

Transcript



Title: Realities of community organisations using data and data analytics in the USA (Society 4.0 Forum)

Author(s): Viki Englert (BrightHive); Social Innovation Research Institute

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Audio/video for this transcript available from: <http://commons.swinburne.edu.au>

Vyki's discussion centred around practical advice for practitioners. Vyki's presentation was based on the presumption that the technology the government needs isn't hard, instead change is hard. She believes that technology could solve social services problems faster, however trust is at an all-time low. Vyki's personal goal is to build and maintain trust in the communities she works alongside, and she encouraged others to do the same. Vyki outlined a number of steps to successfully do this including: scoping the problem first, the importance of consent, listening, adapting rather than changing and doing this iteratively, align incentives, remember the means are the ends, plan and budget for maintenance, benchmarking friction and measuring goals, evaluating metrics frequently, documenting your bias, solving for equity, being aware of threats and paying it forward, In other words, be prepared to help others.

Some of the presumptions I'm making today most the technology the government needs, not wants but needs right now isn't hard.

Change is hard and people are the hardest part of any problem.

Technology could allow us to solve social services problems faster and many of these problems are literally life or death.

Trust is at an all-time low and my personal goal in these projects is to build and maintain trust in our communities.

All of these things are leading into what's becoming more and more common in the US is data collaboratives and data trusts. It's an intention to think of these things separate from the technology and ahead of that technology and to set up governance bodies who review access to data and intents to data and specifically come together and establish new vocabularies for change in the future and not looking back.

Many of our problems in technology right now were accidents in contracting and simply and response to problems that had happened.

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