



Identification Rumble

www.identification-rumble.science



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"Develop one (or more) interactive museum exhibit(s) concerning the dilemmas people faced during the occupation of the Netherlands by Nazi Germany between 1940 and 1945. The exhibit has to be integrated into the permanent exhibition (The Netherlands in World War II) without disturbing the look and feel of the exhibition."

Methodology

LITERATURE REVIEW:

Researchers reviewed existing scientific articles that focus on: smart replicas, autonomous interactive tour guides, digital augmentation and more.

OBSERVATIONS:

Researchers observed the behavior of visitors of the Dutch Resistance Museum in Amsterdam.

TECHNOLOGICAL PROTOTYPE TESTING:

Researchers tested a technological prototype that had no visuals yet to test whether the technology behind it was understood and would work as required.

LO-FI USABILITY TESTING:

Researchers tested a paper prototype on some potential users to gain more insight in their behavior and intuitive actions.

FINAL PROTOTYPE TESTING:

Researchers tested the final prototype within the Dutch Resistance Museum to gather information concerning the usability with actual museum visitors. With this data final finetuning was carried out.

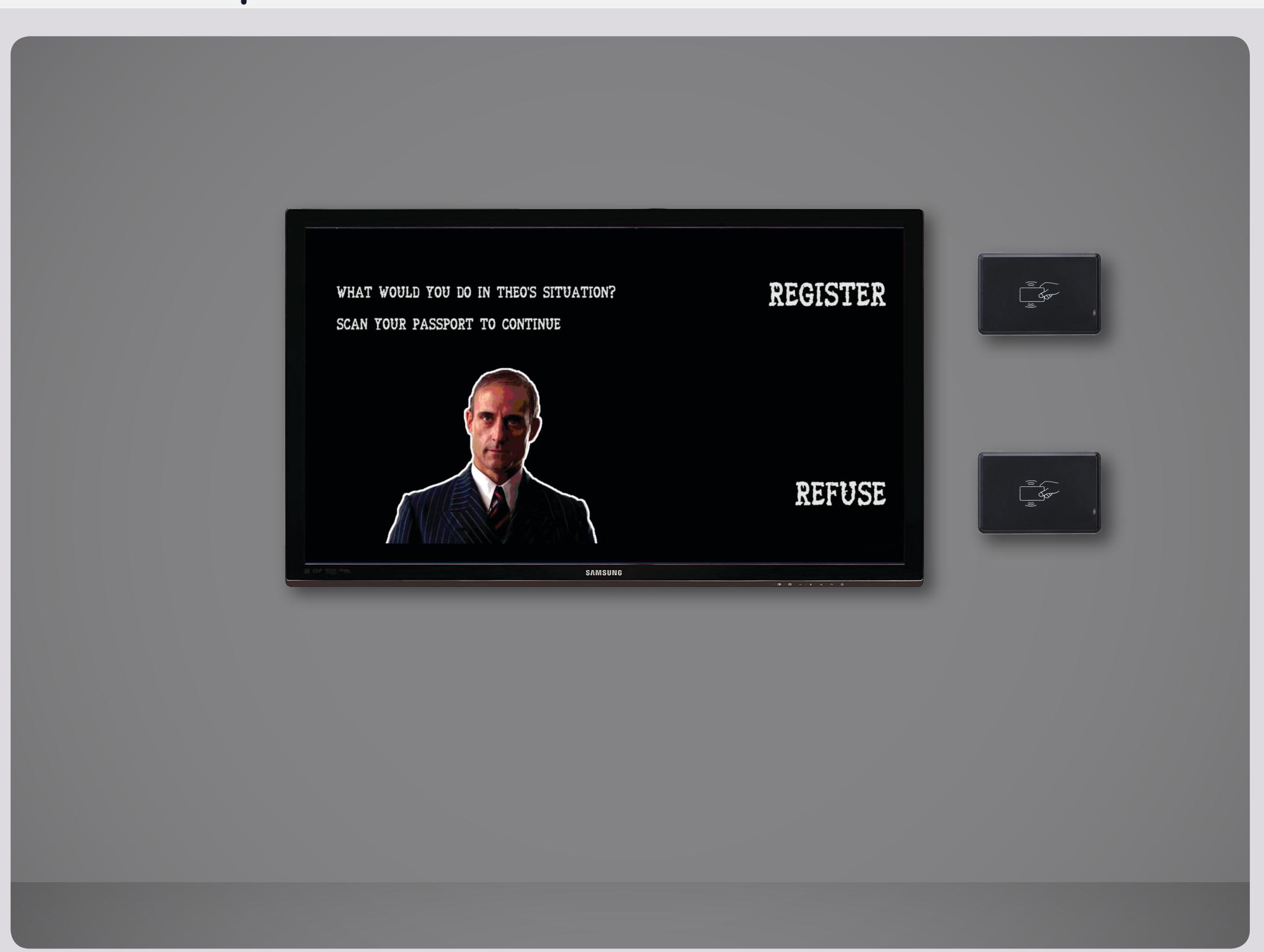
Persona



Usability Testing Evolution



Mockup Final Product

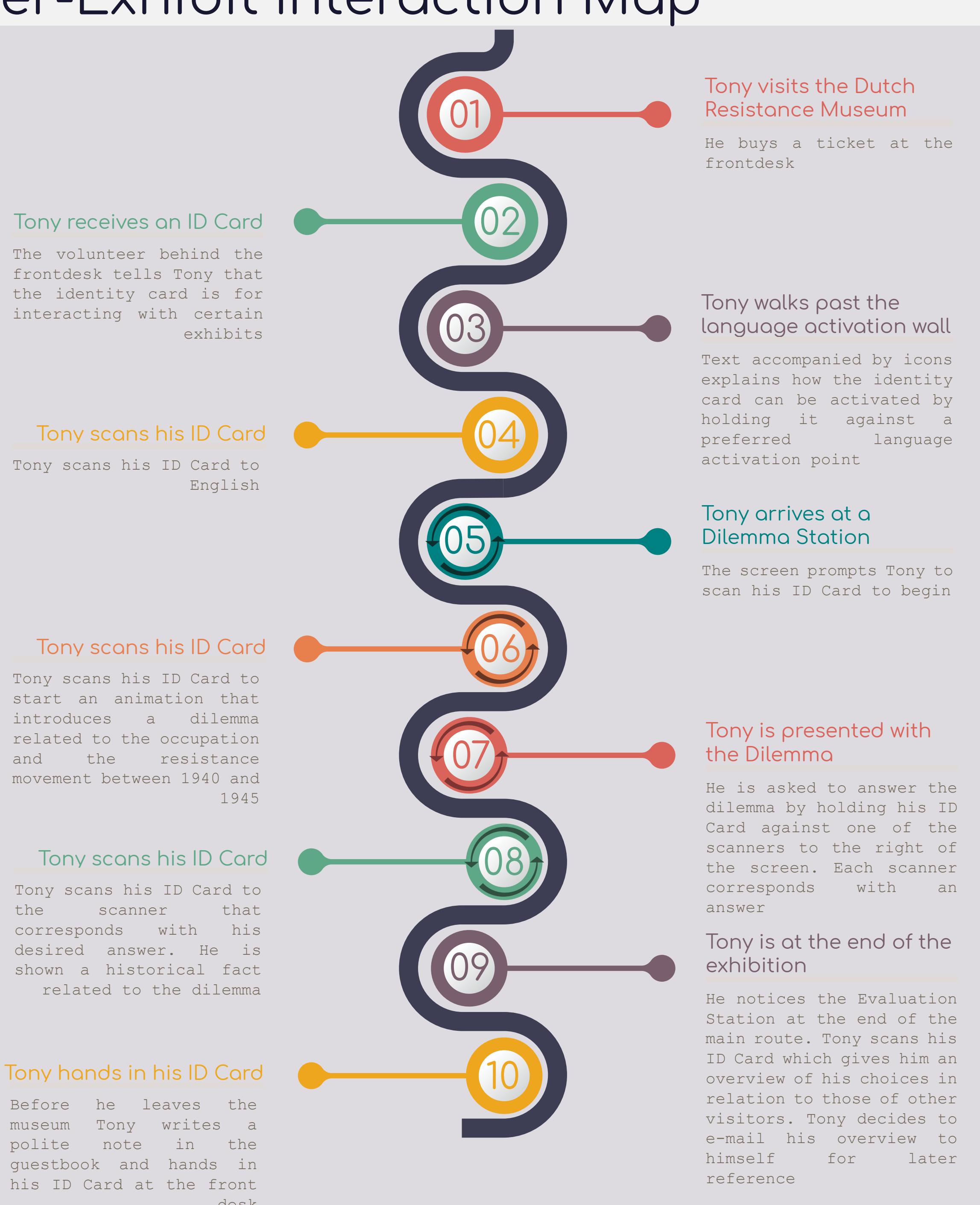


Identification Rumble is an interactive and engaging solution. Visitors receive a smart replica of an identity card with which they interact with the exhibits.

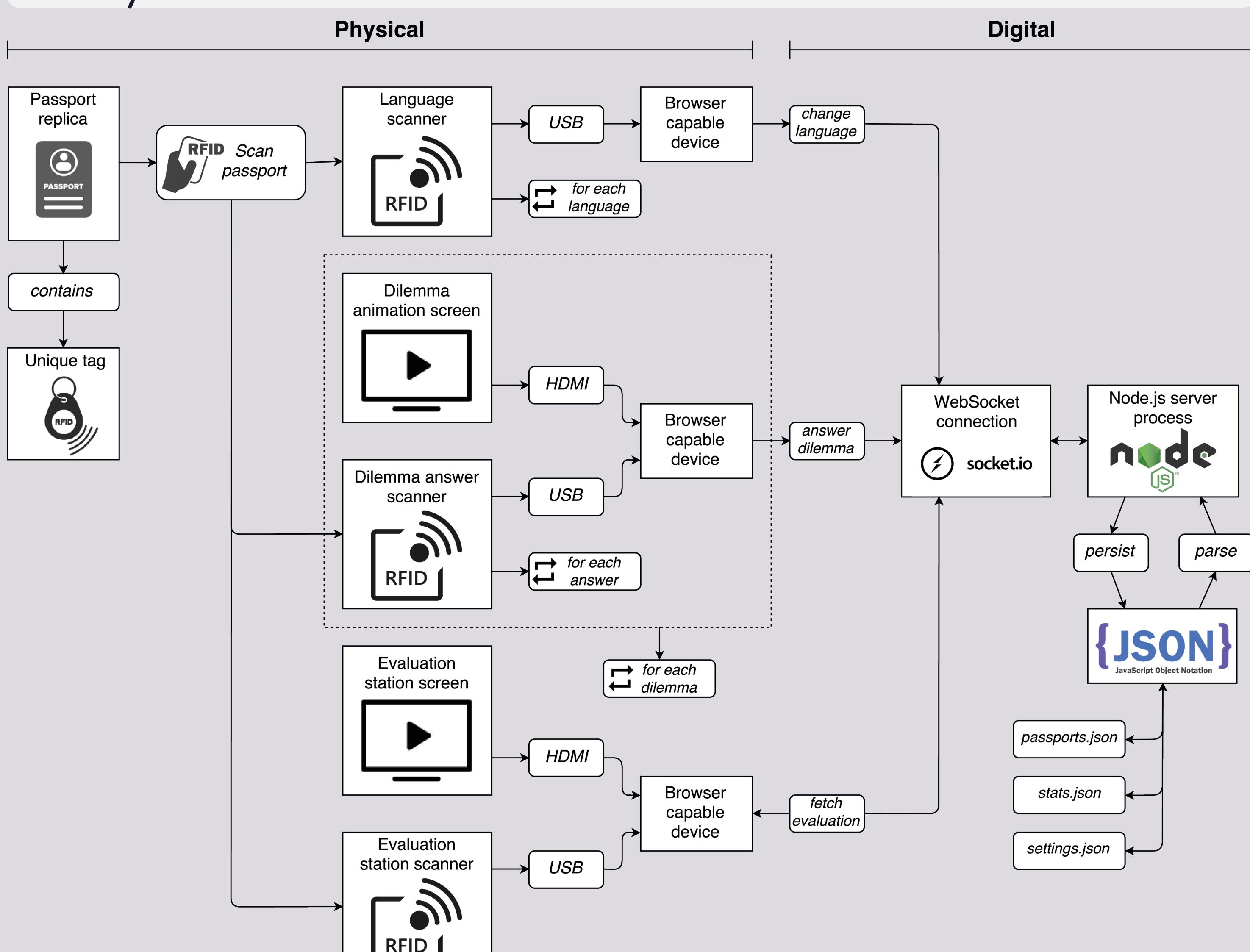
Visitors scan their identity card at certain Dilemma Stations to start an animation that introduces a dilemma related to the occupation and the resistance movement between 1940 and 1945.



User-Exhibit Interaction Map



System Architecture



Discussion

- The speed of the text in the animation is still too fast, but slowing it down will make the animation over 2 minutes which exceeds maximum time per dilemma;
- Currently your choice(s) have no consequences;
- The User Experience test results are biased because we stood next to the prototype in the main hall of the museum and explained a lot to the testers;
- Visitors really connected with the ID Card (persoonsbewijs) as a replica of an existing museum piece;
- The prototype has limited RFID-tags and reader(s);
- Buying the required amount of screens, RFID-tags and readers is a strain on the museum's budget. Furthermore, ID Cards can be stolen;
- The voice-overs and animation are currently in one language and for the final product all languages that the museum offers are preferred;
- Can the current prototype idea be generalized beyond this museum?



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DUTCH RESISTANCE MUSEUM
Dutch Resistance Museum
www.verzetsmuseum.org