



**Workshop for the User Environment (UE) Program
July 14-16, 2004
Smart Internet CRC User Environment (UE) Program Towards 2005**

When – Wednesday July 14 (from 10.30am) to Friday July 16 (to 4pm), 2004

**Where – University of Melbourne, ICT Theatre, 111 Barry St, Parkville,
Melbourne**

**For whom – CRC researchers, managers, students and CRC partners, with some
external invited speakers.**

Issues for the workshop leading to outcomes:

- 1. What are our key achievements (the CRC and UE) to date?**
- 2. What are our principal research goals and projects in UE for 2004-2005?**
- 3. What is our role in commercialisation and how well are we doing?**
- 4. How well do we in UE interact with each other, the CRC management,
and with our commercial sponsors?**
- 5. How appropriate or astute are the six strategic ‘territories’ outlined in the
Smart Internet Business Plan 2005?**
- 6. How well does UE fit with the rest of the CRC?**
- 7. What are the lessons from building linkages projects and how might the
linkages be strengthened in future?**
- 8. How do we assess our research performance?**
- 9. How can we get earlier notification of the possible continuity or extension
of projects?**
- 10. How might we improve the sense of personal satisfaction of being a
member of such a large consortium as researchers and students?**

Day One: Wednesday July 14, 2004 (Begins 10.30am)
Theme: Reviewing present UE Projects/moving into 2005

10.30am – 11.00am > Registration & Morning Tea

11.00am – 1.00pm > Opening

Welcome: **Darrell Williamson**, CEO, Smart Internet CRC

Keynote Speaker: **Mark Pesce**, AFTRS Interactive Media,
Title: Open Source Television

UE Overview and outline of the workshop:
Trevor Barr, Program Manager, UE

1.00pm – 1.30pm > Lunch at Melbourne University

1.30pm – 3.45pm > Project Updates and Reviews

(Project leaders will organise their segment below and there may be several researchers within each project presenting a segment about the project).

Each project presentation is about 15 minutes followed by discussion with group as a whole.

Steve Howard – ICTs and tie relationships/ 2005 project

Gunela Astbrink – Amivox

Supriya Singh – UCD to 2005

Trevor Barr – Smart Internet 2010

Gautam Tendulkar – Commercialisation strategies and processes within the CRC

3.45pm – 4.05pm > Afternoon Tea

4. 05pm – 5.15pm > Other CRC Programs

Farzad Safaei, Program Manager

Towards 2005: Smart Networks, the Intelligent Environment projects and Users (includes his sense of what UE can do for SN/IE).

Address with questions.

5.15pm Close for the day

Day Two: Thursday July 15, 2004 (Begins 9am)
Theme: The proposed strategic territories for the UE Program to 2005

The day will be devoted to discussion about the most appropriate areas of research focus during the next eighteen months for the UE program. At the most recent RAC six possible strategic territories were canvassed and subsequently approved as likely areas for continuing UE involvement and specialisation. This day will be organised around those key areas with short thought provoking presentations followed by discussions in break out groups and then reporting back by each group to the main forum. The talks are likely to include areas that some researchers may feel to be important, have been ignored or neglected.

The following sessions should focus too on constructing linkages between and across UE projects, and with the ongoing demonstrators, to other Smart Internet projects and perhaps to new possible collaboration with other CRCs, such as NICTA. This will act as a pre-cursor to our three day engagement.

9.00am – 11.00am > Eight speakers each of 10 minutes only

(A) Whither eHealth? (20 mins)

Paul Turner (U.Tas)
Stephen Chau (U.Tas)

(B) Why study the future? What methodologies are appropriate? (20 mins)

Alex Burns (Swinburne) - Smart Internet 2010
Belinda Lester (ACA) - ACA's Vision 20/20

(C) What are the key issues in the security/privacy/ identity management territory? (30 mins)

Margaret Jackson (RMIT)
John Fabre (Telstra)
John Snare (Adacel)

(D) What's might we best do in the banking territory? (10 mins)
Khimji Vaghjiani (Westpac)

Discussion re the eight talks in break out groups – value and relevance to the UE Program – 40 minutes.

11.00am – 11.20am > Morning Tea

11.20am – 1.00pm > (Day Two Continuing)

(D) What are the research questions and possible new projects in the area of personal communications (three speakers each of 10 minutes only)

Michael Coburn (RMIT) – user interfaces

Christine Satchell (RMIT) – mobile cultures

Gunela Astbrink (GU) – issues in access and affordability

(E) What are the research issues/ projects for the CRC related to the space of social networks? (10 mins)

Darren Sharp (Swinburne University)

(F) What areas are missing from the above areas canvassed today? – people to give advance notice of a short presentation.

Discussion of (D) to (F) in the same break out groups – value and relevance to the UE Program – 40 minutes. Each group then works on a consolidated report across the whole morning's discussion so it's ready to be presented to the whole group after lunch.

1.00pm – 1.30pm > Lunch

1.30pm – 2.15pm > Collective discussion of break out group reports

2.15pm – 3.30pm > Other CRC Programs

Wayne Wobcke, Program Manager

Towards 2005: NAUI/SPA Projects and Linkages to UE

Address with questions

3.30pm – 3.45pm > Afternoon tea

3.45pm – 4.30pm > Review of the Smart Internet CRC website.

Discussion led by **John Craick**, Research Manager, Swinburne Usability Lab based upon his investigation of UCD issues related to re-building the website.

4.30pm > Close for the day

7.00pm for 7.20pm Dinner at University House, Lower East dining room

Day Three: Friday July 16, 2004 (Begins 9am)
Theme: External Perspectives and the CRC Research Experience

9.00am – 11.15am > From the field: Issues for consumers and citizens in communications

Four external perspectives (4x 20 mins each)

Robert Morsillo (Telstra) - Towards an indigenous communications policy

Bill Jolley (ACA) – Disabilities policy in telecommunications

Julian Thomas (ISR) –The Communications Commons

Eliza Collier (CLC) – Consumers & grass roots issues

Questions and collective discussion (55 minutes)

11.15am – 11.35am > Morning Tea

11.35am – 1.00pm > Communication Processes: Sharing Our Experiences

Chaired by **Supriya Singh**

(Each of the panellists below will raise issues about their experiences as researchers in the CRC – the good, bad, frustrating, annoying – and make some suggestions as to how we build a more satisfying research environment. How do we make linkages across the CRC work better? Note – each panellist would raise only 3-4 points briefly at the start to set the group discussion going.)

Panellists:

Christine Satchell (RMIT)

Darren Sharp (Swinburne)

Paul Turner (U.Tas)

Steve Howard (U.Melb)

Khimji Vaghjiani (Westpac)

1.00pm – 2.00pm > Lunch

2.00pm – 3.00pm > Reviewing CRCs: Issues for the Smart Internet CRC

Professor Peter Gerrand, Chair, Review Panel of Smart Internet CRC (2003)

With discussion as whole group

3.00pm – 4.00pm > Wrap Up – Issues and Directions

Chaired by **Trevor Barr**

4.00pm > Close workshop

Key Locations

University House

UE Workshop
University of
Melbourne
14-16 July
2004

Car Park
Entrance

ICT Building
111 Barry St

