

SERVICE DESIGN



in GOVERNMENT



Submitter Information

6 - 8 March 2019

**John McIntrye Conference Centre,
Edinburgh, UK**

The original, practical conference
for anyone involved in designing or
commissioning public services.

Brought to you by:



About **Service Design in Government**

Service Design in Government is a practical Service Design conference that allows participants to connect and learn from their peers and leaders in the industry.

We are aiming to bring together the very best service design speakers and practitioners working in this space to share techniques and case studies from the field.

We endeavour to ensure participants can connect, network and learn from their industry peers in a positive and practical environment.

The event is aimed at professionals who either manage, design or develop public services. Participants will include Government employees, consultants and design agencies.

We're expecting 250+ participants from around the world. In 2018 we welcomed participants from as far afield as New Zealand, Canada, Taiwan and USA.

Session Types

We're happy for you to stand up and present a session about your experiences or something you've done, but we also strongly encourage interactive sessions that generate conversation with the audience, group discussion, or hands-on experiences.

Suggested session types:

Case Study

A presentation and discussion of real-life (not theoretical) experiences of the application (or mis-application) of service design techniques. Case studies include some discussion of lessons learned and an indication of how novel the work is.

Hands-On

Participants learn a new approach, tool or technology through using it to solve one or more practical exercises. Please include any software / hardware requirements in the session description.

Tutorial

A session focused around some specific tool, technique or issue. Primarily led by the speaker, tutorials usually include some elements of interactivity or individual / group exercise.

Workshop

An in-depth working session on a specific topic. May include paper presentations.

**YOU CAN SUBMIT AS MANY
SESSIONS AS YOU LIKE!**

Speaker Support

Tickets

We have a limited number of free speaker tickets that we can make available for our events as we have to cover all speaker costs with the income from tickets. We allocate these tickets in relation to session duration as below*.

For 45 minute sessions, only the first named speaker pays no conference fees. Additional speakers must purchase a special low cost ticket.

For 60 or 90 minute sessions, only the first two named speakers will pay no conference fees. Additional speakers must purchase a special low cost ticket.

For sessions longer than 90 minutes, only the first three named speakers will pay no conference fees. Additional speakers must purchase a special low cost ticket.

* If you would like more detail on why we allocate speaker tickets this way, please get in touch.

What's included:

- Participation in the full event programme
- Lunch
- Refreshments on arrival, at scheduled breaks and throughout the day
- Free wi-fi at the conference venue
- Participant pack

Anything not listed above is not included. Contact us about any specific requests.

Expenses

We aim to cover all speaker travel and accommodation expenses if requested. We provide standard supplies for sessions (post-its, markers, pens, paper and so on) and will cover costs or supply directly any additional materials you require to conduct your session (eg printing). If your session is accepted, we will propose a financial amount to you when we notify you - based on our understanding of your costs to come to the event. Unfortunately we cannot accept requests for additional financial support after you have agreed that amount and **we cannot pay back expenses that we haven't agreed to pay in advance of the event.**

Part of the decision on whether to accept a session or not involves considering its financial costs. Please let us know on your session proposal whether you need any financial support to take part in the conference and, if possible, what you need e.g. how many nights accommodation and some indication of where you are travelling from. We can also talk to you about how you could travel and where you could stay. We want to support all our speakers, so please let us know if you require more information.

Speaker Terms

Session reviews

After the deadline closes, our selection panel reviews anonymised submission information.

The review process usually takes between 3 and 6 weeks depending on the volume of submissions. We'll contact both successful and unsuccessful candidates within the review period.

Programming

Inclusion of a session in the conference programme will be at the sole discretion of the conference organisers. By agreeing to have your session included in the programme you agree to participate in the conference and in all pre-conference quality control activities as deemed necessary by the conference organisers.

You also agree to promote your session and involvement in the build up to the event. We will provide a range of assets to support any promotional efforts.

The organisers reserve the right to remove a session from the programme at any time. Speakers no longer included in the programme will no longer be eligible for free entry to the conference and so will have to pay the current non-speaker rate if they wish to participate in the conference.

The organisers will not be responsible for payment of any kind on behalf of the speaker in this event.

Data policy

We need to hold information you provide on computer databases for administrative purposes. Summary information, which could include contact data, will be published for all session leaders.

Information about participants will be made available to organisations involved in administering, organising or supporting the event and this may include organisations outside the EC.

General

The organisers are not responsible for the views or opinions expressed by speakers, sponsors, or other participants.

If you are travelling from outside the EU, you should consider your visa requirements in relation to your visit to the UK and participation in our event.

Code of Conduct

Our conferences are created to be welcoming, friendly and accepting spaces. As such we expect everyone will behave accordingly but we have created a code of conduct to ensure everyone in attendance can see easily and openly that we will not tolerate any behaviour that falls below an acceptable level.

Unacceptable behaviour includes intimidating, harassing, abusive, discriminatory, derogatory or demeaning conduct by any participant at our events or online communities including Twitter and other online media.

Harassment includes offensive verbal comments related to gender, age, sexual orientation, race, religion, disability, sexual images in public spaces, deliberate intimidation, stalking, following, harassing photography or recording, sustained disruption of talks or other events, inappropriate physical contact and unwelcome sexual attention.

If a participant engages in behaviour that violates this code of conduct, the event organisers will take the appropriate action, including warning or expulsion from the conference with no refund.

If participants have any concerns, inform a member of Software Acumen staff who will offer support in contacting the appropriate security and ensure required assistance is given.

Becoming a Speaker

If you're ready to submit a session for consideration, please visit:
govservicedesign.net/2019/callforspeakers

For more advice or information:

We're happy to provide further advice if you need more help before submitting your session.

info@govservicedesign.net

01223 900 107

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Software Acumen

St. John's Innovation Centre
Cowley Road
Cambridge
CB4 0WS
United Kingdom