

Digital Civics @ Service Design Lab

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THE SERVICE DESIGN LAB

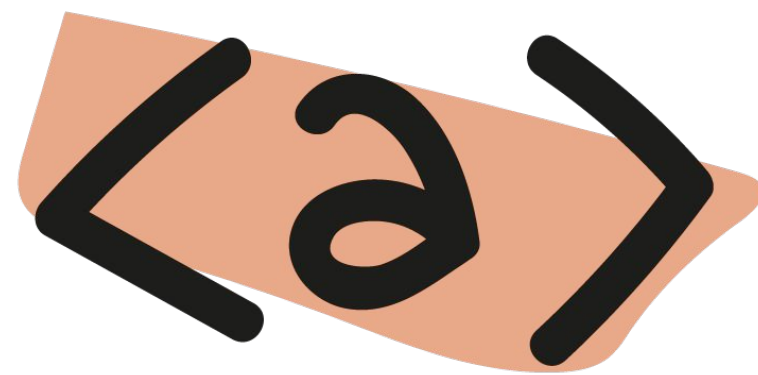
- 10 members
- We run the master's programme in Service Systems Design (30 students per year, 10% acceptance rate)
- Research projects (10+ EU projects + 2 NordForsk projects)
- Publications (20+ publications per year)



WE RESEARCH AND APPLY SERVICE DESIGN
AS AN EXPLORATORY, CO-CREATIVE AND EMPOWERING APPROACH
TO ADDRESS ISSUES OF SOCIETAL CONCERN.

HERE WE ARE: Located in the South Harbour, Copenhagen, Denmark





Digital civics

How can digital technologies underpin relational models of service provision, organisation, and citizen empowerment?

How can participatory design inform data practices?

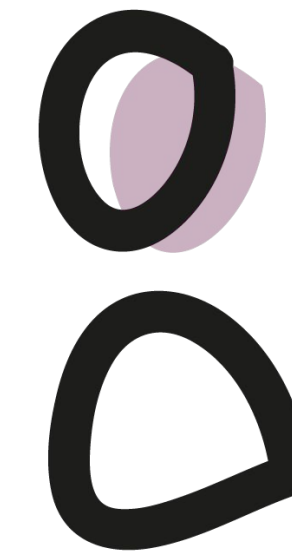
How can we ensure that data is treated as a human-centered design material, foregrounding matters of inclusion, equity and justice?



Service Design Management and Strategy

How can service design integrate theories and practices from management studies, foresight, strategic thinking, systems thinking?

How can design-driven approaches help organizations to be more strategic, forward-looking, resilient and innovative?



Social Innovation

How can we interact with citizens and engage them in activities that will improve their life?

How can we create services that support innovation in cities and communities?

How can we contribute to define design-enabled innovation policies?

Digital civics refers to an interdisciplinary field that explores how **digital technologies** can enable **new forms of civic participation** and reshape relationships between citizens, communities, and institutions. It emphasizes **participatory design and co-creation of public services**, fostering more **democratic, inclusive, and responsive civic infrastructures**

(Vlachokyriakos et al., 2016).

The digital dimension in the Design practice and the role of the designer

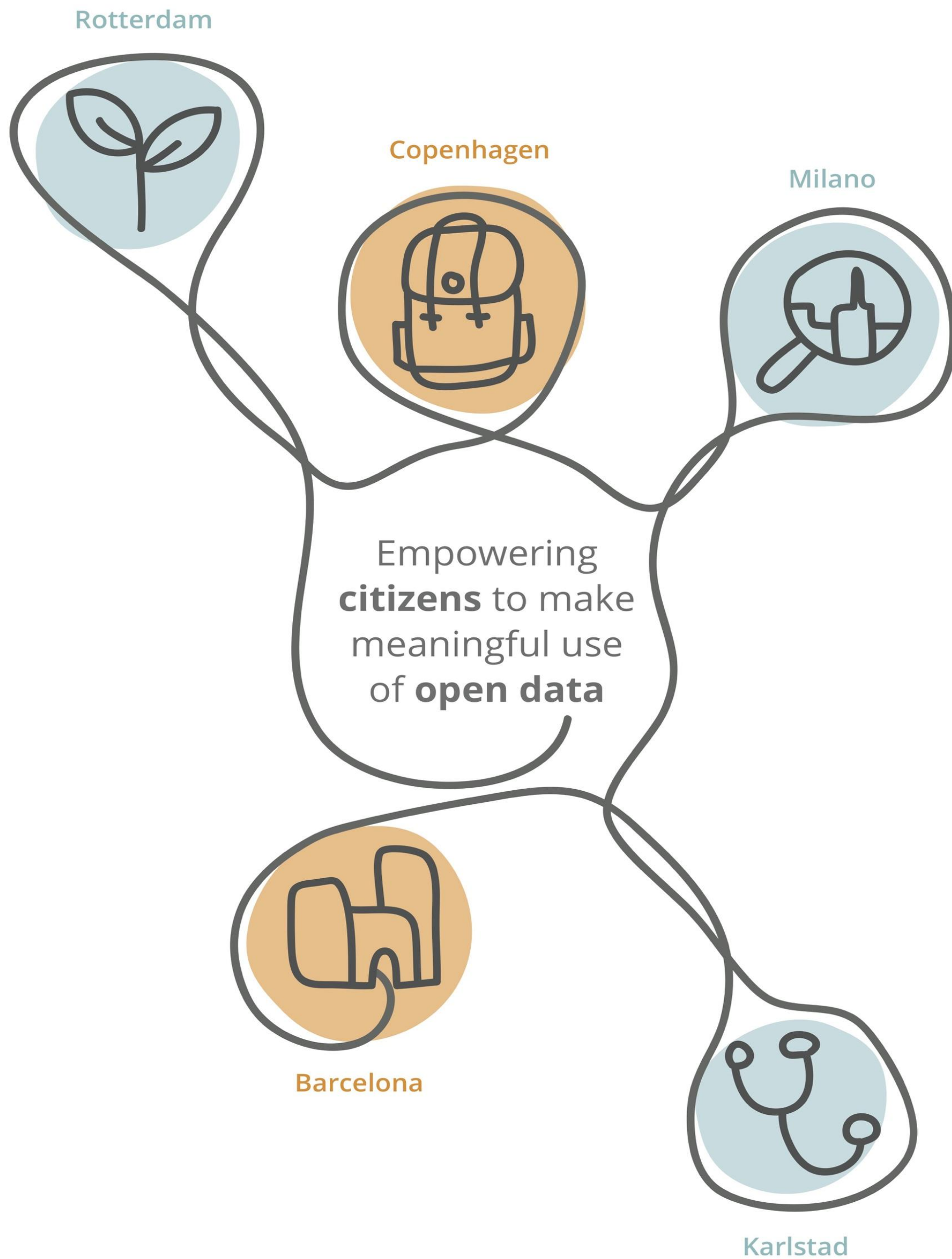
The digital dimension in relation to tools and methods

The digital dimension in relation to Ethics

The digital dimension in relation to the Service Offering

The digital dimension in relation to the Education

OPEN4CITIZENS



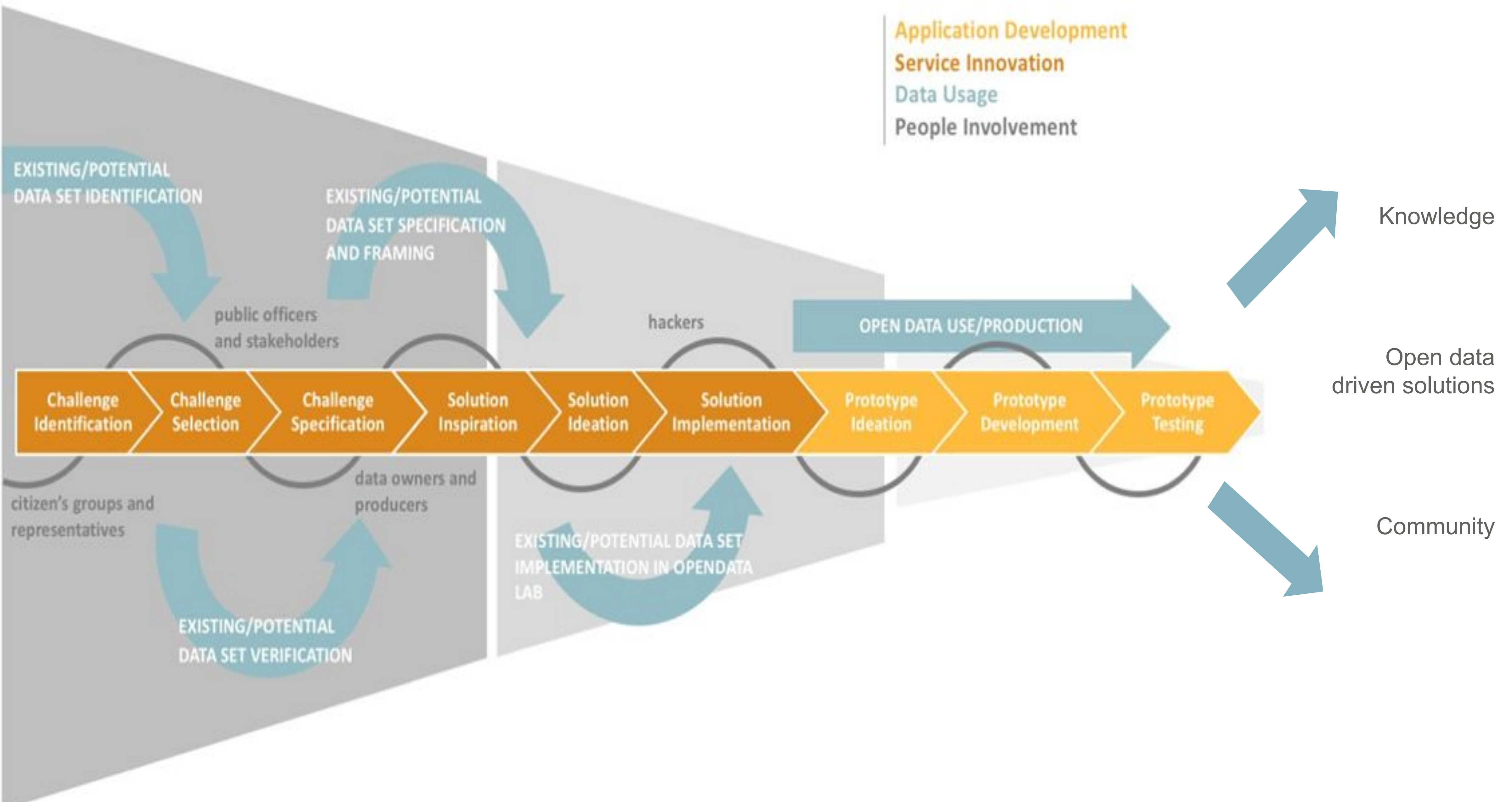
CAN OPEN DATA BECOME A COMMONS?



The Open4Citizens project focused on the gap between the open data's potential and citizens' capability to understand and use such potential.



Open4Citizens: Hackathons



Barcelona Hackathon



DrugInfo - harm reduction for drug abusers through better information



EduVal - a civic education platform for high schools that addresses local neighborhood needs



PolenCat - a tool to monitor current pollen levels to mitigate respiratory problems



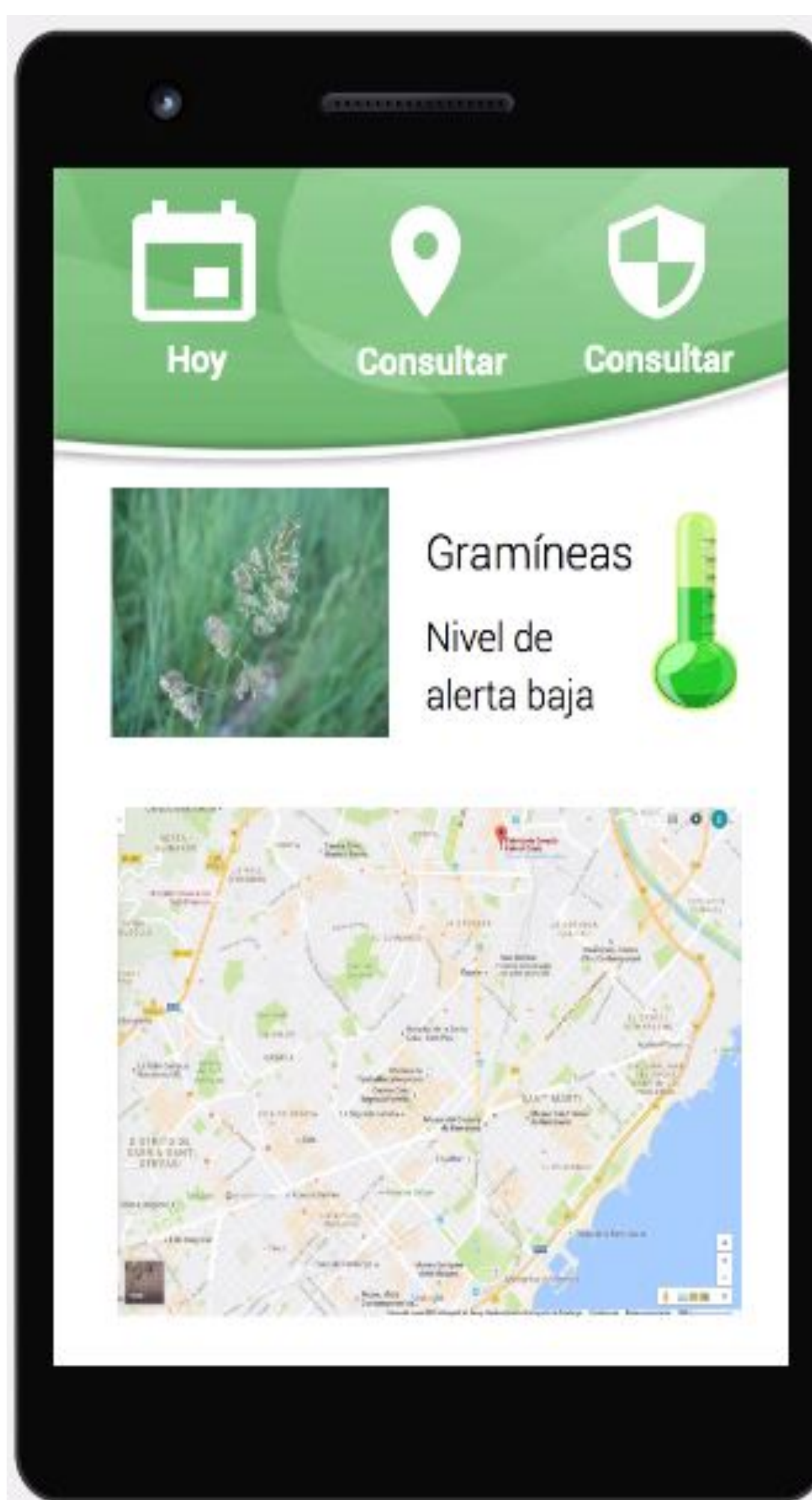
OpenBike - a project to foster bicycle usage throughout the city of Barcelona



Participation – better functionalities for the decidim.Barcelona platform

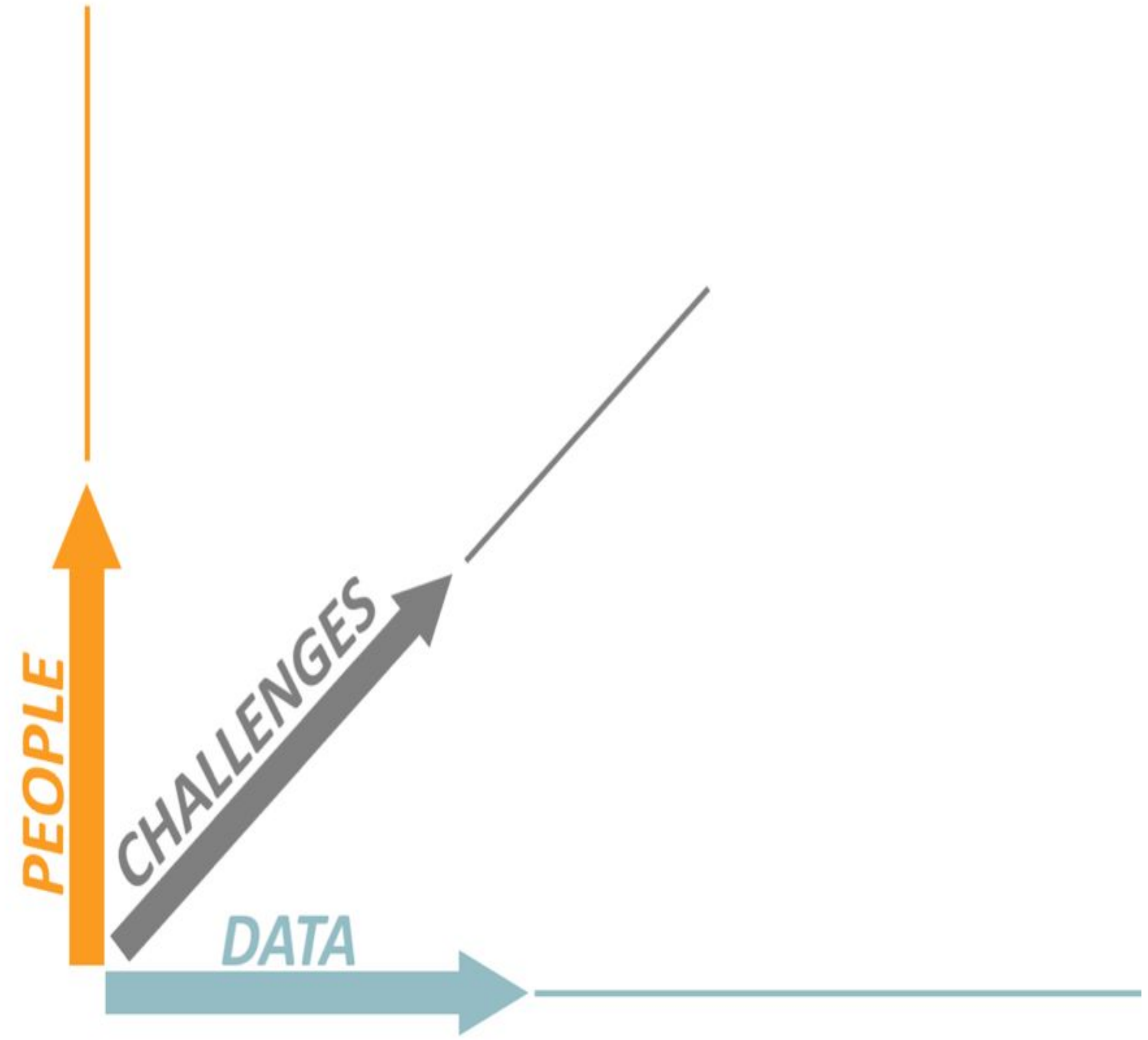


OpenBuit - citizen monitoring and valorization of empty urban plots



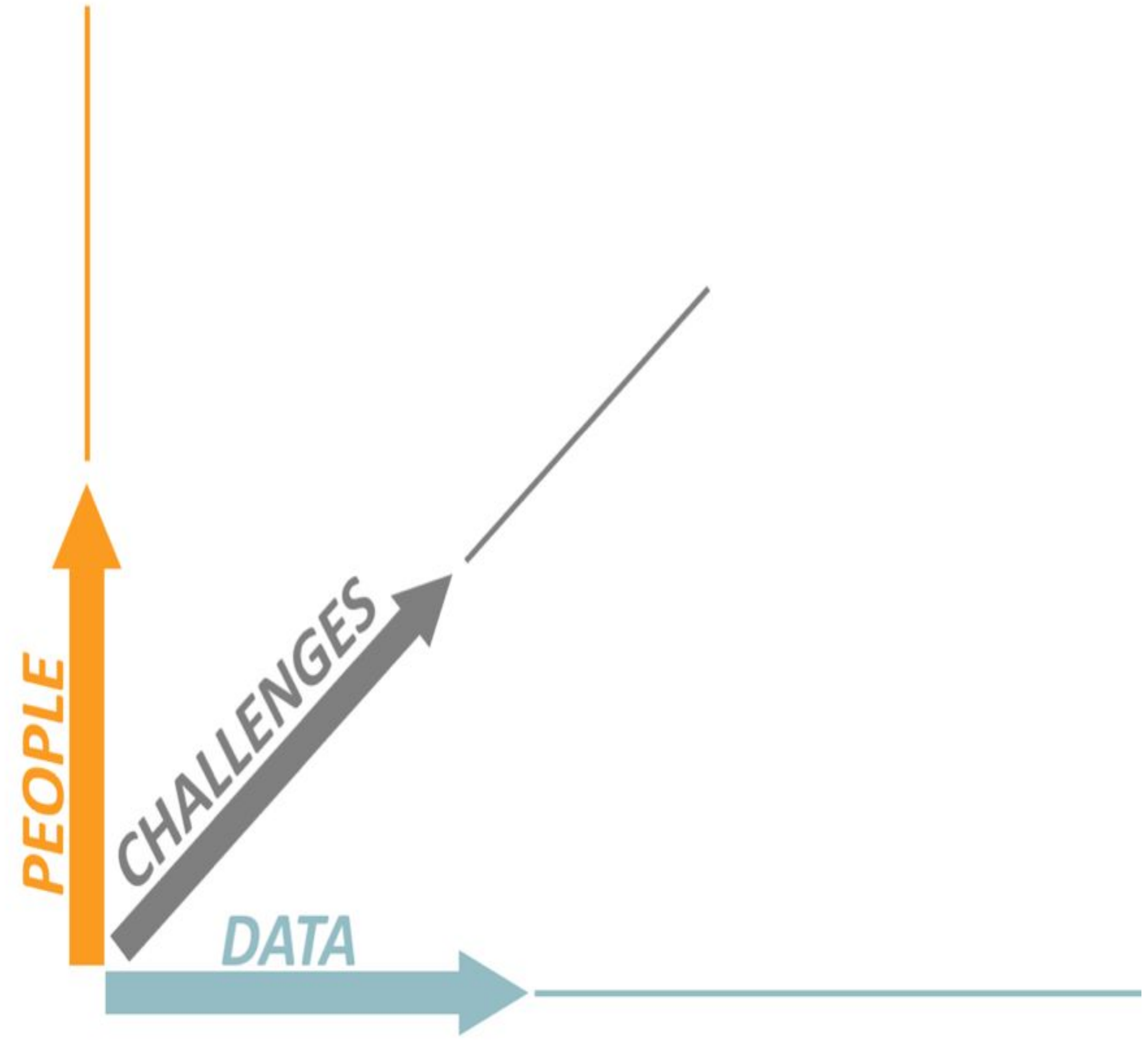
User need

Citizens that are prone to suffer allergies and other related respiratory problems would like to move safely in the city.



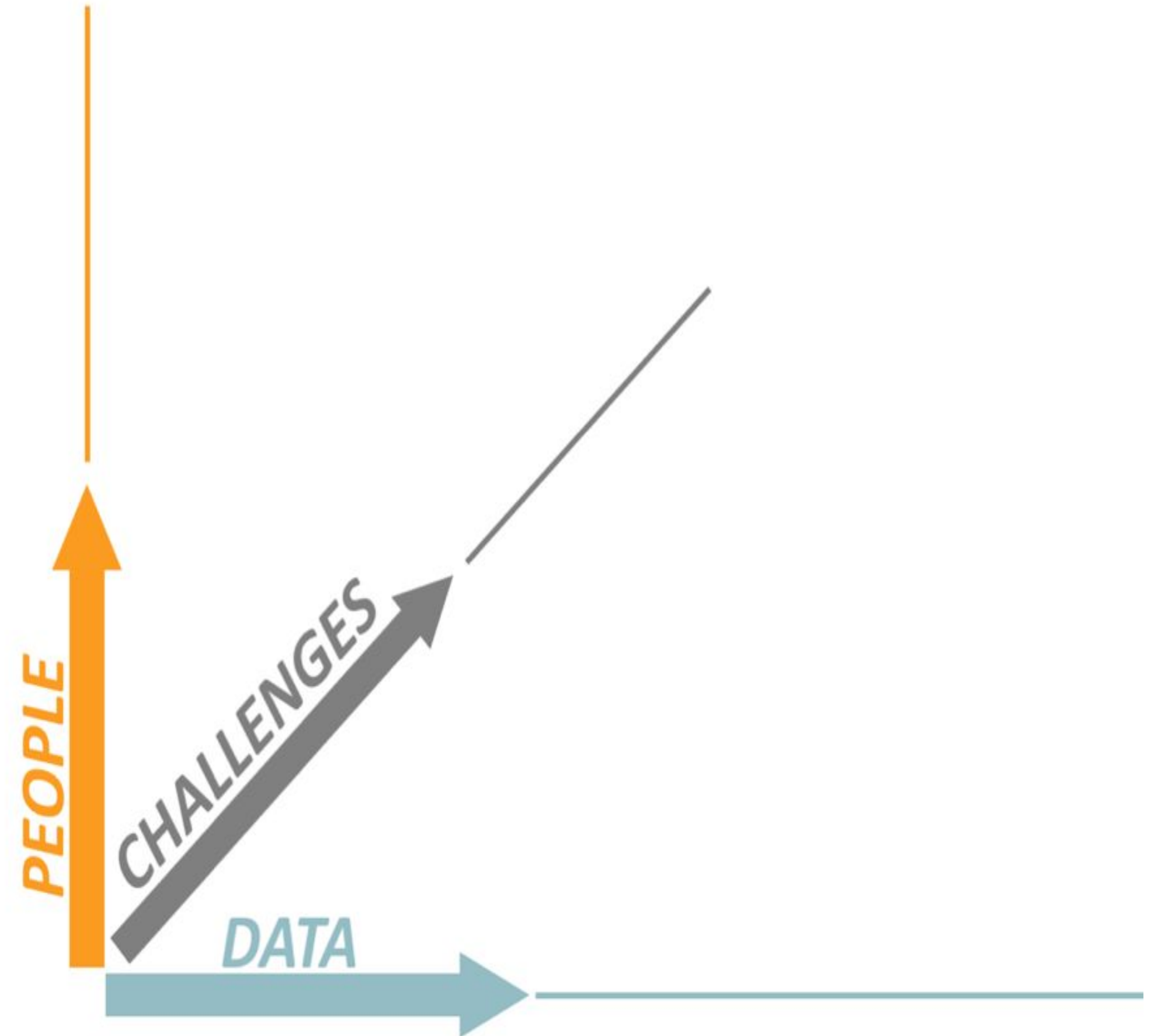
Challenge

How to mitigate potentially severe respiratory problems suffered by clinically vulnerable urban populations.

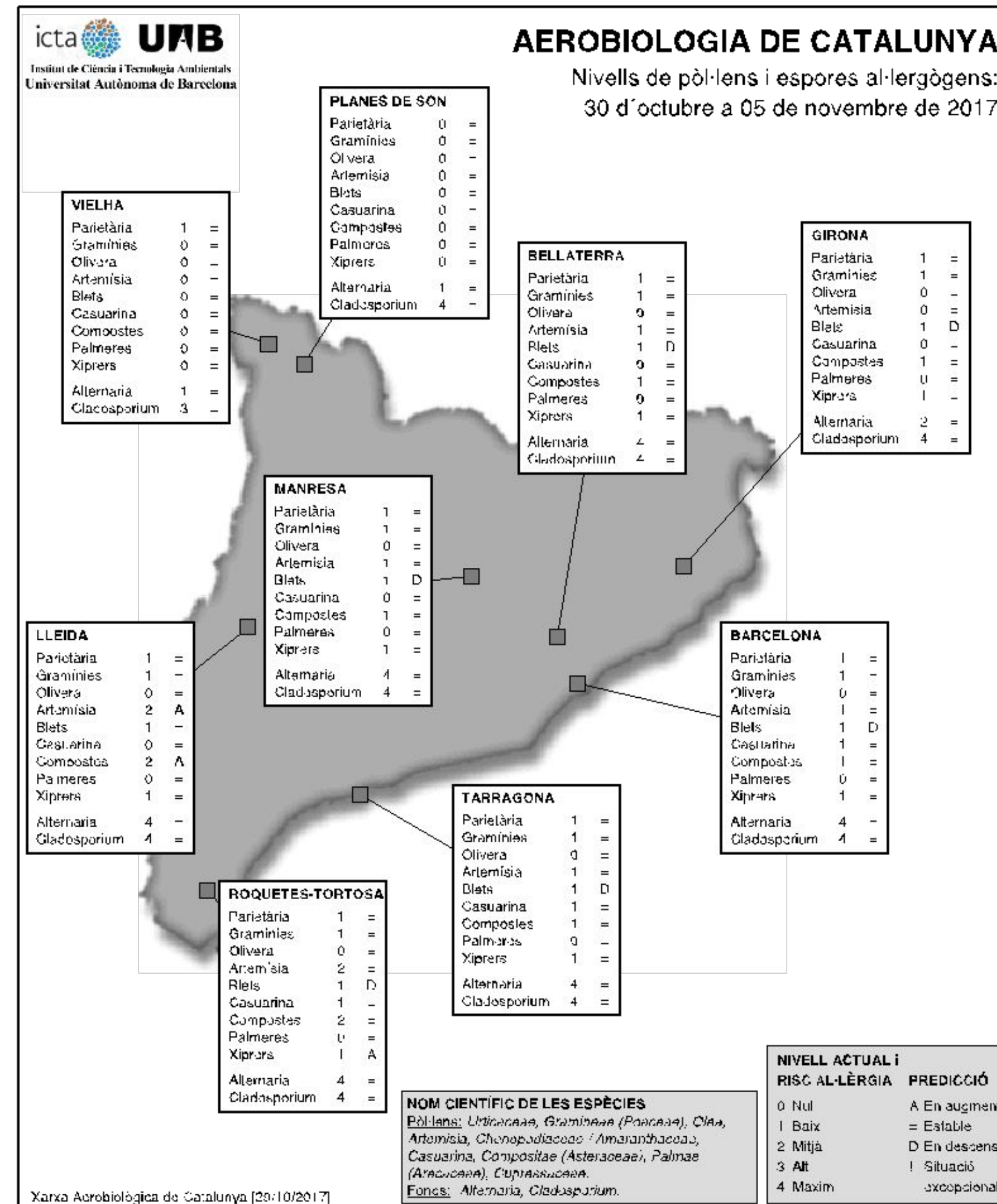
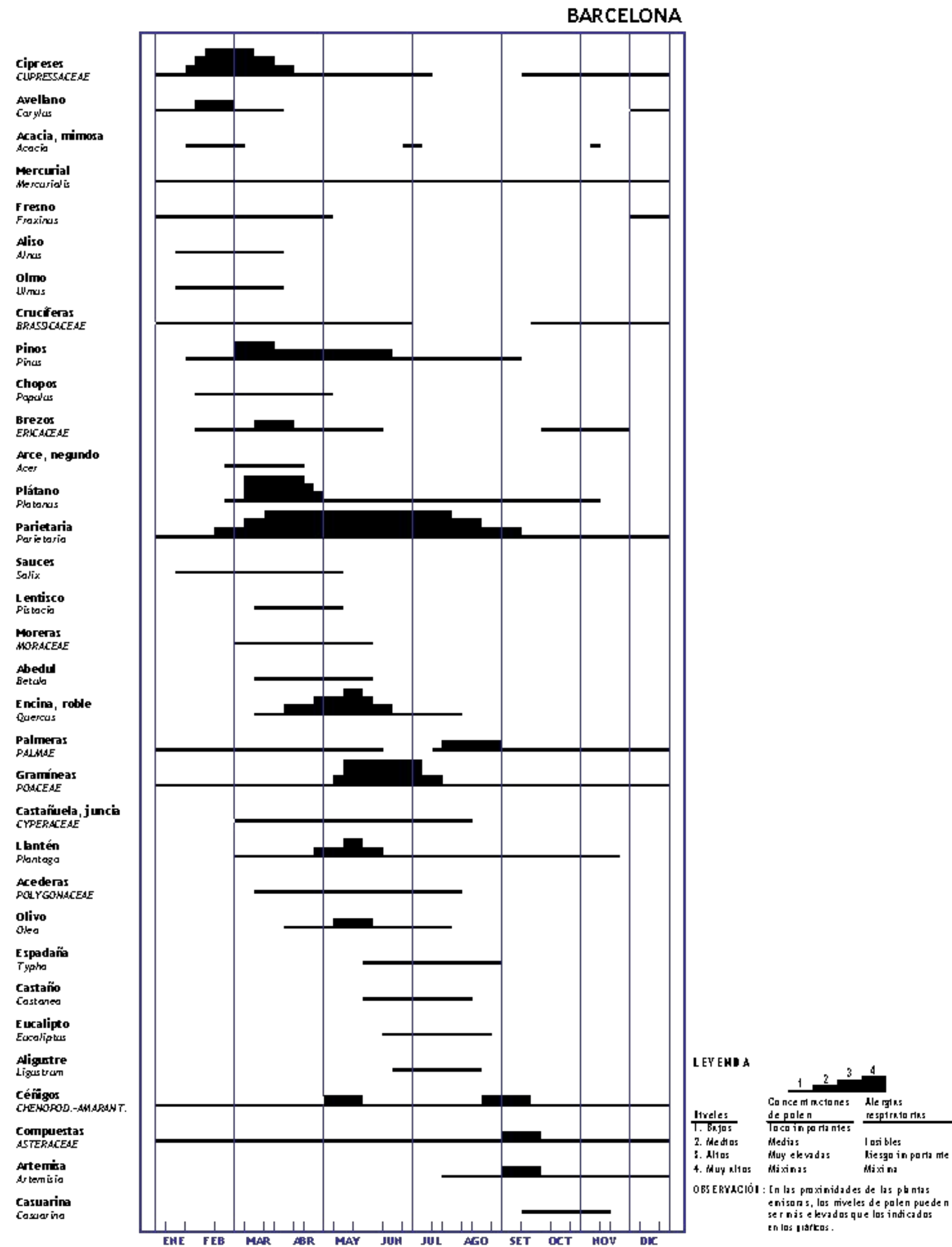


Data opportunity

Pollen data, Common plants in Barcelona,
Geolocalized plants, User data



**But how do the data
look like?**



INFORMACIÓ ELABORADA PER:

Dra. J. Belmonte i Dr. J.M. Roure. Unitat de Botànica i Institut de Ciència i Tecnologia Ambiental, Univ. Autònoma de Barcelona.

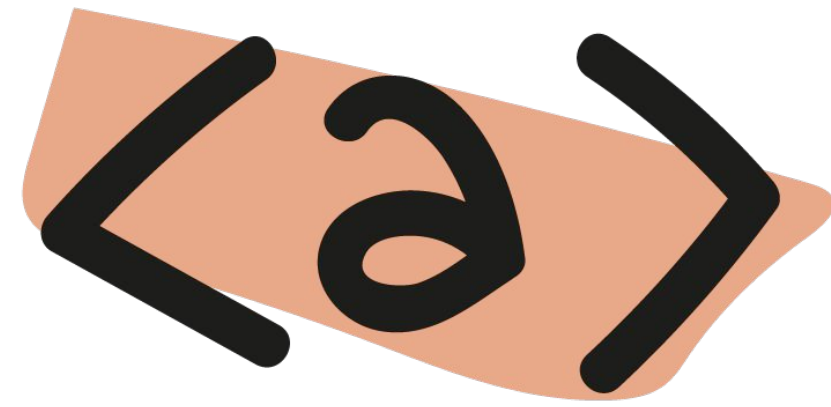
AMB EL SUPORT DE:

Diputació de Tarragona, Servei Meteorològic de Catalunya, Sociedad Española de Alergología e Inmunología Clínica (SEAC), Divisió de Alergia de Laboratoris LETI S.L. Barcelona, Societat Catalana d'Al·lèrgia i Immunologia Clínica (SCAIC), J Uriach y Compañía. S.A., Merck. Màster en Neuromarketing UAB.

SERVEIS DE CONSULTA:

<http://map.uab.cat/aerobiologia/> | Dra. Jordina Belmonte aerobiologia.pia@uab.cat Tel. 93 581 20 40

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Tools and Methods

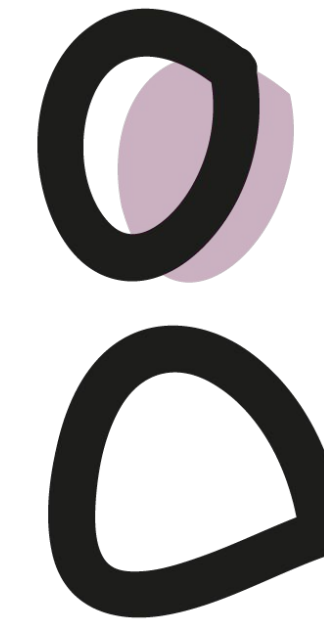
**Creative use of data
in the design
process**



Top down vs Bottom up

Data opening:

- need for a set of practices
- need for a community of users



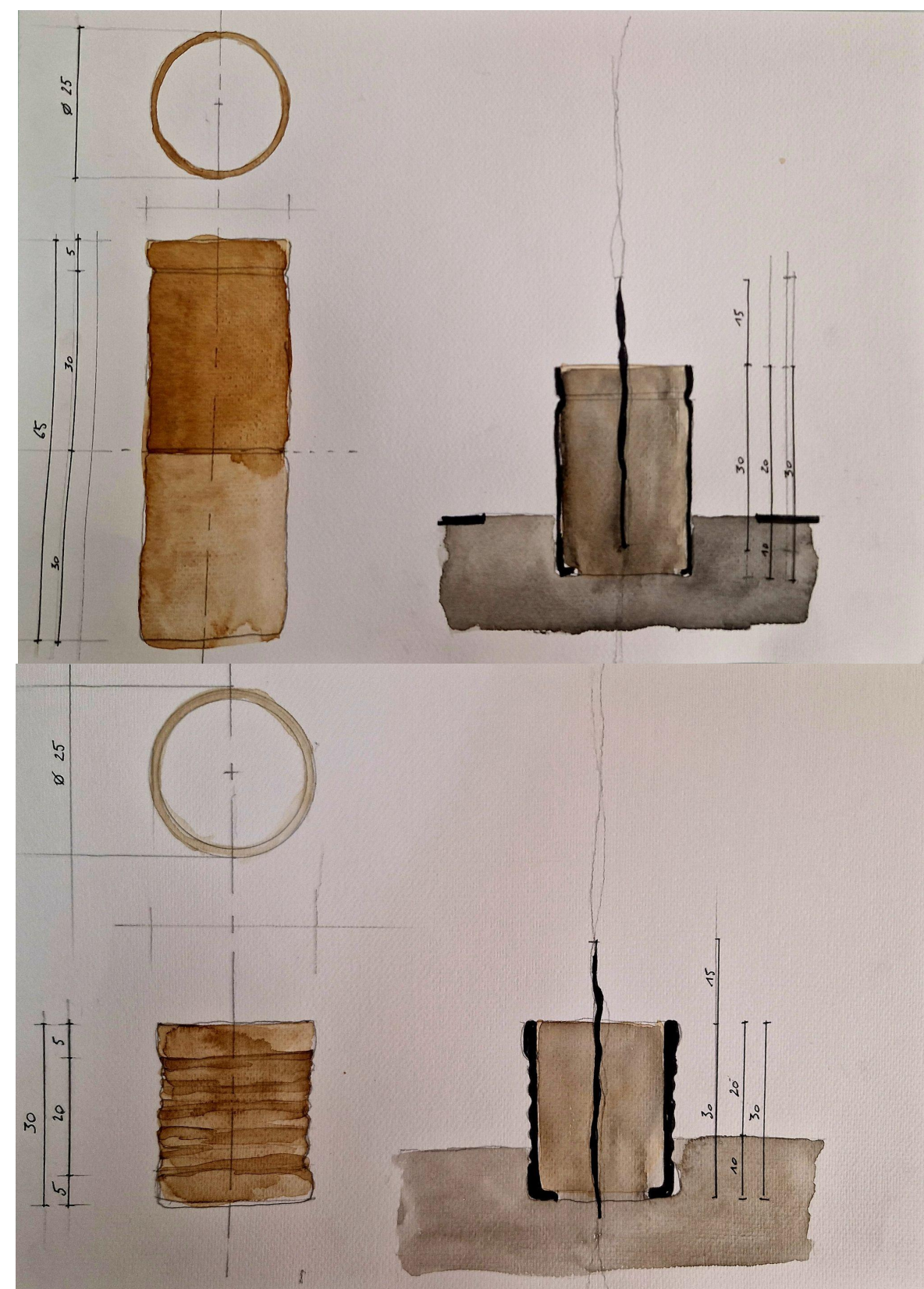
Policy Recommendations

Infrastructuring



PALIMPSEST

European project



LODZ



MILANO



JEREZ de la FRONTERA

PALIMPSEST - Creative Drivers for Sustainable Living Heritage Landscapes



New European Bauhaus
HORIZON-CL2-2022-HERITAG
E-01 – Shaping a greener and fairer way of life in creative and inclusive societies through Architecture, Design and Arts

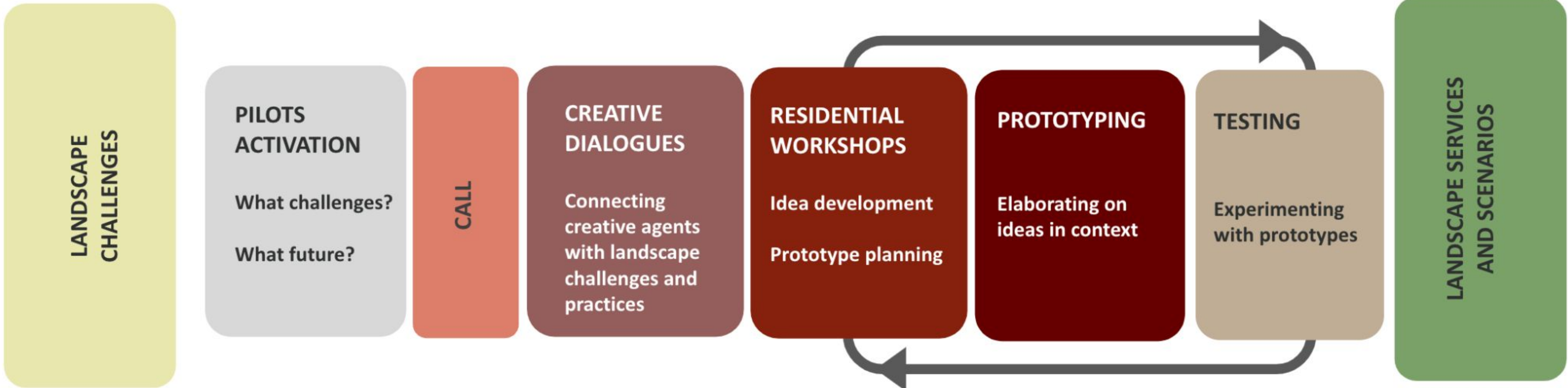
15 + partner
Research
Culture and Creativity
Local actors

3 years (from March, 2023)



THE CO-CREATION PROCESS

Co-Creation as a methodological guide

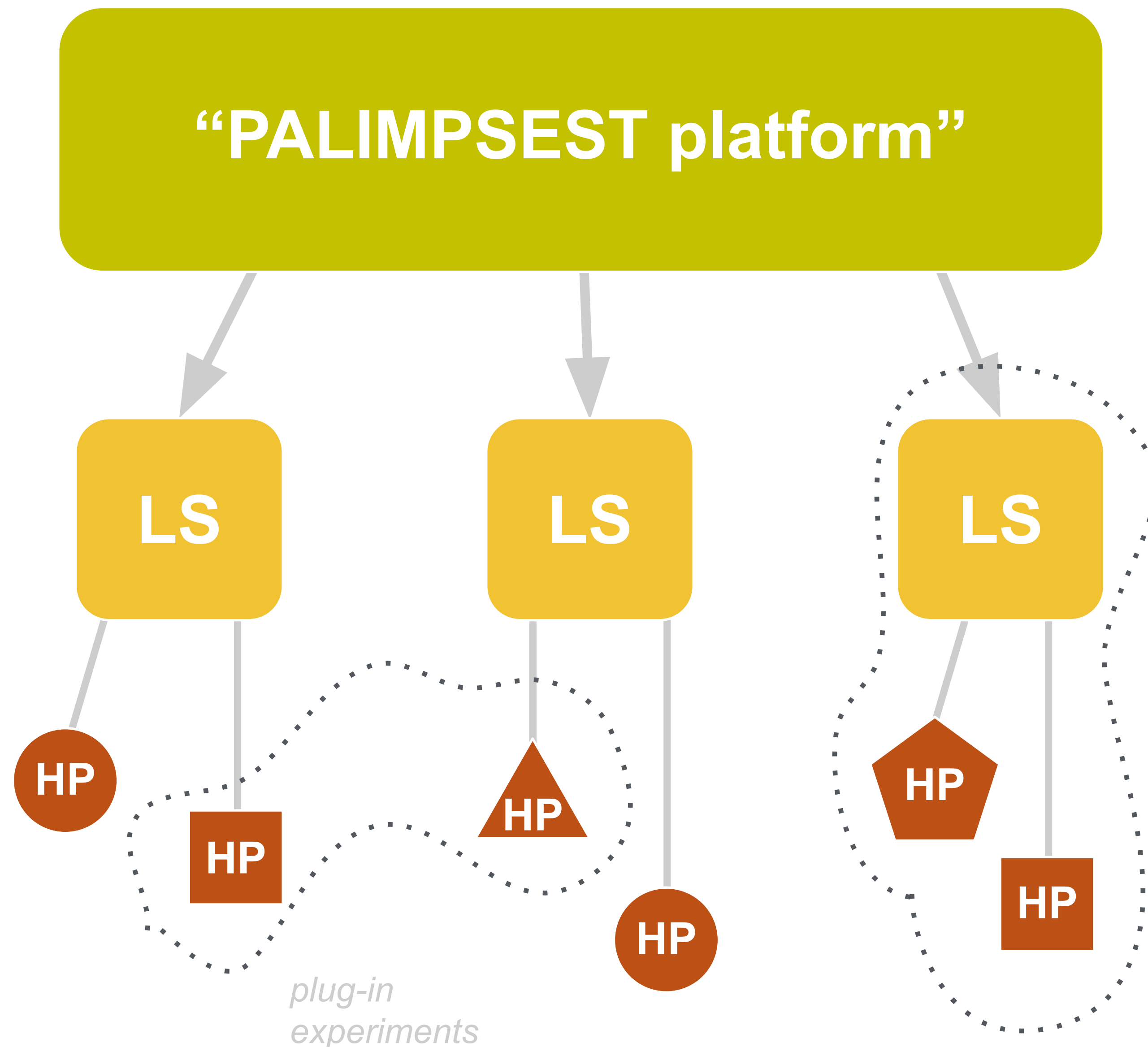


How to build new modes of collaboration and value creation centred around landscape sustainability?

The Terra0 project

“Is this a form of nature empowerment
or the final enclosure of nature into
code?”





PALIMPSEST (landscape) platform

the rich evolving transformative system (lab/hub/incubator/process) activated in each pilot based on:

- co-creation approach
- creative/cultural agents' ignition
- the orchestration capacity of curators
- the commitment of local institutions/organizations

Landscape Services

replicable, operational mechanisms of fair collaboration between diverse actants architecturing new/existing landscape-oriented practices whose connectedness is granted by strict networked value-exchange

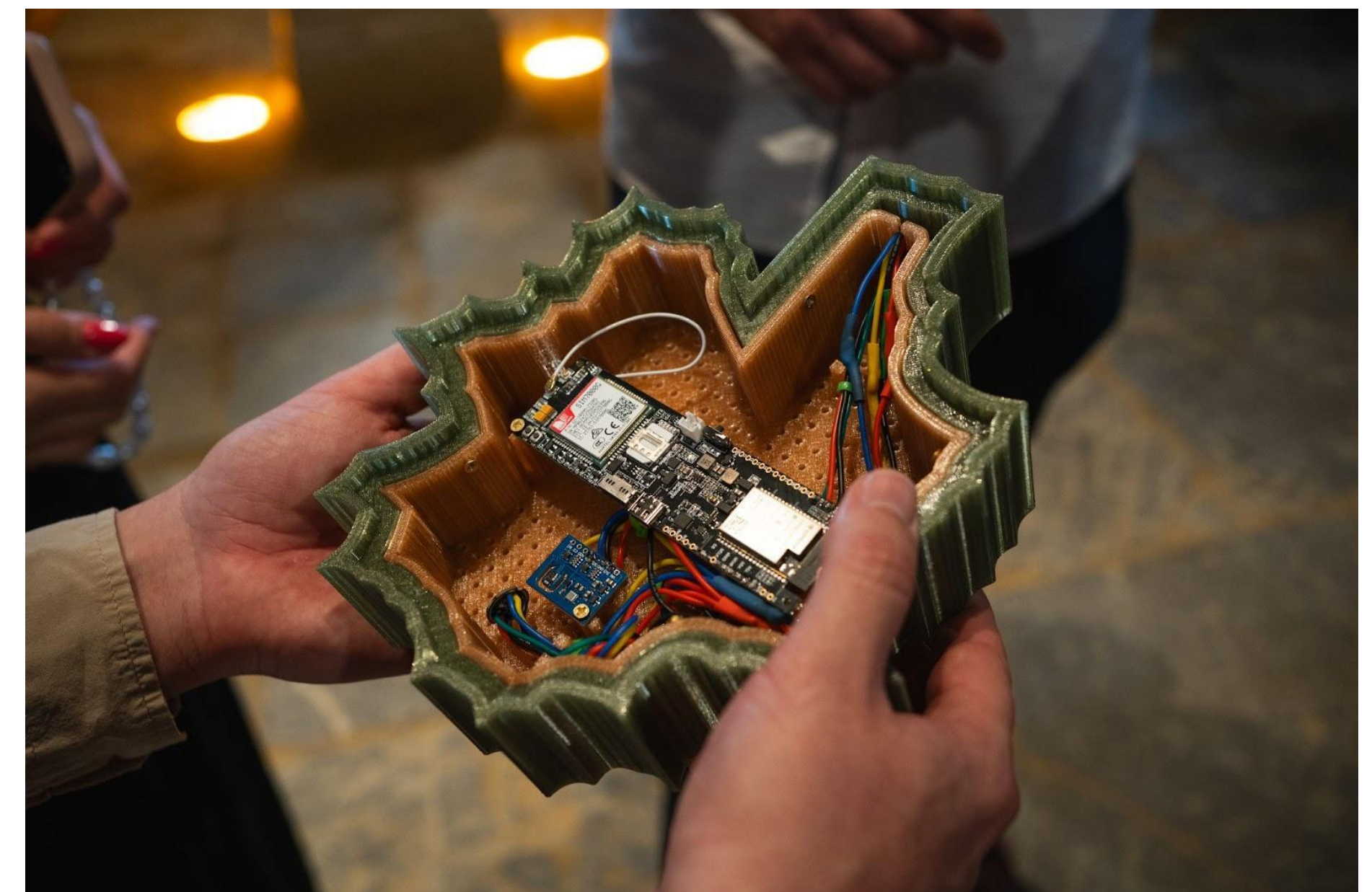
Hybrid Prototypes

Hybrid (digital, material, performance,...) service infrastructures contributing to its replicability, supporting partially or entirely its operations

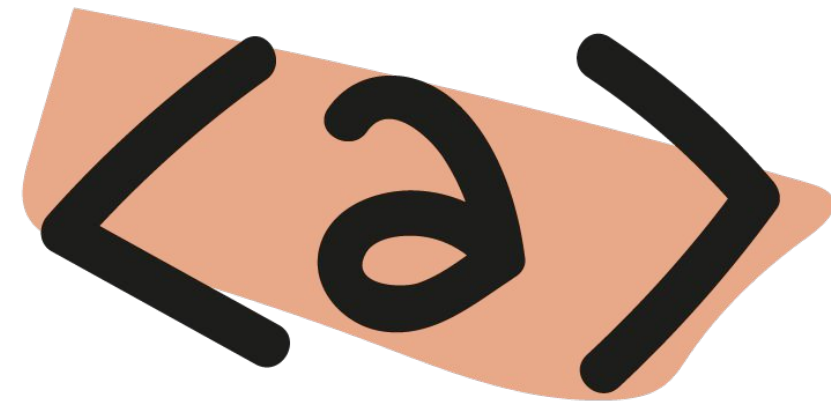
LANDSCAPE SERVICES IN PALIMPSEST

Designing new kinds of shared frameworks attuned to:

- Non-human actants (like the landscape itself)
- Agency, reciprocity & stewardship (instead of ownership & individual rights)
- Multi-dimensional value (democratic, functional, experiential)
- Long-term sustainability (beyond short-term transactional logic)



PALIMPSEST IMPACT AREAS



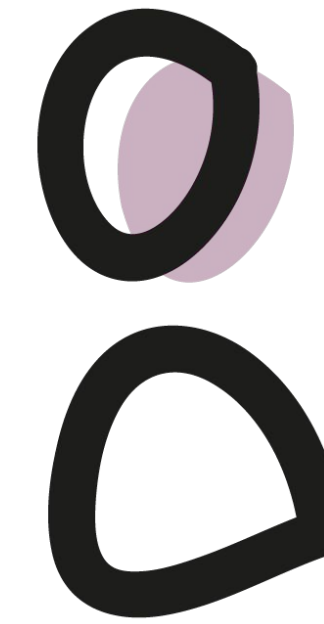
**Data Creation
through Landscape
Services**

**Blockchain
technology as a
way to re-think
governance**



Business modelling

**Co-creation as a
methodological guide**



Impacting Policy

Infrastructuring

References

- Vlachokyriakos, V., Crivellaro, C., Le Dantec, C. A., & Olivier, P. (2016). Digital civics: Citizen empowerment with and through technology. *Proceedings of the 2016 CHI Conference Extended Abstracts on Human Factors in Computing Systems*, 1096–1099. <https://doi.org/10.1145/2851581.2886436>
- Prendiville, A., Gwilt, I., & Mitchell, V. (2017). Making sense of data through service design—opportunities and reflections. *Designing for service: key issues and new directions*, 225-236.
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- Di Salvo, C. (2022) *Design as Democratic Inquiry: Putting Experimental Civics into Practice*, Mit Press <https://doi.org/10.7551/mitpress/13372.001.0001>

THANK YOU



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