

Using open source for building humanitarian tools: The challenges from those 'who don't code'

Hi, I'm Eriol.

They/Them/Their's pronouns.

I'm a Humanitarian Designer.

10 years in digital product design & UX.

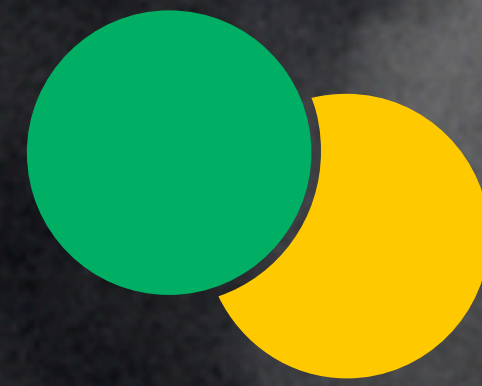
7 years in humanitarian sector 2 years in (F)OSS.





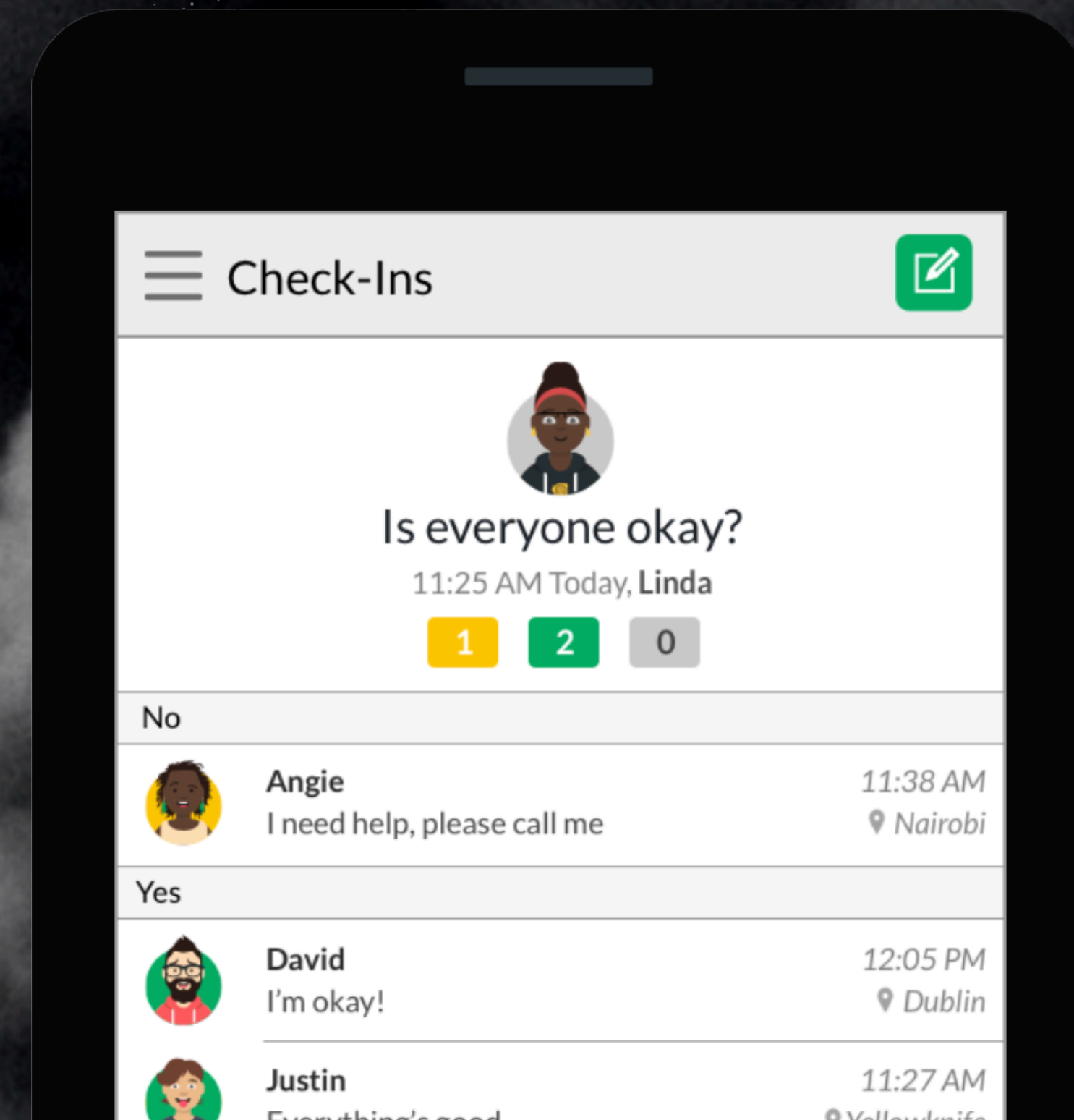
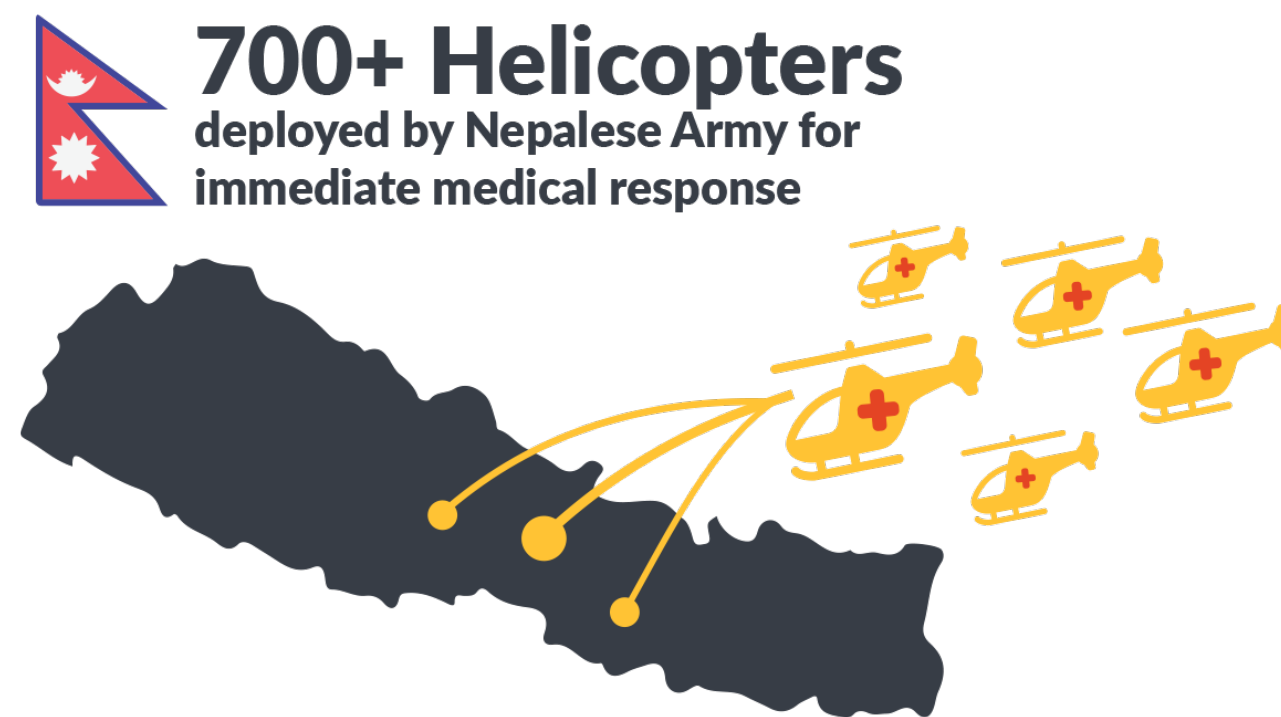
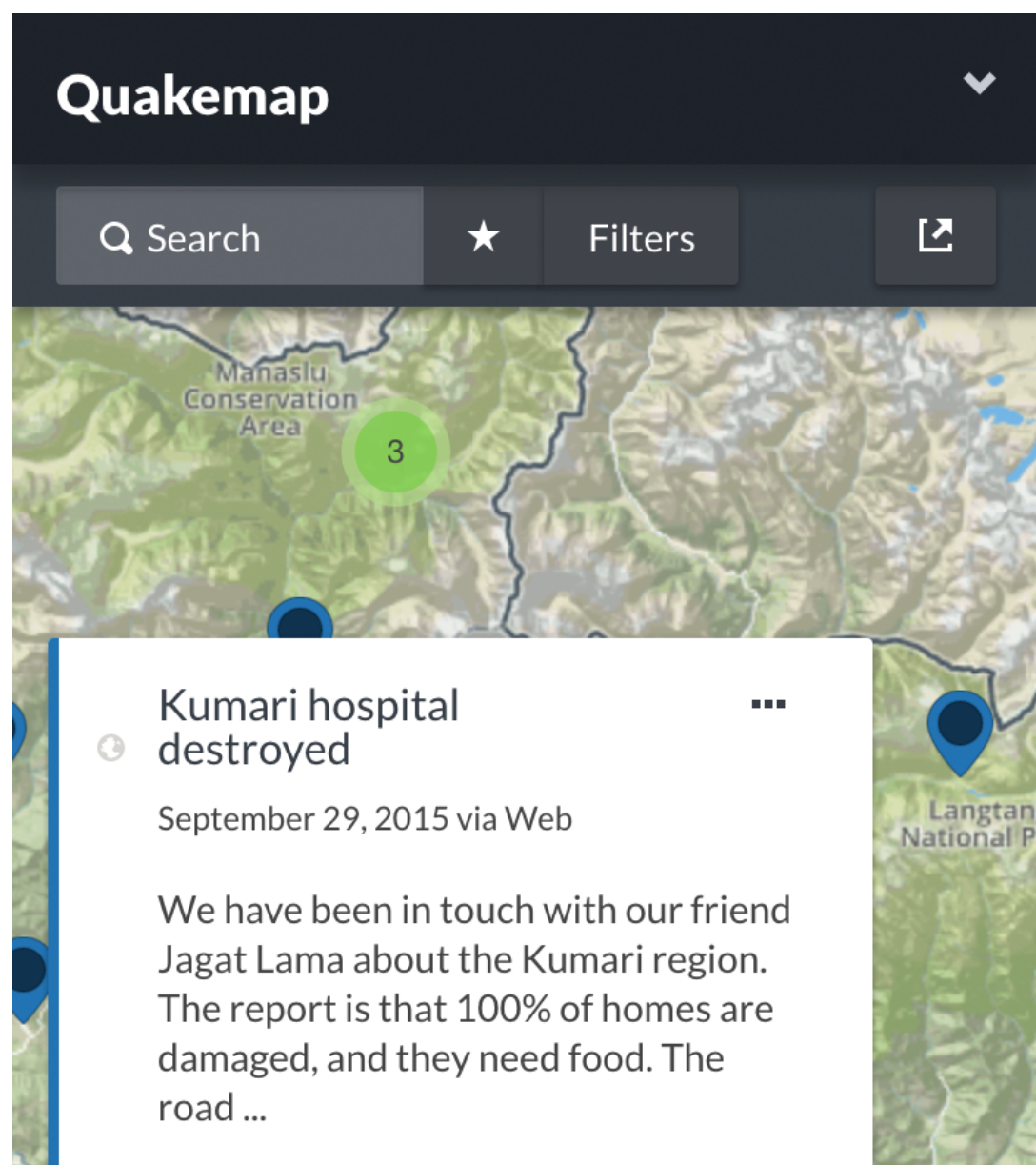
Helping people raise their voice and those who serve them to listen and respond better

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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What is Open Source Software?

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opensource.com

opensource.org

redhat.com/en/topics/open-source/what-is-open-source

Where are the other
people like me?

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OSS is predominantly a
'coding' tech space.

**There must be other
people like me.**

OPEN DESIGN

Berlin 2018 & Seattle 2019

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Designers want to work on projects

'for good.'

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

What are the problems?

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

Persona Warm

Example:

has run a farm for 10 years.

-helps community

-has farm workers

flowers

Professional

Office lady

Earthquake volunteer

Some health problems

Active

-grandparents

-Kids

-owns car + truck

Small town

typhoon in typhoons

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

live alone in house old men need place

17 meters steel container flew

Knew a government official

2 regions have houses

its

OSS project issues can be restrictive...

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

OSS isn't part of design education.

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

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

Explanation of OSS contribution sounds like 'work for free.'

Lack of version control in software and process for designers.

**What are we doing to
solve these problems?**

Connecting those
already doing
similar work.



Design for Bharat



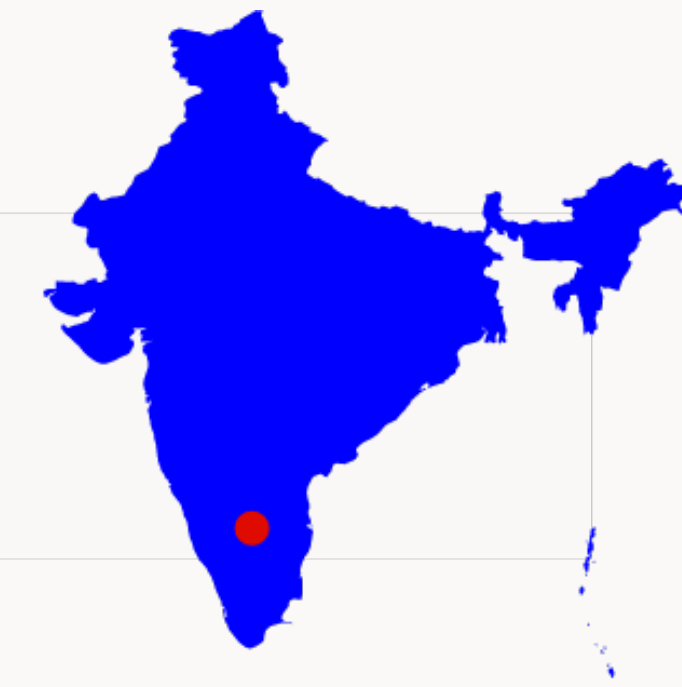
**Open methodology,
frameworks and
processes to use:**

github.com/ushahidi/opendesign

Building relationships with more and diverse OSS projects.

Pilot events.

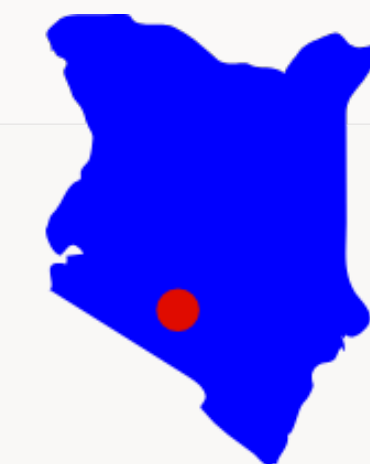
India, Bengaluru.



Taiwan, Taipei.



Kenya, Nairobi.



UK, London.



Bengaluru: Kerala floods.



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Taipei:

Typhoons + farms.



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Nairobi:

Terrorist attacks.

London: Tower fires.

More cities in 2020 and beyond.

Design activities.

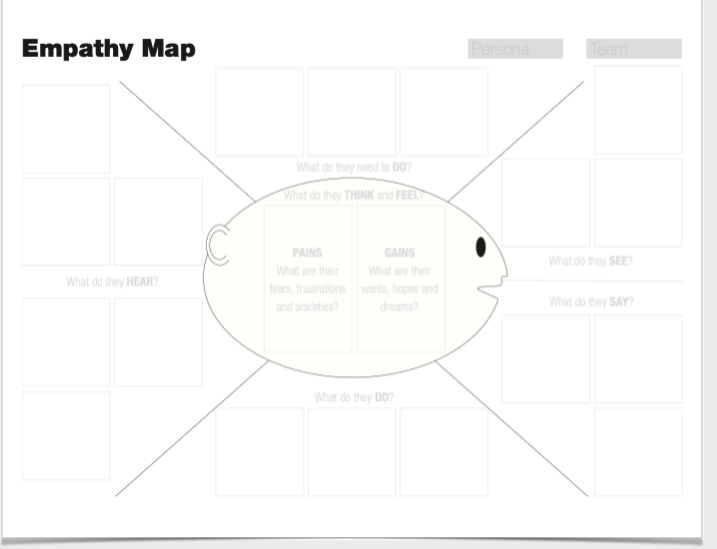
Empathy Mapping.

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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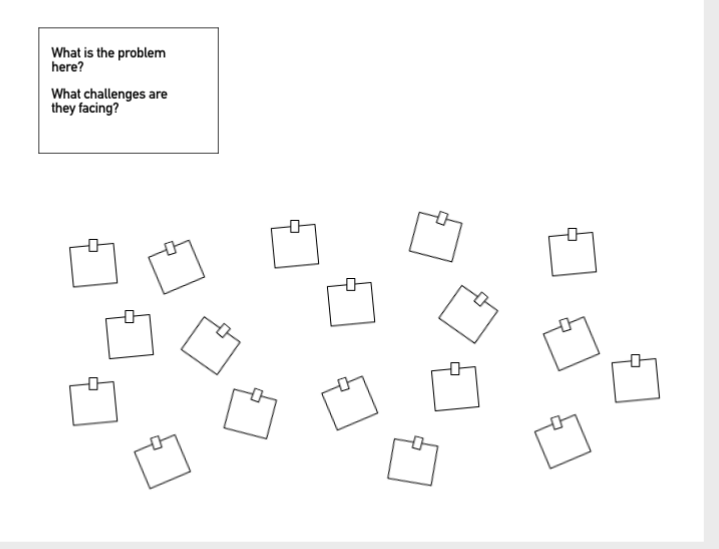
Define the problems.

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.

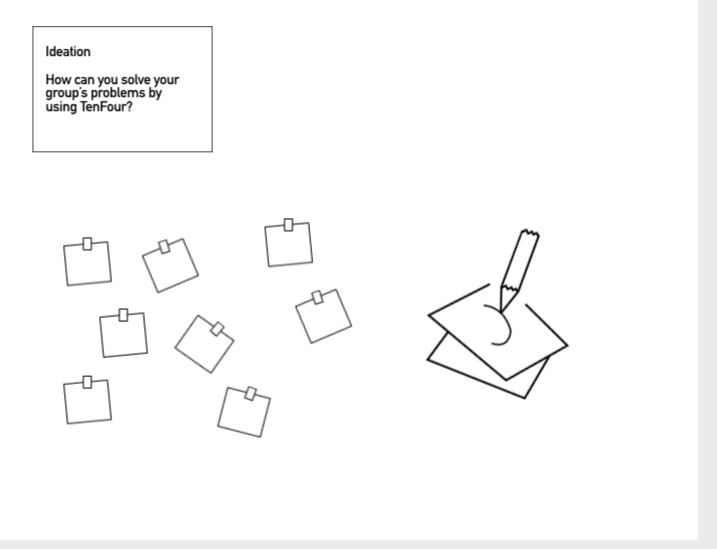
What it is used for:
Please develop as many wild, bold, weird ideas as possible and mark them on post-its. Please work as visually as possible to allow others to understand your idea at one glance.

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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Storyboard.

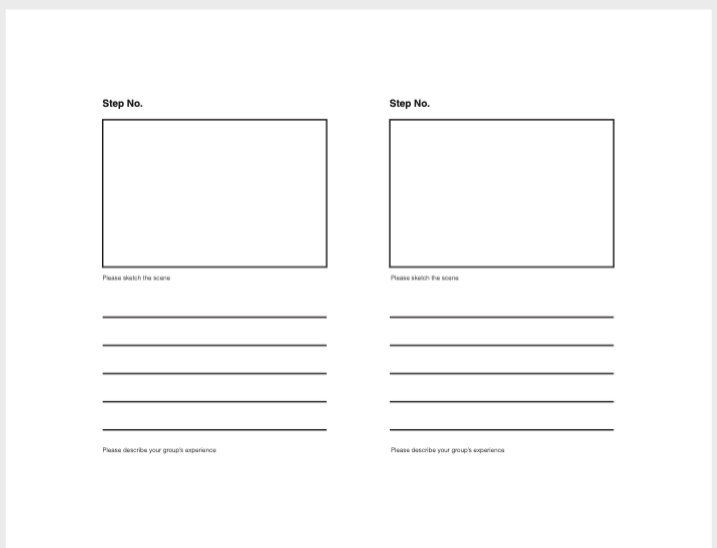
Define your idea and how it works step by step

What it is used for:
If useful, you can storyboard 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.

Optional exercise.

Group exercises



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Sketching & Prototyping.

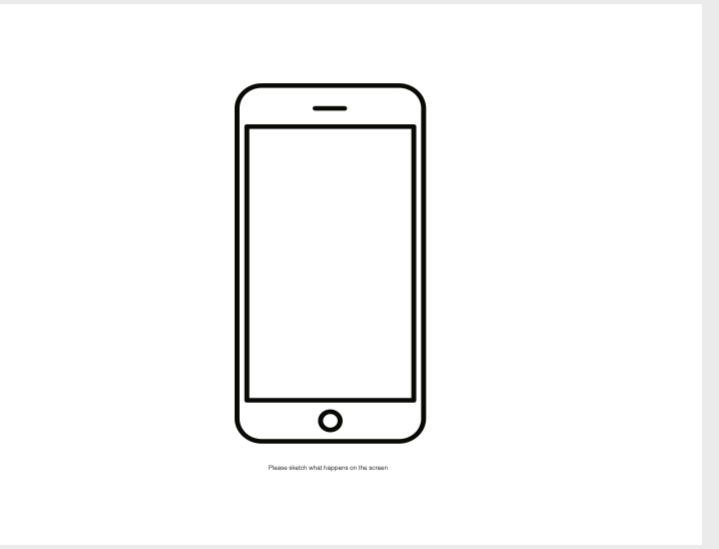
Now manifest your ideas in mobile user interfaces

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

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.

Optional exercise.
You can go straight to XD prototyping.

Group exercises



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**Increase & sustain
contribution.**

Support community.

**Build understanding and
education between design
and OSS.**

Thanks for **listening.**

github.com/ushahidi/opendesign

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