

Welcome to Service Design in Government 2021

Sophie Dennis, Programme Chair

Our Sponsors



UNBOXED

create/
change

QWAN

Announcements

Session types

Live: will be livestreamed on the day (via Zoom)

Hybrid: Will include pre-recorded content livestreamed on the day. The speakers will be present and available during the session (via Zoom)

Pre-recorded: The session has already been pre-recorded - the speaker will not be speaking live on the day but should be available in the virtual social channels e.g slack, for discussion during the conference

Joining a session

You can join a session link up to **5 minutes before** the programme **start time**

- **Zoom Webinar:** you'll be admitted straight into the webinar from the 5 minute mark
- **Zoom Meeting:** you'll join a **waiting room** and be let in from the room at the 5 minute mark
- If the session is running in **Zoom Meeting** and has a **participant number cap**, we'll admit participants from the waiting room on a first come, **first served basis** - up to the number noted in the programme - we don't take pre-bookings for sessions
- Please don't join the waiting room unless you are **present and available** to attend the session - as you may be let in and then block entry for other participants waiting
- If the **"Join Zoom"** link does not take you to a session - check the start time, sessions will be opened by a host 5 minutes before the scheduled start time

Speaker Q&A (live)

Is opt in for our speakers

- We ask speakers to let participants know at the start of their session how they would prefer to take questions (during, at the end, privately or not at all).
- We understand that, as a speaker, they're putting themselves in a vulnerable position to deliver their session and we want you them to feel safe and able to put their energy into their delivery without unwarranted distraction
- They will let you know at the beginning of their slide deck or state clearly whether they're accepting questions and when/how people can provide them
- **Questions must be concise, relevant - and a question**

Zoom tips

- We recommend using the **Zoom App** - especially for Zoom Meetings as some features are not available/accessible from Zoom “launch in the browser”
- If you’re using the Zoom App, we also recommend you ensure you have **updated to the latest version** - otherwise you may not get new features
- Your **video will not be shown** during a Zoom **Webinar** - unless you are a “panelist/speaker”
- You’ll be on **mute upon entry** - if the session is using a zoom meeting, you may be asked to unmute yourself during the session
- To **see the speaker(s) and their slides** at the same time:
 - There’s a link at the top with view options, choose '**Side by side view**' to see both

Captions

Are live captions available?

- We're trying different ways to bring you captions across all sessions
 - some speakers may have their presentation captions turned on automatically for everyone to see
 - alternatively we'll enable live captions in Zoom - to see these click on the **CC** button at the bottom of your screen
 - pre-recorded sessions have been enabled with captions, you can turn these on/off with the **CC** button (bottom left)

Catch up

- Go to Live Event - Map - **Auditorium** - Session **Catch-up**
 - recorded sessions will be added once edited
 - If you can see the catch-up sessions are available, but some appear to be missing - We may not have received permission from the speaker to record the session.
 - we'll be working to do this as fast as possible, please bear with us, it may take a **few hours - 1 day**
- **Speaker slides?**
 - there's a channel in slack where speakers can provide slides
 - we'll also add them to the sessions as soon as possible - you'll be able to find these as a resource under the video in catch up
- **How long?** - sessions will be available on catch-up, for ticket holders, for the next **30 days**

Get Social

- Join us on **Slack** - check you are in all the channels!
- Join us on **Miro** - Hello Board, Pledge wall & Retro
- Join our **Linkedin** group
- Follow us @SDinGov and #SDinGov
- Find our team on the Welcome Desk
 - we'll be running an open Zoom link during the 2 days of the conference
 - come along and say hello - just like a real conference :)
 - We can also pop you into a **breakout room** to start a group chat with fellow participants

Thank you - to our fabulous programme panel

Sophie Dennis, Ade-Lee Adebisi,
Hilary Stephenson, Marc Garcia Fortuny,
Matt Jukes, Sarah Drummond, Shanti Mathew,
Sharon Dale, Tero Väänänen, Ali Fawkes,
Mike Press, Megha Wadhawan, Marie Cheung,
Coca Rivas, Mariana Morris

Thank you - to our wonderful volunteers

We want to thank the team of volunteers who are have given up their time to help us ensure the event runs smoothly.

Feedback

Staying safe

- Code of Conduct
- Health and Safety
- Please report any issues to the Event Team via:
 - #ask-anything or DM on slack
 - ? Zendesk

Our Keynotes



First Keynote

The logo for SDinGov, featuring the letters 'SD' in a large, white, sans-serif font, followed by 'inGov' in a smaller, pink, cursive font. The logo is set against a dark purple background with a subtle pattern of concentric circles and diagonal lines.

SDinGov

Cyd Harrell

Civic Design Consultant & Author of A Civic
Technologist's Practice Guide

