

60-min deep-dive: User engagement pain points –let's fix them together

Thursday, 14 December 2023 11:00 (1 hour)

In this interactive session we will discuss in round table groups a number of pain points identified across 4 different Work packages in the areas of user engagement, outreach, service delivery, new service models and requirement gathering. The aim is to develop specific recommendations and make tangible improvements so that together we can overcome some shared pain points.

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