OPEN GOVERNMENT ACTION PLAN

CO-CREATION PLAYBOOK

This is a draft version pending final approval. Content may change.

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Welcome to the Co-creation Playbook!







Index

Background

About

Goals

Introduction

- · How it is organized
- How to use it.
- Who to work with
- Slide key

1 - Prepare

- 1.1. Build a Team
- 1.2. Identify a Forum
- 1.3. Develop a Roadmap
- 1.4. Raise Awareness

2 - Discover & Define

- 2.1. Identify Opportunity Areas
- 2.2. Prioritize Opportunity Areas
- 2.3. Identify Solutions
- 2.4. Build a Commitment Support Network

3 - Draft & Validate

- 3.1. Draft the Strategic Vision
- 3.2. Draft Commitments
- 3.3. Validate & Approve

4 - Deliver

- 4.1. Submit the Action Plan
- 4.2. Launch the Action Plan
- 4.3. Deliver the Inception Assessment

5 - Implement

- 5.1. Stakeholder Involvement
- 5.2. Monitor Commitments
- 5.3. Share Your Progress

6 - Learn

- 6.1. Plan the Learning Journey
- 6.2. Gather & Systematize Information
- 6.3. Submit the End-of-Commitment Assessment
- 6.4. Submit the Final Exercise Summary







EVIDENCE HAS SHOWN THAT A GOOD CO-CREATION PROCESS CONTRIBUTES TO BETTER DESIGNED AND MORE IMPACTFUL COMMITMENTS. THIS IS WHY OGP LOCAL DEVELOPED THIS PLAYBOOK.



THIS PLAYBOOK BREAKS DOWN THE CO-CREATION OF A LOCAL ACTION PLAN INTO PHASES AND STEPS, AND SUGGESTS ACTIONABLE TASKS, USEFUL RESOURCES, AND CONCRETE OUTPUTS.





CO-CREATION IS A FUNDAMENTAL PRINCIPLE OF OPEN GOVERNMENT.

OGP LOCAL WORKED TOGETHER WITH DIFFERENT LOCAL GOVERNMENTS TO IDENTIFY THE KEY PHASES, PROCESSES, AND TOOLS THAT COULD HELP OTHER LOCAL GOVERNMENTS AND CIVIL SOCIETY.



WE WOULD LIKE TO THANK UNIT - DESIGNING CHANGE AND THE FOLLOWING GOVERNMENTS FOR THEIR CONTRIBUTIONS TO THIS FIRST ITERATION OF THIS PLAYBOOK:

PARIS, MADRID, BASQUE COUNTRY, BUENOS AIRES, SÃO PAULO, JALISCO, KADUNA, ONTARIO, SEKONDI TAKORADI, ELGEYO MARAKWET, LA LIBERTAD, SCOTLAND, SOUTH COTABATO, AND TBILISI.





THE GOALS OF THIS PLAYBOOK ARE TO:

• SUPPORT GOVERNMENT POINTS OF CONTACT AND CIVIL SOCIETY PARTNERS TO CARRY OUT A CO-CREATION PROCESS.

• PROVIDE A MODULAR, ONE-STOP-SHOP FOR CO-CREATION STEPS, GUIDANCE, AND TOOLS.





How is it organized

- The playbook is organized in six phases big moments in the co-creation and implementation journey of an OGP action plan. They are: prepare, discover and define, draft and validate, deliver, implement, and learn.
- Each phase is broken down into concrete steps. The steps are good practices or a key activity to meet OGP Local requirements. Good practices are not required, but are known to help develop impactful commitments.
- As you move from step to step you will be advancing towards completing each phase.
- The co-creation process is not linear. You can decide which phases and steps add the most value to your local context.
- Each step and phase builds the basis for the next.



How to use it

- 1. Find the phase that matches with the start of your action plan co-creation journey.
- 2. Decide which steps you want to apply. Each step is self-contained, that is, it has all the information and tools needed to achieve it.
- **3.** Review the concrete tasks to carry out and who you need to work with.
- **4.** Make use of the linked resources that can help you achieve the tasks.
- **5.** Get to know the experiences of others.
- **6.** Complete the output.
- **7.** Move to the next step or phase.



Who to work closely with



Government Point of Contact

The government point of contact is the government employee(s) responsible for coordinating the government's participation in OGP Local. They are at the forefront of advancing the transparency, participation, and accountability efforts for an OGP-participating government.



Civil Society Counterparts

Civil society counterparts are indispensable actors in the OGP process. They contribute technical expertise, human resources, and convening capacity to effectively ensure the OGP principles of co-creation and participation are fulfilled. Counterparts may be a leader, head, or member of community organizations/groups, citizen councils/groups, citizen-led social movements, local chambers of commerce, universities, media councils, youth councils/groups, etc.



Independent Monitoring Body

The monitoring body is a person, entity, or researcher who assesses the co-creation process and results achieved from the commitments implementation. They play an essential role in the local action plan process as they provide lessons, ensure accountability, and add legitimacy to the process.



Affected Community Members

Affected community members is the group of people, or a representative of this group, that is affected by the policy problem which a commitment is proposing to solve.



Other Government Staff

Other government employees need to be involved in the action plan supporting the co-creation process, as an expert in the policy area or as an implementer of a commitment.



Strategic Stakeholders

Other actors involved in the OGP process include: academia, the private sector, international organizations, and donors. They provide an enabling environment for open government processes to take root by providing technical assistance, expertise, financial resources, and support. In some cases, they also act as observers, monitors, and commentators, gauging the progress of open government initiatives in the country.





















List of tasks. You can decide which you need to do.



List of methods and tools.

Underlined text means there is a link so click download and use it!



Videos, cases, stories.

Real life examples of how others have done this step.



What comes out of this step.

This is what you will have after you completed this step.





1 PREPARE



1 PREPARE

Bring together the people, inside and outside government, that will be part of the co-creation process and develop a roadmap.







STEPS

- 1.1 BUILD A TEAM
- 1.2 IDENTIFY A FORUM
- 1.3 DEVELOP A ROADMAP
- 1.4 RAISE AWARENESS











1.1 Build a Team

End Goal: Enlist the core group of people that will help you co-create the action plan.

Tasks

- **Identify your needs**: What are the roles you need in your team to carry out the co-creation process?
- Map stakeholders within the government and convene a coordination meeting.
- **Assign roles** to the team members.
- Assemble a strong internal team to lead the co-creation process.

Resources

- OGP Local Handbook: Roles and Responsibilities
- Tool: Definition of Roles for Internal Team
- Tool: Stakeholder Mapping



Experience

Examples: Elgeyo Marakwet (Kenya), São Paulo (Brazil), Bogotá (Colombia) and Nuevo León (México)



OGP Local POC Contact Form









1.2 Identify a Forum

End Goal: Identify an existing or new forum to enable regular multi-stakeholder participation in the co-creation and implementation of the action plan.



- Identify key stakeholders:
 - Compile the list of the main government decision-makers and implementers and an initial list of the main external actors (CSO/academic institutions/activists)
- Identify existing fora/mechanisms for stakeholder engagement and citizen participation and assess if they can be used for the OGP action plan, or evaluate the need to create a new participation mechanism for the action plan.
- Agree on how the different fora/mechanisms will be used in the action plan process on an ongoing basis.
- Define your Independent Monitoring Body.



Resources

- OGP Local Handbook: <u>Co-creation requirements</u> and the <u>Role of the IMB</u>
- Guide: Seven Questions to Plan Meaningful Engagements
- Tool: Stakeholder Mapping
- Tool: <u>Stakeholder Classification</u>
- Stage: <u>Plan the Learning Journey</u>



Experience

- Examples: Kaduna (Nigeria), and Madrid (Spain)
- Video Interviews: <u>Basque Country (Spain)</u>, <u>Tangier, Tétouan</u>, <u>Al-Hoceima (Morocco)</u>

Output

- Completed the stakeholder map
- The spaces for participation your forum and how they will be used are identified.
- Secured an independent monitoring body.











1.3 Develop a Roadmap

End Goal: Determine the steps, timeline, and stakeholders needed to execute your action plan.

Tasks

- Set your desired publication date and work backwards. Outline the necessary steps and timeframes to achieve your goal.
- Identify all the activities that need to be carried out to co-create the action plan.
- **Identify the resources you need** to carry out the activities.
- Select the time frame for each activity. Remember to allow for flexibility.
- Map the key individuals involved in the process, identifying their roles and responsibilities.
- Identify the communication channels for raising awareness about the action plan and to promote engagement.

Resources

- Tool: Step-by-Step Guide to Develop a Roadmap
- Tool: Roadmap Sample Template



Experience

Examples: Rosario (Argentina), Banska Bystrica (Slovakia), and Madrid (Spain)

Cutput

Final action plan co-creation roadmap.















1.4 Raise Awareness

End Goal: Share what is open government, OGP, and engage stakeholders in the action plan process.

Tasks

- Based on your key stakeholder map, identify your main audience.
- Assess open government awareness levels of key stakeholders.
- Communicate your incorporation to OGP to key stakeholders.
- Share knowledge about OGP with key internal and external stakeholders through workshops and seminars.
- Carry out citizen awareness campaigns through social media and events on how they can participate in the OGP action plan.

Resources

- Tool: Tips for Organizing an Engagement Activity
- Tool: Characteristics of a Good Facilitator
- Tool: SWOT Analysis Tool for a Communications Plan



Experience

- Examples: Nuevo Leon (Mexico), Yerevan (Armenia), Aragon (Spain), Tangier, Tétouan Al-Hoceima Region (Morocco).
- Video Interview: Yerevan (Armenia)



Completed stakeholder engagement or communications plan.







2 DISCOVER & DEFINE



2 DISCOVER & DEFINE

Identify concrete problems with your team, civil society partners, and citizens to generate meaningful open government solutions. Collaboratively prioritize your areas of opportunity and identify solutions to the priority problems. Engage the critical actors needed to implement the solutions.







STEPS

- 2.1 IDENTIFY OPPORTUNITY AREAS
- 2.2 PRIORITIZE OPPORTUNITY AREAS
- 2.3 IDENTIFY SOLUTIONS
- 2.4 BUILD AN IMPLEMENTATION SUPPORT NETWORK

















2.1 Identify Opportunity Areas

End Goal: Identify a broad set of problems that can be addressed with open government approaches as part of your action plan.



- Identify the stage you are at in the policy life-cycle and the constraints to identifying opportunity areas using the Commitment Drafting Starting Point Tool.
- **Identify what information is needed**, how it can be obtained and who can provide it (civil society, public consultation, other government departments).
- Gather your information and analyze the inputs received or validate the problem(s).
- Carry out the Problem Definition Checklist.



Resources

- Tool: Situating Your Commitment Starting Point
- Exercise: Defining the Problem
- Tool: Problem Definition Checklist



Experience

Examples: Peñalolén (Chile), Tangier, Tetouan Al-Hoceima (Morocco), Glasgow (UK) and Banská Bystrica (Slovakia)



Map of priority problems to address with the action plan.



















2.2 Prioritize Opportunity Areas

End Goal: Select the problems you want to focus on in your action plan.

Tasks

- Make sure your problems are well-defined with the problem definition checklist.
- **Identify the process to prioritize**: workshop, online meeting, or survey, for example.
- Select a prioritization method.
- Draft a short list of prioritized problems and share it with relevant stakeholders.
- Compare the short list of problems with existing government plans and strategies for alignment.
- Inform participants about the next steps and how their inputs have been taken into account.



Resources

- **Exercise: Prioritizing Problems**
- Tool: Prioritization Matrix



Experience

Examples: Bogota (Colombia), Abuja (Nigeria) and Ontario (Canada)



Short list of prioritized problems to target with open government commitments.



















2.3 Identify Solutions

End Goal: Select the overall actions and milestones that will contribute to the problem's solution.

Tasks

- Gather the information, persons, and preferred mode to identify solutions (in-person workshop, online session).
- Make sure your problems are well-defined with the problem definition checklist.
- **Brainstorm solutions for the root causes** to the priority problems.
- Consider the status quo and pre-existing solutions to the same problem within and outside your country.
- **Identify milestones and resources**, and assess the feasibility and relevance to OGP Values of the solution.
- Review your solutions with the solutions checklist.
- **Inform participants about the next steps** and how their inputs have been taken into account.



- Tool: Problem Definition Checklist
- Tool: Solutions Mapping Exercise
- Tool: Solutions Checklist
- OGP Data Dashboard
- **OGP Challenge Areas**



Experience

Video Interview: São Paulo (Brazil)

SOUTPUT

List of open government solutions to be implemented.



















2.4 Build a Commitment Support Network

End Goal: Engage the actors, inside and outside government, that will support the adoption and implementation of a commitment.

🗎 Tasks

- Make sure your solutions have been well-defined with the solutions checklist.
- Unbox each potential commitment and identify key elements to its successful implementation.
- Map key stakeholders needed for each core element of the commitment. Note that each one may require a different approach.
- Engage your key stakeholders and garner their support for the adoption and implementation of each commitment.

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Resources

- Tool: <u>Solutions Checklist</u>
- Exercise: Implementation Support Network
- Tool: Implementation Support Network Checklist



Experience

- Examples: South Cotabato (Philippines) and Khmelnytskyi (Ukraine)
- Video Interview: <u>Sekondi Takoradi (Ghana)</u>



 List of stakeholders that need to be involved in a commitment's implementation.





3 DRAFT & VALIDATE



3 DRAFT & VALIDATE

Draft your commitments and a strategic vision that brings together all the elements of your action plan. Validate the action plan and seek approvals if necessary.







STEPS

- 3.1 DRAFT THE STRATEGIC VISION
- 3.2 DRAFT THE COMMITMENTS
- 3.3 VALIDATE & APPROVE







3.1 Draft a Strategic Vision

End Goal: Write your action plan narrative that brings together the commitments and aligns them under one cohesive narrative.

🗎 Tasks

- Download the strategic vision template to fill out it offline.
- Define the start and end date of the action plan period (it should end before the next elections).
- Define the purpose and scope of the action plan and consider existing government strategic documents.
- Review who participated in the co-creation of the action plan.
- Define how the plan will be monitored and assessed.

Resources

- OGP Local Handbook: Strategic Vision
- Tool: OGP Local Strategic Vision Form (Offline)



Example: <u>OGP Local Strategic Vision</u>

Son Output

Completed offline strategic vision.













3.2 Draft Commitments

End Goal: Draft the commitment based on the problem and solutions identified using the OGP Local Commitment form.

Tasks

- **Download the commitment template** to fill out it offline.
- Define the start and end date of the commitment, and use the Build a Commitment Support Network step to answer questions 2 - 5 of the commitment form.
- Use the problem definition and solutions mapping exercises to answer questions 6 - 16 of the commitment form.
- Decide if you want to submit this commitment to the OGP Challenge.
- TIP: A maximum of five commitments can be implemented simultaneously.



Resources

- OGP Local Handbook: Commitments
- Tool: Commitment Review Checklist
- Tool: OGP Local Commitment Form (Offline)
- Website: OGP Challenge Website
- IRM Workshop "How to write Good Commitments": presentation slides and video recording.



Experience

Example: OGP Local Commitment Sample

Solution Output

Completed offline commitment form per commitment.











3.3 Validate and Approve the Action Plan

End Goal: Secure the endorsement of your action plan from the key stakeholders and seek internal approval if necessary.



- **Consolidate your Strategic Vision and Commitment forms** into one document, the action plan.
- **Identify your key stakeholders** within government and outside to seek endorsement. This endorsement includes formal approval from the Mayor or the local council (legislative).
- Organize meetings, roundtables, or events to share and discuss the action plan.
- Systematize and incorporate any final feedback into the action plan.
- **Record the endorsement** of the plan by completing guestion 7 in the Strategic Vision form.



Resources

- **OGP Local Handbook: Requirements**
- Tool: Tips for Organizing an Engagement Activity
- Tool: Characteristics of a Good Facilitator



Experience

- Examples: Austin (United States), Gwangju (Republic of Korea), Peñalolén and Maipú (Chile)
- Video Interview: Peñalolén (Chile)



Final and endorsed action plan composed of your strategic vision and the initial commitments for implementation.







4 DELIVER



4 DELIVER

Deliver your new action plan through your jurisdiction's OGP Local Member E-filing page and present it to citizens and stakeholders.

Start preparing the Inception Report.







STEPS

- 4.1 SUBMIT THE ACTION PLAN
- 4.2 LAUNCH THE ACTION PLAN
- 4.3 SUBMIT THE INCEPTION REPORT







4.1 Submit the Action Plan

End Goal: Deliver the OGP Local action plan by filling out the Strategic Vision and Commitments online forms.

Tasks

- **Gather your Strategic Vision and Commitment forms** completed offline.
- Log into your OGP Local Member E-filing portal using your username and password.
- Copy the offline forms into the e-filing forms.
- You can save the online forms to finalize later.
- Once you are satisfied with the content in the forms, **press** "Send" and deliver the Action Plan.

Resources

Video: OGP Local Member E-filing page navigation

Experience

N/A

Output

Final action plan containing the strategic vision and initial commitments.





















4.2 Launch the action plan

End Goal: Citizens and stakeholders are aware of the action plan and commitment.

Tasks

- **Identify your target audience**, including government officials, CSOs, council members, funders, and citizens.
- Consider hosting a launch event, webinar, or promotion to generate awareness and support for the action plan.
- **Select a launch date** and consider factors such as the time of the year, competing events, and other announcements.
- Utilize social media, email newsletters, and other channels to share the launch date and highlight features to build anticipation.

Resources

Tool: Tips for Organizing an Engagement Activity

Experience

Examples: Banska Bystrica (Slovakia), Elgeyo Marakwet (Kenya), Valencia (Spain), and Buenos Aires (Argentina)

Output

Launch event, blog, news articles or social media posts.











4.3 Deliver the Inception Assessment

End Goal: Start the preparation of the Inception Report to be delivered by the monitoring body.

Tasks

- **Meet with the monitoring body** to plan the delivery of the first learning report: the inception report.
 - Define the delivery date.
 - Agree on information needed (including documents and interviews).
- Gather and systematize information on the co-creation process.
- The Monitoring Body should download and complete the inception report online.
- Review the draft inception report with stakeholders before submission.
- Integrate recommendations from the Inception Report once the report has been finalized.

Resources

- **OGP Local Handbook: Inception Assessment**
- IRM in a Box: Inception Report
- Tool: Systematization Template
- Tool: Inception Assessment Template (offline)
- Tool: Inception Assessment Template (online)

Experience

Example: West Nusa Tenggara (Indonesia)



Completed Inception Assessment.







5 IMPLEMENT



5 IMPLEMENT

Maintain momentum and keep commitments on track by engaging key stakeholders during implementation, monitoring progress, and sharing success stories.







STEPS

- 5.1 STAKEHOLDER INVOLVEMENT
- 5.2 MONITOR COMMITMENTS
- 5.3 SHARE YOUR PROGRESS















5.1 Maintain Stakeholder Involvement

End Goal: Engage with stakeholders in your jurisdiction and outside to support commitment implementation and visibility.

Tasks

- Map the stakeholders that you want to keep engaged; including:
 - government departments
 - local legislative
 - civil society organizations
 - your monitoring body
 - businesses
 - general citizens
- **Schedule regular meetings** with relevant stakeholders to update on the progress of commitments and opportunities for collaboration.
- Assess and discuss risks, delays, or roadblocks to implementation, and seek support from stakeholders to overcome them.



Resources

- Guide: Seven Questions to Plan Meaningful Engagements
- Tool: Tips for Organizing an Engagement Activity



Experience

Examples: El Kef (Tunisia), Rosario (Argentina), Wassa Amenfi East (Ghana) and Santo Domingo de los Tsáchilas (Ecuador).



N/A













5.2 Monitor commitments

End Goal: Understand the progress of commitment implementation and update milestones on the commitment page.

Tasks

- Meet regularly with the persons responsible for implementing commitments.
- Gather and systematize information on the implementation of milestones defined for each commitment.
- Assess whether a milestone in a commitment is completed, progressing, stuck, or abandoned.
- Identify whether there is a need for course correction and make any adjustments to your milestones.
- Upload your progress onto your OGP Local Member E-filing platform.



Resources

- Exercise: Monitoring Progress Exercise
- How to video: OGP Local Member E-filing Platform



Experience

- Examples: Tétouan Municipality (Morocco), Buenos Aires (Argentina), Scotland (UK)
- Video interview: <u>Jalisco (Mexico)</u>

Post Output

Updated progress of commitment milestones in the E-filing platform.





















5.3 Share your progress

End Goal: Share findings, experiences, and achievements with wider community.



- **Identify the opportunities and challenges** for effective communication using a SWOT analysis.
- Define your internal and external communications objectives.
- Map your communication outlets provided by OGP Local and others. Such as the:
 - OGP Local Round-up
 - OGP Social-media cards
 - OGP Local Stories
 - **OGP Blogs**
 - **OGP Campaigns**
- Join these series of conversation formats:
 - **OGP Local Circle**
 - Coffee with friends



Resources

- Guide: Communicating Open Government
- Tool: SWOT Analysis Tool for a Communications Plan
- **OGP Roundup**
- **OGP Local Thematic Circles**
- Building Bridges, Empowering Citizens Campaign



Experience

- Examples: Nuevo Leon (Mexico), Plateau (Nigeria), Madrid (Spain), **Buenos Aires (Argentina)**
- Video Interview: Glasgow (UK)



Output

- Mention in the Local Roundup Blogs
- OGP Local Circles sessions
- OGP Local Coffee with Friends





6 LEARN



6 LEARN

Plan your learning journey with your Independent Monitoring Body, gather needed information, and submit the required assessments.







STEPS

- 6.1 PLAN THE LEARNING JOURNEY
- 6.2 GATHER AND SYSTEMATIZE INFORMATION
- 6.3 SUBMIT THE END-OF-COMMITMENT ASSESSMENT
- 6.4 SUBMIT THE FINAL EXERCISE SUMMARY













6.1 Plan the learning journey

End Goal: State your learning goals and accountability requirements, how they will be achieved, and who will be involved.



- Define the goals of your learning and accountability.
 - Map OGP Local's learning requirements.
 - Identify other accountability needs: stakeholders, the legislature, and donors.
- Select your Independent Monitoring Body (IMB) and identify other stakeholders that must participate, such as members of your forum, and commitment implementers.
- Work with the monitoring to agree on the methodology. and data collection processes, and assign responsibilities and coordination methods.
- **Identify and secure the necessary resources** to achieve the stated goals and scope.
- **Develop a timeline** for gathering information, analysis, and reporting.



Resources

- OGP Local Handbook: Monitoring Body
- IRM In a Box: Recommendations for Creating a Monitoring Body
- Tool: Monitoring & Reporting Instance



Experience

N/A

Post Output

Detailed plan that outlines the timeline, resources and coordination methods for learning & accountability activities.















6.2 Gather and systematize information

End Goal: Outline how data will be collected, stored, analyzed, and shared with relevant stakeholders.



- Identify the questions in the OGP Local assessments plus any additional learning questions you may want to answer.
- Define what information is required to answer your learning questions and the data collection methods.
- Create the information gathering methods and documentation formats such as reports, meetings & minutes, surveys, and interviews.
- Create a repository to store the different documentation formats (photos, surveys, minutes, documents, videos, and audio).
- Share access to this information with the IMB for reporting purposes.



Resources

- OGP Local Handbook: Learning Assessments
- IRM in a Box: Recommendations for Assessments
- Inception Assessment Template
- End-of-commitment Assessment Template
- Final Exercise Summary Report Template



Experience

- Examples: <u>Kaduna (Nigeria)</u>, <u>Banska Bystrica (Slovakia)</u> and <u>Jalisco</u> (<u>Mexico</u>)
- Video Interview: Gabriela de Brelàz (Brazil)

Output

 Information gathering formats and a repository to keep the information.



















6.3 Submit End-of-Commitment Assessment

End Goal: Collaborate with your monitoring body to ensure a timely and valuable assessment of implemented commitment.

Tasks

- Once a commitment has been implemented (or close to finalization), inform your Independent Monitoring Body.
- Review the End-of-Commitment (EoC) Assessment template.
- Gather the necessary information from your repository or from new sources.
- The monitoring body drafts the EoC Assessment and discuss it with key stakeholders.
- Finalize and submit the EoC Assessment in the online form and share the lessons with key stakeholders.



Resources

- IRM in a Box: Recommendations for Assessments
- **End-of-commitment Assessment Template**
- Instructions for e-filing OGP Local Assessments



Experience

Example: Yerevan (Armenia)



Final End-of-Commitment Assessment

















6.4 Submit the Final Exercise Summary

End Goal: Collaborate with your monitoring body to extract lessons from the action plan co-creation and implementation.

🗎 Tasks

- Once all commitments have been implemented (or close to finalization), inform your Independent Monitoring Body.
- Review the Final Exercise guidance in the IRM in a Box.
- Gather the necessary information from your inception and end-of-commitment assessments and from new sources, if necessary.
- Hold a meeting to collectively discuss the action plan and commitment implementation.
- Record a summary of lessons in the Final Exercise Summary form.
- Finalize and submit the Final Exercise Summary form, and share the lessons with key stakeholders.



Resources

- IRM in a Box: Recommendations for Assessments
- Final Exercise Summary Report Template
- Instructions for e-filing OGP Local Assessments



Example: <u>Aragon (Spain)</u>

Output

Final Exercise Meeting and submitted Lessons Summary



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