

SERVICE STUDIES 2030

Advances and Challenges for Responsible Services and Resilient

PROGRAM

October 28, 2026 - Wednesday

Time (Brasília)	Time (CET)	Program	Venue
08:00 - 08:45	-	Registration (In person)	Hall (1st floor)
08:45 - 09:30	12:45 - 13:30	Opening Session (Hybrid, in person and online, with simultaneous English-Portuguese interpretation) * Rozana Reigota Naves , Rector, University of Brasília - UnB * Lars Fulgsang , President, European Association for Research on Services - RESER * Nanno Mulder , Leader, Latin American and Caribbean Network of Researchers and Policy Makers on Services - REDLAS * Roberto de Góes Ellery Júnior , Director, School of Administration, Accounting, Economics and Public Policy Management - FACE/UnB * Josivania Silva Farias , Professor, University of Brasília - UnB, and Coordinator of the 36th RESER International Conference	Conference I
09:30 - 10:30	13:30 - 14:30	Plenary Roundtable: Services in 2030: Advances, Trends and Challenges (Hybrid, in person and online, with simultaneous English-Portuguese interpretation) * Faiz Gallouj , Professor, University of Lille * Marie-Christine Monnoyer , Founding Member, RESER (Moderator) * Eduardo Raupp , Professor, COPPEAD/ UFRJ * Tatiana Queiroz Isidro , Superintendent of Marketing and Communications, SERPRO	Conference I
10:30 - 11:00	14:30 - 15:00	Coffee-break	Hall (1st floor)
11:00 - 12:30	15:00 - 16:30	Plenary Session 1: The Future of Data Governance in Digital Services (Hybrid, in person and online, with simultaneous English-Portuguese interpretation) * Victor Fernandes , National Secretary for Digital Rights, Ministry of Justice – MJ * Lorena Giuberti , Commissioner, National Data Protection Authority - ANPD * Demi Getschko , President, Brazilian Network Information Center - NIC.br * Google representative (to be confirmed) * Denise Direito , Coordinator of Studies on Digital Transformation, Ipea * Patrícia Almeida , Coordinator of Data and Artificial Intelligence, Chamber of Deputies (Moderator)	Conference I
12:30 - 13:00	16:30 - 17:00	Plenary Dialogue: Value Co-creation in Energy Services: Advancing the Energy Transition (Hybrid, in person and online, with simultaneous English-Portuguese interpretation) * Jorge Arbache , Professor, University of Brasília - UnB	Conference I
13:00 - 14:00	17:00 - 18:00	Lunch	Rooftop
14:00 - 15:20	18:00 - 19:20	Parallel Session 1: Paper presentations Hybrid (in person and online)	Conference I, Amphitheaters I and II, Room 109

October 28, 2026 - Wednesday (continued)

Time (Brasília)	Time (CET)	Program	Venue
15:30 - 16:50	19:30 - 20:50	Parallel Session 2: Paper presentations Hybrid (in person and online)	Conference I, Amphitheaters I and II, Room 109
17:00 - 18:00	21:00 - 22:00	Special Session 1: <i>Connecting Researchers through RESER: Opportunities for Collaboration between Europe and Latin America</i> Hybrid (in person and online) * Estibaliz Hernandez , Vice President, RESER	Conference I

October 29, 2026 - Thursday

Time (Brasília)	Time (CET)	Program	Venue
08:30 - 09:50	12:30 - 13:50	Parallel Session 3: Paper presentations Hybrid (in person and online)	Conference I, Amphitheaters I and II, Room 109
10:00 - 10:30	14:00 - 14:30	Coffee-break	Hall (1st floor)
10:30 - 11:50	14:30 - 15:50	Parallel Session 4: Paper presentations Hybrid (in person and online)	Conference I, Amphitheaters I and II, Room 109
12:00 - 13:00	16:00 - 17:00	Lunch	Rooftop
13:00 - 14:20	17:00 - 18:20	Parallel Session 5: Paper presentations Hybrid (in person and online)	Conference I, Amphitheaters I and II, Room 109
14:30 - 15:50	18:30 - 19:50	Parallel Session 6: Paper presentations Hybrid (in person and online)	Conference I, Amphitheaters I and II, Room 109
16:00 - 16:30	20:00 - 20:30	Coffee-break	Hall (1st floor)
16:30 - 17:50	20:30 - 21:50	Parallel Session 7: Paper presentations Hybrid (in person and online)	Conference I, Amphitheaters I and II, Room 109

October 30, 2026 - Friday

Time (Brasília)	Time (CET)	Program	Venue
08:30 - 09:50	12:30 - 13:50	Parallel Session 8: Paper presentations Hybrid (in person and online)	Conference I, Amphitheaters I and II, Room 109
10:00 - 10:30	14:00 - 14:30	Coffee-break	Hall (1st floor)
10:30 - 12:00	14:30 - 16:00	PhD Workshop (In person) * Eduardo Raupp , Professor, COPPEAD/UF RJ: <i>The role of internationalization in academic training and careers: reflections on a personal trajectory and institutional practice at COPPEAD/UF RJ</i> * Maria Inês Gandolfo , Professor, UnB: <i>A PhD, But Not at Any Cost.</i> - Research project discussion workshop	Conference II
		Roundtable 1: <i>Digital Services Trade in Latin America and the Caribbean: Export Dynamism and Regulatory Obstacles</i> (Hybrid, in person and online; organized by ECLAC) * Nanno Mulder , Head of the International Trade Unit, ECLAC (Moderator) * Janos Ferenzc , Trade Policy Analyst, OECD * Roberto Adolfo Ibarra Lemp , Consultant, ECLAC * Fabiola Wust Zibetti , Professor, University of Chile	Conference I

October 30, 2026 - Friday (continued)

Time (Brasília)	Time (CET)	Program	Venue
		Roundtable 2: Transformation of Health Services: Between the Physical and the Digital (Hybrid, in person and online; organized by FIOCRUZ and LabECoS) * Marcelo Fornazin , Researcher, Oswaldo Cruz Foundation - Fiocruz / Brazilian Internet Steering Committee, CGL.br (Moderator) * Mariana Albuquerque , Researcher, National School of Public Health / Fiocruz * Valéria Mendonça , Professor, LabECoS/UnB	Room 109
		Roundtable 3: Interorganizational Governance and Artificial Intelligence: Challenges for Locating Missing Persons (Hybrid, in person and online; organized by SSP-DF) * Fagner Dias , Director of Public Policy and Citizen Security, Federal District Public Security Secretariat - SSP-DF (Moderator) * G'mayeel Wistemann , Head of the Strategic Integration Unit for Public Policies, SSP-DF * Daniele Alcântara , Coordinator of Public Policy Evaluation and Monitoring, SSP-DF * Larissa Cristiane de Jesus , Undersecretary for Integration of Public Security Policies, SSP-DF	Amphitheater I
10:30 - 12:00	14:30 - 16:00	Roundtable 4: Algorithmic Governance and Digital Transformation in the Public Sector (Hybrid, in person and online; organized by PROFIAP) * Marizaura Camões , Deputy Secretary for Digital Government, Ministry of Management and Innovation in Public Services – MGI * Thiago de Andrade Vieira , Executive Director, Department of Information and Communication Technology, National Council of Justice - CNJ * Rafael Rabelo Nunes , Information Security Risk Manager, Superior Court of Justice - STF * Kleverton Melo de Carvalho , Professor, Federal University of Sergipe - UFS (Moderator) * Jorge da Silva Correia Neto , Professor, Federal Rural University of Pernambuco - UFRPE (Moderator) * Renato Calhau Codá , Professor, University of Brasília - UnB * Liziane Paixão , Professor, University Center of Brasília - CEUB	Amphitheater II
12:00 - 13:00	16:00 - 17:00	Lunch	Rooftop
13:00 - 14:20	17:00 - 18:20	Parallel Session 9: Paper presentations Hybrid (in person and online)	Conference I, Amphitheaters I and II, Room 109
14:30 - 15:30	18:30 - 19:30	Plenary Session 2 (organized by SERPRO): <i>Session details coming soon</i> (Hybrid, in person and online, with simultaneous English-Portuguese interpretation)	Conference I
15:30 - 16:00	19:30 - 20:00	Special Session 2: Meet the Editors (Hybrid, in person and online, with simultaneous English-Portuguese interpretation)	Conference I
16:00 - 16:30	20:00 - 20:30	Coffee-break	Hall (1st floor)
16:30 - 17:30	20:30 - 21:30	Plenary Session 3 (organized by Ipea): <i>Diversity and Inclusion in Services: Instruments for Promoting Equity in the Public Sector</i> (Hybrid, in person and online, with simultaneous English-Portuguese interpretation) * Luciana Mendes Servo , President, Institute for Applied Economic Research - Ipea (Moderator) * Tatiana Dias Silva , Director of Monitoring, Evaluation and Information Management, Ministry of Racial Equality - MIR * Maria Raquel Stacciarini , General Coordinator of LA-BORA!gov, Ministry of Management and Innovation in Public Services - MGI * Roberto Pires , Coordinator of INCLUA - Pro-Equity Resources Platform in Public Policies, Ipea * Renísia Cristina Garcia Filice , Professor at UnB and Coordinator of GEPHERG - Study and Research Group on Public Policies, History, Education, Racial and Gender Relations (FE/UnB)	Conference I
17:30 - 18:00	21:00 - 21:30	Closing Session (Hybrid, in person and online, with simultaneous English-Portuguese interpretation)	Conference I
20:00 - 23:00	-	Cocktail Reception: Awards Ceremony (In person)	Rooftop

October 31, 2026 - Saturday

OPTIONAL CULTURAL ACTIVITY

Time (Brasília)	Venue in Brasília	Activity	Cost per participant	Participants group*
10:00 - 12:00	JK Memorial	Guided tour in Portuguese	R\$5.00 (five reais)	35 participants
12:00 - 13:00	Itamaraty Palace	Guided tour in English	Free of charge	35 participants

* Guided tours will be conducted for groups with a limited number of participants. Participants who register for the conference first will be given priority when the groups are formed.

ORGANIZATION AND PARTNERSHIPS

Organizing institutions:



Partner and supporting institutions:

