



Brief for the Research Advisory Committee

**Establishing a Culture of User-Centred Design in the
CRC**

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Establishing a Culture of User-Centred Design in the CRC

1. Project Vision

The project aims to establish a culture of placing the user at the centre of the discovery and development phases of the design of Smart Internet Technologies. Linkages and communication with the technology and demonstrator programs are central to achieving this objective and establishing a culture of user-centred design (UCD) within the CRC.

2. Communicating the project

We have launched our first newsletter UCD@SITCRC. This will be our way of communicating UCD linkages with the technical programs and ongoing activities and research in the area.

We are also developing an interactive website, following UCD principles. So look out for <http://www.smartinternet.com.au/ucd>

3. Progress against Milestones and Deliverables

Milestone 1: Confirmation of key research areas with the technology-based programs and demonstrators and to create effective interaction with them.

Deliverables

1. UCD workshop with the SN/IE program and the SPA/NAUI group in Melbourne, on 27-29 November 2002.

This activity jointly led to a paper and the Amivox Project proposal between the UCD and SPA groups.

The proposed Amivox project will build on the functionality of the InCA speech interface prototype to create a conversational, portable, multimodal interface that provides a range of communication and information services. The resulting technology will be designed for mainstream use but is expected to become a “killer app” for blind people. In fact, the user testing and evaluation will be mainly conducted with blind people who are expert users of speech interface devices.

The project also promises to be a test-bed for multimodal interfaces and will offer insight into people’s ability to cope with multimodal interaction, in particular the ability to accept keyboard and speech commands at the same time.

2. UCD group participation in the SN/IE workshop in Wollongong on 13-14 February, 2003. This has led to a joint exploration of six proposed projects and further meetings. The projects are:

- Security contributing to trust and usefulness: Rei, Supriya, Ben, John Zic

This project follows Rei's presentation on security where she raised questions about trust.

- Dawn plays Bingo: Farzad, Paul B. Gunela
Using the persona developed in the December workshop in Melbourne, this project will explore the virtual meeting place.
- Hearing your e-mail on the bus: Waleed, Gunela
Developing the Amivox project.
- Who am I? Who are you?: Identity and authentication: John Zic, Bob, Farzad, Rei, Supriya, Paul T.

The proposed Nymity project is a collaboration of the SN/IE, NAUI/SPA and UE Programs. It will investigate, design, build, and demonstrate secure, personal information and identity management enabled devices that are interoperable with each other and other Smart Internet entities, while allowing control of anonymity and identity within a variety of networked Intelligent Environments.

The project will also develop intellectual property in the area of secure, personal information and identity management, focussing on the security-related aspects of network infrastructures and protocols, cryptographic key management and ad hoc wireless networks.

- Don't bother me: Control over the IE: Chris, Paul T. Rene
This develops Paul's scenario and addresses the concern that the IE will encroach on people's sense of privacy by blurring the borders between public and private.
- A user interface for the home IE: Bob, Michael C, Gunela, Chris, Rene

4. Meetings between individual UCD members with members of the SN/IE and SPA/NAUI groups.

These meetings have led to:

- A possible collaboration between the SME group and Wayne's SPA project;
- UCD participation in the Virtual Café project. This project will take place in two stages. The first is a quick simulation of communication in the virtual environment, testing minimum acceptable delay according to mode, user group and activity. The second is a broader study of effective communication in the virtual meeting place. Effective communication is a theme that will run through the joint projects with the SN group.

Milestone 2: From user studies to design: Extension of the three user segments for generating insights into the Smart Internet development process.

Deliverables

1. People with Disabilities

Together with the linkage workshops, we held a disability workshop chaired and organised by Gunela Astbrink.

Peer review paper by Gunela Astbrink and Jenine Beekhuyzen

2. SMEs: An SME alliance initiative was launched in Hobart.

3. Young People: We have moved to a greater linkage with Steve Howard and his group at the University of Melbourne. Christine Satchell presented at their seminar last month.

Milestone 3: Creation of typical application scenarios that will contribute to demonstrator concepts and lead to the production and marketing of new user-focused Internet technology projects

The application scenarios have been the main design tools used in the linkage workshops and have resulted in us discussing seven projects to date.

Milestone 4: Develop methodologies and processes for user-centred design

Deliverables

Peer review papers accepted:

The Synergies between Universal Design and User-Centred Design by Gunela Astbrink and Jenine Beekhuyzen.

What is the Value of Emotion in Communication? Implications for User Centred Design by Robert Cox.

Peer review papers submitted:

Using Disability Scenarios for User-Centred Product Design by Gunela Astbrink and Waleed Kadous

More Than A Team, Not Quite A Community: Virtually... by Jenine Beekhuyzen for Communities & Technologies 2003 in Amsterdam.

UCD People

RMIT University:

Assoc. Prof. Supriya Singh

John Burke

Dr Ron van Schyndel

Charlotte Scarf

Christine Satchell (PhD scholar)

Michael Coburn (PhD scholar)

University of Tasmania:

Dr Paul Turner

Kristy de Salas

Stephen Chau

Rob Cox (PhD scholar)

Matthew Springer (PhD scholar)

Griffith University:

Assoc Prof Liisa von Hellens

Jennifer Gasston

Jenine Beekhuyzen

Gunela Astbrink

Michelle Morley (PhD scholar)