Friend or Fiend: Prototyping for Social Cohesion

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User Centered Design
- Changing field of application 'market'
  - consumer, peers
  - away from business procedures
  - at home and everywhere (mobile, ambient, ...)
- Different perspectives
  - social interaction
  - ict as a mere technique
  - user experience design

Human Centered ICT
ICT to facilitate social interaction
- Emergent technologies
- Sensitive environments
  - cf. biosensors
- Intelligent infrastructures
  - cf. interactive buildings
- LivingLabs, Co-design, ...?

Coolhaven-island
- Coolhaven Island (Delft's Haven / Harbour)
  - economic/education (employees / students)
  - poverty, crime, unemployment, welfare, addicts (inhabitants)
- from Big Brother to community self-support through
  - networked ict
  - locative media
  - emerging technology

Co-creation @ Coolhaven-island
- Crowd self control / community apps
- Concept development study
- Two aims:
  - does it work / can we do it?
  - how to design social-media?
- From UCD whereto?
  - contextual, participatory, ethnographic, empathic, co-design ... (cf. Marc Steen, 2008)
Many hands make light work

- simple Mashup like eg. zilko.com
- community self-support oriented
- locative & social media
- provide the ict means to enable people to find local solutions

Drifter's currency system

- Everybody grants a drifter a dime, but nobody wants to buy an alcoholic his fatal drink
- Trace RFID chipped coins and follow the money when exchanged for food, shelter and care
- Help people relate in the community

Socialising social media

- Social media apps are build by programmers
- Can non-programmers (or: our students as web-programmers) build social media apps?
- Is the technology yet sufficiently "democratic"?

  - from concept development to software development
  - from design to mere development - nothing more
  - from DesignThis to DevThis

Prototyping for Social Cohesion

- Create any application that is:
  - social
  - mobile
  - context-sensitive

  Pick:
  - device, a platform, an os
  - programming language, tools, framework
  - a UCD software development method

Prototypes for Social Cohesion 1

Two teams, six students, six months later

WhereU@

- support going-out by collecting on-site visitor comments
- Windows mobile 6. on an HTC Diamond phone
- C#, GPS, Visual studio, SDK professional, .Net/MySQL, XHTML, CSS, PHP
- Scrum

Prototypes for Social Cohesion 2

Two teams, six students, six months later

In the Clouds

- Augmented Reality system to leave your messages in the clouds at specific locations
- iPhone 3GS
- HTTP, XML, SOAP, iPhone SDK, Objective-C
- DSDM
Yes we can?

- Yes, particularly prototyping
- Some technical problems:
  - SOAP is a bit cumbersome
  - overlaying screens
  - database refresh
- Software development methods:
  - hard to adhere to without guidance
  - Scrum works fine for project management.
- HTML 5 seems promising

Conclusion / Questions

- Small study, a small step
- No alternative yet to Human centered design
  - concept design is no obstacle
  - some small technical difficulties
  - self-management is hard
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