

PROBLEM SPACE ARBITRAGE

Street-Level Algorithms: A Theory at the Gaps Between Policy and Decisions

CHI 2019

Street-Level Algorithms: A Theory at the Gaps
Between Policy and Decisions

CHI 2019

To Live in Their Utopia: Why Algorithmic Systems
Create Absurd Outcomes

CHI 2021

ROADMAP

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Piecework

CHI 2017

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Piecework

CHI 2017

Digital Contact Tracing

Interactions 2020

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Digital Contact Tracing Interactions 2020

Anthropological/Artificial Intelligence 2019

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Anthropological/Artificial Intelligence

2019

LOOKING FORWARD

FRUSTRATED

“RAGE-BASED RESEARCH”

STREET-LEVEL ALGORITHMS

CHI 2019

“THE ALGORITHM”

STREET-LEVEL BUREAUCRACIES

DISCRETION

MOMENT OF DECISION

LOOP-AND-A-HALF DELAY

- YouTube
- Crowdsourcing
- Bail Recommendations

FILL IN THE GAPS

“...designed to bring the **past** into the **future**, and
thereby prevent the world from changing.”

- Chris Gilliard

SEXUALITY \neq GENDER IDENTITY

DISCOURAGING CREATIVITY

AI TRAINED ON CARCERALITY

MARGINAL

TO LIVE IN THEIR UTOPIA

CHI 2021

- **reordering** the world

- **reordering** the world
- **elevating** AI's status in society

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- **elevating** AI's status in society
- **empowering** AI to harm people

- **reordering** the world
- **elevating** AI's status in society
- **empowering** AI to harm people
- **weakening** civil society

- autonomous vehicles
- body- and face-scanning technologies
- automated applicant review

step count

step count

10k steps

step count

10k steps

CDC

step count

10k steps

CDC

graphs here

step count

10k steps

CDC

graphs here

Amazon Halo

- REORDERING the world
- ELEVATING AI's status in society
- **EMPOWERING AI TO HARM PEOPLE**
- WEAKENING civil society

TO LIVE IN THEIR UTOPIA

MAKING **SENSE** OF THE WORLD

MAKING **SENSE** OF THE WORLD

MAKING THE WORLD MAKE SENSE

“problem space arbitrage”

1. **misunderstanding** a human problem

1. **misunderstanding** a human problem
2. **introducing** new problems

1. **misunderstanding** a human problem
2. **introducing** new problems
3. **shifting** focus to exclude & gatekeep

PIECEWORK

CHI 2017

MISUNDERSTANDING a human problem

INTRODUCING new problems

SHIFTING focus to exclude & gatekeep

PROBLEM SPACE ARBITRAGE

DIGITAL CONTACT TRACING

INTERACTIONS 2020

MISUNDERSTANDING a human problem

INTRODUCING new problems

SHIFTING focus to exclude & gatekeep

ANTHROPOLOGICAL / ARTIFICIAL INTELLIGENCE

2019

MISUNDERSTANDING a human problem

INTRODUCING new problems

SHIFTING focus to exclude & gatekeep

A DIFFERENT FUTURE?

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