



REPUBLIC OF AUSTRIA
Parliamentary Administration

Vienna, 25 January 2019

Subject: Invitation to the annual Meeting of the International Forum of Parliament Visitor Centers,
Austrian Parliament, Vienna 22 - 24 May 2019

Dear colleague,

I am taking the opportunity to invite you to the next meeting of the International Forum of Parliament Visitor Centers which will take place from 22 to 24 May at the Austrian Parliament in Vienna.

After successful conferences in Washington 2017 and Brussels 2018 I am very happy to welcome you in Vienna this year.

For this year's forum we decided to choose the topic "innovation". Our working title is "Innovation Lab 4 Democracy". The general idea this year is to work together on two levels: on a process level we would like to introduce Service Design/Design Thinking methods; how these methods can be used to evaluate existing services and how innovations can be created. On the content level we would like to invite our colleagues to create innovative formats for civic education and/or visitors' centers. Therefore we would like to come together in a workshop format this year. Our partners are currently working out the details and we will get back to you with a detailed programme as soon as possible.

We are lucky to announce that Prof. Birgit Mager who holds the first European professorship for "Service Design" at the University of Applied Sciences in Cologne, Germany will come to Vienna and give an input on the subject with emphasis on the public sector.

The Meeting is open to all Parliaments that operate Visitors' Centers or have a department which is responsible for providing services to visitors.

I ask for your understanding that for organizational reasons participation is limited to a maximum of two persons per parliament. Attendees will need to cover their own travel and accommodation expenses.

The registration tool on the website of the Austrian Parliament will be open for registration by mid-March.

I am looking forward to meeting you all in Vienna for an exciting conference.

Yours sincerely,

Susanne Janistyn-Novák

Deputy Secretary General
Legislative Branch (L)