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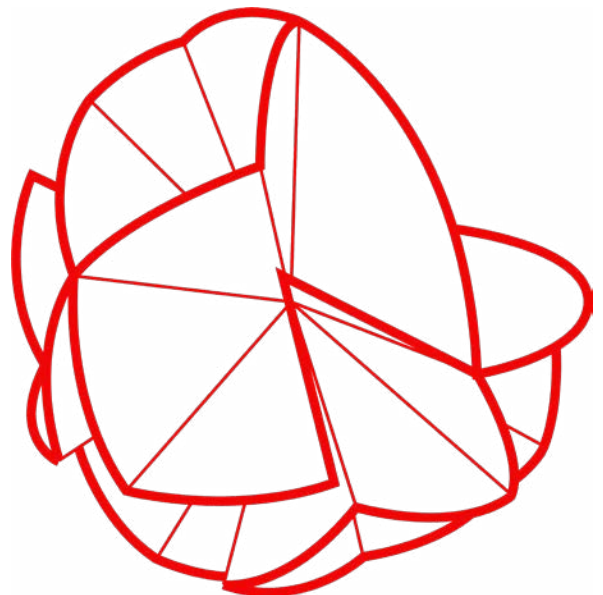
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1

Disrupting Geographies in the Design World

Proceedings of the 8th International
Forum of Design as a Process

Alma Mater Studiorum — Università di Bologna

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(Eds.)
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The Latin Network for the Development of Design Processes

The Latin Network for the Development of Design Processes is a group of researchers, academics, students and business professionals of Latin languages and cultures who study and operate in a particular field of design known as design processes. They meet in a Forum, conceived as an international specialised conference, to engage in lively discussions and debates about their studies and experiences.

The Network was founded in 2008 with the “Carta di Torino” manifesto. Since its very beginning, Professor Ph.D. Flaviano Celaschi has been leading a team that, over the years, guaranteed the cultural and scientific focus of the members of the Network, fostering inter-institutional cooperation. Since 2015, the Network has been hosted by the Alma Mater Studiorum – Università di Bologna, within the Advanced Design Unit (ADU) of the Department of Architecture, coordinated by Professor Ph.D. Elena Formia.



So far, the members organised eight Forums, covering the following thematic axes:

Design Cultures as Models of Biodiversity

1st Edition

Universidade do Vale do Rio dos Sinos, Porto Alegre, Brazil

June 24-26, 2009

Design, Art, Craft: Cross-fertilizations and Experiences

2nd Edition

Universidade de Aveiro, Aveiro, Portugal

October 28-30, 2010

Innovation in Design Education

3rd Edition

Politecnico di Torino, Torino, Italy

November 3-5, 2011

Diversity: Design/Humanities

4th Edition

Universidade do Estado de Minas Gerais

– UEMG, Belo Horizonte, Brazil

September 19-22, 2012

Advanced Design Cultures. The Shapes of the Future as the Front End of Design-Driven Innovation

5th Edition

Tecnológico de Monterrey, Campus Guadalajara, Mexico

September 18-20, 2014

Systems & Design. Beyond Processes and Thinking

6th Edition

Universitat Politècnica de València, València, Spain

June 22-24, 2016

Design & Territory: Emergencies and Conflicts

7th Edition

Universidad Nacional de Colombia, Sede Palmira, Colombia

June 23, 2020

Disrupting Geographies in the Design World

8th Edition

Alma Mater Studiorum — Università di Bologna, Bologna, Italy

June 20-22, 2022

For more information about the Editions and related publications, see: <https://www.forumdesignprocess.org/dgdw22/past-editions/>

8th Forum Main Partners

Alma Mater Studiorum — Università di Bologna Advanced Design Unit Department of Architecture

The Advanced Design Unit is a community of professors, researchers and experts who deal with design cultures and their continuous innovation. It operates in the University of Bologna through teaching activities, research, and the third mission.

<https://site.unibo.it/advanceddesignunit/it>

Tecnológico de Monterrey (TEC)

Established in 1943, Tecnológico de Monterrey is a distinguished private nonprofit university dedicated to cultivating leaders with robust entrepreneurial acumen and a profound sense of humanity, making them globally competitive. With a presence in 26 cities across Mexico, the university boasts a student enrollment exceeding 65,000, encompassing both undergraduate and doctoral programs. Garnering recognition on the global stage, the QS World University Rankings (2021) position Tecnológico de Monterrey at an impressive 155th worldwide. Within its esteemed Escuela de Arquitectura, Arte y Diseño, the university nurtures talents in Architecture, Digital Art, Design, and Urbanism.

<https://tec.mx/es>

Pontificia Universidad Católica de Chile School of Design

The UC School of Design equips professionals to navigate intricate scenarios, addressing challenges stemming from the ever-evolving landscape of scientific and technological advancements and the socioeconomic and cultural intricacies of the contemporary world. Rooted in the ethical principles of the University, this educational endeavour places particular emphasis on fostering creative intelligence, nurturing critical thinking, and cultivating social sensitivity.

www.disenho.uc.cl

diid disegno industriale industrial design

diid is an open-access, peer-reviewed scientific design journal published three times a year. It was founded in 2002 to fill a gap concerning scientific journals in Italy related to industrial design and design studies. Over the last two decades, *diid* has investigated design disciplines and practices, recording their development thanks to the significant contribution of Italian and international scientific communities. The one inaugurated in 2021, with issue no. 73, is a new phase. The journal, while exploring advanced design cultures, delves into specific aspects such as anticipation, narratives of complex systems belonging to the evolving landscape of capitalism and relational dynamics, the front-end of innovation, the avant-garde of theoretical and applied design debates. The pivotal theme under the lens of analysis is transformation, aiming to comprehend its various impacts and meanings within the realms of innovation domains. With this approach, it aims at overpassing spatial, cultural, economic, and technological boundaries giving voice to design research coming from different areas.

<https://www.diid.it/diid/index.php/diid>

8th International Forum of Design as a Process

Disrupting Geographies in the Design World

Alma Mater Studiorum — Università di Bologna

Bologna, June 20-22, 2022



Responsible Innovation

Social Justice

Ecocentrism

Changing Education

www.forumdesignprocess.org/dgdw22

How design is evolving to respond to the urgent needs facing our environment and society at large? How to understand and design the dynamic relations between artefacts, human beings and the ecosphere? How might design principles and practices adapt their approaches to attend to the diversity that characterised the world?

In an increasingly globalized world, new geographies in and of design offer the stage for negotiating ecosystem's complexity. Design is positioned as a key driver for improving the living standards of many, where human and environmental capitals are pivotal in local economies, and also for the connection to the rest of the world.

The 8th International Forum of Design as a Process (Bologna, June 20-22, 2022) featured speakers from the Global Design community, expanding the original vocation of the Latin Network for the Development of Design as a Process to include researchers and designers of the Mediterranean Area, Middle East, IOR (Indian Ocean Region), and Global South regions. The aim was sharing new perspectives on design futures with responsibility and justice, at the forefront of change, establishing strategic partnerships, and creating accessible knowledge.

The Forum, spanning three-days of meetings, reflection opportunities and networking activities, involved designers, scholars, young researchers, design entrepreneurs, opinion leaders, in an experimental format. Grounded in three pillars – seminars, workshops, and exhibitions –, the event aimed to attract audiences to Bologna, consolidating the potentials of the design world as hub for thought and creative production for present and future generations.

Speakers' contributions inspired the designers' community of practices, and resonated with students and the wide community, to connect design to all aspects of culture and life. This interdisciplinary approach explored the intersections of materiality and culture, post-coloniality, decoloniality, gender studies, and other areas of human thought and action which seek to analyze, question and challenge the disruptive geographies in the world, today.

Five tracks were proposed to address the different dimensions of design futures centered on responsibility and justice.

The submitted papers were reviewed, and a selection is published in this Digital Special Issue of *diid. disegno industriale – industrial design*. Each track begins with a red page containing the original text used in 2022 for the call for papers, also indicating the names of Chairs, Co-Chairs, and Track Editors. Following this, an introductory paper outlines the contents published in the form of research articles for each track.

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Track 2

Intersectional Design for an Accessible and Empowering World

Social positions and identities are multiple and seek to reveal the interconnected systems of subordination that together influence people's life chances. Extending beyond gender-specific and empowering categories of social identity (youth, old age, disabilities, non-heteronormative sexuality, despised ethnicity, income, religion and more), intersectionality focuses attention on a variety of multi-level interacting social locations, forces, narratives, norms, factors and power structures that shape and influence human life.

Intersectionality is increasingly suggested an innovative design framework with the potential to advance understanding of, and action, on inequalities, by highlighting processes of stigmatization, but mainly to encourage a critical reflection to move beyond singular categories, foregrounds issues of equity.

The track intends to collect design studies and practices which include the perspectives and worldviews of people who are typically marginalized or excluded, in which social justice and equity can be understood as a way of transforming how resources and relationships are produced and distributed to ensure a dignified and ecologically sustainable life for all. It also aims to outline in which way the dimensions of time and space, fluid, changeable and experienced through our interpretations, senses and feelings, influence different kinds of knowledge, through a deconstruction of the conventional social orders of meaning. Possible topics include concepts of accessibility, empowerment and people autonomy.

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Towards Better Public Sector Innovation. Co-designing Solutions to Improve Inclusion and Integration

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Abstract

Migrants' access to public services is one of the most critical barriers to integration, hampered by multiple issues, including the status of migrants, which acts as an obstacle to exercising rights. To develop a more inclusive public service provision, the multiple identity dimensions and disadvantages of migrants must be considered. Co-designing in ecosystems that engage migrants, NGOs, public authorities, ICT developers, and policymakers can highly support it. However, challenges emerge from co-designing public services with and for users at the intersection of diverse axes while understanding how to adopt systemic governance that considers the various needs of the multi-level actors involved. To reason on such challenges, the article relies on the lessons learnt from easyRights, an Horizon2020 IA project, and its experimentation in four pilots. Further reflections regard the transformative impact and organisational change triggered in the ecosystem by the practice.

Keywords

Co-design

Public services

Public sector innovation

Access information

Migrants inclusion

Services as migrant's interface to inclusion and integration

As migrant flows continue to rise across Europe, migrants' inclusion and integration are pressing issues that challenge local communities and public administrations at various institutional levels, from service provision to policy making. Migrant's access to public services is unquestionably one of the most critical barriers to integration. It is hampered by multiple issues ranging from restrictive regulations related to the legal status, cultural and economic barriers, lack of information about their rights, the service provision and its procedures (Chiarenza et al., 2019; Norredam, 2011), up to limited capacity to use technology and insufficient proficiency in the host Country's language (Abood et al., 2021). This complexity is further aggravated by their immigrant status, with formal and informal obstacles to accessing services (May, 2021). Rather than being user-oriented, public services feature a multi-layered intricacy, as well as a complex service interdependence, that is a substantial obstacle to migrants' ability to access information and exercise their rights (Crockett et al., 2011). In this framework, a relevant role is played by intersectionality. It unconsciously and unintentionally affects inequality by shaping the way of thinking and, therefore, how interventions are conceived and actualised, at various levels and across all domains – from policies to regulatory and administrative systems, to the labour market, and beyond (Cho et al., 2013). Consequently, administrative processes can also play a role in sustaining discrimination and inequality, ultimately influencing people's well-being and integration, hence affecting life chances (Spade, 2013, p. 798). By extension, being at the intersection of discrimination axes creates an adverse interplay that profoundly hinders the execution of administrative procedures.

Given this premise, limited or tortuous access to fundamental services – healthcare, education, and housing, among others – and discrimination in receiving equitable services lead to social exclusion, feeding the gap between dominant and vulnerable groups (Gauthier, 2016). Governments worldwide are making an effort to take action, developing new policies and administrative rules that promote migrant's integration (OECD, 2016, 2018). At a broader scale and in a systemic way, the European Union has embraced a new phase of transformation towards inclusion and integration, building anti-discrimination policies and looking at how digital innovation can be leveraged to achieve migrant's integration (Regina & De Capitani, 2022). The situation, however, is still complex, with services acting as barriers to migrants' inclusion and integration.

Co-designing more inclusive public services

The public service provision and delivery should be inherently fair and egalitarian towards its end-users (Fisk et al., 2018; Ponce, 2005). In this regard, multiple identity dimensions and disadvantages, which are often interconnected and interdependent (McCall, 2005; Styp-*ię*ńska & Gordo, 2017), must be constantly considered when designing services (Anderson & Ostrom, 2015; Corus & Saatcioglu, 2015). The public sector has the social, cultural, and economic responsi-

bility to prioritise the development of equitable services considering the needs and the well-being of those at the intersection of multiple identity axes (Crenshaw, 1989). In such a framework, co-design can largely support the public sector in conceiving and developing solutions that better respond to users' needs (MIICT et al., 2020), considering that migrants have non-addressed needs, which are often not known/understood by those who develop such services. In doing so, also the existing disparities and mismatches between administrative procedures and real-world difficulties that migrants encounter because of their ethnocultural background (May, 2021) should be better identified and tackled. Moreover, the interaction among different actors, such as civil servants, members of the hosting communities and migrants, can provide a better understanding of each other's needs, primary aims, and effective constraints (Ruhs et al., 2019). The engagement of end-users and relevant stakeholders serves as a base to build better services, and ultimately affect and ease the multifaceted and multi-dimensional process of integration (Concilio, Costa, et al., 2022). However, co-designing more inclusive public service provision for migrants implies facing the challenge of working in a multi-axes intersectional framework while understanding how to adopt systemic governance that considers the various needs of the multi-level actors involved. Public service delivery governance occurs in a setting where users, NGOs, managers and policymakers enter the loop with specific and, most of the time, diversified visions, power differences and levels of information, and different interests.

From these premises, relevant questions arise: What are the obstacles to co-designing public services for users at the intersection of diverse axes? How is co-design challenged by taking place in ecosystems that include users, NGOs, managers and policymakers?

Methodology

The contribution relies on the lessons learnt from easyRights, an H2020 project that leverages ICT potentialities for easing migrants' ability to exercise their rights, improving their access to public services. Over three years, the experimentation involved four pilot sites – Birmingham (UK), Larissa (Greece), Malaga (Spain), Palermo (Italy) – in two development cycles. Eight solutions were co-designed and tested (easyRights, 2022a) (Fig. 1).

In each cycle, pilots identified and activated a quadruple helix community as an ecosystem with relevant actors and communities among researchers (science), tech-providers (industry), civil servants, managers and policymakers (public sector/policy), users and NGOs (society) (Schütz et al., 2019) to be engaged in co-design activities. Relevant areas and procedures needing improvement were jointly determined by the ecosystem actors. To map the access procedure, specifically seizing obstacles and barriers, migrants and other relevant stakeholders were involved in focus groups, interviews, and participant observations. This provided a clear representation of the requirements and difficulties connected to the service to target. Such findings and challenges are brought in as many hackathons where new or revised service concepts are co-designed with migrants

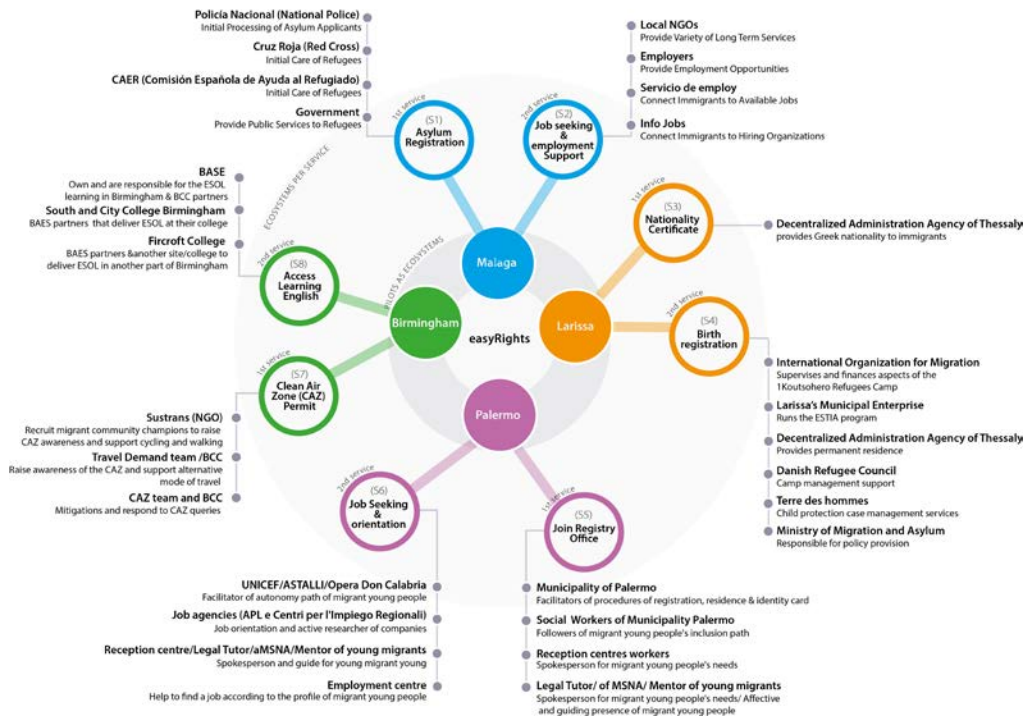


Fig. 1
Sub-ecosystems of actors
per pilot.

and other ecosystem actors (Karimi et al., 2022). The results of the experimentation are systematised and discussed against relevant literature. Ultimately, they are explored through a Triple-Loop learning perspective (Argyris & Schön, 1997; Bateson, 1972; easyRights, 2020), looking at how co-design with migrants and other stakeholders can feed transformative dynamics in the context and within the organisations and institutions involved.

Benefits and obstacles of co-designing services in intersectional ecosystems

Designing human-centric public services is a way to empower its users to access knowledge and rights in an understandable, affordable, and actionable manner (General Assembly – United Nations, 2015). Looking at services as interfaces to rights (Concilio, Costa, et al., 2022), the service provision is seen as the first obstacle to tackle to designerly start to mitigate the gaps in the integration process (Komatsu et al., 2021). In this framework, the aim is reasoning on the challenges that emerged while co-designing public services for and with users at the intersection of diverse axes.

The presence of migrants and NGOs makes the intersectionality issues barge in each ecosystem, contributing to frame the problems in the services. Relevant issues emerged from the analysis, resulting in a set of most diffused problems and circumstances that shows how the status of migrants highly affects the overall access and exercise of the services (Fig. 2).

<p>Language barrier</p>	<ul style="list-style-type: none"> cannot easily interact with officials at the front offices of services [ex. <i>"The major problem we encountered is the language issue, which affected both the communication with the hospital officer and with the Municipal officer"</i>. From the second cycle interviews in Larissa]; are unable to complete the forms as they do not understand the contents miss to understand the procedures in their entire pathway [ex. <i>"The employees at the employment centre did not speak other languages besides Italian, do not seem very motivated to put ourselves in a position to find a job and navigate the procedures"</i>. From the second cycle interviews in Palermo]; often the language provided by public administrations is not inclusive and does not correspond to the needs of the users of the service, which leads to the failure of accessing the service. [ex. <i>"a leaflet arrived through the door, wanting to learn English but didn't know where to go. My daughter read it and it encouraged me to go, so a relative took me to the local centre"</i>. From the second cycle interviews in Birmingham]; often the lack of accessible languages for migrants adds more difficulties to navigating opportunities that are provided by the government [ex. <i>"In general, all affirmed that there is not enough visibility on those job agencies and it is not really easy to find opportunities"</i>. from the second cycle interviews in Palermo];
<p>Bureaucratic complexity</p>	<ul style="list-style-type: none"> procedures are very complex and admit different pathways depending on the legal status of the migrants; the procedures are rarely presented in an understandable manner [ex. <i>"One friend told me to have gone to the registry office without knowing that it was requested to take the appointment online. When he arrived, he waited for a long time and after that, he was told to go back home because he hadn't taken the appointment. I knew about bad treatment and inequality between locals and migrants. And more, difficulties in understanding with the workers of the registry office"</i>. From the second cycle interviews in Palermo]; the strict interdependency among procedural steps make some steps of the pathways highly critical; some procedures fail to be clearly understood by all the officials who may fail in guiding the immigrants; the confusion with the big number of forms makes the service less accessible for migrants [ex. <i>At first, both me and my wife were a little bit confused as there are many steps and forms to fill in</i>. From the second cycle interviews in Larissa]; failing to understand the procedures in the entire service pathway results in losing time by doing the same thing once and again. [ex. <i>"migrants do not even know the initial steps in the process and they go back and forth between short-term employment and unemployment"</i>. From the second cycle interviews in Malaga];
<p>Discriminant behaviour</p>	<p>Officials</p> <ul style="list-style-type: none"> are not always collaborative with migrants; may show discrimination and unequal treatment towards migrants [ex. <i>"I heard about a boy who went to the registry office having an appointment agreed on the phone and not printed. He was not allowed to enter while an Italian lady, with the appointment agreed on the phone, was allowed to get in. That was clearly a discrimination"</i>. From the first cycle interviews in Palermo]; may cause unjust decisions related to immigrants' requests; often the behaviour of officials increases frustration and confusion among the migrant community [ex. <i>"we are unable to write a CV or apply correctly for vacancies online, as well as face a job interview which makes us frustrated."</i> From the second cycle interviews in Palermo].

These problems and unmet needs are the basis to develop better services. Nevertheless problems are clearly identified, the high complexity of intersectionality made pilots strive to translate inputs, needs, and insights into tangible outcomes. For instance, the Larissa pilot addressed the issue of birth registration (S4), answering the need of women in the hospital after giving birth, which according to the Country of origin, may not be allowed to interact with third parties external to the family. These women are provided with a digital solution that allows them to register the birth directly from the hospital and autonomously, rather than going through a procedure with many steps in different offices, which can take several months and involve several officials. The solution saves time for migrants and shortens the procedure to one, user-friendly, comfortable step.

Fig. 2
The most diffused problems mapped from the pilot's diaries (easyRights, 2022b, pp. 19–20)

However, beyond putting intersectionality in the loop and impacting the services at their core, the activity also makes surface how it brings specific challenges into the co-design activities, present in each ecosystem to various extent:

- 1 Limited language proficiency, often situations of illiteracy
- 2 Needs and criticalities depending on ethnocultural background
- 3 Various levels of service/technological experience and literacy
- 4 Low self-esteem of their contribution
- 5 Loss of faith in the system due to several failures
- 6 Need to avoid further frustration and failures.

While recognizing the crucial value of migrants in co-design activities, the above conditions challenge the process constituting a significant barrier to participation. Still, all the migrants involved showed enormous motivation and will to support the project in reaching its scope.

Parallel to the challenges related to migrants are those from the complex ecosystems of actors and stakeholders involved (see Fig. 1). Beyond avoiding jargon and technical terminology, the presence of users with limited language proficiency requires adopting a simple and clear language. Specific training is propaedeutic to trigger and support the various co-design phases. At the same time, the role of intercultural mediators remains pivotal in engaging migrants and empowering them to contribute effectively. Fundamental is then designing and running engagement activities to favour meaningful participation without exacerbating migrants' existing frustrations. Co-design activities, from mapping the service experience to testing early solutions necessitate careful planning and execution, being conscious of linguistic, cultural, and technological barriers that may aggravate feelings of inadequacy and incompetency.

Looking at the broader ecosystem, the public nature of the services developed requires considering and managing bottlenecks due to bureaucratic procedures, technological issues such as interoperability and compatibility, and delays due to the outsourced development of the solution to external ICT providers engaged through hackathons. Ultimately, the nature of the ecosystem also implies power dynamics, different objectives, powers, and agendas to balance.

Discussing needs, implications, and hindering conditions

The constant engagement of migrants played a crucial role in shedding light on how the status of being migrant impacts their access to services and the possibility to exercise their rights. Especially bringing multi-level actors to synergise and work together allowed to frame the problems in the current service provision across different domains, from fundamental requirements to increase information access and usability to the need to make procedures more flexible and adaptable to migrants' needs, levels of experience, legal and digital literacy. These elements add layers of complication to the framework in which co-design takes place, leading to challenge its very practice.

The discourse so far described unfolds through the process of Triple-Loop Learning (Argyris & Schön, 1997; Bateson, 1972) at the core of the project (easyRights, 2020), implying to reflect on the three dimensions of the actions for easing migrants' access to services (what), the methodological approach for achieving more accessible services exploiting ICT (how), and the value creation that underpins a systemic change in a transition perspective (why) (Concilio et al., 2021). Key reflections include the first steps of organisational change (Deserti & Rizzo, 2014; Junginger et al., 2009) triggered in pilot ecosystems. The public administrations realised the benefits from the approach and the general lack of institutional readiness towards experimentation with emerging technologies and the integration of participatory practices. The overall activity proved how co-creating with end-users and relevant stakeholders is a fundamental asset to creating better public services, showing the need to embed design in the organisational culture (Deserti & Rizzo, 2019). Consequently, the interplay among the quadruple-helix actors exposed the public administrations to reasonings orienting transformation and strategic planning for improving service provisions.

Further reasoning concerns the feasibility and appropriateness of a one-size-fits-all approach to solutions, while the logic of replication, transferability, and scaling (up and out) must be taken into strong consideration (Moore et al., 2015). Benefits to boost public sector innovation derive from sharing solutions and responsible practices among administrations or even from developing solutions in a joint effort. It is the example of the Wiki solution that Palermo later adopted and adapted by Malaga (Concilio, Karimi, et al., 2022). The Palermo pilot developed a Wiki space that puts together official and unofficial knowledge to help migrants in seeking a job, but is also a place to share their stories and help others in the same condition to understand what to do, how, and when (S6). In particular, the Wiki space supports migrants in understanding that abilities and skills they do not consider relevant are competencies to be enhanced when looking for a job. The solution was scaled out to Malaga being adapted to the context and its procedures (S2).

Conclusions, limits and open questions

Stocktaking co-design allows framing broader issues of service co-design for social integration. Although the interplay among multi-level actors profoundly challenges the co-design practices, their participation brings specific needs and perspectives into the innovation loop, clearly feeding the value production chain (Prahalad & Ramaswamy, 2004). However, multilateral improvements are required to address the real obstacles preventing migrants' integration, integrating bottom-up (co-creation and co-design) and top-down actions.

The public sector mostly operates within established structures and bureaucratic processes, which may resist bottom-up innovation. How can the existing institutional frameworks be transformed to facilitate the incorporation of innovative ideas and practices? The implementation of inclusive public service provision requires adequate resources, including funding, skilled personnel, and technological infrastructure. How can these resources be mobilised to

support the co-design and delivery of public services that address the needs of migrants effectively? Considering the conditions of the setting, what are the most responsible strategies, scalable beyond the pilot dimension, for a steady engagement of migrants, NGOs, public authorities, ICT developers, and policymakers in co-designing inclusive public services? A bottom-up approach to public sector innovation requires strong political will and leadership support. To what extent can policymakers and public authorities embrace and sustain such approaches, considering potential resistance and the need for long-term commitment?

To guarantee the existence of a social landscape of sustainable integration, commitment to embed diversity should extend from inclusion policies to effective engagement of end-users in co-creation, ensuring equitable and more suitable conditions for conceiving and developing better solutions that are user- and migrant-friendly. To bring such a transformative impact requires a systemic organisational change that sets more favourable conditions for a steady and seamless end-to-end collaboration between public administration, industries, and civil society, as the parties involved in migrant integration in society. According to this, the impact of participatory practices is also on the level of organisational learning (Deserti & Rizzo, 2015). The public administrations involved in the ecosystems gained a clear grasp of the situation, being pushed to reflect on how to revise its service provision and implement policies to support (public sector) innovation, sustaining an effective embedment of more inclusive and accessible solutions in the service provision. Relevant knowledge concerns how co-designing services can contribute to migrants' socioeconomic integration on the two intertwined levels of (a) developing more inclusive, accessible solutions (Concilio, Costa, et al., 2022) and (b) impacting policy-making to sustain an effective embedment in the service provision (MIICT et al., 2022). Legal and regulatory frameworks can play the role of opportunities or limitations for inclusive public service provision. How can these frameworks be adapted or reformed to promote migrants' access to services while ensuring compliance with existing laws and regulations?

Developing solutions in the four ecosystems demonstrated that benefits to boost public sector innovation derive from creating solutions hardly covered by the technological market, but also from sharing solutions and responsible practices with other administrations for integration or even developing them jointly. The discourse makes it evident that the public sector must overcome organisational dogmas to pursue innovation. From the steady integration of participatory activities to an effective engagement of multiple actors in ecosystems to the definition of requirements for producing administrative procedures and procedural documents in a way that considers migrants' needs, the public sector still needs recommendations and support to improve accessibility while lessening the administrative burden. Recommendations that advance in two directions: prompting human rights literacy and interculturalism (Cantle, 2012; Watt, 2006) in public authorities to set the ground for better practices that exploit existing technology, beyond acceptance, towards long-term sustainability.

The potential applicability and scalability of the findings from the easyRights project extend beyond the project's immediate context and the migrant population. The benefits of enhanced and citizen-centred public sector delivery are not limited to migrants alone; they can also positively impact the broader citizenry. Consequently, the project has a wider potential that could serve as a base for advancement for the overall public sector innovation domain. By recognizing the wider implications and potential transferability of the project's results, there exists an opportunity to transform public service provision to better serve all members of society, thereby warranting further exploration and investigation.

Nevertheless, here comes one of the limits of experimentation. Although it sheds light on the need for systemic change, the awareness spread within the ecosystems and its actors but reaching the top levels of decision-making for implementing procedures and services at the governmental level is a different matter.

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The 8th International Forum of Design as a Process, themed “Disrupting Geographies in the Design World” was held in Bologna from 20 to 22 June 2022. The event was organised by the Advanced Design Unit of the Alma Mater Studiorum – Università di Bologna, Department of Architecture, in collaboration with two partner universities: Tecnológico de Monterrey (TEC) and Pontificia Universidad Católica de Chile.

The Forum engaged speakers from the Global Design community, expanding the original vocation of the Latin Network for the Development of Design as a Process to include researchers and designers of the Mediterranean Area, Middle East, IOR (Indian Ocean Region), and Global South regions. The goal was to share new perspectives on imagining design futures in a responsible and just perspective, at the forefront of change, while building strategic partnerships and creating accessible knowledge.

Structured around three pillars — seminars, workshops, and exhibitions — the Forum hosted meetings, reflection opportunities, networking activities. It involved designers, scholars, young researchers, design entrepreneurs, in an experimental format.

Speakers’ contributions not only inspired the practices of the designers’ community, but also resonated with students and the broad audiences. The presentations explored intersections of materiality and culture, post-coloniality, decoloniality, gender studies, and other areas of human thought and action which seek to analyse, question and challenge the disruptive geographies in the world, today.

The papers submitted to the five tracks proposed are published in the Digital Special Issue 1 of *diid. disegno industriale – industrial design*, celebrating during those days its 20th anniversary and serving as the fourth partner of the event.

The Editors

Erik Ciravegna, Elena Formia, Valentina Gianfrate,
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