

7. Key Partners

Who are our internal and external partners and suppliers?

Internal

- City Manager’s Office
- Department Leaders
- COSA Human Resources Dept.
- Participants
- IA Advisory Group
- COSA Experience Architect

External

- VATX Consulting
- World Class Quest
- Alamo College
- Project-specific external stakeholders

How can we improve?

5. Key Activities

What do we do to achieve our mission and vision?



- DLSS Training
- UX Training
- Data Analysis Training
- Project Management Coaching and Consulting
- Share Resources and Experience

How can we improve?

6. Key Resources

What do we need to provide our services?



- Support from City Leadership
- Full Engagement from Participants
- City challenges to address
- Training Materials
- Instruction Environment
- Assessment Tools

How can we improve?

1. Innovation Academy

Mission

To provide foundational skills and techniques to improve service delivery across the City.

Vision

To create a core of “Lead Innovators” embedded in City departments to solve challenges identified by City staff and San Antonio residents .

PRODUCTS

<https://www.sanantonio.gov/Innovation/Our-Programs>

Value Proposition:

What are we best at? Why is the work we do important?

- Train City staff on project development and operational improvement concepts.
- Accelerate project delivery timelines by leveraging internal expertise.
- Build on lessons learned from past Innovation projects.



3. Customer Relations

How do we reach customers?



- Emails / MS Teams
- Announcements at events/meetings
- Open Application
- IA SWAG
- Word of mouth
- Exposure to IA Projects

How can we improve?

4. Channels

How do we deliver our products & services?



- Classes
- Collaboration and Mentoring on Projects
- Project Check-Ins
- Community in Teams

How can we improve?

2. Customer Segments

Who do we create value for?

• Internal:

- IA Participants
- Department Leadership
- The City
- Project Stakeholders (from each IA project)

• External

- COSA Residents
- Project Stakeholders (from each IA project)

• Wants/Needs

- Improve overall service experience
- Efficient work processes
- Save money / resources
- Create a more enjoyable work environment
- Breakdown silos
- Make interdepartmental connections

How can we improve?

8. Cost Structure

- Employee Time
- Employee Salaries
- Cost of High Quality Instruction

- Cost of Instructional Environment
- Cost of learning materials / software
- Cost of Instructional Materials

9. Mission Effectiveness / Revenue Streams

- HR agreement with CPS and ACD
- Measurable Improvements in efficiency, effectiveness, culture, engagement, etc.
- Cost savings