

Community Solutions Network: Approach to Knowledge and Learning

The Community Solutions Network is a program of Future Cities Canada. As the program lead, Evergreen is working with lead technical partner OpenNorth and partners to provide knowledge, expertise, experience and the guidance communities need to build internal capacity and navigate the smart cities landscape.

The approach to knowledge and learning around the principles and domains, the maturity model methodology, needs assessment, and tailored service delivery.

OpenNorth's Open Smart Cities concept is the umbrella concept for all activities within the Community Solutions Network, for both the One-to-Many Advisory Services and the One-to-One Advisory Services.

1. One-to-Many Approach to Learning

The One-to-Many Knowledge Model includes the below building blocks:

- Expert training
- Regional Spotlight Panel
- Peer-to-peer activity
- Learning in Practice
- Resource presentations

These building blocks will provide participants with targeted understandings related to the topics of:

- Open Smart
- Data Governance
- Public engagement
- Problem finding and problem framing

1.3 One-to-One Advisory Service Approach to Learning

Using the Open Smart City concept (defined by OpenNorth), the One-to-One Advisory Service will be able to adapt to a given community's needs and problems. This approach allows us to apply the same set of skills and knowledge to a wide range of potential problems evidenced in communities.

Below are the One-to-one Advisory Service Management Processes and corresponding type of approaches.

- **Environmental (Scan)**
 - Survey 1. Community Need assessment OSC Maturity level
- **Inputs (Resources)**
 - OpenNorth OSC Guide. 4 Domains and 4 Principles
 - Approaches to Learning. Tamarack, Andragogy (ie. adults motivation for learning), Bloom's taxonomy, Universal Design, Instructional Design Model (ADDIE), etc.
 - Leading OSC Subject Matter Experts from OpenNorth Network (Academics, Consultants advisors, Partners)
 - OpenNorth Learning Management System (LMS) platform
- **Outputs (Activities and Participation)**
 - Course Curriculum on OSC. Domain developed by OpenNorth (+/-40 courses).
 - Capacity-Building Action Plan (CAP) for each community (1 critical action)
 - Personalized Learning path (requirements: Basic & Advanced)
 - Follow-up Check-In Call. (1:1 AS + experts)
 - Interactive Learning Workshop
 - 1AS Participation Learner Profiles:
 - Elected officials, senior managers, and technical Leads
- **Outcome (Learning and Action)**
 - Modules Learned (Domains, Principles)
 - Learning Hours delivered (per community/participants profiles)
 - Critical Actions Implemented. As defined in CAP.
 - Observation of Skills Development
- **Impacts (Conditions)**
 - Survey 2. Self-assessment survey after CAP and learning paths according to OSC maturity level.
 - Key Performance Indicators (TBD)

Preliminary Key Successes for Learning Paths:

- Key success 1 (individual level): Create appropriate learning environment that promote learner independence and interactive learning (LMS)
- Key success 2 (community level): Provide instructional adaptations and accommodations for increasing maturity level
- Key success 3 (ecosystem level): Community success and key business results in response to OSC challenges defined by the community in the CAP.