

Vienna Service GovJam Nov '26

Two days. One **secret public-service challenge**, revealed the moment the clock starts. Twelve mixed teams of public servants, designers, students and residents — each one walks out with something they built, tested on a real person, and showed to the room.

you don't have to be a designer — just show up

- 5–6 November 2026 · Thu–Fri
- Venue to be announced
- €45 · €25 students
- No experience needed

serves

60 jammers in ~12 teams

public servants · designers · students · residents

prep

None. Turn up as you are.

mentors have your back all the way through

cook

2 days · discover → make → share

the Double Diamond, at speed

yields

A tested prototype per team

published to the global jam on Friday night

01 Who it's for

Public servants & administration

You know how the system actually works — and where it quietly breaks.

Students & career changers

Two days of doing beats a semester of slides. Portfolio piece included.

Designers, researchers, UX

You know how to make an invisible service visible — and testable.

Residents & anyone curious

You use these services. That is the entire qualification required.

the mix is the method ↓

What it isn't:

not a conference, not a UX workshop, not a startup weekend. The public service is the subject — design is just the method we use to get at it. Nobody pitches. Everybody makes.



real jam output — the citizen, every counter she gets sent to, and the sheets it started on

02 What happens across the two days

THU 1 5 Nov — Find the real problem

discover → define

The theme drops.

One secret public-service challenge, sealed until the clock starts. Not even the hosts see it early. Then you have two days.

morning

1 Coffee, hellos, no name-badge small talk

A warm-up that gets strangers making something together in ten minutes.

2 Pick your role, build your team

Maker, Artist, Storyteller, Project Manager, Connector. Teams of five, mixed on purpose.

midday

3 Out into the city

You leave the building. Talk to people who use the service — and people who deliver it.

afternoon & evening

4 Everything on the wall

Sort what you saw into insights and a journey. Find the moment it really goes wrong.

5 Idea bazaar, then commit

Teams cross-pollinate, steal shamelessly, and leave with one direction worth building.

FRI 2 6 Nov — Build it, break it, show it

develop → deliver

rule

No slide worship. If you can't act it out, hold it up, or hand it to someone, it isn't finished. **Cardboard counts.**

morning

6 Make the first rough thing

Paper screens, cardboard counters, plasticine people, a role-played call. Ugly and fast.

7 Test it on someone who isn't you

Another team, a mentor, a stranger downstairs. Watch where they get stuck — don't explain.

afternoon

8 Version two

Fix the thing that actually broke. Mentors ask hard questions and keep their hands off it.

9 Rehearse a short, honest story

Three minutes: who it's for, what you tried, what failed, what's next. Dead ends count.

evening

10 Show the room — then the world

Every team performs. Everything gets published to the global jam. Then food and drinks.

03 What you leave with on Friday night

A prototype you actually made

Not a concept. A thing you put in someone's hands and watched them use.

Your work, published worldwide

Every prototype goes up on the global jam alongside cities all over the world.

A method you can use on Monday

Research, framing, prototyping and testing — compressed small enough to repeat at your own desk.

A story worth telling

Photos, a two-minute answer to "so what did you do last week?", and proof you can work with anyone.

Five people from the other side

Officials who met residents. Designers who met the constraints. That doesn't happen at a conference.

A community that keeps going

Vienna Service Design runs all year: meetups, skill-shares, and the next jam.

besides tired hands and glitter

Three ways in — pick yours

Jam with us

Mentor a team

Back the jam

Jammer, mentor or partner — all three start on the site. Organised by Vienna Service Design — non-profit, volunteer-run, part of the Global Jams network.

viennaservicedesign.com

Registration opens late August · €45 / €25 students

Photos: service jams & design workshops across the network.

scan me → jam page