

Living with Complexity, Part 2

Lecture 12 of *Researching People-Centred Design* with Tim Maciag



University
of Regina

Faculty of
Engineering and
Applied Science



**Attribution-ShareAlike 4.0 International
(CC BY-SA 4.0)**

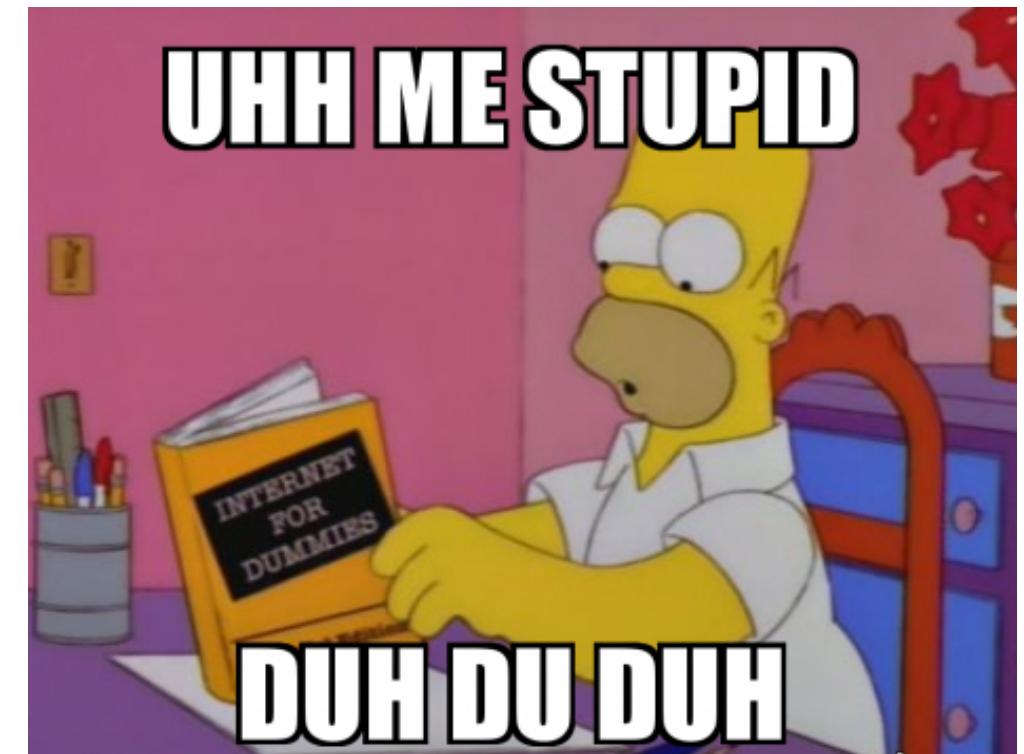
Outline

- Design in support of people
- Systems & services
- Managing complexity
- The challenge

Stupid machines, or stupid designs?

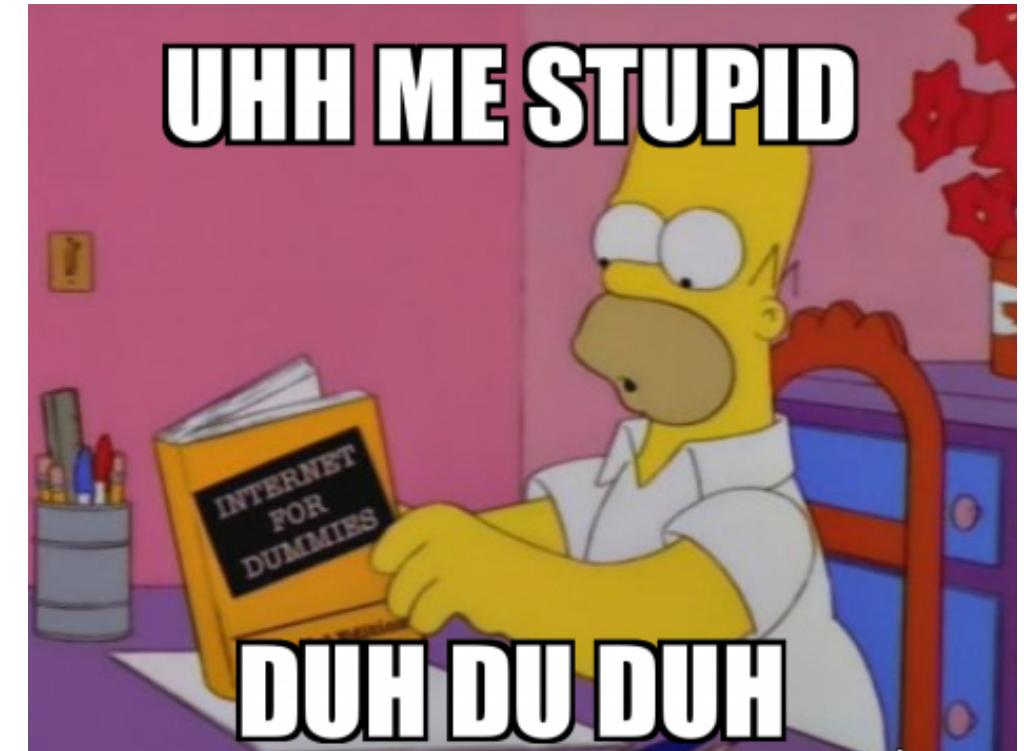
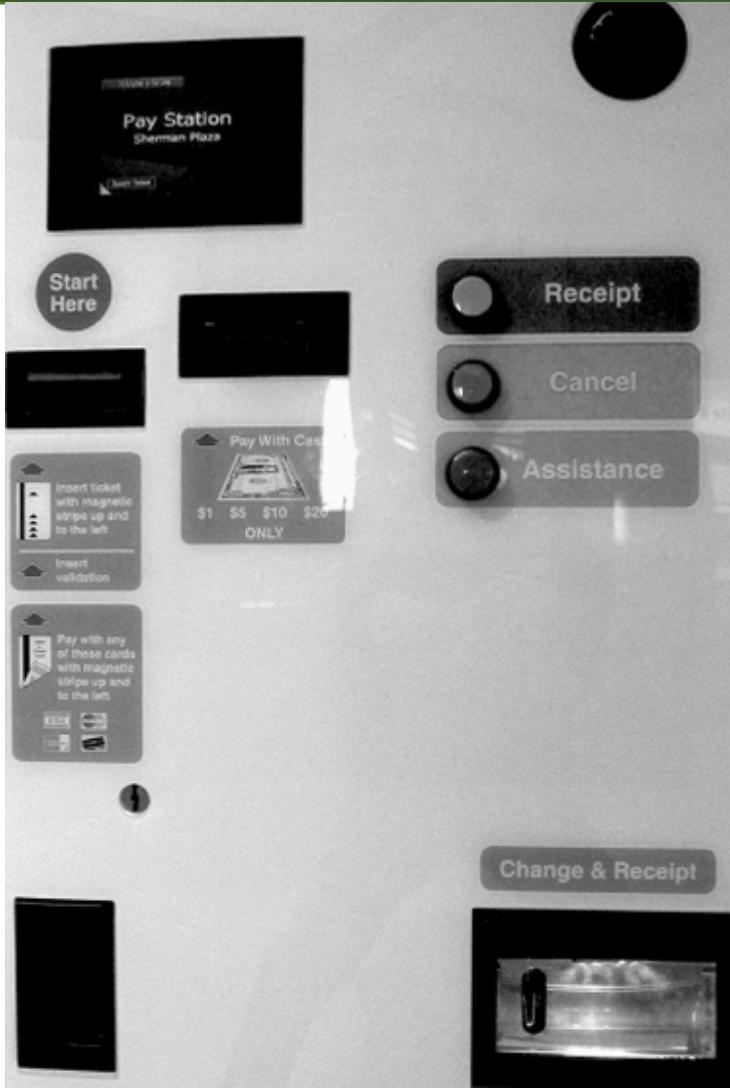
Stupid machines, or stupid designs?

- A story



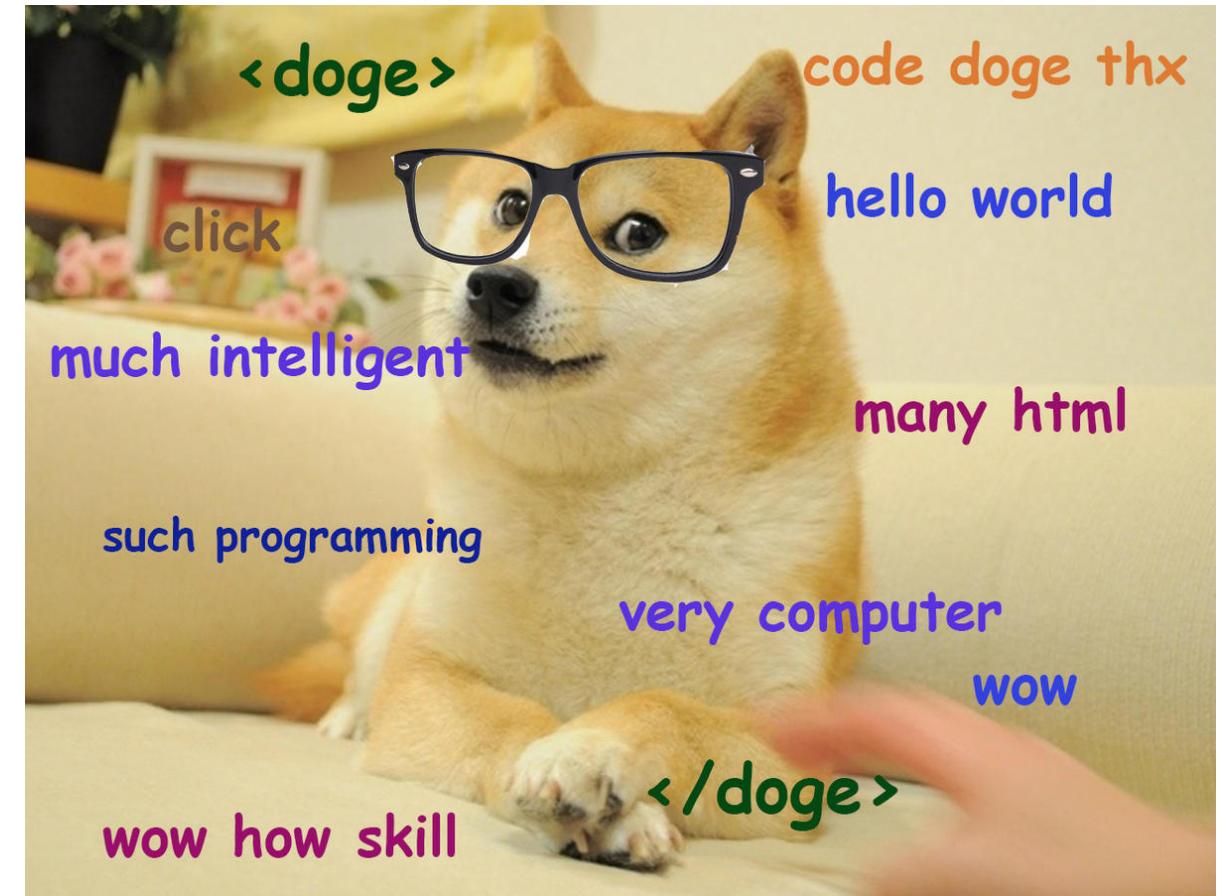
Stupid machines, or stupid designs?

- A story



Stupid machines, or stupid designs?

- A story
- The “intelligence” of machines

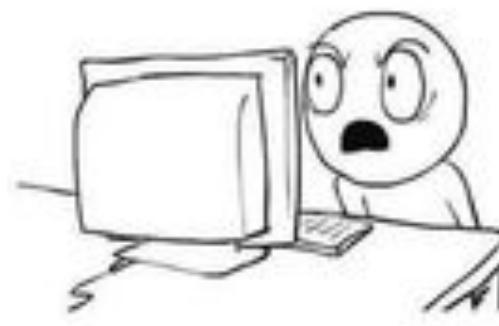


Stupid machines, or stupid designs?

- A story
- The “intelligence” of machines
- A design(er’s) problem(s)

DESIGNER PROBLEMS

That moment when you
save a file as afagftgwj and
it already exists



Stupid machines, or stupid designs?

- A story
- The “intelligence” of machines
- A design(er’s) problem(s)
- A call for sociable machines
 - & designers/developers (engineers)
 - & customers



Understanding aesthetics and usage patterns

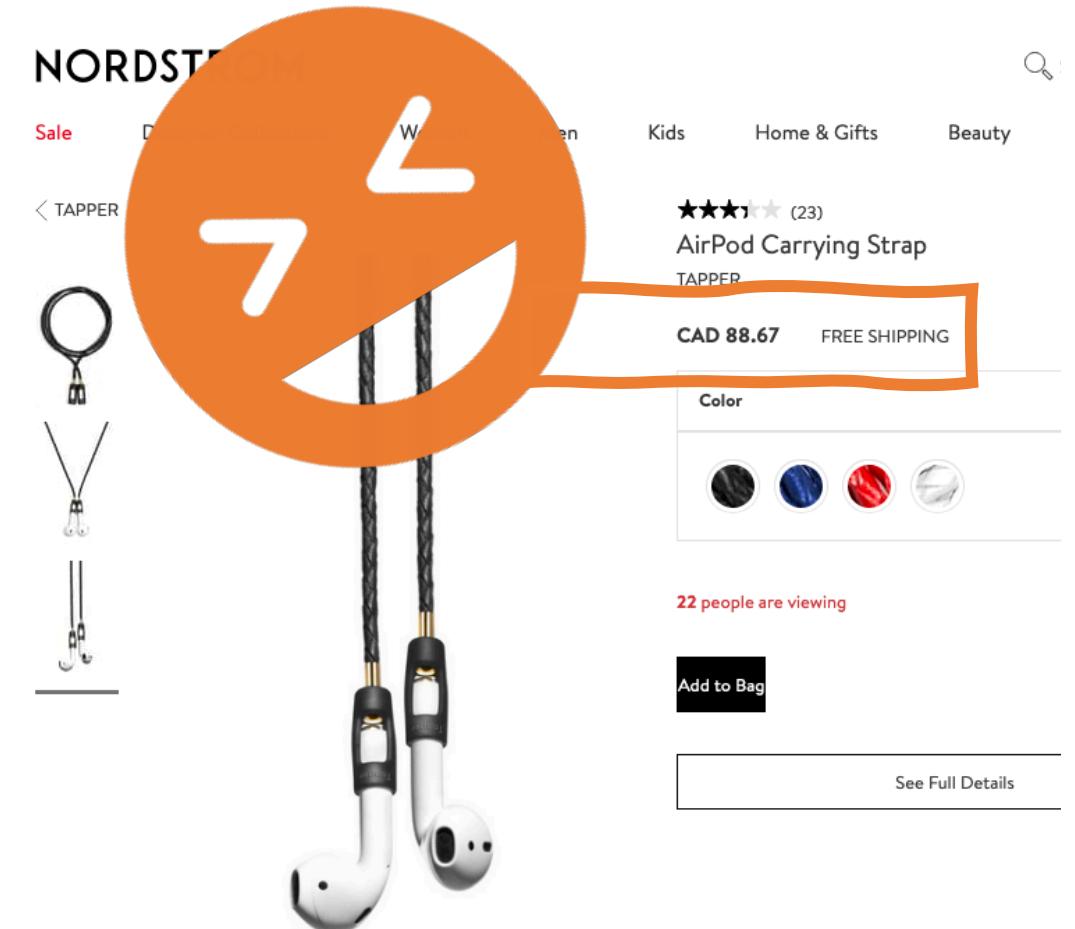
Understanding aesthetics and usage patterns

- The environmental and social impact of an object



Understanding aesthetics and usage patterns

- The environmental and social impact of an object



Understanding aesthetics and usage patterns

- The environmental and social impact of an object
- Desire lines



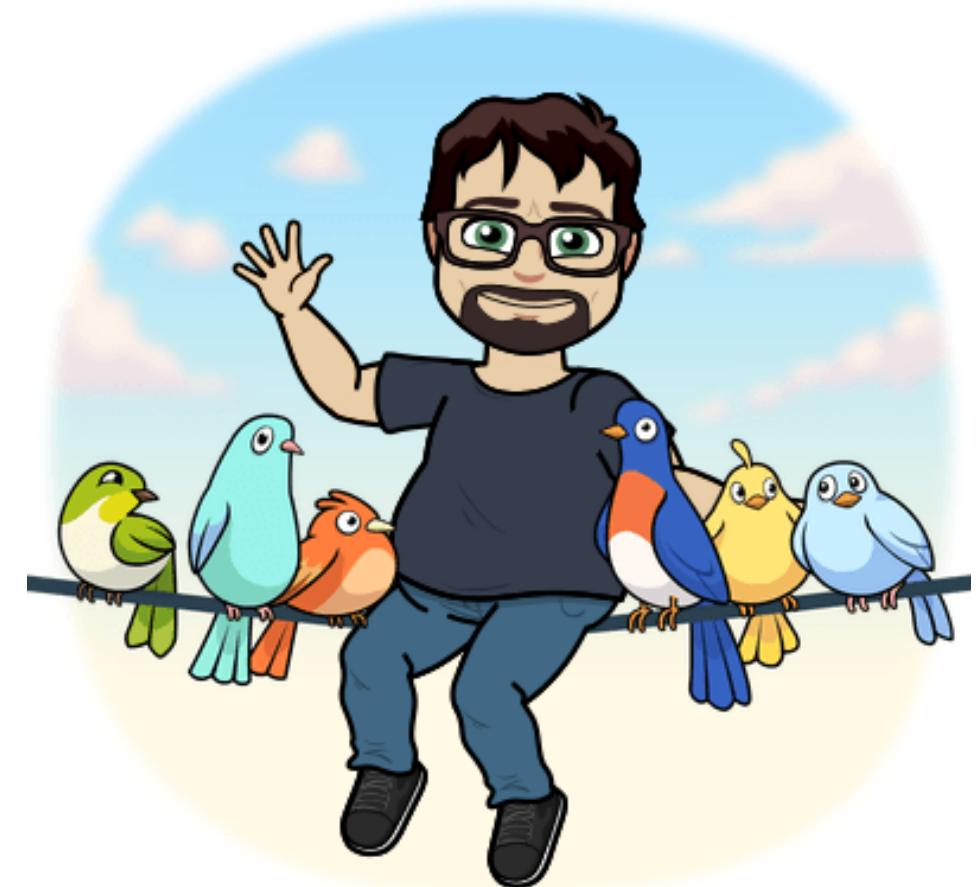
Understanding aesthetics and usage patterns

- The environmental and social impact of an object
- Desire lines
- Forcing behaviors!?!?



Understanding aesthetics and usage patterns

- The environmental and social impact of an object
- Desire lines
- Forcing behaviors!?!?
- A quick note, re: support for groups (& another plug for my elective)

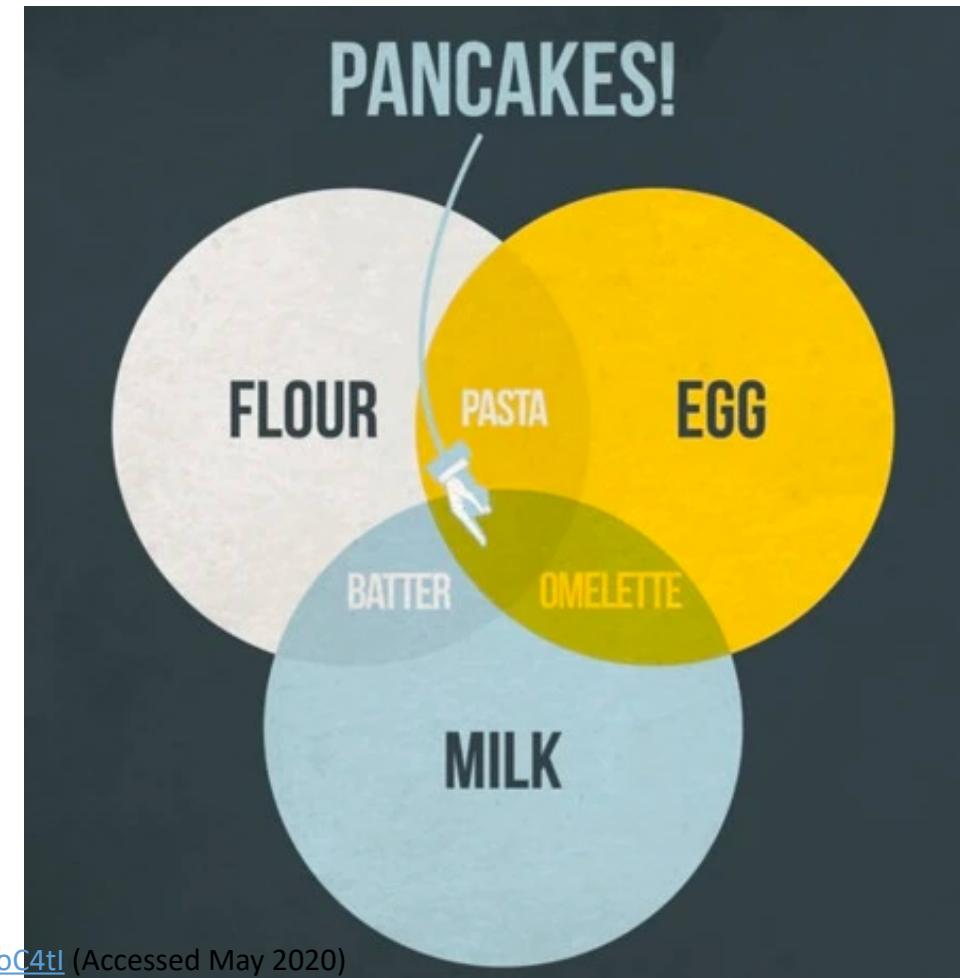


Systems & services

- D. Norman (NNGroup). 21st Century Design (2020). Online: <https://youtu.be/7FJNsqoC4tl> (Accessed May 2020)

Systems & services

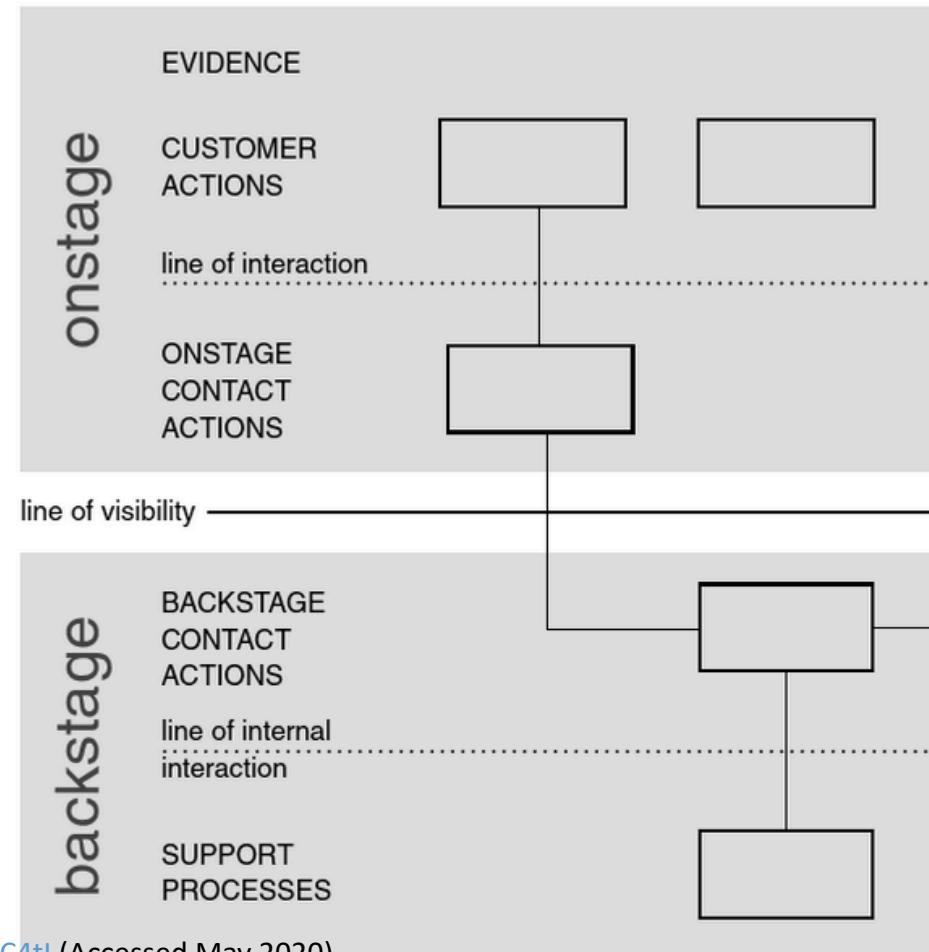
- A holistic approach to design & development



- D. Norman (NNGroup). 21st Century Design (2020). Online: <https://youtu.be/7FJNsqoC4tI> (Accessed May 2020)

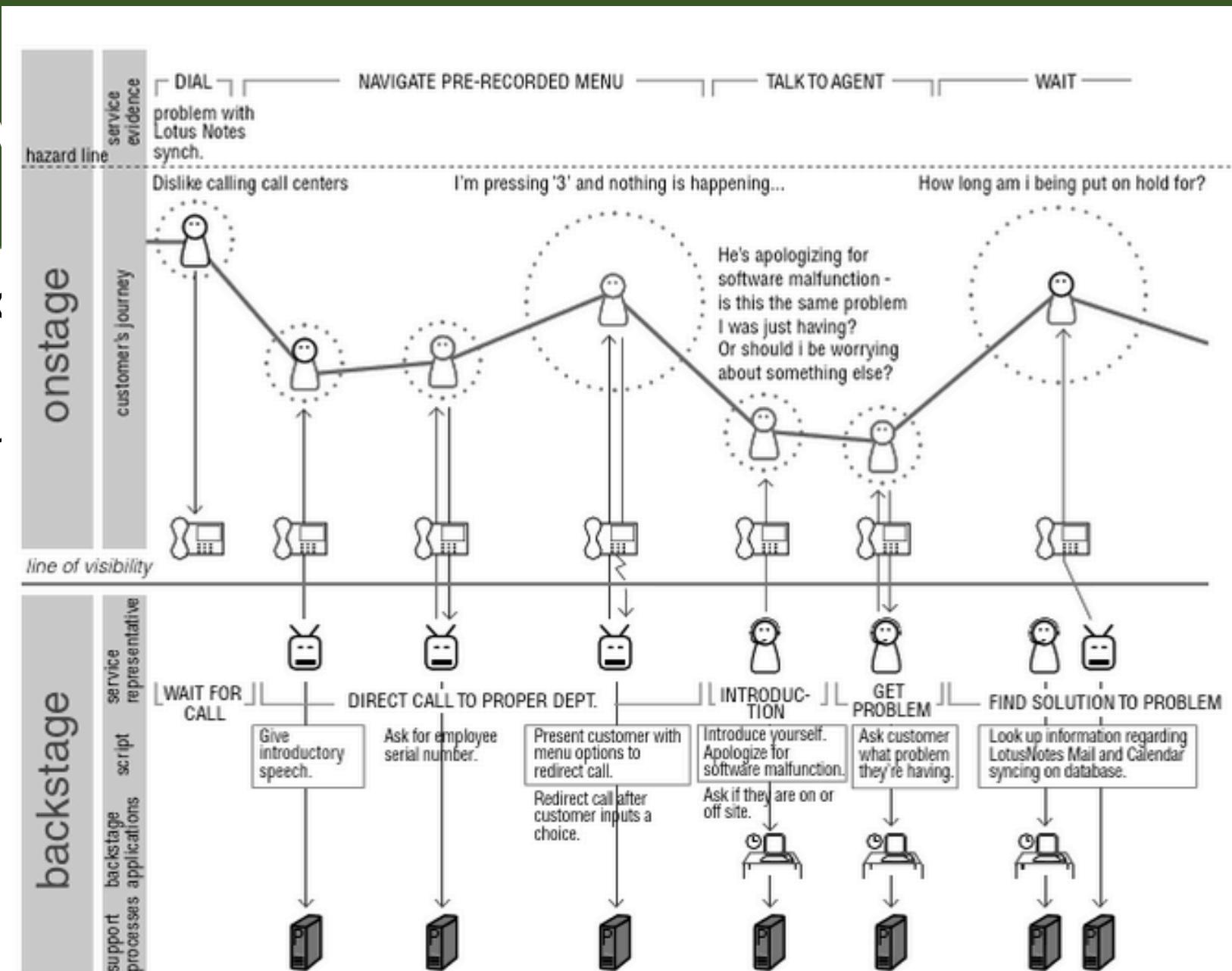
Systems & services

- A holistic approach to design & development
- Incorporating in-facing & out-facing components



Systems & service design

- A holistic approach to design & development
- Incorporating in-facing & out-facing components
- Service blueprints
 - 21st Century Design



Managing complexity

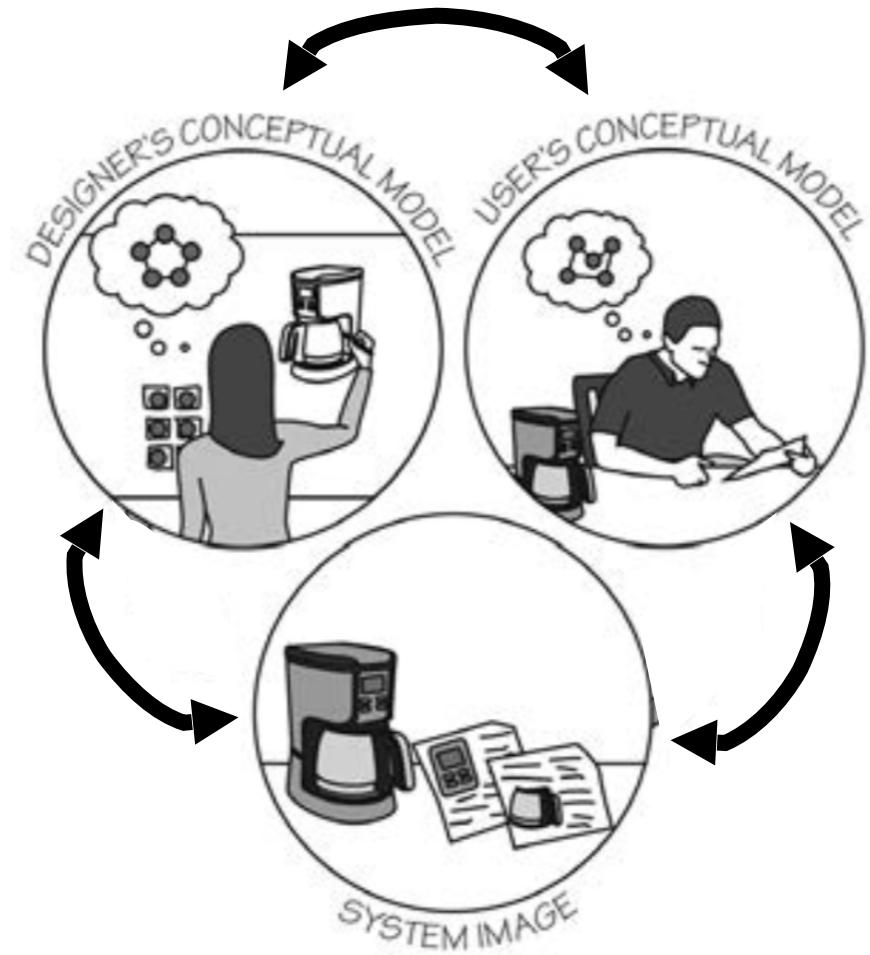
Managing complexity

- A partnership



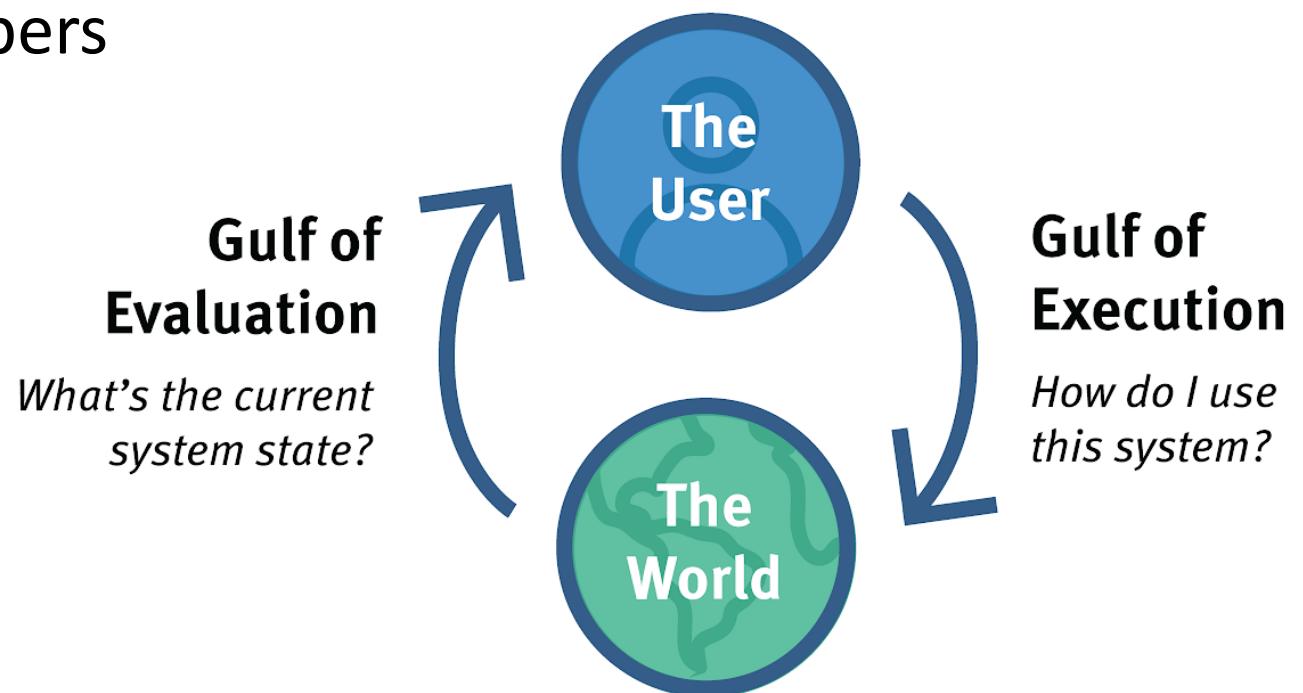
Managing complexity

- A partnership



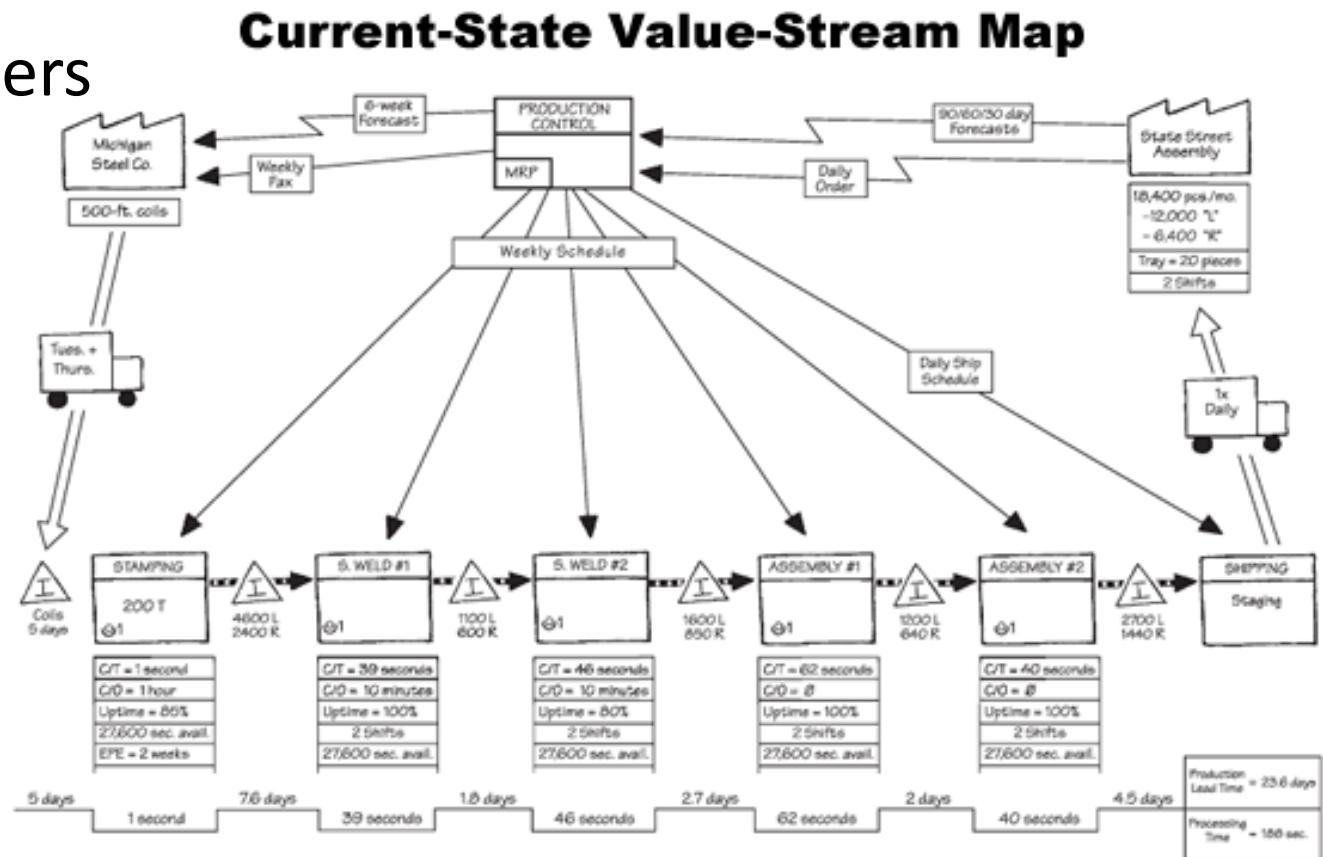
Managing complexity

- A partnership
- Rules for designers/developers



Managing complexity

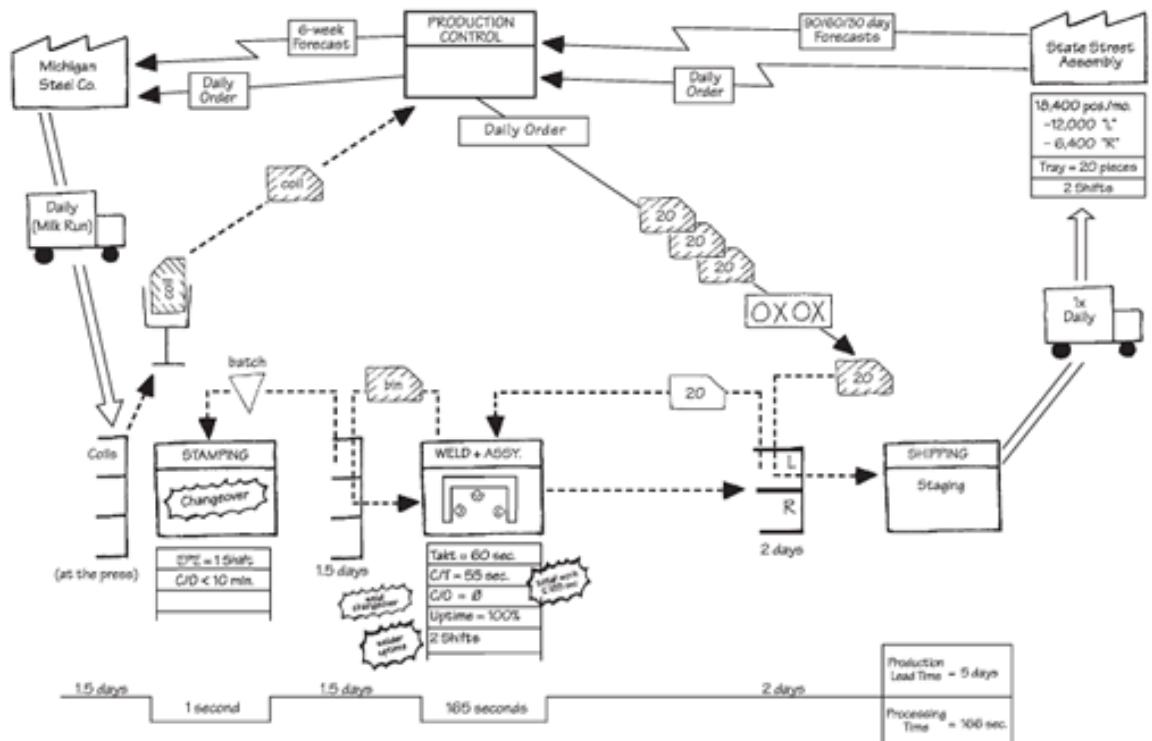
- A partnership
- Rules for designers/developers



Managing complexity

- A partnership
- Rules for designers/developers

Future-State Value-Stream Map



Managing complexity

- A partnership
- Rules for designers/developers



Managing complexity

- A partnership
- Rules for designers/developers

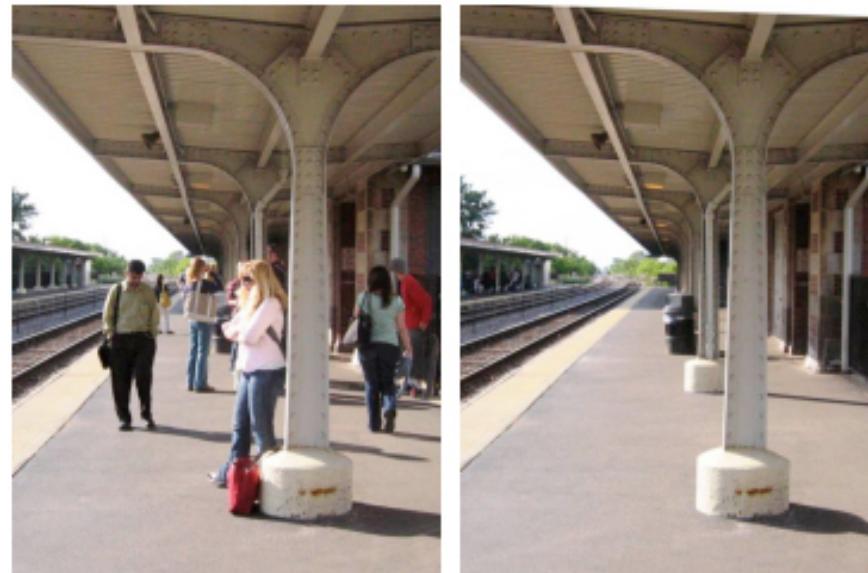


Figure 2. Crowds as social signifier. Did the train already leave? The state of the train platform provides the answer. Here, the presence or absence of waiting passengers serves as a social signifier, signifying a train that has not yet arrived or one that has already left. Social signifiers are not guarantees, but they are strongly suggestive.

Managing complexity

- A partnership
- Rules for designers/developers

Conversation is a meeting of minds with different memories and habits.

When minds meet, they don't just exchange facts: they transform them, reshape them, draw different implications from them, engage in new trains of thought.

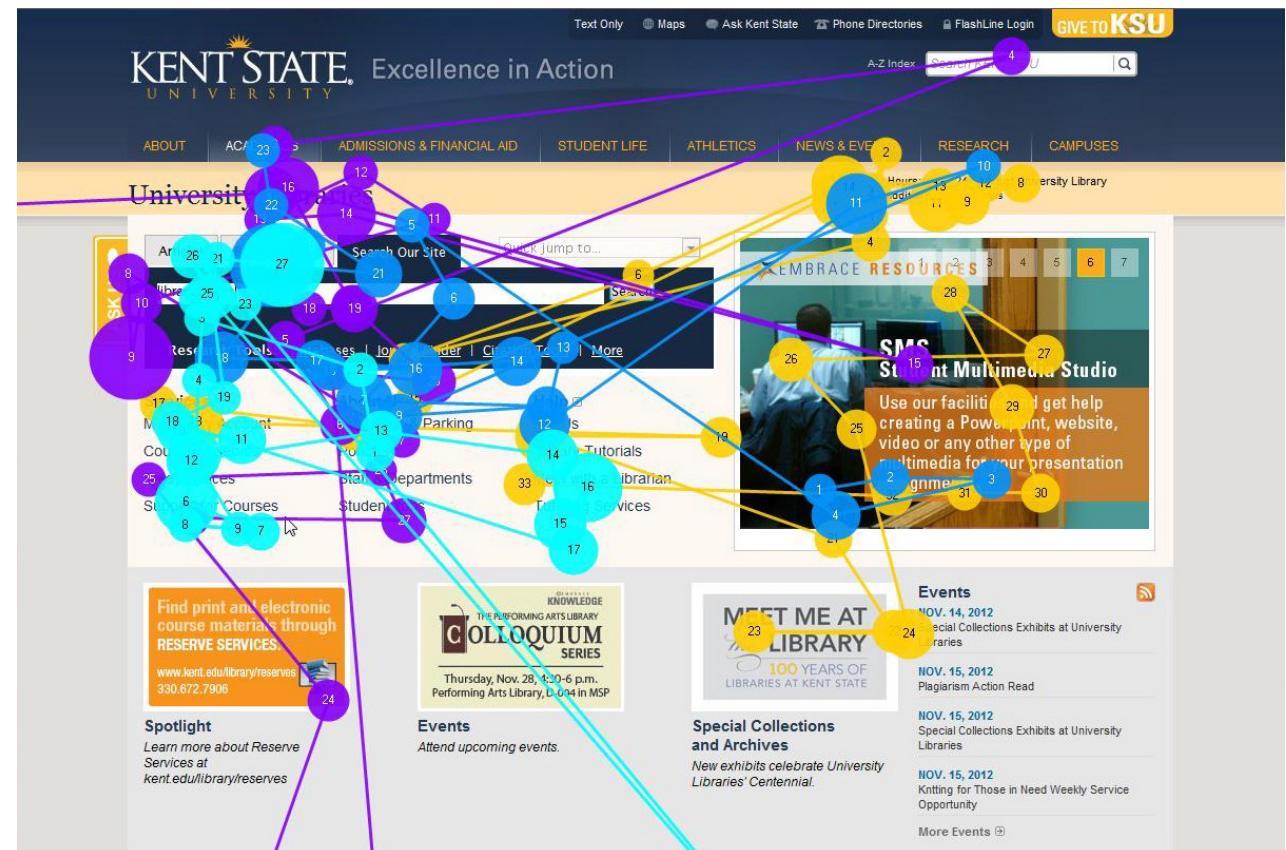
Conversation doesn't just reshuffle the cards: it creates new cards.

Theodore Zeldin
Conversation



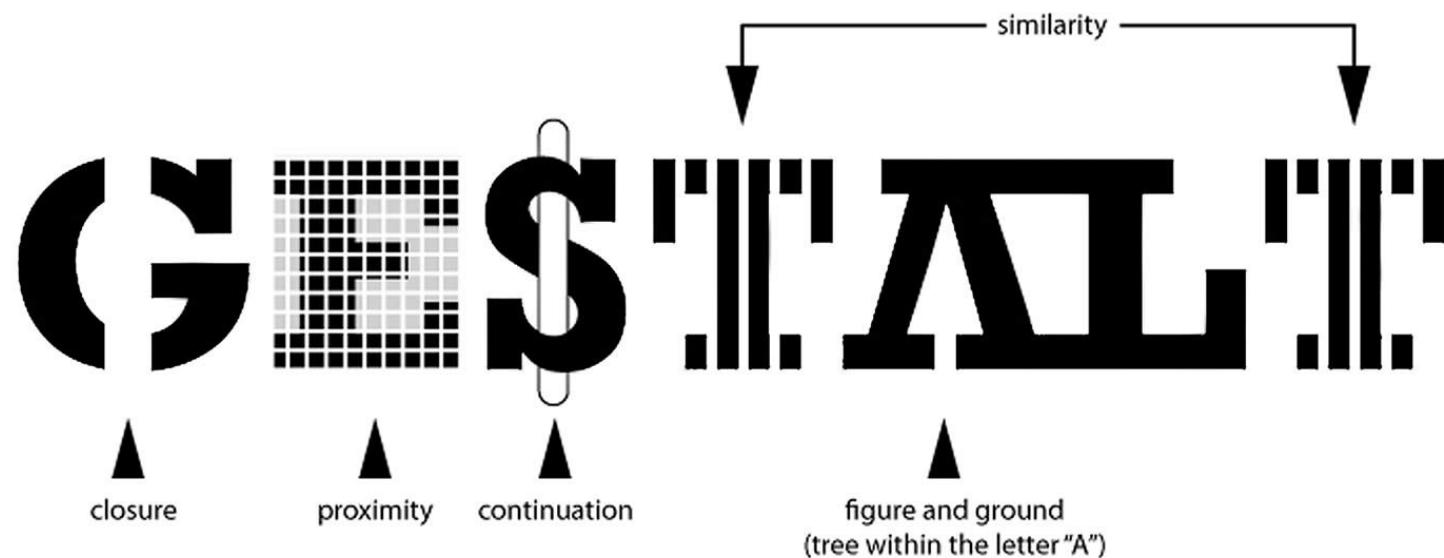
Managing complexity

- A partnership
- Rules for designers/developers



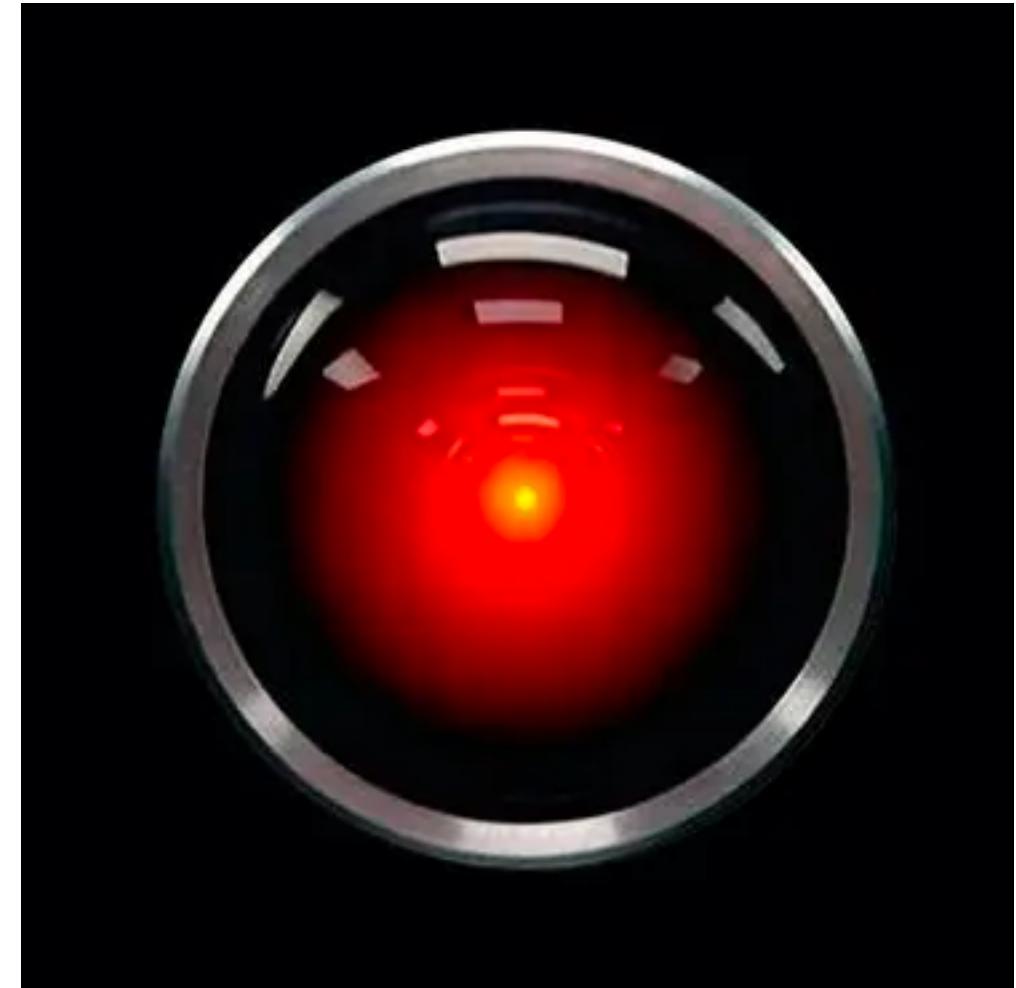
Managing complexity

- A partnership
- Rules for designers/developers



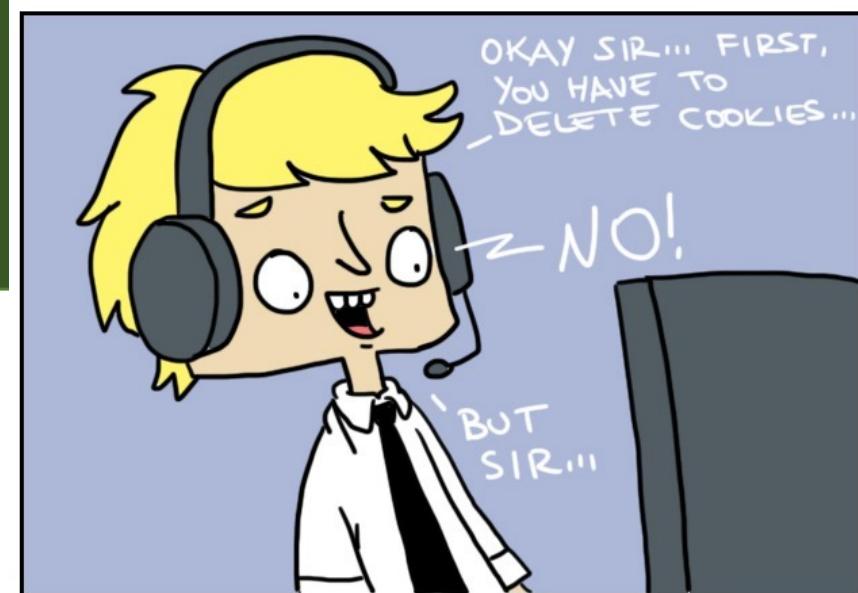
Managing complexity

- A partnership
- Rules for designers/developers



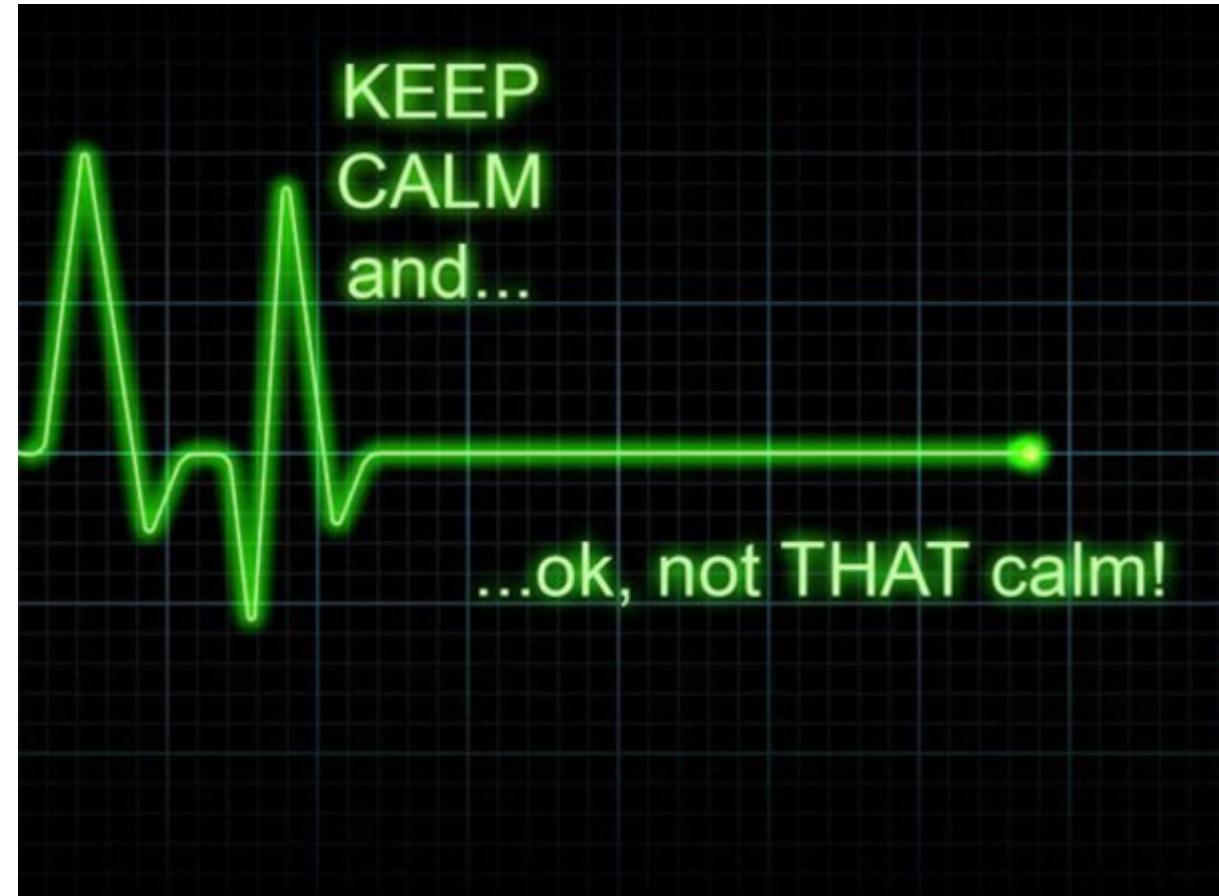
Managing complexity

- A partnership
- Rules for designers/developers



Managing complexity

- A partnership
- Rules for designers/developers
- Rules for users/customers



The challenge

The challenge

- Pride vs frustration



The challenge

- Pride vs frustration
- Social interaction



The challenge

- Pride vs frustration
- Social interaction
- The simple evolving to the complex



The challenge

- Pride vs frustration
- Social interaction
- The simple evolving to the complex
- Back to fostering the partnership between *us and them*



Questions/discussion

- Machines & the world
- Desire lines
- Forcing interactions
- Structure
- Taming complexity
- The challenge

Image refs

- Stupid, <https://media.makeameme.org/created/uhh-me-stupid.jpg>
- Code doge, <https://tr1.cbsistatic.com/hub/i/r/2017/03/23/e893804d-dcaa-40a6-8e1b-f47cc173f17d/resize/1200x900/05fa2131884f7e307039a7f6c094f412/codedoge.jpg>
- Designer problem, <https://i.pinimg.com/236x/99/54/45/99544541ba57b64b4df8c486526cdf8f.jpg>
- Nice computer, https://encrypted-tbn0.gstatic.com/images?q=tbn%3AANd9GcSjYGkxw_gXUh-pC4x2VpXR4WgWcdlrLxVwd485DYH2d0Rj9CMz
- Airpods, <https://cdn.shoplightspeed.com/shops/606657/files/17742211/apple-airpods-with-charging-case.jpg>
- Desire lines, <https://i.imgur.com/JIXACph.jpg>
- Trump, <https://steamuserimages-a.akamaihd.net/ugc/862852702977018362/BF12D1C4A4EB91B3152E094699C0E7066E5E3F16/>
- Pancakes, <https://cdn.shopify.com/s/files/1/1095/6418/files/stephenwildish-1.jpg?v=1481918145>
- Gulfs, <https://media.nngroup.com/media/editor/2018/02/25/two-gulfs.png>
- Lean, https://www.lean.org/lexicon_images/363.gif

...image refs

- Gestalt, https://miro.medium.com/max/3000/1*C9XapvVFAhF4DHXXf2TUuA.jpeg
- Hal, https://media1.s-nbcnews.com/i/news cms/2018_46/2642661/1811111-hal-9000-1155p_a6911350a03c931077af0ec13fbdc8ef.jpg
- Calm, <https://i.kym-cdn.com/photos/images/facebook/000/506/015/6f8.png>
- Happy sad, <https://geneticliteracyproject.org/wp-content/uploads/2016/10/happy-sad-faces.jpg>
- Pity the fool, <https://i.pinimg.com/236x/d8/40/8f/d8408f633b1bf82276418d64706a6fd4--book-jacket-ux.jpg>
- Just a little more, <https://img.welt.de/img/lifestyle/mobile101474936/6172508817-ci1021-w1024/restT-monty-phyton-sinn-TEASER-BM-Lifestyle-RTL2-jpg.jpg>
- Handshake, <https://i.ytimg.com/vi/iPDM0msZwQk/hqdefault.jpg>