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Agile cities

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What is agility?



Source: www.animalcorner.co.uk

What is agility?

Agile organisations need to be...

Adaptive and resilient

Right-sized and lean

Goal directed and outcome-focused

Situationally aware

“Partnering, co-venturing, co-creation and co-design are the new ‘must-have’ capabilities...needed by the public bodies of tomorrow.” Source: ‘Future of Government’, PwC, 2013.

Leaders as role models to promote different behaviours and collaborative ways of working

“I think overall we’ve got to develop much more of an external focus [...] and you can’t deliver on the outside if you aren’t delivering well from a customer service point of view on the inside.”

“Resilience is so much about an attitude [...] so what goes on in the top two inches is the most important issue for me around the resilience question.”

Doug McKay, Chief Executive, Auckland, New Zealand

Source: ‘Government and the 16th Annual Global CEO Survey: A new contract between business and the state’, PwC, 2013.

Five steps to creating an agile organisation

Reduce organisational complexity

Enhance customer intelligence

Manage demand

Develop new delivery models and partnerships

Create new support models

Source: 'The Agile Council', PwC, 2012.