

September 2022

Hi, dear CityLAB community!

The CityLAB is still in summer mode! So what's our holiday destination? Anyone can go to the Maldives or Majorca: we prefer to take you on a trip through time that's both carbon-neutral and affordable. We start by going back into the past to enjoy a laid-back time at the workshop oases held at our summer party, then we set off to explore the future of the Citizen Center. But we mustn't forget the present, of course, where our motto is: read, read, read – whether it's the newfreemove blog or brand new recommendations from your favorite LAB!

So lay your towel out on the balcony and treat yourself to some newsletter time out! Enjoy!

Workshop at the summer party

Recaps

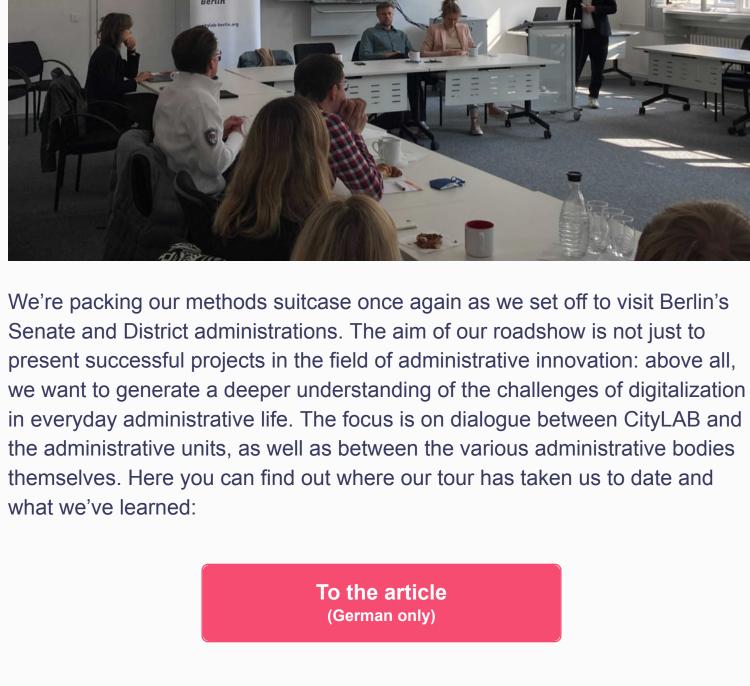
From service wasteland to administration oasis - Service Design



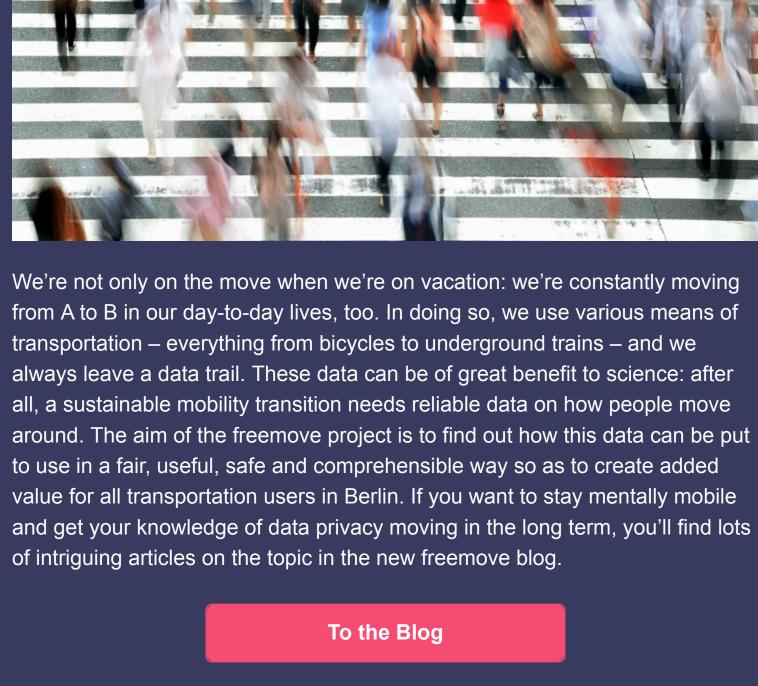
But we believe it's now time to coin the term "service oasis" for Germany: at our summer party this year, we found out that it can actually be just 15 steps from wasteland to oasis! So what does it actually take to provide a wellconceived service? At a workshop involving 30 participants, we got together to look for answers to this question together. In the blog post below you can find out what solutions we came up with and how service design is involved Blog (German only) Want to stay in the oasis a little longer because you can't get enough of service design? In that case we recommend you listen to the talk held at our summer party: Mit Servicedesign die Verwaltung neu gestalten ("Reshaping administration with service design") – given by Martin Jordan and Charlotte

To the video (German only)

CityLAB is on the road(show) again



Features FreeMove: the blog gets you moving



CityLAB Berlin

Every good trip into the future begins with a look back into the past:

Meet the City LAB Berlin team

CityLAB Berlin would be nothing without its employees, who draw on a wide

behind CityLAB Berlin introduces you to different team members every month,

Inside Jesse's mind: "By getting to grips with the digitalization of administration,

Meet Jesse (German only)

CityLAB has taken up one of the great political challenges. I strongly believe

we have the right mindset and the expertise to demonstrate scalable

this time our business project manager Jesse Oesterling, master of invoices,

and our happy manager – our office dog Yumi.

solutions."

Enjoy!

range of expertise to advance digitalization in Berlin. Our series The minds

Inside Yumi's mind: "As a LABradoodle, I make use of all the options that the agile methods suitcase has to offer." **Meet Yumi** (German only) CityLAB reading tips for the summer

food for thought – but is by no means depressing! Tip 2: The next tip is the book Digital Transformation at Scale: Why the Strategy is Delivery: this recommendation comes from our director Benjamin Seibel himself, who says: "The book may have a somewhat uninspiring title, but as a look into the creation of the UK Government Digital Service (GDS), it's

brings it back, ahem, TORI!!!)"

Germany – an entertaining and educational listening experience! **Administration Prize 2022**

Better than an Oscar and a Grammy combined – the Berlin Administration

continuous development of Berlin's municipal administration. We invite you to

present your forward-looking ideas to the public and actively network with other

Application form (German only)

Prize is back! Wanted: solution-oriented projects that contribute to the

authorities. The application deadline is October 14, 2022.

3:00 - 5:00 pm

Events

09

September

Berlin celebrates volunteering! The Berlin Volunteer Days take place

celebrating the voluntary commitment of Berlin's citizens. We're taking

CityLAB Berlin in connection with our tree-watering project Gieß den

Kiez. If you've been wondering during this extremely hot summer how

you might help keep Berlin's trees from dying of thirst, do take the time

to stop by! We provide information about the project and the current

situation in Berlin, as well as offering tips on the proper way to water

trees – finally getting actively involved in the neighborhood ourselves.

part once again this year by hosting a learning and participation event at

every September and involve a whole series of days with activities

Gieß den Kiez meets Volunteer Days

Sign up on our website now for the activity day on September 9! The event will be held in German. **More informationen** September 1:30 - 4:30 pm **Summer School: final presentation** 22

stop! Using physical computing, machine learning on microcontrollers and living lab experience and supported by workshops and talks, we're working together with HTW Berlin, TU Berlin and the living lab Radbahn to bring phased traffic lights to Berlin.

October **Smart Country Convention (SCCON)** 18 - 22

The final presentation of the Summer School will take place at CityLAB –

and you are all invited join us in marveling at the results. The event will

be held in German. You can sign up here:

How can we combine digital management and smart urban development? The Smart Country Convention aims to give visitors hands-on access to the answers to this question – digitalization at your fingertips at Germany's biggest congress fair for the digitalization of the

Tickets

Having traveled so much, it's time to enjoy being back home again – so we hope to see you soon at Platz der Luftbrücke!

Foundation register Berlin A project by

10825 Berlin

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Vorbeck of the Federal Government's DigitalService. The notion that Germany is a "service wasteland" is something that tends to persist in people's minds.

Vorbeck of the Federal Government's DigitalService.

Would your administration like to be part of our roadshow, too? If so, please fill Questionnaire

out the following questionnaire – we'll get back to you as soon as we can!

The Citizen Center of the future – a look ahead

together with the Berlin IT Service Center (ITDZ), we conducted a diary study from November to December 2021 with eight people in different positions at the Friedrichshain-Kreuzberg vocational training department to find out what challenges have to be dealt with on a day-to-day basis. By means of shadowing – where one person observes another person going about their work – we're trying to become familiar with the work processes of those involved and also get an idea of the work atmosphere. In the following blog post, we review this process and share the insights we gained. To the Blog (German only)

So you've read all the Spiegel bestsellers for the year and are left wondering:

what get can I get my teeth into next?! Time to dive into the fascinating world of

advanced literature on administration! Here come three brand-new tips from

the lab's innermost circles that could definitely rival any classic beach thriller.

Tip 1: If Barack Obama, Bill Gates and our service designer Tobias Witt

recommend the same book, it has to something that has the potential to

broaden your horizon! Science fiction meets science in The Ministry for the

Future by Kim Stanley Robinson . The book provides a literary perspective on

the potential consequences of the climate crisis. Various attempts are made to

avert disaster by means of a whole range of new strategies and innovations -

including the idea of a Ministry for the Future. A book that gives you plenty of

actually a treasure trove of insights and anecdotes that is far too little known.

implementation expertise in administrations really has succeeded on a larger

scale – and the results speak for themselves. Anyone interested in how digital

meetings should read this book. Sometimes hard to find, but recently published

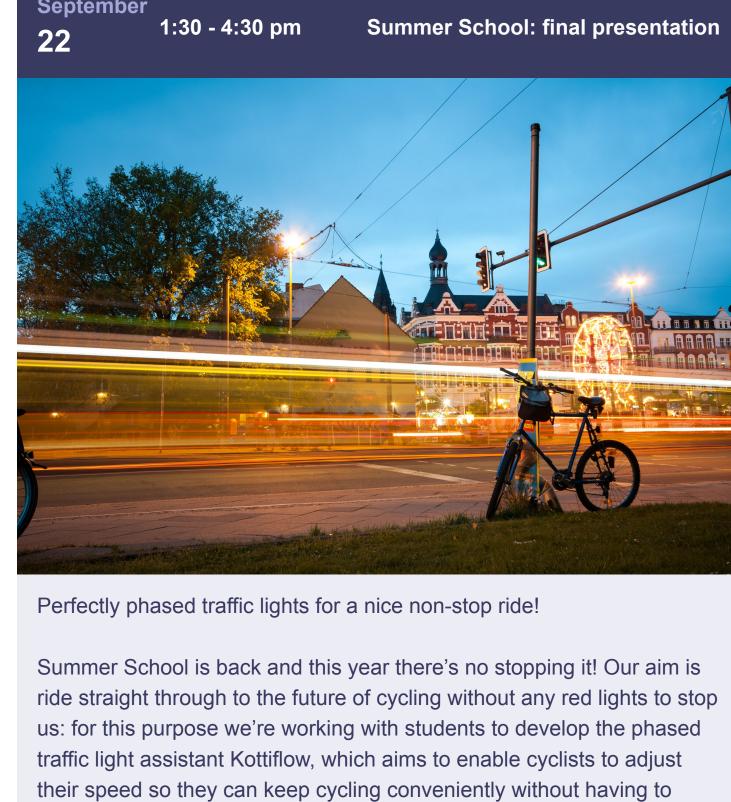
innovation can succeed in the public sector without being talked to death at

in a new edition – and it's actually in our CityLAB library, too (as soon as Tori

Tip 3: After these two book recommendations, it's time to rest your eyes for a

The GDS is one of the rare examples where the development of digital

while – so here's something for your ears instead! One episode of the Berlin political podcast Die Lage der Nation ("The State of the Nation") by Philip Banse and Ulf Buermeyer focuses on the digitalization of the administration in



Sign Up

smart country convention public sector. SCCON provides a platform for representatives from administration, politics and science as well as digital economy pioneers, enabling them to demonstrate how they intend to master the challenges of digitalization. CityLAB has to be in on the action, of course!

Tickets are available free of charge on the website until September 30.

See our next newsletter for full, exclusive details of the

contributions. The event will be held in German.

Your CityLAB Berlin **Imprint**

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BERLIN

Contact

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