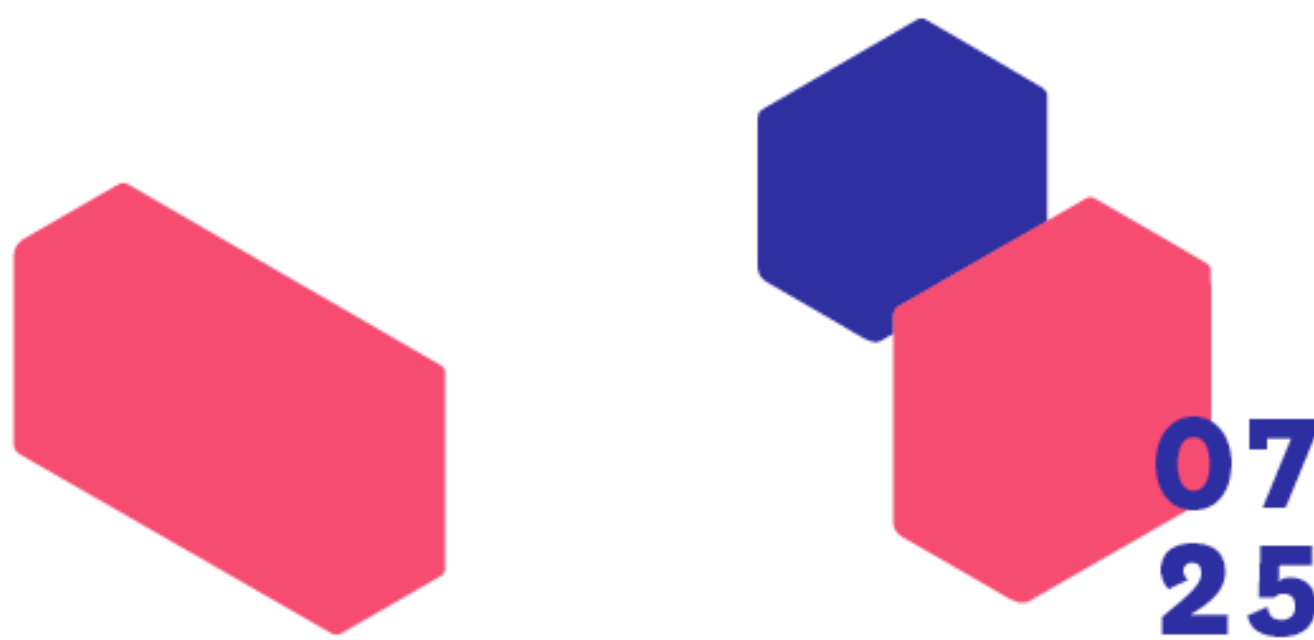




## Hello dear CityLAB Community,

There's no summer break for us: Month after month, we resurface from the depths of administrative digitization to share new insights – big and small. How can digital projects be anchored sustainably? What impact does a smart document check really have at the Bürgeramt? And why is small talk in the public sector worth taking seriously? This month's newsletter covers: lessons learned from *Gemeinsam Digital: Berlin* (GD:B), the power of small talk in public administration, and key findings from our document check in the *Bürgeramt der Zukunft* project. Plus: all the info on the upcoming GD:B Annual Conference at Berlin's Red Town Hall and a preview of the next *Kiezlabor* stop in Spandau.

Happy reading!

**You know exactly what you want? Go directly to**

[Spotlight 1](#)

[Spotlight 2](#)

[Spotlight 3](#)

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## Spotlight 1



**Blog**

### Gemeinsam Digital: Berlin – Learning is Part of the Plan

If you want to plan for digitization, you need to embrace change. That's why *Gemeinsam Digital: Berlin* isn't a rigid strategy, but a learning process that stays flexible. The motto: test, listen, adapt. During implementation, we regularly ask: What works? What doesn't? And what can we learn from that? A major retrospective yielded three key insights – about the measures themselves, our way of working together, and how the learning process itself can be improved. You'll find the full article and all the takeaways on our blog.

[Read more](#)

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## Spotlight 2



**Blog**

### Checked, Not Cancelled – Document Check in the Field

In the *Bürgeramt der Zukunft* (*Citizen Office of the Future*) project, we're working with the Friedrichshain-Kreuzberg Citizens' Services Office, the Ausbildungsbürgeramt 2.0, and the Berlin Senate Chancellery to make Bürgeramt visits simpler, more efficient, and more user-friendly. In this edition, we take a closer look at the second test phase of our digital document check – a smart checklist that helps citizens better prepare for their appointments and reduce cancellations. Our conclusion: less stress, better preparation, and more appointment availability. Read part four of our series to learn how it works and what we've discovered.

[Read more](#)



**Instagram**

### Real Talk in Reels!

At this year's Sommerkonferenz, we conducted short interviews with some of our speakers – concise, direct, and to the point. For example: Dr. Yehya Mohamad spoke about digital accessibility and why it matters for public administration, Dr. Julia Borggräfe shared her thoughts on what it takes to strengthen democracy, and Lorena Jaume-Palasi explained why ethics must be at the heart of digital transformation. You'll find all the interviews on our Instagram channel.

[Go to Instagram](#)

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## Spotlight 3



**Kiezlabor**

### Small but Mighty: Kiezlabor Meets Neighborhood Management

Ever wondered what the smallest unit of urban development is – and what it does for your neighborhood? This month, our *Kiezlabor* team worked closely with the Neighborhood Management team in Berlin-Reinickendorf. For two weeks, we explored how to connect digital and social aspects of city development. Find out more in our interview.

[Read more](#)

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## Events



## 01.09. – 30.09.2025

**On tour again**

### Kiezlabor @ Falkhagener Feld West

Kraepelinweg 1, Berlin Spandau

What happens when neighborhood management ends in 2027? The answer: You. All of us! The *Kiezlabor* supports this transition, aiming to strengthen existing community structures and build new local connections. The focus is on places of encounter, creative conflict resolution, and dialogue between neighbors, public administration, and housing providers. The full program will be published soon on our website.

[Kiezlabor-Website](#)

## Looking ahead

**Abschließend bleibt nur noch unsere eigene Frage zu beantworten: Ja, der Newsletter war spannender als jeder Krimi! Hier handelt es sich um echte Fälle, die uns alle in der Stadt betreffen. Ihr möchtet auch einen CityLAB-Fall lösen? Dann sehen wir uns im Kiezlabor, wo viele weitere, spannende Herausforderungen darauf warten, von Euch gelöst zu werden!**

### Contact

CityLAB Berlin  
Platz der Luftbrücke 4, 12101 Berlin  
Phone [+49 30 95 99 96 410](tel:+4930959996410)  
[info@citylab-berlin.org](mailto:info@citylab-berlin.org)  
[www.citylab-berlin.org](http://www.citylab-berlin.org)



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Technologiestiftung Berlin  
Chairman of the Board: Nicolas Zimmer  
Grunewaldstraße 61-62, 10825 Berlin  
Phone +49 30 209 69 99 0  
[info@ts.berlin](mailto:info@ts.berlin)  
[www.technologiestiftung-berlin.de](http://www.technologiestiftung-berlin.de)

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