

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?**

OPEN DESIGN

Berlin 2018 & Seattle 2019

@erioldoesdesign @opendesignis @fossasia @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.

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

OSS isn't part of design education.

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

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

Persona Warm

Example:

OSS project issues
can be restrictive...

The background features a collage of handwritten notes and a sketch. At the top left is a sketch of a person's face. Below it are several sticky notes with various notes:

- Orange sticky note: "has run a farm for 10 years."
- Orange sticky note: "-helps community"
- Yellow sticky note: "flood volunteer Professional"
- Yellow sticky note: "Office lady Earthquake"
- Yellow sticky note: "Some health Problems - Active"
- Yellow sticky note: "-grand rents - Kids - Partner"
- Yellow sticky note: "-has farm workers Small town - owns car + truck tech ok"
- Yellow sticky note: "Most serious typhoon in"
- Yellow sticky note: "No people die no media"
- Yellow sticky note: "thankful for volunteers"
- Yellow sticky note: "asking what kind of assistance you need"
- Yellow sticky note: "city got resources sharing"
- Yellow sticky note: "on internet for who need help"
- Yellow sticky note: "helped to help others volunteer group"
- Yellow sticky note: "live alone in house old men need place"
- Yellow sticky note: "17 meters steel container flew"
- Yellow sticky note: "Knew a government official"

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

Lack of version control in software and process for designers.



India, Bengaluru.



OPEN DESIGN.

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

OPEN DESIGN.

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

OPEN DESIGN.

Story-board.

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.

Optional exercise.

Group exercises

OPEN DESIGN.

Sketching & Prototyping.

Now manifest your ideas in mobile user interfaces

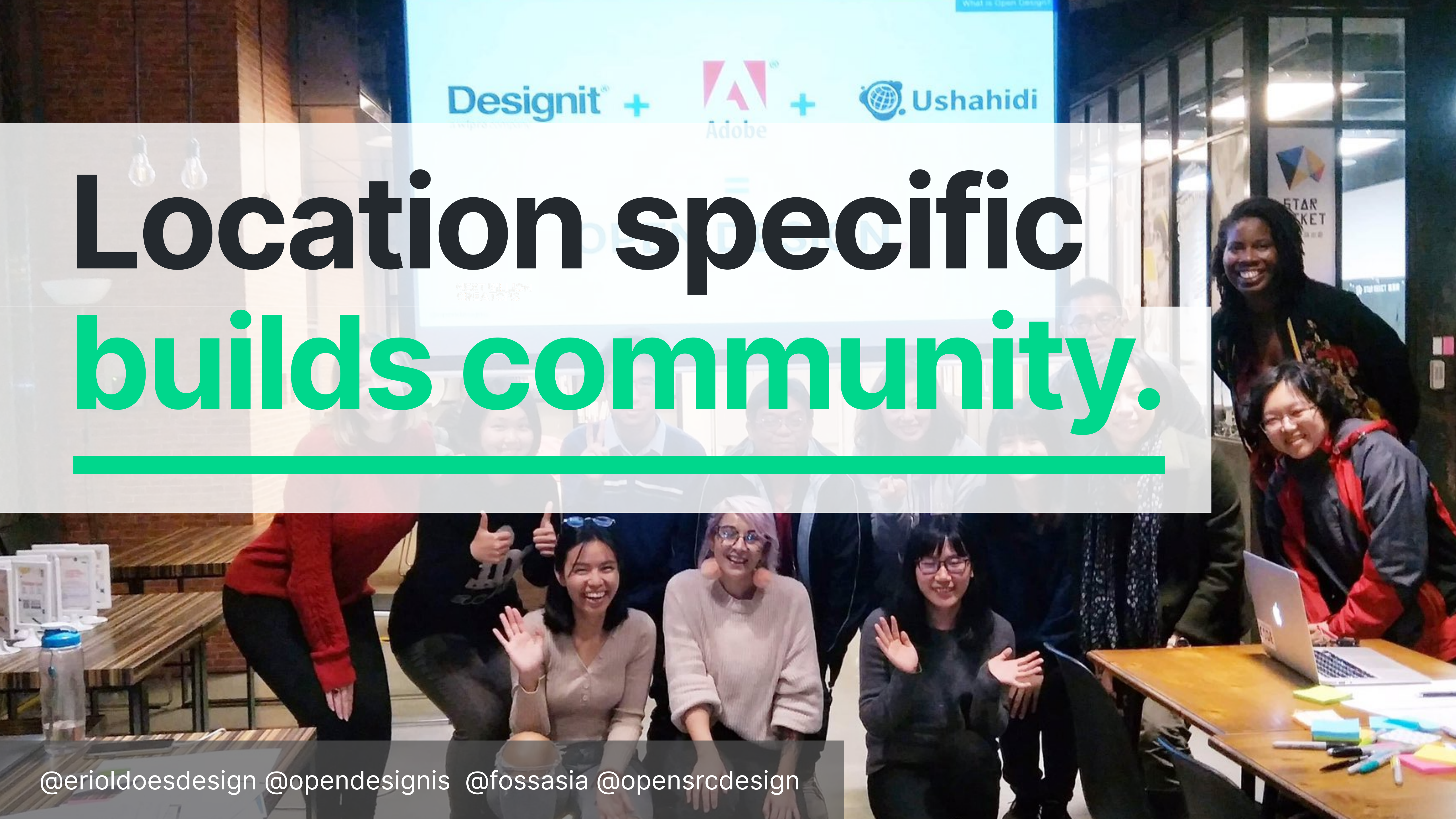
What it is used for:
To map out what screens might be needed in the ideated process. Also useful for usertesting

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.

Optional exercise.
You can go straight to XD prototyping.

Group exercises

OPEN DESIGN.



Location specific builds community.

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Invite into the process a 'witness'.

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

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Our witness,
Akhila M.


OPEN DESIGN.

Translate issues to design challenges.

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

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

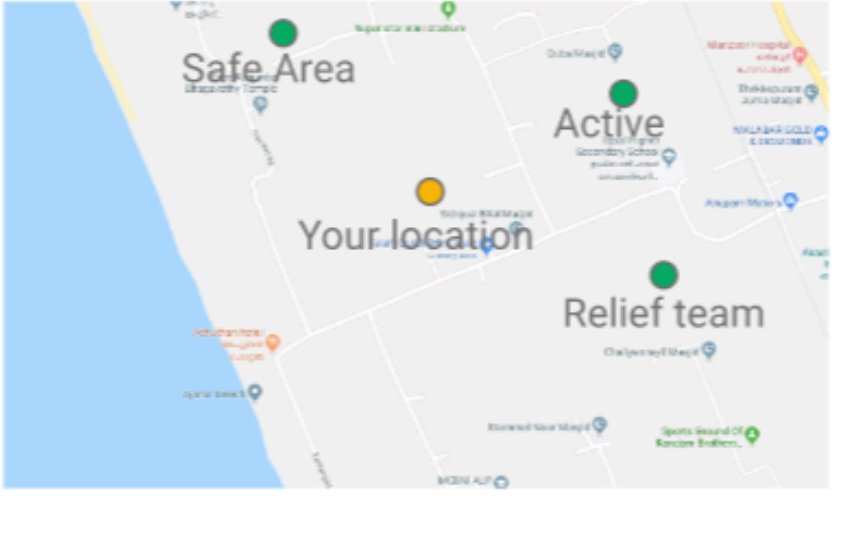
📍 Idukki, 3rd Road, 7th Cross, Idukki, Kerala

[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.**

And with designers
and developers
globally.

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

github.com/ushahidi/opendesign

A community of supportive designers in open source

opensource.design.net

