INTRODUCING THE

PUBLIC INNOVATION DESIGN STUDIO

UMass Boston | **B** | **Edward J. Collins, Jr. Center for Public Management**

PROCESS IMPROVEMENT

Application & Business Process Reviews

Customized Process Improvement Roadmaps

Data-driven Performance Management Programs

SERVICE DESIGN

Centering People in Service Design & Delivery

Website & Document Accessibility Reviews

Search Function Improvements

EMERGING TECHNOLOGY

Existing/Emerging Technology Integration & Optimization

311 Studies & Implementations

Cloud Based Technologies & More

EMPOWERING GOVERNMENT THROUGH APPLIED INNOVATION

The Public Innovation Design Studio is a brand new cross-functional team at the Collins Center dedicated to transforming government operations through innovative design and process optimization. We are driven by the needs of municipalities, state agencies, and other public entities that we partner with to offer customizable solutions that are practical and sustainable for the organization. The Studio team combines deep domain knowledge, functional and technical expertise, and innovative design methodologies to tackle challenges and deliver tangible results.

The Collins Center welcomes special projects beyond those listed here.
Contact Brianna Sunryd at brianna.sunryd@umb.edu with ideas, questions, or inquiries.

Learn more about the Collins Center at www.umb.edu/cpm