

**A G E N D A**  
**Commission on Service Innovation**  
**Third Meeting**

Thursday, September 16 – 9:30 a.m. to 3:00 p.m.  
Association of Minnesota Counties Building  
125 Charles Avenue  
St. Paul, MN 55103-2108

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**Objective: Receive updates from advisory work groups. Reach agreement on report outline and prepare to begin writing report.**

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| 9:30 a.m.  | Welcome; Recap of Second Meeting & Adoption of Minutes; Overview of Agenda<br>– <i>Gopal Khanna</i>                           |
| 9:45 a.m.  | Presentation: MN Redesign Project<br>– <i>Ryan O'Connor, Association of Minnesota Counties</i>                                |
| 10:15 a.m. | Presentation: Enterprise Continuous Improvement – Lean<br>– <i>Commissioner Sheila Reger, MN Department of Administration</i> |
| 10:45 a.m. | Member Discussion of Presentations, Opportunities<br>– <i>All</i>   |
| 11:15 a.m. | Advisory Work Group Reports; Member Feedback & Discussion<br>– <i>All</i>   |
| 12:15 p.m. | Lunch Break   |
| 1:00 p.m.  | <i>Continue</i> – Advisory Work Group Reports; Member Feedback & Discussion<br>– <i>All</i>                                   |
| 1:45 p.m.  | Report Outline / Writing the Report<br>– <i>Gopal Khanna / All</i>  |
| 2:45 p.m.  | Next Meeting Agenda Ideas<br>– <i>Gopal Khanna / All</i>  |
| 3:00 p.m.  | Adjourn   |