

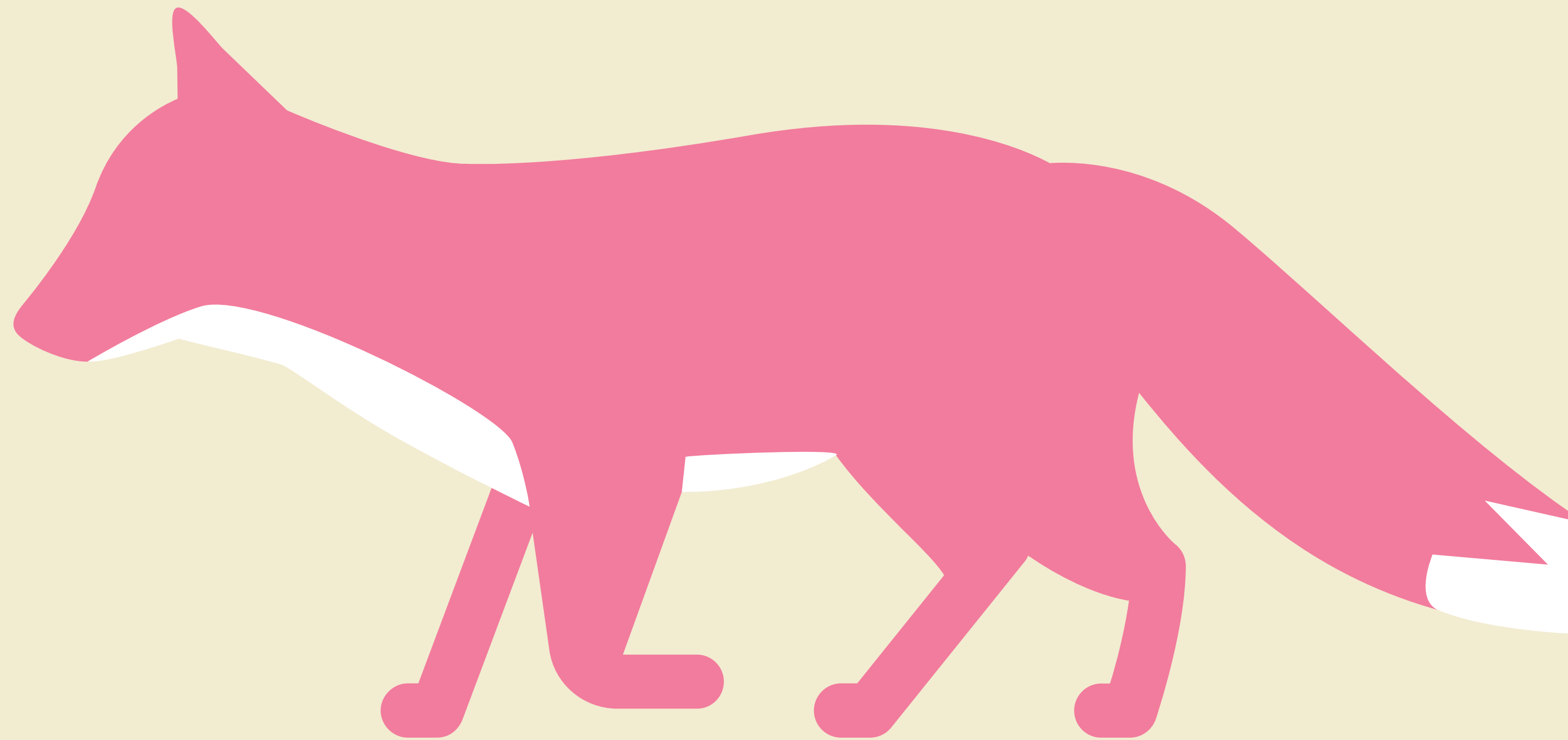
UX research and ethnographic design for humanitarian technology.

Peace building

Crisis response

<http://bit.ly/EF-UXyall>

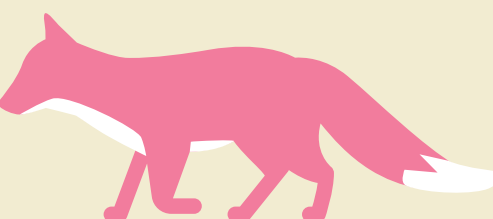
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Content warnings.

Violence against women, the Manchester arena bombing, radicalisation of youth and terrorism, natural and human-made disasters/crisis, colonisation, racism, education/social status prejudice, food related trauma.

**Some slides will have 'No photos/copies please'.
Please do not take photos/copies of these slides.**



Hi, I'm Eriol. (Ehh-roll).
They/Them pronouns.

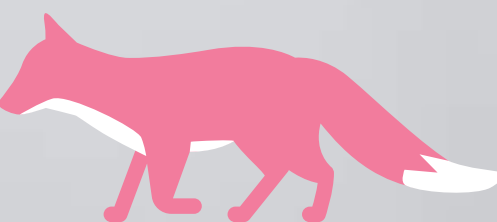
11 years in digital product design and UX.
8 years in humanitarian / NGO sector.
4 years in open source software.

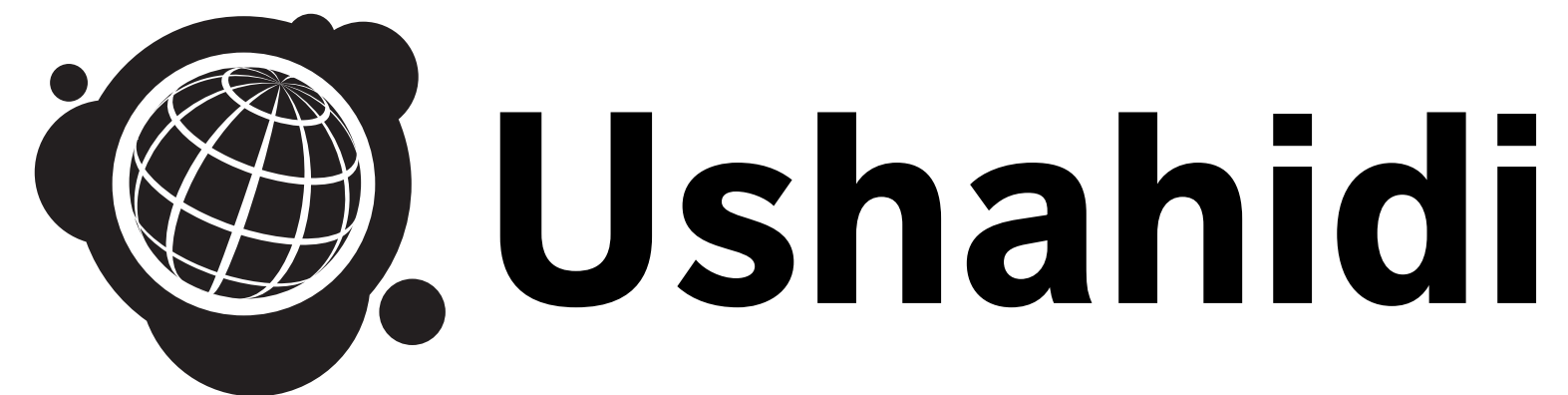
PhD Doctoral Trainee looking at how designers
contribute to open source Humanitarian and Human
Rights software at Newcastle Universities Open Lab.

I'm a human rights centred designer.

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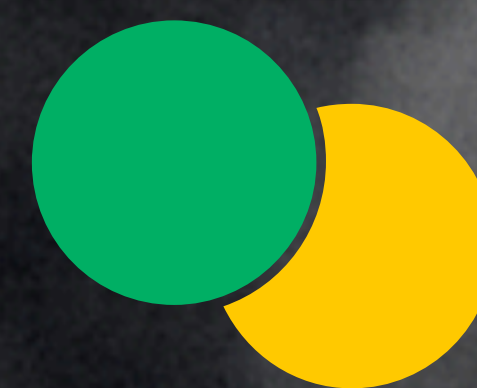
Photo © OpenUp Global Summit 2019





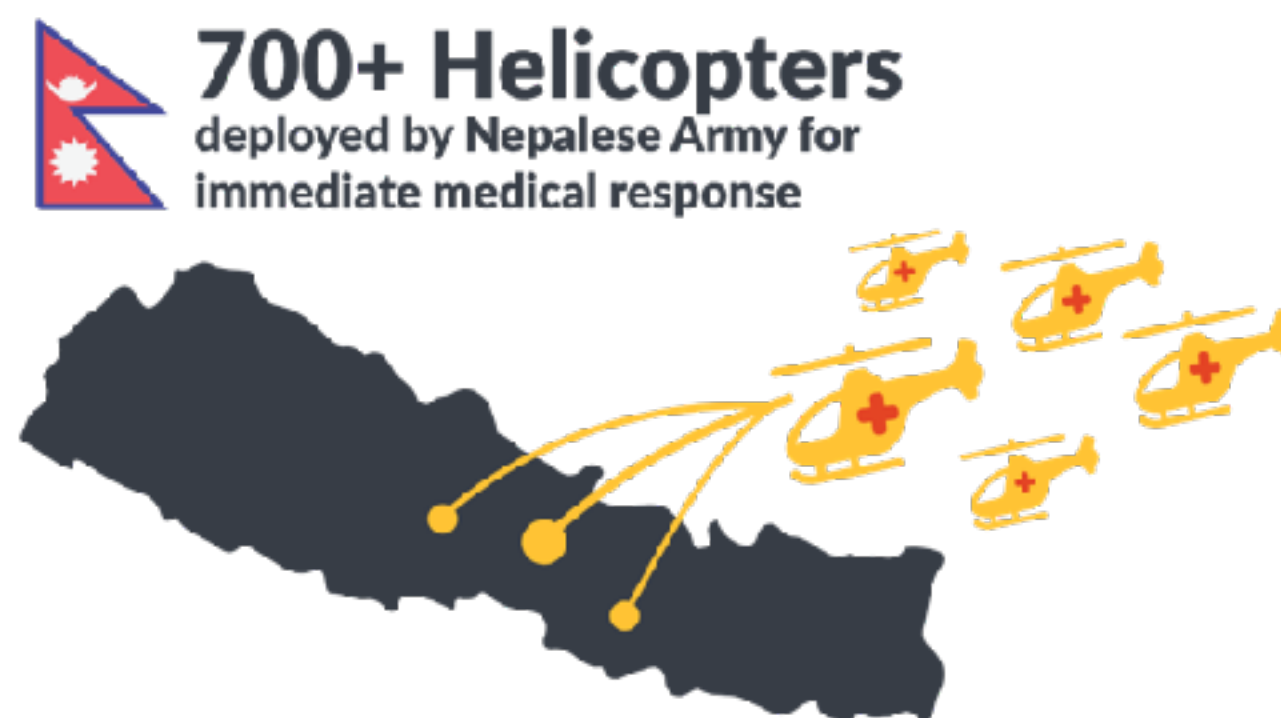
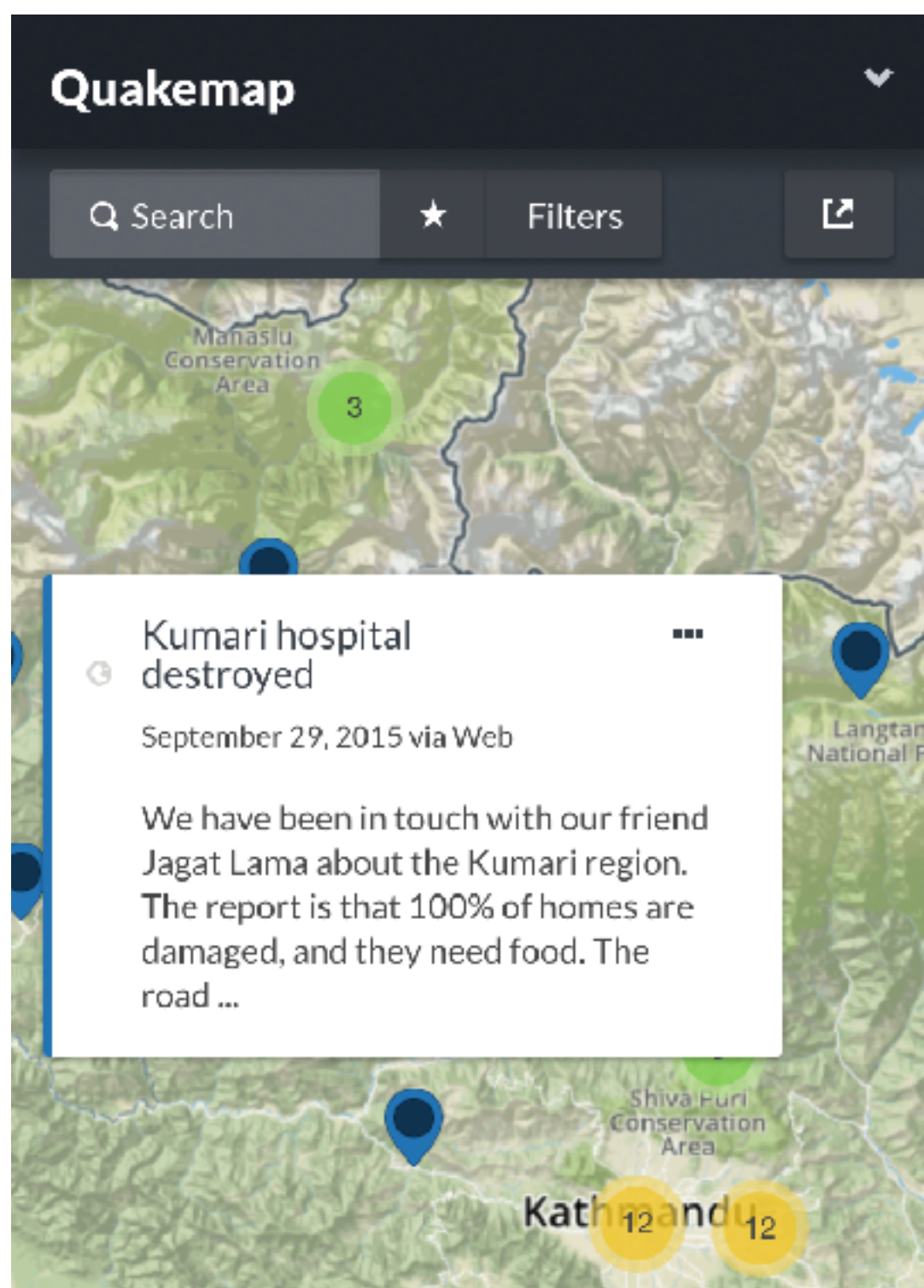
Helping people raise their voice and those who serve them to listen and respond better

We were able to map all the health facilities in Kathmandu Valley before the earthquake, which will undoubtedly help the relief workers' ability to deliver supplies and help save lives.

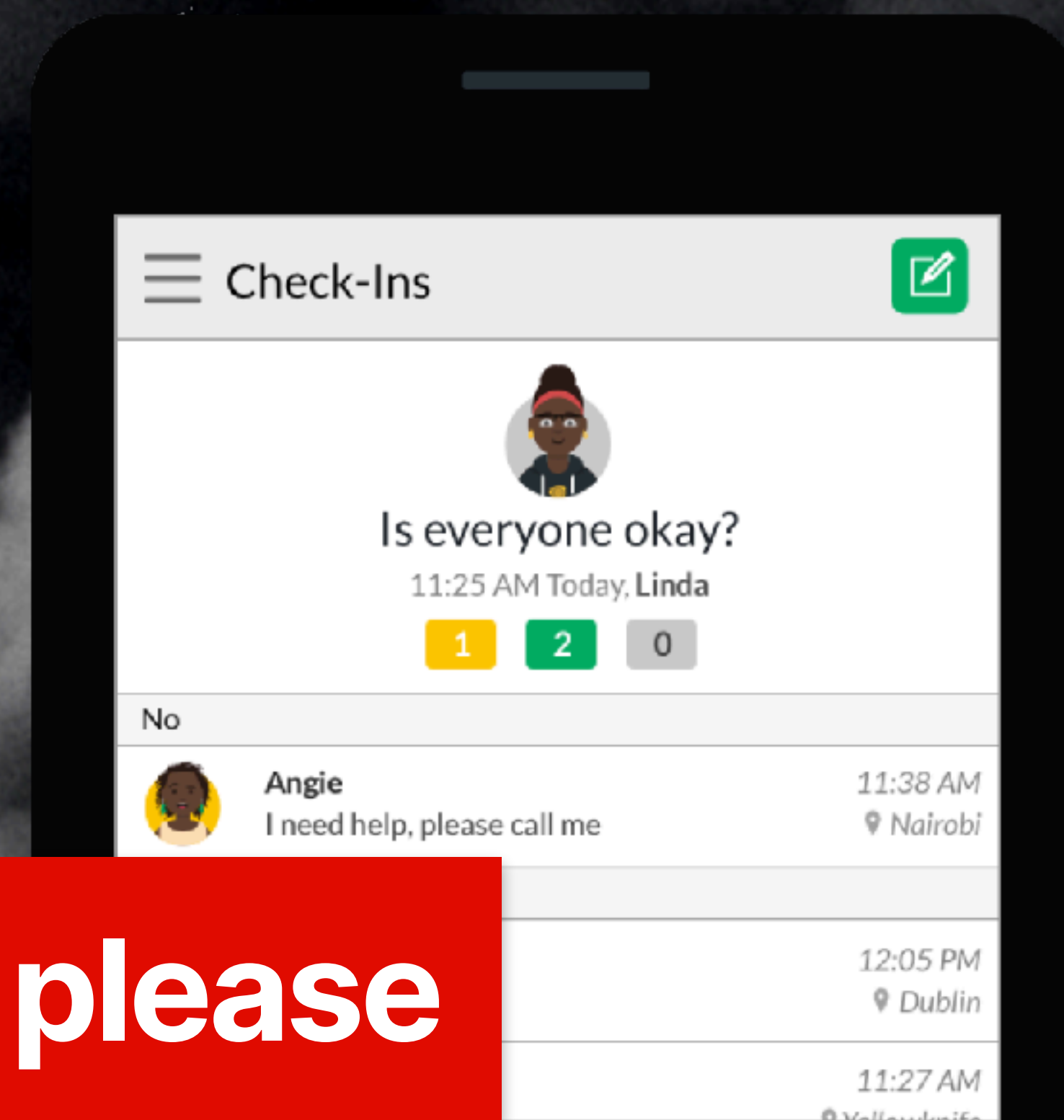


TenFour
by Ushahidi

A tool to help other teams reach each other everyday and in a crisis. On any device.



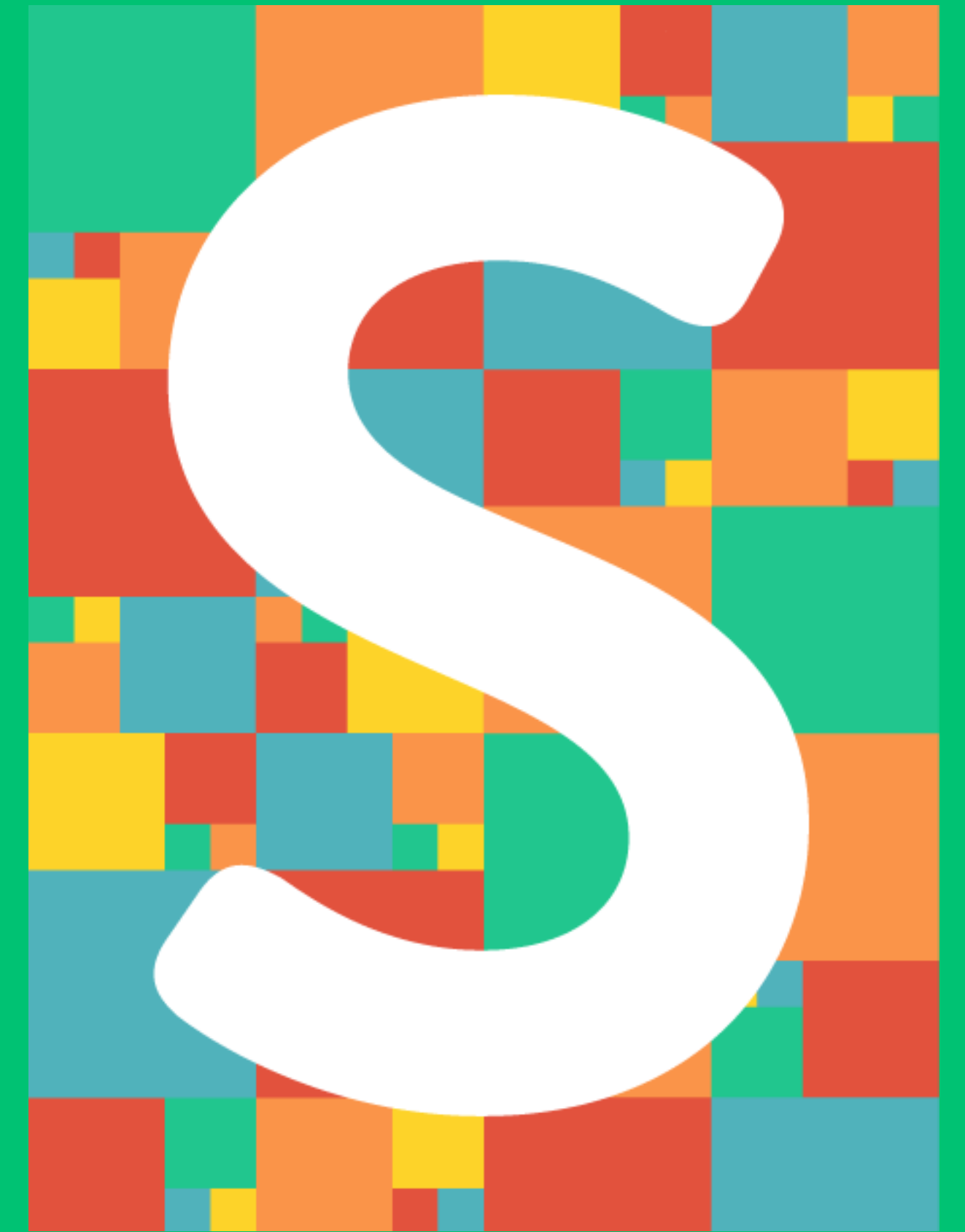
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Simply Secure (<http://simplysecure.org>) is a design nonprofit based in Berlin and NYC, founded in 2014. We design and support responsible technology that enables human dignity.

We offer design and strategy support for:

- > Open technology tools
- > Privacy, security, decentralisation, transparency, human rights tools
- > Nonprofits working in and around technology



developing countries, global
south, emerging markets, thi-
rd world, aid reliant, the next
billion, new readers, socially
excluded, migrant population,
global margins, the west, eco-
nomic peripheries, poor, sub-

Isooko. Peace Building and Tech.

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Photo © Ushahidi 2019



Isooko's aim

“Isooko explores the potential of digital technologies to support peace through testing and development in Rwanda and Kenya.”

You can find more info at isooko.eu

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Photo © Aegis Trust



Dispatcher.

Crisis Response and Tech.

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Dispatcher's aim

“ Can technology help people create and maintain resilience in times of crisis? What kinds of technology aids rather than overwhelms? ”

You can find more info at bit.ly/ush-dispatcher

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Photo © Ushahidi 2019



Why Rwanda and Kenya?

“ Rwanda’s history with Genocide led to a number of social policies and projects that worked on peace. Kenya's history of tribal/political conflict allow exploration into crisis. ”

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Photo © Ushahidi 2019



Grant funded activity is...

...often restrictive, prescriptive and at it's worst 'proposal first' instead of 'human first'.



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Academia ≠ Practice

What works in the
'lab' doesn't always
work in the field.

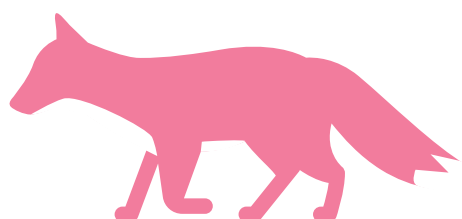
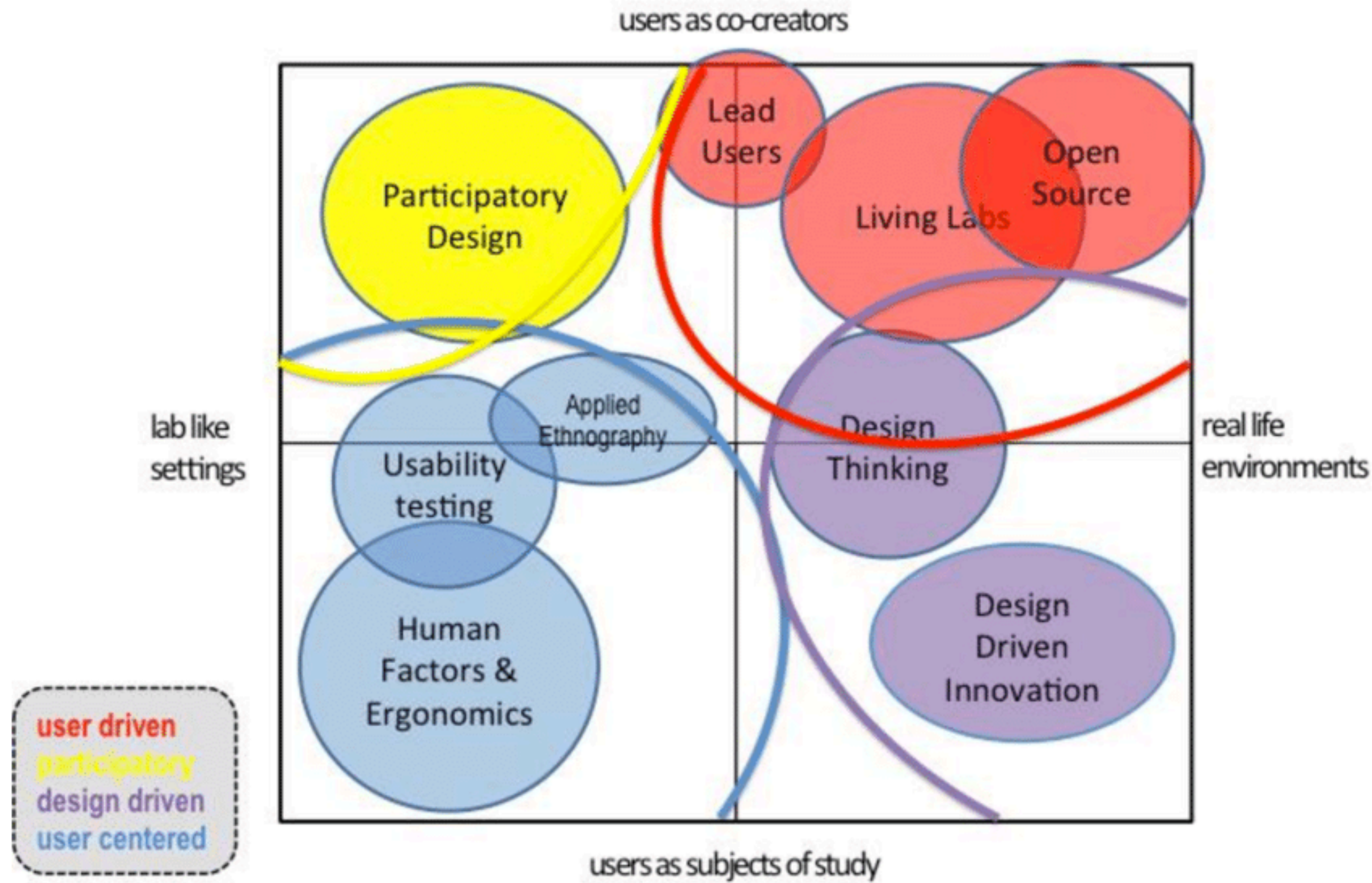
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Living Labs Methodology.



‘Public’

**User Journeys. Personas.
Stakeholder mapping.
Rapid prototyping.**



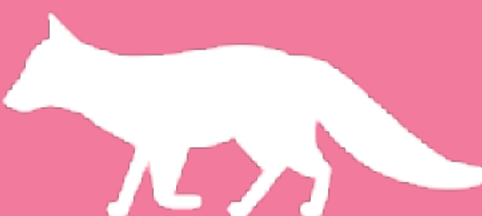
‘Civil Society Orgs’ (CSO’s)

Defining peace.

**Understanding User Journeys
and Personas.**

Tech tool demos.

Impact mapping.



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**Flexibility within
boundaries.**
**Be willing to adapt
activities for good
reasons.**

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Photo © Ushahidi 2019



‘Aid’ Language.

**Countries used to an ‘aid’
presence are ‘non-profit’
language proficient.**



Working with trauma.

**Practice working with
difficult subject matter allows
better handling of it when
witnessed.**



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facebook.com/polycomdevelopmentproject

Working with trauma in design activities.

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BEFORE

DURING

AFTER

1. 12 to 14 years
- playing with friends and
- building
- energetic
- I was at home
- calm
- a spirit of giving
- happy, smiling

- Arrived
- peaceful atmosphere
- Love and unity
- promises of good
- someone out
- security

- I was at home
- Normal programs
- running on
- Listening to music
- singing along

Very happy &
Determined
Sense of humanity
Success

Hope
- Smiling
- Hope
- Calm
- Safety

TRIBE

WARR

- Shaved
- Tears
- sounds of bullets
- sounds of village
- Sound comes from inside
- breath returns
- Tribal war
- High food prices
- Thanks from community

Time passed
Few moments
KIBERA

Scarcity
- Lack of items
- Robbery
- Crime

Displacement

- Born to live
- No food

Violence
&
Sharing of
resources

Love
Love of life

After people
came back
it was
better
than
before

- Safe space
- PEACE only for
- Human rights

- Love
- Business started
- operating

Hope
- promises
- calm

Education
Responsibility
- Peace

HOPEful

Human life was
valued

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TRIBE

φ

WAR

during

- Shocked
- Terror
- Sounds of bullets
- Deaths of killings
- Bad scores from media
- Death pictures
- Tribal war
- High food prices
- Threats from community

Time period

few
months

- Shocked.
- 1 Bullets
- 1 Trauma
- 1 Church burnt



MANCHESTER BOMBING : MY JOURNEY

https://en.wikipedia.org/wiki/Manchester_Arena_bombing

Doing/Thinking

I was working on my laptop. In a different city.

Happy/alooof

Before the incident

Doing/Thinking

After hearing what happened, I watched the news and read twitter.

Scared/worried

During the incident

Doing/Thinking

I contacted my friend who had a brother in the incident. Started a slack support group.

Desperate to help

After the incident

Doing/Thinking

I checked twitter

Bored

Directly before the incident

Doing/Thinking

Asked people if they were safe on facebook etc.

Panicked

Directly after the incident

Homework*

Think of a deeply upsetting event in your life and try to begin to 'Journey map' this event.

* Very optional homework



How did we make sure we did this ethically?

- Attendees notified pre-workshop of subject matter
- Psychological support on site
- Confidentiality
- Researchers went through the same process
- Researchers examples built a compassionate connection
- Researchers were supported post workshop



No photos please

Reactions matter

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Surprising subjects can arise.
Many subjects come into play
when conducting research:
History, culture, politics,
poverty.



Can I relate to you?

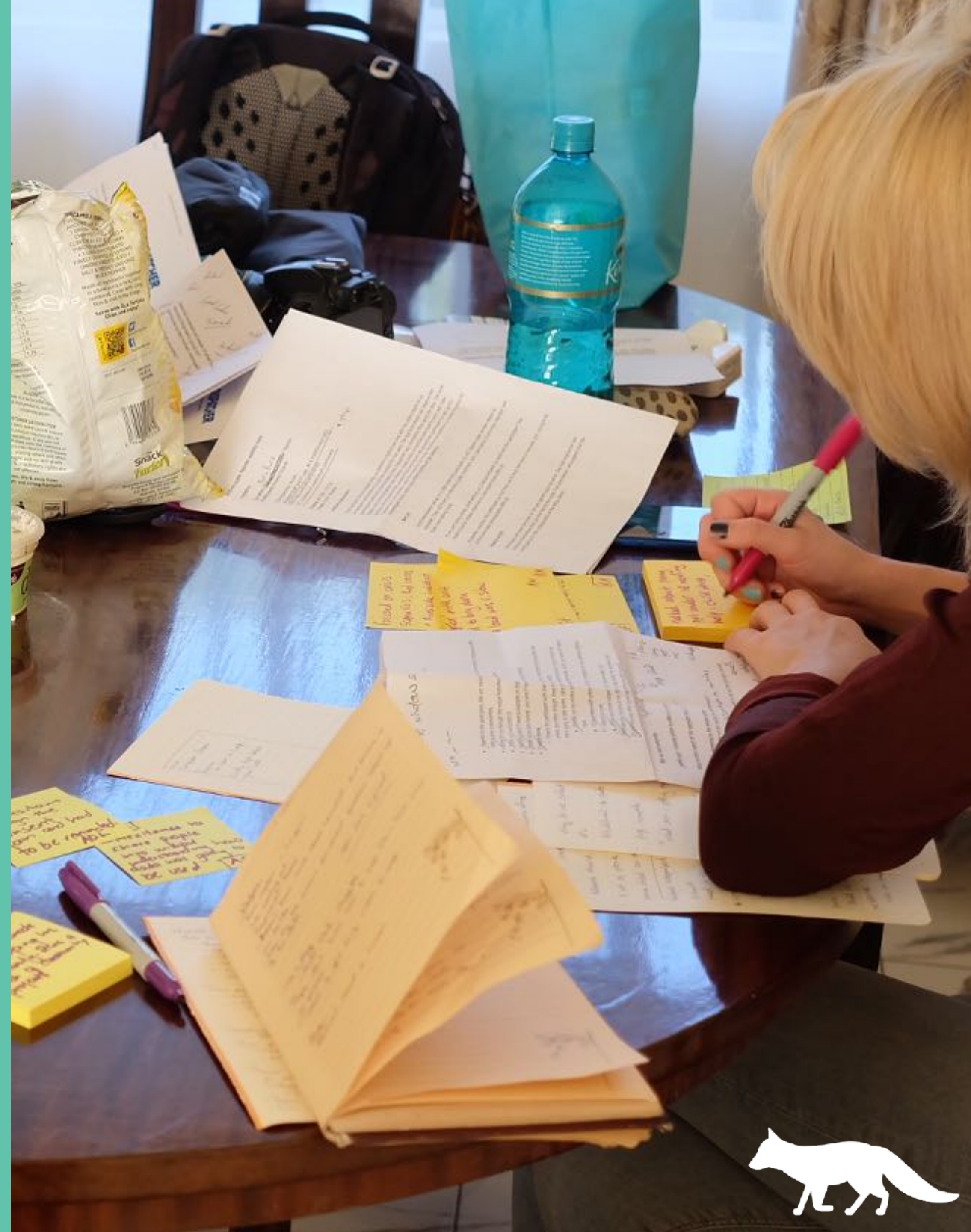
- Race/Ethnicity
- Perceived Gender/Sex
- Social Status
- Interest/Circumstance
- Education



‘Embedded ethnographic’

‘Transitory researcher’

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Embedded ethnographic.

Kathmandu living labs

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Photo © Ushahidi 2019





RE:ACT UK and SARAID Community resilience team

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'Transitory' researcher.

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Doing your own field study in an emerging market. Some resources and tips.



Stay safety, stay healthy.

Take 'burner' phones, extra devices,
do interviews in pairs or threes, know
the local infrastructure, dress code.



Practice on your next vacation*

- Community research online
- Photography
- Ask taxi drivers about your topic

* Very optional



Reports and Guides.

Leaving no one behind: Lessons from the Kerala disasters

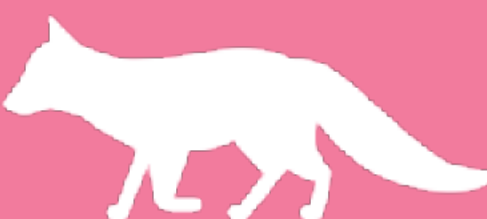
<https://www.preventionweb.net/publications/view/69992>

Safe sisters - Digital security challenges faced by women human rights defenders.

<https://safesisters.net/resources/>

The Human Rights, Big Data and Technology Project

<https://www.hrbdt.ac.uk/publications/>



Conferences and Events

- Rightscon
- Internet Freedom Festival
- Mozfest
- Peace tech labs
- Tech4Good

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Photo © RightsCon 2019



Human rights Centred Design community.

hrcd.pubpub.org

An initiative that brings together people at the intersection between human rights and design, tool development, and user education. All efforts aim to foster and extend the community.



Resources and tools.

Electronic Frontier Foundation eff.org

AccessNow accessnow.org

Advocacy Assembly advocacyassembly.org

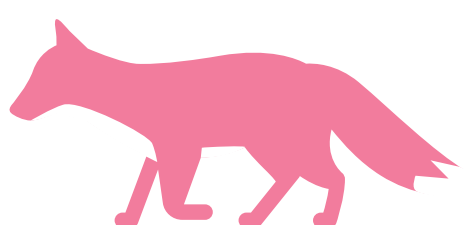
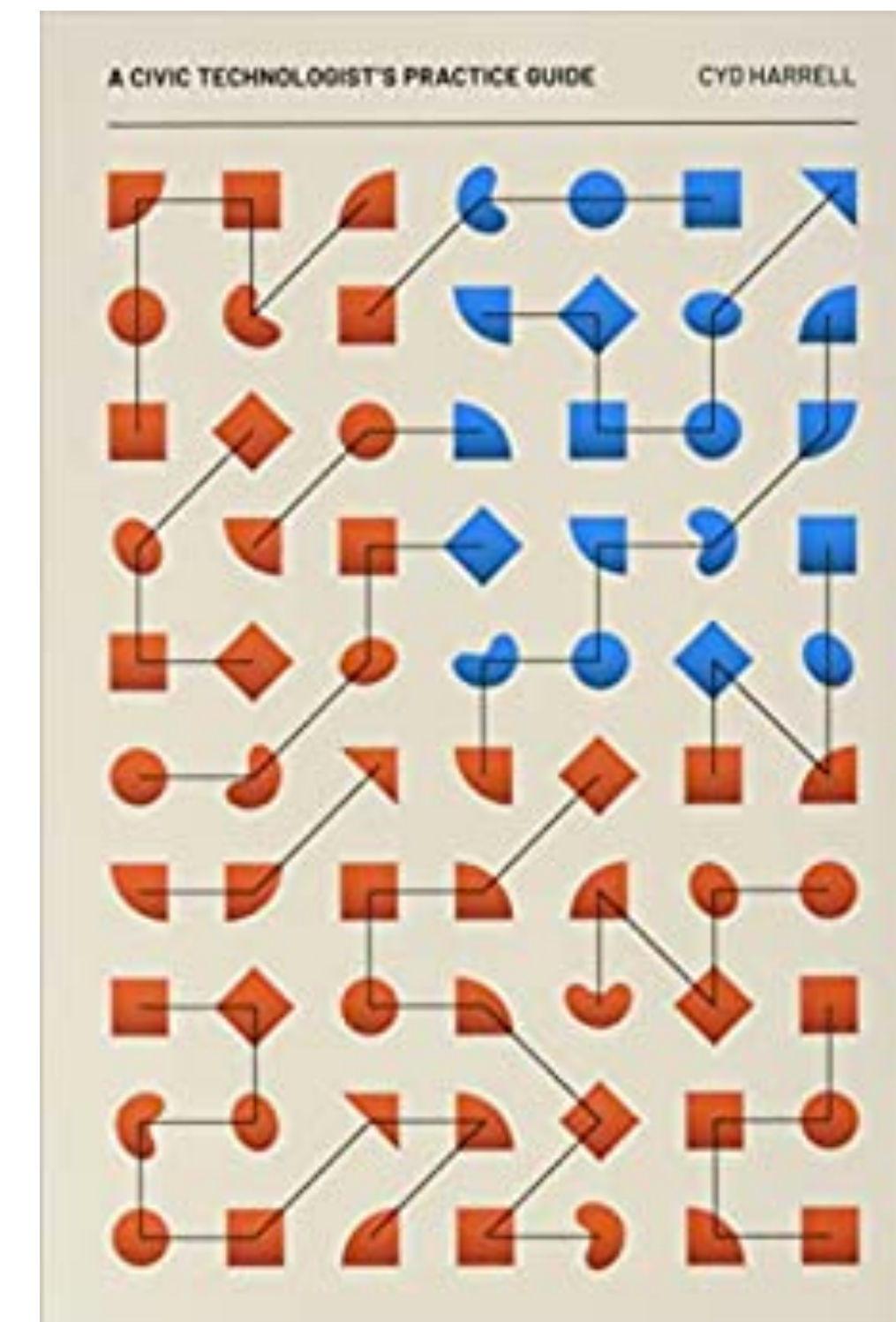
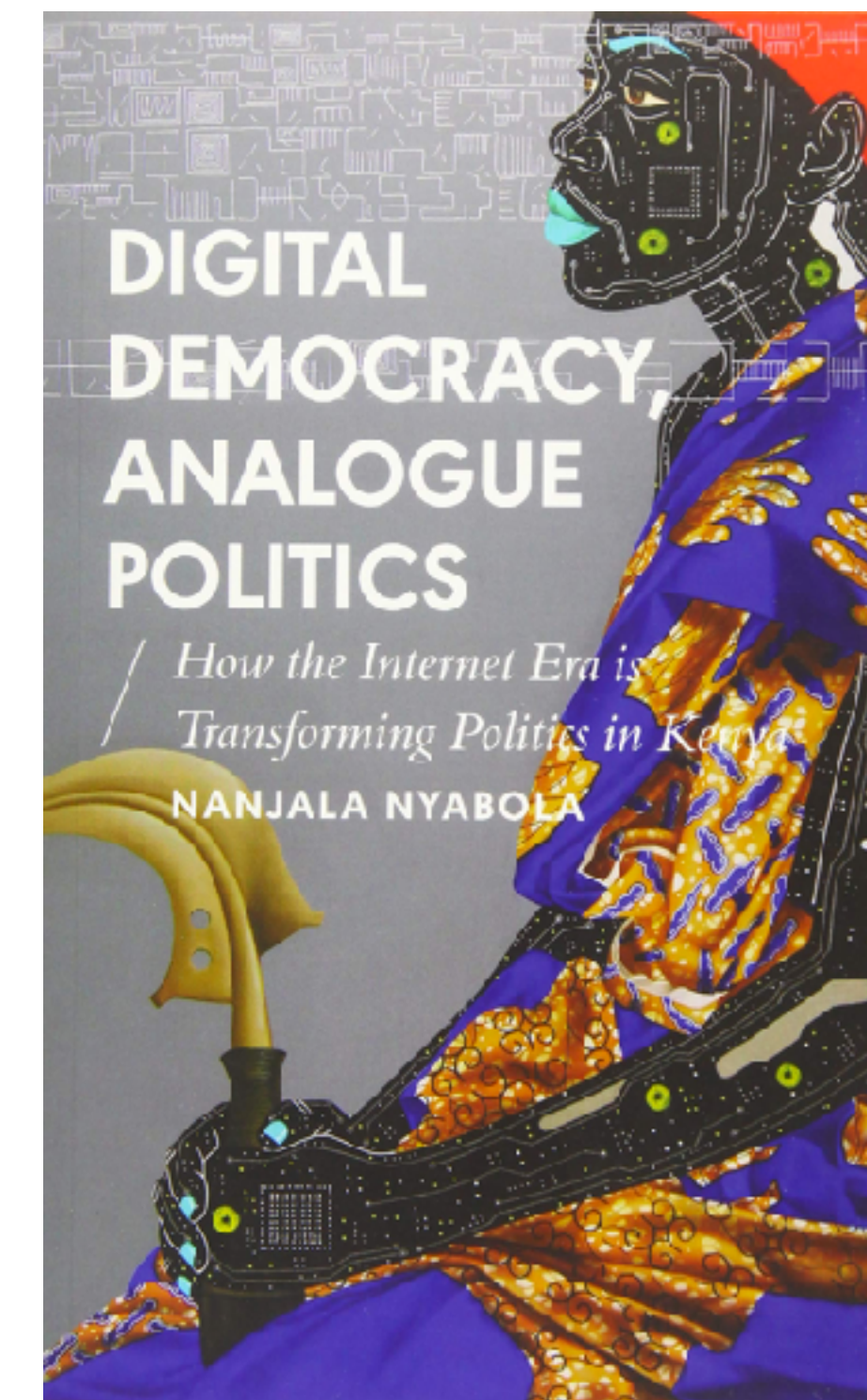
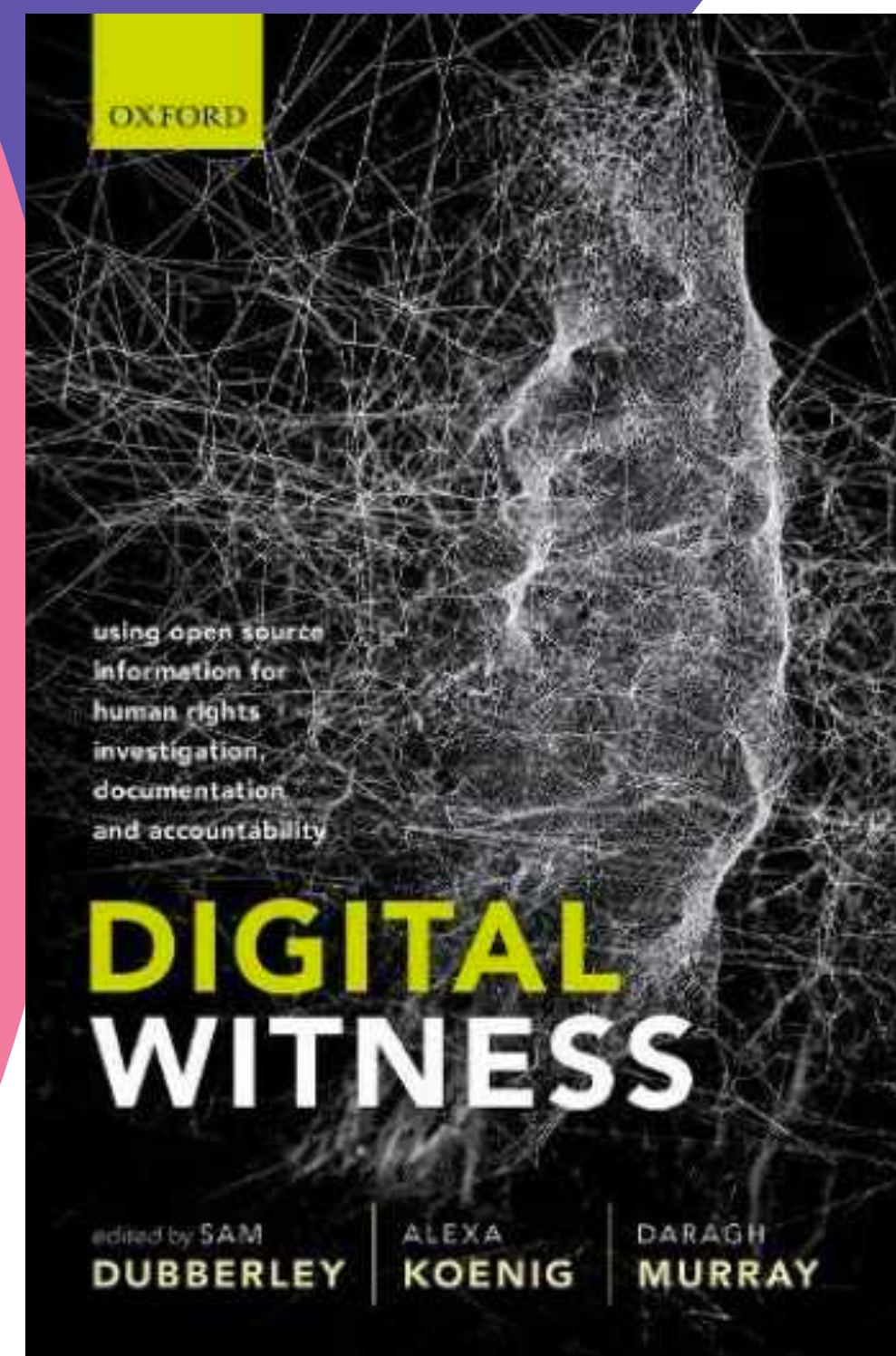
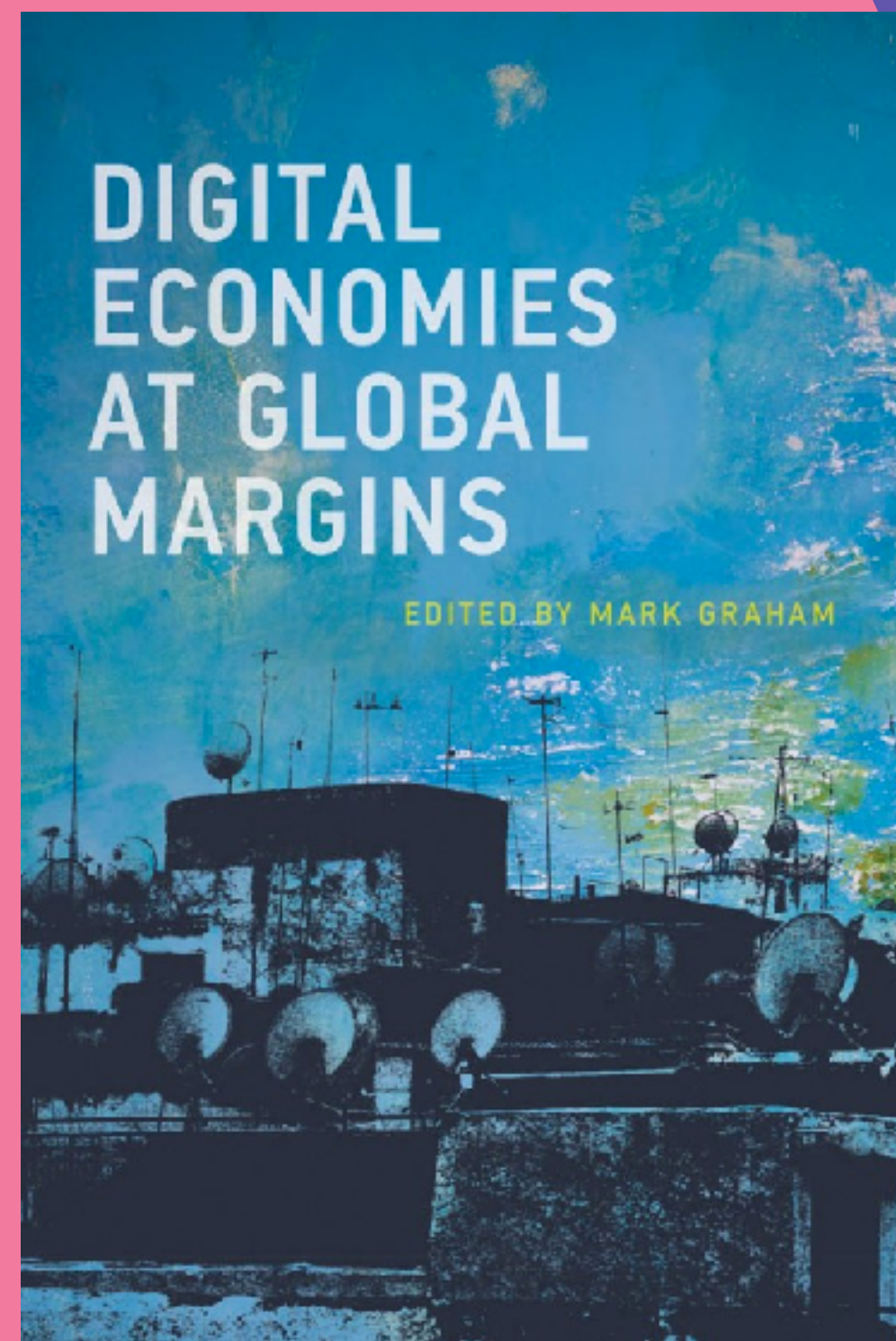
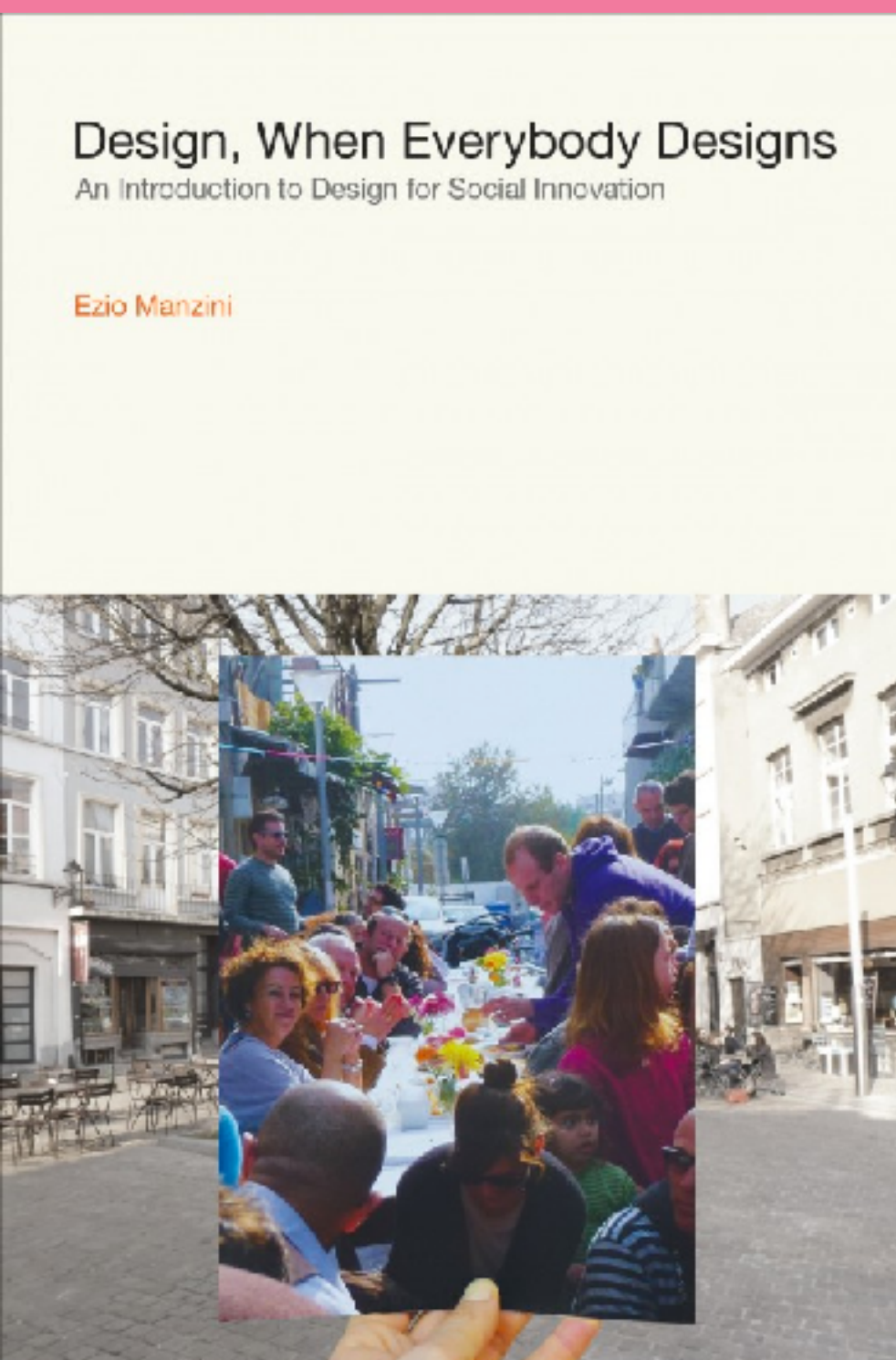
Code for America - [Qualitative research guide](#)

AXIS tools - usable.tools/guidebook

Design Justice Network - designjustice.org



Books



Thanks folks.

noti.st/eriolfox

twitter.com/EriolDoesDesign

erioldoesdesign.github.io

openlab.ncl.ac.uk/people/eriol-fox

