LIGHTNING DECISION JAM

What has the experience of COVID-19 taught us that we can apply to the future of work and service delivery?

The Lightning Decision Jam (LDJ) is an exercise created by AJ&Smart as an easy way to make faster decisions and find quick direction.

PUBLIC SECTOR innovation

INNOVATION SUMMIT

innovation programme.

Australian Government Services Australia

What has the experience of COVID-19 taught us that we can apply to the future of work and service delivery?

Session Facilitators: Natalie Connell & Trevor Gibbs

Trevor Gibbs | Services Australia
Innovation Lead & Design Sprint Facilitator
I will be facilitating the virtual sessions with Natalie Connell. Reach out on LinkedIn if you'd like to connect.

Natalie Connell | Services Australia
Innovation Lead & Design Sprint Facilitator
I will be facilitating the virtual sessions with Trevor Gibbs. I'm passionate about innovation and getting stuff done! #GSD
Reach out on LinkedIn if you'd like to connect.

Crew: DFAT Team

Matthew Keks | Department of Foreign Affairs and Trade
Working across Design, Systems and Strategy, through the innovationXchange. I will be facilitating the icebreaker, the Zoom and helping to troubleshoot any issues. Thanks for participating in this pilot Massive Online APS Collaboration!

Welcome & Rules of Engagement | Trevor Gibbs

3 minutes

Mural Demo & Troubleshooting | Matthew Keks

3 minutes

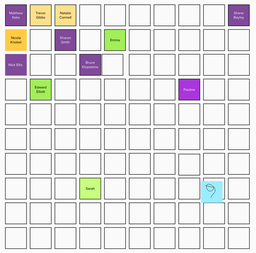
Icebreaker | Matthew Keks

5 minutes

To start with, we would like you to each **double-click** on a blank "Sticky Note" below and **type your name**.

Bonus Question: *If you could travel in time, what would you want to see?*
Answer the following question by clicking on your sticky note and **change its colour** to the corresponding answer colour:

The past | The future | There is enough in the present



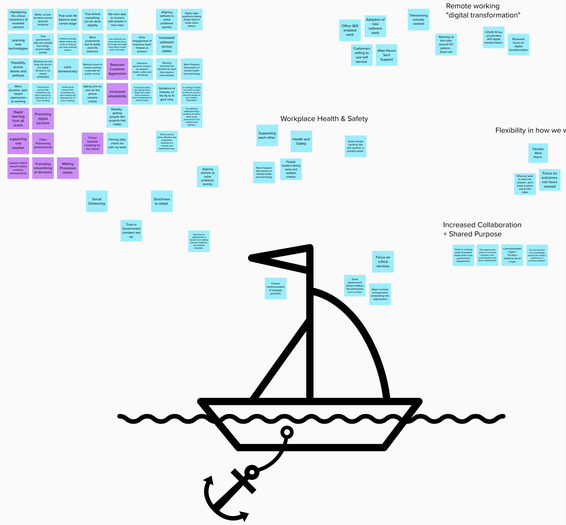
Where are you from? | Natalie Connell

We will use voting in our session today. To show you how this works and allow everyone a quick practice. You will be given **1 vote** which you can access when the voting session starts, use this to let everyone know where you are from.

Services Australia	ACC	Health Australia	DESE	Industry
Agriculture	Worksafe (NZ)	Health (NZ)	ADS	OMBUDSMAN
AOIC	AEC	AFSA	AWSA	NOPTA
APSC	ARC	ATO	Communications	QUESTACON
Customer Service NSW	Defence	DFAT	DPC	TMR QLD
DSS	DST Defence	Home Affairs	IGEM QLD	Other

1 Start with things that are working or will move the concept forward

Spend **4 minutes** writing down the lessons we've learnt that will continue to move us forward. These can be anything "we all got along well as a team" to "the quality of our work as been really high".



2 Capture all the problems

Spend **4 minutes** writing down all the challenges, mistakes or concerns about what might hold us back in applying lessons learnt to our future work.

3 Vote on problems

4 minutes

You each have 3 votes, vote on the challenges you consider to be the most pertinent to solve.

4 Prioritize problems

Copy the top-voted problems and paste them here:

5 Reframe problems as challenges

4 minutes

Example:

Our challenge:

6 Ideate without discussions

6 minutes

How can we quickly move people to where they are needed to support government priorities.

Write down multiple solutions (1 per note) for the HMW. Go for quantity over quality as we will curate these.

7 Vote on solutions

4 minutes

Now you have 6 voting dots, place these on the solutions you think will best solve the HMW.

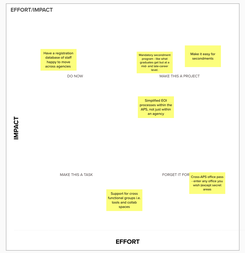
8 Prioritize solutions

Copy the top-voted solutions and paste them here:

9 Decide what to execute on

10 minutes

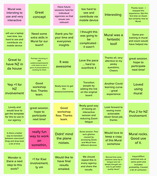
Now that we have solutions we need to determine the impact and the effort



10 Make solutions actionable

10 minutes

11 Feedback! We want to know what you thought of the session. Let us know in the notes.



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