

# VIRTUAL APPROACH: A REAL-TIME WHOLE SYSTEMS INNOVATION CYCLE

...cross pollinating People, Process and Technology to create *One System, One State, One World!*

## Cal-IPGCA VIRTUAL APPROACH: How we do what we do

**Overview:** Cal-IPGCA is all about “who we are and what we do.” Since Cal-IPGCA’s inception in 2012, we’ve leveled the playing field by eliminating the concept of competition. By embracing a multitude of state agencies, departments and programs, we have created a “united nations” of diversity—diversity in age and ethnicity as well as in levels of hierarchy, beliefs, experiences, and knowledge.

Yes, most of us know that it’s a matter of choice to collaborate and synergize, but our conscious actions often succumb to the “default thinking” that takes us back to us vs. them, right or wrong, black or white, and, of course, winners and losers. As we understand our inclinations and endeavor to discard this kind of thinking, we appreciate that collaboration is the journey, not the destination. As a result, top down and bottom up, Cal-IPGCA’s effective, hands on curriculum enables us to “walk the talk” in building sustainable whole-systems innovative solutions.

### Cal-IPGCA WHOLE SYSTEMS COMMUNICATION

**NETWORK:** This is how we do what we do: Our singular fluid communication system surrounds and organically interacts with all 9 components of the Cal-IPGCA Innovation Wheel that comprises the Cal-IPGCA Innovation Cycle and thus the curriculum path our trainees follow. This innovation cycle consists of independent curriculum components that function both independently and at the same time, components flow interdependently as *One System. One State. One World.*

### REAL-TIME COMMUNICATION TOOLS:

#### STATE AGENCY COLLABORATION NETWORK

**(SACNet):** Created by Cohort 2019 and continuing for Cohort 20-21, one key focus of SACNet is to deactivate default competitive thinking. A primary goal is to provide cross-collaborating integration between all Moonshot project teams to identify the interdependencies that exist. Consisting of two members from each Moonshot project team, the purpose is to reduce redundancy of effort and enhance the efficiency and performance outcome for all. The interactivity between the SACNet and the Moonshot project teams creates a continuous flow from the independent missions

of each team to the interdependent alignment of their collective goals, objectives, and outcomes as they holistically impact and support our state government and economy.

**RAPID INNOVATION CYCLE (RIC):** The RIC is the process-driven communication approach that fuels all 10 components of our Cal-IPGCA Innovation Wheel. Rapid Innovation challenges participants to quickly write every idea they have for a given topic, thus providing the opportunity to find both consensus of thought and unique, standout ideas. The RIC levels the playing field by mitigating the power of dominant voices, which in-turn empowers the capacity for silent voices to be heard and counted.

**Cal-IPGCA Slack Workspace** is our online, real-time collaboration platform to collaborate on projects, share documents, and coordinate team meetings and deliverables.





## EXECUTIVE SPONSORS

Cal-IPGCA's eight executive sponsors are: California Department of Motor Vehicles, California Department of Water Resources, California Department of General Services, California Franchise Tax Board, Asian Pacific State Employees Association, State Compensation Insurance Fund, Cal-IPGCA Association and ORA Systems, Inc. Both individually and collectively, they are strategists and pathfinders that lead the deployment of government innovation. As stewards they advance the human potential of state employees and organizations. These sponsors serve as the overarching framework and support system of each Cal-IPGCA Program.



## PROGRAM MANAGEMENT

The Cal-IPGCA Program Management Team bridges the functions of the executive sponsors, and cohort trainees guide the Moonshot projects and the ongoing activities from previous cohorts.



## BOARD OF ADVISORS

The Cal-IPGCA Board of Advisors serves as the front-line outreach conduit to State of California leadership and the state's workforce. They support each cohort program by facilitating and serving as project champions for each of the Moonshot project teams.



## CHANGE CHALLENGE FORUMS

The Cal-IPGCA Change Challenge Forums feature panel discussions by government leaders to share their individual and collective experience on reimagining government—what can be as opposed to what has been. These forums ignite and inspire the Moonshot teams by providing strategic insight and wisdom for project integration and discussion.



## INNOVATION PRIORITIES

The Cal-IPGCA 20-21 Cohort has 8 Innovation Priorities (IPs) that focus on the most critical enterprise-wide challenges facing state government in California. Each IP is assigned to a team to develop their Moonshot project over the course of the 6-month program. Each IP Moonshot project is then considered for statewide deployment. The essence of a Moonshot is the combination of a huge problem, a re-imagined solution to that problem, and the creation of innovative ideas that are designed to shift approach and outcomes of people, process, and technology to make that solution possible. Providing cross-collaborating integration, the State Agency Collaboration Network (SACNet) is the overarching innovation priority for the remaining 7 priorities being implemented. Under SACNet is IP3, the SACNet Skills Bank, a centralized talent management system and team-building tool. The SACNet Skills Bank will be beta-tested across Cohort 2021.



## MOONSHOT TEAMS

Cal-IPGCA 20-21 Cohort trainees (innovationists) are each assigned to one of six Moonshot teams. Under the guidance and direction of a team facilitator and facilitator assistants, each Moonshot team strives to develop outcomes that embrace exponential rather than incremental improvement. They develop their project based on an IP over the course of the 6-month program and present their proposed solution at the Day of Innovation for deployment consideration. Moonshot teams are also guided by Subject Matter Experts (SMEs) as well as project champions, program sponsors, advisors and management. The collective teamed outcomes are published in a Cohort-wide "Innovation Playbook."



## MOONSHOT PROJECT CHAMPION SUMMITS

Two Champion Summits guide the Moonshot Teams. Champions are both state and private enterprise leaders and SMEs that provide strategic direction to projects because there is a shared interest in the project outcome. The use of champions heightens deployment opportunities as buy-in is built-in.



## CAL-IPGCA COHORT HACKATHON

The Cal-IPGCA Hackathon is a 1-day event in the 4th month of the program. Hacking at its best is creative problem-solving. It's intentional that the Hackathon is conducted late in the Cohort calendar as its purpose is not to design the solution but to instead enhance the outcome.



## ENGAGE EXPERIENTIAL LEARNING CENTER

ENGAGE features two distinct but interconnected training tracks. Both tracks are connected to core curriculum taught by Cal-IPGCA Leadership.

1. **CALHR 9 LEADERSHIP VALUES:** 18 Modules – Connects to 4 Change Challenge Forums
2. **JUST ASK WHY – 8 STEP PATH:** 4 Modules – Connects to a corresponding Master's Class



## The Cal-IPGCA ASSOCIATION

Innovation doesn't end when the program is completed. 20-21 Cohort trainees become members of the Cal-IPGCA Association and serve as advisors that support our executive sponsors and future Cohorts. Cal-IPGCA Association members are also eligible to train as program facilitators or facilitation assistants as they continue to build critical skillsets that place them as leaders of innovation and change in California state government. Effective with the 20-21 Cohort, the Cal-IPGCA Association is stepping into a key leadership role as an Executive Sponsor and as a co-executive leadership sponsor of State Agency Collaboration Network (SACNetwork).