Plan:

* *Situational Impairment:*
* *Facilitate openness*
* Simplicity
* Does not hinder productivity (lecture 12) – Allows controller to listen to loop before interrupting:
* Progressive disclosure
* Facilitates reduction of cognitive load by partitioning information depending on the levels of abstraction.
* Does not rely on memory by communicating the information automatically to everyone who is on the loop. **Facilitates robustness.**
* Separation of concerns: loops for different subsystems.
* by allowing users to select the loops they want to be part of. Facilitates reduction of cognitive load and noise.
* System is simple and learnable.

1. 'Tell me why this paper is important?'

Design of the voice loops is carefully thought out and not random.

1. 'What should I know and why is it important?'
2. 'How does this paper affect our development?'
3. 'What insights does the paper have and how does it affect us?'
4. 'Can we use this paper to our advantage?'

References to use:

Interruptions:

Cheol Lee, B. and G. Duffy, V. (2014). *The Effects of Task Interruption on Human Performance: A Study of the Systematic Classification of Human Behavior and Interruption Frequency*. [ebook] p.137. Available at: https://interruptions.net/literature/Lee-HumFactorsErgonManufServIndust15.pdf [Accessed 30 Nov. 2018].