Street-level algo's

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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ROADMAP

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ROADMAP

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Piecework   CHI 2017

Digital Contact Tracing   Interactions 2020

Anthropological/Artificial Intelligence   2019

ROADMAP

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

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

Piecework

Digital Contact Tracing

Anthropological/Artificial Intelligence

LOOKING FORWARD

FRUSTRATED

Street-Level Algorithms

"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 ≠ 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

- **reordering** the world
- **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. **insisting** on translating that problem

1. **misunderstanding** a human problem
2. **insisting** on translating that problem
3. **shifting** focus to exclude & gatekeep

Piecework

CHI 2017

MISUNDERSTANDING a human problem

INSISTING on translating that problem

SHIFTING focus to exclude & gatekeep

Digital Contact Tracing

Interactions 2020

MISUNDERSTANDING a human problem

INSISTING on translating that problem

SHIFTING focus to exclude & gatekeep

Anthropological / Artificial Intelligence

2019

MISUNDERSTANDING a human problem

INSISTING on translating that problem

SHIFTING focus to exclude & gatekeep

A DIFFERENT FUTURE?

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