

08:15	CONFERENCE REGISTRATION			
09:15	Welcome to Service Design in Government 2017 15 MINUTES			
09:30	KEYNOTE Scaling service design and the challenge of problem-solving 60 MINUTES Louise Downe HEAD OF DESIGN IN THE GOVERNMENT DIGITAL SERVICE			
10:30	TEA / COFFEE BREAK			
	Earth / Water	Air	Council Chamber Left	Council Chamber Right
11:00	CASE STUDY What's stopping us all from making accessible services? 45 MINUTES Alistair Duggin GOVERNMENT DIGITAL SERVICE	CASE STUDY Prototyping a whole street of support 45 MINUTES John Delahunty INNISFREE HOUSING ASSOCIATION Ajo Clua INNOVATION UNIT	HANDS-ON RIP+MIX tutorial 90 MINUTES Hazel White Mike Press OPEN CHANGE	TUTORIAL The essentials of leadership for service design 90 MINUTES Rebecca Kemp REBECCA INDUSTRIES LTD Ade Adewunmi GOVERNMENT DIGITAL SERVICE
	SWITCHOVER	SWITCHOVER		
11:50	CASE STUDY Designing for a future we don't yet know 45 MINUTES Ben Scott-Robinson	CASE STUDY How we design content in government services 45 MINUTES Simon Bramble DEPARTMENT FOR WORK AND PENSIONS		
12:35	LUNCH BREAK			
13:30	CASE STUDY How value alignment mapping helped us introduce service design in Defra 45 MINUTES Polly Jones Duncan Chevis DEPARTMENT FOR ENVIRONMENT, FOOD, & RURAL AFFAIRS	CASE STUDY How hard can it be? Breaking down silos to build reusable services for the 21st century 45 MINUTES Terry Makewell Tom Scott OFFICE FOR NATIONAL STATISTICS	CASE STUDY Designing with and for people with learning disabilities 45 MINUTES Jenni Parker FREELANCE CONSULTANT Ali Fawkes VOICEABILITY	HANDS-ON Innovation through design, experimentation and creativity (i-dec) 150 MINUTES Dr Christopher Farrington Sarah Wylie NORTHERN IRELAND INNOVATION LAB
	SWITCHOVER	SWITCHOVER	SWITCHOVER	
14:20	TUTORIAL A barrier-free digital service 45 MINUTES Lore Hollevoet Saar Verhoogen AGENCY INFORMATIE VLAANDEREN	CASE STUDY Managing the fuzzy front end of a design brief 45 MINUTES Vasia Christoulaki	CASE STUDY Corporate governance as a service 45 MINUTES Richard McLean FOOD STANDARDS AGENCY	
15:05	TEA / COFFEE BREAK			
15:35	CASE STUDY Researching complexity for public sector platforms 60 MINUTES Jess Perriam Vita Mangan DXW	TUTORIAL Service design delivery: organisations, teams and topologies 60 MINUTES Simon Bostock EQUAL EXPERTS THROUGH HMPO	HANDS-ON Harnessing user-centred approaches to deliver better public engagement 60 MINUTES Elli Panagopoulos Emilie Glazer ECLIPSE EXPERIENCE	CONTINUED HANDS-ON Innovation through design, experimentation and creativity (i-dec) 150 MINUTES Dr Christopher Farrington Sarah Wylie NORTHERN IRELAND INNOVATION LAB
16:35	SOCIAL EVENING			

09:00	CONFERENCE REGISTRATION			
09:30	KEYNOTE Fiddling with the aqueducts while Rome is burning: Service Design and Resistance 60 MINUTES Esko Reinikainen THE SATORI LAB			
10:30	TEA / COFFEE BREAK			
	Earth / Water	Air	Council Chamber Left	Council Chamber Right
11:00	CASE STUDY Designing realistic medicine 45 MINUTES Mike Press OPEN CHANGE Rodney Mountain NHS TAYSIDE / UNIVERSITY OF DUNDEE	EXPERIENCE REPORT Competing with Google and Citymapper - making public transport easier by meeting user needs 45 MINUTES Brian Austin TRANSPORT FOR GREATER MANCHESTER Carolyn Warburton VALTECH	CASE STUDY Applying service design thinking to introduce user-centred public legislation in the Netherlands 90 MINUTES Niels Corsten KOOS SERVICE DESIGN	HANDS-ON Sharing and anticipating failure: stories and tools 90 MINUTES Marc K. Hébert SAN FRANCISCO HUMAN SERVICES AGENCY, INNOVATION OFFICE
	SWITCHOVER	SWITCHOVER		
11:50	CASE STUDY Embedding an experimentation culture inside the public administration 45 MINUTES Paulo Malta CABINET OF THE MINISTER OF THE PRESIDENCY AND ADMINISTRATIVE MODERNISATION AND LABX LEADER	CASE STUDY How we used service design to improve the lives of Helsinki City employees and bring a human centric approach to unemployment 45 MINUTES Zeynep Falay von Flittner HELLO		
12:35	LUNCH BREAK			
13:30	CASE STUDY Organic service design - SIDS experience 45 MINUTES Genesis Pierre MINISTRY OF PUBLIC ADMINISTRATION AND COMMUNICATIONS	CASE STUDY Starting at the start 45 MINUTES Matt Harrington DEPARTMENT OF HEALTH	WORKSHOP Translating user research in to practical design insight 90 MINUTES Kate Tarling Ayesha Moarif HOME OFFICE	WORKSHOP Design by default: keeping humans in local government 90 MINUTES Greg Winfield Stephanie Connelly Mia Peters LONDON BOROUGH OF WALTHAM FOREST
	SWITCHOVER	SWITCHOVER		
14:20	CASE STUDY Practical justice reform through better services 45 MINUTES Gordon Ross OPENROAD	CASE STUDY Service design for the European Research Agenda 45 MINUTES Martina Rossi POLITECNICO DI MILANO - DEPARTMENT OF DESIGN - POLIMI DESIS LAB		
15:05	TEA / COFFEE BREAK			
15:35	CASE STUDY Using speculative design to create a vision for the future of rail 60 MINUTES Cat Drew POLICY LAB (CABINET OFFICE)	CASE STUDY Better Endings: innovation in end of life care in Southwark and Lambeth 60 MINUTES Dr Perrie Ballantyne Julie Temperley INNOVATION UNIT Dr Heather Richardson ST CHRISTOPHER'S HOSPICE	Quiet reflection session 60 MINUTES Open to anyone	CASE STUDY From start to finish: combining ethnography and data science to prevent homelessness 60 MINUTES Andy Kempster POLICY LAB (CABINET OFFICE)
16:35	LIGHTNING TALKS Giving government the right data to enable better decisions about services 10 MINUTES Roxanne Asadi GOVERNMENT DIGITAL SERVICE	(Policy) lost in translation: transforming the benefits experience for migrants 10 MINUTES Sophie Boyd DEPARTMENT FOR WORK AND PENSIONS	Legislative change: the catalyst for transformation 10 MINUTES Helen Jones DRIVE AND VEHICLE LICENSING AGENCY	
17:10	SOCIAL EVENING			

08:45	CONFERENCE REGISTRATION			
09:15	KEYNOTE The humans behind the numbers: using data to improve services and lives 60 MINUTES Kit Collingwood Richardson DEPARTMENT FOR WORK AND PENSIONS			
10:15	TEA / COFFEE BREAK			
	Earth / Water	Air	Council Chamber Left	Council Chamber Right
10:45	CASE STUDY My Amsterdam 45 MINUTES Peter Boersma FREELANCE (CITY OF AMSTERDAM)	CASE STUDY The future of online consultations 45 MINUTES Emma Parnell SNOOK Michelle Brook THE DEMOCRATIC SOCIETY	HANDS-ON Get direction! - How story mapping helps everyone 90 MINUTES Jason Bootle POP GUN UK LTD	HANDS-ON Service design therapy - with drawing! 90 MINUTES Sarah Prag QUOTIDIAN CONSULTING
	SWITCHOVER	SWITCHOVER		
11:35	CASE STUDY City of service design 45 MINUTES Hazel White OPEN CHANGE Steven Kyle DUNDEE CITY COUNCIL	CASE STUDY Bringing together policy and delivery 45 MINUTES James Reeve DFE		
12:20	LUNCH BREAK			
13:20	CASE STUDY Adventures in policy land 60 MINUTES Sophie Dennis DIRECTOR & CO-FOUNDER, CAYENNE	TUTORIAL Notes from the kitchen table 60 MINUTES Steve Lee INNOVATION UNIT	HANDS-ON Ask - don't tell: using questions to personalise online services 60 MINUTES Lisa Fast NEO INSIGHT	WORKSHOP Pardon my French and mind your language! 60 MINUTES Fan Sissoko RISE STUDIO Joseph Harrington HALF FULL
14:20	TEA / COFFEE BREAK			
14:50	ENDNOTE What happened and what's next 60 MINUTES Caroline Jarrett EFFORTMARK Sarah Drummond SNOOK			
15:50	CONFERENCE CLOSE			