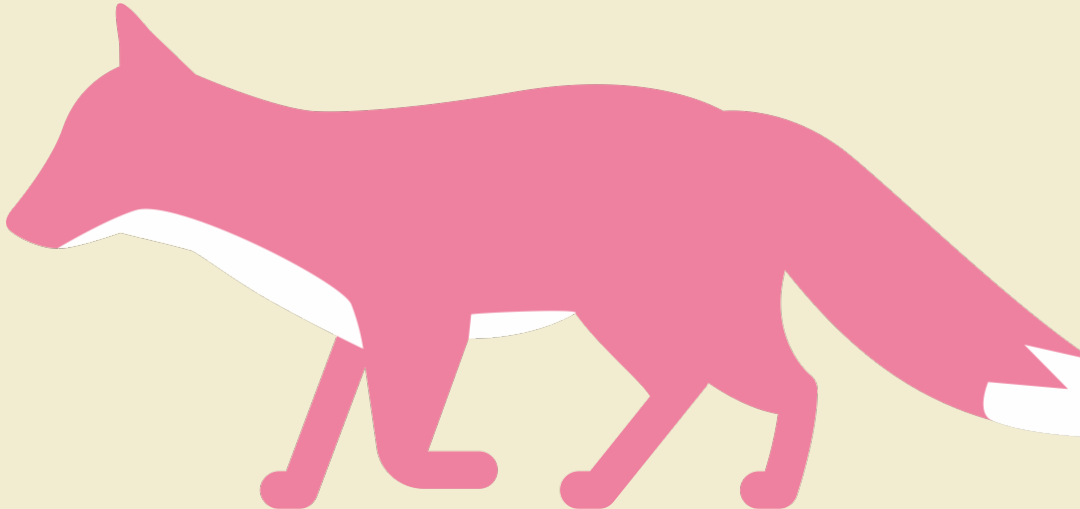
Becoming a designer for humanitarian technology and open source software.

Design Journey

Humanitarian design

Open Source Design

https://bit.ly/SCA-design



Hi, I’m Eriol. (ehh-roll)

I’m a human rights centred designer.

Lead designer at Open Food Network.

PhD student researching Humanitarian OSS + Design.

10 years in digital product design & UX.

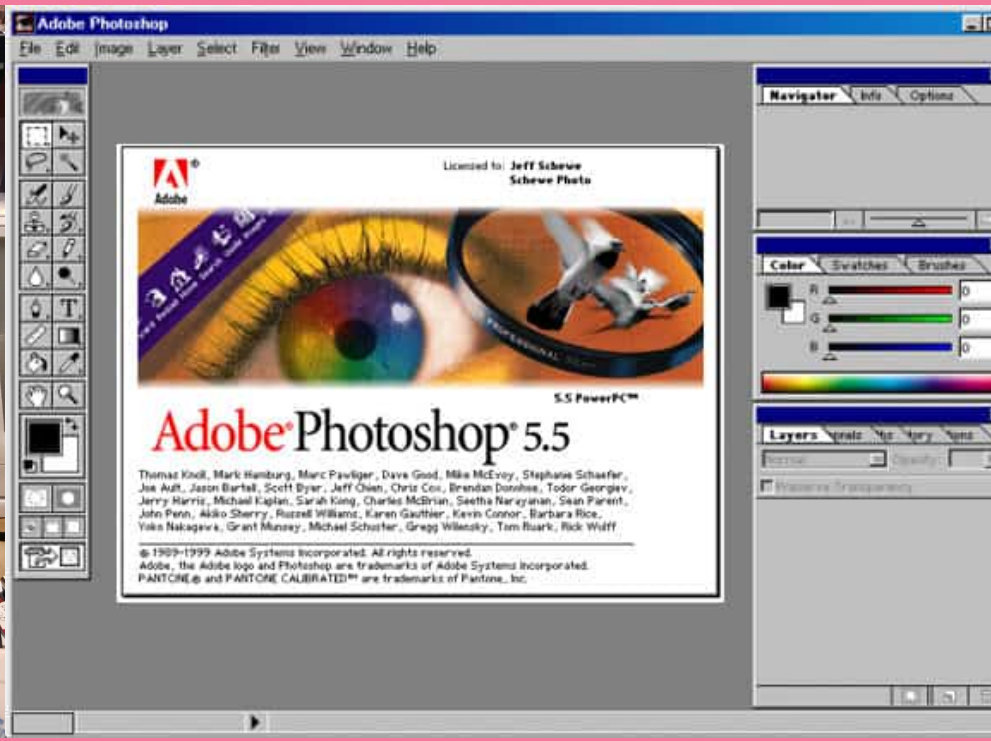
7 years in humanitarian sector 2 years in (FL)OSS.

From artist to designer.

I started out focusing on art in school....

...but I also loved computers and what they could do.

Mac OS X
iMac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From artist to designer.

When I started to move towards design I got strong signals from the design community that I ‘was not welcome’ because I had not studied design.

How exclusionary!

This will be hard!

Will everyone in the community be like this?

Can I be a designer if I didn’t study it?

Who will help me?

Where do I start to find my place in design?

How can I get a job in design?

Will I ever be ‘good?’

I’ll do it anyway!

I looked to my community work for opportunities.

I created two projects around mapping that helped me build my design skills.

Welcome to our Adamsdown Green Map! Please use the icon menu below to work out what is on the map. Adamsdown has some great green spaces, local shops and sites of interest and is a very diverse neighbourhood. We hope this map will help you to explore Adamsdown to its full potential!
Food Gathering Cynaeafau Bwyd
Child Friendly Cyfeillgar i Blant
Dog Friendly Cyfeillgar i Gwn
Pub/Restaurant Tafarn/Ty Bwyta
Public Space Mannau Cyhoeddus
Water Fountain Nodwedd Dwr
Green School Ysgol Gwyrdd
Community Centre Canolfan Cymunedol
Lively site Safle Bywiog
Redevelopment Datblygiad Newydd
Public Toilet Ty Bach Yr Cyhoedd
Pedestrian Friendly Cyfeillgar I Droedwyr
Well Well
Noisey Site Safle Swnllyd
Eco Club Clwb Eco
Bike Shop Siop Beic
Art Site Safle Celf
Vandalism Fandaliaeth
Prison Carchar
Trees Coed
Park Parc
Healthy Food Bwyd Iachus
Clifton St
Clifton street is a vibrant and buzzy local shopping centre. Where you can find fantastic local food from butchers and greengrocers to cafes and sandwhich shops. There are many unique shops here as well as places to eat and drink!
Free recycling bags (green & white) are available from the post office and library.
Mae'r stryd yn Clifton yn ganolfan siopa lleol fywiog a phrysur. Lle gallwch ddarganfod amrywiaeth o fwydydd lleol fel cigyddi, siop fferyllfa a llysiau, siwt bwyty a siop frechdan.
Mae'r stryd siop ailgylchu i gyd (gwyrdd a gwyn) ar gael am ddim wrth y swyddfa bost neu'r llyfrgell.
St.Germans Church & Hall
St Germans Church plays a central part in the Adamsdown community. It holds regular group meetings like the Luncheon club and the Youth hub the hall also holds various events like band nights, under 18's nights and community get togethers.
Mae Eglwys "St German's" yn chwarae rhan canolog yn gymuned Wauneddu. Mae'r yn dal grwpiau wythnosol fel y Clwb Ginio a'r Clwb Ieuenctid. Hefyd mae'r neuadd yn cynnal achlysuron fel nosweithiau bandiau a nosweithiau o dan 18 oed yn ogystal â'r gymuned at ei gilydd.
Resource Centre
The Adamsdown resource centre is home to the communities first project . (tel: 02920 460899) The centre is home to many action groups like the environmental group. They hold classes and help members of the community as best they can.
Mae Canolfan Adnoddau Wauneddu yn gartref i Brosiect Cymunedau'n Gyntaf Wauneddu. Mae'r canolfan yn gartref i sawl grwp cymunedol fel y Grwp Gweithred Amgylcheddol. Hefyd mae'r canolfan yn cynnig hyfforddiant a gweithgareddau cyngor.
N
Tremorfa
Roath
E
Splott
W
S
Butetown
ADAMSD
GREE
MAP
E.A.G
The Environmental Action Group (EAG) has been very busy indeed - We've put on a multitude of fantastic events (including many events in the Adamsdown Community Garden, events on Anderson Fields, and the marvellous Adamsdown Boundary Walk! We have worked together with the local schools in the creation of this beautiful green map and with local residents in the development of Anderson Fields. We are always happy to accept new volunteers and new members so if you'd like to get involved - contact the Adamsdown Community Project to find out about our next meeting or event!
Mae'r Grwp Gweithred Amgylcheddol (EAG) wedi bod yn brysur iawn! - Rydyn ni wedi cynnal nifer o achlysuron bendigedig yn ardd Cymunedol Wauneddu, Cae Anderson, a llwybr 'sy'n terfynWauneddu. Rydyn'n wedi gweithio cyda ysgolion a thrigolion lleol yn ystod datblygiad Cae Anderson i greu y Map Gwyrdd bryddferth yma.
Rydyn'n yn hapus i dderbyn gwirfoddolwyr ac aelodau newydd, os hoffwch chagar a mybvdderth am gyfarfodydd neu yr achlysur nesaf cysylltwch a Prosiect Cymunedol Wauneddu.

Icons
Clifton St

~~From~~ I can be an artist ~~to~~ and a designer if I want!

Design is no longer a place where only people who have studied design in school and university can thrive.

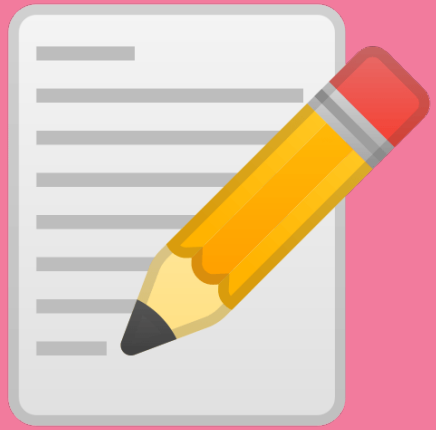
Community helped me get where I wanted to be with my career.

People from varied backgrounds/subjects make *amazing* designers!

Psychology.
Writing/English.
Social Science.
Science.
Teaching.
Art.
Engineering/Computing.
Marketing.
Journalism.

Design still has problems with competition vs community and supporting each other but it’s changing rapidly.

The four key skills/ attitudes I think designers need to thrive are...



1. Curiosity about people.
2. Listening skills.
3. Desire to solve problems.
4. Communication skills.

Everything else will come with time and practice.

Software. Team work. Research skills. Interv
techniques. Vector SVG. Layout. Grid system
Print. Logos. Design systems. UI. accessibilit
SASS. CSS. HTML. Wireframing. Prototyping.
Personas. Design Ops. Service Design.
Branding. Kerning. White Space. Minimalism.
Maximalism. Data Visualisation. Infographics
UX Design. Motion Graphics. Sound Design.
Immersion. Gamification. User Journey.
Personas. Documentation. Info Architechture

@erioldoesdesign

Humanitarian Design?

Mixing my love of community development and design.

COMMUNITY LITTER PICKS

Come join the Local Environmental volunteer group every third Sunday of the month for community litter picks!

Meeting at 4pm at 10g Moira Terrac

Litter pick dates

- Sunday 19th August
- Sunday 16th September
- Sunday 21st October
- Sunday 18th of Novembe
- Sunday 16th December

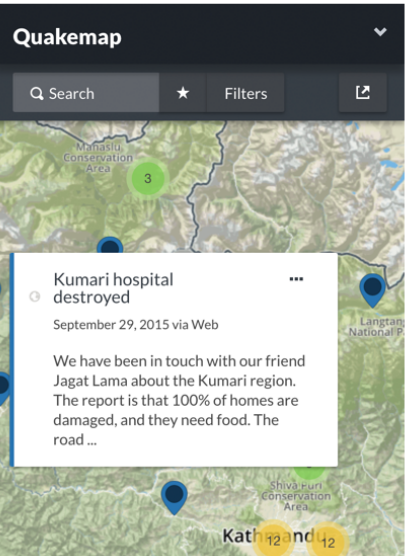
E.A.G

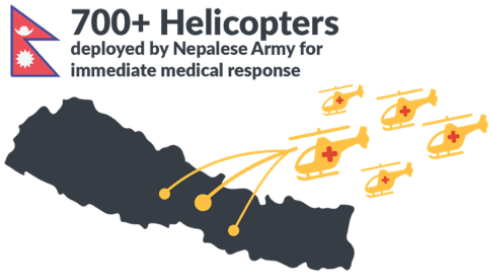
For more info please contact:
Adamsdowneag@gmail.com
02920 460 899

Ushahidi

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

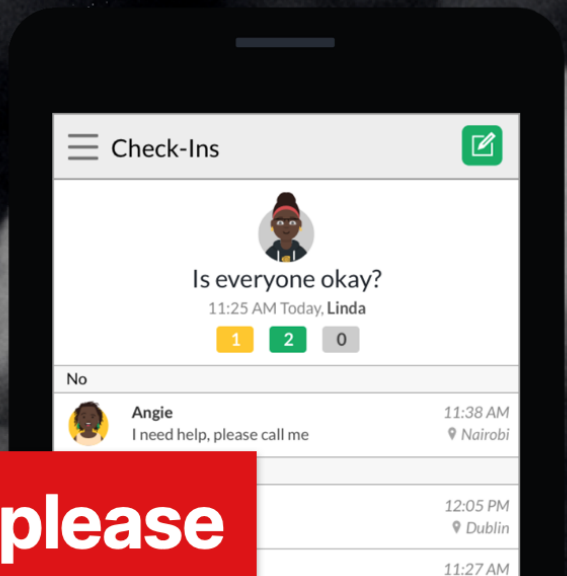
We were able to map all the health facilities in Kathmandu Valley before the earthquake, which will undoubtedly help the relief workers' ability to deliver supplies and help save lives.





TenFour
by Ushahidi

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



No photos/copies please

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

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

It is possible to work on projects for good as a designer.

But it’s deeply challenging as a person.

facebook.com/polycomdevelopmentproject

Working with trauma in design activities.

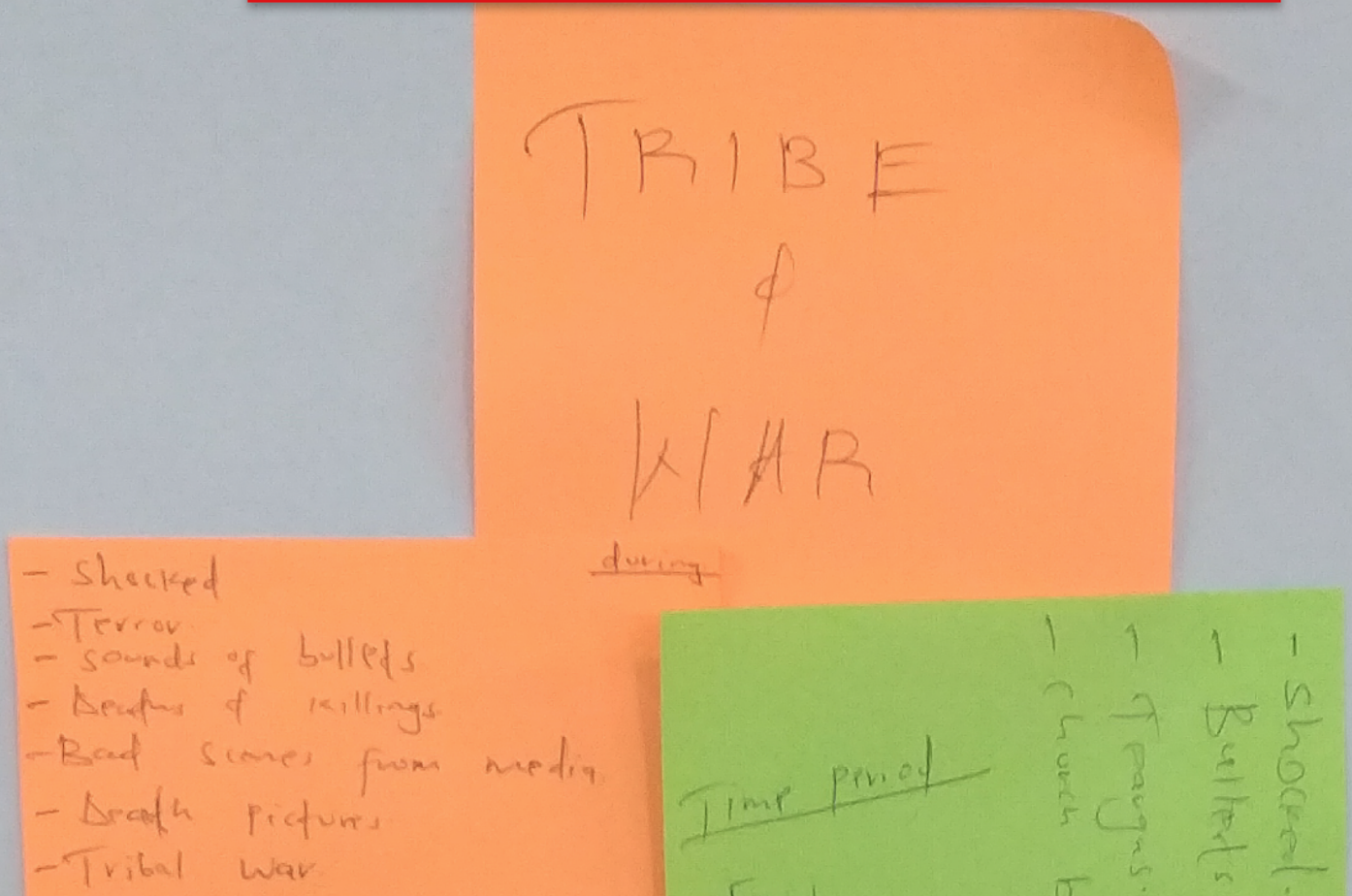
No photos/copies please

User journey maps

A typical design activity used to better understand what people are doing over a period of time that your trying to solve a problem for.

BEFORE
DURING
AFTER
TRIBE
&
WAR
KIBERA
Displacement
Violence
&
Sharing of resources
HOPEFUL
No photos/copies please

No photos/copies please



MANCHESTER BOMBING : MY JOURNEY

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

Before the incident

Doing/Thinking

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

Happy/aloof

During the incident

Doing/Thinking

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

Scared/worried

After the incident

Doing/Thinking

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

Desperate to help

Directly before the incident

Doing/Thinking

I checked twitter

Bored

Directly after the incident

Doing/Thinking

Asked people if they were safe on facebook etc.

Panicked

Ushahidi

No photos/copies please

Human rights needs designers.

Understanding the problems faced by those in difficult and dangerous situations is key to solving those problems well. Designers work with the people affected to understand and communicate the needs and guide solutions.

Designers are human.

When working with humanitarian, ‘for good’ projects understand that the rule of self-care applies. You can only design well for others if you, and your company/organisation are taking care of and supporting you.

Open Source Design

How I found a new community.

Open Source Design

How I found a new community.

Why aren’t there many design related contributions to OSS?

TenFour
by Ushahidi

FEATURES OPEN SOURCE ABOUT SIGNUP FOR FREE

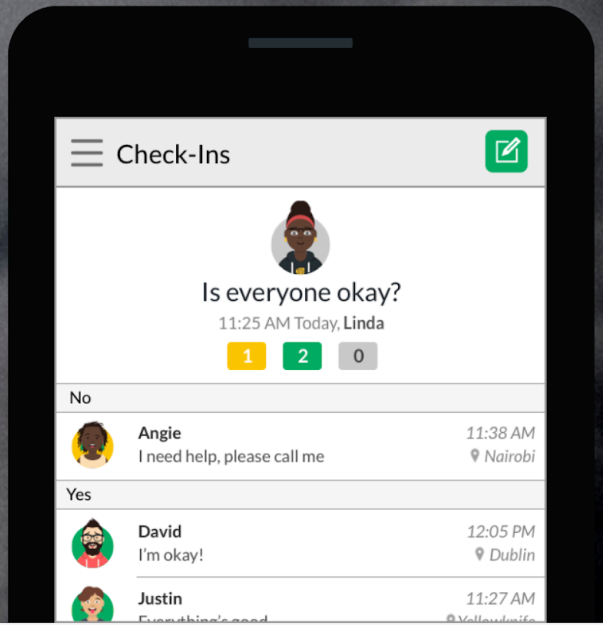
EMERGENCY TEAM CHECK-INS

Any device

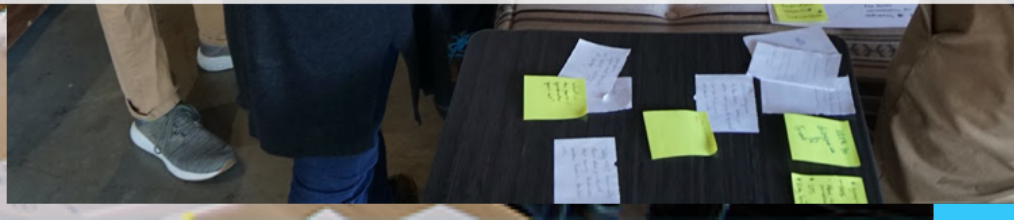
Any channel

SIGNUP FOR FREE

Already signed up? Login to TenFour



Berlin 2018 & Seattle 2019



Designers want to work on projects ‘for good’.

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

Open methodology, frameworks and processes to use and remix:

https://github.com/Erioldoesdesign/opendesign

Design activities.

Empathy Mapping.

Group exercises

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.

OPEN DESIGN.

Define the problems.

Group exercises

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.

OPEN DESIGN.

Ideation.

Which idea best solves your challenge and for your users?

Group exercises

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 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)

OPEN DESIGN.

Story-board.

Optional exercise.

Group exercises

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.

OPEN DESIGN.

Sketching & Prototyping.

Optional exercise.
You can go straight to XD prototyping.

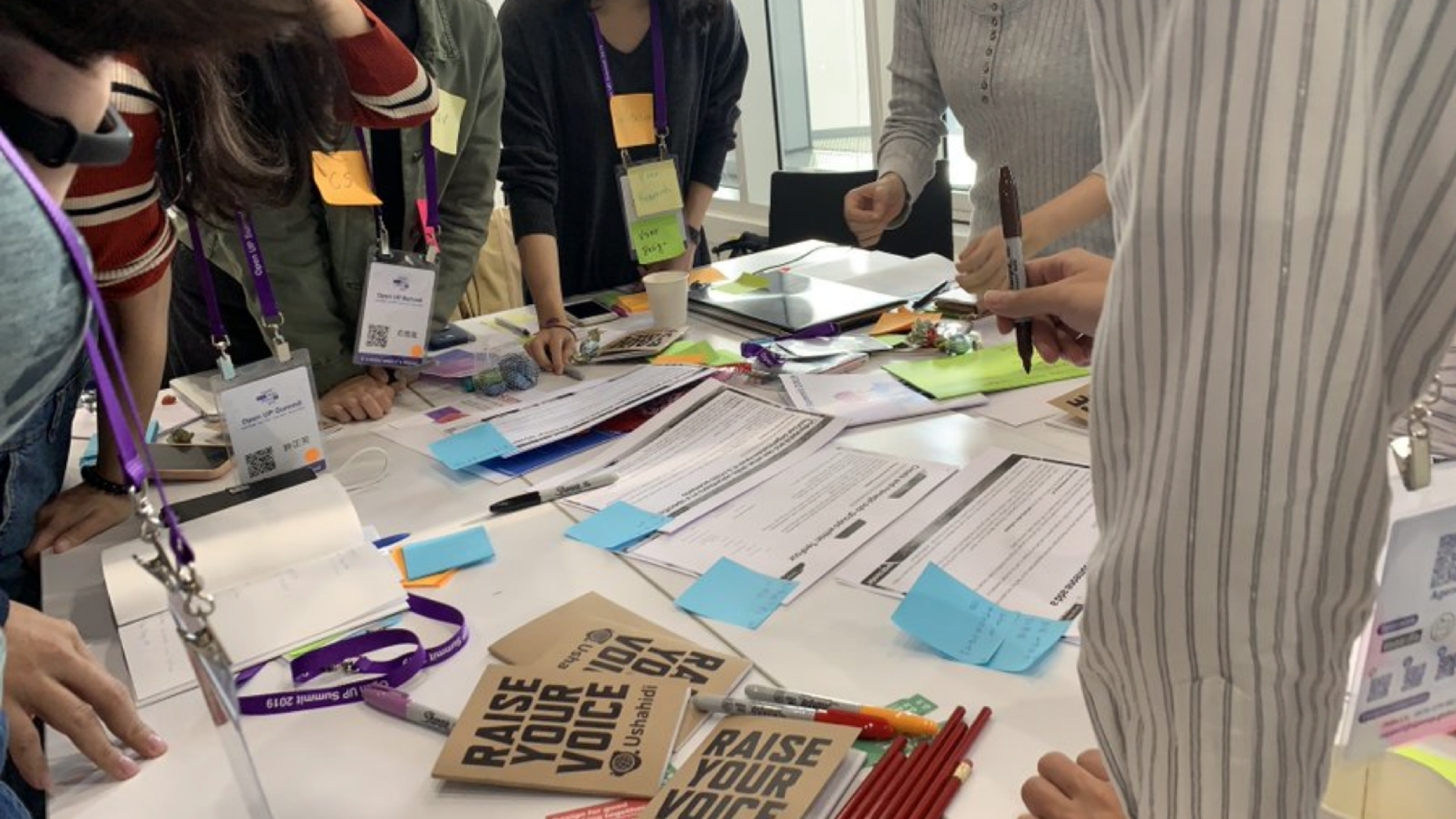
Group exercises

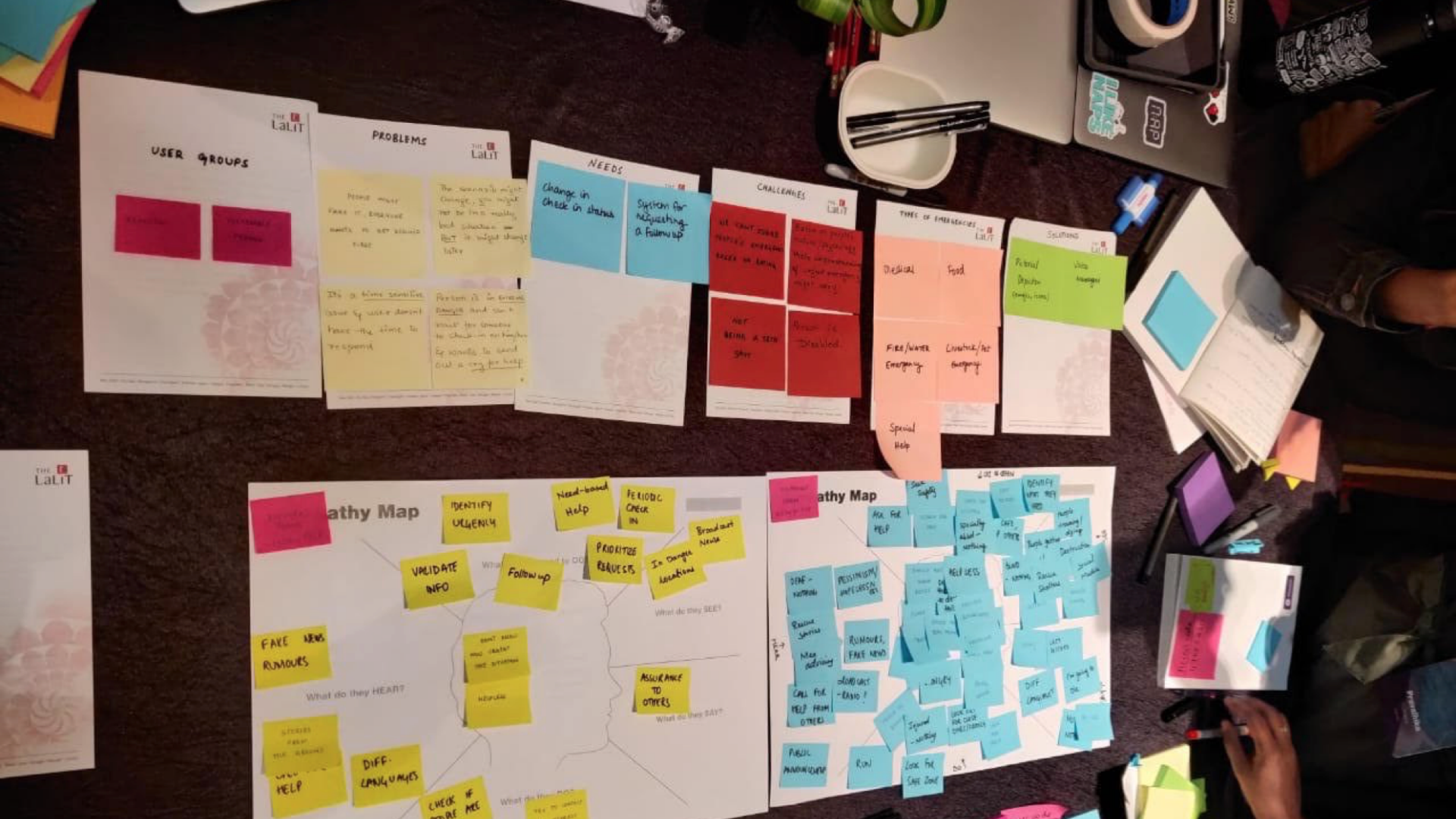
Now manifest your ideas in mobile user interfaces

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.

OPEN DESIGN.


RAISE YOUR VOICE
Ushahidi
RAISE YOUR VOICE


USER GROUPS
PROBLEMS
NEEDS
Change in check in status
System for requesting a follow up
CHALLENGES
TYPES OF EMERGENCIES
Medical
Food
Special Help
athy Map
IDENTIFY URGENCY
Need-based Help
PERIODIC CHECK IN
VALIDATE INFO
Follow up
PRIORITIZE REQUESTS
Broadcast News
FAKE NEWS RUMOURS
What do they HEAR?
What do they SEE?
What do they SAY?
ASSISTANCE TO OTHERS
HELP
DIFF. LANGUAGES
athy Map
Ask for HELP
RUMOURS, FAKE NEWS
Run
Look for SAFE ZONE

Designers and developers collaborating together, openly across borders and organisations.

This is the future of design.

A community of supportive designers in open source

opensourcedesign.net

Final Advice.

Get Paid.

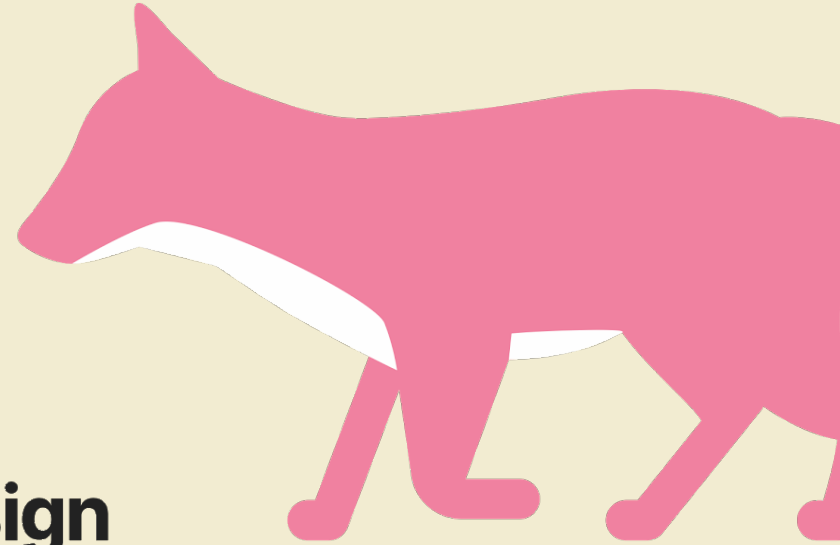
Get paid what your worth and you are worth more than you think you are.

Including all y’all juniors, interns and students. Get paid!

Thanks folks.

noti.st/eriolfox

linkedin.com/in/eriolfox

github.com/Erioldoesdesign

medium.com/@EriolDoesDesign