



# THE INNOVATION DOJO

## VIDEO TRANSCRIPT

### **JUAN VILLAMIL, CHIEF TECHNOLOGY OFFICER, DEPARTMENT FOR WORK AND PENSIONS (DWP) DIGITAL**

We embarked on a project, a process of transformation, a process of change. This is no longer about improving services by 10% or 20%, this is about radically transforming the way we deliver great services to citizens.

We created a small team focusing on innovation to really rethink that service and so the Dojo is that place where you can safely do that.

### **PAUL O'SULLIVAN, INNOVATION DOJO LEAD, ACCENTURE**

We came up with a concept called the innovation Dojo which is a place for immersive learning where we can ultimately rotate our people, DWP's people, through a safe environment in which they can learn, tackle these business problems and really not be afraid to fail fast or excel.

We didn't want to do innovation to our clients in the DWP but rather we wanted to co-create and collaborate.

**JV:** Embedding a culture of innovation into the organisation is critical for us to deliver much greater services to our citizens and the reasons are that it allows us to think about the citizen first-hand. It allows us to think, "how do we like to experience the service ourselves?" It allows us to think about technology not just for the sake of technology.

**PO:** The Dojo is acting as a starting point for a wider transformation across the organisation. We are finding that when people return back into their projects they are starting to take on those techniques that they have learnt.

### **DR. SHRUTI KOHLI, LEAD DATA SCIENTIST, DEPARTMENT FOR WORK AND PENSIONS (DWP) DIGITAL**

I really feel it is a great initiative by the senior leaders of DWP to bring a culture of innovation and out-of-the-box thinking here. And being a DWP employee I feel that it has given me a new perspective to look at the same problems.

### **VOXPOP**

In a word I would say, inspiring.

Very dynamic.

Innovative.



Fulfilling is the word.

Amazing.

**JV:** It has gone from being an idea to being the way we do things across the department. We are already engaging across a lot of other government departments who are seeing the work we are doing in the Dojo as critical for themselves to be able to transform the way they deliver their own services.

It is about using modern methods, rethinking the potential of technology to really deliver a much better outcome for citizens.

**CLOSE**