



CHALLENGE SOCIAL INNOVATION

Innovating innovation by research - 100 years after Schumpeter

ICICI 2011 International Conference on Indicators and Concepts of Innovation
NET4SOCIETY Networking Event for Socio-economic Sciences and Humanities in the 7th Framework Programme

19 - 21 September 2011

Tech Gate Vienna / Donau-City-Straße 1 / Vienna Austria / www.techgate.at

It is the objective of this conference to establish social innovation as a major theme of work and discourse in the scientific community.

Steering Committee (SC)

- › Kriss Deiglmeier, *Center for Social Innovation (CSI)*, Stanford University, USA
- › Denis Harrisson, *University of Québec at Montreal (UQAM)/ Research Center on social Innovations (CRISES)*, Montreal, Canada
- › Jürgen Howaldt, *Social Research Centre (sfs) of Dortmund University of Technology*, Germany
- › Josef Hochgerner, *Centre for Social Innovation (ZSI)* Vienna, Austria
- › Andrea Höglinger, *Net4Society and Research Promotion Society (FFG)*, Vienna, Austria
- › Geoff Mulgan, *National Endowment for Science, Technology and the Arts (NESTA)*, London, UK
- › Karel Müller, *Charles University*, Prague, Czech Republic
- › Antonella Noya, *OECD Forum on Social Innovations*, Paris, France
- › Angela Schindler-Daniels, *Net4Society*, Bonn, Germany

Organisation

Pamela Bartar (ZSI)/ Hans-Werner Franz (TUDO/sfs)/ Lisa Thompson (NET4SOCIETY/FFG)

Products:

„Vienna Declaration“ on the most needed social innovations and related research topics
Book based on contributions to conference

Organisation:

Centre for Social Innovation (ZSI), Vienna, Austria

Social Research Centre (sfs) of Dortmund University of Technology, Germany

Net4Society, Network of National Contact Points of the Social Sciences and Humanities in the Seventh Framework Programme of the European Commission

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Federal Ministry for Science and Research (BMWF), Austria

Sozialforschungsstelle Dortmund, TU Dortmund, Germany

Zentrum für Soziale Innovation, Vienna, Austria

organized by:



net4society



tu technische universität dortmund

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FFG



Stadt Wien
Wien ist anders.

1st day - 19 September 2011

08:30 - 09:30	Check in/registration Interviews asking participants for their expectations , shown on screens in the hall
09:30 - 10:15	Opening Plenary Session Welcome Marion Dewar European Commission Research, Innovation and Science, Brussels, Belgium Karlheinz Töchterle (video address) Federal Minister of Science and Research (BMWf), Vienna, Austria Henrietta Egerth Managing director of the Austrian Research Promotion Agency (FFG)
10:15 - 11:00	Introduction to the conference <ul style="list-style-type: none"> › Josef Hochgerner, Centre for Social Innovation (ZSI) Vienna, Austria › Jürgen Howaldt, Social Research Centre of Dortmund University of Technology, Germany › Angela Schindler-Daniels, Net4Society/DLR, Bonn, Germany
11:00 - 11:15	Coffee break
11:15 - 12:30	Key notes: <ul style="list-style-type: none"> › Denis Harrisson, University of Quebec at Montreal/CRISES, Canada › Agnès Hubert, European Commission/ Bureau of European Policy Advisors (BEPA), Brussels, Belgium Moderation: Jürgen Howaldt , Social Research Centre of Dortmund University of Technology, Germany
12:30 - 13:30	Lunch break
13:30 - 16:30	Parallel Sessions 1
coffee/ tea break 15:00 - 15:15	<p>1.1 Social innovation and social economy (entrepreneurship) Chairs: Denis Harrisson, University of Québec at Montreal, Canada Antonella Noya, OECD Forum on Social Innovations, Paris, France</p> <ul style="list-style-type: none"> › François Goudenove, Société WebSourd, Toulouse, France WebSourd, a cooperative company created by the deaf people to allow them a better place in the society › Agnès Hubert, European Commission/BEPA, Brussels, Belgium Social innovations: latest developments in European policies › Jean-Louis Laville, Conservatoire National des Arts et Métiers, Paris, France Social innovation, economy and democracy: societal challenges of the 21st century › Jo Barraket, Craig Furneaux, Australian Centre for Philanthropy and Non-profit Studies, Brisbane, Australia Social innovation and social enterprise: evidence from Australia <p>1.2 Social innovation and for-profit business Chairs: Hannes Erler, Swarovski KG, Wattens, Austria Doris Wilhelmer, Austrian Institute of Technology, Vienna, Austria</p> <ul style="list-style-type: none"> › Karl-Heinz Leitner, Austrian Institute of Technology (AIT), Vienna, Austria New patterns of innovation: findings from a Foresight project about the future of innovation and its implication for business innovation

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- › **Josef Hochgerner**, Centre for Social Innovation (ZSI), Vienna, Austria
Testing a theoretical approach on cases of social innovations in business
- › **Hanna Nari Kahle**, WHU Otto Beisheim School of Management, Vallendar, Germany
The value of social innovations in base of the pyramid markets – a firm level perspective
- › **Ralf Kopp**, Social Research Centre Dortmund (sfs) of Technische Universität Dortmund, Germany
About the reinvention of the management of innovation
- › **Marieke Huysentruyt**, London School of Economics (LSE) and Stockholm School of Economics (SSE), United Kingdom and Sweden/ **Johan Moyersoan**, i-propeller, Brussels, Belgium
Corporate social opportunity recognition and the value(s) of social entrepreneurs

1.3 Society 2.0 and social innovation

Chairs: **Birgit Blättel-Mink**, University of Frankfurt, Germany

Diogo Vasconcelos, SIX & CISCO, London, UK †

Ricard Ruiz de Querol, Fundación Barcelona Media, Spain

- › **Axel Bruns**, Queensland University of Technology, Brisbane, Australia
Ad hoc innovation by users of social networks: the case of Twitter
- › **Birgit Blättel-Mink**, **Daniel Kahnert**, **Raphael Menez**, Goethe-University Frankfurt/ Main, Germany
When customers turn collaborators: coordination and motivation of customer contribution – the case of Crytek
- › **Heidi Hanekop**, University of Göttingen, Germany
Modes of user collaboration with and without firms: a multidimensional analytical framework for new forms of innovation and production on the web
- › **Christoph Kaletka**, **Bastian Pelka**, Sozialforschungsstelle Dortmund, (TU Dortmund), Germany/ **Ricard Ruiz de Querol**, **Karolin Eva Kappler**, Fundación Barcelona Media, Spain
Social media and social innovation – a Manifesto
- › **Ricard Ruiz de Querol**, **Karolin Eva Kappler**, Fundación Barcelona Media, Spain
Challenges at the intersection of social media and social innovation

1.4 Innovations in services and social innovation

Chairs: **Heike Jacobsen**, Brandenburg University of Technology Cottbus, Germany

Paul Windrum, Nottingham University, UK

- › **Faridah Djellal**, **Faiz Gallouj**, University of Lille, France
Social innovation and service innovation
- › **Heike Jacobsen**, Brandenburg University of Technology Cottbus, Germany
Service innovation as social innovation: new options for users
- › **Bruce Tether**, Imperial College London, UK
Soft innovation and service design
- › **Juliet Webster**, Open University of Catalunya, Barcelona, Spain
Users to producers: changing profiles, skills, and careers of innovators in information processing activities
- › **Paul Windrum**, Nottingham University, UK
Role of third sector organizations in health innovation networks

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1.5 Measuring Social Innovation

Chairs: **Karel Müller**, Charles University Prague, Czechia
Mariana Christen Jakob, Luzerne University of Applied Sciences, Switzerland

- › **Werner Wobbe**, European Commission, DG Research & Innovation, Brussels, Belgium
Monitoring and measuring of Innovation in the EU
- › **Albrecht Wirthmann**, EUROSTAT, Information society and tourism statistics, Luxembourg
The European survey on the use of information and communication technologies in households and by individuals
- › **Catherine Candea**, Your Better Life Index Group, OECD, Paris, France
Your Better Life Index - measuring well-being
- › **Andrea Bassi**, University of Bologna, Italy
How to measure the intangibles. The social added value of non-profit organizations
- › **Mariana Christen Jakob**, Lucerne University of Applied Sciences/ **Alexandra Grant**, Social Entrepreneurship Foundation SEF Swiss, Zurich, Switzerland
Social return on investment in comparison with other tools for the measurement of social innovation and social impact

1.6 Social innovation and demographic change

Chairs: **Gerhard Naegele**, TU Dortmund, Germany
Rolf Heinze, Ruhr-University Bochum, Germany

- › **Rolf Heinze, Gerhard Naegele**, Ruhr-University Bochum, Germany, TU Dortmund, Germany
Social innovation and population ageing in Germany
- › **Francesco Barbabella, Andrea Schmidt, Frédérique Lamontagne-Goodwin, Giovanni Lamura, Ricardo Rodrigues, Georg Ruppe**, European Centre for Social Welfare Policy and Research, Vienna, Austria; INRCA - National Institute of Health and Science on Ageing, Ancona, Italy
Assessing the impact of ICT-based solutions for caregivers in Europe: preliminary findings from the CARICT project
- › **Piotr Bledowski**, University of Warsaw, Poland
Population ageing and new social challenges in post-socialist countries – the case of Poland
- › **Rasmus Beck**, Economic Promotion Agency of Dortmund, Ruhr-University Bochum, Germany
Challenging increasing demands for skilled labor in shrinking cities. The new meaning of social innovation strategies in the Ruhr Area

1.7 Social Innovation for inclusion and integration

Chairs: **Anette Scoppetta**, Centre for Social Innovation (ZSI), Vienna, Austria
Freek Spinnewijn, European Federation of National Organisations working with the Homeless (FEANTSA), Brussels, Belgium

- › **Paul Stubbs**, The Institute of Economics, Zagreb, Croatia
Promoting social innovations for inclusion in the Western Balkans: key challenges
- › **Sanja Popović Pantić**, Centre for Research of Development of Science and Technology, Mihajlo Pupin Institute, Belgrade, Serbia
Inclusion of female business community in the economic mainstream

coffee/ tea
break
15:00 - 15:15

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- › **Sanja Crnković-Pozaić**, consultant, Zagreb, Croatia
 Analytical tools for identifying skill needs: part of the social innovation tool kit?
- › **Dennis P. Culhane**, University of Pennsylvania, Philadelphia, USA
 Housing First! Evidence-based social innovations to tackle homelessness
- › **Ana Vale**, consultant, Lisbon, Portugal
 Social innovation and inclusion: a new paradigm for action

16:30 - 17:00 **Coffee break**

17:00 - 18:30

Plenary

Panel discussion

Societal challenges of the 21st century: developing a research agenda

Panel:

- › **Liesbet de Letter**, European Commission DG Regional Policy, Brussels, Belgium
- › **David Lane**, University of Modena, Italy
- › **Geoff Mulgan**, National Endowment for Science, Technology and the Arts (NESTA), London, United Kingdom
- › **Antonella Noya**, OECD Forum on Social Innovation, Paris, France
- › **Stephan Schulmeister**, Economic Research Institute (WIFO), Vienna, Austria

Moderation: Hans-Werner Franz, Social Research Centre (sfs) of Dortmund University of Technology, Germany

18:30 - 20:00

Get together

at the Tech Lounge of Tech Gate (19th floor) with a magnificent view across the Danube river to the city centre

Barbara Weitgruber, Director General of Federal Ministry of Science and Research (BMWF), Vienna, Austria,
 Welcome address

Josef Hochgerner, Centre for Social Innovation (ZSI), Vienna, Austria,
 Presentation of the 'European School of Social Innovation' (ESSI)

Tristan Jorde, actor, Vienna, Austria

Performance and moderation: 100 years after Schumpeter

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08:30 - 09:00	Welcome Coffee
09:00 - 10:00	<p>Plenary Voting Session 1 Most important social innovation research topics: establishing a research agenda</p> <p>Outcomes of the Parallel Sessions presented by their Chairs and voted by all participants. Winner themes constitute the Vienna Declaration.</p> <p>Moderation: Hans-Werner Franz, Social Research Centre (sfs) of Dortmund University of Technology, Germany</p>
10:00 - 13:00	Parallel Sessions 2
coffee / tea break 11:30 - 11:45	<p>2.1 Cross-sectoral approaches to social innovation Chairs: Lars Hulgård, University of Roskilde & EMES Network, Roskilde, Denmark Su Maddock, Manchester Institute of Innovation Research, UK</p> <ul style="list-style-type: none"> › Lars Hulgård, University of Roskilde & EMES Network, Roskilde, Denmark Social enterprise as social innovation – at the crossroads of government, civil society and enterprise › Flavia Martinelli, Mediterranean University of Reggio Calabria, Italy Social innovation or social exclusion? Innovating social services in the context of retrenching welfare states › Stuart Conger, Consultant, Kanata, Ontario, Canada Innovators at risk in public service › Yoko Nitta, Research Institute of Science and Technology for Society, Japanese Science and Technology Agency, Tokyo, Japan Design thinking to address social challenges › Su Maddock, Manchester Institute of Innovation Research, UK Place-based innovation, a new eco-system for social innovation <p>2.2 Social innovation and sustainable regional development in emerging economies Chairs: Renato J. Orsato, Foundation Getúlio Vargas, São Paulo, Brazil Daniela Gomes Pinto, Center for Sustainability Studies of Foundation Getúlio Vargas, São Paulo, Brazil</p> <ul style="list-style-type: none"> › Renato J. Orsato, Foundation Getúlio Vargas, São Paulo, Brazil/ Fernando von Zuben, Tetra Pak Company, Monte Mor, Brazil/ Luk van Wassenhove, INSEAD, Fontainebleau, France Corporate social entrepreneurship: the case of Tetra Pak Brazil › Daniela Gomes Pinto, Cecilia Ferraz, Mario Monzoni, Renato J. Orsato, Center for Sustainability Studies, São Paulo, Brazil Social innovation indicators: the case of Juruti - a town in the Brazilian Amazon › Renato J. Orsato, Center for Sustainability Studies, São Paulo, Brazil/ Uwe Schulte, INSEAD Social Innovation Centre, Fontainebleau, France Green clubs and development in Malaysia and Indonesia: the case of the round-table on sustainable palm oil (RSPO) › Ben Warr, Luk Van Wassenhove, INSEAD Social Innovation Centre, Fontainebleau, France First mile innovation - leveraging social capital and a fragmented supply chain in India › Georgina Guillén, UNEP/Wuppertal Institute Collaborating Centre on Sustainable Consumption and Production Sustainable consumption and production as a leverage for social innovation

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2.3 Diversity, democracy, participation: Which Lessons to learn from (Education) Research?

Chairs: **Ingrid Gogolin**, University of Hamburg, Germany
Christoph Hofinger, SORA Institute for Social Research and Consulting, Vienna, Austria

- › **Ingrid Gogolin**, University of Hamburg, Germany
Linguistic diversity and educational achievement: new paths for Europe's future
- › **Julia Szalai**, Central European University and Institute of Sociology of the Hungarian Academy of Sciences, Budapest, Hungary
Social inclusion through education in multiethnic communities across Europe
- › **Krista Loogma**, Center of Education Research, Tallinn University, Estonia
From school to work: educational change as social innovation
- › **Antonius Schröder**, Sozialforschungsstelle Dortmund (TU Dortmund), Germany
Innovative structures to improve lifelong learning - a social innovation process
- › **Petra Mayrhofer**, Democracy Centre Vienna, Austria
Approaches towards social innovation in civic education
- › **John L. Casti**, International Institute for Applied Systems Analysis, (IIASA), Laxenburg, Austria
Xevents, complexity and social mood

2.4 Social innovation and development (overcoming poverty and pauperisation, mini-credits)

Chairs: **György Szell**, University of Osnabrück, Germany
N.N.

- › **György Szell**, University of Osnabrück, Germany
Social innovation and development
- › **Emmanuel Kamdem**, ILO, Geneva, Switzerland
Social innovation and development in Africa
- › **Anup Dash**, Utkal University, Bhubaneswar, India
Innovations and institutional challenges in microfinance
- › **Abdelfatteh Ammous**, University of Sfax, Tunisia
Microfinance in developing countries
- › **Frédéric Lesemann**, National Scientific Research Institute (INRS), Centre for Urbanisation, Culture and Society, Montréal/Canada
Could informal processes be a source of social innovation?

2.5 Social sciences (incl. economic sciences) and social innovation

Chairs: **Jürgen Howaldt**, Social Research Centre (sfs) of Dortmund University of Technology, Germany
Andrea Höglinger, Research Promotion Society (FFG), Vienna, Austria

- › **Jürgen Howaldt**, Social Research Centre (sfs) of Dortmund University of Technology, Germany
Shaping social innovation by social research - the new role of the social sciences
- › **Anne de Bruin**, Massey University, Auckland, New Zealand
Towards advancing understanding of social innovation

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- › **Rainer Fretschner**, University of Applied Sciences, Kiel, Germany / **Dieter Rehfeld**, University of Applied Sciences, Gelsenkirchen, Germany
The knowledge architecture of social innovations - a challenge for social science
- › **Bjørn Gustavsen**, Work Research Institute, Oslo, Norway
Action research and social innovation
- › **Alexander Degelsegger/ Alexander Kesselring**, Centre for Social Innovation (ZSI), Vienna, Austria
Do non-humans make a difference? Potentials and problems in applying Bruno Latour's actor network theory to the study of (social) innovation
- › **Nicolás Monge**, Laboratory of Entrepreneurship and Social Innovation (LEIS), Santiago, Chile
Social sciences, social innovation and public policy. Universities as agents of change

2.6 Innovate the concept - the humanities and social innovation

- Chairs: **Milena Žic Fuchs**, Croatian Academy of Sciences and Arts, University of Zagreb, Croatia, European Science Foundation, Strasbourg, France
Rüdiger Klein, Royal Netherlands Academy of Arts and Sciences, European Federation of National Academies of Sciences and Humanities (ALLEA), Amsterdam, The Netherlands
- › **Milena Žic Fuchs**, Croatian Academy of Sciences and Arts, University of Zagreb, Croatia, European Science Foundation, Strasbourg, France
Humanities in the context of interdisciplinarity: understanding innovation
 - › **Rüdiger Klein**, Royal Netherlands Academy of Arts and Sciences, European Federation of National Academies of Sciences and Humanities (ALLEA), Amsterdam, The Netherlands
Global Humanities as the basis for understanding global social innovation
 - › **Joseph Lo Bianco**, Australian Academy of the Humanities; University of Melbourne, Australia;
The Disappearance of the isolated individual: the social mind, innovation and resilience for an uncertain future
 - › **Sean Ryder**, National University of Ireland, Galway, Ireland
Humanities perspectives on innovation
 - › **Cristina Sánchez Carretero**, Heritage Laboratory, Spanish National Research Council (CSIC), Santiago de Compostela, Spain
Heritage and innovation in the Humanities: dissonant heritage and conflicts
 - › **Maurice Biriotti**, SHM Productions Ltd., London, United Kingdom
The future role of the humanities in innovation: a view from the private sector
 - › **Ilan Chabay**, Department of Applied IT, Chalmers University of Technology, Gothenburg, Sweden
Once upon a future time: visions, models, and narratives leading to a sustainable future
 - › **Dorrit Vibeke Sørensen**, Arts Design and Media Department, Nanyang Technological University, Singapore
Arts, creativity and community engagement

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2.7 Social innovation at the workplace

Chairs: **Peter Totterdill**, UK Work Organisation Network, Nottingham, United Kingdom

Ursula Holtgrewe, Working Life Research Centre (FORBA), Vienna, Austria

- › **Peter Totterdill**, UK Work Organisation Network, Nottingham, UK
Workplace Innovation as Social Innovation
- › **Frank Pot**, Nijmegen School of Management, Netherlands
Workplace innovation to achieve the EU2020 strategy
- › **Ursula Holtgrewe**, Working Life Research Centre (FORBA), Vienna, Austria
Quality of work and social innovation - looking at unlikely places
- › **Monique Ramioul**, Institute for Labour Studies (HIVA) at the Catholic University of Leuven, Belgium
From innovation to social innovation through participation
- › **Vassil Kirov**, Institute for the Study of the Societies and Knowledge at the Bulgarian Academy of Sciences, Sofia, Bulgaria
Social innovation and good practices at work in the NMS: the legacies, the transfers and the experiments
- › **Diane Angermüller**, DG Employment, Social Affairs and Inclusion, Brussels, Belgium
Social innovation in work, labour and employment policies (tbc)

13:00 - 14:00 **Lunch time**

14:00 - 15:00 **Plenary Session:**

Key notes

About the importance and performance of social innovations in varying social contexts

- › **Uwe Schneidewind**, Wuppertal Institute, Germany
About the importance and performance of social innovations in the sustainability context
- › **Frank Moulaert**, Catholic University Leuven, Belgium
How contextual is social innovation?

Moderation: Josef Hochgerner, Centre for Social Innovation (ZSI), Vienna, Austria

15:00 - 16:00

Plenary Voting Session 2

Most important social innovation research topics: establishing a research agenda

Outcomes of the Parallel Sessions, presented by their Chairs and voted by all participants. Winner themes constitute the Vienna Declaration.

Moderation: Hans-Werner Franz, Social Research Centre (sfs) of Dortmund University of Technology, Germany

16:00 - 16:30

Break

16:30 - 18:00

Plenary Session

Shaping social innovations as a challenge for the 21st century

- › **Geoff Mulgan**, National Endowment for Science, Technology and the Arts (NESTA), London, United Kingdom
Theoretical foundations of social innovation: sources, possible conclusions and future directions

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› **Josef Hochgerner**, Centre for Social Innovation (ZSI), Vienna, Austria
The Vienna Declaration on the most important social innovation research topics

18:00 - 20:00 **Break**

20:00 - 23:00 **Dinner at Esterházykeller**, Haarhof 1, 1010 Wien (close to Naglergasse)
Metro stations: U1 Stephansplatz, U3 Herrengasse

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09:30 - 09:45	Welcome & overview of the agenda Angela Schindler-Daniels , Coordinator of Net4Society
09:45 - 10:30	SSH 2012 Call & SSH Work Programme 2012 Robert Burmanjer & Domenico Rossetti di Valdalbero DG Research and Innovation, Head of Unit Social Sciences and Humanities
10:30 - 10:45	Plenary Session: How the parallel and the bilateral matchmaking sessions work.
10:45 - 11:00	Coffee break
11:00 - 12:30	Parallel Sessions 3
	<p>3.1 Moving the knowledge society forward: social innovation in education, economic growth and creativity (ACTIVITY 1: GROWTH, EMPLOYMENT AND COMPETITIVENESS IN A KNOWLEDGE SOCIETY – THE EUROPEAN CASE)</p> <p><i>Topics to be discussed:</i></p> <ul style="list-style-type: none"> • Challenge: Challenge: Education systems in the 21st century • Topic: Innovative policies for employment and labour markets • Topic: Unveiling creativity for innovation in Europe • Mobilising institutional reforms in research and innovation systems for better scientific, innovation and economic performances in Europe <p>› Heiko Prange-Gstöhl, DG Research and Innovation, Unit Social Sciences and Humanities</p> <p>› Jörg Flecker, Director FORBA</p> <p>› Agnès Hubert, Bureau of European Policy Advisers-European Commission/ BEPA</p> <p>Questions & Answers</p>
	<p>3.2 Social Innovation for a cohesive society (ACTIVITY 2: COMBINING ECONOMIC, SOCIAL AND ENVIRONMENTAL OBJECTIVES IN A EUROPEAN PERSPECTIVE: PATHS TOWARDS SUSTAINABLE DEVELOPMENT)</p> <p><i>Topics to be discussed:</i></p> <ul style="list-style-type: none"> • Topic: Social innovation against inequalities • Topic: Social technologies for vulnerable populations • Smart specialisation for regional innovation <p>› Liesbet De Letter, DG Regional Policy , Unit D2, Thematic Coordination and Innovation</p> <p>› Glen Mehn, Social Innovation Camp</p> <p>› Josef Hochgerner, Director of ZSI</p> <p>Questions & Answers</p>
	<p>3.3 Social Innovation and public policy (ACTIVITY 3: MAJOR TRENDS IN SOCIETY AND THEIR IMPLICATIONS)</p> <p><i>Topics to be discussed:</i></p> <ul style="list-style-type: none"> • Challenge: Making longevity an asset for economic and social development • Challenge: Families in transitions • Topic: Social Innovation in the public sector

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- 3.3** > **Diane Angermüller**, DG Employment, Social Affairs and Inclusion, Unit D4 - Demography, Migration, Social Innovation, Civil Society
 > **Olaf Kapella**, Austrian Institut for Family Studies, University Vienna
 > **Maciej Kucharczyk**, Managing Director of AGE: The European Older People's Platform

Questions & Answers

12:30 - 13:30	Networking Lunch
13:30 - 16:30	Matchmaking event: prearranged bilateral meetings between participants
16:30	Farewell Angela Schindler-Daniels , Coordinator of Net4Society

* For downloading the FP7-SSH-2012 Work Programme and related calls' documents visit:
<http://ec.europa.eu/research/participants/portal/page/cooperation#ssh>

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For requests about registration, accomodation and travelling please contact the agency:

Hallamasch cae GmbH
Himmelpfortgasse 19/1010 Wien/Austria
e-mail: csi2011@hallamasch.at

For information about the scientific conference:

conference office @ ZSI
Zentrum für Soziale Innovation
Linke Wienzeile 246 / 1150 Wien / Austria
e-mail: conference@zsi.at

For information about the networking event:

NET4SOCIETY coordination office
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