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Bjørn-Andreas Lamo

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Integration of mobile technology in a mobile workflow. Because not all jobs are cubical office jobs. These papers felt very dated, especially the second one with their MOTILE solution.

1 Mobility in collaboration

Empirical study on mobile technology integration on a construction site, and London's Underground need for technological assistance.

The construction site integration of mobile system was a failure. The new system created friction between the foreman and gangers in what was previously a seamless paperwork handover. It ended with the foreman going back to paper handover and employing an additional person to type in the data from papers to the computer system.

London Underground has unorganized employees in that the individual workers are not aware of the current situation of disparate parts of the Underground. Heath and Luff suggest placing communication terminals in combination with wireless personnel devices. This would solve communication across the domain.

These two studies highlights that new technological solutions could hinder work if not applied with a specific purpose. With the construction site example, the system would only benefit offsite documentation. Their local rapport system was already efficient. London's Underground is an example how it's painfully obvious that mobile technology can solve many of their problems.

2 Making place" to make IT work: empirical explorations of HCI for mobile CSCW

Paper based on technical surveying in Telenor and DNV. That is Telenor infrastructure maintenance work, and DNV on-ship equipment maintenance.

Problems with conventional mobile devices:

- Two hands input
- No place to keep/put device
- Visual attention required

Solution: MOTILE

- Little or no visual attention required
- Voice feedback
- 4 physical buttons

- Always connected to network
- Thin client, offload work to server.

To me MOTILE was destined to fail. Interacting with only four buttons is too ineffective, slow, and unintuitive. It relies on a stable internet connection which in the early 2000's meant WIFI, and that is too limited in coverage. The voice synthesized feedback was a novel idea, but understanding what an early 2000's voice synthesizer says isn't always easy, it is also very slow having things read out compared to looking and understanding immediately.