



REPUBLIC OF AUSTRIA
Parliament

Agenda

International Forum of Parliament Visitor Centers “Innovation Lab 4 Democracy”

Event Location: Austrian Parliament, Hofburg, Josefsplatz 4, 1010 Vienna

Event Date: 22 May 2019 - 24 May 2019

Refreshments and food will be provided during breaks as well as dinner on day 1.

Day 1, 22 May 2019, 09:00 am - 04:00 pm

Time	Activity/Session
09:00	Arrival / Attendee Registration / Networking Breakfast
10:00	Welcome Speech by Susanne Janistyn-Novák, Deputy Secretary General of the Austrian Parliament
10:10	Opening Remarks by the Steering Committee (Beth Plemmons)
10:20	Introduction and Presentation of the Agenda by Thomas Holzinger, Head of Information & PR of the Austrian Parliament
10:50	Introduction to Graphic Recording by Nicolas Stuehlinger, Manager at Wonderwerk Consulting. <i>The Forum will be documented and visualized live using the Graphic Recording method. The result is a visual map of the key insights and results of the Forum which will be made available to all the participants after the event.</i>
10:55	Keynote Speech by Prof. Birgit Mager, President of the International Service Design Network, Professor for “Service Design” at the University of Applied Sciences Cologne (Technische Hochschule Köln), Germany
11:35	Q&A with Prof. Birgit Mager
12:00	Lunch

- 01:30 Elevator Pitches: Innovative Initiatives in National Parliament Visitor Centers
Participants will briefly present an innovative initiative of their respective National Parliament Visitor Center. These so-called Elevator Pitches allow other participants to gain a first impression of other institutions' innovative projects and set the framework for the following Breakout Sessions.
- 02:00 Breakout Sessions "market stall"
Following the Elevator Pitches, participants have the chance to gain further information on the innovative initiatives presented. Each initiative will be assigned to one "market stall". Participants are then able to rotate from one stall to another in order to gain further insights into the initiatives. The setting aims to encourage best practice sharing.
- 03:20 Closing Discussion "Success factors for innovation in Parliament Visitor Centers"
- 03:45 Wrap-up and Outlook
- 04:00 End of day 1**

Guided Walk

Guided tour through the Hofburg Redoutensaal Wing (which serves as an interim location for the National and Federal Council while the historic Parliament Building at Ringstraße is being renovated), crossing Heldenplatz on the way to Palais Epstein where the reception takes place (another short tour through Palais Epstein before the reception).

The tour starts at the conference venue. Participants will be divided into three groups (start times: 04:15 pm, 04:30 pm and 04:45 pm).

Evening Reception

06:00 pm - 09:00 pm: Dinner & Wine Tasting at Palais Epstein, Dr.-Karl-Renner-Ring 1, 1010 Vienna.

During the Reception participants are asked to vote on a Service Design challenge they would like to work on the next day.

Day 2, 23 May 2019, 09:00 am - 04:00 pm

Time	Activity/Session
08:30	Arrival
09:00	Short Welcome and Presentation of Today's Agenda
09:10	World Café: "Current Challenges for Parliament Visitor Centers" <i>A World Café allows the hosting of a large group dialogue. During the setting, participants discuss concrete challenges and possible solutions within small groups. The method enables participants to explore a topic from multiple perspectives and ensures that everyone in a room contributes in a conversation.</i>
11:00	Discussion: "Innovate or Die? How to bring Innovation to life in Parliament Visitor Centers?"
12:00	Lunch
01:30	Innovation in the Making: Applying the Service Design Method to find innovative solutions for current challenges <i>Service Design is an innovation approach that aims to improve existing services as well as develop new services. The approach is particularly well suited to search for solutions to complex social challenges characterized by different stakeholder groups.</i>
03:55	Wrap-up and Outlook
04:00	End of day 2

Day 3, 24 May 2019, 09:00 am - 12:00 pm

Time	Activity/Session
08:30	Arrival
09:00	Close-out Discussion “Innovation Lab 4 Democracy: Learnings, Reflections and Feedback”
10:15	Wrap-up: Summary of the results of the past 2.5 days
10:30	“Parliaments are open”: Presentation and open discussion on the results of the mapping survey carried out since the last forum by David Clark, Head of Education and Engagement, UK Parliament
11:10	Closing Remarks by the Steering Committee
12:00	Lunch
01:30	End of day 3 and Forum

Further information

The forum will be organized with the support of Wonderwerk Consulting. Wonderwerk is a combination of organizational consulting agency, service design studio and innovation laboratory. Its corporate vision is to develop strategies and innovations for more impact.

The working sessions are moderated by Nicolas Stuehlinger, manager at Wonderwerk, assisted by Vanessa Macho and Gwendolin Eberhart.