

DATA

A CENTRE OF EXCELLENCE
GCC

CHALLENGE FRAMER SESSION



European Union
Aonadh Eòrpa



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EUROPE & SCOTLAND
European Regional Development Fund
Investing in a Smart, Sustainable and Inclusive Future



smart
cities scotland



Glasgow
CITY COUNCIL

**CONFIRM OR RE-FRAME THE
CHALLENGES**

**UNDERSTAND WHAT SUCCESS LOOKS
LIKE TO THE CLIENT**

PRIORITISE THE CHALLENGES

CONFIRM THE
CHALLENGES

WHAT DOES
SUCCESS LOOK
LIKE?

CHALLENGE

FRAMERS

...IAL MEDIA
VERSIONS / ROAD CLOSURES
SUCCESS LOOKS LIKE...

-PR/COMMS

CREATE
COMMUNICATION
WITH ALL SERVICES
i.e. ensure no
parking spaces
what are the
transport networks

doing to
encourage people
will to come in

BETTER
FEEDBACK
PUBLIC
CONFIDENCE
IN CCC
SERVICES

↓
social
media

ENSURING ALL
PARTIES ARE
BENEFITTING
ES. RETAILERS
TOO!

SMOOTH
TRANSITION
TO PRE &
POST EVENTS

City is
OPEN FOR
BUSINESS

EVENTS ARE
WELCOMED
BY ALL &
VIEWED AS
AN ASSET/
OPPORTUNITY

QUESTIONS WE HAVE...

HOW DO WE

WHAT DO
THEY NEED

DO WE HAVE
EVIDENCE THAT
BUSINESSES HAVE
BEEN NEGATIVELY

COMMONWEALTH
GAMES DAILY
REPORT -
- WHAT EFFECT DID
IT HAVE?
- WHY WASN'T
IT CONTINUED?

DISCUSS AND INTERROGATE

PRIORITISE THE CHALLENGES

PROJECT NAME

FORMAL DATA PLATFORM
- PIPELINE INT.
- TOOLS INT.

INTEGRATE REMEDY

SPAM FILTER

ASSISTED ASSIGNMENT

STRATEGY

PROJECT GRID

LINKS TO...



SUBMISSION PROCESS

- CASE MANAGEMENT
- ~~SUBMISSION PROCESS~~
- GK SUPPORT

- ANALYTICAL TOOLKIT
- ENGAGEMENT STRATEGY

- DATA
- REME
- RESON
- GATEX
- ASSISTE
- GK S

DEPENDS ON ...

£££

- DATA PLATFORM
- ACCESS
-

ACCESS - TO PWZ IN FILTERS

- SEARCH TOOL
- GK DATABASE
- DATA PLATFORM

- DATA PLATFORM
- VISUALISATION TOOLS (ANALYTICAL TOOLKIT)
- ENGAGEMENT STRATEGY

- DATA P
- REMEDY IN

ANSWERS CHALLENGE

ENABLES FOR →

1, 6

1, 2, 6

2, 3, 4, 6

1, 2, 6

DISCUSS TIMELINES

NEXT STEPS

Thumbnails with notes

CHALLENGE FRAMER SESSION

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CONFIRM OR RE-FRAME THE CHALLENGES

UNDERSTAND WHAT SUCCESS LOOKS LIKE TO THE CLIENT

PRIORITISE THE CHALLENGES

DATA

This workshop should be run with the clients. The following templates should be used:
 Challenge Framer
 Project Grid
 Session Aims
 Understand that the challenges you highlighted earlier in the project may not be correct.

CONFIRM THE CHALLENGES

DATA

Are they correct?
 Is there a challenge missing?
 This is primarily a discussion with the clients:
 Explain how you came up with the challenges
 Ask them if they feel that they are correct
 Ask them if they think something is missing
 You must be willing to admit that you got something wrong or missed something. The clients know what their challenges are.

WHAT DOES SUCCESS LOOK LIKE?

DATA

Use the challenge framer templates.
 Ask the clients to complete this:
 What success looks like is probably the most important part of this session.



Question the information on the challenge framers.
 Now is the chance to make sure you understand what they want.
 This is another discussion with the clients.

DISCUSS AND INTERROGATE

DATA

PRIORITISE THE CHALLENGES

DATA

Use the Project Grid to find out the following key dates:
 What other challenges it links to?
 What other challenges it might depend on?
 What is the priority level?



DISCUSS TIMELINES

DATA

NEXT STEPS

DATA