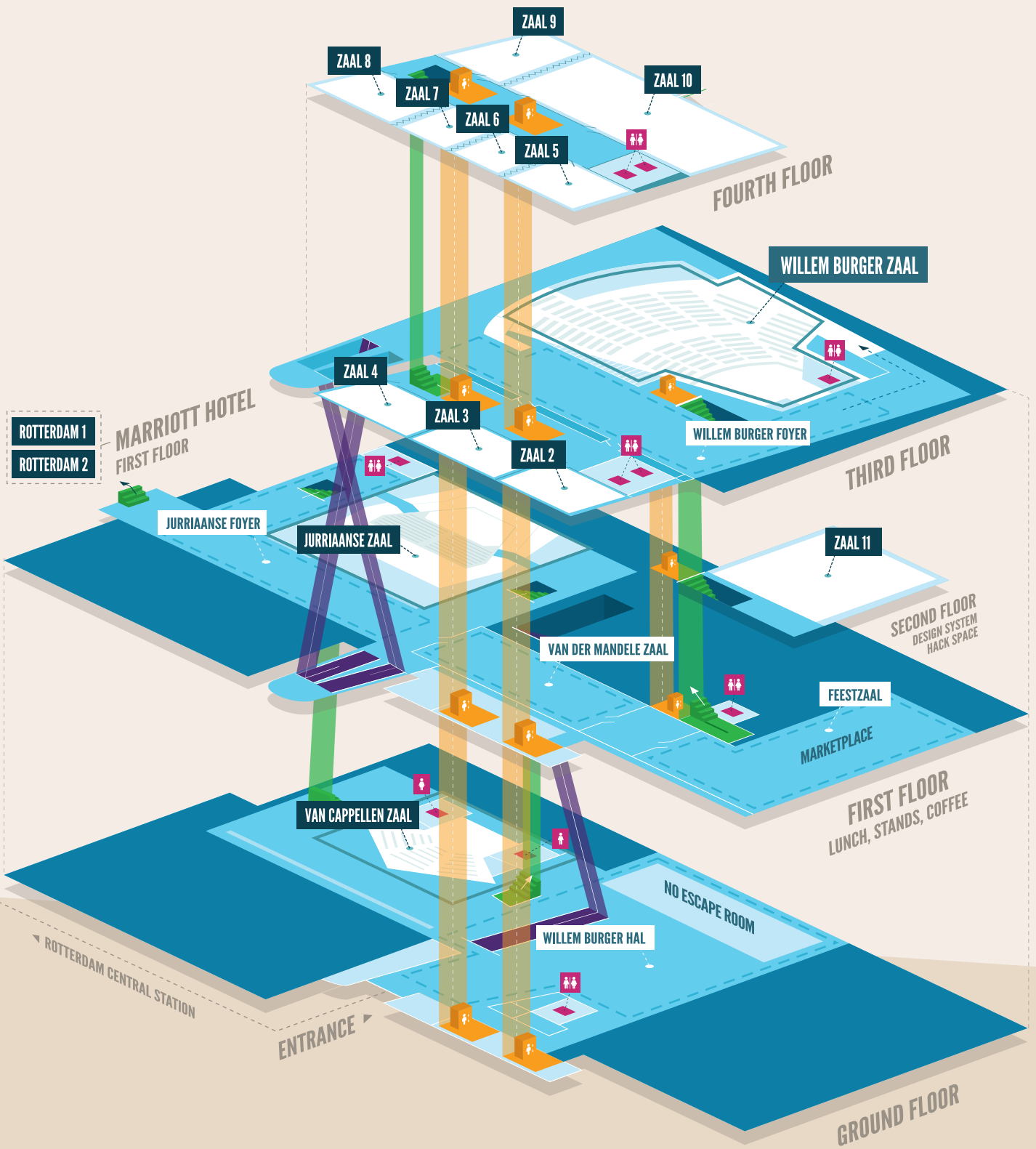










MORNING	09:00	09:45	10:00 – Keynotes	11:00	12:00	12:10	13:00
Willem Burger Zaal Third floor		Opening	What's most helpful for citizens? Reinier van Zutphen (Dutch Ombudsman)	Designing digital to meet user needs Francis Maude	Digital social innovation: Taiwan can help Audrey Tang	Closing	
First floor			[ALL DAY] Networking, marketplace & coffee				Lunch

AFTERNOON	13:15 – Round 1	14:00	14:15 – Round 2	15:00	15:15 – Round 3	16:00	17:00
Willem Burger Hal Ground floor	No Escape Room						
Van Cappellen Zaal Ground floor	Designing services that use emerging technology		How can you recognise bias in your designs?		Data informed experience design: from framework to dashboards		
Jurriaanse Zaal First floor	Conducting inclusive research with linguistic minorities		Empowering kids, parents & youth professionals to deal with privacy issues				
Rotterdam 1 First floor, Marriott Hotel	Getting started with content design						
Rotterdam 2 First floor, Marriott Hotel	Using design fiction to explore possible future experiences						
Zaal 11 Second floor	Design System Hack Space						
Zaal 2 Third floor	Co-creation strategies - working with Virtual Reality, Digi-coaches and IT-cafés		Designing with users: A recipe for optimizing your digital content				
Zaal 3 Third floor	Designing policies and services that care				Users First Maturity Score		DRINKS & NETWORKING
Zaal 4 Third floor		Build your own decision aid to improve services in the social domain					
Willem Burger Zaal Third floor		Panel Session: The future of government services					
Zaal 5 Fourth floor	How can you recognise bias in your designs?		Working together differently in neighbourhoods				
Zaal 6 Fourth floor	Visual canvases in support of EU Policy				Empowering kids, parents & youth professionals to deal with privacy issues		
Zaal 7 Fourth floor	Improving services related to life events		Prototyping in policy-making, practices and theories on experimentation				
Zaal 8 Fourth floor	Creating a digital innovation culture in Europe				From traditional letters to illustrated letters		
Zaal 9 Fourth floor	Optimal Digital workshop game: become a certified game leader						
Zaal 10 Fourth floor				What's it really like to design public policy			





FLOOR PLAN

	Foyer or hallway		Toilets		Stairs		BREAKOUT SESSION ROOM
	Venues		Elevator		Escalator		FOYER OR HALLWAY

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