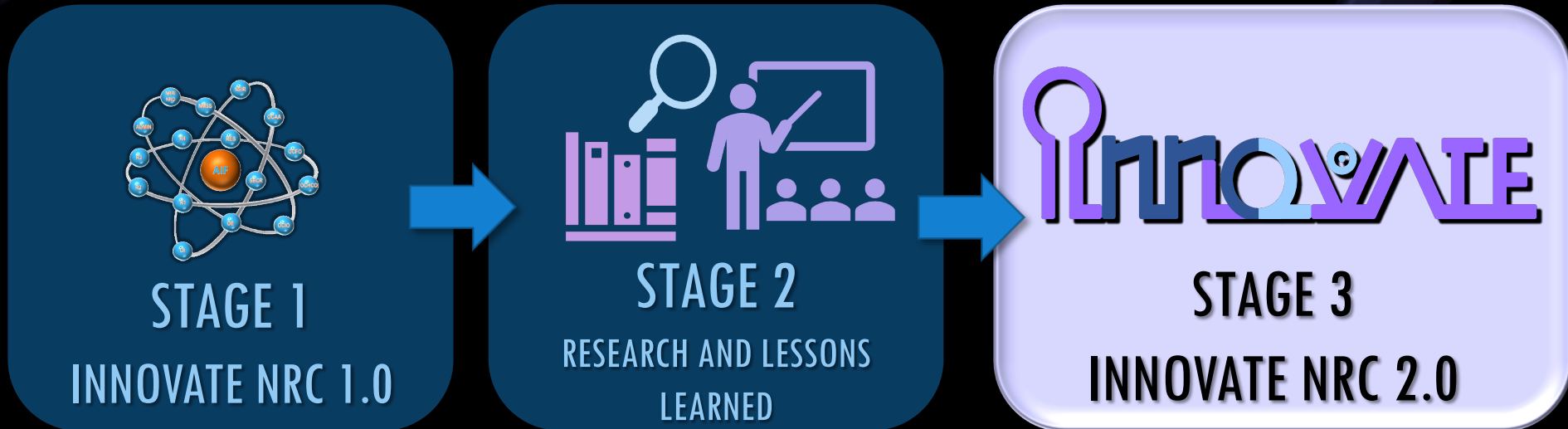




INNOVATE NRC 2.0 PROGRAM

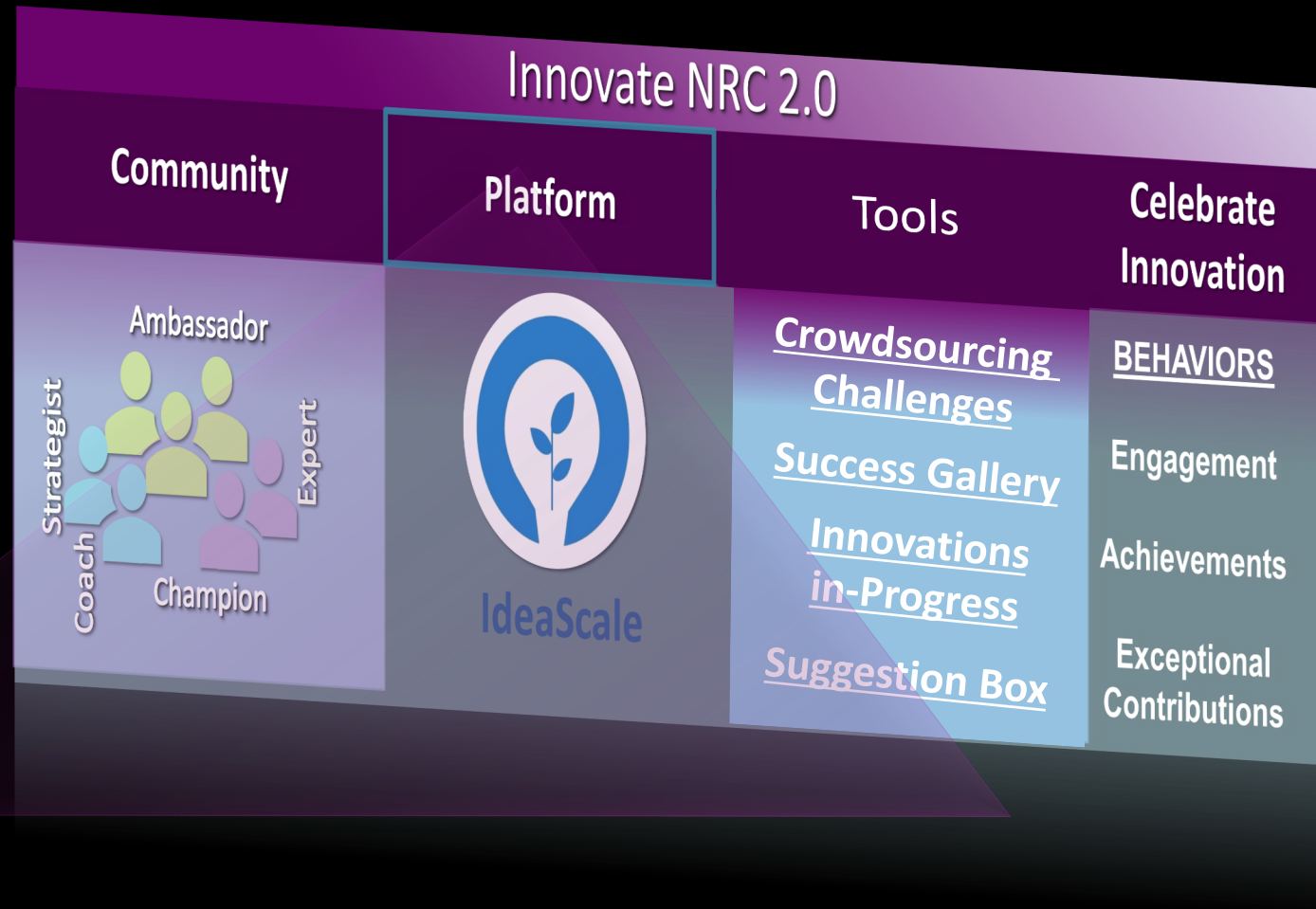
Amy D'Agostino, PhD
Human Factors Psychologist



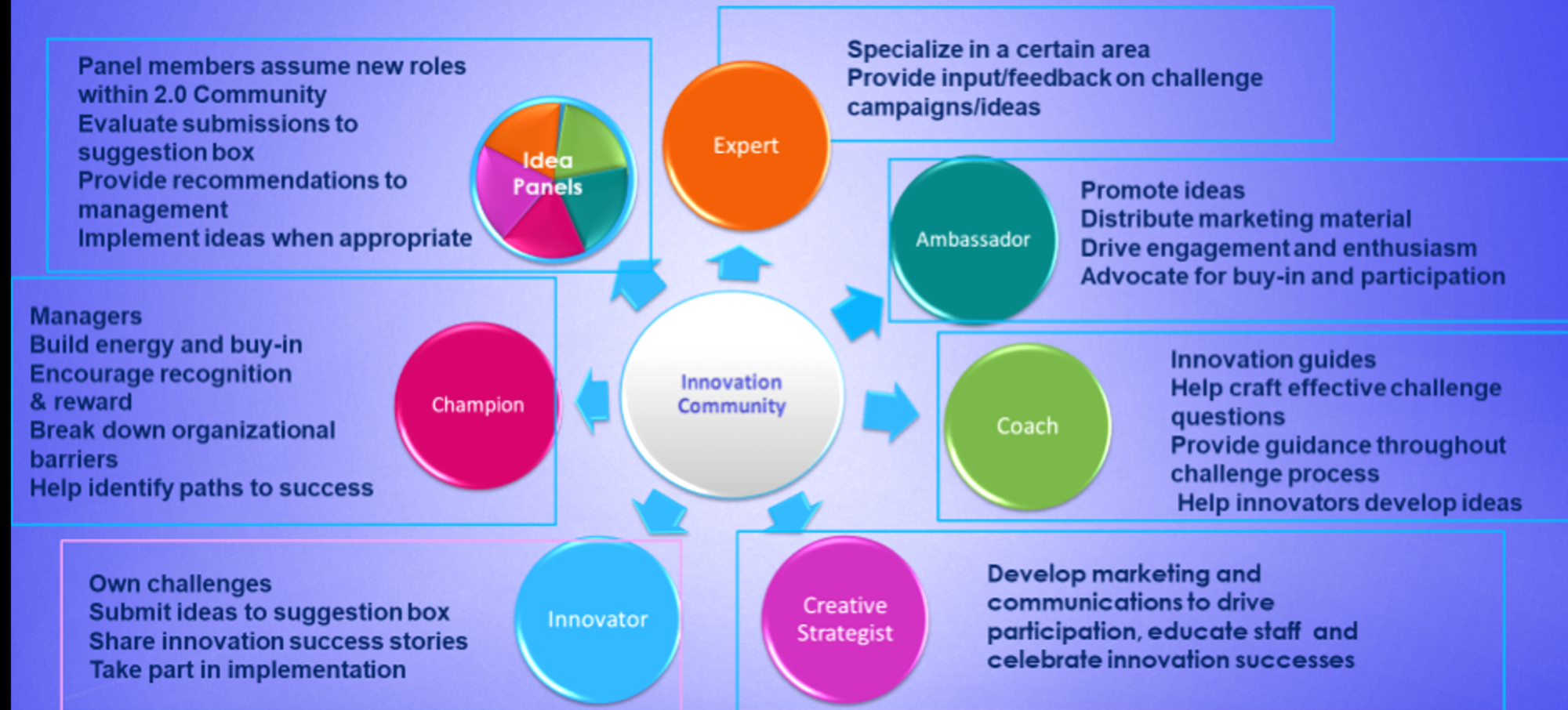


Design and implement a best-in-class program to help create a culture that supports an innovative mindset.





InnovateNRC 2.0 Community





Rewarding and Recognizing Innovation

Awards and Recognition Guidance

- New subsection for Innovation Awards and Recognition

Three Categories of Behaviors

- Recognition for **Engagement Behaviors** (e.g., contribute ideas, vote, comment)
- Nonmonetary, monetary, and/or time-off awards for valuable Innovation
 - **Achievements** (Implemented SB Ideas and CC Winners)
 - **Exceptional Contributions** to Agency Wide Innovation (e.g., innovator/Success-of-the-year)

Communications

- Work with legal/human resources/POCs for offices



Roles need
tweaking

Train & Educate

Continuous
Improvement

Lessons BEING Learned

In-progress
Innovation

Get to a
bottom line

HUSTLE!

Measuring Innovation Outcomes



Success Gallery

- **Innovator can specify primary and secondary qualitative outcome(s) associated with success** (Process Improvement, Enhanced Decision Making, Enhance our culture)
- **Implemented ability to capture estimate of the quantitative savings associated with success:** FTE/Hours Saved (ranges), Dollars (ranges)

2021 Quantification Pilot

- Innovation PM sends quarterly reports via ticket to offices to estimate savings for submissions with “process improvement” as primary benefit
- Guidance provided to offices on providing estimates
- PM will enter savings into IdeaScale
- Savings will be displayed on Innovate2.0 dashboard

What are the primary benefits and/or resource savings of this success? Moderator

-

What are the secondary benefits and/or resource savings of this success? Moderator

-

FTE (Hours) per year Moderator

-

Dollars Saved Moderator

-

RESULTS

Launch on
6/18/20

Guidance
for rewards
&
recognition

Developed
Dashboard

70%
agency
usage

35 Crowd-
sourcing
Campaigns

Developed
process to
measure
innovation
benefits/savings

508
Success
Stories

Held 1-year
innovation
celebration

Added new
features

Hired 2
staff to
manage
program