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CS-Colloquium

The challenge of designing the ‘right’ technology: examples from healthcare

Univ.-Prof. Geraldine Fitzpatrick

TU Wien

Wann? 15. Juni 2016, 15:00 Uhr

Wo? Hörsaal 3
Währinger Straße 29
1090 Wien

Abstract

In 1981, Barry Boehm wrote about ‘building the product right’ (verification) and ‘building the right product’ (validation against requirements). Software and technology has significantly moved on since then. Indeed, even in 2000, Boehm and Sullivan argued that “the impacts of software-enabled change ... reach much further ... Software systems are catalyzing great change, but /complex human-machine systems with software as just a component must function for value to be created/. Focusing on value creation demands a holistic perspective...” If this was true in 2000 it is even more so now in this new age of ‘computers everywhere’, where there may no longer be a single ‘right’ product but possibilities whose value depends on contexts and use. Their ‘holistic’ perspective pointed particularly to economics. I want to also argue for the role of Human Computer Interaction in this holistic approach, and the importance of understanding ‘complex human machine systems’ to help ensure that the effort of ‘building it right’ is well directed and that value can be created. I’ll illustrate this drawing on various healthcare examples including electronic records, smart homes, and m-health.

Bio

Geraldine Fitzpatrick is Professor of Technology Design and Assessment and heads the Institute for Technology Design and Assessment and the Human Computer Interaction Group at TU Wien. She was previously Director of the Interact Lab at the Uni of Sussex, User Experience consultant at Sapien London, and Snr Researcher at the Center for Online Health/DSTC in Australia. Her research is at the intersection of social and computer sciences to support interaction using mobile, tangible and sensor-based technologies in everyday contexts, with a particular interest in supporting collaboration, health and well-being, social and emotional skills learning, community building and active engagement for older people.