NZ SSC, GridAKL & ANZSOG present:

‘SWIPE RIGHT’ TO FIX THE WORLD

SPEAKER

Professor Beth Noveck

Director

The Governance Lab

MC & LOCAL SPEAKER

Councillor Chris Darby

Auckland Council

DO YOU HAVE A QUESTION ABOUT TODAY’S TOPIC?

SEND YOUR QUESTIONS THROUGH SLI.DO:

slido.com
#8214

ALL QUESTIONS WILL BE ANSWERED AT THE END OF THE PRESENTATION

SLIDES FROM TODAY’S PRESENTATION WILL BE AVAILABLE ON THE ANZSOG WEBSITE

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

End poverty in all its forms everywhere

Achieve gender equality and empower all women and girls

End hunger, achieve food security and improved nutrition and promote sustainable agriculture

Ensure availability and sustainable management of water and sanitation for all

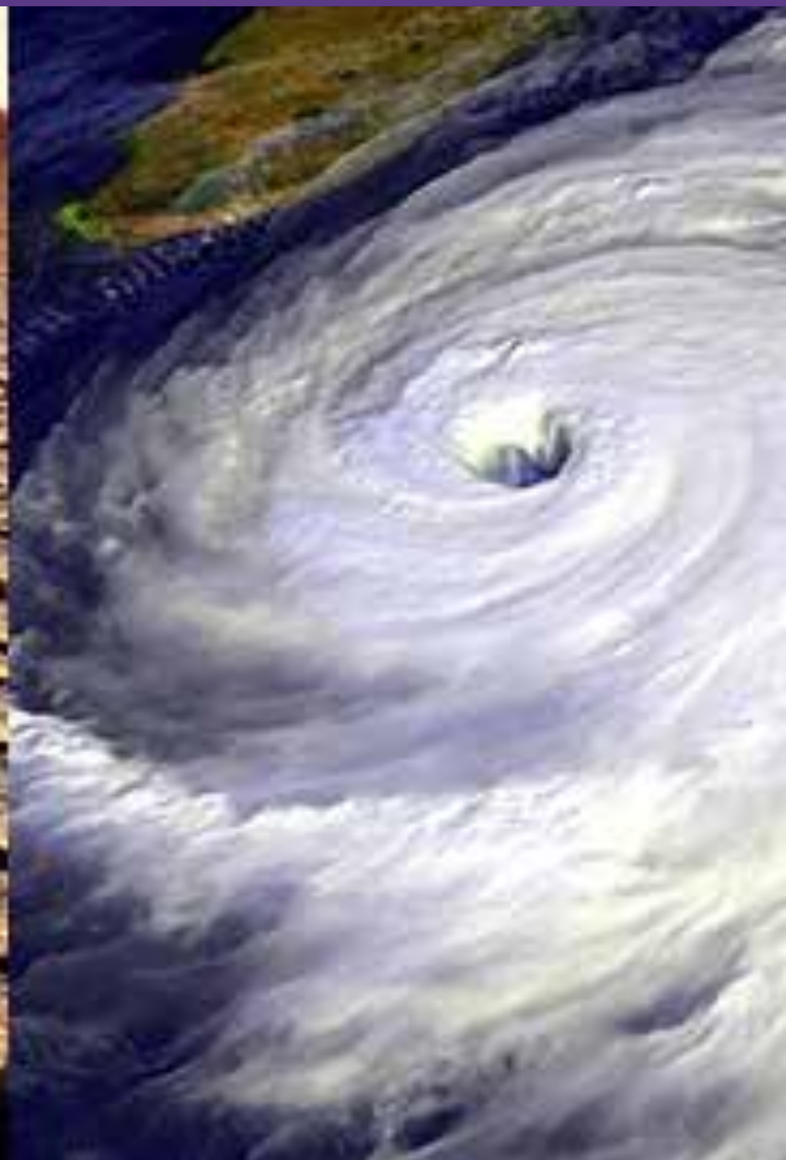
Ensure healthy lives and promote well-being for all at all ages

Ensure access to affordable, reliable, sustainable and modern energy for all

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

CLIMATE UNCERTAINTIES



IMMIGRATION UNCERTAINTIES

POLITICAL UNCERTAINTIES:

RISE OF THE DEMAGOGUES

THE WALL STREET JOURNAL.

OPINION | COMMENTARY

Let Me Ask America a Question

How has the 'system' been working out for you and your family? No wonder voters demand change.

PHOTO: GETTY IMAGES/BLEND IMAGES

By DONALD J. TRUMP
April 14, 2016 7:18 p.m. ET

4048 COMMENTS

On Saturday, April 9, Colorado had an "election" without voters. Delegates were chosen on behalf of a presidential nominee, yet the people of Colorado were not able to cast their ballots to say which nominee they preferred.

A planned vote had been canceled. And one million Republicans in Colorado were sidelined.

MORE OPINION

- Bernie's Spinal Surgery on CEOs
- California's Water Injustice

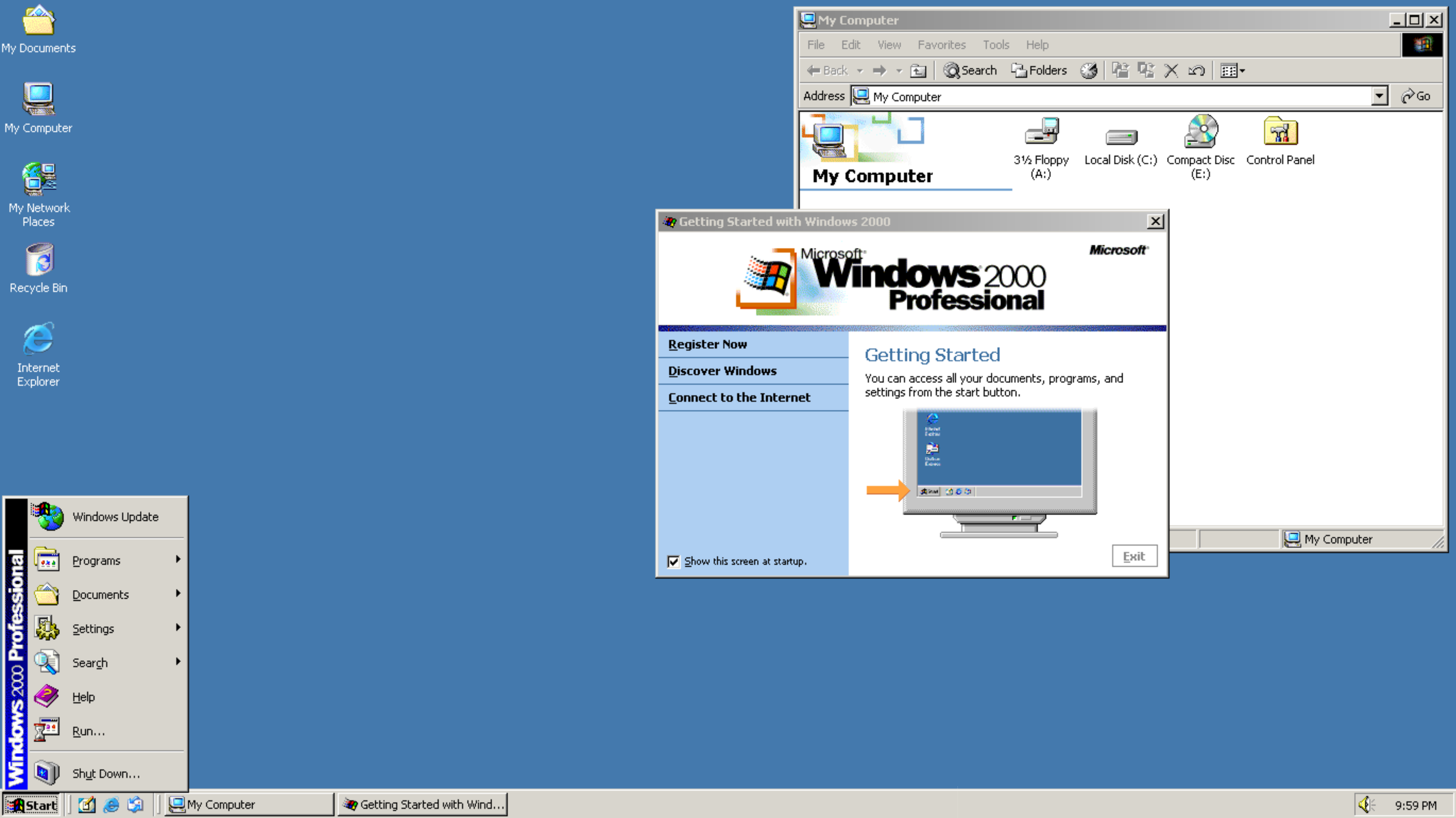
In recent days, something all too predictable has happened: Politicians furiously defended the system. "These are the rules," we were told over and over again. If the "rules" can be used

”

The people are right
and the governing elite are wrong.

DONALD J TRUMP

TODAY’S INSTITUTIONS ARE NOT WORKING


My Documents
My Computer
My Network Places
Recycle Bin
Internet Explorer
My Computer
File Edit View Favorites Tools Help
Back Search Folders
Address My Computer
Go
My Computer
3½ Floppy (A:)
Local Disk (C:)
Compact Disc (E:)
Control Panel
Getting Started with Windows 2000
Microsoft
Windows 2000 Professional
Register Now
Discover Windows
Connect to the Internet
Getting Started
You can access all your documents, programs, and settings from the start button.
Show this screen at startup.
Exit
My Computer
Windows Update
Programs
Documents
Settings
Search
Help
Run...
Shut Down...
Windows 2000 Professional
Start
My Computer
Getting Started with Wind...
9:59 PM

YET PUBLIC EXPECTATIONS OF WHAT GOVERNMENT SHOULD DELIVER HAVE ACTUALLY RISEN.

McKinsey and Company, Government by design: Four principles for a better public sector, December 2013.

POLITICS

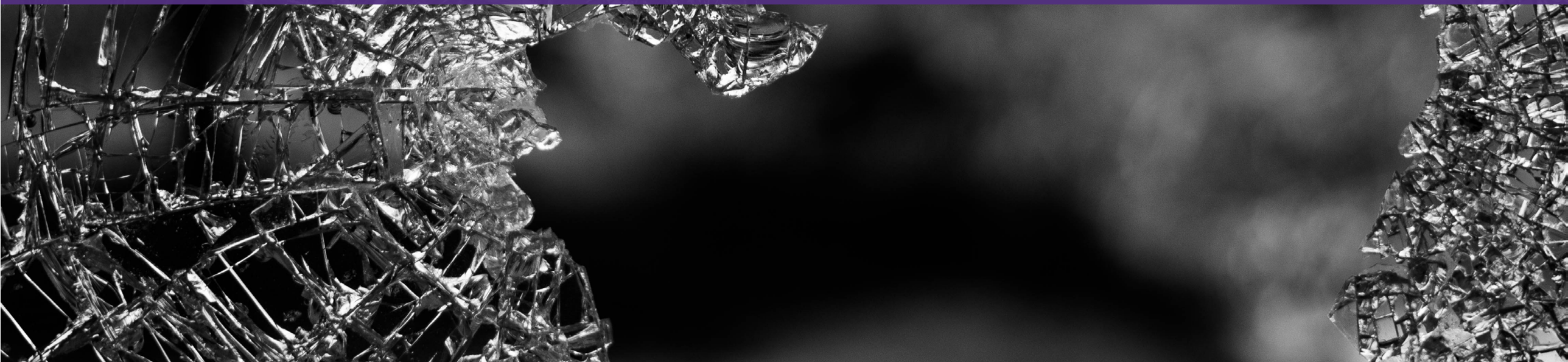
Better democracy: more than just a philosophical pursuit?

SEPTEMBER 29, 2017 *by* **MATT RYAN**

FORM
INNO
VATION

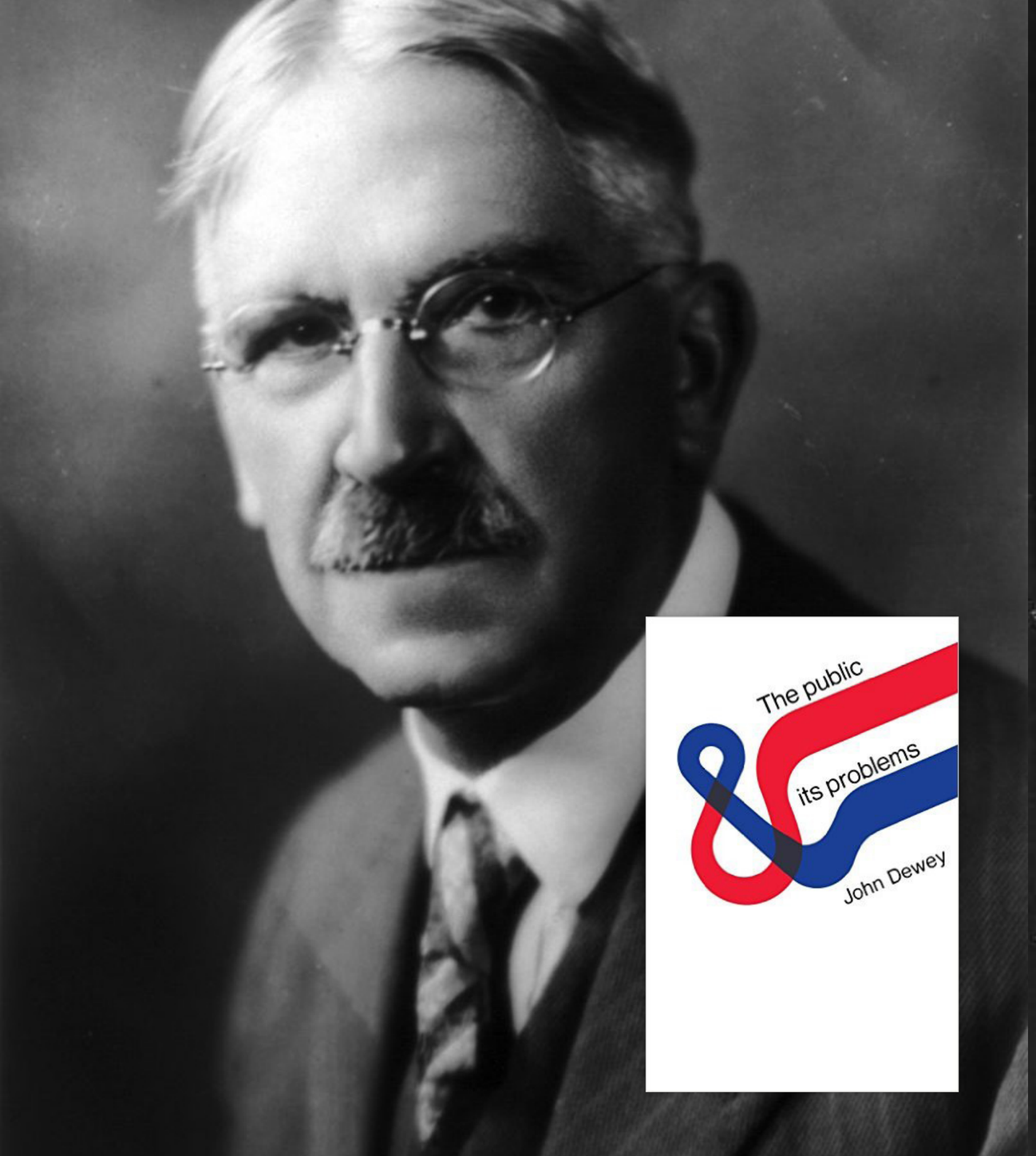
BUT WE CAN DO BETTER THAN VOTING.

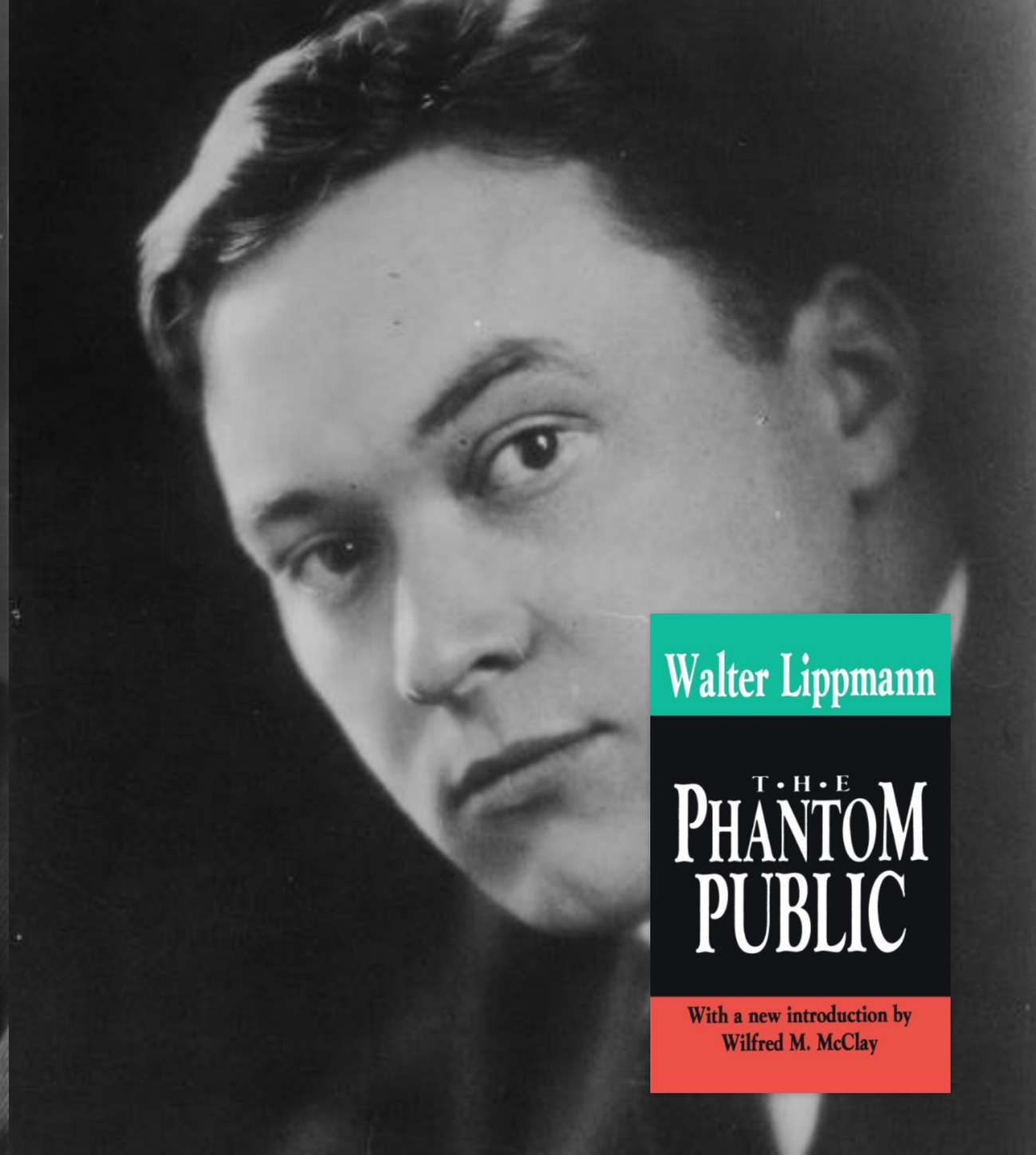
TRANSPARENCY ALONE IS NOT ENOUGH



The only way to solve a large-scale problem is with all hands on deck. Our **public institutions** therefore must be designed not only to represent citizenry through intermittent electoral engagement, but continuously **through systematic conversation** and tapping of talents and skills.

bit.ly/2016v39



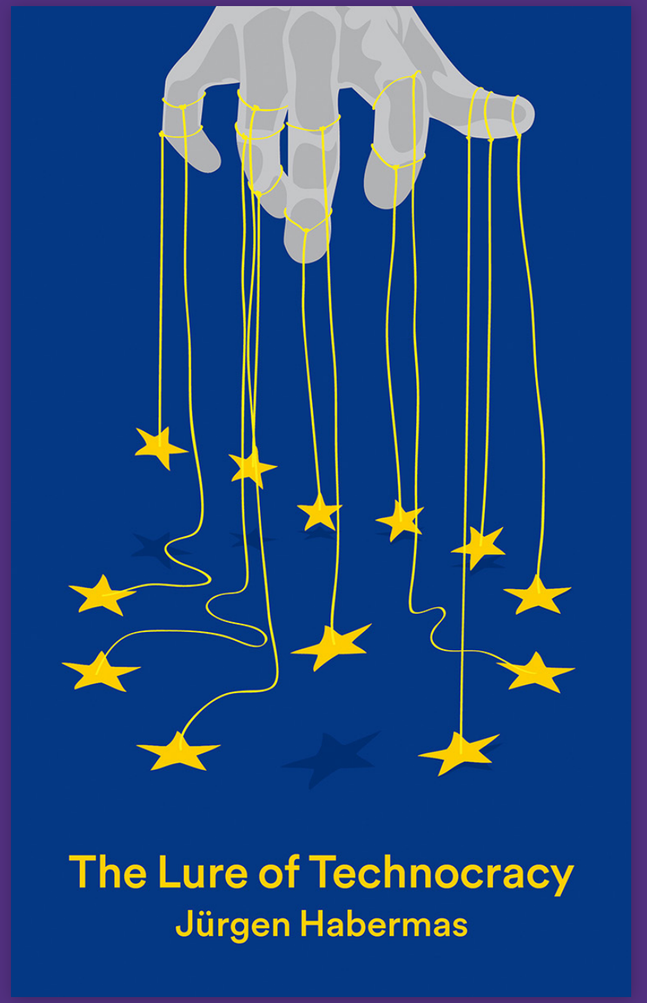


Walter Lippmann

THE PHANTOM PUBLIC

With a new introduction by
Wilfred M. McClay

A FALSE DICHOTOMY



It's a Match!

MATCHING DEMAND TO SUPPLY

Imagine if...

Imagine if

we could expedite the path between innovative ideas and implementable new policies and services.

Imagine if

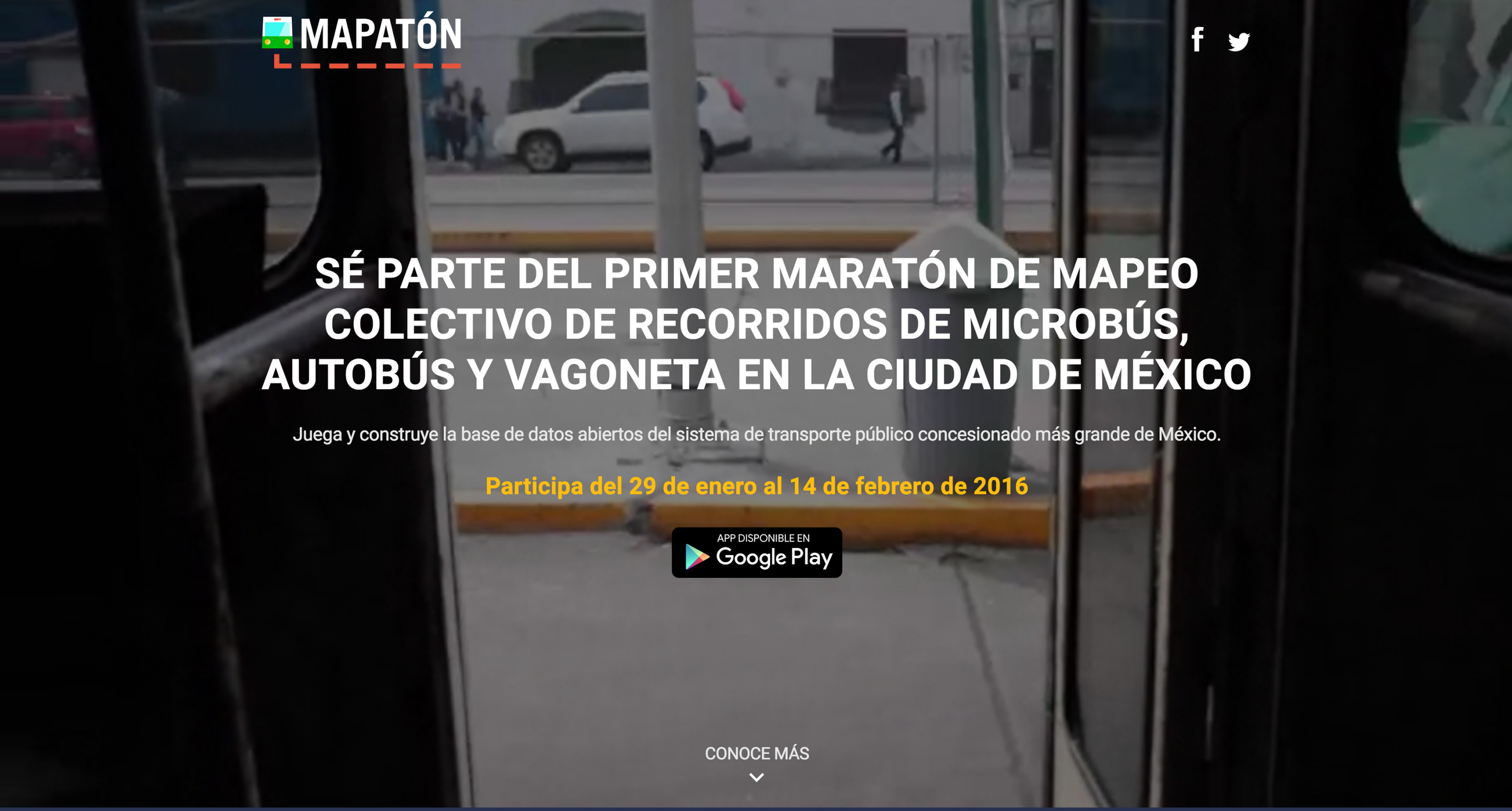
the data scientist, epidemiologist, technologist, urban planner, public official, and artist – those with diverse backgrounds and experience – could talk and devise solutions to public problems.

Imagine if

public officials had the ability to steward a process that focused the most creative minds in our own communities on improving them.

HYPOTHESIS

PUBLIC INSTITUTIONS WILL BECOME MORE EFFECTIVE AND MORE LEGITIMATE
IF THEY ENGAGE MORE DIVERSE AUDIENCES MORE FREQUENTLY



MAPATÓN

SÉ PARTE DEL PRIMER MARATÓN DE MAPEO COLECTIVO DE RECORRIDOS DE MICROBÚS, AUTOBÚS Y VAGONETA EN LA CIUDAD DE MÉXICO

Juega y construye la base de datos abiertos del sistema de transporte público concesionado más grande de México.

Participa del 29 de enero al 14 de febrero de 2016

APP DISPONIBLE EN Google Play

CONOCE MÁS

Challenge.gov

Government Challenges, Your Solutions

The Desal Prize

On April 22, 2015, the Desal Prize announced the competition's winning teams. **View the Desal Prize winners and their projects here.** The winning teams were selected through a head-to-head competition April 9-11, 2015 at the Bureau of Reclamation's Brackish Groundwater National Desalination Research Facility in Alamogordo, New Mexico. The winning teams will also be invited to submit applications to receive grant funds to pilot their technology in a USAID mission region in a developing country.

On April 6-12, 2015, the Desal Prize descended on Alamogordo, NM for a week of rigorous testing and competition. The competitors? Five teams from around the globe working to prove their technology could help farmers in the developing world turn dirty, brackish water into clean, usable water for crops, livestock and human consumption using only energy from the sun. Surrounded by trillions of gallons of brackish water in the Alamogordo Basin, the teams had their work cut out for them.

Gathering at the Brackish Groundwater National Desalination Research Facility (BGNDRF), the five teams were tasked with two separate 24-hour testing periods to run their systems. The goal was lofty—to produce the highest percentage of potable and agriculture use water and effectively use only renewable energy to power their systems. With $200,000 in prize funding and a chance to pilot in a USAID mission region on the line, the stakes were high.

DOWNLOAD THE DESAL PRIZE FAQ

SIGN UP FOR DESAL PRIZE UPDATES

#desalprize

Securing Water @securingwater 5 Nov

#DesalPrize innovator @UTEP_Research is rolling out their ZDD #desal technology that will reduce #water waste in Honduras

Expand

Securing Water @securingwater 5 Nov

.@TataCenterMIT @JisINews are piloting their PV EDR #desal tech in #India, where 60% of the land in underlain with salty H2O #DesalPrize

Poor Kids and the 'Word Gap'

The White House launches a new literacy initiative aimed at low-income children.

Susanne Nilsson/Flickr

7.2k

TEXT SIZE

JESSICA LAHEY | OCT 16, 2014 | EDUCATION

The Atlantic

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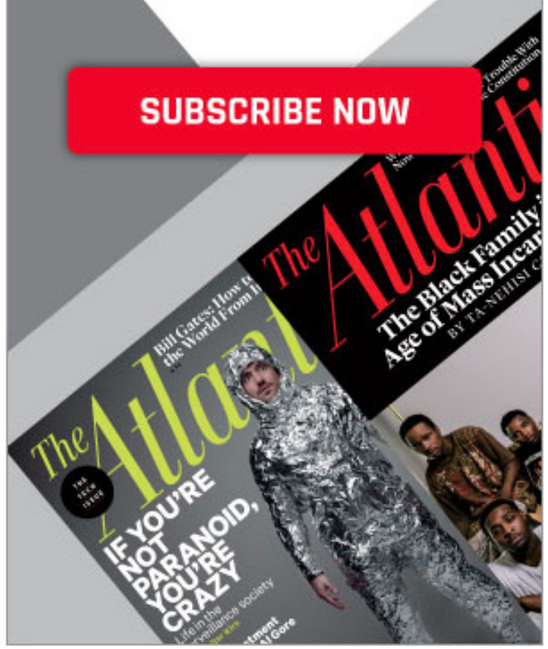

21 January 2016

Corporate

print

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Revisiting EFSA@EXPO: crowdsourcing, crystals and communities

Openness in science is not new, but society is demanding that science opens up more. Public bodies, consumers and other stakeholders want a voice in risk governance as a whole, from the beginning onwards, not just at the end. Escalating volumes of data require new ways of approaching assessment and analysis. Innovative companies and online communities, among others, can help to develop tools to meet these challenges. The session brought together some of the latest open assessment models and tools that are emerging.

Science and society: an evolving partnership

Related News

EFSA appoints senior communications manager

Corporate

published: 26 Jan 2016

Japan's food safety commission visits EFSA

Corporate

published: 21 Jan 2016

Reporting on open plenary meetings: guidelines for observers revised

Corporate, Stakeholders

published: 20 Jan 2016

AMNESTY INTERNATIONAL

GET STARTED SIGN IN

AMNESTY DECODERS

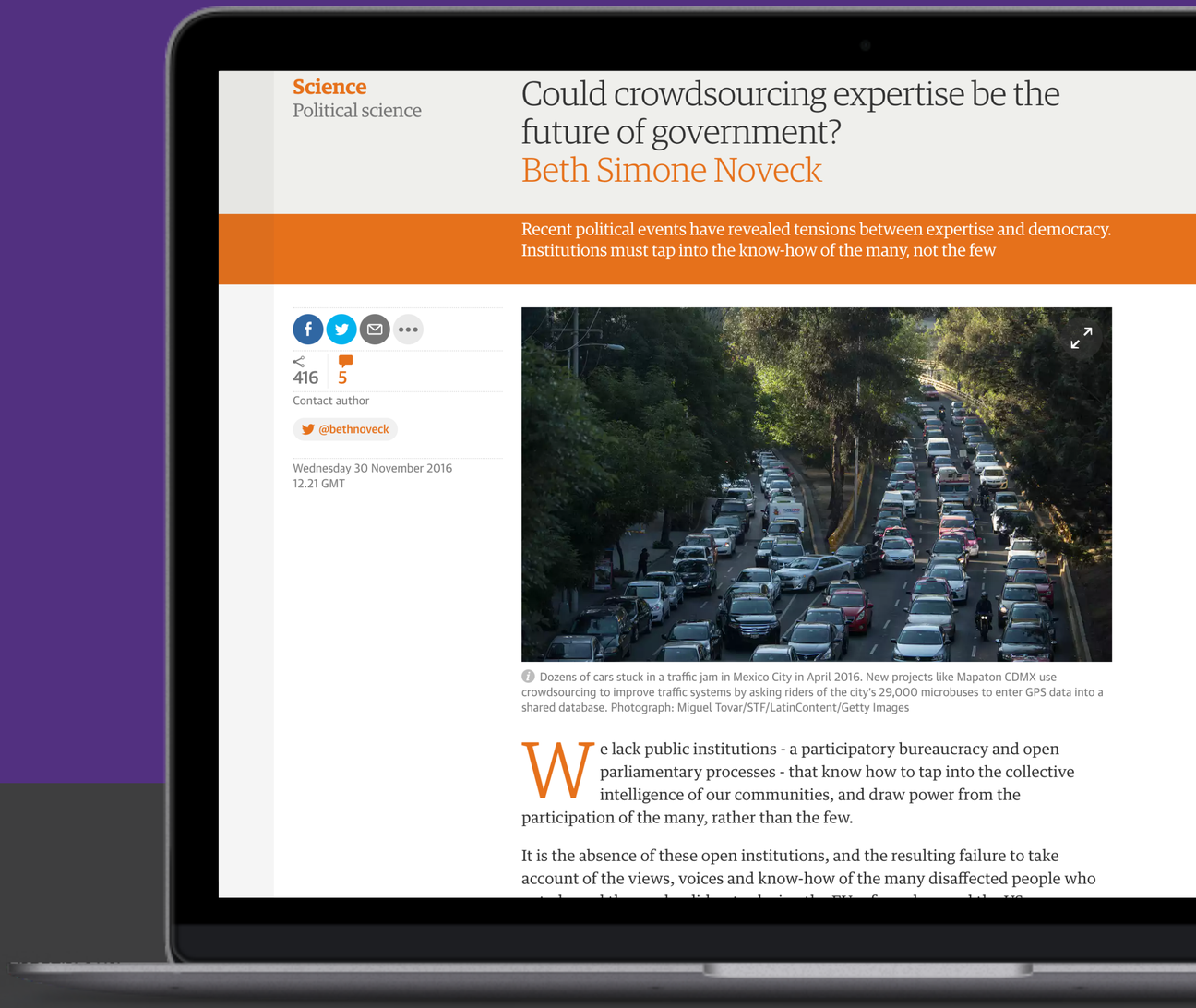
Join a global network of digital volunteers helping us research and expose human rights violations.

VIEW PROJECTS

Amnesty Decoders is an innovative platform for volunteers around the world to use their computers or phones to help our researchers sift through pictures, information and documents.

AMNESTY DECODERS PROJECTS

COULD CIVIC ENGAGEMENT BE THE ANSWER?



Science
Political science

Could crowdsourcing expertise be the future of government?

Beth Simone Noveck

Recent political events have revealed tensions between expertise and democracy. Institutions must tap into the know-how of the many, not the few

416 5

Contact author

@bethnoveck

Wednesday 30 November 2016
12.21 GMT

Dozens of cars stuck in a traffic jam in Mexico City in April 2016. New projects like Mapaton CDMX use crowdsourcing to improve traffic systems by asking riders of the city's 29,000 microbuses to enter GPS data into a shared database. Photograph: Miguel Tovar/STF/LatinContent/Getty Images

We lack public institutions - a participatory bureaucracy and open parliamentary processes - that know how to tap into the collective intelligence of our communities, and draw power from the participation of the many, rather than the few.

It is the absence of these open institutions, and the resulting failure to take account of the views, voices and know-how of the many disaffected people who

THE CHALLENGE OF THE OPEN CALL

Jason Rosewell

BUT HARD TO FIND THE NEEDLE IN THE HAYSTACK

Nick Scheerbart

DesafíoSP

Co-creando soluciones con las personas más creativas e innovadoras de la comunidad

¿Qué es?

Una nueva manera de resolver problemas públicos

Buscamos crear un modelo de gobierno más descentralizado, colaborativo, y que sepa aprovechar la inteligencia y talentos dispersos en su comunidad en la resolución de problemas públicos.

Un nuevo paradigma de Participación Ciudadana

Queremos transformar la manera de interactuar contigo y

SMARTER CROWDSOURCING

ZIKA

SMARTER CROWDSOURCING ZIKA

PARTNER & PROBLEM IDENTIFICATION

PROBLEM DEFINITION

CURATING GUESTS

ONLINE CONFERENCES

FROM IDEAS TO IMPLEMENTATION

zika.smartercrowdsourcing.org

RECOMMENDATIONS FOR THE REST OF US

Employers can begin to catalog systematically the unique skills of the individuals within their organization.

Tech companies can build a wider variety of matching tools to tap talent reliably in the public interest.

Welcome to the new profile! Have you updated yours?

- Contact & Basic Info
- Specialization, Skills & Languages
- Work History
- Project Experience
- Education & Learning
- Publications & Documents
- About Magda
- References

Update My Profile

- SkillFinder Adoption Metrics
- Approve External Bio
- BankQuest Room Locator

WBG Staff

Senior Knowledge Management Officer | Current Unit & Official Unit: [redacted] |

WASHINGTON, DC (IFC) | Local Time | IVP (IFC Executive Vice President)

Download CV

Work Phone	[redacted]	Mobile	[redacted]
Room No	F 3K-234	Alternate Email	[redacted]
Email	[redacted]	LinkedIn	Linked in
		Professional Mapping	Knowledge Management

View More

Specialization, Skills & Languages

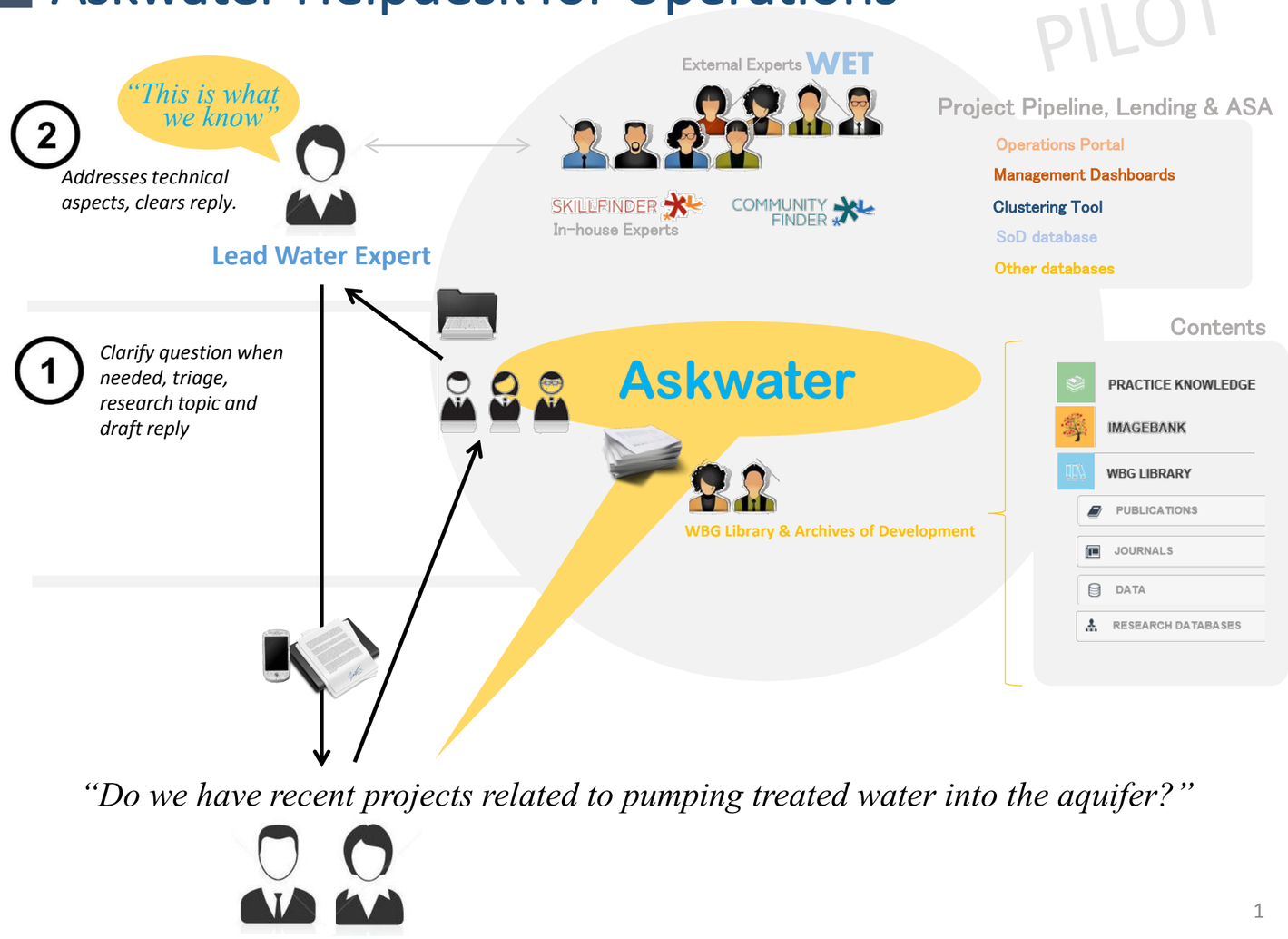
SKILLFINDER

I work on Collaboration,Spark, C4D, SkillFinder, iPortal, Enterprise Search, Intranet, Communities of Practice

PRIMARY SPECIALIZATION

Advisory Services	0
Knowledge and Learning	[redacted]
IT Program Management	2

Askwater Helpdesk for Operations



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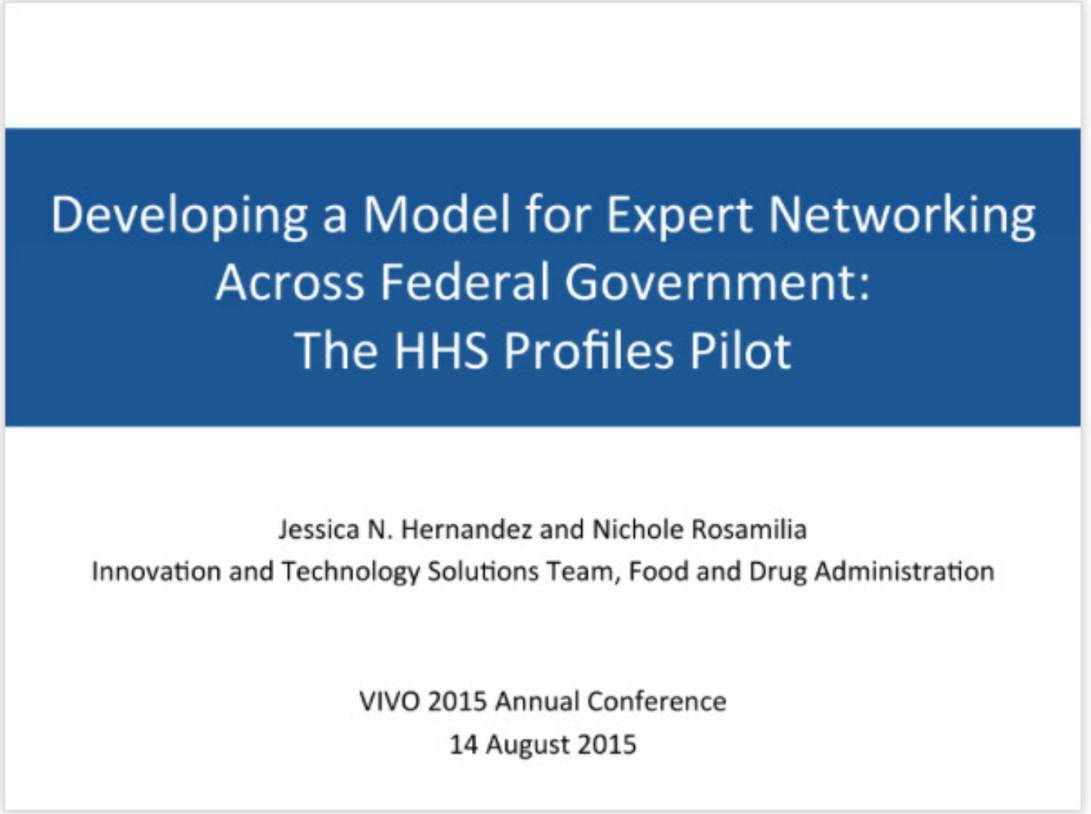


VIVO_2015_Conference_Presentation... .pdf (3.96 MB)

1 / 9

MD5: 05a5049e22a8d0cc58df86425ad7ecdc |

Download (3.97 MB) Share Cite Embed

Developing a Model for Expert Networking Across

Skills Marketplace Portal Home

Open Project Opportunities

Closed Project Opportunities

Skills Marketplace Intranet site

Skills Marketplace Toolkit

Contact Us

Contact us if you have any questions about the Skills Marketplace Program or have any questions about using the Skills

Welcome to the Skills Marketplace Portal!

Using the Skills Marketplace Portal is simple...

Manage Skills Marketplace Profile

- Sign-up to receive email alerts
- Access all the project opportunities that you have applied to
- Access the applications that have been submitted to project opportunities that you have posted

Find Open Project Opportunities

- Browse open project opportunities
- Search by keywords
- Search by Office or Type of Project

Post New Project Opportunities

- Post a new project opportunity that other colleagues can apply to join

Please remember, only projects approved through your AAship/Regional Office's project approval process may be posted

Share Ideas on Skills Marketplace Projects

- Have you been keeping an eye out for new opportunities on the Skills Marketplace portal but haven't yet found one that fits your skill set/development goals?
- Have you participated in one Skills Marketplace project and now can't wait to take another new opportunity?

As supervisors across the agency work on identifying new opportunities to post to the Skills Marketplace, we would like to let them know what types of projects **you** are interested in. Please respond to these few questions to

Wisdom Bank

Login Help

Share advice and information with the people of Torfaen

Watch this video to find out how you can use the **Wisdom Bank** in a safe and secure online community.

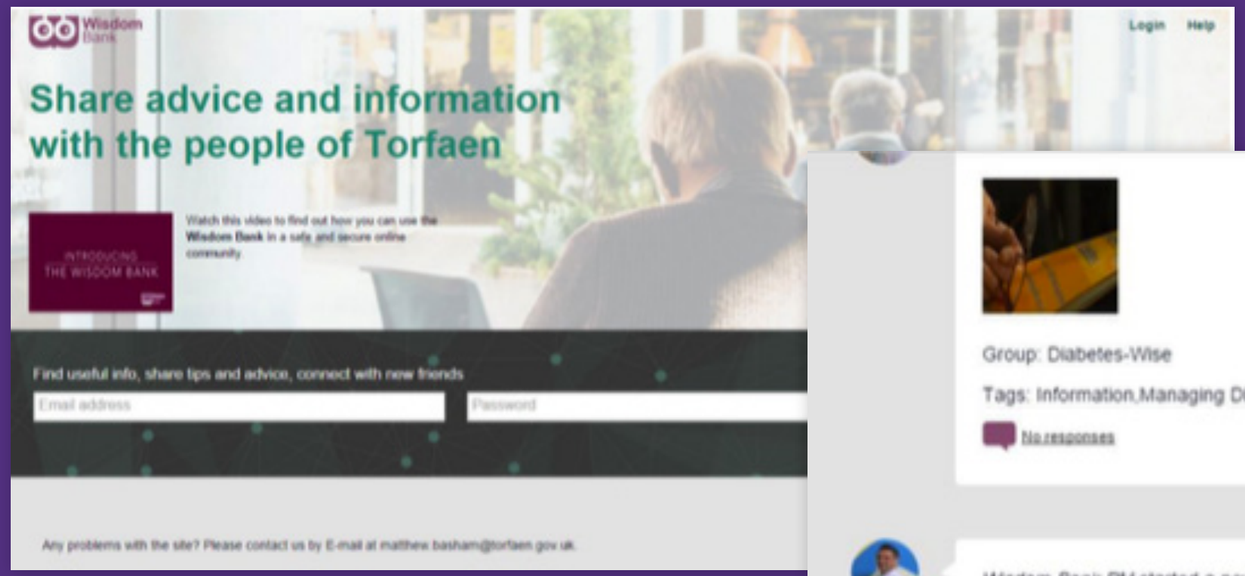
Find useful info, share tips and advice, connect with new friends

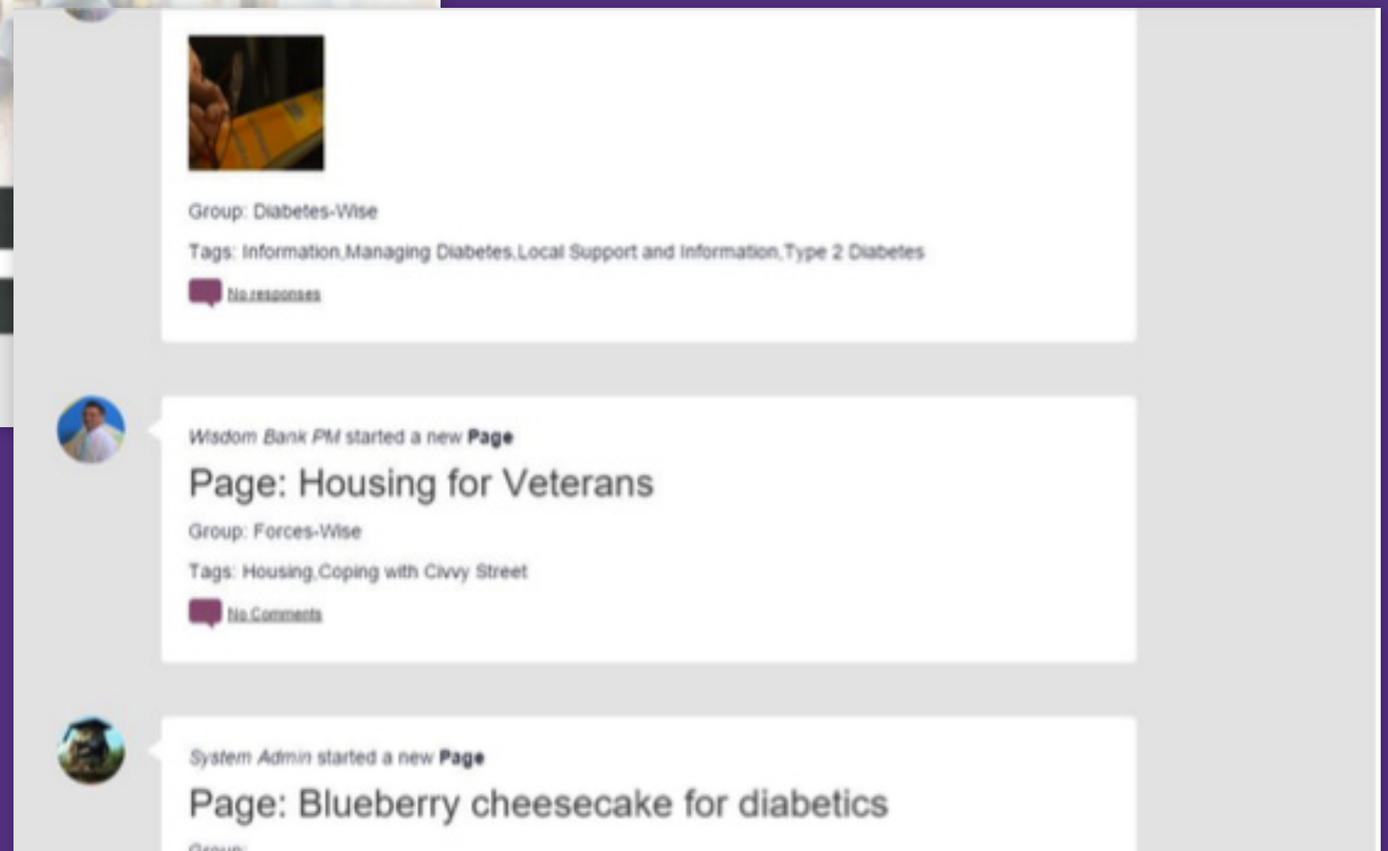
Email address

Password

Join Wisdom Bank

BOROUGH OF TORFAEN WISDOM BANK, WALES





Banco de talentos de PODEMOS

Advocacy group

Aqui se juntan los del banco de talento de PODEMOS para mejorar y hacer mejor política

Ask to join group

Presentaciones	10 months ago	4
Los grandes centros de ocio como generadores de empleo y ocio?	10 months ago	1
Eurovegas Made in Spain	11 months ago	3

GOVLAB

Strategies for Engaging

THE PUBLIC

City Challenges - Public institutions are turning to open innovation--also known as crowdsourcing--to identify good ideas and evidence to support their implementation.

Strategies for Engaging

PUBLIC SERVANTS

Expert Networking - In an increasingly complex and networked world, new technology makes it possible to quickly search for and find relevant expertise among citizens and civil servants.

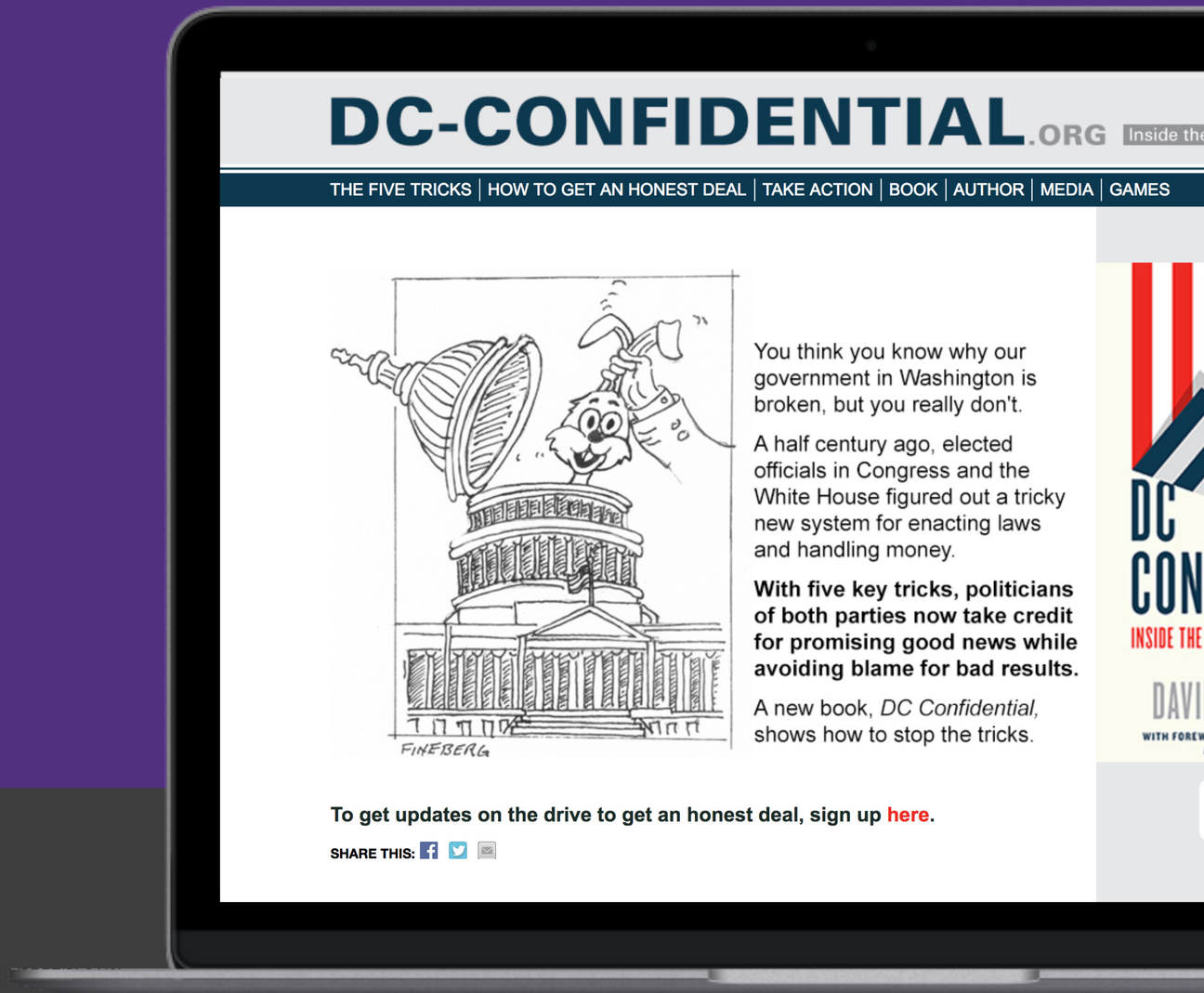
Strategies for Tapping

THE WORLD'S EXPERTS

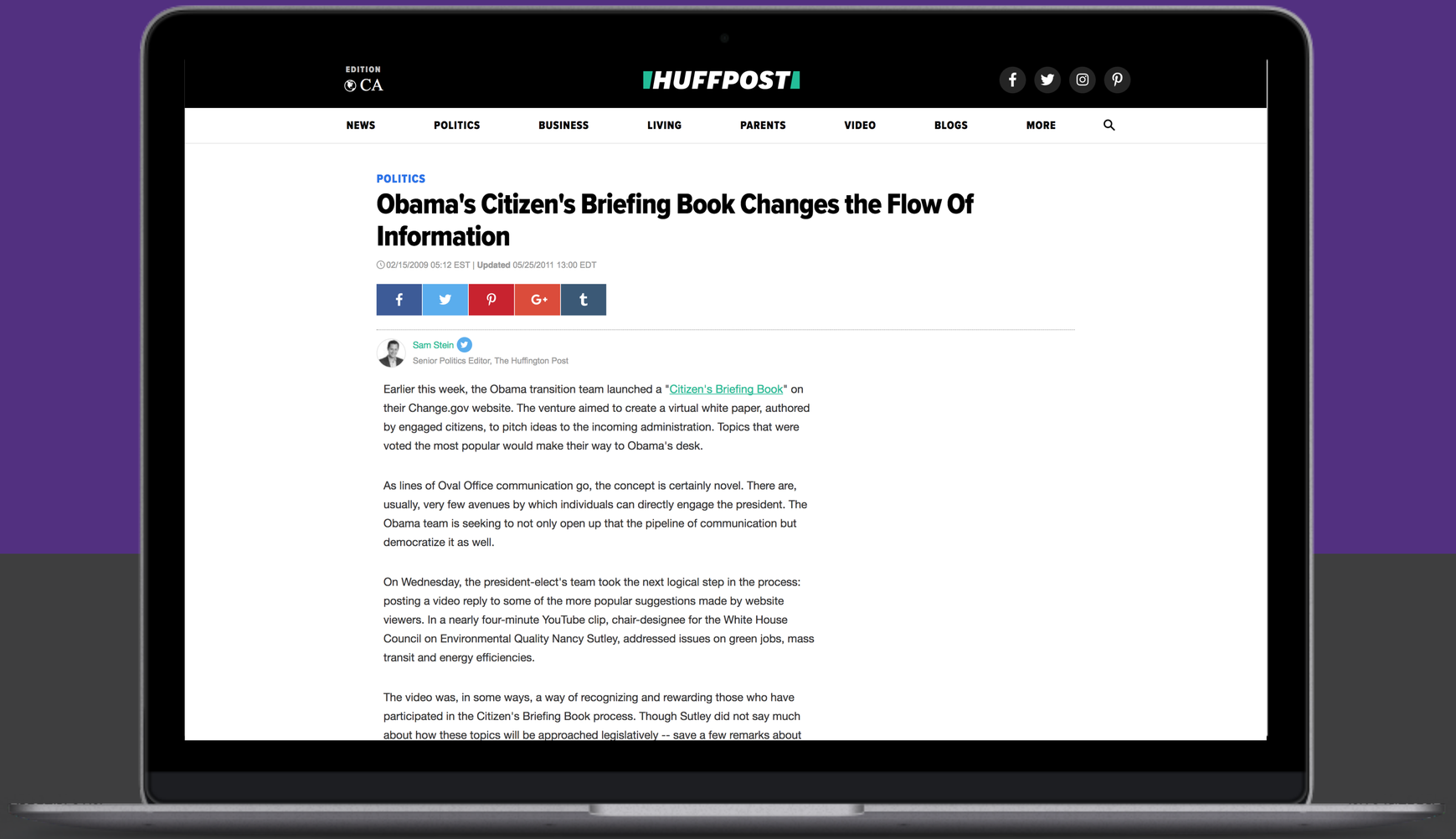
Smarter Crowdsourcing - No matter the size of your community, technology can help to bring the world's most innovative thinkers and doers to your door.

CROWDLAW
CIVIC ENGAGEMENT IN LAWMAKING

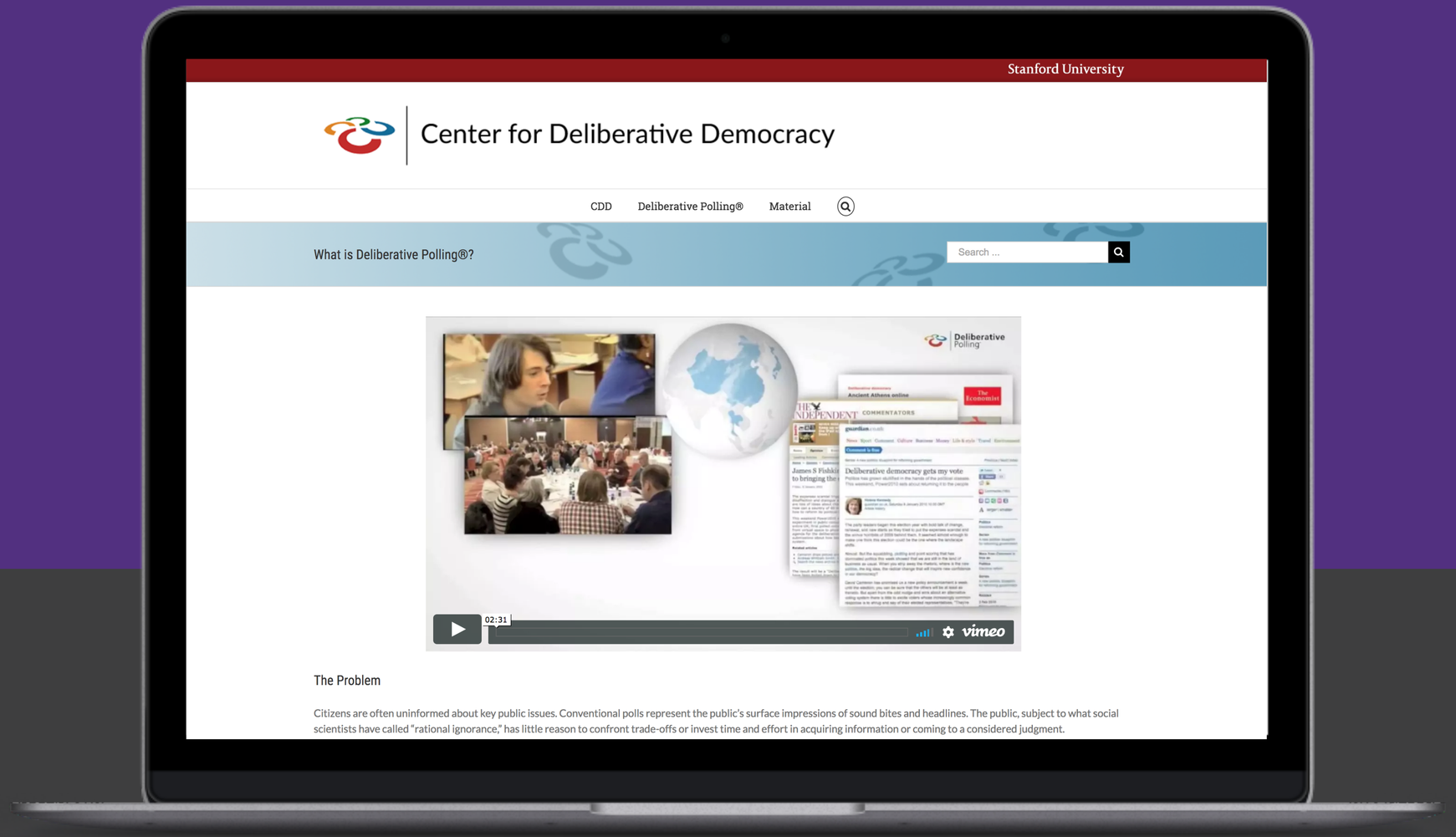
LEGISLATURES
ARE NOT PRODUCING
HIGH QUALITY LEGISLATION



CIVIC ENGAGEMENT IS HARD



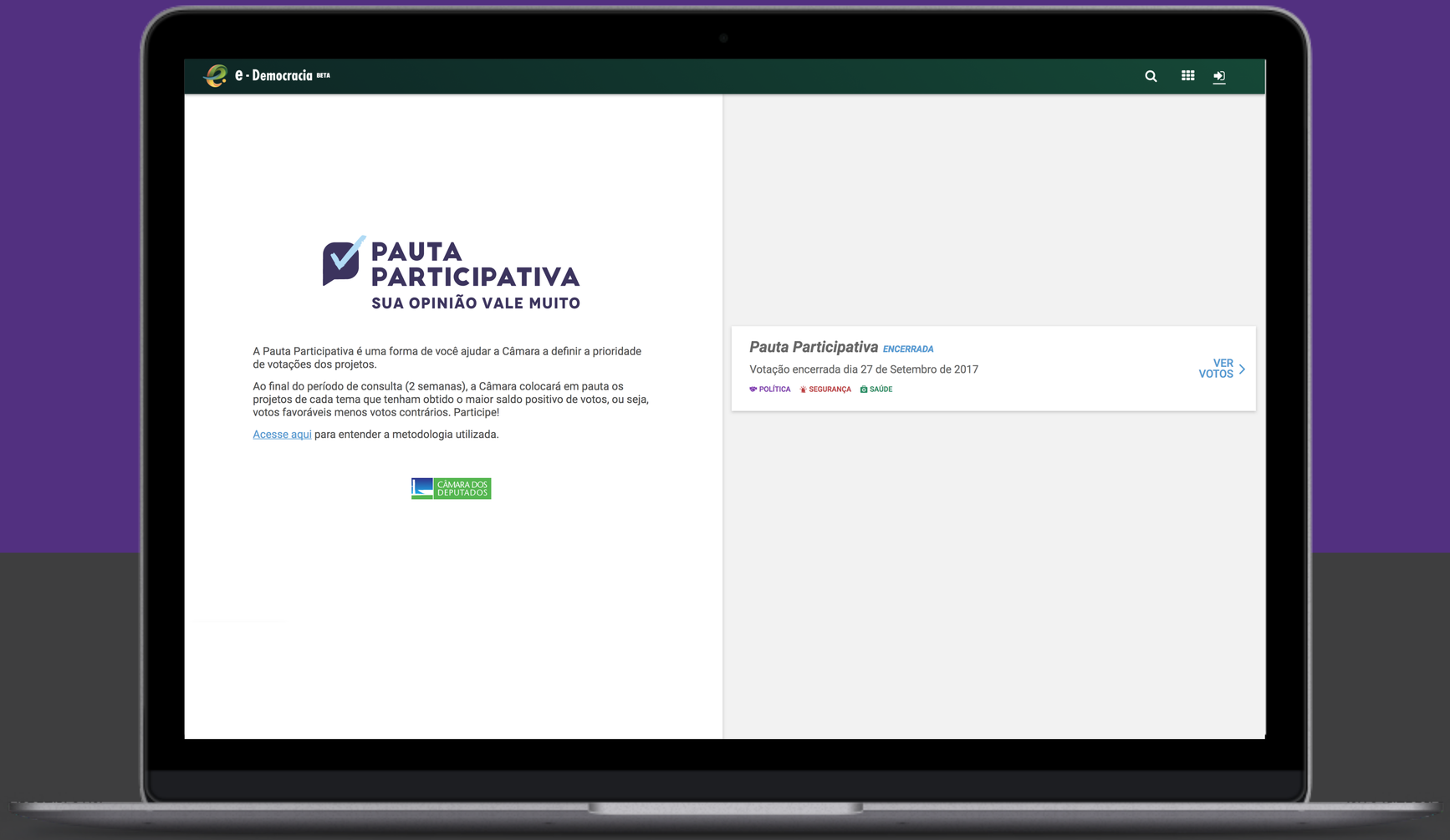
DELIBERATIVE POLLING



CITIZEN JURIES

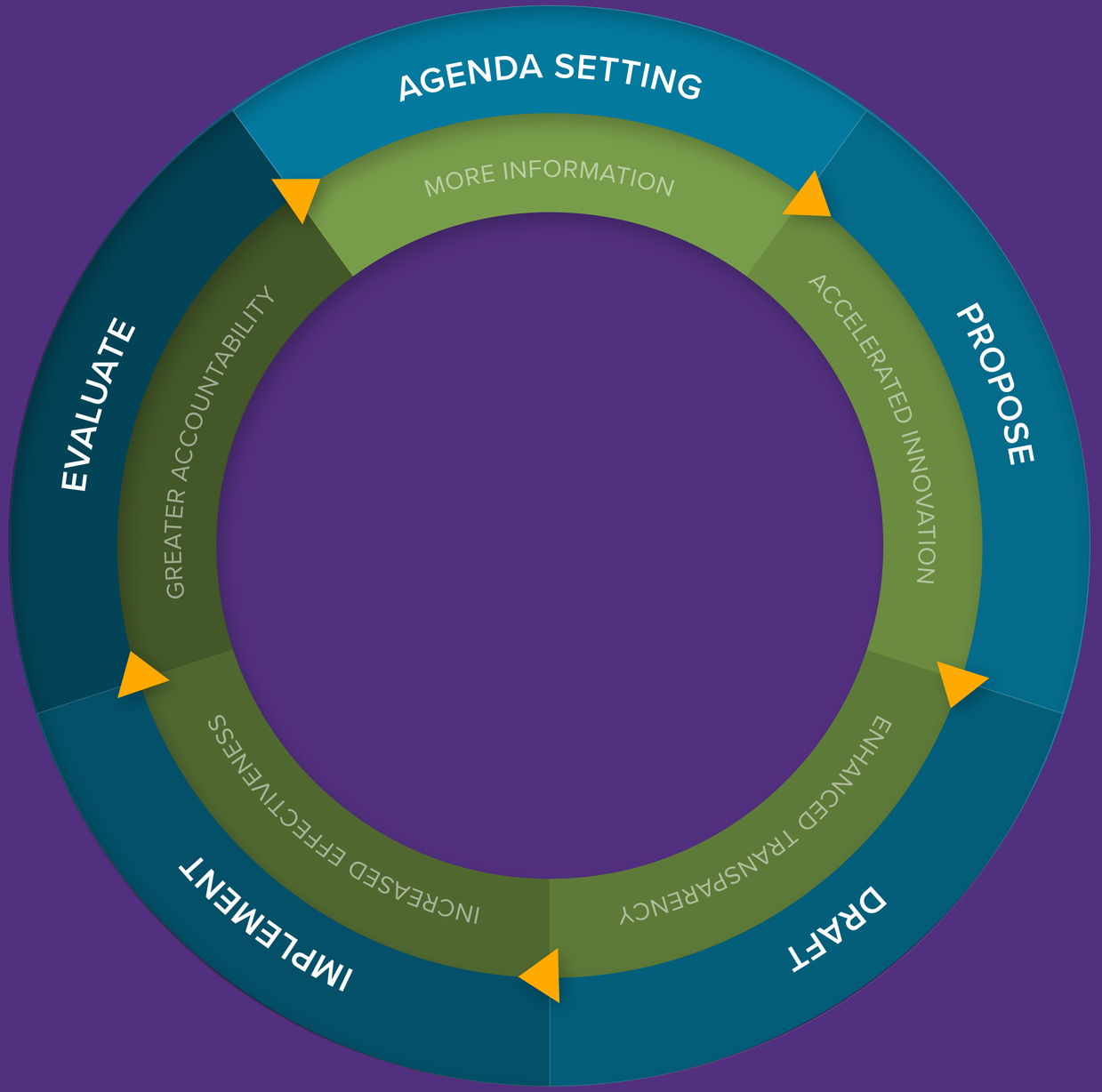
CO-CREATED
BY PEOPLE

CROWDLAW IS ALREADY HAPPENING



STAGES OF LAWMAKING

Public has the potential to enhance governance in every legislative phase



STAGES OF LAWMAKING

Public has the potential to enhance governance in every legislative phase

虛擬世界法規調適交流平台
VIRTUAL WORLD LAW ADJUSTMENT PROGRAM COMMUNICATION PLATFORM

行政院國家科學技術發展基金管理會廣告

虛擬世界發展法規調適線上諮詢會議Part4

遠距醫療照護 & 個人資料利用與去識別化

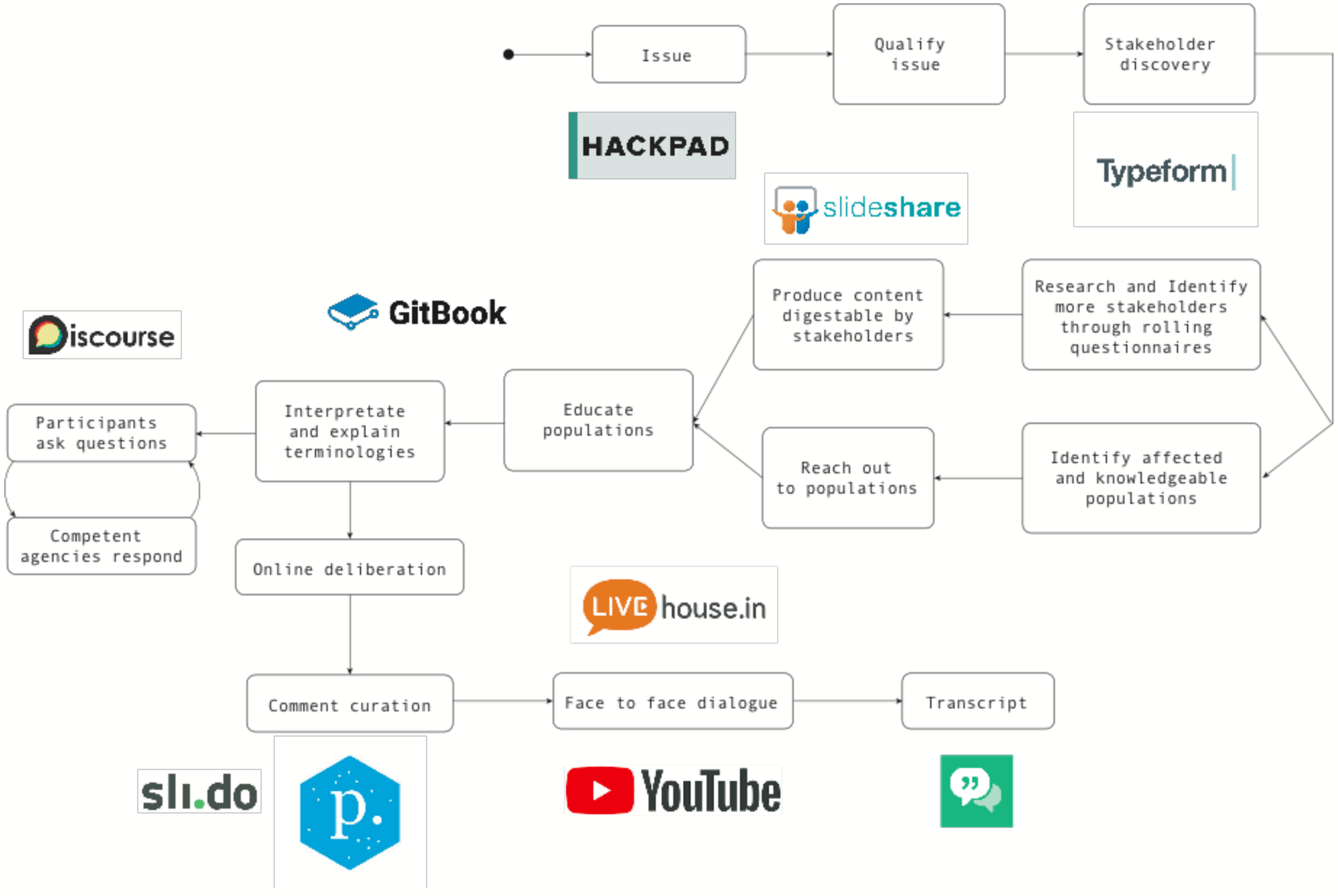
4/24
(五)19:00

行政院國家科學技術發展基金管理會廣告

調適線上諮詢會議part 8
生活型態的未來願景

虛擬世界法規調適交流平台

虛擬世界法規調適線上諮
型塑臺灣數位生活型態的
共享經濟


Issue
Qualify issue
Stakeholder discovery
HACKPAD
Typeform
slideshare
GitBook
Discourse
Produce content digestable by stakeholders
Research and Identify more stakeholders through rolling questionnaires
Participants ask questions
Interpretate and explain terminologies
Educate populations
Reach out to populations
Identify affected and knowledgeable populations
Competent agencies respond
Online deliberation
LIVEhouse.in
Comment curation
Face to face dialogue
Transcript
sli.do
YouTube

Experimental AI filtered social media listening

Subject: Youth mobility and Erasmus

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Refresh every 10 minutes Search...

Erasmus is an RPG actually

automatically translated

05.Dec 2017 - _kamastaw - French

I have just learned of the death of Manuel Marín, one of the people who have imagined the Erasmus scholarships, entroutras things. Let the Earth be light.

automatically translated

05.Dec 2017 - nosoyesemariano - Galician

@DomhnallP @_yunghick _yu @DomhnallP ah okay thank you! I'm working 33 hours in a bar & my schedule changes weekly and it's late hours so I just wanted to see if I was being lame for thinking I should quit, I think the fact I'm on Erasmus and away from home makes it a bit less manageable

05.Dec 2017 - ja_wytches - English

I still do not know about those. E. U. And Erasmus plus. When my card is coming? When Can I get out of these? Stressed out.

05.Dec 2017 - SunJeo - English

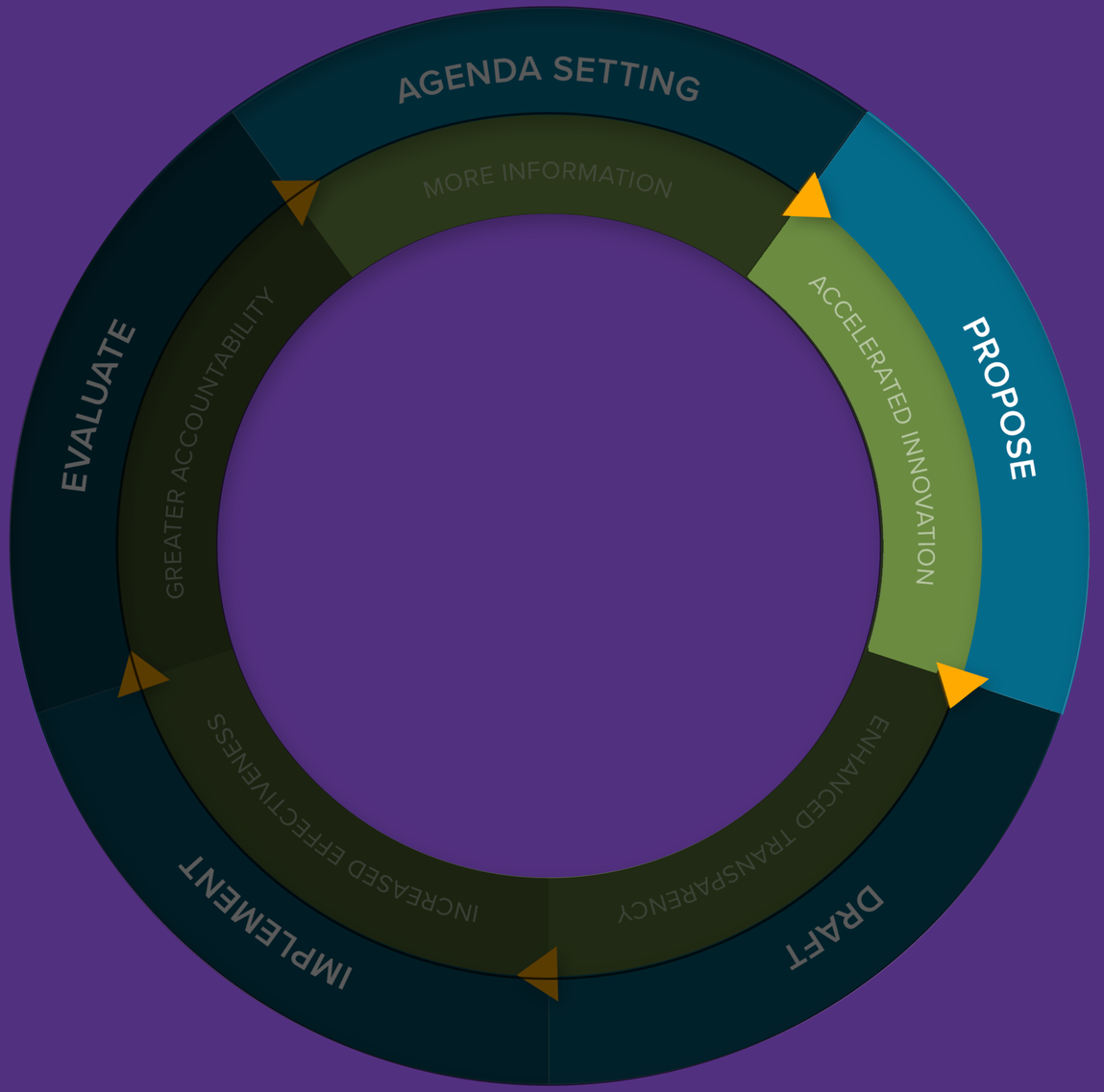
I will not have a little envy of my uni that is of Erasmus in Aber. https://t.co/pll6FA0yOE

automatically translated

@TheRealOxcar @ GonzaloAtm6 @JJesus_Official JAJAJAJAJAJAJAJA Totti is very Joaquín but without going away for 10 years

STAGES OF LAWMAKING

Public has the potential to enhance governance in every legislative phase



Betri Reykjavik

Betri Reykjavík er samráðsverkefni Reykjavíkurborgar, Íbúa ses og Reykvíkinga.#betrireykjavik

7,723 17,417 12 22,768

SVÆÐI (11) FRÉTTAVEITA

Hverfið mitt 2018

Óskað er eftir hugmyndum að verkefnum sem kosið verður um í hverfakosningunni Hverfið mitt í október 2018. Hugmyndirnar ...

820 10 4,155

Opið samráð

Hér er að finna ýmis verkefni sem unnin hafa verið á Betri Reykjavík. Í þín rödd í ráðum borgarinnar verða efstu hugmyn...

2,854 4 12,218

Gufunesbær

Frístundamiðstöðin Gufunesbær var stofnuð haustið 1998 og er rekin af Skóla- og frístundasviði Reykjavíkur. Eitt mik...

16 1 43

Hverfið mitt 2017

Opið var fyrir hugmyndir að nýframkvæmdum og viðhaldsverkefnum í Reykjavík til 24. mars, kosið var um verkefnin og hér e...

1,081 10 5,470

Hverfið mitt 2016

Opið var fyrir hugmyndir að nýframkvæmdum og viðhaldsverkefnum í Reykjavík, til 15. júní 2016. Hér eru niðurstöður úr ko...

911 10 3,899

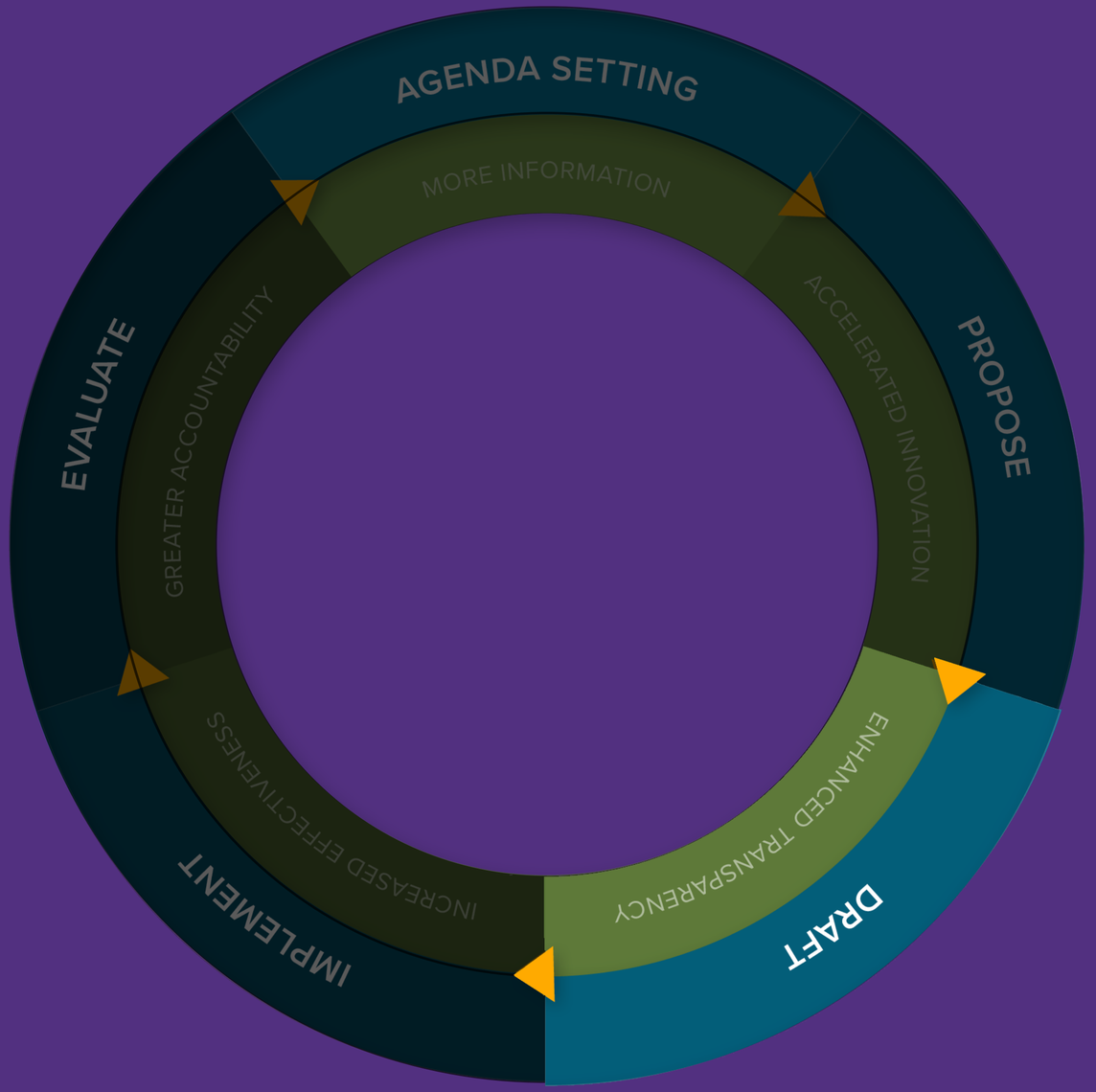
Rahvakogu – People's Assembly in Estonia

After political scandals in Estonia in 2012, president Toomas Hendrik Ilves asked grassroots organisations to come up with ideas to improve the democratic framework in the country. They decided to crowd-source this reflection process using Your

Visit Project	Click here
Date	januar 2013

STAGES OF LAWMAKING

Public has the potential to enhance governance in every legislative phase



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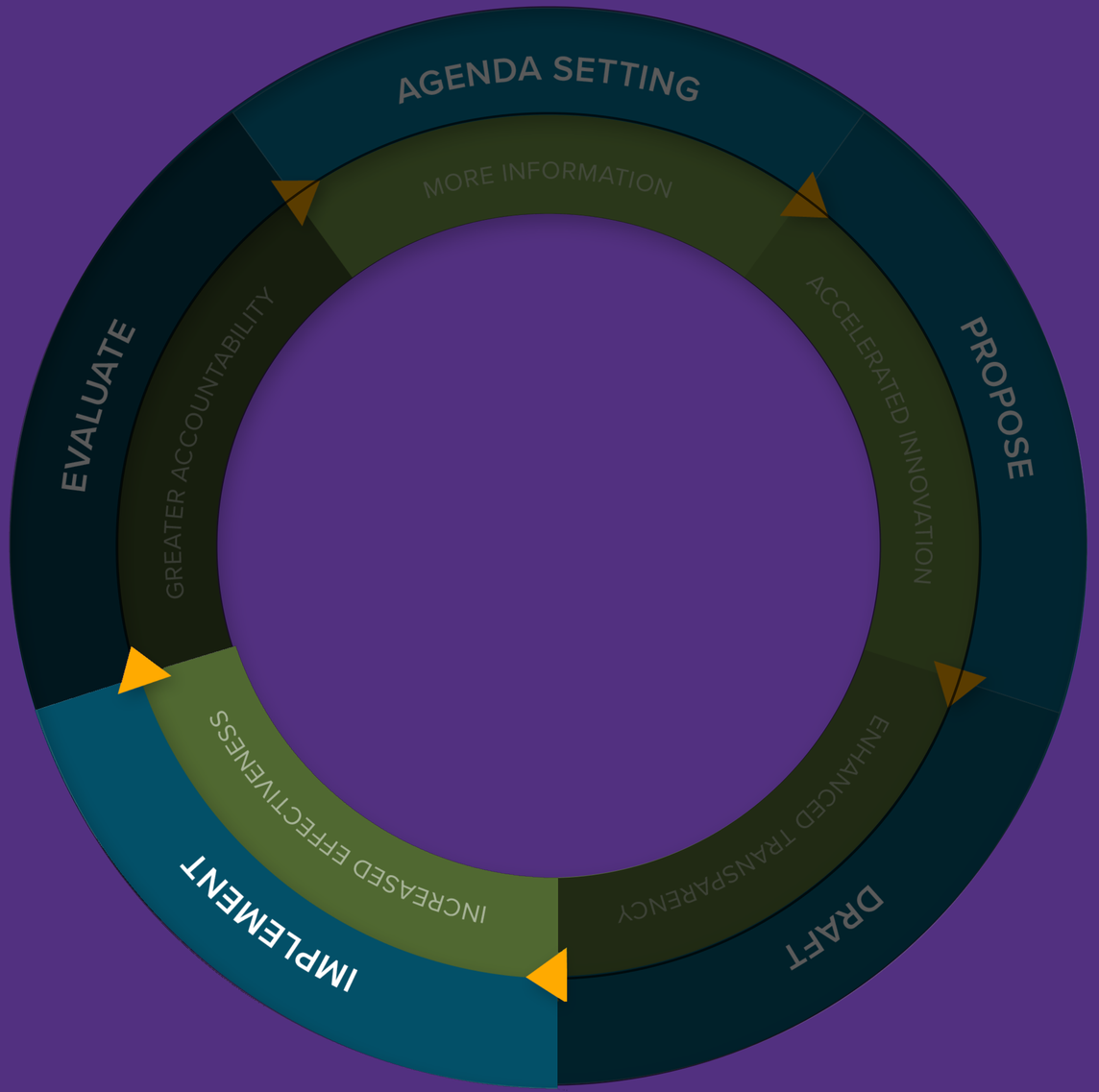

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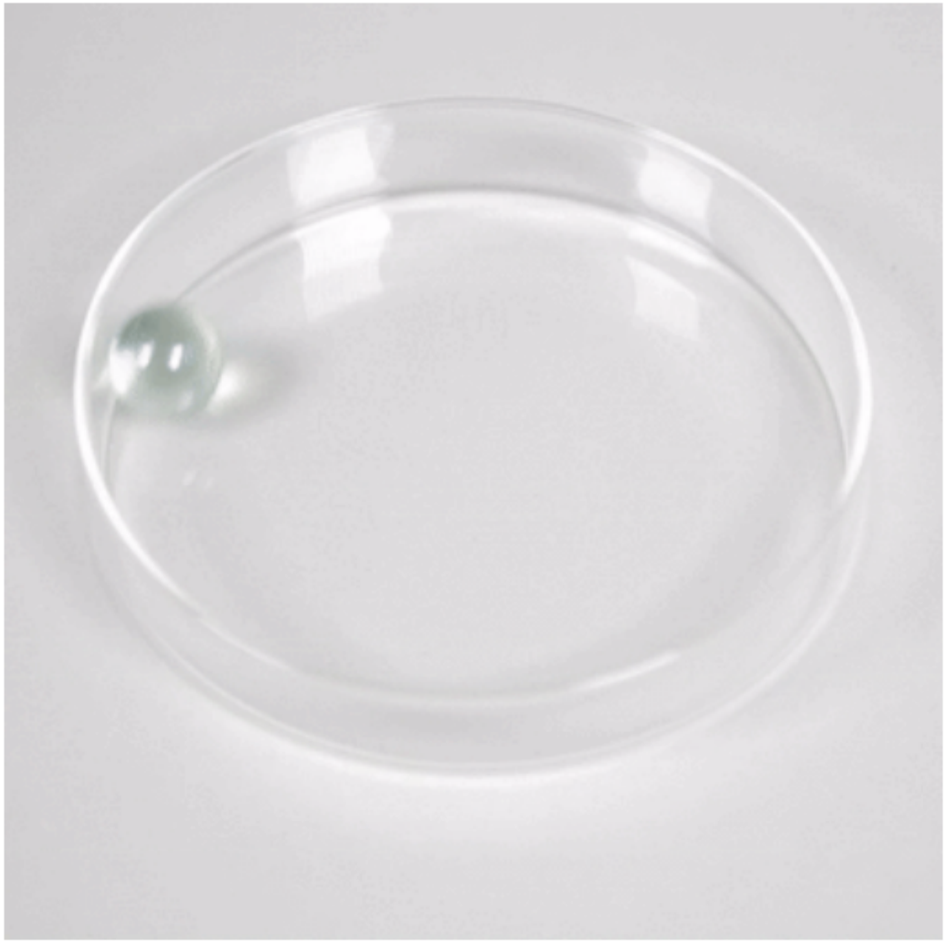

STAGES OF LAWMAKING

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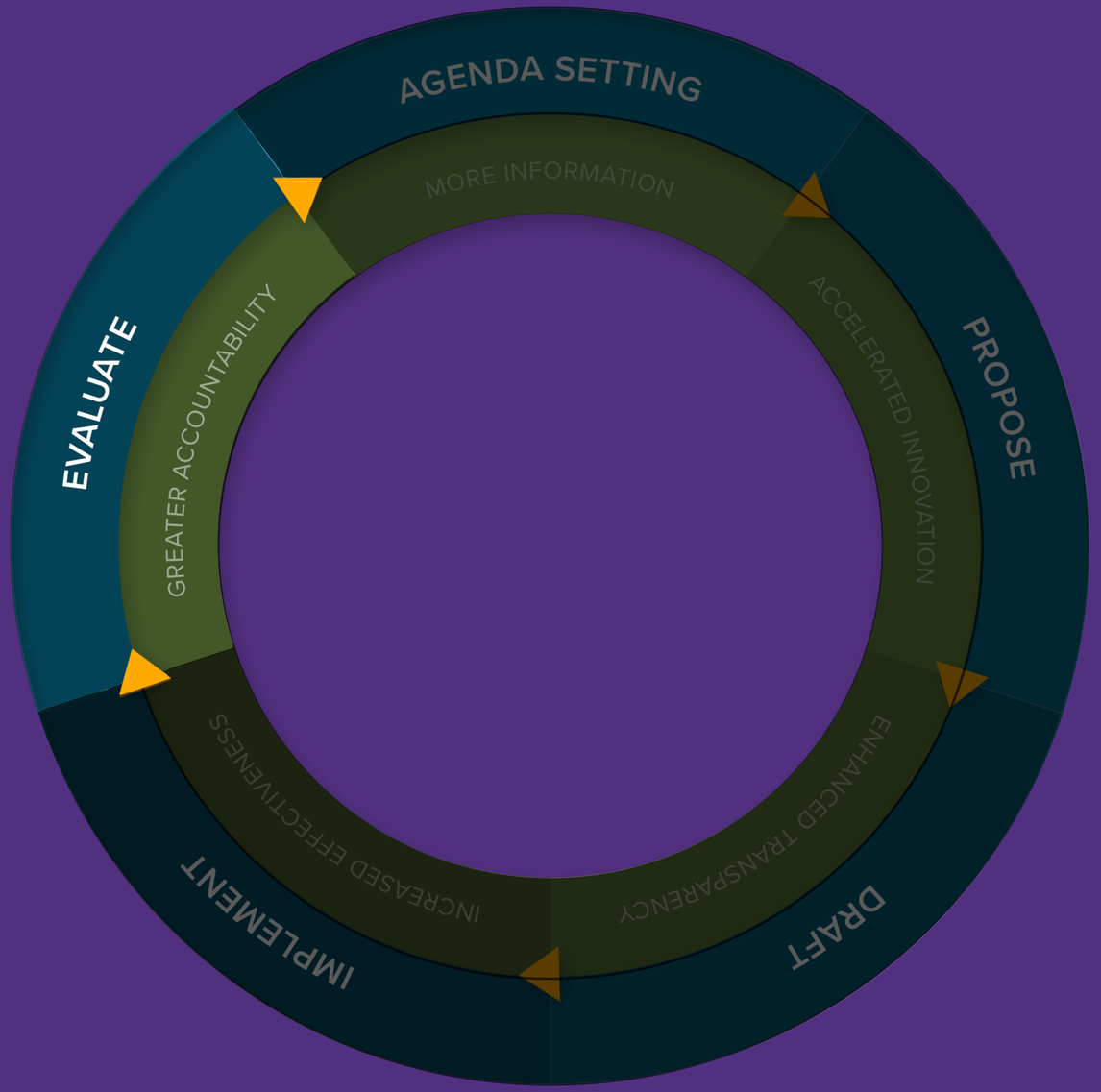

LIST OF PROJECTS

These are projects from the various sub metros in the Accra metropolis.

CONTINUATION AND COMPL...

287,500.00 April 3, 2012 60 % 1

The project, when completed is expected to h...

2 STOREY 6-UNIT CLASSR...

¢191,900.79 Feb. 3, 2011 50 % 0

This project involved the construction of a ...

6-UNIT CLASSROOM WITH ...

¢198,524.00 Feb. 6, 2012 50 % 0

This school project is supposed to have 6 cl...

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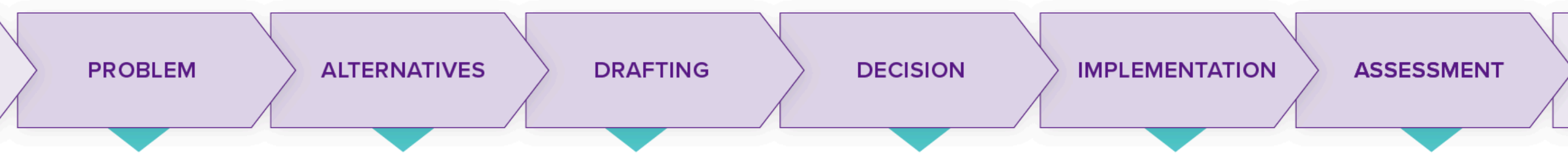


CROWDLAW TAXONOMY

LAW/POLICY

TYPE OF PROCESS
SPONSOR
TOPIC

PEOPLE

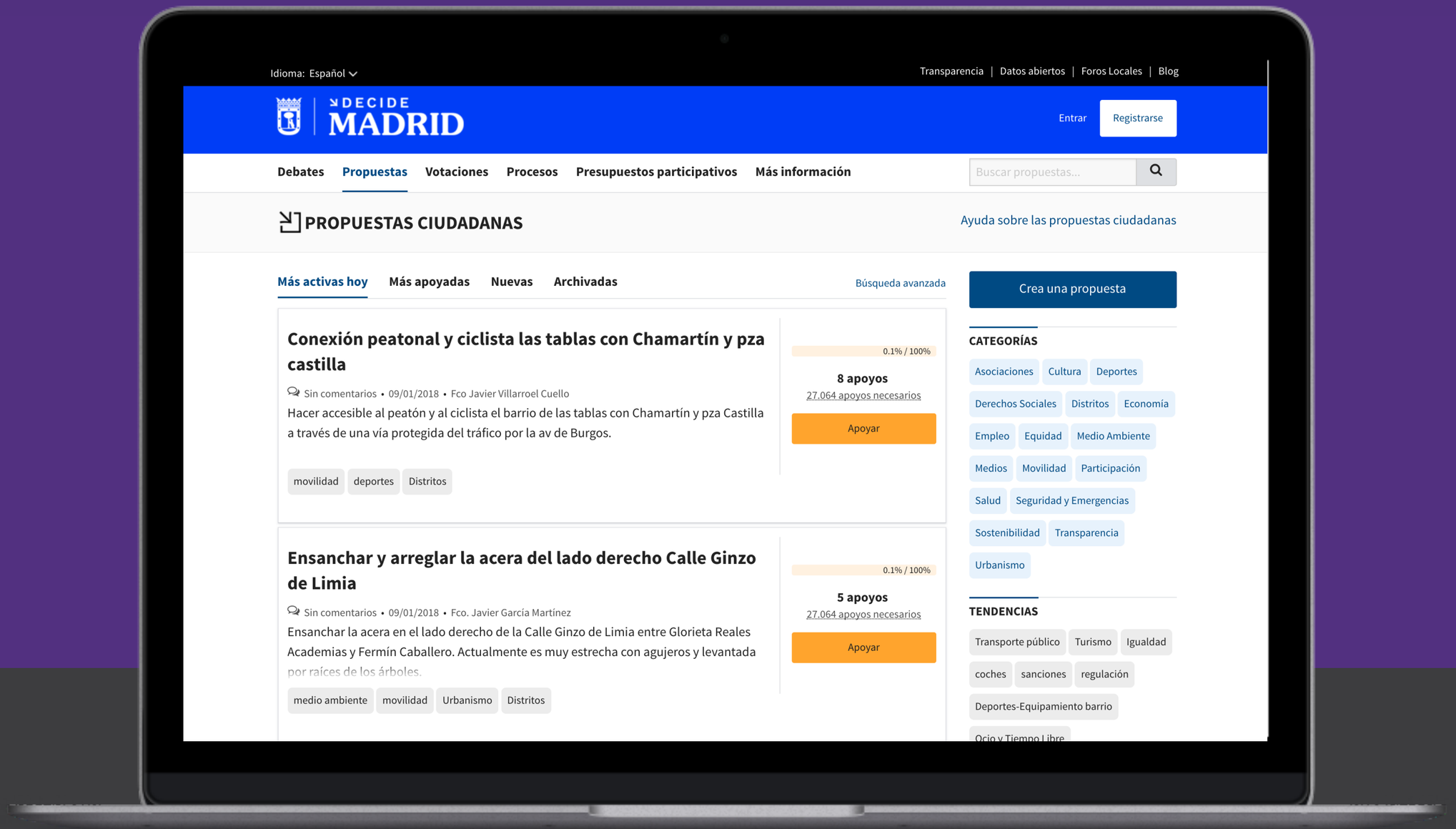
AUDIENCE
INCENTIVES

INSTITUTION

OWNER
TRAINING
MARKETING
INTERNAL ORGANIZATION
RELEVANCE

PARTICIPATORY PROCESS

PARTICIPATORY TASK
METHOD
TIMING
PLATFORM/TECHNOLOGY
AUTHENTICATION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Entrar
Registrarse
Debates
Propuestas
Votaciones
Procesos
Presupuestos participativos
Más información
Buscar propuestas...
PROPUESTAS CIUDADANAS
Ayuda sobre las propuestas ciudadanas
Más activas hoy
Más apoyadas
Nuevas
Archivadas
Búsqueda avanzada
Crea una propuesta
Conexión peatonal y ciclista las tablas con Chamartín y pza castilla
Sin comentarios • 09/01/2018 • Fco Javier Villarroel Cuello
Hacer accesible al peatón y al ciclista el barrio de las tablas con Chamartín y pza Castilla a través de una vía protegida del tráfico por la av de Burgos.
movilidad
deportes
Distritos
0.1% / 100%
8 apoyos
27.064 apoyos necesarios
Apoyar
Ensanchar y arreglar la acera del lado derecho Calle Ginzo de Limia
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Ensanchar la acera en el lado derecho de la Calle Ginzo de Limia entre Glorieta Reales Academias y Fermín Caballero. Actualmente es muy estrecha con agujeros y levantada por raíces de los árboles.
medio ambiente
movilidad
Urbanismo
Distritos
0.1% / 100%
5 apoyos
27.064 apoyos necesarios
Apoyar
CATEGORÍAS
Asociaciones
Cultura
Deportes
Derechos Sociales
Distritos
Economía
Empleo
Equidad
Medio Ambiente
Medios
Movilidad
Participación
Salud
Seguridad y Emergencias
Sostenibilidad
Transparencia
Urbanismo
TENDENCIAS
Transporte público
Turismo
Igualdad
coches
sanciones
regulación
Deportes-Equipamiento barrio
Ocio y Tiempo Libre

DECIDE: ENABLING DIRECT DEMOCRACY IN MADRID

WHY DO PROPOSALS GET SO FEW SIGNATURES?

COMMENT

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PICTURE CREDIT

Tackling Zika virus: Colombia's government used digital dialogues to decide how to address the disease outbreak.

Five hacks for digital democracy

Beth Simone Noveck urges researchers to work out how technology can improve public institutions.

The election of a politically inexperienced president in the United States, Britain's vote to leave the European Union and the initial rejection of a peace deal in a Colombian referendum to end an armed conflict all signal dissatisfaction with the political status quo. Yet citizens have few opportunities to influence government decisions beyond the ballot box.

"This is a time when almost every aspect of government can be improved," Geoff Mulgan, chief of Nesta, a UK charity that aims to foster innovation and digital democracy[1], has said. It is time to work out how, together.

Last year, my students at the Governance Lab at New York University designed a process to help four governments — the city government of Rio de Janeiro in Brazil and the national governments of Argentina, Colombia and Panama — to obtain expert advice about the global Zika pandemic. Our 'smarter crowdsourcing' project broke down the outbreak into actionable problems, such as the accumulation of standing water breeding more infected mosquitoes. Then we organized 6 online dialogues with 100 experts from 6 continents to gather knowledge, experiences and advice. Three months on, these governments are beginning to implement what they learned. For example, Rio and Argentina have started social media 'listening' initiatives to learn how the public perceives the disease.

Listening and crowdsourcing approaches can make governments more agile in responding to problems. Whether the ▸

research.

Data-driven decision-making. Computable information can improve governance. So it is imperative to do more systematic research to guide investment in new data-rich platforms and policies.

Through data analysis, policymakers can understand past performance of policies and services — their efficiency and their disparate impact on different populations. For example, in the United Kingdom, studies of a unique birth cohort of 70,000 people since the Second World War have generated 6,000 academic papers and led to an overhaul of medical support during pregnancy and childbirth.

And better data help to predict policy outcomes. Chicago's city government, for example, created an algorithm to predict food-safety violations. This increased the effectiveness of its inspections by 25%.

But it is the exception not the rule in the public sector to use advanced analytics. Even where algorithmic approaches are adopted, such as to measure the risk of reoffending, outcomes are rarely evaluated. Few people working for government have the data-science skills needed to conduct such research.

"Public expectations of what government should deliver have risen."

Open government data. Many nations collect and publish government information in freely reusable forms. The impact of these data on solving public problems needs study. In the United States, data from universities and transport authorities have been transformed into apps to help the public make more informed decisions about their university education and their commutes to work. And open data can promote civil rights. For example, civil-rights lawyers in Zanesville, Ohio, used data released by utility companies to uncover a 50-year pattern of racial discrimination in water-service provision[2]. But more research is needed on the impact of open data on governing and problem solving.

For example, many governments assume that, by helping consumers to make more effective choices, the collection and disclosure of information on energy efficiency or mobile-phone tariffs lets them regulate industry with little administrative burden. But under what circumstances are disclosures more effective than command-and-control regulations? This is a testable research question.

The potential public good of companies giving consumers access to the data they each generate also needs researching. The Small Data Lab at Cornell University's technology campus in New York City, is investigating what happens when online supermarkets open up purchase data to individuals, and to researchers on their behalf. The team is testing tools that use such data to 'nudge' people towards healthier eating, with personalized coaching derived from their data.

Responsible data use. To move towards evidence-based decision-making, citizens must probe how to make use of administrative data collected about them by the government. The London-based non-profit organization New Philanthropy Capital is testing a model for using data from the UK Ministry of Justice about criminals who reoffend to measure the effectiveness of social-service programmes. It is also starting work with an arm of Britain's National Health Service on evaluating health and social-care programmes while safeguarding privacy.

Research is urgently needed on the impact of algorithms on governance — of the kind being done by Lee Rainie at Pew Research Center, who is studying both the ways in which algorithms might be used to solve societal problems and their potential for misuse. Questions about the impact of data-driven decision-making on civil liberties go beyond the usual questions about surveillance or privacy. There are ethical implications for the 'digital invisibles' — those whom data are not collected. Justin Longo, a open-government researcher at the University of Regina in Canada has found that people outside the 'big data' world may be subject to misguided interventions and biased policy.

Citizen engagement. Whether obtaining diverse public input through the Internet improves the legitimacy and efficacy of governing processes is another hypothesis in need of testing. Crowdsourcing and open innovation have been used in the public sector but the practices are not well institutionalized. There is a dearth of research on how public organizations engage with civil servants and the public online, and thus a lack of insight in how to design successful online engagement processes and institutions.

What are the best ways to devise participatory opportunities at each stage of public decision-making, from problem-solving to policy evaluation? At Arizona State University, the Center for Policy Informatics is partnering with the city of Phoenix to test and develop ways of including the expertise, experience and priorities of citizens in urban planning. Approaches range from sophisticated computer models to coloured pieces of paper scaled to the sizes of budget proposals.

Crowdsourcing environmental data holds great promise, as citizen scientists worldwide are doing in the SciStarter, Crowdcrafting and Safecast online communities. There are ▸

hips. The Social and Behavioral Sci-ater-agency team, part of former US ent Barack Obama's administration, ely collaborated with and brought in e academic experts to complete rigor-aluations of more than 30 trials of new interventions.

h, where academics cannot be brought government, agencies should push tions out. The United States, has legal ority under the America Competes Act ard prizes to members of the public for ing hard problems. US federal agencies conducted such prize-based challenges e than 750 times on Challenge.gov, invit-the public to reduce casualties from run-y vehicles at military checkpoints or to mpose a catchy public service announce-nt to increase handwashing and prevent e spread of flu.

Finally, for the ethical and efficient admin-ration of research in government settings ed to be updated. Regulations on human-bjects research, which currently exempt valuations of the procedures for obtaining overnment benefits or services, as well as ny benign behavioural intervention, should e clarified to include the study of govern-nce innovations. The United States should streamline its Paperwork Reduction Act statute, which requires that agencies wish-ing to ask questions of the public submit to a lengthy approval process by the OMB.

In the face of increasingly complex challenges, rapid social change and technological innovation, governments must find new ways to do more with less. Despite declining tax revenues and deteriorating fiscal conditions, public expectations of what government should deliver have risen. In every domain, governments need to innovate in how we respond to challenges.

It is not enough to experiment with new policies in the laboratory of democracy if we use the same beakers. We need to change the processes by which we make policy and deliver services for the public good. Empirical yet agile research in the wild is the route to knowing how. ■

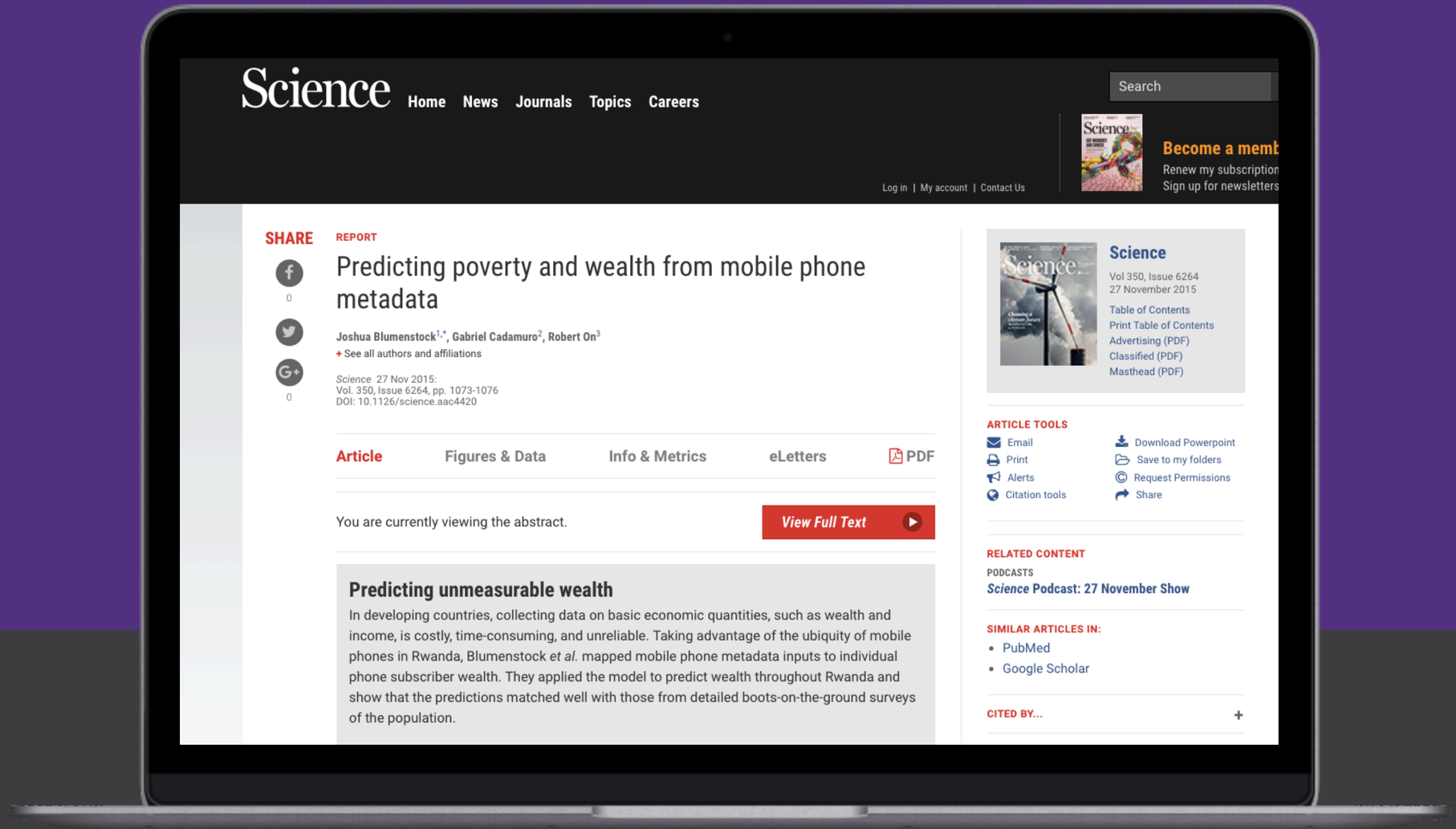
Beth Simone Noveck *is professor of engineering and director of the Governance Lab at New York University, New York City, New York, USA. She is the author of* Smart Citizens, Smarter State: The Technologies of Expertise and the Future of Governing. *e-mail: noveck@thegovlab.org*

1. Simon, J., Bass, T., Boelman, V. & Mulgan, G. Digital Democracy: The Tools Transforming Political Engagement (Nesta, 2017); available at http://go.nature.com/2o3hzee
2. Pearson, H. *The Life Project* (Allen Lane, 2016).
3. Rogawski, C., Verhulst, S. & Young, A. *Open data's impact: Ohio, USA: Kennedy's City of Zanesville* (GovLab, Omidyar Network, 2016).

FROM CITIZEN ENGAGEMENT TO PEOPLE-LED INNOVATION

5 FALLACIES

- Engagement is about legitimacy
- Engagement must be mass-based
- Engagement is limited to interest-group representation
- Civic engagement is limited to civil society
- Lawmaking must always be done this way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Predicting poverty and wealth from mobile phone metadata
Joshua Blumenstock[1,*], Gabriel Cadamuro[2], Robert On[3]
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Science 27 Nov 2015:
Vol. 350, Issue 6264, pp. 1073-1076
DOI: 10.1126/science.aac4420
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Predicting unmeasurable wealth
In developing countries, collecting data on basic economic quantities, such as wealth and income, is costly, time-consuming, and unreliable. Taking advantage of the ubiquity of mobile phones in Rwanda, Blumenstock et al. mapped mobile phone metadata inputs to individual phone subscriber wealth. They applied the model to predict wealth throughout Rwanda and show that the predictions matched well with those from detailed boots-on-the-ground surveys of the population.
Science
Vol 350, Issue 6264
27 November 2015
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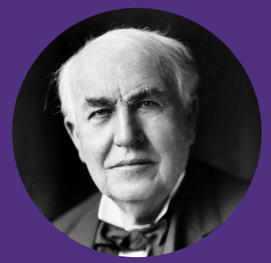

Applied Research

EDISON QUADRANT

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