

Designing for a Pro-Active Ministry of Justice and Security

A strategy to move towards actionability in response to Harmful and Immoral Online Behaviour

1. Problem:

'Wicked problems' like Harmful and Immoral Online Behaviour is a complex social phenomenon which Directie X and the Ministry of Justice and Security feel increasing urgency for.

However, because such a phenomenon is complex and fast-paced it is hard to respond to.



2. Insight:

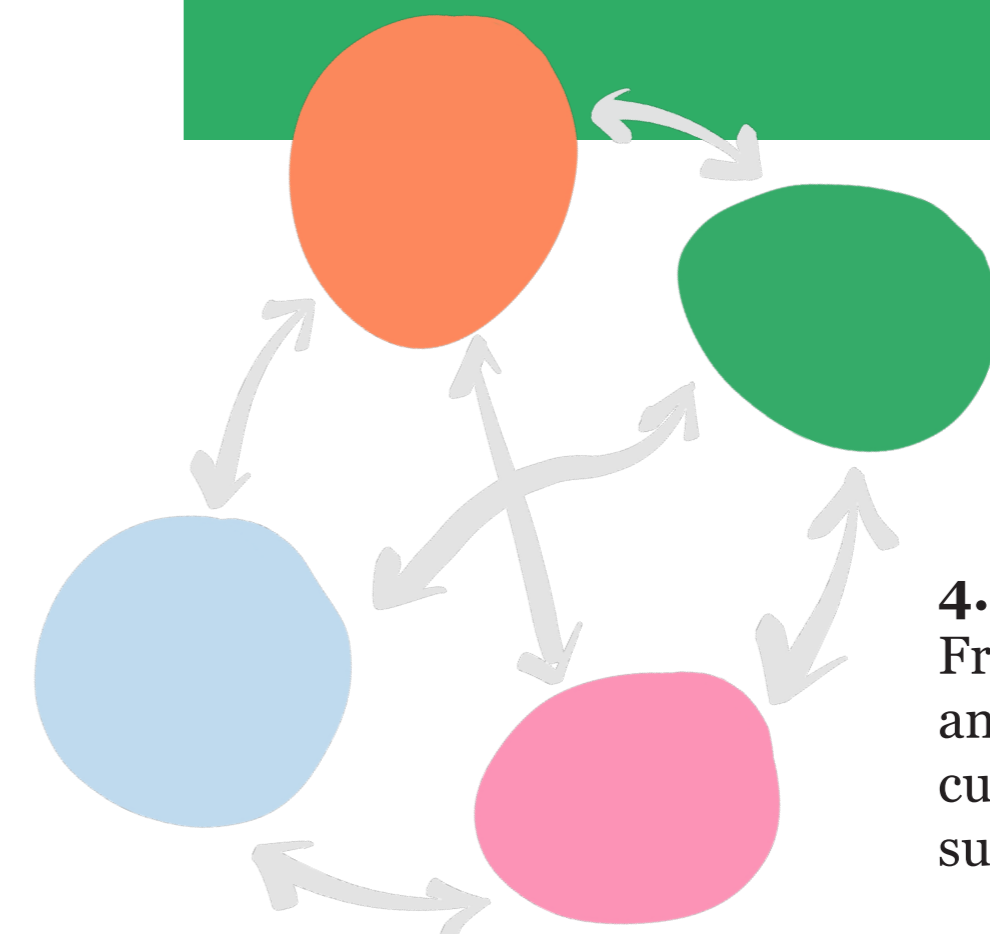
Since 2018 Directie X has started to draw attention to Harmful and Immoral Online Behaviour within the Ministry of Justice and Security.

But the (potential) stakeholders found the complexity too high to take ownership and action.

3. Process:

The current process is a way of working which has been initiated to respond to wicked problems like 'Harmful and Immoral Online Behaviour'.

Unfortunately this way of working results in the problem being moved around the Ministry as 'un-opened boxes'



4. Themes:

From interviews, observations, and collaborating with the current process themes emerged surrounding the way of working.

Themes are aspects which hinder 'opening the boxes'.

5. Focus:

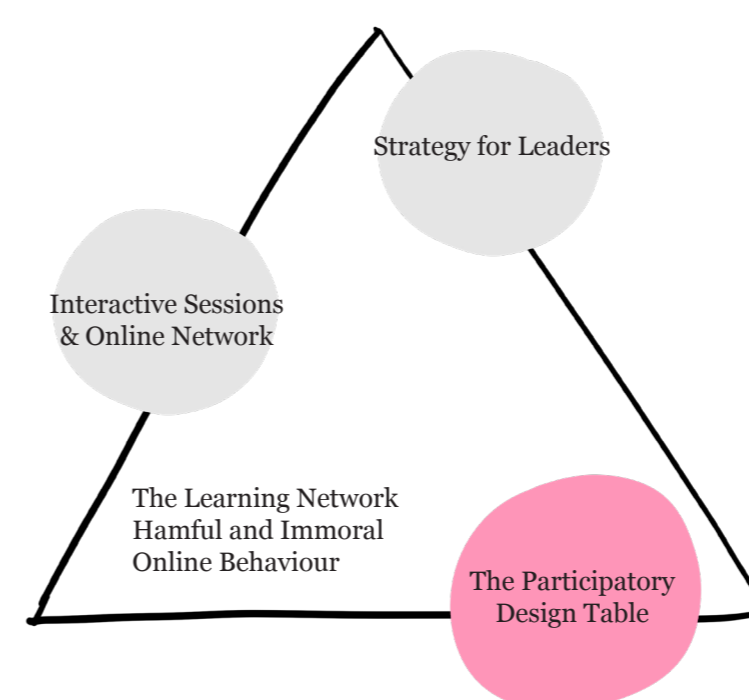
The Ministry of Justice and Security need to **transition towards an alternative way of working** which **focuses on actionability** to be able to **effectively respond to wicked problems** like Harmful and Immoral Online Behaviour.



6. The learning network Harmful and Immoral Online Behaviour:

A strategy is presented which consists of three horizons to establish the learning network and move towards actionability:

- 1: build on urgency
- 2: enable capacity
- 3: co-create actionability

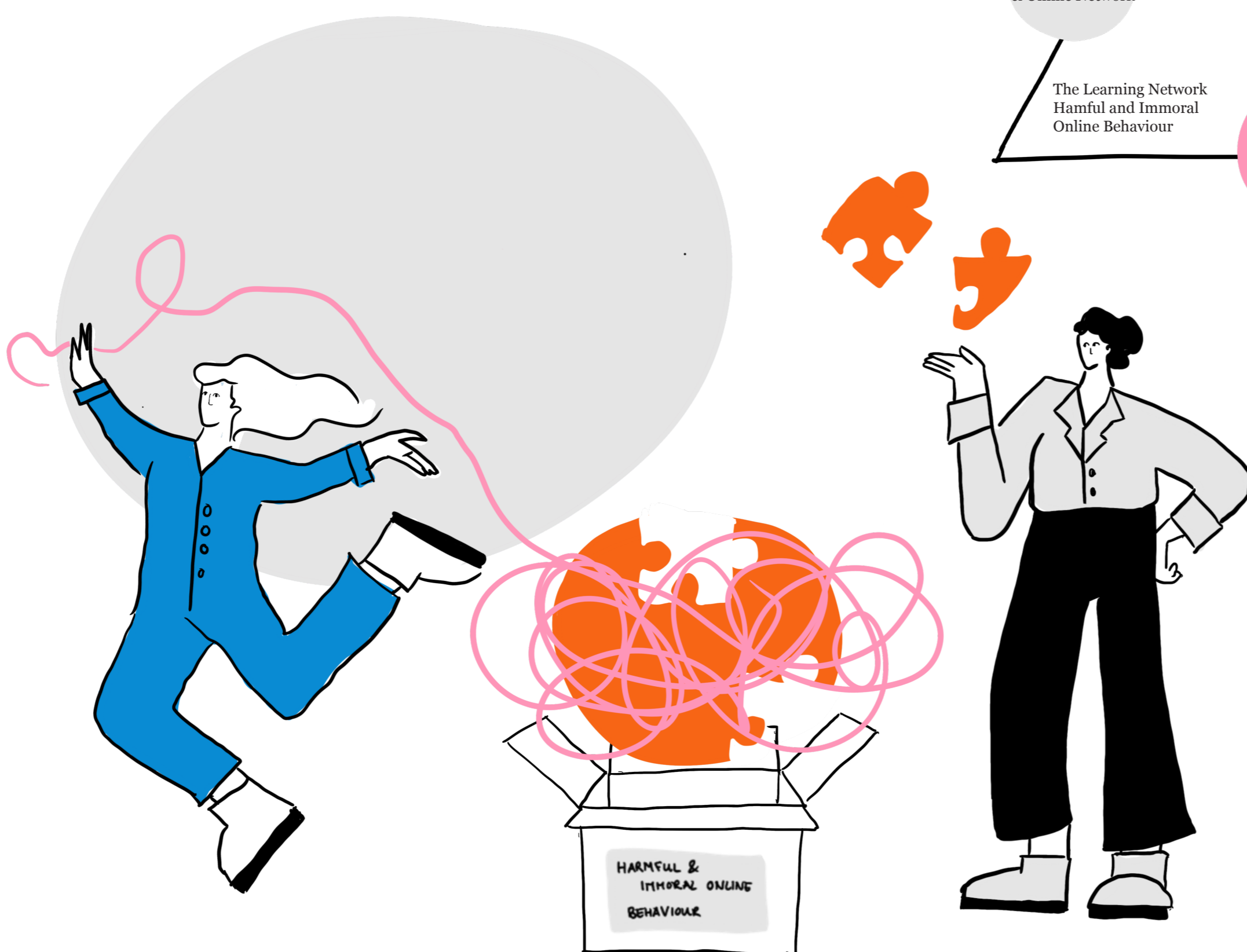


7. Relevancy:

The current way of working has been acknowledged as being a burden to innovate. This strategy will provide handholds in innovating on processes and way of working.

8. Impact:

(Partly) because of this project design practice within the Ministry of Justice and Security has gained momentum. The strategy offers a clear role for a designer and what it could contribute to the Ministry. It serves as an example of what a designlab could entail in the future. An idea which has been gaining traction during this project!



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