

MORNING	09:00	09:30	09:45 – Keynotes	11:00	12:00	13:00
Willem Burger Zaal Third floor		Opening	Five dimensions of value: The benefits of service design in government Christian Bason	Going the distance for people Mithula Naik	Shift happens: Future of digital governance Ruud Veltenaar	Lunch

13:00 - AFTERNOON PROGRAMME

Option A

Keynote & Interactive Open Space Session

13:00

European perspective on citizen-centred digital government

A government can empower individuals and organisations to make informed and conscious decisions, to realise existing potential and to enjoy the freedom of safety.

↓ Esther Bodil Huyer

13:45

Overcoming barriers to good government services

In this extended hands-on session, we will explore what good government services look like, what barriers we are facing in creating them, and how to overcome those impediments. Throughout the afternoon, we will use a range of exercises and discussion formats to collect and develop approaches that help make government services work better for users – looking for small quick wins and more systemic changes. Afterwards, we plan to share the findings gathered with everyone else.

↓ Ignacia Orellana, Will Harmer, Martin Jordan, Kuba Bartwicki

16:45

Option B

Excursions

Excursions will be from 13:00 until approximately 17:00 including transport to the excursion location and back to the conference venue. Public transportation tickets are arranged. Chairman Willem Pieterse will give further information.

20:00 - INFORMAL GATHERING

In the evening we will meet up in a bar in Rotterdam for informal drinks

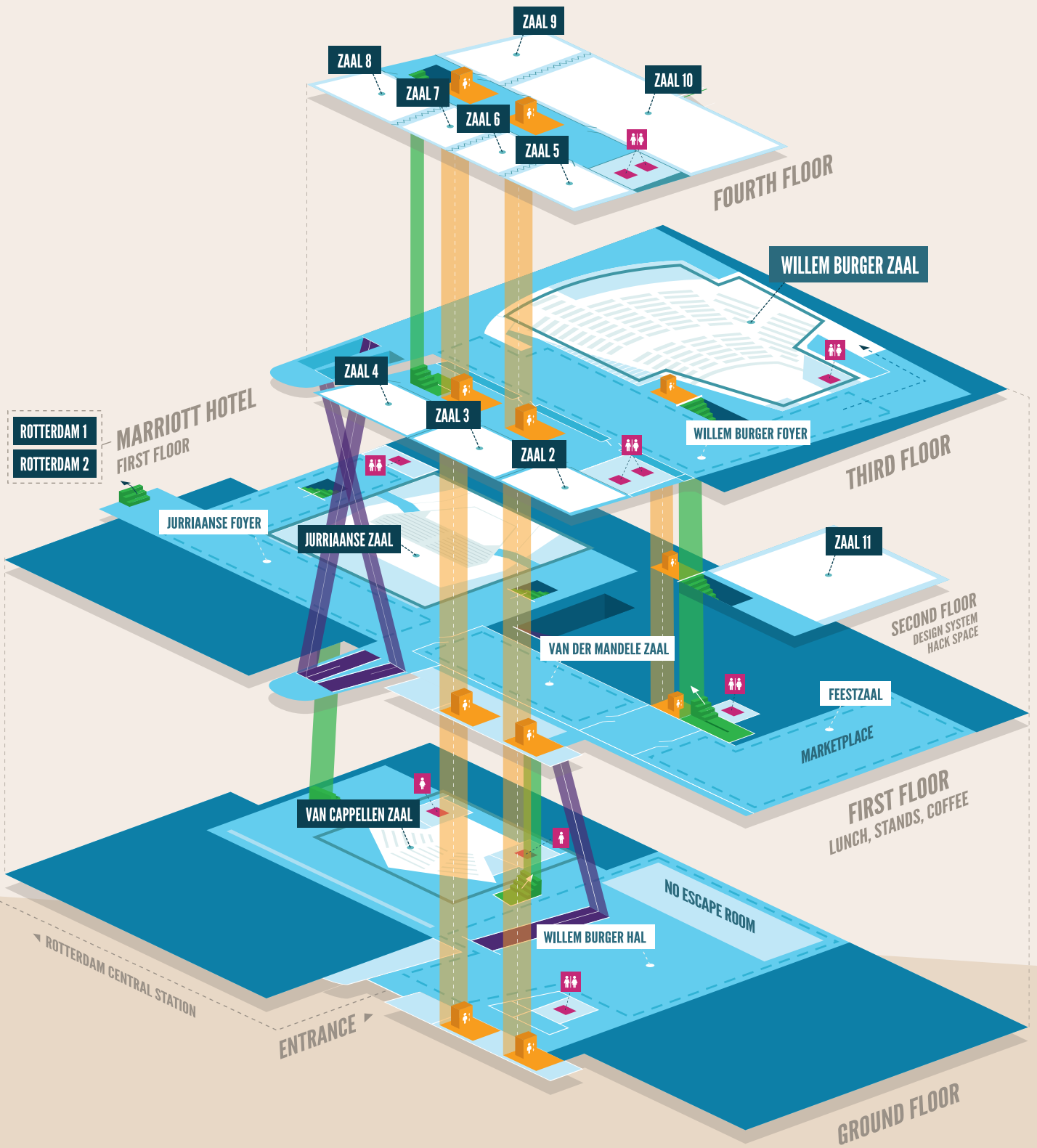
Please check the conference website for suggestions on where to meet.












VISIT ONLINE AND
SEE ALL EXCURSIONS



MONDAY 18 NOVEMBER (PRECONFERENCE)



FLOOR PLAN

	Foyer or hallway		Toilets		Stairs		BREAKOUT SESSION ROOM	 Wifi: Int. Design in Government
	Venues		Elevator		Escalator		FOYER OR HALLWAY	 Twitter hashtag: #govdesignconf