

# Design contributions to OSS: Learnings from the Open Design project.

**Hi, I'm Eriol.**

**They/Them pronouns.**

**I'm a Humanitarian Designer.**

**10 years in digital product design & UX.**

**7 years in humanitarian sector 2 years in (F)OSS.**



**Why aren't there  
many design related  
contributions to OSS?**

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OPEN DESIGN

# Berlin 2018 & Seattle 2019

@erioldoesdesign @opendesignis @fosdem @opensrcdesign

# Designers want to work on projects ‘for good.’

**OPEN DESIGN.**

**Designers**  
**collaborating** and  
**contributing** to  
**Humanitarian OSS** and  
**tech for good** at  
**challenge gatherings.**

**But there are a lot of**  
**challenges.**

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Most designers don't  
have a clue about what  
**OSS is or can be.**

# OSS isn't part of design education.

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Even if designers  
know OSS, Github  
can be a barrier.

# Most OSS projects understand design as **'logos' and 'graphics.'**

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Persona Warm

Example:



has run a farm for 10 years.

-helps community

flood

Office lady

# OSS project issues can be restrictive...

Some health problems  
Active

grows flowers  
- grand rents  
- kids  
- partner

-has farm workers  
Small town  
- owns car + truck  
tech ok

volunteer  
Professional  
Most serious typhoon in

Earthquake  
No people die  
no media

thankful for volunteers

asking what kind of assistance you need

city got resources sharing

on internet for who need help

helped to help others  
volunteer group

its

2 regions  
houses

live alone in house  
old men need place

17 meters steel container  
flew

Knew a government official

...but open workshops  
often lose focus and  
relevancy.

# Lack of version control in software and process for designers.

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India, Bengaluru.



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Taiwan, Taipei.



# Design activities.

## Empathy Mapping.

Build empathy for your group

What it is used for:  
Empathy Mapping helps us consider how other people are thinking and feeling. It builds empathy and gains alignment around user needs, goals, and pain-points.

Whats the purpose:  
To zoom out from focusing on behaviours to consider the users' emotions and experience as well.



Group exercises

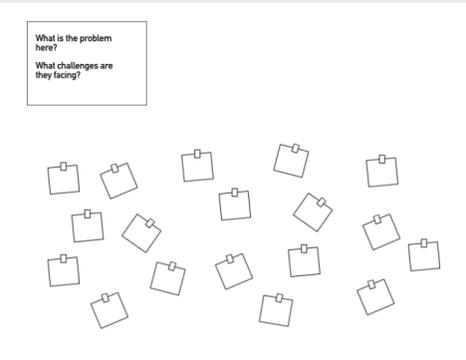
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## Define the problems.

Understand your group's biggest challenges

What it is used for:  
Take your challenge and create the narrative for the person described in your empathy map. Define where they are struggling, state the problems.

Whats the purpose:  
This will help you to focus on specific problems to start the ideation. It also helps further define the issue in the repo and add context for other collaborating designers.



Group exercises

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## Ideation.

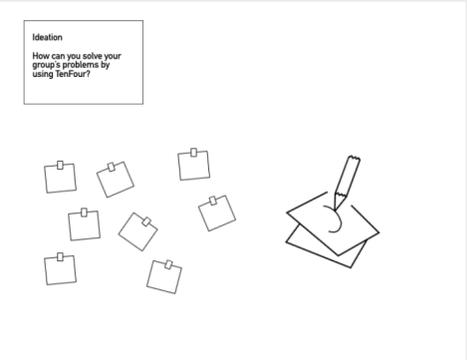
Develop ideas on how you could solve the challenges for your user. Think big and beyond a single purpose.

What it is used for:  
Please develop as many wild, bold, weird ideas as possible and mark them on post-its. Please work as visually as possible to allow others to understand your idea at one glance.

There are no bad ideas and no bad sketches. Vote for the best idea(s) at the end of the session by dot voting.

Whats the purpose:  
Develop a huge amount of ideas in order to choose the best one(s)

Which idea best solves your challenge and for your users?



Group exercises

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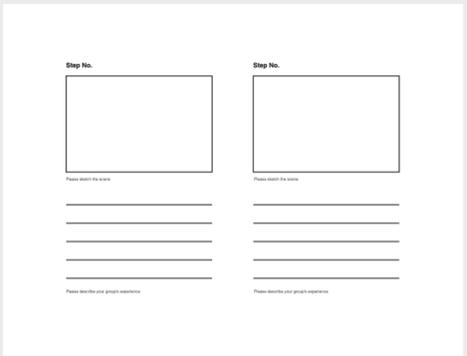
## Story-board.

Optional exercise.

Define your idea and how it works step by step

What it is used for:  
If useful, you can story board the process someone might go through when trying to perform the challenges actions.

Whats the purpose:  
To help discover any missed opportunities or interactions by users when looking at challenges.



Group exercises

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## Sketching & Prototyping.

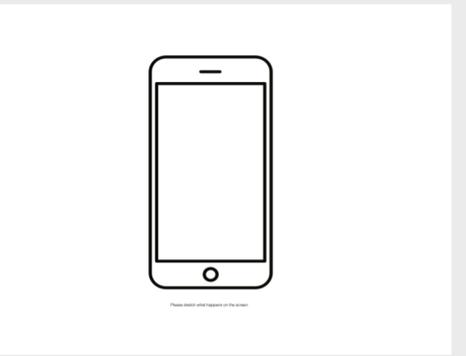
Optional exercise.

You can go straight to XD prototyping.

Now manifest your ideas in mobile user interfaces

What it is used for:  
To map out what screens might be needed in the ideated process. Also useful for usertesting

Whats the purpose:  
This will help you to focus on specific problems to start the ideation. It also helps further define the issue in the repo and add context for other collaborating designers.



Group exercises

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# Invite into the process a 'witness'.

<https://github.com/ushahidi/opendesign/blob/master/witness-brief.md>

@erioldoesdesign @opendesignis @fosdem @opensrcdesign

Our witness,  
Akhila M.

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# Translate issues to design challenges.

<https://github.com/ushahidi/tenfour/issues/112>

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# Prototypes.

← ⋮



A check in that someone can't resend but can respond to.

08:05 AM Today, Eriol Fox

3 2 1 0

RESPOND RESEND

Answer 1

 Vanaja August 21, 2019

Safe: **NO**

Urgency Detected: **80%**

Keywords: **Help** **Small Children** **Die** **No food**

**No Shelter**

Language Spoken: Malayalam

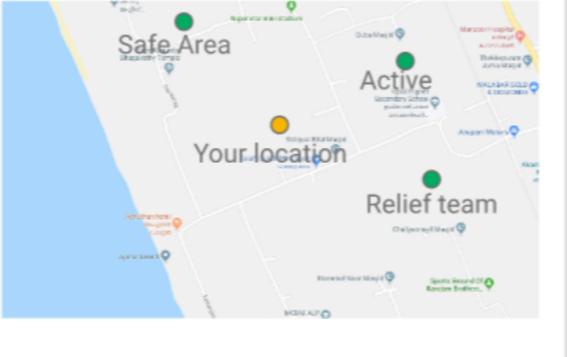
📍 Idukki, 3rd Road, 7th Cross, Idukki, Kerala

[Read full transcript here](#)

☰ Check-ins

SENT INBOX

Location is being shared **STOP SHARE**



People Near You

 Rekha 938237498

←

### Specialist Skills

Do you have any particular skills that could be useful? Find it in our categories below, or type it in, and upload your documents.

🔍 Search

🔍 I'm searching for something ✕

🔍 Search... **ACTIONS** ▾ □

Input some text

✉ Input some text

Input some text

← I need HELP!!! **SEND**

Describe your situation  
Simply describe what damage you are facing

Photo & Video  
+

How big is your property?  
100 m2

Location  
Taipei, Zhongshan Area

Contact number  
091234567

What skill do you need?  
**+ ADD SKILLS**

What kinds of resources do you need?  
**+ ADD RESOURCES**

Save this check-in to re-use later □

**Increase & sustain  
contribution.**

**Support the community.**

**Build understanding between  
design and OSS.**

**Bringing Open Design to education  
and workplaces.**

**We want to build  
relationships with  
more OSS projects.**

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**Open methodology,  
frameworks and  
processes to use and  
remix:**

**[github.com/ushahidi/opendesign](https://github.com/ushahidi/opendesign)**

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