



CO-CREATION

Road to better public services

CITADEL

Empowering Citizens to Transform

European Public Administrations

UNDERSTANDING AND
TRANSFORMING
THE LANDSCAPE OF THE
EUROPEAN PUBLIC SECTOR



January 17, 2019
E. Birznieka Upīša iela 21, Rīga
People Work Coworking

Register @
<https://ej.uz/VARAMkonf>

AGENDA IN BRIEF

- 09.00 **Registration**
- 09.30 **Opening**
- 09.40 **Designing end-to-end services in the public sector: Using co-creation to create services that meet citizens needs**
Will Harmer (GDS)
- 10.20 **Co-creation with citizens - CITADEL findings, approach and methodology**
Leire Orue-Echevarria (Tecnalia)
- 10:40 ESPRESSO BREAK
- 11.00 **Improving processes and services by co-creation: Living Labs, User involvement etc. Imec approach on implementing co-creation.**
Koen Vervoort (imec)
- 12.30 LUNCH

- 13.30 **Let's talk over a cup of coffee. Different approaches to co-creation: Sharing stories & experiences**
Speakers from Latvia
Jonas Breuer (imec/VUB)
- 14.30 MINI ESPRESSO BREAK
- 14:40 **PANEL DISCUSSION – Co creation with citizens – from irregular practices till daily routine**
- 15.40 **Hands-on session. Shaping future today. Learning by doing different co-creation methods & tools.**
Moderators: Koen Vervoort (imec), Jonas Breuer (imec/VUB)
- 16.40 **Closing remarks**

SPEAKERS



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