



**UNLEASHING INNOVATION:  
A CLOSER  
LOOK AT  
ABSORPTION**



# STUDYING GOVERNMENT INNOVATION

Using our Innovation Framework, Accenture conducted a global study of government innovation.



**WHAT HAVE WE  
LEARNED ABOUT  
ABSORBING  
INNOVATION INTO  
AN AGENCY'S  
CULTURE?**

# INNOVATION IS **PHILOSOPHICAL**

Innovation can't be just a buzzword or a concept, but instead be a part of an organization's **philosophy**

**Government organizational cultures are broadly supportive and open to more innovation:**

**75%**

feel their culture has a balanced tolerance for risk or skews toward **"allowing space for risk taking"**

**91%**

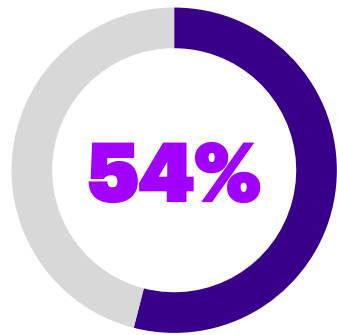
**report support** for risk-takers in their organizations

**42%**

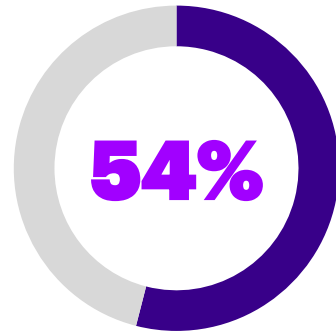
say risk-takers are **highly regarded**, even if some of their ideas don't pan out

# OPEN MINDS FOR GOVERNMENT INNOVATION

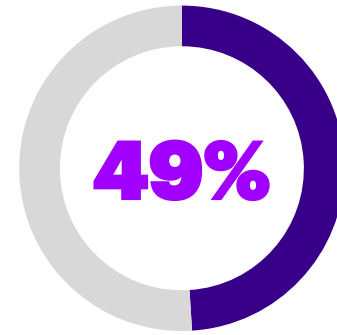
**Governments are expressing willingness to work with diverse skills and perspectives:**



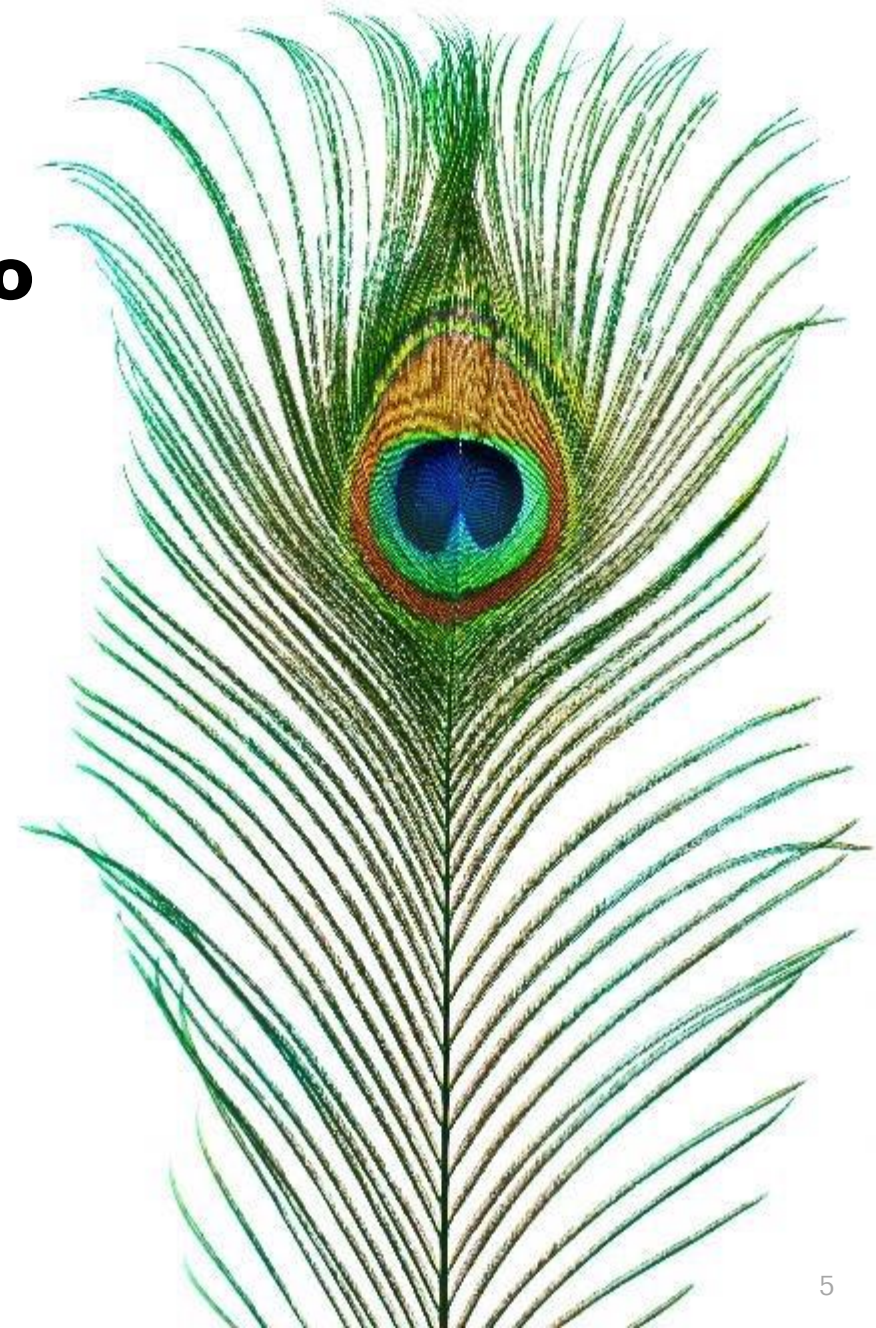
Collaboration happens across departments with minimal siloes



Skillsets in their workforce are very diverse and open to thinking differently



Agency is open to innovation—already displaying strong interaction with the broader ecosystem and a readiness to influence and be influenced by external parties



# WALKING THE INNOVATION TALK

**Governments aren't just talking about innovation—they're taking action:**

**73% + 19%**

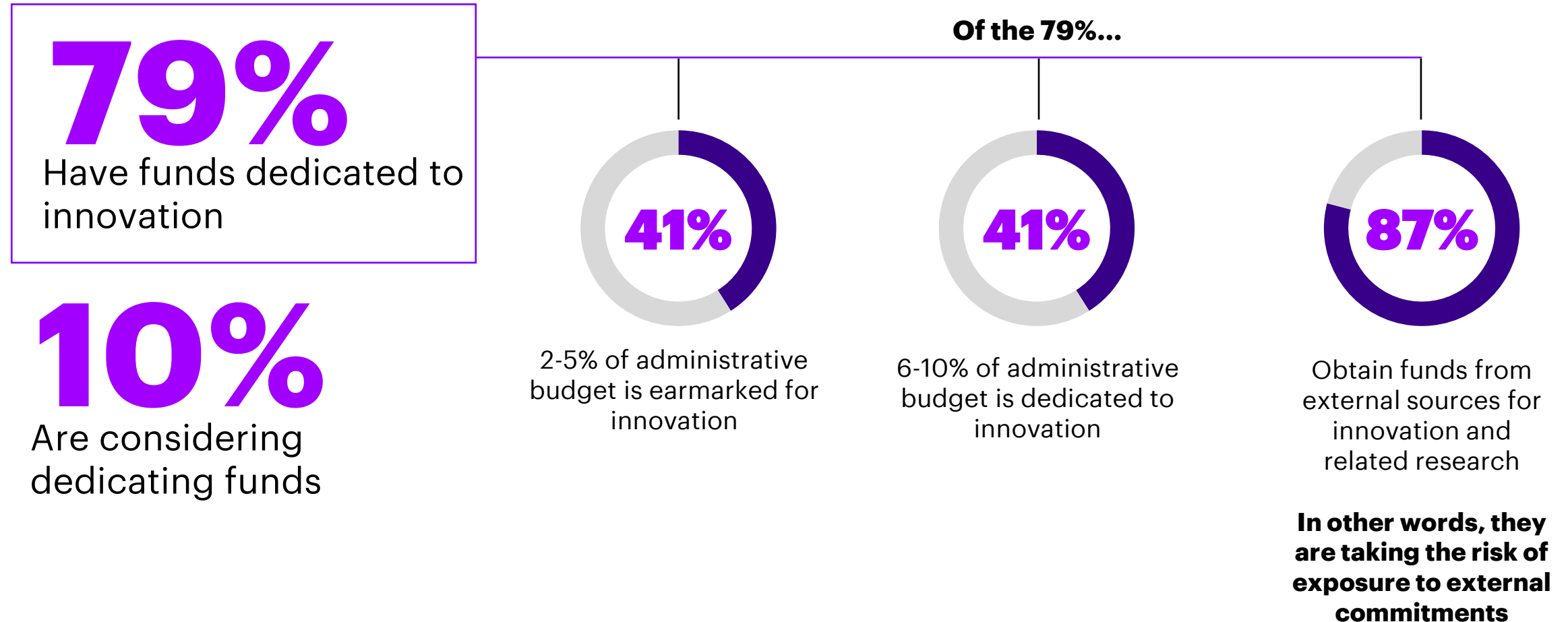
Have mitigation systems or mechanisms in place to manage risks that might arise from innovation test and implementation

Are considering implementing such mechanisms



# SETTING ASIDE MONEY FOR INNOVATION

Governments are dedicating funds—drawn from diverse sources—specifically to drive innovation:



**READY TO  
IMPROVE YOUR  
APPROACH?**

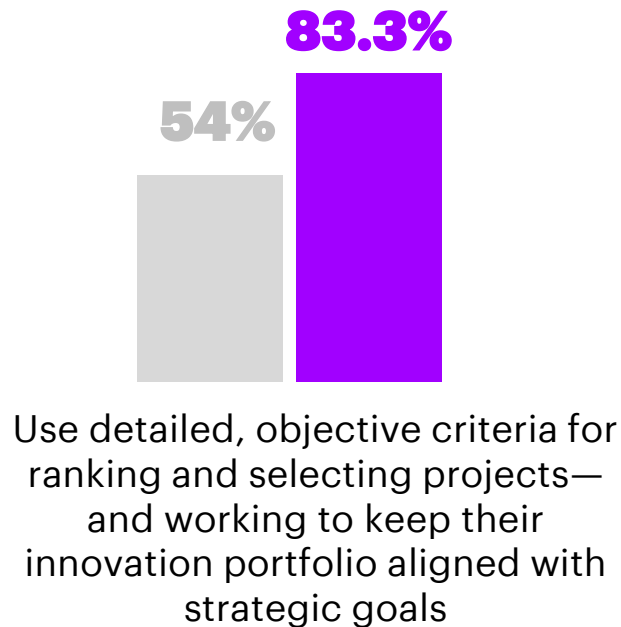
**FOLLOW THE  
LEADERS**



# OPPORTUNITIES TO INCREASE TRANSPARENCY

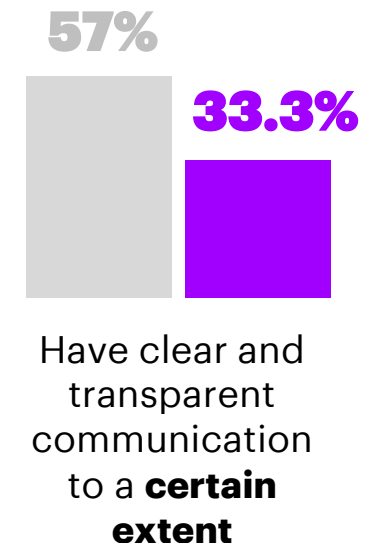
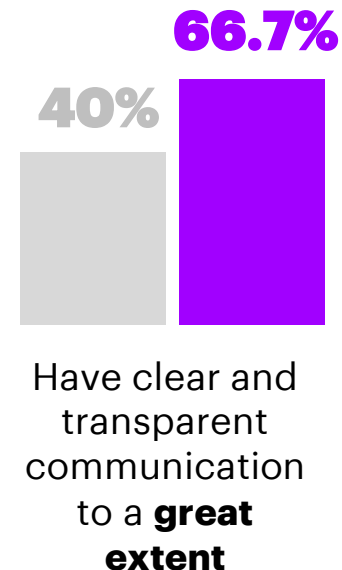
**One area of potential improvement: provide greater transparency around why certain ideas are pursued and funded.**

**That would give potential innovators—whether employees or external partners—a clearer idea of what will be supported.**



**Communication is valued by all—but especially by those that emerged as government innovation leaders:**

- Innovation leaders
- Everyone else



# **MAKE THE MOST OF WHAT YOU ALREADY HAVE**

Innovation is likely already “hiding out” in your organization—

**WORK TO BRING IT OUT**

**DON'T ACCEPT THIS LONGSTANDING STORY:**

“Government organizations are stuck in routines and not open to change”

**RISK TOLERANCE, OPENNESS, FUNDING AND CLEAR COMMUNICATION**

of selection criteria are the cultural building blocks for innovation—use what’s already in place or keep working to adopt these elements



# **BUILD IT AND THEY WILL COME**

**FOCUS ON CORE PROCESSES** to get your innovation “machine” in place and start delivering results

**THE CULTURE WILL START TO COME ALONG**

Don't underestimate the value of **“ROLE MODELS”** doing innovative things to benefit citizens

**SEEING EFFECTIVE RESULTS WILL BRING MORE OF YOUR CULTURE ALONG**



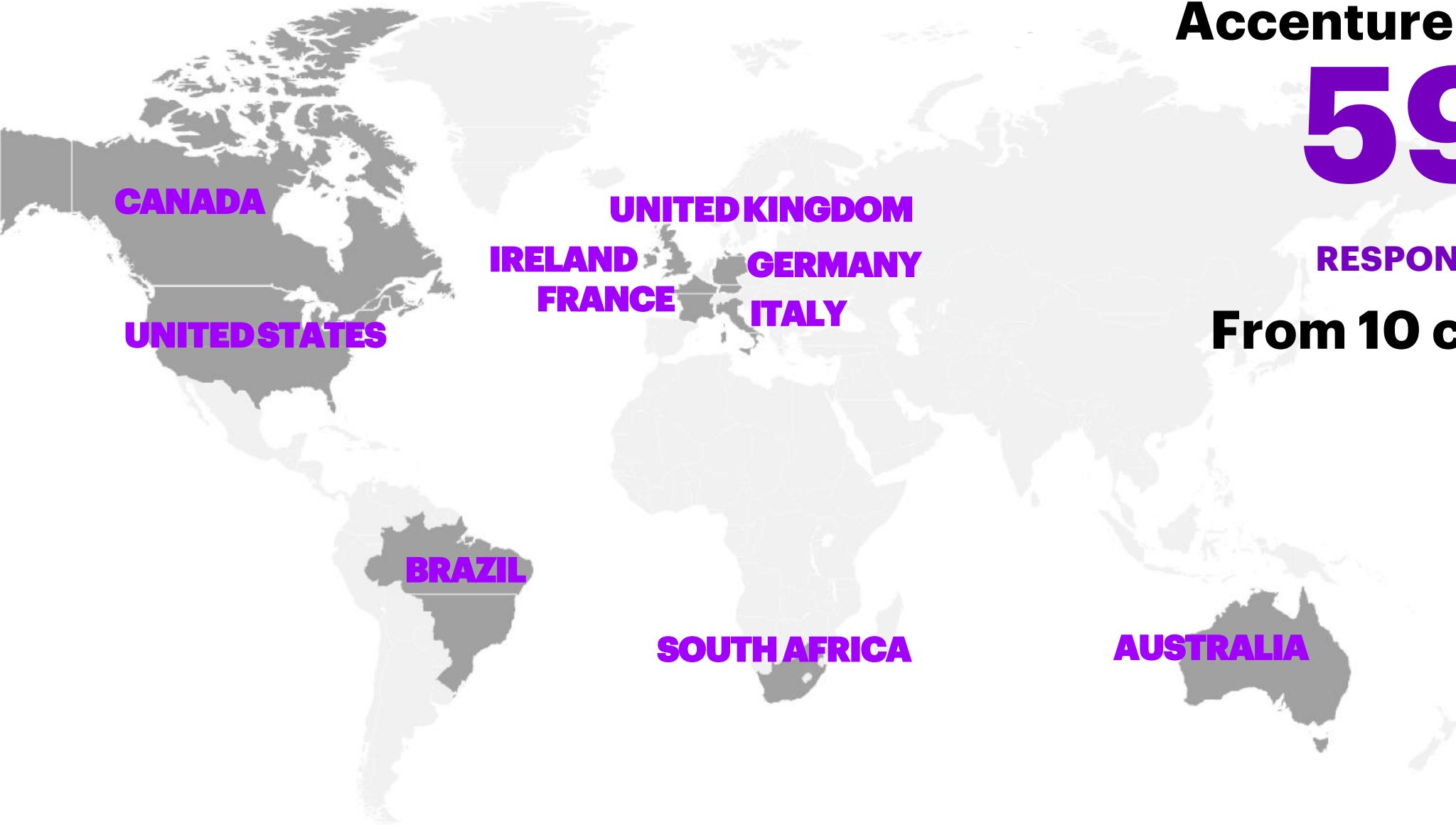
# METHODOLOGY

In October 2017,  
Accenture surveyed

**591**

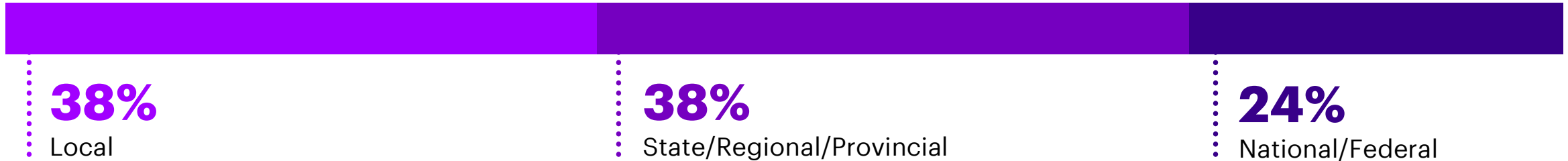
RESPONDENTS

From 10 countries

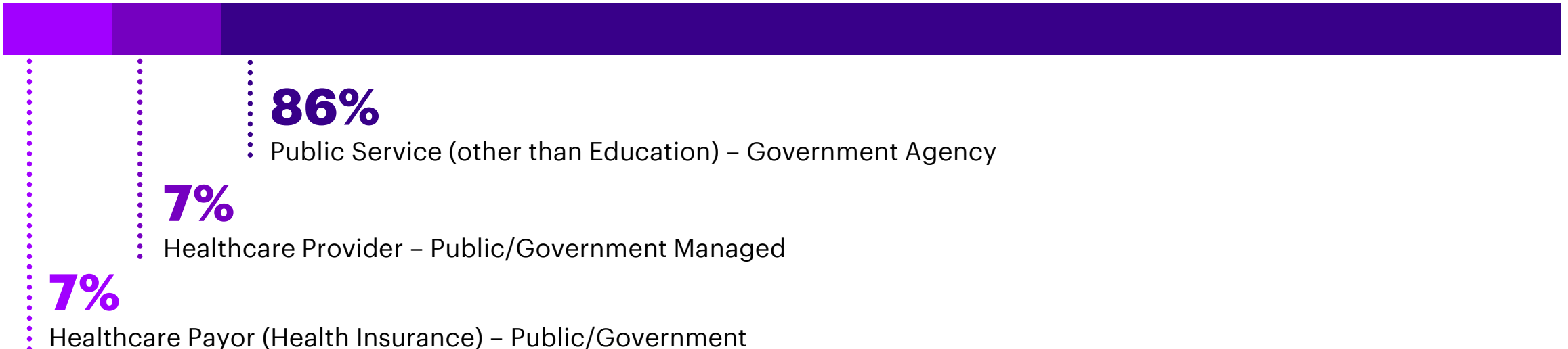


# METHODOLOGY

## Respondents represented the following levels of government:

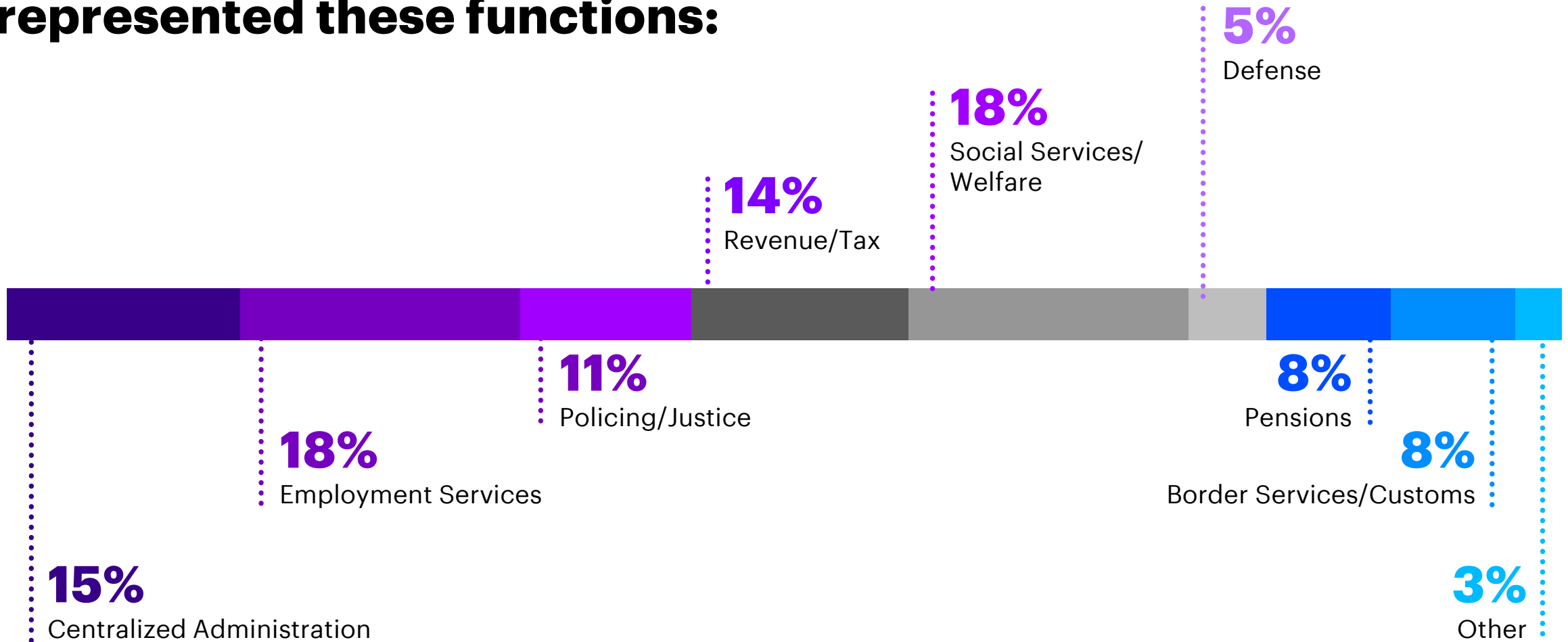


## Respondents represented these segments within government:



# METHODOLOGY

Government agency respondents represented these functions:



# CONTACT



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Global Administration Segment Lead  
Public Service, Accenture

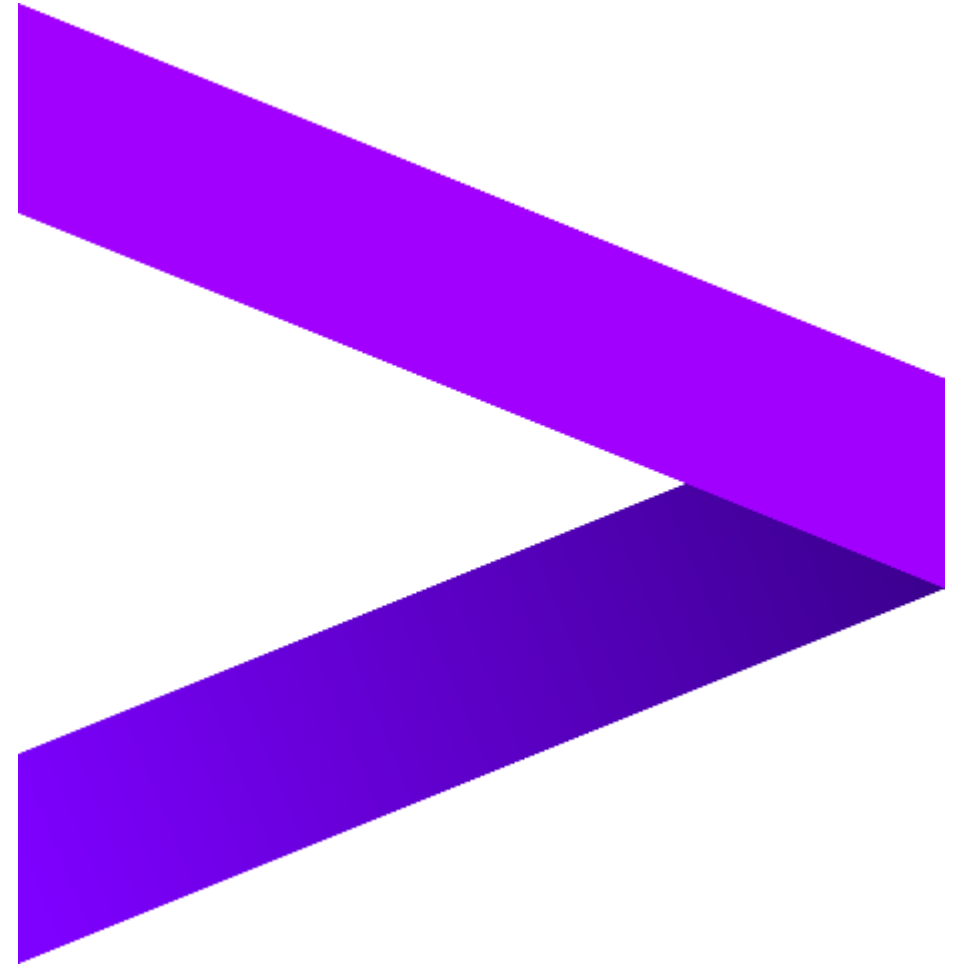


## **ABOUT ACCENTURE**

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions — underpinned by the world’s largest delivery network — Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 442,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives.

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