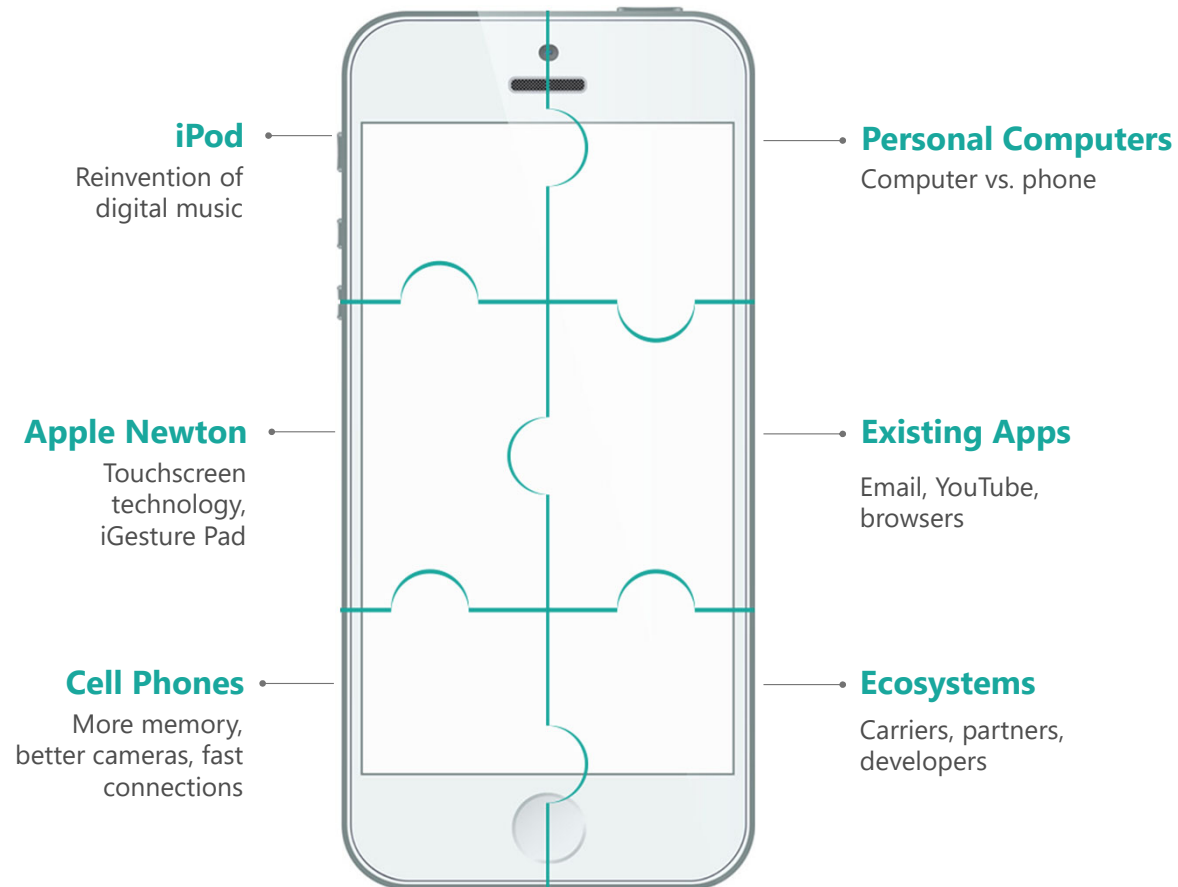


WHAT IS INNOVATION?

Innovation is simply the act or process of introducing new ideas, devices or methods that result in better ways of doing things.

IDEAS NEVER STAND ALONE

"Grand ideas can be divided into an infinite series of smaller, previously known ideas." - Scott Berkun



STEVE JOBS

"Creativity is just connecting things. When you ask creative people how they did something, they feel a little guilty because they didn't really do it, they just saw something. It seemed obvious to them after a while."

INNOVATION PROGRAM

FRAMEWORK COMPONENTS



People

- Leadership
- Skills
- Agile Mindset
- Curiosity and Lifelong Learning
- Culture
- Organizational Change Management
- People Development and Performance



Methods

- Community Sourced Innovation™
- Innovation Canvas©



Tools

- Collaboration
- Technology Enablers

PEOPLE

THE MAIN INGREDIENT

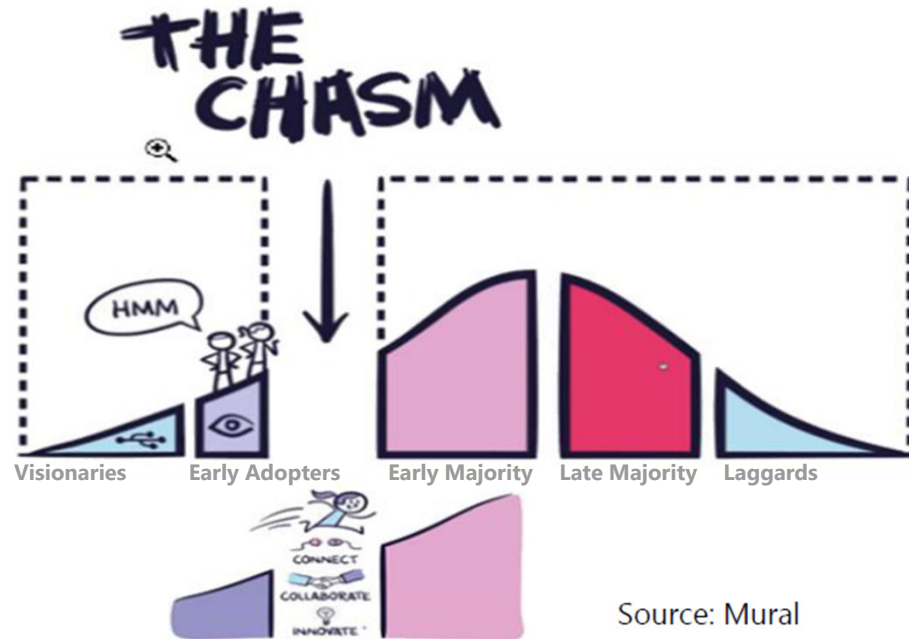


- Leadership
- Skills
- Agile Mindset
- Curiosity and Lifelong Learning
- Culture
- Organizational Change Management
- People Development and Performance

People

THE MAIN INGREDIENT

Let visionaries and early adopters lead the way



People

THE MAIN INGREDIENT

Make innovation a team sport



HARVARD | BUSINESS | SCHOOL

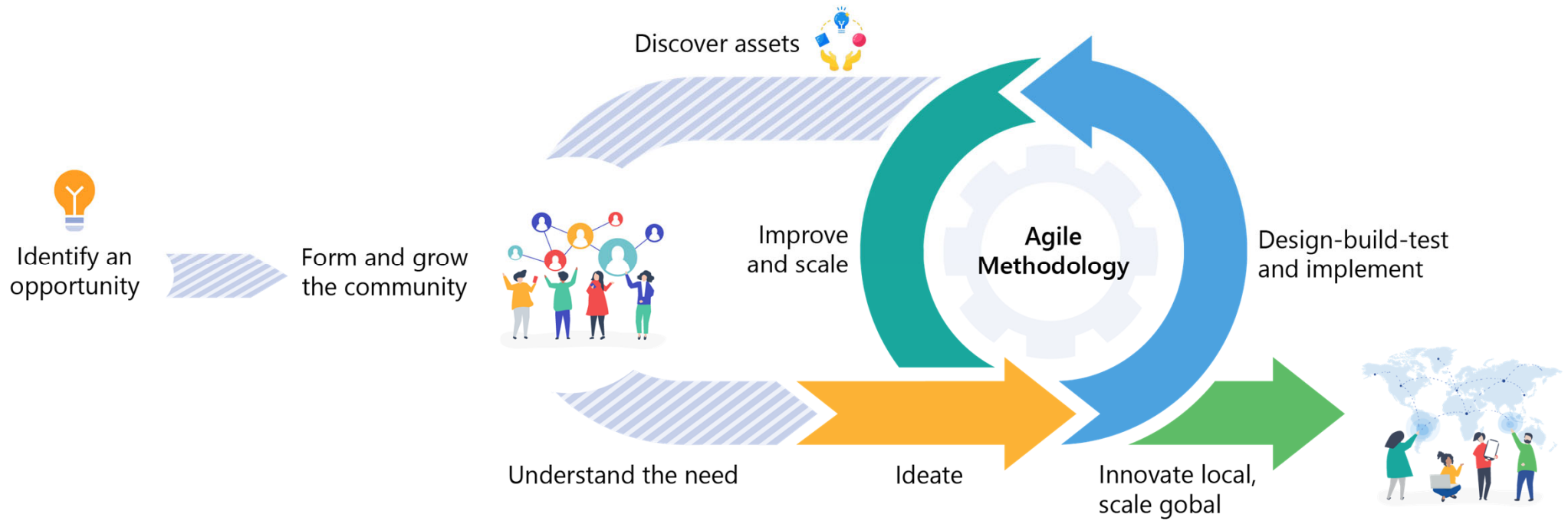


**The "IKEA Effect":
When Labor Leads to Love**

Michael I. Norton
Daniel Mochon
Dan Ariely

METHOD

COMMUNITY SOURCED INNOVATION™



METHOD

INNOVATION CANVAS©

DataHouse
INNOVATION CANVAS©

- 1 Before We Begin**
Create and Maintain a Safe Space for Deep, Focused Conversation
Understand the problem and define the opportunity
Start with WHY?
Frame the conversation w/the right question
- 2 What Could We Do?**
Identify, link, and leverage assets
Share experiences, empathize, understand the problems, and think of new ideas
- 3 What Should We Do?**
Decide what to do. Develop a fair process to select what will be done
- 4 What is our Desired Outcome**
Identify the business benefit
Convert your ideas to outcomes w/measurable characteristics
- 5 What Will We Do?**
Start slowly to go fast -- but **START**
Draft short-term action plans that include everyone
- 6 Review, Learn, Adjust**
Nudge, Connect, and Processes to Reinforce New Habits
Set 30/30 Meetings to Review, Learn, and Adjust
- 7 Operationalize our Idea**
Share
Package and implement
Develop business model
Sell and Market Innovation
Manage Innovation Client Accounts

2 What Could We Do?

Identify, link, and leverage assets

Share experiences, empathize, understand the problems, and think of new ideas

1 Before We Begin

Understand the problem and define the opportunity

Create and Maintain a Safe Space for Deep, Focused Conversation

Start with WHY?

Frame the conversation w/the right question

3 What Should We Do?

Decide what to do. Develop a fair process to select what will be done

W/ metrics
Effort
Value
to implement
"The Big Why"

6 Review, Learn, Adjust

Set 30/30 Meetings to Review, Learn, and Adjust

Nudge, Connect, and Promote to Reinforce New Habits

if it won't

5 What Will We Do?

Start slowly to go fast -- but **START**

We only learn the complex systems by doing.

An action plan is really a promise, a promise that words will match actions.

TRUST occurs when words match actions

Draft short-term action plans that include everyone

4 Reminisce Forward, Working Backward

Convert your ideas to outcomes w/measurable characteristics

PROSPECTION - Reminiscing Forward

METHOD

INNOVATION CANVAS©

The image shows a screenshot of the DataHouse Innovation Canvas software interface. On the left is a dark blue sidebar with a table of contents for seven steps. The main workspace is a light grey canvas with a grid of seven numbered sections. A large white circle is overlaid on the top-left section, containing icons and text for 'Before We Begin'. Three semi-transparent colored boxes call out specific steps: a light blue box for step 1, a light green box for step 2, and a light cyan box for step 3.

1. Establish safe spaces

2. Identify opportunity spaces

3. Frame the opportunity

1 Before We Begin

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Share experiences, empathize, understand the problems, and think of new ideas

3 What Should We Do?

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4 What is our Desired Outcome

Identify the outcomes desired

Convert your ideas to outcomes w/ measurable characteristics

5 What Will We Do?

Start slowly to go fast -- but **START**

Draft short-term action plans that include everyone

6 Review, Learn, Adjust

Set 30/30 Meetings to Review, Learn, and Adjust

Nudge, Connect, and Promote to Reinforce New Habits

Start slowly to go fast -- but **START** we only learn the complex systems by **doing**.

7 Operationalize our Idea

- Share
- Package and Implement
- Develop business model
- Sell and Market Innovation
- Manage Innovation Client Accounts

Develop business model

Sell and Market Innovation

Manage Innovation Client Accounts

METHOD

INNOVATION CANVAS©

1 Before We Begin

- Clarify and Address a Safe Space for Data-Focused Conversation
- Understand the problem and define the opportunity. Start with WHY?
- Frame the conversation with the right question

2 What Could We Do?

- Identify, link, and leverage ideas
- Share experiences, empathize, understand the problems, and think of new ideas

3 What Should We Do?

- Decide what to do. Develop a full process to select what will be done

4 What is our Desired Outcome

- Identify the outcomes desired
- Convert your ideas to outcomes in measurable characteristics

5 What Will We Do?

- Start slowly to get fast – but SLOW!
- Draft short-term action plans that include everyone

6 Review, Learn, Adjust

- Nudge, Connect, and Processes to Reinforce New Habits
- Set 30/30 Meetings to Review, Learn, and Adjust

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Empathy Map Canvas

1 WHO are we empathizing with? (Who is the person we want to understand? What is the situation they are in? What is their role in the situation?)

2 What do they need to DO? (What do they need to accomplish? What jobs do they want or need to get done? What demands do they need to make? How will we know they were successful?)

3 What do they THINK and FEEL? (What are their fears, frustrations, and anxieties? What are their wants, needs, hopes and dreams?)

4 What do they HEAR? (What are they hearing others say? What are they hearing "how frames"? What are they hearing from colleagues? What are they hearing secondhand?)

5 What do they DO? (What do they do best? What behaviors have we observed? What can we imagine them doing?)

6 What do they SEE? (What do they see in their marketplace? What do they see in their immediate environment? What do they see others saying and doing? What are they watching and thinking?)

7 What do they SAY? (What have we heard them say? What can we imagine them saying?)

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Link and leverage assets

METHOD

INNOVATION CANVAS©

DataHouse INNOVATION CANVAS

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- 4 What is our Desired Outcome**
 - Identify the metrics to track
 - Convert your ideas to outcomes with measurable characteristics
- 5 What Will We Do?**
 - Start slowly to go full - but START
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- 6 Review, Learn, Adjust**
 - Invite, Comment, and Praise to Reinforce New Habits
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Visual Elements:

- Step 2:** CUPCAKE → BIRTHDAY CAKE → WEDDING CAKE
- Step 3:** A 2x2 matrix with 'BIG IMPACT' vs 'SMALL IMPACT' on the y-axis and 'DIFFICULT' vs 'EASY to Implement' on the x-axis. A red dot in the top-right quadrant is labeled "The BIG EASY".
- Step 4:** A quote: "An action plan is really a promise, promise that words will match actions and TRUST occurs when words match actions".
- Step 6:** A circular diagram with stages: Understand, Ideate, Design-Build-Test Implement, Improve & scale.

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Convert your ideas to outcomes w/measurable characteristics
PROSPECTION - Reminiscing Forward

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Start slowly to go fast - but START
we only learn the complex systems by doing.

6 Review, Learn, Adjust
Set 30/30 Meetings to Review, Learn, and Adjust
Nudge, Connect, and Promote to Reinforce New Habits
it won't.

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Working Backwards

goals
specific achieving actions
perfect achieve set life closer
take towards every
one step makes every
committed action setting
always progress daily
every goal
review progress daily
every goal
review progress daily
every goal

Design-Build-Test-Implement
Understand
Design-Build-Test-Implement
Improve & scale
Ideate

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 - PROSPECTION: measure success
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2 What Could We Do?

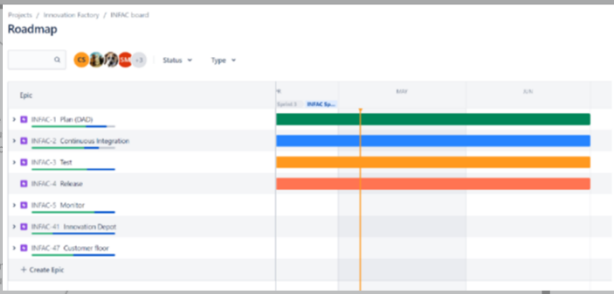
Identify, link, and leverage assets



4 Reminisce Forward, Working Backward

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PROSPECTION - Reminisce Forward

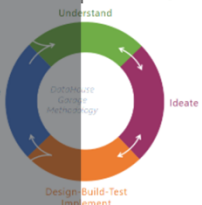


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Nudge, Connect, and Promote to Reinforce New Habits

if you don't, it won't.



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An action plan is really a promise, a promise that words will match actions.

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Draft short-term action plans that include everyone

Operationalize our idea



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DataHouse
INNOVATION CANVAS

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 - 🎯 PROSPECTIVE - measuring success
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Understand the

Create and Maintain a Safe Space for

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Start with WHY?

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“The Big Why?”

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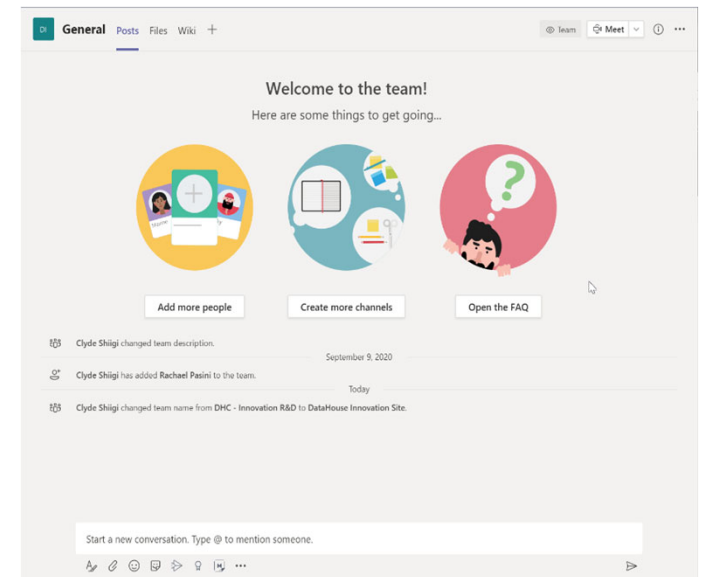
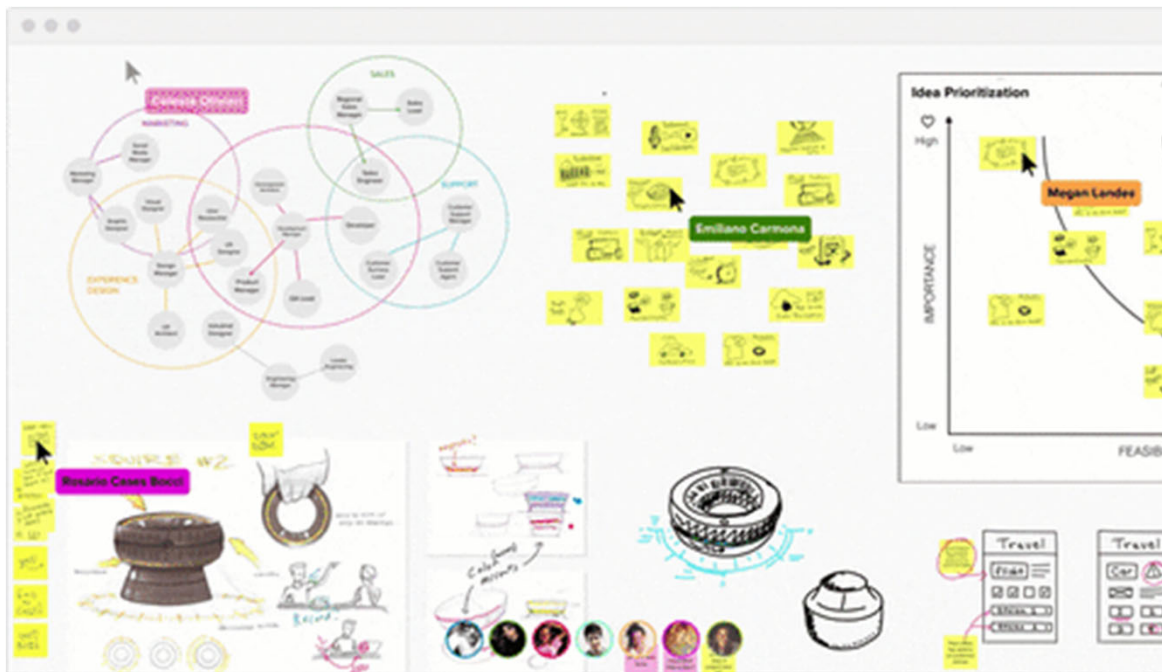
7 Operationalize our Idea

GUIDED METHODS FACILITATE IMAGINATION

TOOLS

COLLABORATION

M U R A L



TOOLS

TECHNOLOGY ENABLERS



Use Cases

- Community Innovation Mentorship Program
- AI for Call Centers
- Adaptation of Electronic Forms & Records
- Blockchain for Vehicle Title Management
- Cloud-based Solutions for Travel Approval
- Cloud-based Solutions for Field Service Management
- Infrastructure: Repository of Foundational Solutions
- Data Mining to Identify Target Japanese Customers
- AI for HR Recruitment

KEY SUCCESS FACTORS

INNOVATION TIPS



Connect the dots

Align innovation with business goals and strategy.



Leadership at all levels

Lead by example, find innovation guides to help lead the way, early adopters help others cross the domain.



Who, not how

Connect and discover assets, create networks, not hierarchies.



Top down and bottom up

Set the vision, enable the process, make innovation a team sport with real use cases.



Cupcake, birthday cake, wedding cake

Take an iterative, agile approach.



Show, don't tell

Leverage technology enablers, create prototypes.

BCH A B+K Company / DATAHOUSE

INNOVATION JOURNEYS



CIP PROJECT TRACKER

WHAT WAS IT?

A database of repair and maintenance and capital improvement project (CIP) development project data.

This tool replaced an antiquated project tracking application that needed a refresh.



INNOVATION: THE INTRODUCTION OF SOMETHING NEW

WHAT WAS NEW?

Consolidated and linked multiple discrete data sources

- Design and Construction Contracts Data
- Project Execution Data
- Appropriations Data
- Financial Data



Developed incrementally with staff involvement throughout the entire process



Streamlined data collection to reduce administrative burden

Built incrementally

- Start simple and continue to refine the tool.

Individually, these were certainly not new ideas or technologies, but collectively they were different from anything that was available to our staff at the time.

KEY TO OUR SUCCESS

WHY IT WORKED



Connect the dots

- Identified a pressing need. Data was in multiple locations, varying formats, and obsolete or incomplete. It was cumbersome to record data and difficult to produce meaningful reports in a timely manner.
- If successful, this venture would benefit the organization as a whole.



Leadership at all levels

- Champions with authority



Who, not how

- Involved the staff throughout development.
 - Brought in the right contributors and stakeholders: Developer, Fiscal, Administration, Legislature, Subject Matter Experts
-

KEY TO OUR SUCCESS

WHY IT WORKED



Top down and bottom up

- Delivered value to stakeholders.
- Simplified a part of the staff's responsibilities.
- Provided transparency to multiple stakeholders in the Legislature and DOE administration.



Cupcake, birthday cake, wedding cake

- Maintained a flexible focus.
- Compromised. We started with the end in mind and established goals, then adapted as the program developed.
- Just because it can, doesn't mean it should.



Show, don't tell

Allowed the staff to "see and touch" along the way.

Innovation Journeys

COMMUNITY INNOVATION MENTORSHIP PROGRAM (CIMP)

Opportunity

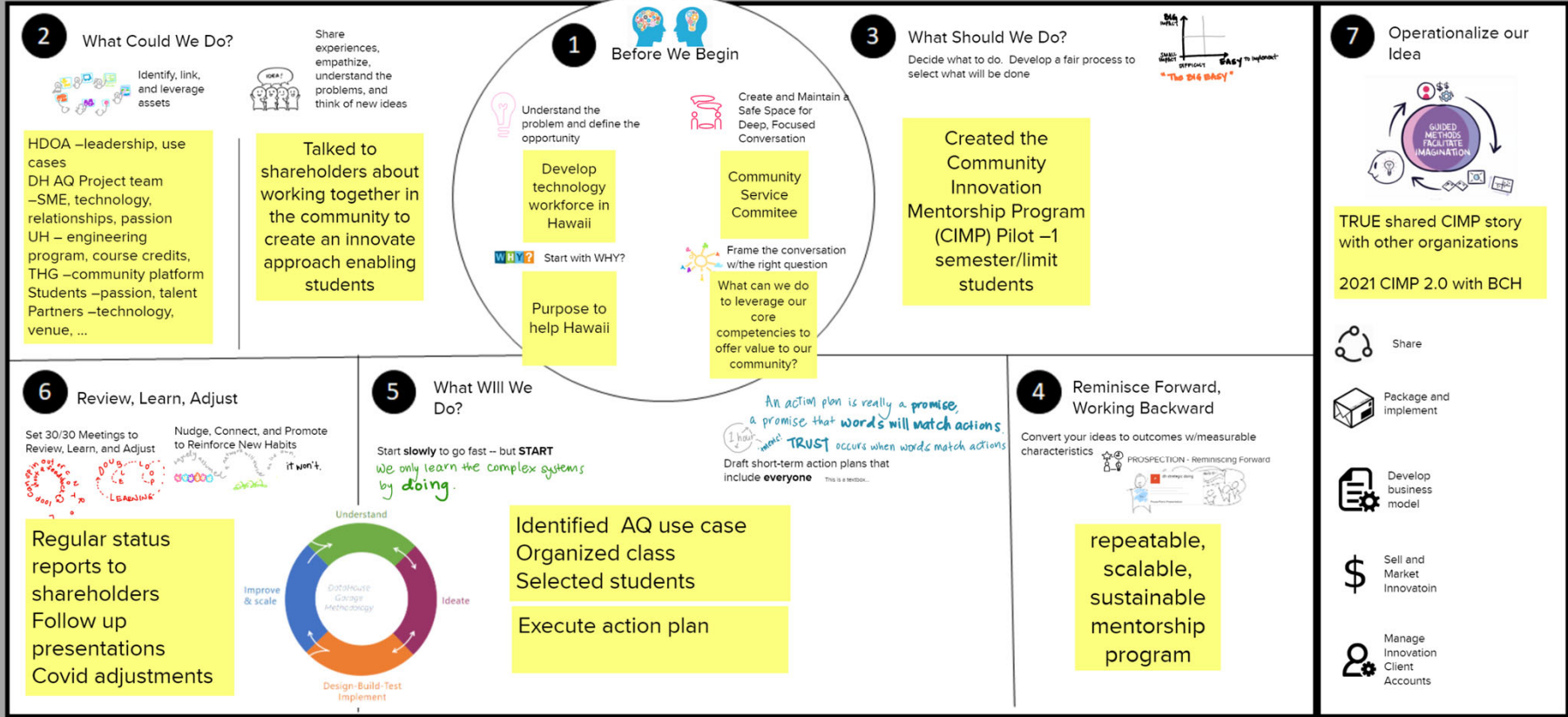
What can we do to leverage our core competencies to offer value to our community

Innovation

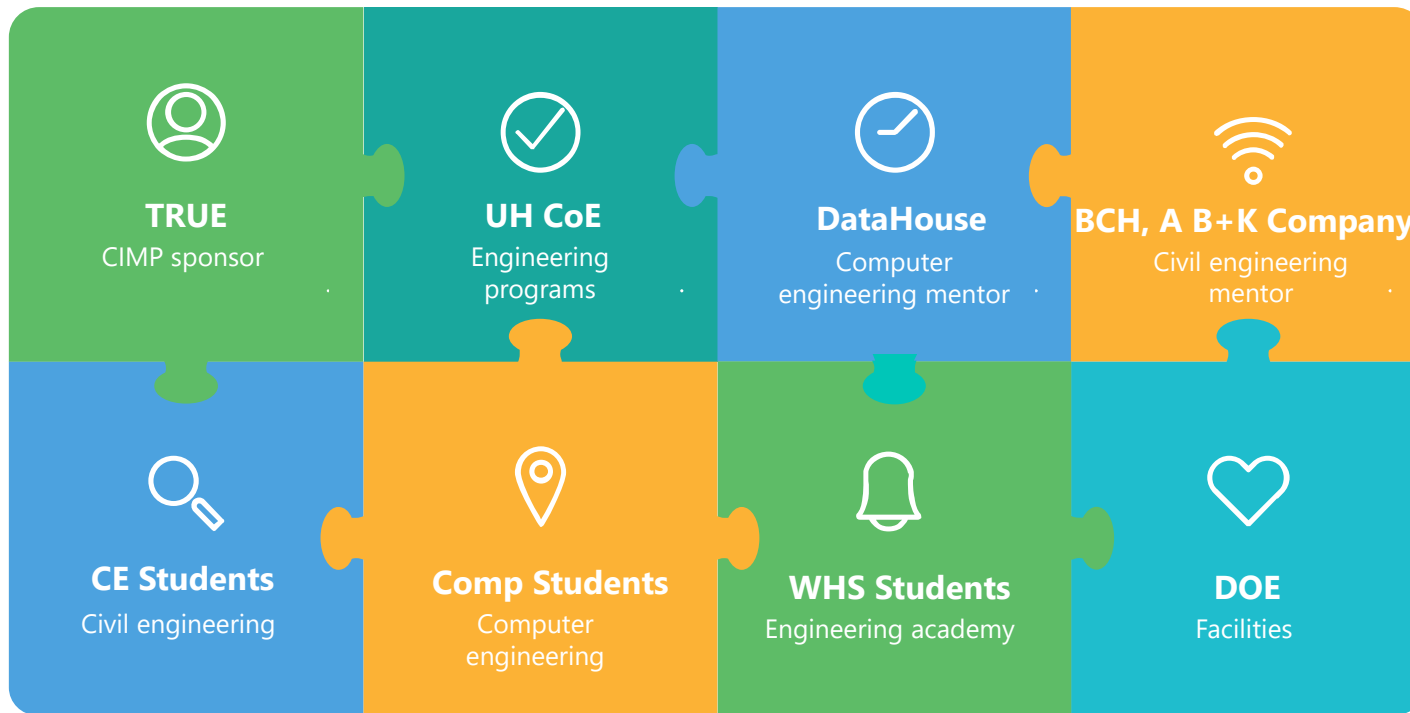


CIMP 1.0 – Community Sourced Innovation

Community Innovation Mentorship Program (CIMP)



CIMP 2.0 – Community Sourced Innovation



Innovation Journeys

HOW TO MAINTAIN CULTURE WHILE WORKING FROM HOME

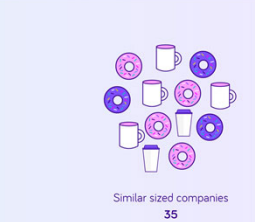
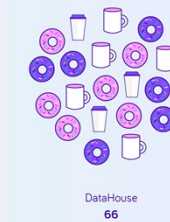
Opportunity

Connections, engagement, and relationships are all fundamental to the core of our culture. How do we maintain and grow in these areas if we're all working remotely and don't have face-to-face interactions?

Innovation



At DataHouse,
51 people
connected through
66
Donut meetings.





BELT COLLINS HAWAII / DATAHOUSE

FINAL REMARKS

IDEAS TO IMPACT

A PRACTICAL GUIDE TO INNOVATION

Free guide to innovation available at
www.datahouse.com/i2i

We are honored and humbled to share Ideas to Impact with you and the community. We encourage you to adapt and tailor this guide to match your way of working.

We also encourage you to share your experiences and ideas with others. By sharing and discovering assets, we can all work together to advance our community for a better tomorrow.



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Q & A

