I don’t get out of bed until my PIM tells me to

boundaries and the design of personal information management technologies

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overview

• managing personal information
• design problem
• boundaries
• concepts
• design process
setting the scene

• Challenge of managing personal information across multiple boundaries

  • multiple sources
  • multiple media
  • multiple platforms
  • multiple locations

• through use of mundane technologies
design problem

- Personal information management (PIM) for everyday life
design problem

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  - managing to-do lists
  - collaboration
  - awareness
  - privacy
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  - locations in the home
  - patterns & routines
  - ownership
  - coordination
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boundaries

- Home ↔ work
  - switching contexts; similar issues with work ↔ work
- Individual ↔ social
  - merging family schedules
- Physical ↔ digital
  - affordances of paper, tangible interaction, visualisation
- Online ↔ offline
  - when ‘anywhere, anytime’ breaks down
- local ↔ remote
  - collaboration mediated by artefacts, same place/different places
some concepts

• Prime time carer
  • social computing where some are more equal than others
  • ownership

• Visually mapping
  • presenting information for at-a-glance identification of conflicts, etc.
  • sharing schedules to facilitate planning
  • awareness at a micro level (twitter, facebook status)

• Messy deployment
  • legacy, individual preferences, organizational requirements
  • work with existing infrastructure

• Multiple methods
  • reflective, iterative, fieldwork, prototypes
design process

Design Process Cycle

Prior Knowledge

Field work

Deploy Design

Exploration Focus

Evaluation of design interventions

Life balance

Work social remote local

Identify community of practice

Design Map for: Personal Information Management

Functionality

Scheduling

Privacy

Portability

Configurability

Awareness

You others

Memory

Location

Integration with current technologies

IM

Calendar

SMS

Mail

Stickies

Patterns

Routines

Habits

Workflow

Design Considerations

Design Deploy

Identify community of practice
summary

- Domestic setting is handy for thinking about this, but the problem is more complex than just translating workplace technology to the home
  - nuclear family also only small part of the picture
  - extended family, non-blood extensions to family
- multiple boundaries exist
  - not orthogonal--many overlaps
  - useful way to focus design on particular aspects of the whole problem
- technology adds to the messiness of everyday life

- waiting for google to fund this...