Chain of Surrogation

Model moves from item to description, both concrete, through identity and representation, both abstract. Three primary kinds of people interact with this system, starting with system designers and ending with users. The *identity* stage includes a tension between approaches: identicality or best fit. The *representation* stage attempts to map the identity to the priorities of the system, which can include considerations of both item access and resource allocation.
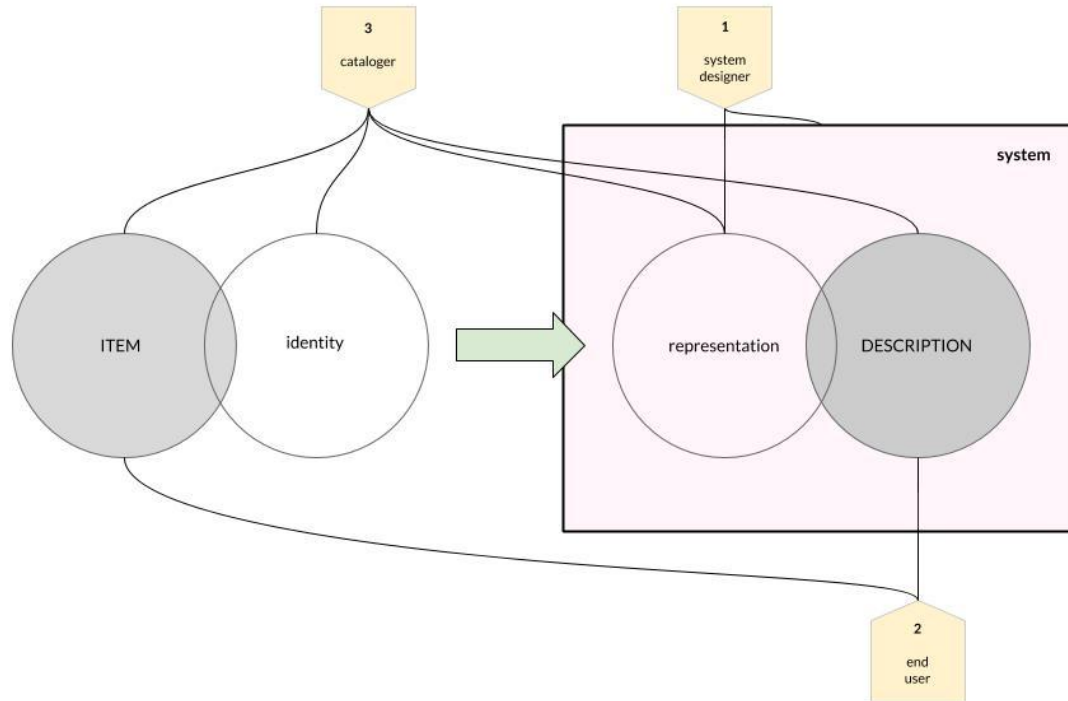
SIG-CM workshop questions
- Do you see any major stage or actor missing from this model as you understand it?
- Is this visual diagram helpful and clear in helping you understand the model?
- This paper has two components: the chain of surrogation and a discussion of ambiguity in relation to it. Are either of these components useful in other research areas?

Information School
UNIVERSITY of WASHINGTON