

SDN MEMBERS EVENT

WEDNESDAY, OCTOBER 9

13:00 - 14:00	Registration		
14:00 - 15:00	Session 01: World of SDN	16:00 - 17:10	Session 02: Service Design in Canada
14:00 - 14:25	Welcome	16:00 - 16:10	Talk by Hillary Hartley
14:25 - 14:55	Chapter Award Ceremony	16:10 - 16:20	All the Best Intentions: Blindspots and Equity in Service Design Zahra Ebrahim Doblin Deloitte
14:55 - 15:15	SDN Member Benefits	16:20 - 16:30	Design-for vs. Design-with: Partnership Tensions in Service Design Gordon Ross OXD
15:15 - 15:30	Interactive Activity	16:30 - 16:40	Service Design Plurality Dr. Josina Vink Oslo School of Architecture and Design
15:30 - 16:00	Coffee Break	16:40 - 17:10	Panel
		17:10 - 18:00	Session 03: Global View on Service Design
		17:10 - 17:30	Trends in Service Design Jesse Grimes Kolmiot
		17:30 - 17:50	Evolution of the Double Diamond Cat Drew Design Council
		17:50 - 18:00	Wrap-up
		18:00 - 20:00	Exclusive SDN Members Reception