

Introduction Responsible Innovation

Caroline Nevejan
c.i.m.nevejan@tudelft.nl

Margarida Alfeirao
margaridaalfeirao@gmail.com

7 Weeks: Introduction Responsible Innovation

- Study the MOOC:
<http://www.edx.org/course/responsible-innovation-delftx-ri101x>
- Every week a different group presents and orchestrates debate around the MOOC's chapter of that week. Specific attention to both form and content.
- Log in on <http://tudelft.gingerresearch.net>
- Every week a column: 500 words – 700 words
- Make sure you sign the form that you are present

Assessment

- 1. 30% of the grade: being present in all 8 week sessions
- 2. 30% of the grade: prepare with your group 1 week session: offering a presentation of the subject of that week and prepare and moderate the discussion.
- 3. 40% of the grade: write and publish a column in the collaborative research platform every week. The total of 7 columns of max. 700 words will be assessed.

Today

- 1 hour organization and Ginger research profiles
- 0.5 hour lecture Caroline Nevejan on the Design of Presence and Trust
- 1 hour design exercise (including tea)
- 0.5 hour: presentation of designs

| | |
|-----------------------------|---|
| • Social Science |  UNIVERSITEIT VAN AMSTERDAM |
| • Performance |  PARADISO AMSTERDAM • HOLLAND |
| • Design |  DOORS OF PERCEPTION |
| • Applications |  waag society institute for art, science & technology |
| • Performing Arts Labs (UK) |  PAL |
| • Educational Innovation |  Hogeschool van Amsterdam |
| • Dissertation |  UNIVERSITEIT VAN AMSTERDAM |
| • Artistic Research |  TU Delft  RAAD VOOR CULTUUR  eit Delft University of Technology <small>Technology & Innovation Community EIT ICT Labs</small> |

Caroline Nevejan, Strategic Design

New Paradigm of Human Experience

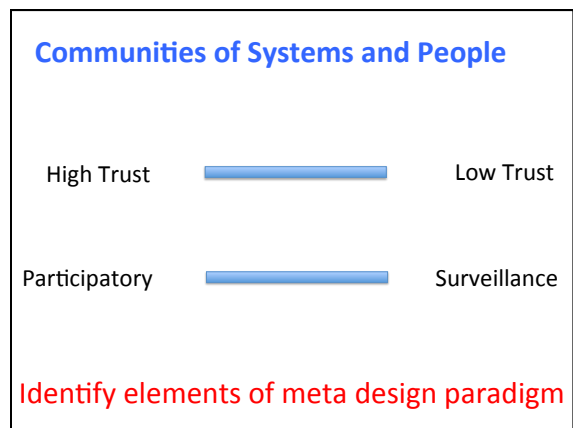
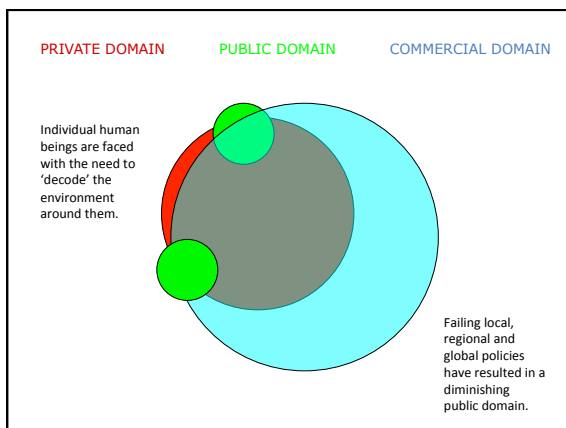
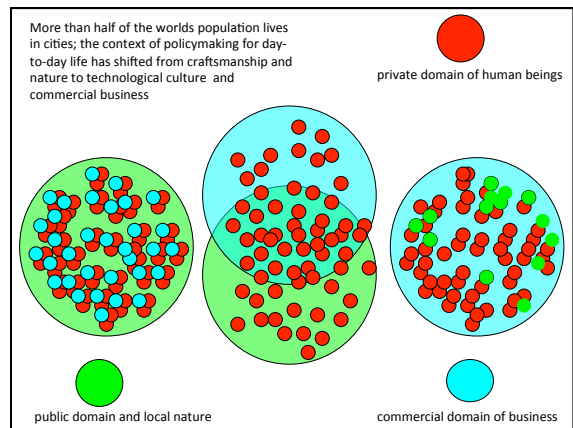
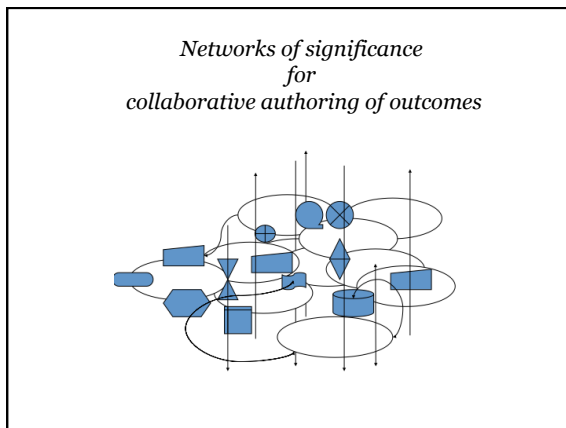
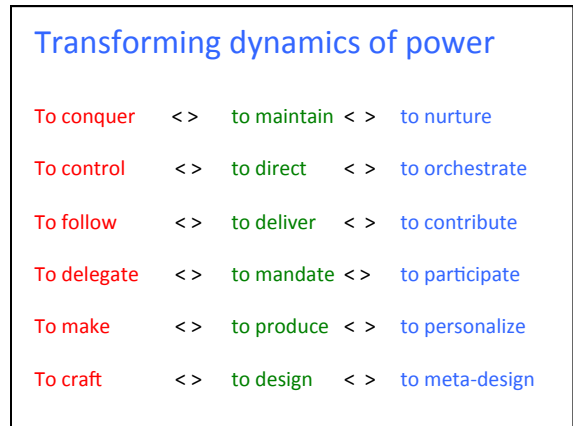
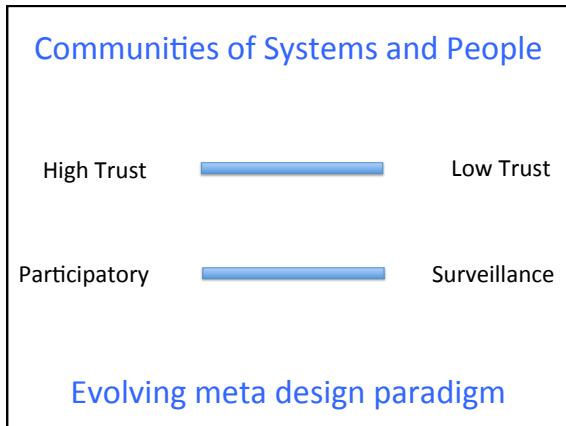
Homo Mensura
(human being as measure of all things)

↓

Homo Mensurabilis
(measurable human being)

↓

Humanitas Mensurabilis
(measurable human kind)



Gaps between rich and poor increase



Liberties are at stake



- to communicate
- to do transactions
- to move



New psychologies emerge

- Next Nature
- Daily life is defined by instant gratification
- Embodied experience goes virtual
- Sense of direction vaporizes in endless choice
- Ethics emerge from big data

What happens to

- Empathy
- Compassion
- Endurance
- Patience
- Resilience
- Courage
- Strength
- Perseverance

What happens when one is witness to the other?

Presence

to steer towards survival and well-being

Antonio Damasio - Giuseppe Riva, John & Eva Waterworth

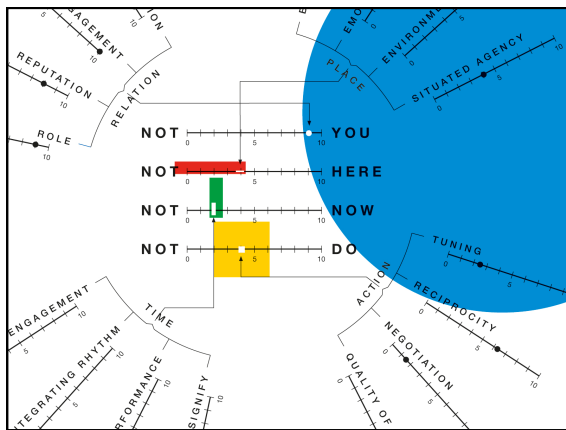
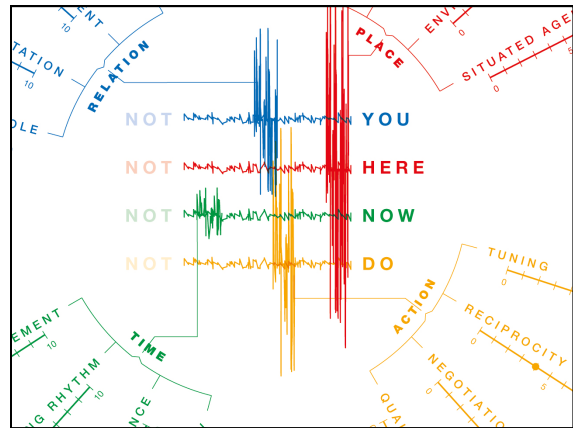
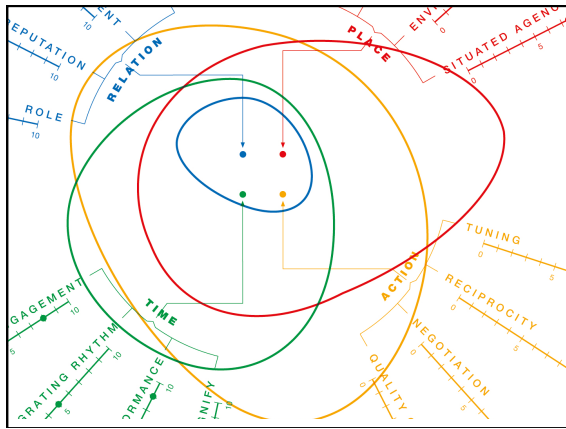
a trade-off
Wijnand IJsselsteijn

Trade-offs for presence and trust



YUTPA framework:
Factors for measuring trade-offs for presence and trust in individual human experience.

to be with You in Unity of Time, Place and Action



TU Delft TU Delft University of Technology

How to design for the possibility to act and accept responsibility in complex network environments?

- Health
- Energy
- Food
- Water
- Transport
- Crisis

- **design for trust:** social acceptance, transparency, integrity and resilience
- **design for autonomy:** empowerment, self-management and emergence
- **design for engagement:** belonging, agency, co-creation

TU Delft TU Delft University of Technology **Participatory Systems**

Social Layer

↕

Distributed ICT

↕

Infrastructure

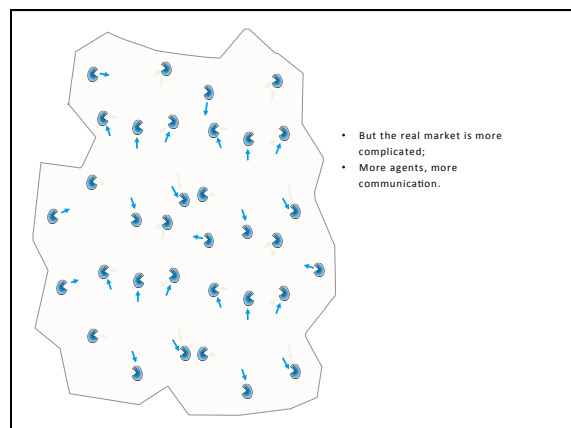
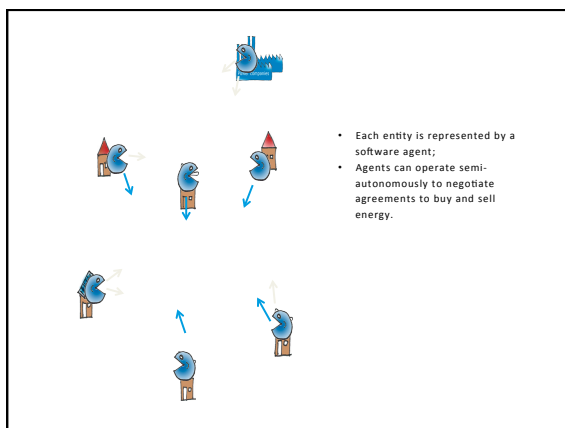
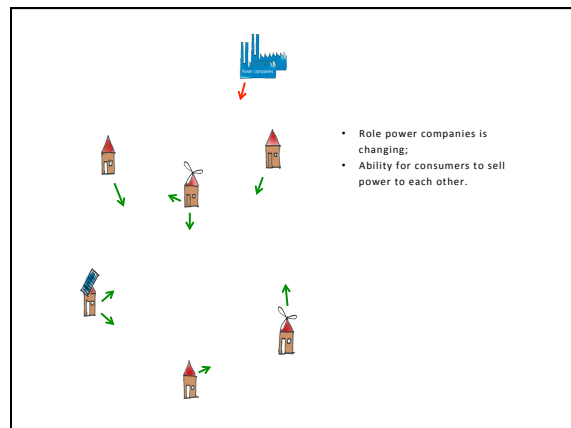
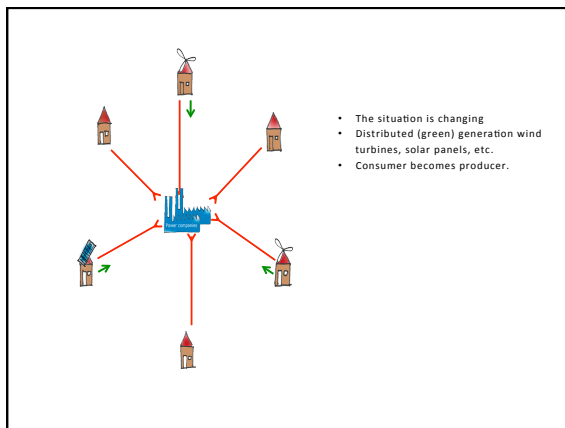
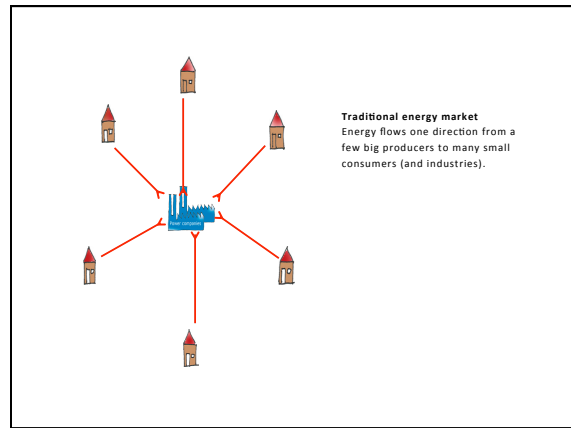
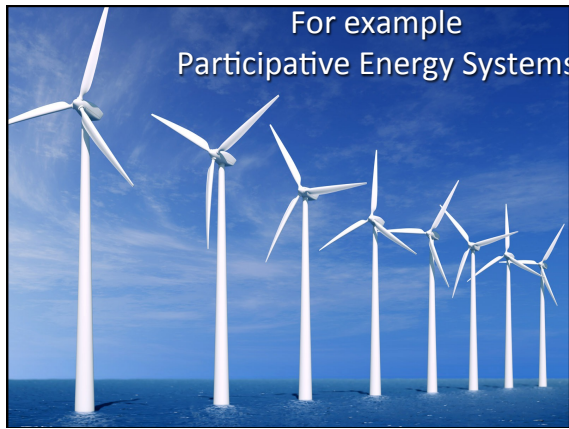
- Trust and Truth
- Power and governance
- Locality of data
- Transparency of ownership
- Transparency of agency
- Trace-ability of data
- Identify-ability of data
- Poly-centricity

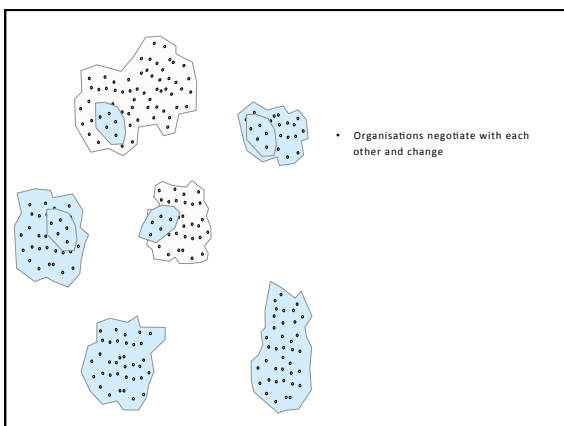
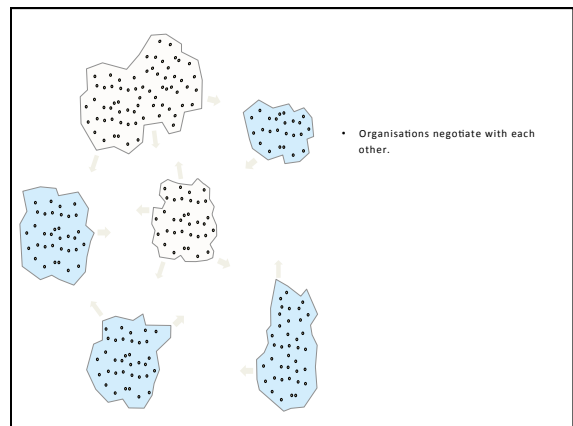
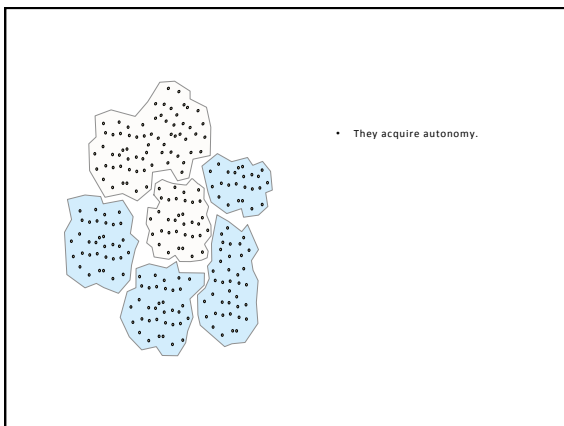
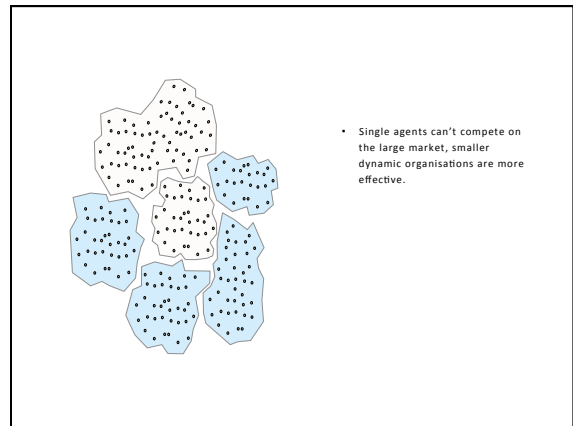
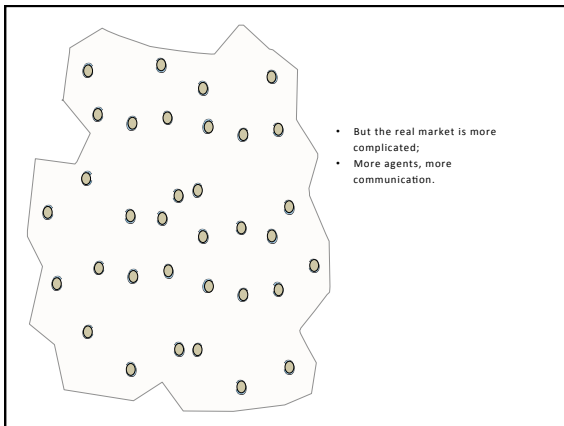
Brazier 2011

Iterative Design Spaces

between infrastructure, distributed ICT and social structures

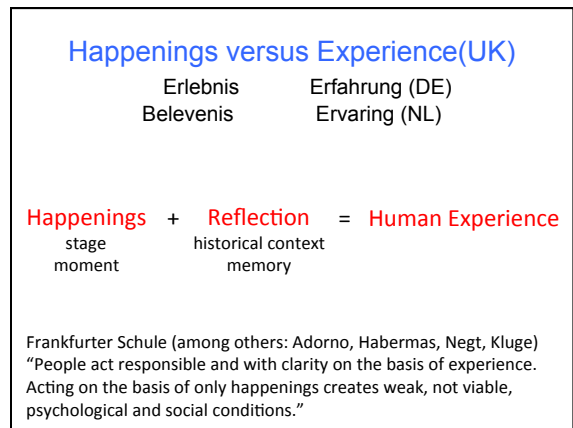
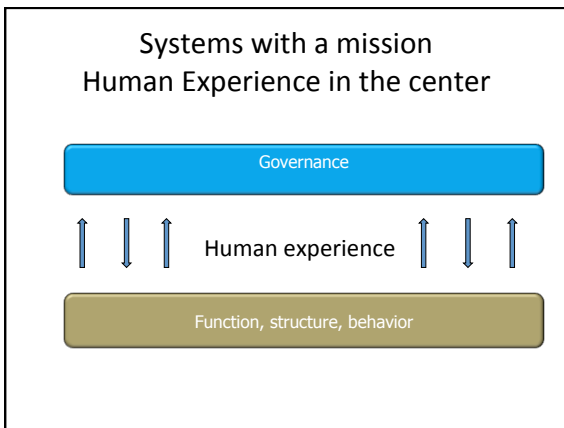
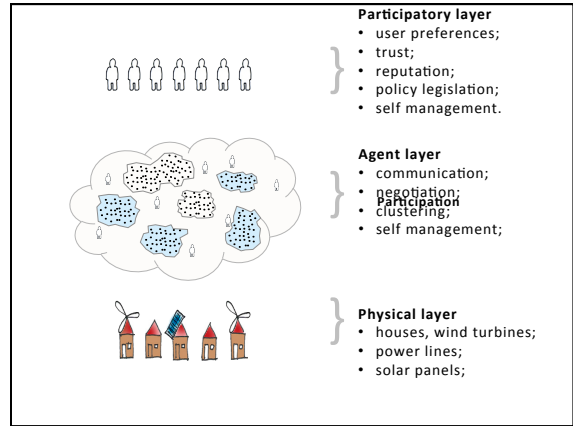
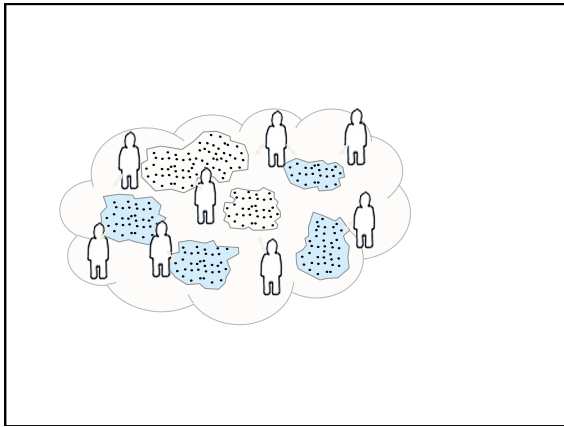
- Analyze for understanding the problem
- Modulate essential dynamics
- Simulate with real data
- Serious games: explore with people
- Emulate to understand self organization
- Build, adapt and regulate





Technological self organisation is a fact.

For citizens to be able to take responsibility and to act, to participate, socio-technical self organisation is needed.





Artistic Research for exploring human experience

TU Delft Delft University of Technology

- For the arts
- With the arts
- Through the arts

Radical Realism

Non-conceptualism

Contingency

NOT:

- About the arts
- In the arts

Henk Borgdorff 2012

WITNESSING YOU

On Trust and Truth in a Networked World

How are trust and truth established in the emerging network society? How do the stories we exchange become part of the experience we share? How are we bound with each other, do we witness each other, when time and place are not shared? Witnessing is an ongoing negotiation. Networks are like mirrors to the self and fuel imagination. Love and passion drive engagement. However, engagement in networked realities challenges human dignity to the core.

Dr. Caroline Nevejan, pioneer in digital culture since the 1980s, works together with 13 artists to explore today's footprint on the future. The artistic research explores new values for the moral design of participatory systems in which people accept responsibility for their words and deeds and negotiate trust and truth in a networked world.

... And so, when the darkness of sensitive politics and abstract economics and complex culture come on us, we resort to art and to artistic research as the one displayed in this book, to remind us to include human experience in the work we do, to remind us we can still feel and need to share.

Manuel Castells, *Holberg Prize Laureate 2012*

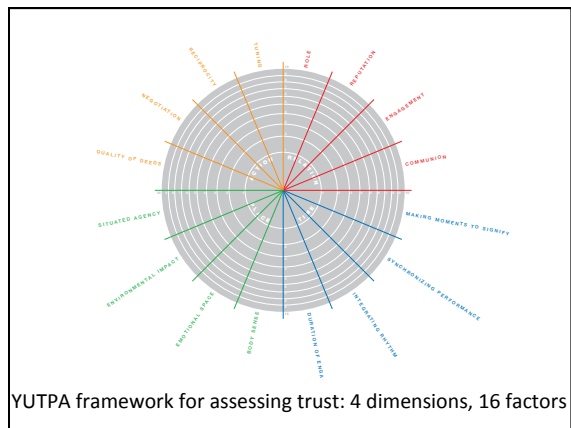
Artists: Kees van Luizen, Daria Salomon, Ronald Oghuis, Zoran Hegi, Alina de Jong, Chin Lee Chen & Chai Veniss, Anja Carlgren, Mergje Theodores, Martin Butler, Koen Lancel & Herman Maat, Jodi, Lutz Meurer & Andreas Zangger, Angelo Vermeulen

Participatory Systems Initiative

TU Delft

Caroline Nevejan

NEW ARTISTIC RESEARCH



'Als wijkagent ga ik het liefst lopend de wijk in. Je ziet dan zelf meer omdat je langzamer gaat en je bent direct aanspreekbaar voor bewoners.'

'De rol van wijkagent is heel kwetsbaar. Aan de ene kant moet je met bepaalde mensen een ver-trouwens-band opbouwen, maar je blijft te allen tijde als politie aan bepaalde regels gebonden.'

'Als wijkagent heb je een ander contact met de burgers, doordat je bijvoorbeeld ook de moeite neemt om een keer bij ze thuis te komen, of doordat je ook kan vragen hoe het met iemands moeder gaat.'

'Jonge gasten die uiteindelijk na twee jaar terugkomen en zeggen 'goh, die spreekwoordelijke schop je mij gegeven hebt, kijk eens, hier sta ik nu'. Dat vind ik geweldig. Dat is toch heel bijzonder. In principe ben je een buitenstaander met uniform maar heb je toch net iets bij die jongeren geraakt en geregeld waardoor ze net anders terecht komen.'

Dr. Ir. Mariëlle den Hengst

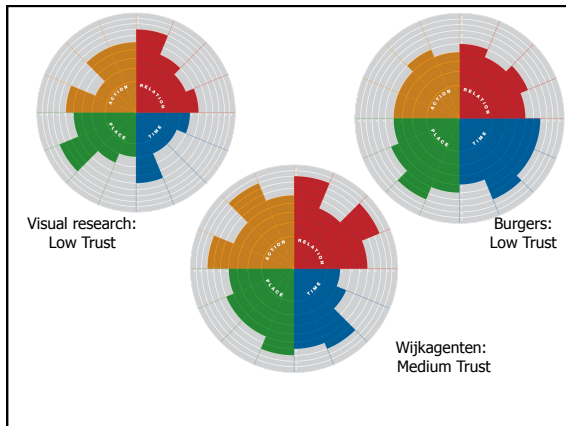
'Wij zijn het duizendingendoekje. Alle kortstondige contacten van de surveillancedienst waar nog iets mee moet, worden doorgeschoven naar de wijkagent. Wij hebben contacten met scholen, winkels, partners, parnasia, jeugdzorg.'

'Het takenpakket van de wijkagent is heel breed. Alles wat niet onder directe noodhulp valt, komt bij de wijkagent terecht. De noodhulp doet in eerste instantie pleisters plakken. Moet er een vervolg op komen, dan gaat het naar de wijkagent.'

'Waardering van de burgers krijg je vooral door te doen wat je belooft. En daarom: wees zuinig met je beloften.'

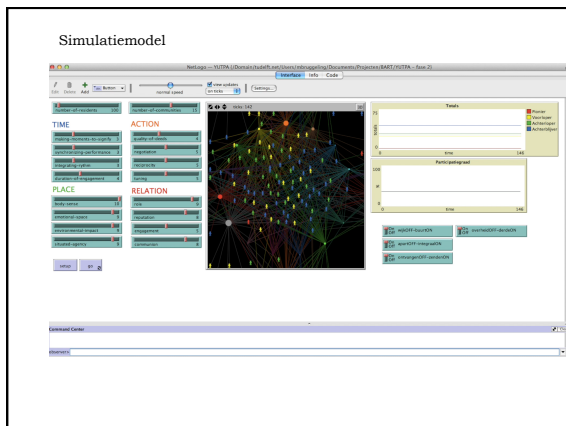
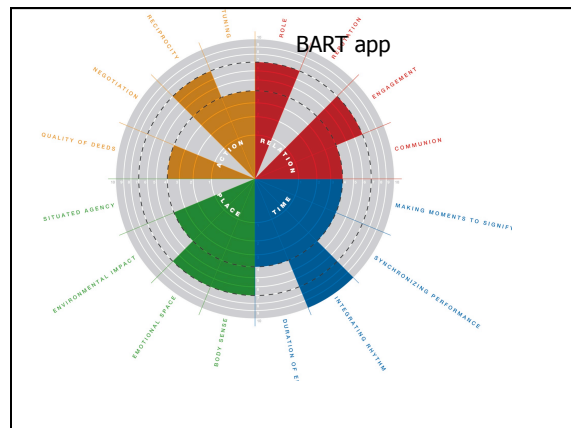
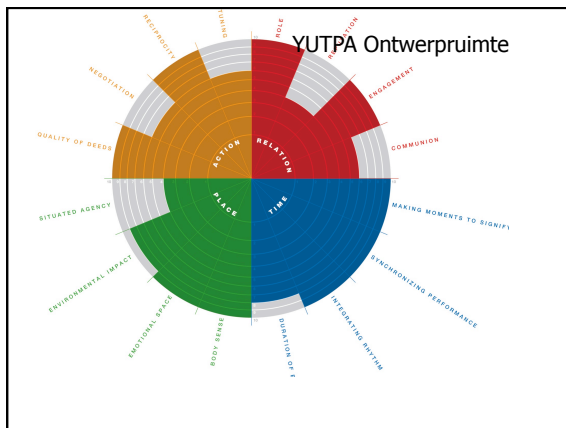
'Je kunt heel veel dingen niet oplossen. Dat is nu eenmaal zo.'

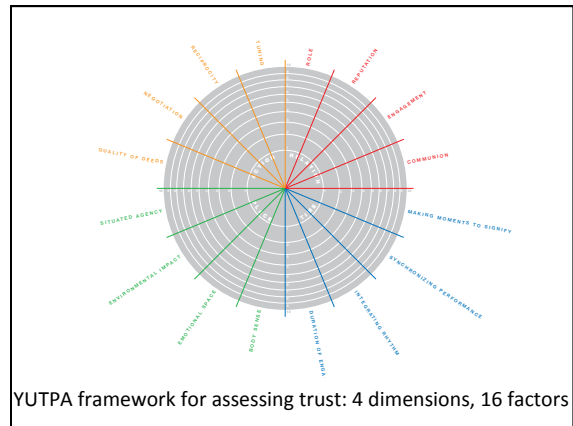
'Ik heb op geen enkele plek zo hard gewerkt als ik tegenwoordig doe, maar het is niet altijd even tastbaar. Het voorkomen van dingen is zo moeilijk te meten. Dat je twee uur investeert op de middelbare school en dat je er daarmee voor zorgt dat men elkaar niet na school opwacht buiten en de hersens inslaat, dat is niet meetbaar.'



Bepalen ontwerprijmte

| | Visual research | Wijkagenten | Burgers | Design frictions | BART |
|---------------------------|-----------------|-------------|---------|------------------|------|
| Time | | | | | |
| Duration of engagement | 3 | 2 | 6 | 10 | + |
| Integrating rhythm | 2 | 7 | 7 | 10 | +++ |
| Synchronizing performance | 2 | 3 | 6 | 10 | + |
| Making moments to signify | 5 | 6 | 4 | 8 | + |
| Place | | | | | |
| Body sense | 2 | 7 | 5 | 10 | ++ |
| Emotional space | 3 | 5 | 7 | 10 | ++ |
| Environmental impact | 7 | 5 | 5 | 9 | + |
| Situated agency | 4 | 4 | 4 | 4 | 0 |
| Action | | | | | |
| Quality of deeds | 5 | 7 | 4 | 10 | + |
| Negotiation | 2 | 4 | 4 | 6 | 0 |
| Reciprocity | 5 | 8 | 5 | 10 | ++ |
| Tuning | 5 | 5 | 4 | 6 | + |
| Relation | | | | | |
| Role | 7 | 8 | 5 | 10 | ++ |
| Reputation | 4 | 4 | 4 | 4 | 0 |
| Engagement | 3 | 8 | 5 | 10 | ++ |
| Communion | 4 | 5 | 4 | 6 | + |





YUTPA exercise: choose a specific case and make a scenario
Analyse and identify design solution spaces

- The Euro (or having a bank account and using it)
- Fairphone
- Uber
- Good drinkwater for poor people in large cities
- A safety app for social cohesion in neighborhood

Analyse how the design of presence relates to the potential building or breaking down of trust

- Choose 2 perspectives in the situation you analyze
- Identify moments of interaction in the time based communication process for each perspective
- Focus in each moment of interaction on each of the four dimensions, and discuss its factors for each perspective and give a value to each factor
- Identify design frictions
- Identify design solution spaces given
 - Design frictions
 - Political context
 - Financial context
 - Community support
 - Feasibility

