**3.3 The world and the machine**

We use “The World and Machine” model by M.Jackson & P.Zave to describe our analysis. This model allowed us to identify all phenomena/things not observable by machine (“The World), all shared phenomena/things (Shared Phenomena), composed by domain-controlled and machine-controlled, and all phenomena/things not observable by domain composed by all the operations performed by the system that people can’t see (“The Machine).

