



TLG and LMC 2016 Case Study Application
Future Ready Communities



DUE: September 4, 2015

Email to: Ryan Spillers at rspillers@transformgov.org

COVER PAGE

- 1. Case Study Title: ___Innovation of services in Danish municipalities_____
- 2. Case Study Category (Select only one, selection identified by highlighting your choice):

Planning for Your Future

Creating an Inclusive Community

Reinventing Local Government

Community Networks

Blinders

- 3. Jurisdiction Name: ___Faxe municipality, Frederiksgade 9, Haslev, Denmark_____

- 4. Jurisdiction Population (US Census): ___35,500_____

- 5. Would you like the application to be considered for our Rapid Fire Session? (Rapid Fire presentations are fast-paced, entertaining, interactive presentations. Each jurisdiction will have five minutes to make their presentations using 15 PPT slides set on auto-forward primarily containing photos/graphics. Participants will be seated at round tables to facilitate an energetic idea exchange. A cash bar will be available.)

YES

NO

- 6. Project Leader (Primary Contact for case study notification):

Name: ___Ib O. Rasmussen_____

Title: ___Director, CFO_____

Department: ___ Finance, HR, IT and Digitalization _____

Phone Number: ___ +45 42433313 _____

eMail: roopag@roopa.dk _____

US Mail Address, including zip code: _ DK 4690 _____

Twitter Account: _____

List additional presenters contact information below:

Ib Ostergaard Rasmussen

CFO, Director of Finance, HR, IT and Digitalization

BIO

1991-1998 Director of education

1999-2000 Director of Innovation

2001-2012 City Manager

2011 Founder and owner, Roopa Q Consulting

2012- CFO, CIO, Faxe Municipality

1. Presentation title and description of the innovation. *100 word maximum.*

Innovation of municipal services create more quality in the lives of the residents. Danish experiences shows that staff acts more innovative, if the leadership and management trust their staff 100% .

This project is a presentation on how a Danish municipality brought in advanced robot technology to innovate and enhance the quality of the municipal services.

2. When and how was the program, policy or initiative originally conceived in your jurisdiction? *100 word maximum.*

The program started a year ago and involved more municipal unites, such as the dept. for social services for elderly residents and the dept. for kindergartens and the municipal schools.

The initiative was based on a political policy that outlines the need to implement new and advanced tech. solutions to have more and better municipal services for less.

3. How exactly is the program or policy innovative? How has your innovation changed previous processes, products or services? *100 word maximum.*

The innovative perspective in this program was to use a new generation of advanced robots. Elderly residents in nursery homes can suddenly communicate via telepresence robots with relatives far away from Denmark. Doctors and physiotherapists can use robots to be present on video to handle telemedicine and health issues. Students suffering from social anxiety do remote from home manage moving robots that replace him during lessons in class. All though a student has absence on bad days he can still benefit from and participate in lessons in class. If a Danish student is ill and absent for a period it is a right to have a municipal teacher to come and teach you at home. Robots bring down this municipal cost.

4. Explain how the program or initiative substantially stretched or improved the boundaries of ordinary governmental operations. *200 word maximum.*

The program stretched the boundaries for, how far we can go implementing new technologies into ordinary services in the public sector. The experience is, that it is possible to make staff adapt new workflows and even contribute to innovate their daily operations.

First step was to innovate an unmanned virtual citizen service in cooperation with an US company. Next initiative was to introduce robots to suport staff in their task to enhance municipal services to the residents.

5. What individuals or groups are considered the primary initiators of your program? How does the innovation engage stakeholders or demonstrate high performance teaming?

Were strategic partnerships and/or community networks developed as a result of the innovation? *200 word maximum.*

The program involved both the management on all levels and front staff. Social robots are used to by teachers to train the social skills of social communication, social interaction and behavior among children with special needs such as autism, ADHD and other disorders. The program is based on partnerships between the municipality and the supplier. The overall goal of the partnership is to test and innovate new tech. solutions.

6. If a private consultant was used please describe their involvement, identify the consultant and/or firm and provide contact information. *100 word maximum.*

There is no private consultant firm involved.

7. To what extent do you believe your program or policy initiative is potentially replicable within other jurisdictions and why? To your knowledge, have any other jurisdictions or organizations established programs or implemented policies modeled specifically on this project? Please provide verification of the replication. *200 word maximum.*

It is possible to replicate the program in a Danish municipality having the same services and tasks. The program could be valuable to some US jurisdictions as it demonstrates how to motivate and enable staff to act innovative. Danish researchers found that public sector staff reacts innovative if - and only if - the leadership and day to day management has trust as a starting point in all doings. Trust and happiness goes hand in hand and transform a team of staff to act innovatively.

8. What were the costs? What were the savings? *100 word maximum.*

In 2014 and 2015 a sum of 200,000 US\$ were invested.

From 2016 250,000 US\$ will be allocated each year to take further steps implementing additional programs based on high tech solutions.

9. Please describe the most significant obstacle(s) encountered thus far by your program. How have they been dealt with? Which ones remain? *200 word maximum.*

The basic opstacles were:

- the analyzis of the workflow
- The choice of robot technologies and supplier
- Some staff resistance to change

These issues were dealt with by communication strategies and involvement of key staff in the program from the very start.

10. What outcomes did this program or policy have? What baseline data did you collect? How did you measure the change based on the intervention, and why do you believe in the credibility of this assessment? *200 word maximum.*

New ways of delivering services. The program provides choices for residents. The program was a unique opportunity to brand and promote the municipality of Faxe and its services. For the staff it was good to paticipate in incubating new ideas and ways to work with advanced tech.

11. Has the program received any press or other media coverage to date? If yes, please list the sources and briefly describe relevant coverage. *100 word maximum.*

Yes - a huge attention. National and within the EU.

Faxe municipality is kind of a first mover implementing such robot tech. We have had delegation on study visits and the media has paid the program a good and fair attention.

12. Please provide web links where the innovation can be seen/tested (in the case of something that is web-based) *100 word maximum.*

Robots in elderly care: www.youtube.com/watch?v=ipUJw47QSCU

Robots at kindergarten: www.youtube.com/watch?v=s7_Z4FuTwI0

Robot at school: <http://www.faxekommune.dk/teleprescense-robotten-vgo>

Media about the program: <http://sn.dk/Faxe/Robotterne-skal-blive/artikel/521781>

13. Please provide any key references and their contact information who can be interviewed/called to discuss the innovation and its impact. *100 word maximum.*

Mr. Ib Oestergaard Rasmussen

CFO

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14. You've been to a lot of conferences. TLG should be a unique experience for everyone. Describe how your case study presentation will be different than other conference presentations. *200 word maximum.*

- How will you make the session creative and unique?
- How do you plan to be both entertaining and educational?
- Include a description of how your session will facilitate group activities and/or interaction.

I think it might be exotic for the Minnesota professionals and officials to learn about Denmark and Danish municipal tasks.

I will introduce the program and include video streams from the program. I will try to create an understanding of the need of innovative strategies towards the residents.

I will inspire on how to foster innovative staff and accelerate innovation.

I will go in to discussions and base the presentation in a way to go into dialogue

15. Anything else you would like to add? *200 word maximum.*

Draft on the agenda:

-Denmark and the local government

-Municipal tasks in Denmark

-The program implementing robot tech leading to my key speech about public sector and innovation based on trust

-Innovation and trust. How to accelerate innovation and make staff innovative?

-Discussion and dialogue

I plan to org. group discussions depending on the time for my disposal