



Hello dear CityLAB Community,

Whereas in the previous month we were mainly occupied with receiving guests, in October we travelled overseas – to a country where citizens can do their tax returns in a video game environment and entire cities are created within a few decades: **South Korea!** As members of a **delegation trip** undertaken by the Senate Department for Economics, Energy and Operations, our director Dr. Benjamin Seibel and colleague Dr. Niklas Kossow got to take part in [the 2023 IFEZ Smart City International Symposium](#), where they shared insights in the participation and development process involved in *Gemeinsam Digital: Berlin* (GD:B) and the work we do. The outing gave them some unexpected but valuable takeaways. Meanwhile our **Kiezlabor** back in Berlin headed to its first outlying district, namely **Marzahn-Hellersdorf**: we report on the no less enriching experience we gained there. In addition, we look back on the successful **GD:B annual conference** and the completion of **the manual Public Service Design** – and we look forward to an eventful November!

You know exactly what you want? Go directly to

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- [Spotlight 2: The manual Public Service Design](#)
- [Spotlight 3: Gemeinsam Digital: Berlin](#)

Spotlight 1



Kiezlabor

The grand finale

The last stop for our beloved shipping container this year was **Alice-Salomon-Platz in Marzahn-Hellersdorf**. Under the motto **“Shaping the city together”**, we held numerous workshops with residents and visitors to discuss issues such as the digital transformation. Read our review to find out about the delicious snacks we produced in order to reduce food waste and also the ideas we developed for the square – with the help of yourselves and artificial intelligence.

[To the blog](#)

Spotlight 2



The manual Public Service Design

You're welcome!

Book award or not, our **Public Service Design** manual for young and old alike is still a distinguished piece of literature! As such, it was long overdue to break the boundaries of the German language and provide an English version! Enjoy!

[To the English version](#)

Spotlight 3



Gemeinsam Digital: Berlin

Annual Conference at Berlin's town hall – the Rotes Rathaus

A full hall, huge chandeliers, 18 theme tables and over 130 participants: in addition to lots of glittering lights from above, discussions at the first annual conference of *Gemeinsam Digital: Berlin* also sparked mutual inspiration. There was lots to discuss: focusing on **collaboration between different stakeholder groups in the smart city**, people from administration, science, business and civil society came together to exchange ideas on how to implement the smart city and digital strategy. In addition to an **introduction by Chief Digital Officer Martina Klement** and **intriguing keynote speeches**, new ideas were developed too – see our review for more highlights.

[To the blog](#)

Events



07.11. – 09.11.

CityLAB @Smart Country Convention

Stadt.Land.Tech.

All day, hub27

Congress, Expo, workshops and networking - of course we won't miss it! Together with the Senate Chancellery, CityLAB is once again **part of the joint stand "Smart City Berlin"**, where an exciting programme and insights into our work await you for three days. We look forward to your visit!

[More information](#)

21.11.

Meetup

Public Service Design #4

from 6:00 p.m. to 9:00 p.m., CityLAB Berlin

For the fourth time, CityLAB Berlin and DigitalService Bund are organising the Meetup series "Öffentliches Gestalten: Shaping Public Sector's Future". This time, the Meetup will focus on the topic of "urban mobility". Speakers from civil society, the private sector and public administration are invited.

[More information](#)

07.12.

Save the Date

LABillage Christmas Edition

CityLAB Berlin

The family comes together during the Christmas season! That's why we cordially invite you to our LABillage #2 - an event format where, among other things, we put the spotlight on our lovingly designed exhibition. But there has also been a lot going on in the other CityLAB rooms - we'll keep the excitement going until the next newsletter! Until then, it's Save the Date!

Looking ahead

The view of Berlin's grey is of course not very exciting right now - but a visit to CityLAB is all the more so! A new eye-catcher is our foyer, which has been transformed into a veritable temple of service design. So if you've always wanted to know what service design is and how we use it, we recommend a visit soon!



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