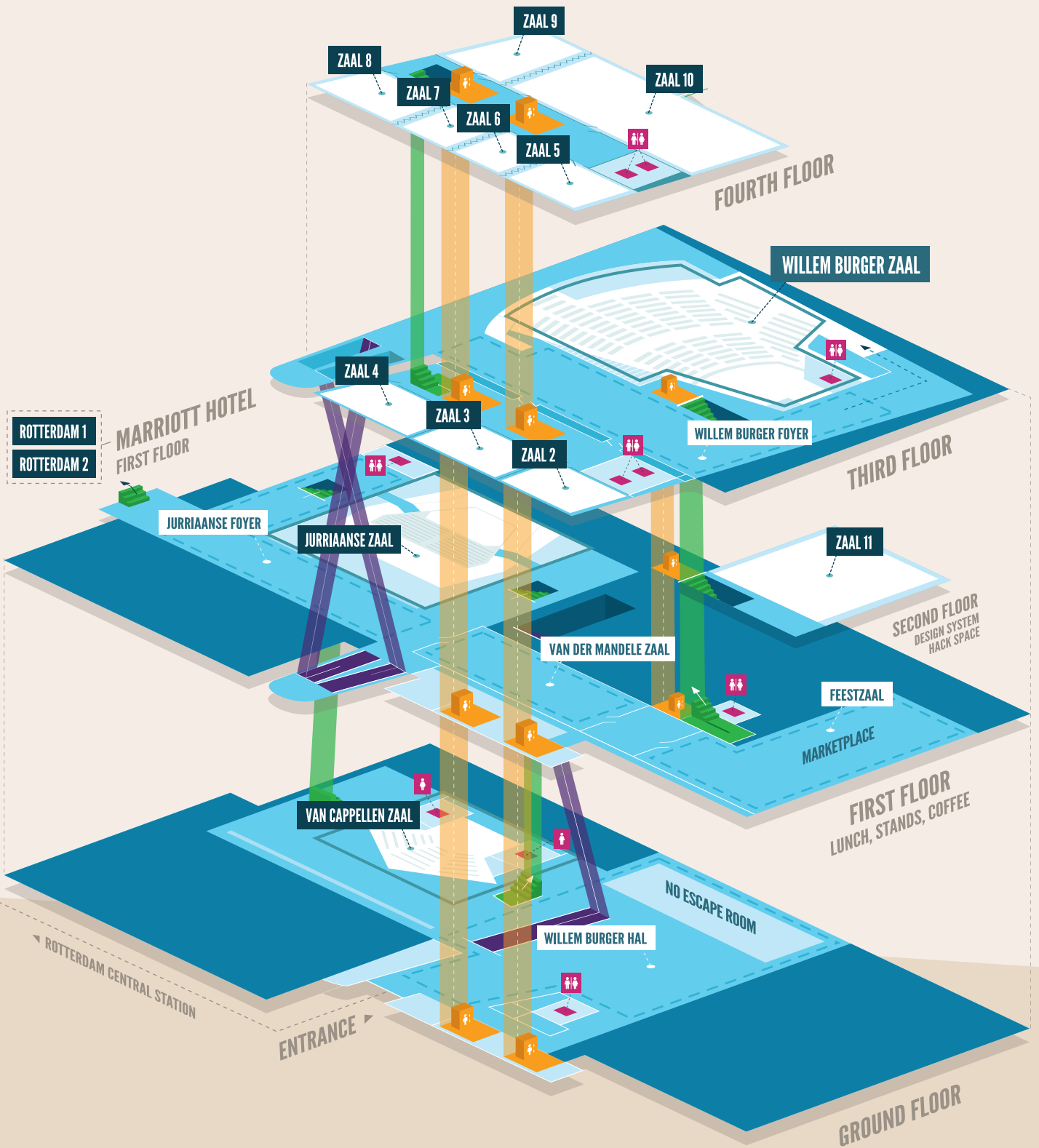


ALL DAY	09:00	09:30	09:45	10:00	Breakout Sessions - 12:45	14:00	15:30	15:45	16:45
Willem Burger Zaal Third floor		Opening				Trust, simplicity, use Gerry McGovern	Closing thoughts: Beware! Our past is killing our future! Jef Staes	Closing	
First floor					Lunch	[ALL DAY] Networking, marketplace & coffee			Drinks & DJ

MORNING	10:00 - Round 1	10:45	11:00 - Round 2	11:45	12:00 - Round 3	12:45
Willem Burger Hal Ground floor	No Escape Room					
Van Cappellen Zaal Ground floor	Co-designing with indigenous Australians		Designing for voice interfaces		Trolleys, veils and prisoners: the case for accessibility from philosophical ethics	
Jurriaanse Zaal First floor	From AI hype to delivery - designing the world's first multibot service		How the voices of the citizens can shape digital services in the government		Let's bring empathy back into the heart of digital government	
Rotterdam 1 First floor, Marriott Hotel	Service design ♥ Content strategy					
Rotterdam 2 First floor, Marriott Hotel	Data driven customer experience					
Zaal 11 Second floor	Design System Hack Space					
Zaal 2 Third floor	Building a design system for government		How to prepare and motivate civil servants for meaningful fieldwork			
Zaal 3 Third floor	Web analytics for the public sector			How to run a design system		
Zaal 4 Third floor	How to collaborate with other organisations and professions on end-to-end services		Supporting the Finnish digital transformation, Suomidigi platform			
Willem Burger Zaal Third floor	Panel session: How to organise accessibility?		Panel session: Perspectives - how to make your government user-centered?			
Zaal 5 Fourth floor						Create impact by making user research accessible to everyone
Zaal 6 Fourth floor	Success factors for applying service design in government organisations			Building a design system for government		
Zaal 7 Fourth floor	How to run a design system		Designing tools that connect election officials and immigrant communities			
Zaal 8 Fourth floor	Intro to accessibility testing			Designing for voice interfaces		
Zaal 9 Fourth floor	Optimal Digital workshop game: become a certified game leader			The implementation of web accessibility, factors of resistance and support		
Zaal 10 Fourth floor	Design for inclusion			How to collaborate with other organisations and professions on end-to-end services		





FLOOR PLAN

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

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