Project topic public services

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Public services

Dear IRS,

I am writing to you to cancel my subscription.

Please remove my name from your mailing list.
Public services

- Some public services
  - Lånekassa
  - NAV
  - Tax
  - UDI
  - Notification of adress
  - Child support
Citizens doing taxes

- Verne (2015) found seven kinds of obstacles for the citizens:

  - The citizen’s life and circumstances, matching life with rules, online services, internal procedures, technical anomalies and errors, manual tasks and documentation, tax rules
Others are involved

Doing taxes can be complicated and many citizens have little practice and understanding.
Help on the phone

• Matching tax rules with life
Experience with online pension…

- Breit & Salomon (2014) tested self-service online pension, and found five kinds of obstacles for the citizens’ use of the service:
  - interest
  - access
  - comprehension
  - reflection
  - support
- Citizens are required to possess a new type of competence that contains both financial and digital skills
- Citizens who are unable to develop or acquire such competence are likely to be disadvantaged by the services.
Participatory design for online parental leave

- Borchorst & Bødker (2011) involved parents in PD to design an online service where they can register and communicate with the case handlers.

Figure 1. The timeline can be manipulated with the tools in the upper right corner (1). The leave plans for the mother and the father are displayed on the vertical lines (2), upon which the different leave modules can be dragged from the leave time bank (3). Events, such as application documents (4) are indicated by way of different icons. For example, a document can be partially completed, submitted to the municipality etc. Lastly, the citizens can move in time (5) to see the progression of the leave plan, and explore the relations between time and money.


Design for urban living
Visions for future cities: Four projects from Idealab/NRC

- Hidden structures: Trancending the society/biology divide in urban transformations
- Hug the street – trees as change agents. Urban regeneration through green infrastructures (HC)
- Learning flexibility: Knowledge transfer and the global south. (HC)
- 3C // Co-Constructing city futures

http://www.forskningsradet.no/prognett-lab/Nyheter/Her_er_de_fire_prosjektene_som_fikk_finansiering_fra_Idelab/1254015620502&lang=no
From a PhD grant invitation

- Co-creative urban futures
- Civic participation & hacking
- Social entrepreneurship & urban change
- Self care & mutual aid
- Community engagement & placemaking
- Enabling smart cities & smart citizens
- Participatory urban data
- Media architecture
- Playful cities

- [One blank slot: Do you have a radical idea you'd like to propose? Insert here]
IBM’s vision of future cities. Citizens, sensors and inspectors will give information to public authorities so that they can maintain the city more effectively (Valmot 2015).
«Smart» electricity

• An example of designing for future living.
• From Hanne Cecilie Geirbo’s presentation about consumers and smart grids.
• New roles for the consumers.
What is a smartgrid?

• A *smart grid* is an evolved grid system that manages electricity demand in a sustainable, reliable and economic manner, built on advanced infrastructure.

• Introduces smart energy measures
  – Instead of the measure in the fuse cupboard.
  – Sends automatic measurements to the electricity provider
  – Can give information about consumption and cost
  – Can manage devices and be linked to PCs
Some experiences 😊

- The smart electricity turned off the kitchen oven when the family was in the living room.
- The smart washing machine was not installed.
- This project leader found that the partners behaved more like vendors than collaborative partners.
  - Need to spend more time to agree on a vision and a common goal.

Nilsen (2015)
Design and use – some challenges

• New roles for the consumers
  – Collaboration requires a different approach to design
• Insights from other design areas
  – People don't do as we think
  – Adaptions over time is necessary
• Engage people in smartgrid before it’s here
• The public debate:
  – Personal electricity use is a common issue, - like use of other urban infrastructure
• Citizens’ engagement is an important basis for design
Referanser


• The Norwegian Smartgrid Center. Webside. http://smartgrids.no/senteret/about-smartgrid/

• Oslo Kommune, Klima- og energiprogrammet. Det grønne skiftet. Utkast til Klima- og energistrategi for Oslo