CityLAB Berlin

CityLAB is Berlin's public innovation laboratory. At the interface between public administration, academia, the private sector, and urban society, it taps into the potential of digitalization to promote hands-on, impact-oriented urban development that is geared towards the common good.

What is CityLAB?

2019, CityLAB is run by a roughly 30-member interdisciplinary team from **Technologiestiftung Berlin** and funded by the **Berlin Senate Chancellery**. It is headed by Dr Benjamin Seibel.

What does the CityLAB do?

CityLAB Berlin is a **central meeting place and point of contact** for city **administrative employees and citizens interested in digitalization** and offers a wealth of opportunities for **developing ideas**, **prototyping**, and **transferring knowledge**. The innovation lab organizes more than 100 public events every year, ranging from intense, small-scale practical workshops to large-scale events involving several hundred participants.

CityLAB regularly **supports city administrative teams** through structured, user-centered **innovation processes** and **oversees the development of digital products** from initial idea generation all the way through to prototyping and user testing. Special emphasis is placed on **user-centricity** and **teaching agile methods** to city administrative employees. CityLAB also develops its own digital offerings in an ongoing **dialog with experts and urban society** as a whole and tests these offerings in public, transparent settings. Its software projects are developed using a collaborative approach and all projects are **published under an open source license.**

CityLAB provides extensive support on behalf of the Senate Chancellery in the implementation of **Berlin's smart city and digitalization strategy Gemeinsam Digital: Berlin**. Having previously designed the **two-year participation process**, CityLAB is currently supporting the action teams involved in implementing the strategy by providing **methodological and technical expertise**.
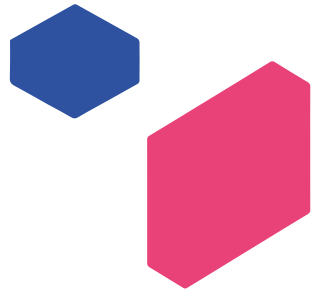

Bilder © Sabine Zoltnere

CityLAB actively engages in **public relations work relating to digital Berlin**, publishing its own podcast and maintaining a YouTube channel as well as maintaining active presences on Instagram and X. As an ambassador for Smart City Berlin, it also regularly sends representatives to international trade fairs and conferences. CityLAB projects and events are transparently documented and presented on its homepage, citylab-berlin.org, and on the associated blog. Transparency is ensured by providing the source codes of all relevant applications via the Github platform.

CityLAB **project examples**, **expertise** and **areas of action**

Expertise and areas of action

Service design

- Citizen-centered design of administrative services
- Understanding needs, analyzing processes, designing solutions
- Participatory and co-creative product development

Technical prototyping for Berlin

- Hands-on exploration and evaluation of technical developments (e.g. AI) for Berlin
- Development of prototypical digital innovations for public administration and the city as a whole
- Strengthening of digital sovereignty through open source and open data

Agile work for the Berlin administration

- Living lab for unbureaucratic and interdepartmental cooperation
- Transfer of methodology and knowledge for agile work
- Innovation sprints with city administrative teams

Interface to the city

- Access to a large stakeholder network in the smart city sector
- Facilitator for collaboration on an equal footing with other urban stakeholders
- Support for action teams under the strategy Gemeinsam Digital: Berlin

Examples of projects

Here is a **selection of CityLAB projects** that have received significant attention from local residents and which are also regarded as examples of **smart city best practices**, both **nationally and internationally**:

- _Bürgeramt der Zukunft_ (The Citizen Center of the Future): Utilization of service design and prototyping methods to observe processes at Berlin's citizen centers and identify and test possible improvements to the day-to-day functioning of these offices
- _Digital Vereint_: Free and open source infrastructure for Berlin citizen associations and clubs
- _Gieß den Kiez:_ Platform for the watering of trees by citizens in cooperation with district authorities for parks and green spaces
- _Hilf-Mir.Berlin:_ An interactive map of psychosocial support services in Berlin
- _Kiezlabor_: A zero-energy Tiny House dedicated to digital transformation that goes on tour through Berlin neighborhoods
- _Parla_: The Ai-Assistant searches through written questions and main committee proceedings of the Berlin House of Representatives
- _Qtrees_: An application that seeks to prevent tree deaths in the city by means of an AI-powered prediction system*
- Projects in collaboration with the Open Data Information Service (ODIS) team: Development of practical and informative applications using open data from the city*

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Further details: https://citylab-berlin.org

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