10X دبي

WEEKLY SPEED READ

Vision: Be 10 years ahead of all other cities

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10X WISDOM

Life-changing innovation starts with government support for the research labs and universities working on new insights that entrepreneurs can turn into companies that change the world. The public sector's investments unlock the private sector's ingenuity.

-- Bill Gates

GOVERNMENT HACKS

India
Ambitious plan to have only electric cars by 2030

San Francisco
Exploring a robot tax to offset massive unemployment

Niger
Smart/prepaid home water meters using mobile money

Hong Kong
Learn to code for free until you're hired (zero tuition)

New York
Fights homelessness with data tracking tech

Iceland
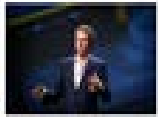Volcano plant generates 10X more energy than oil wells

#Trōv
On-demand insurance app for singe items (more flexibility)

#Seedrs
Crowdfunding to launch secondary market, selling shares

#Carlo Ratti
A fleet of drone graffiti 'artists' across urban façades

#Delft University
Self-repairing concrete could save billions in construction costs

#Snapchat
Snapchat TV will be a thing you watch

#NASA
Inflatable greenhouse for sustainable farming on Mars

#Cynack
An alternative to Slack, a VR meeting space for teammates

DISRUPTIVE COMPANIES #TAGGED (HOUSING)

#Pod Skyscraper
Buying skyscraper apartments from a vending machine

#Google
Project sunroof expands to 7 million homes in Germany

#Airbnb
To provide housing for 100,000 displaced people

DISRUPTIVE COMPANIES #TAGGED (HEALTH)

#University of Utah
Robot performing surgeries in 1/50th of the time (2.5 minutes)

#GlaxoSmithKline
First gene-therapy customer, treating immune deficiency

#Ulsan National Institute of Science and Technology
Smart contact lens detects diabetes

If It Is Always Day 1 at Amazon, It Is Day 10 in Government

#Process #Management #Risk #Customer Service

The former Chief Technology Officer for the Seattle, USA, based Company touches on a number of topics that differentiate the private sector from government, mainly the speed of decision-making and government fear of making mistakes. What are the lessons government can learn from Amazon?

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Pain point addressed	Increasing decision-making speed and fear of failure in government.
Key insights	Lessons: 1) High-Velocity Decision Making: governments love to find every risk and potential problem with a new idea. Make decisions fast (they can be reversed easily) instead of kicking it upstairs to a senior manager. 2) Focus on the Customer, Not the Process of Customer Service: satisfied customers are the goal, e.g. recent United Airlines incident with dragging of customer. Empower employees to do the right thing for the customer, not prioritize the process.

5 Ways Chatbots Could Transform Government Services

Harvard looks into areas where governments should begin to implement chatbots - computer programs that can hold audio or text conversations - to improve time-consuming and tedious government services, reducing long wait times, and allowing foreign language conversations.

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Pain point addressed	Reducing long wait times for government services.
Key insights	Chatbot uses: 1) Housing: help recently-evicted residents apply for government housing. 2) Public Health: replace national service where residents call for non-emergency advice. 3) Motor Vehicles: renewing licenses plates, issuing parking permits, to reduce 44 minute wait times. 4) 311 Calls: answer FAQs, e.g. about roads or public pools. 5) Civic Engagement: surveys through social media that ask residents questions about policy issues.

4 Surprising Ways Indian Authorities Are Using WhatsApp

In recent years, Indian authorities have caught on to WhatsApp's potential for engaging more directly with the public, especially in some of the country's megacities. This article outlines four innovative uses.

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Pain point addressed	Innovative ways for authorities to provide government services
Key insights	Whatsapp groups used by authorities in the following way: 1) Increasing women's safety: women traveling send photos and details of vehicle to police before boarding. 2) Reporting offences: police received 341 complaints in 30 days - crimes, traffic problems, disturbances. 3) Holding politicians to account: file complaints against corrupt government officials along with evidence. 4) Helping flood victims and items lost.

8 Startups Developing Tech Solutions to Global Urban Problems

#Environment #Public Safety #Transportation

The 2017 Class of Global Urban Innovators announced its top startups leveraging IoT, AI, and cutting-edge data production to improve everyday life of residents of cities and enhance the life of the city itself.

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Pain point addressed	Monitoring new cutting-edge city solutions for residents.
Key insights	Game changers: 1) Green City Solutions: the 'city tree' air filter using moss cultures and IoT. 2) Safetipin: app crowdsourcing public security information. 3) Spin: GPS smart bike sharing unlocks with app. 4) WhereIsMyTransport: open platform with formal and informal public transport options. 5) ZenCity: AI captures residents' perceptions of the city across social media and 311 calls. 6) Small Change: connects equity crowdfunding for high impact urban development.

San Francisco's Report: "Rethinking Transportation 2020-2030"

The new report "Rethinking Transportation 2020-2030" released by San Francisco think tank RethinkX describes the impact of self-driving vehicles on society and the transition of industries that will rethink their business models in the coming decade.

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Pain point addressed	Widespread job loss from transportation disruption.
Key insights	While widespread subscribing is decades away, transport-as-a-service will be cheaper and more convenient for consumers than owning a vehicle ($5600 savings per customer/year). Auto dealers, car repair shops, taxis, buses, car insurance, filling stations, oil companies, and car makers will be hit by a shockwave, which could mean widespread job loss if companies and governments today do not begin retraining their workers for jobs of the '20s and '30s.

Why Co-Creation is the Key to Achieving Real Airport Industry Progress

Thoughts on the EU's Draft Report on Civil Law Rules on Robotics

Drug Discovery AI Can Do in a Day What Currently Takes Months

Record Number of Banks Want to Partner with Lending Club

**These 5 Big Tech Trends are Changing Education**

Immerse Your Team with Users to Understand the Problem

When testing out a potential idea (or why a problem is occurring), take some time to immerse your team in becoming a 'design researcher', a type of reporter given access to people's lives to try to understand why they do the things they do and what is really making them tick or feel understood.

A day in the life of a design researcher with her user

Reference: Ideo
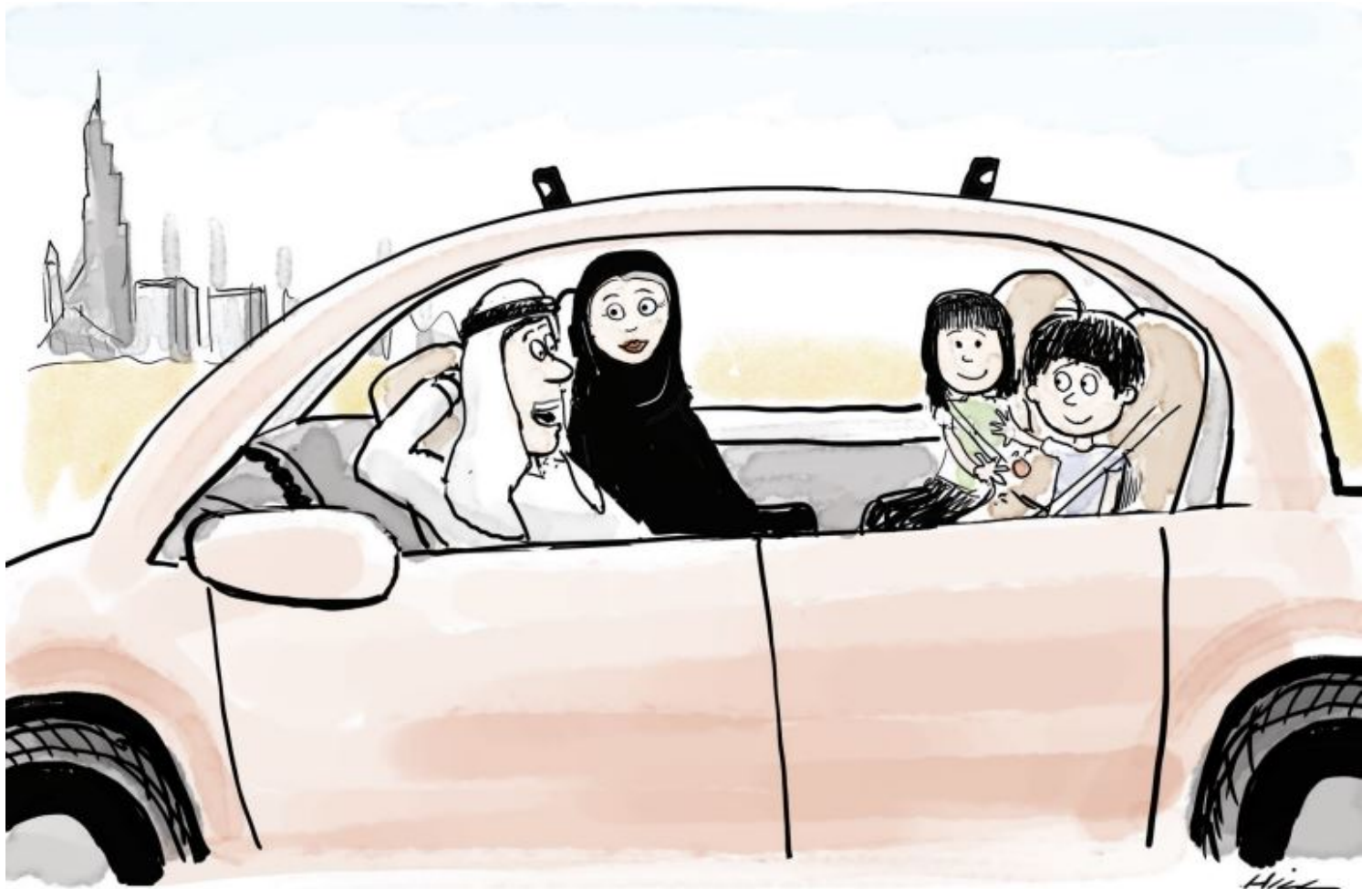
"THAT WAS A GOOD NAP. ARE WE THERE YET"?

ABOUT this *WEEKLY SPEED READ*

- This Weekly Speed Read is to inspire and inform Dubai's 10X teams on latest disruptive developments and enablers from around the world

How satisfied are you with this newsletter?

Extremely Unsatisfied   Unsatisfied   Neutral   Satisfied   Extremely Satisfied

- **Contact:** For any questions or feedback on this newsletter please email: Dr. Sayd Farook