

# The Innovation Lab Strategic Plan 2023-2026

Take a look at our Lab's  
roadmap to support the  
future of The City of Calgary



## OUR VISION AND VALUES

**Our Vision:** The City of Calgary moves beyond the status quo. Delivering equitable and effective services to meet the evolving and real needs of Calgarians.

Towards realizing this vision, we will centre all our work aligned to our values:



### People Centered

We help you design improved services by learning from and working with diverse Calgarians and staff to build an equitable, just, and more resilient city



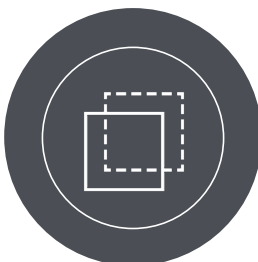
### Transformative

We help you navigate uncertainty and take calculated risks to unlock your passion and creativity so you can create new solutions with measurable results



### Curious

We help you lead with questions rather than solutions, so you can solve real challenges, not the perceived ones



### Radically Transparent

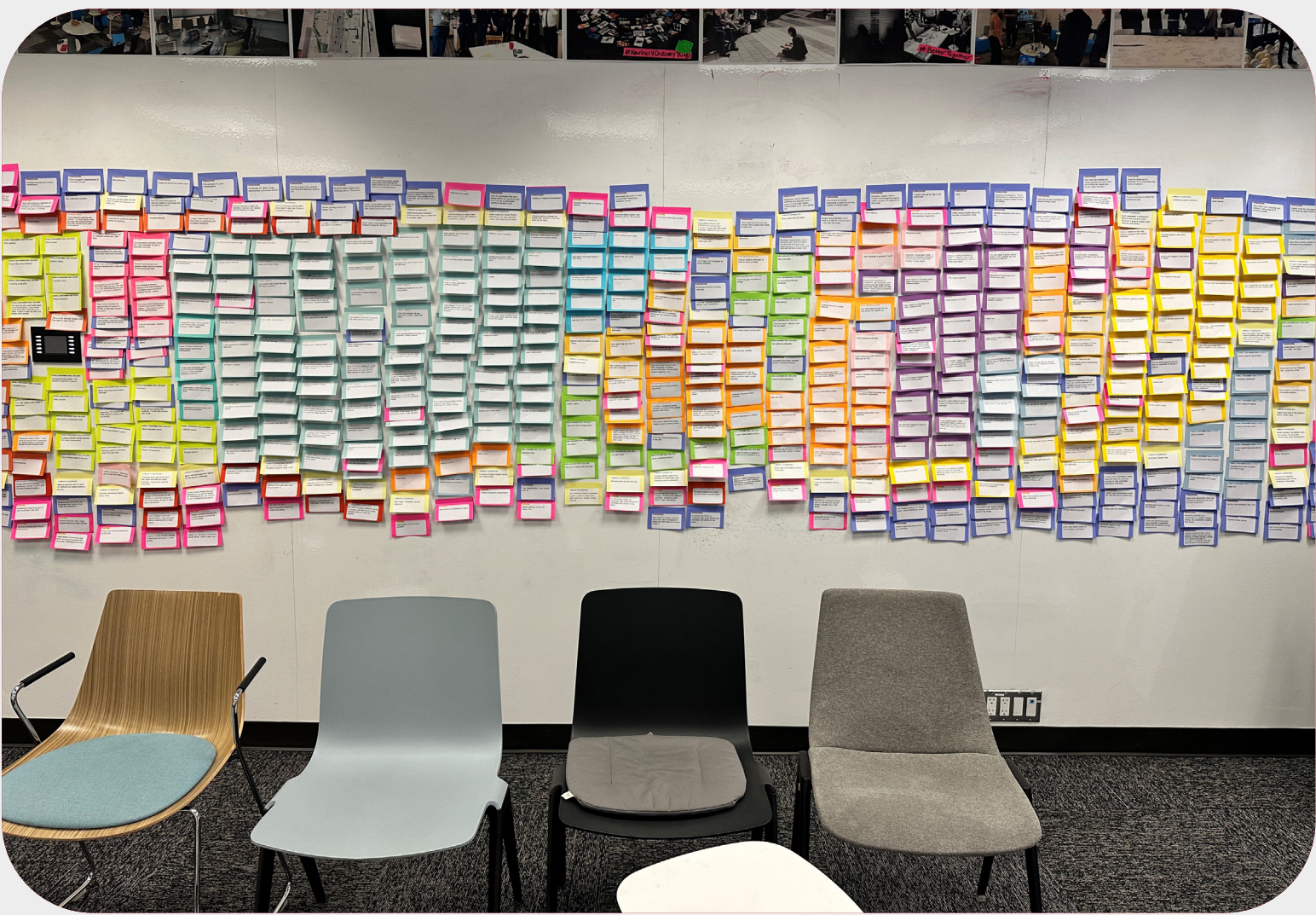
We communicate with authenticity and honesty to share knowledge across the corporation & build trust with Calgarians to accelerate impactful change

## OUR MISSION

**We support The City and its employees to innovate** - collaboratively tackling big challenges, designing better services, and building capacity & culture - to create a more resilient Calgary, **together**.

Located on the main floor of the Municipal Building there is a collaborative space covered in name tags and sticky notes to encourage exploration and imagination. It is a place to discover and test new ideas without barriers. This space is the Innovation Lab.

The Lab's Strategic Plan will guide our work to support our city into a future defined by economic, social, and climate resilience by designing improved outcomes with Calgarians at the center of the decision we make and services we deliver.



## OUR GOALS

# The Goals We Will Accomplish

In order to accomplish our vision, we will focus on achieving four key goals that support The City in embedding innovation to advance our future



## Drive Impact

Partner with City staff and Calgarians to unblock our biggest challenges and create change we can measure



## Build Capacity

At all levels, increase City staffs' ability to learn and apply innovation skills in their daily work



## Shape Culture

Strengthen the use and integration of innovation City-wide to amplify our collective impact



## Advance Collaboration

Build collaborative cross-departmental problem-solving teams that implement innovative programs, policies, and services