



City Solutions Network



Defining, Planning and Implementing Major Reforms

- **Introduction**
 - **Context**
 - **Initiating Reforms**
 - **Diagnosing Problems**
 - **Establishing Organizational Structures**
 - **Acting**
 - **Learning**
 - **Questions and Answers**
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Introduction

- **What we have promised to do**
 - **Why we promised to do it**
 - **How we propose to do it**
 - **When we propose to do it**
 - **Who will be most affected, e.g., specific neighbourhoods, sectors, or interests**
 - **How we will know that we are successful**
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