Centring humans and their rights in Open Source Design.

Access slides here:

https://bit.ly/EF-HRCD-drupal-2020
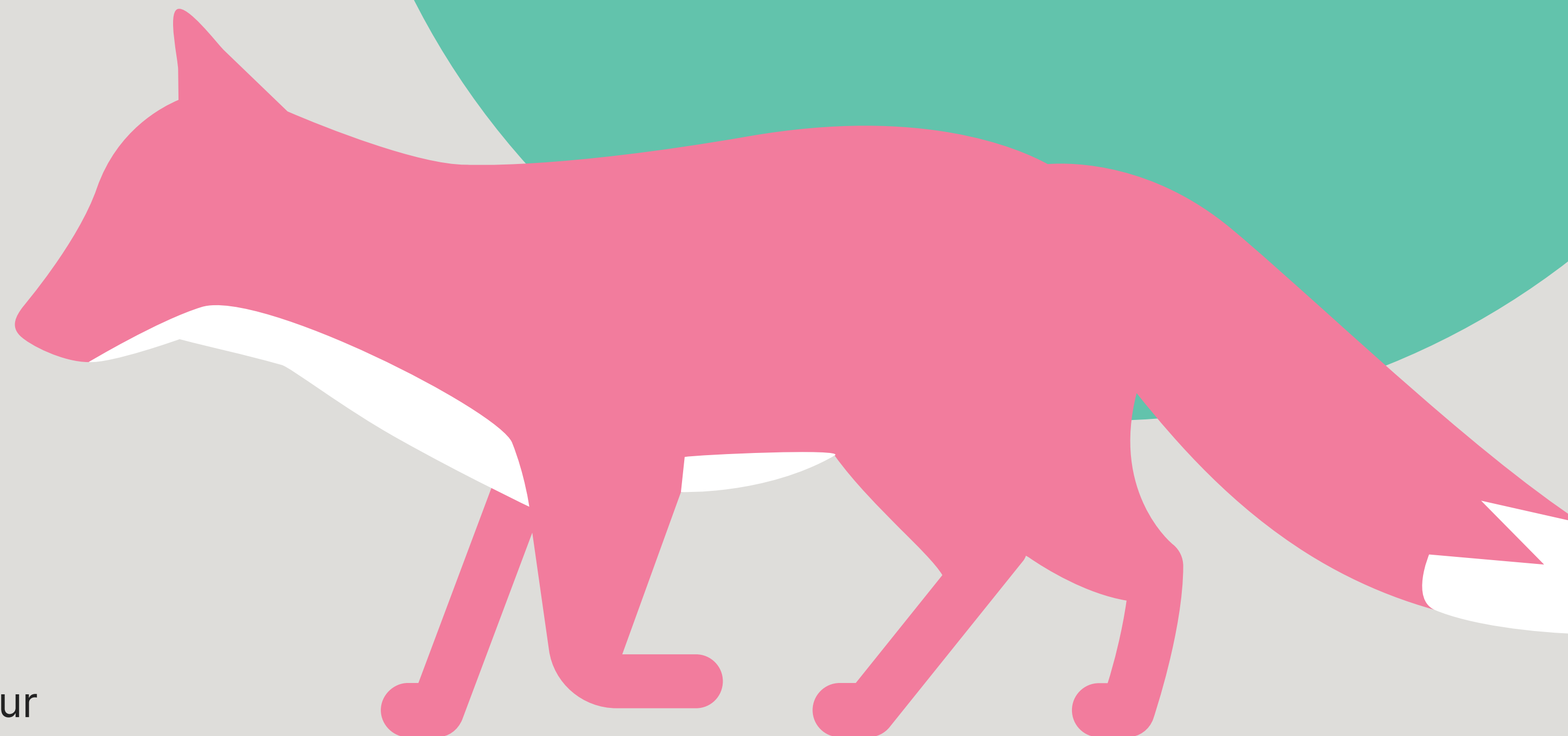
Content warnings.

Violence against partner/domestic violence, mental health, suicide, terrorism, guns, political violence, natural disasters, missing people, PTSD. COVID-19.

Power dynamics between citizens of countries formerly colonised, racism, education/social status prejudice.

Some slides have 'No photos please'.
Please do not take photos of these slides.
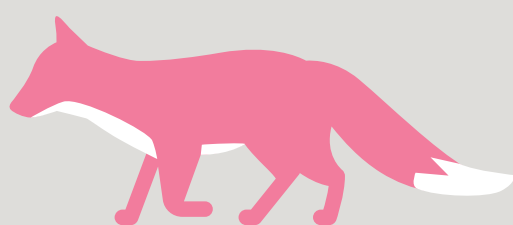
Our structure

01 | Human Rights Centered design & OSS

02 | Three stories about human rights and tech

03 | Learning from experiences

04 | Guided exercise

05 | The way forward

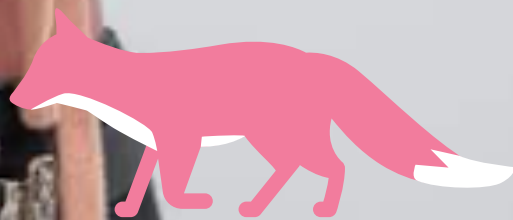@ErioIDoesDesign   @DrupalConEur   #DrupalConEur

Hi, I'm Eriol. (Ehh-roll).

They/Them pronouns.

10 years in digital product design and UX.

7 years in humanitarian / third sector.

3 years in (FL)OSS.

PhD student researching Humanitarian OSS and Design.

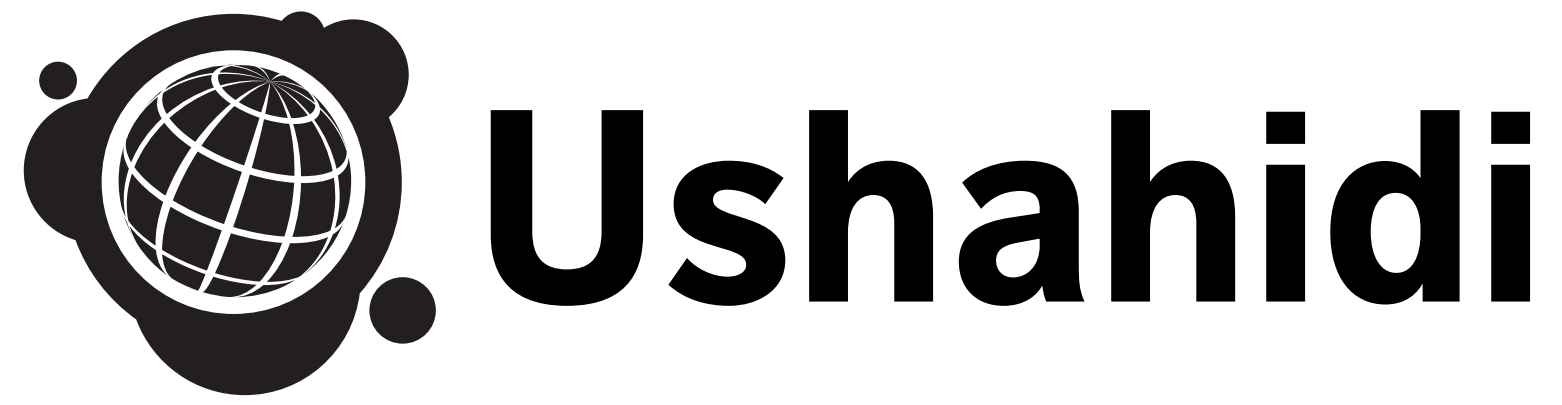# I'm a **human rights centred** designer.

Human rights centred designer?
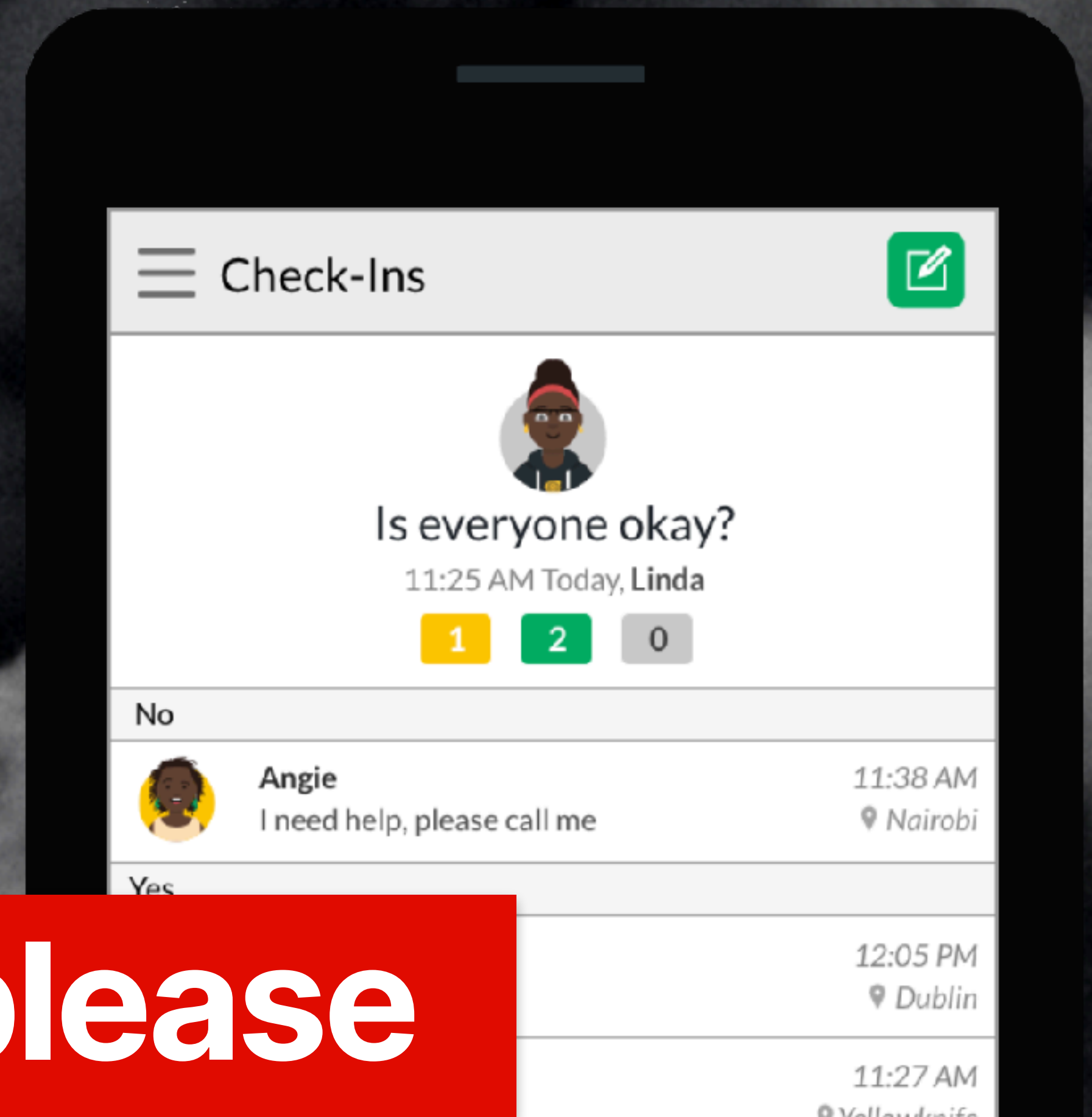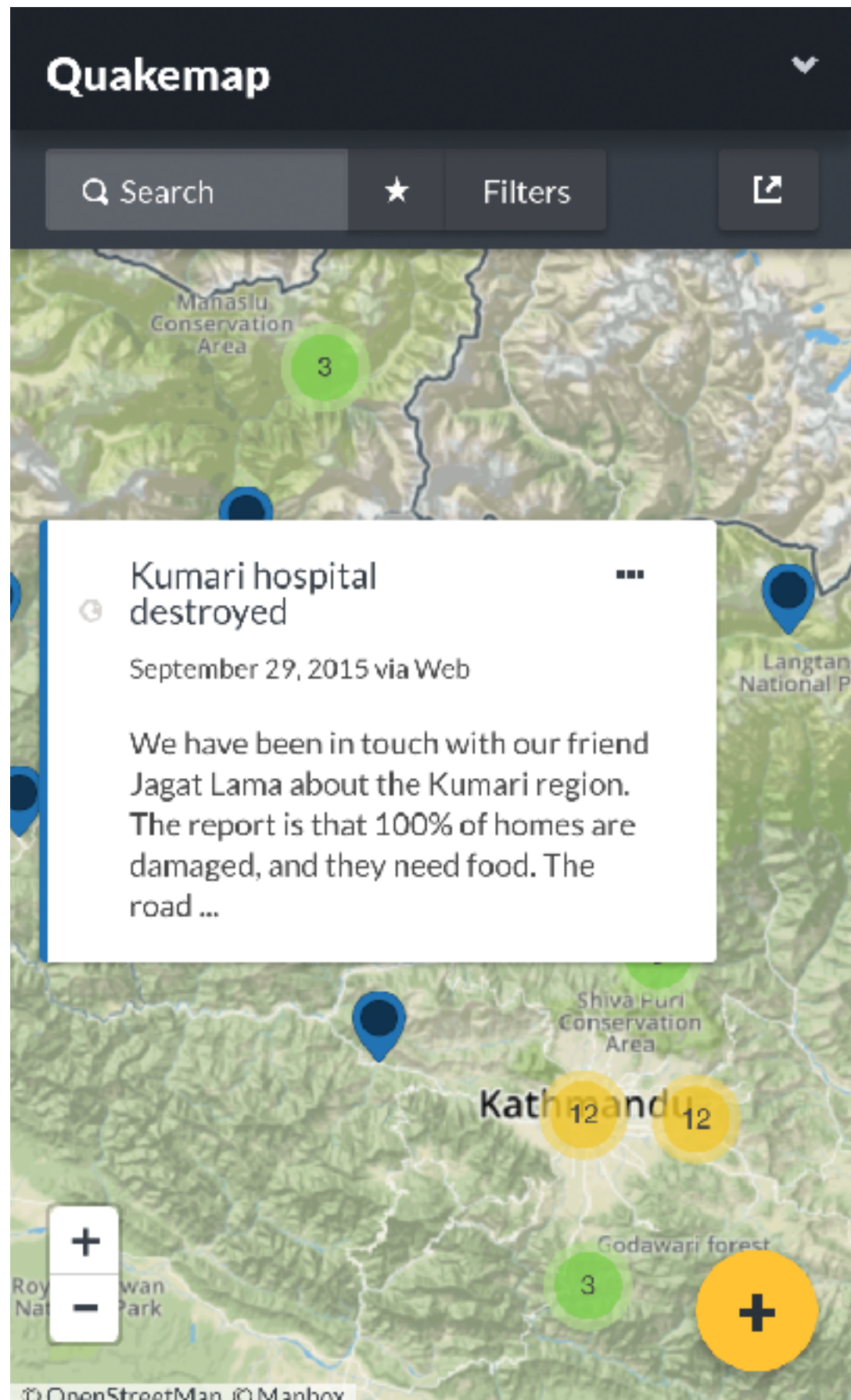
What does that mean?

Ushahidi

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

TenFour
by Ushahidi

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

Quakemap

Search ★ Filters

Kumari hospital destroyed

September 29, 2015 via Web

We have been in touch with our friend Jagat Lama about the Kumari region. The report is that 100% of homes are damaged, and they need food. The road ...

700+ Helicopters deployed by **Nepalese Army for immediate medical response**

Check-Ins

Is everyone okay?

11:25 AM Today, Linda

1 2 0

No

Angie   11:38 AM
I need help, please call me   Nairobi

Yes

12:05 PM
Dublin

11:27 AM

No photos please

OPEN FOOD NETWORK

Enabling new, ethical supply chains where communities can bring together producers to create a virtual farmers' market, building a resilient local food economy.

If you're trying to build a new food system – as a farmer, farmers' market, or food hub – then why would you choose software [OSS] that isn't also contributing to a fairer food system?

Community regeneration, environmental and asylum seeker projects

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Team Rubicon now RE:ACT UK

www.re-act.org.uk

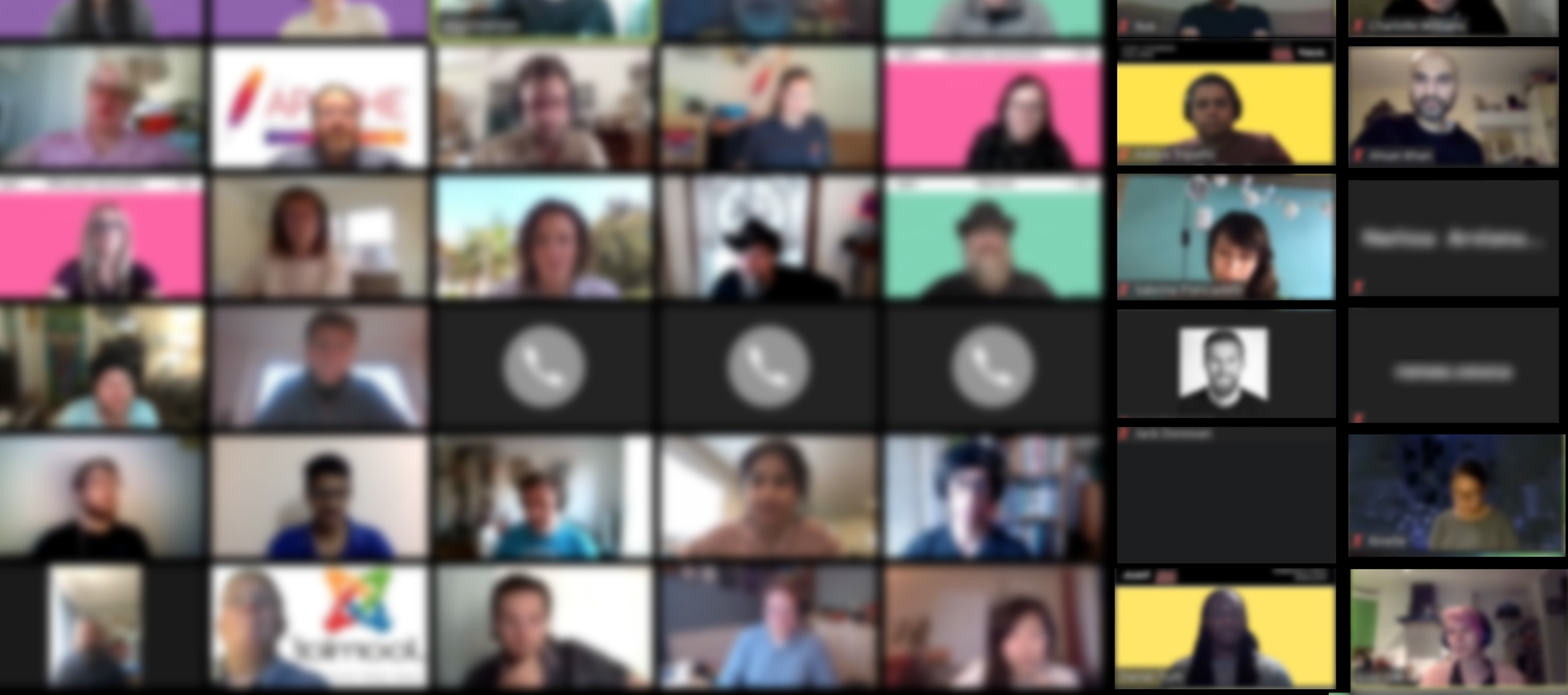@EriolDoesDesign   @DrupalConEur   #DrupalConEur

Community Resilience team
Elder loneliness programs

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Foss responders and Open IDEO London

https://fossresponders.com/   https://chapters.openideo.com/london-chapter/

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"After designing for some of the most extreme human rights circumstances, it became extremely difficult if not impossible to not centre human rights our design approach."

Eriol and Kat Lo discussing doing design after delivering trauma and design sessions at the human rights centred design community calls.

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But I didn't start out being human rights centred.

_____

The first story that nudged me.

I worked as a designer for a parental tech start up.

A customer support case came in.

What are your thoughts?

Poll: Have you had a similar experience?
Was there a moment that made you pause with concern?

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Why Open Source Software is uniquely positioned to move this forward.

_____

Why Open Source Software is uniquely positioned to move this forward.

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A place where designers could consistently prioritise human rights.

Why do designers care about open source?

_____

Why do designers care about open source?

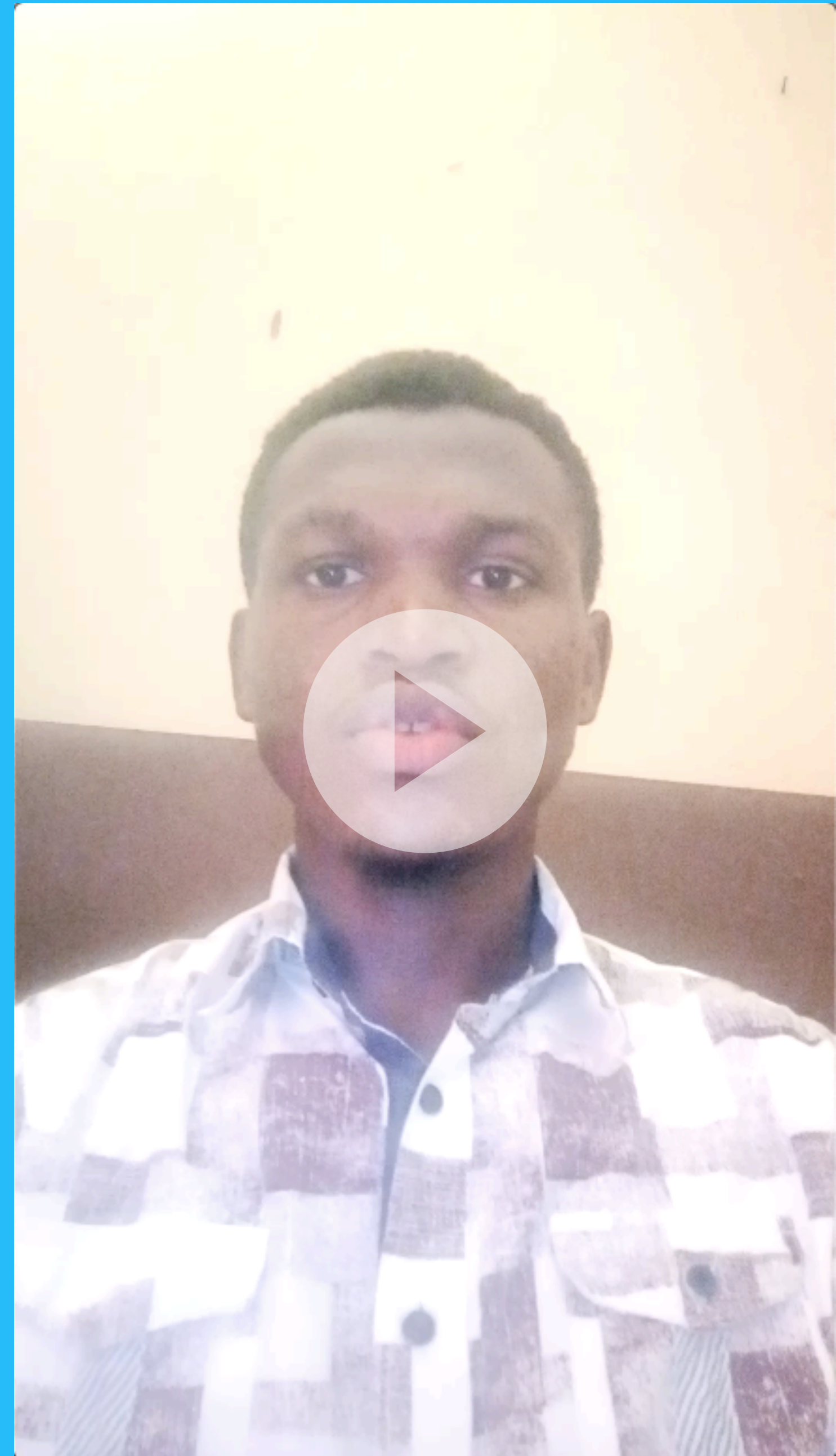They see how they can learn, grow, collaborate and communicate.

Learn more: https://opensourcedesign.net/

"They'll have the opportunity to learn and collaborate with other designers"

Franklin Ohaegbulam

@EriolDoesDesign   @DrupalConEur   #DrupalConEur

"OSS is part of our everyday lives. It deserves the same treatment that non-OSS gets which is a proper, user centred design process."

Florian Bölter

https://mutualaid.world/

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Why do designers care about open source?

They see a space where they can openly centre human needs with tech.

"The role of a designer is to elevate and amply the voices of others so that nobody is left out of the conversation."

Courtenay Beadel

https://mutualaid.world/

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Why do designers care about human rights in tech?

Why do designers care about human rights in tech?

Because our human rights are intrinsically interwoven in how we form technology.

"If we [designers] are not intentionally working against injustice, we are unintentionally complicit in it."

Jacklyn Waight

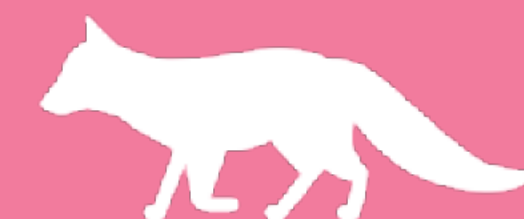@EriolDoesDesign   @DrupalConEur   #DrupalConEur

I find it difficult to remove the 'human rights' centred thinking from design now...

and why should I?

Eriol and Kat Lo discussing doing design after delivering trauma and design sessions at the human rights centred design community calls.

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What are your thoughts?

Poll: How often have you heard a similar phrase to '[this tech] works for **most people** even if it doesn't work for the few' or the notorious 'Edge cases'
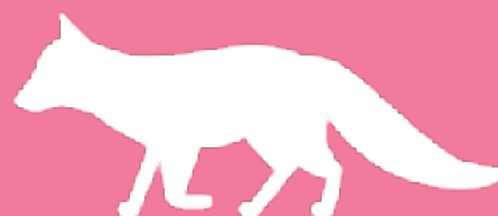
The amount of OSS projects that have human rights focuses is growing and access to help these with design contributions is a great opportunity.

FIGHT TODAY FOR A BETTER TOMORROW

Panic button.

As we spoke, the excitement about this feature was huge...I was quiet. I was thinking of times I'd felt panic...

Photo by **Anete Lusina** from **Pexels**

What are your thoughts?

Poll: Have you given or received information **about a difficult subject**?

Think about how that situation played out.

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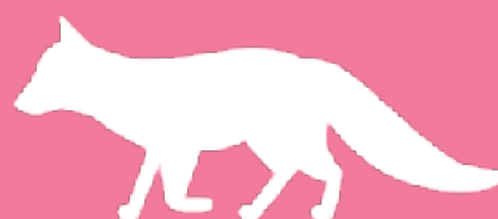
Mapping a violent crisis.

In order to attempt to collaboratively prototype solutions, we needed to understand each others experiences...

Photo by **Steven Arenas** from **Pexels**

No photos please

facebook.com/polycomdevelopmentproject

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BEFORE

TRIBE of WAR

Internal

KIBERA

Voting & Sharing of results

Displacement

HOPEful

TRIBE
&
WAR

during

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

Time period

few months

- Shocked.
- Bullets.
- Teargas.
- Church burnt

1 1 1

How did we make sure we did this ethically?

~ **<u>Researchers went through the same process</u>**
~ Researchers examples used in workshop for compassion
~ Attendees notified pre-workshop of subject matter
~ Psychological support on site for both attendees and researchers
~ Confidentiality
~ Researcher supported after the workshop
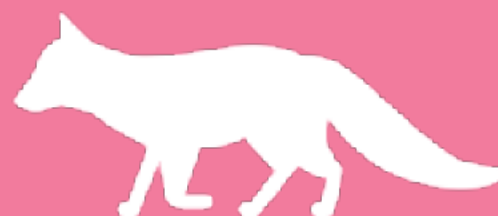
What are your thoughts?

Poll: Do you think your organisation or project could benefit from **talking with those that are most harmed by what you create?**
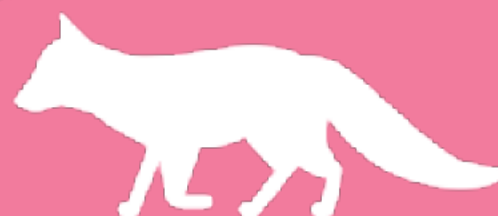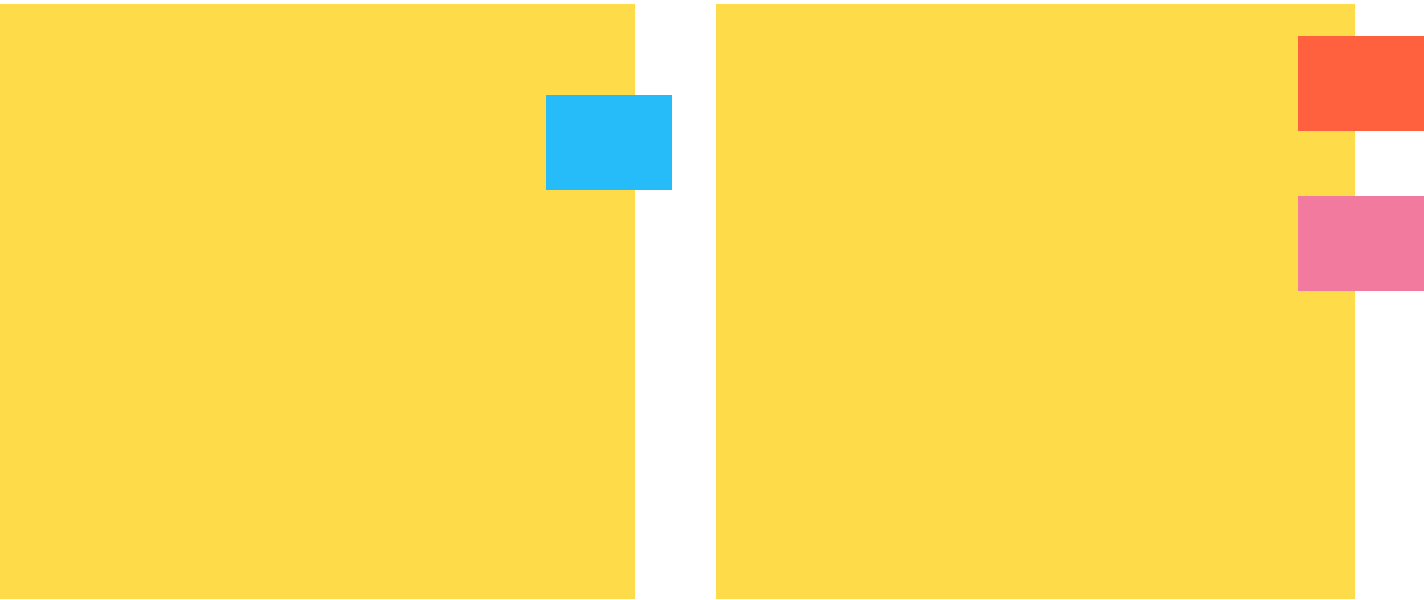
Activity - Journey Mapping

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

I must stress, this activity is not advised if you are still affected by this event and would need recovery after revisiting.
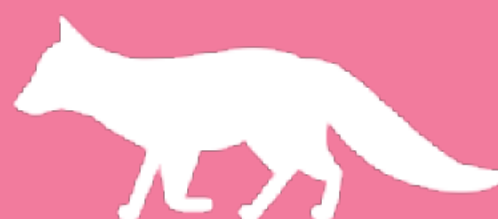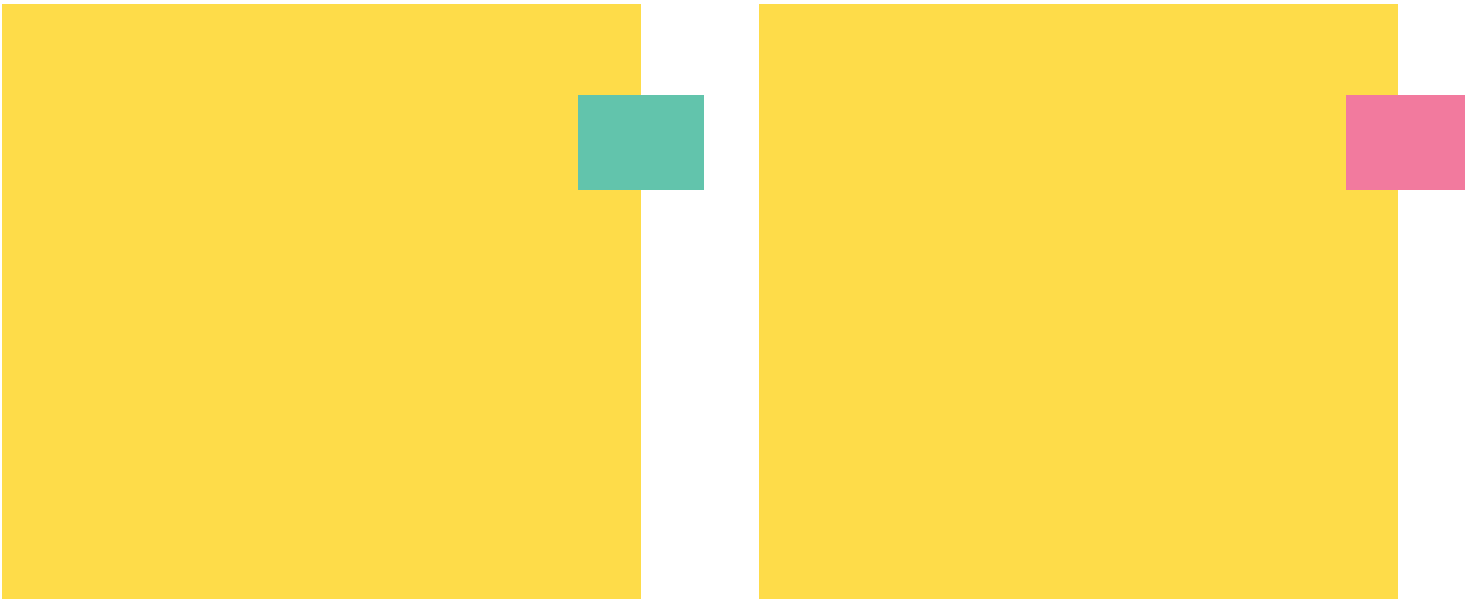
Title of what you are mapping. Name + subject + scenario.

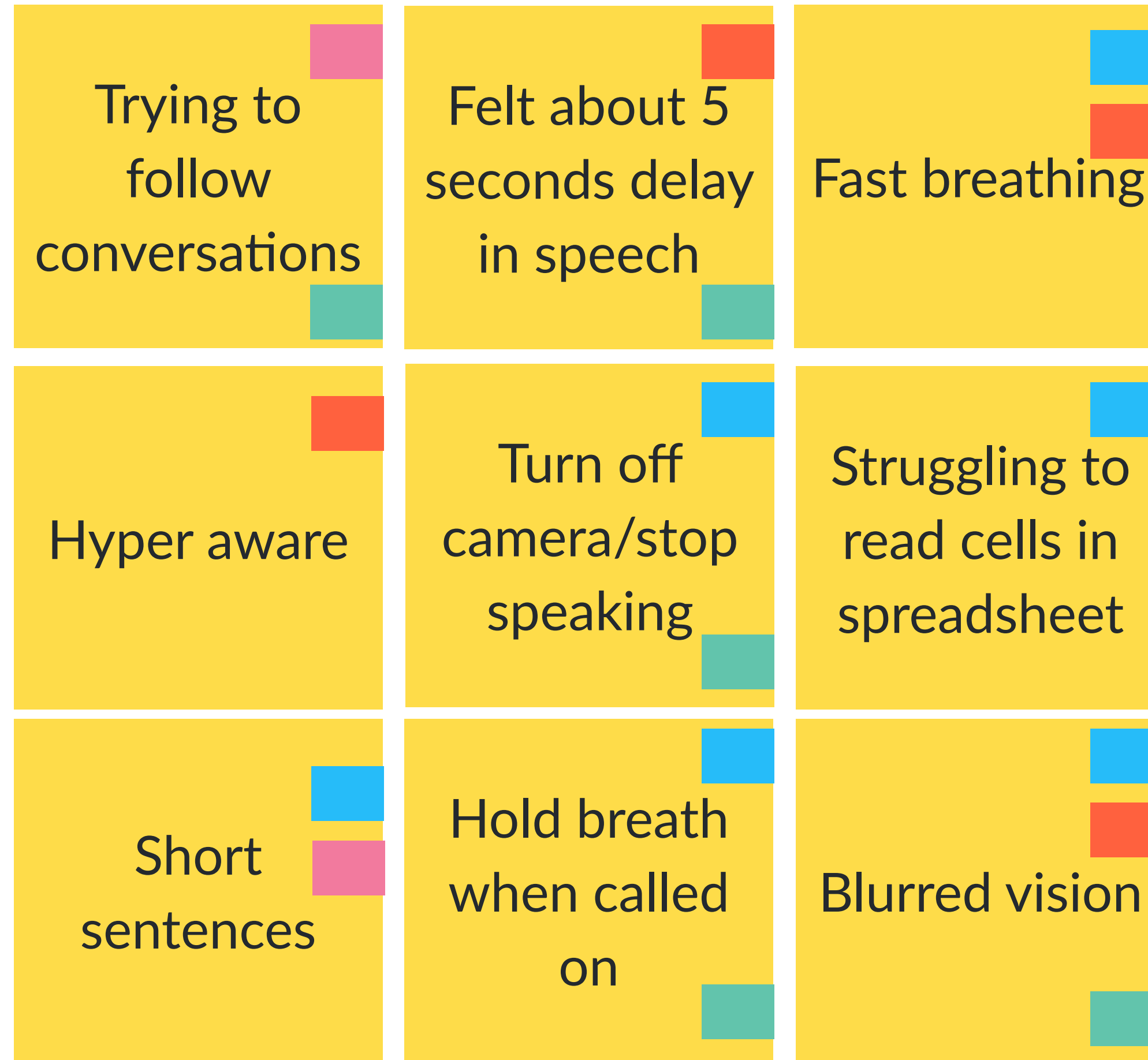Before

During

After

Key: Doing   Thinking   Feeling   Tech used

PTSD flashback while using google sheets during an online meeting

Before

Preparing for a meeting

Overwhelmed with work

Nervous

Unsteady/ unsure

During

Trying to follow conversations

Felt about 5 seconds delay in speech

Fast breathing

Hyper aware

Turn off camera/stop speaking

Struggling to read cells in spreadsheet

Short sentences

Hold breath when called on

Blurred vision

After

Panicked

Visions / seeing physical memories of injuries

Rigid limbs

Screaming Crying

Turned off computer

Exhausted

Key: Doing   Thinking   Feeling   Tech used

Eriol's filing a missing person report - first person supportive journey map

Before

Working, regular day at desk in office

Receive phone call - missed because of work hours

Checking messages on break

Receive crisis message from family

Call family, panicked, how can I help?

Leave work, quickly, notifying boss, drive home.

During

Worry, long waits (comparatively)

Long phone calls

Radio appeals

Pacing, restless nothing useful to do

Return to work but distracted

Questions, frustration lack of answers

Interviews with police and other orgs

Accusations, house searches, scared

Retracing details

After

Check police articles at least times per day.

Call police service number ta least once per day until day 3

Check facebook posts for local area

After mother is found, I take time thanking people

Relaxed but confused

Unsure how to proceed. Many questions.

Key:
- Doing
- Thinking
- Feeling
- Tech used

Take some time to come back from that exercise if you need to.

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What are your thoughts?

Poll: Could you see this exercise being useful for the **projects you're involved in?**
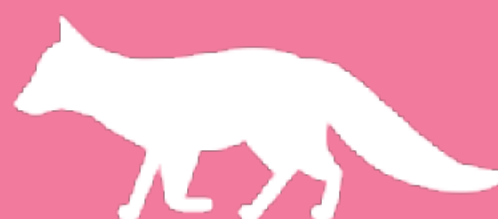(you can elaborate you answer in chat if you choose)

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Two team activities

Persona non-grata
Molly Wilson of Simply Secure.
https://simplysecure.org/designunderpressure/

Red team vs Blue team
Jonny Rae-Evans of Snook.
https://bit.ly/redblue-JRE

Personas Non Grata
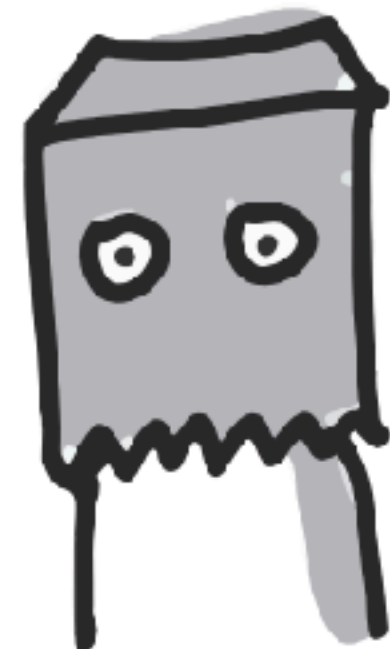
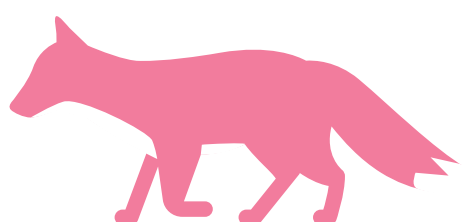Stalker · Prankster · Government · Swarm · Opportunist

Terrorist · Fraudster · Naïf · Truther · Abuser

This is your blue team. They are the product team who are going to do your discovery work. Shape the idea and try to validate it.

Enter the red team. This is a similar team of experts to the blue team, and they know nothing about the product.

The blue team pitch the idea.

The red team listen. They take notes. They ask questions forclarity.

And then their job is to go to war with you. To try and find out why it won't work. How it might fail. How it could hurt people.

They're there to stop your social network being overrun with Nazis.

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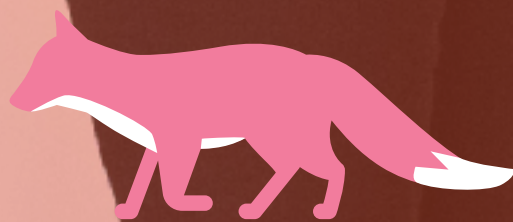
We started...
We shared...
Our crossroads...

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OSS can empower designers in human rights to explore these topics.
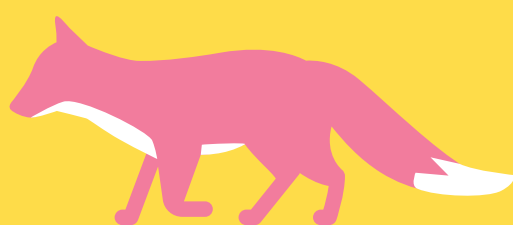
@EriolDoesDesign   @DrupalConEur   #DrupalConEur

If OSS leads as it has done in many ways, then this can be good for all.

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What will nudge you to centre human rights in your work?

Photo by **Oriel Frankie** from **Pexels**

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Reports and Guides.

Leaving no one behind: Lessons from the Kerala disasters
https://www.preventionweb.net/publications/view/69992

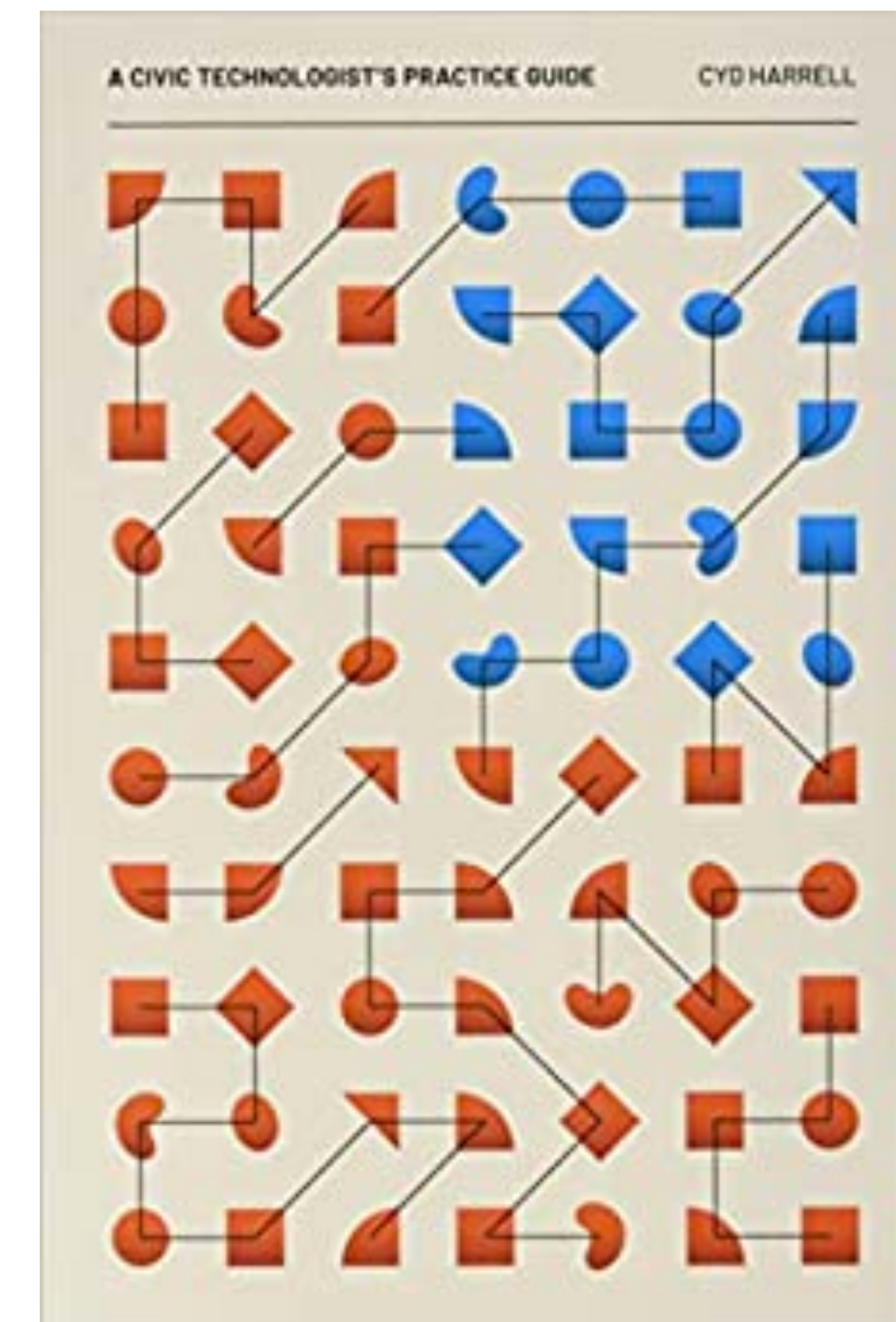**Safe sisters - Digital security challenges faced by women human rights defenders.**
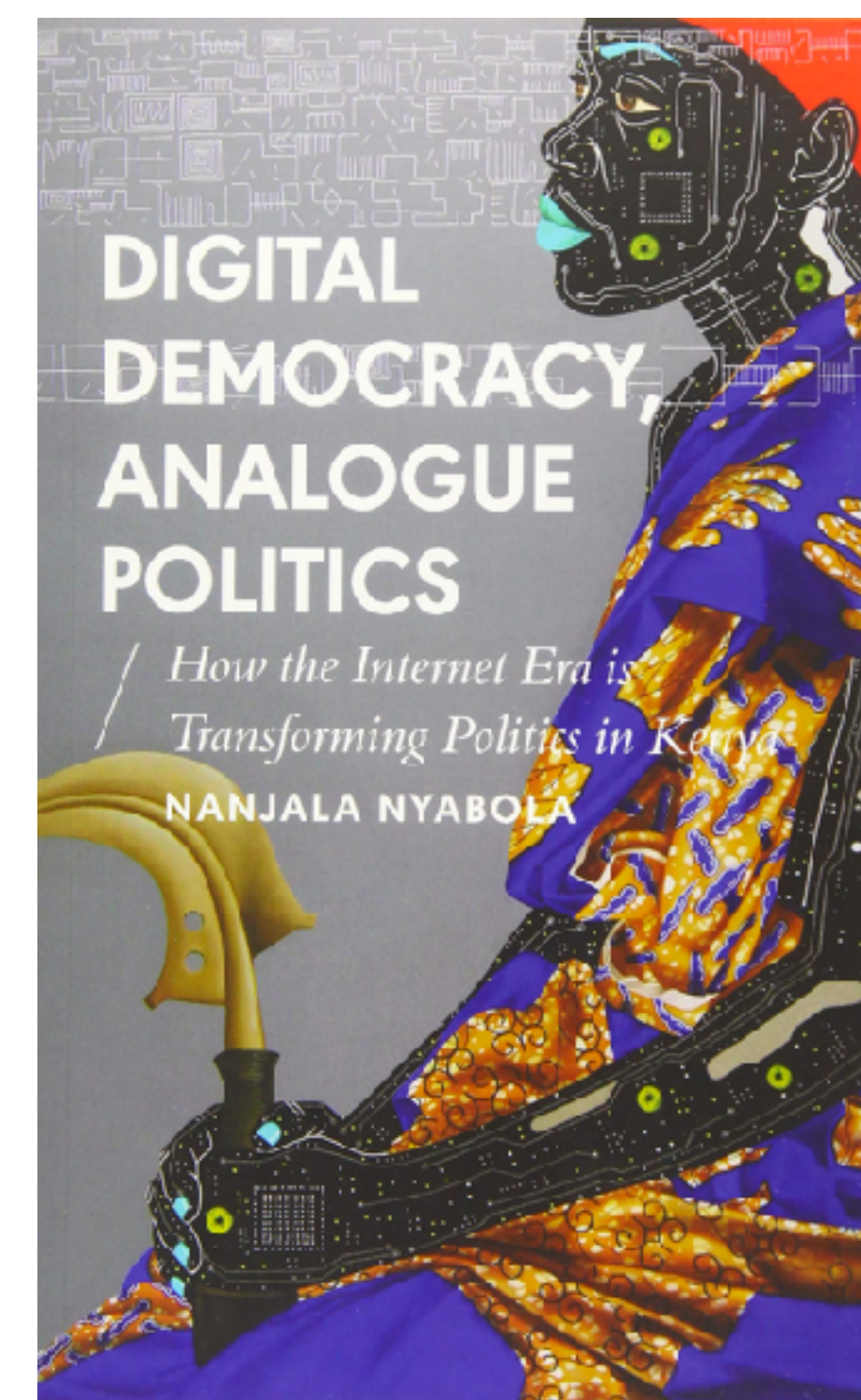https://safesisters.net/resources/

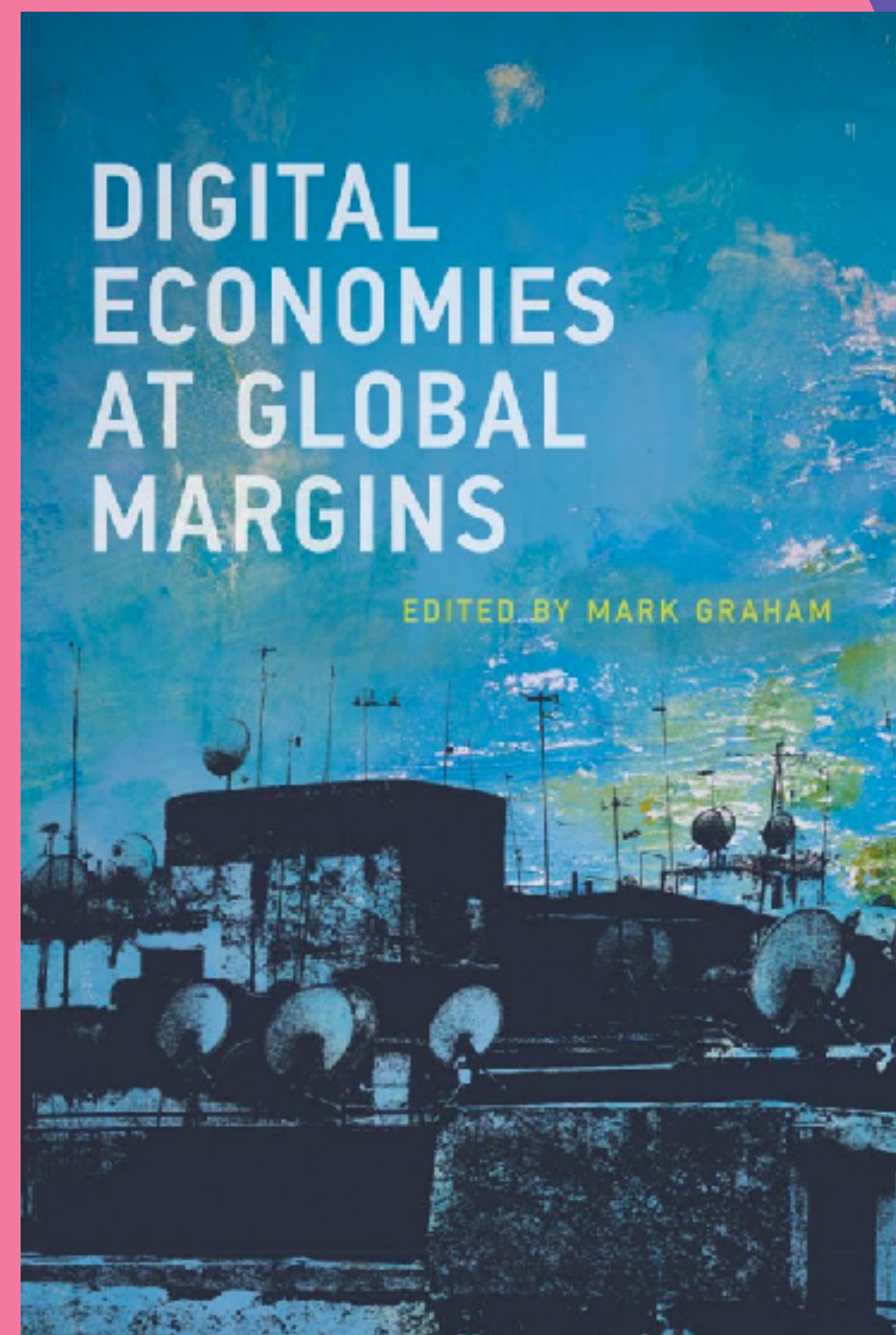**The Human Rights, Big Data and Technology Project**

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

Books!

Design, When Everybody Designs
An Introduction to Design for Social Innovation
Ezio Manzini

DIGITAL ECONOMIES AT GLOBAL MARGINS
EDITED BY MARK GRAHAM

OXFORD

using open source information for human rights investigation, documentation and accountability

DIGITAL WITNESS

edited by SAM DUBBERLEY | ALEXA KOENIG | DARAGH MURRAY

DIGITAL DEMOCRACY, ANALOGUE POLITICS
How the Internet Era is Transforming Politics in Kenya
NANJALA NYABOLA

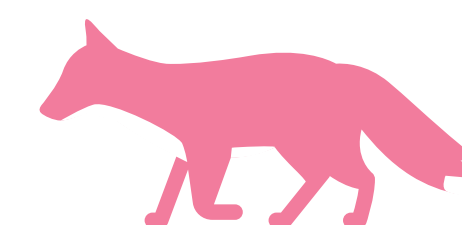A CIVIC TECHNOLOGIST'S PRACTICE GUIDE   CYD HARRELL

@ErioIDoesDesign   @DrupalConEur   #DrupalConEur
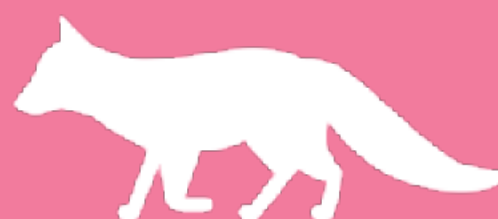
Resources and tools.

Electronic Frontier Foundation eff.org

AccessNow accessnow.org

Advocacy Assembly advocacyassembly.org

Code for America - Qualatative research guide

AXIS tools - https://usable.tools/guidebook/

Design Justice Network - https://designjustice.org/

Human rights Centred Design community.

https://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.

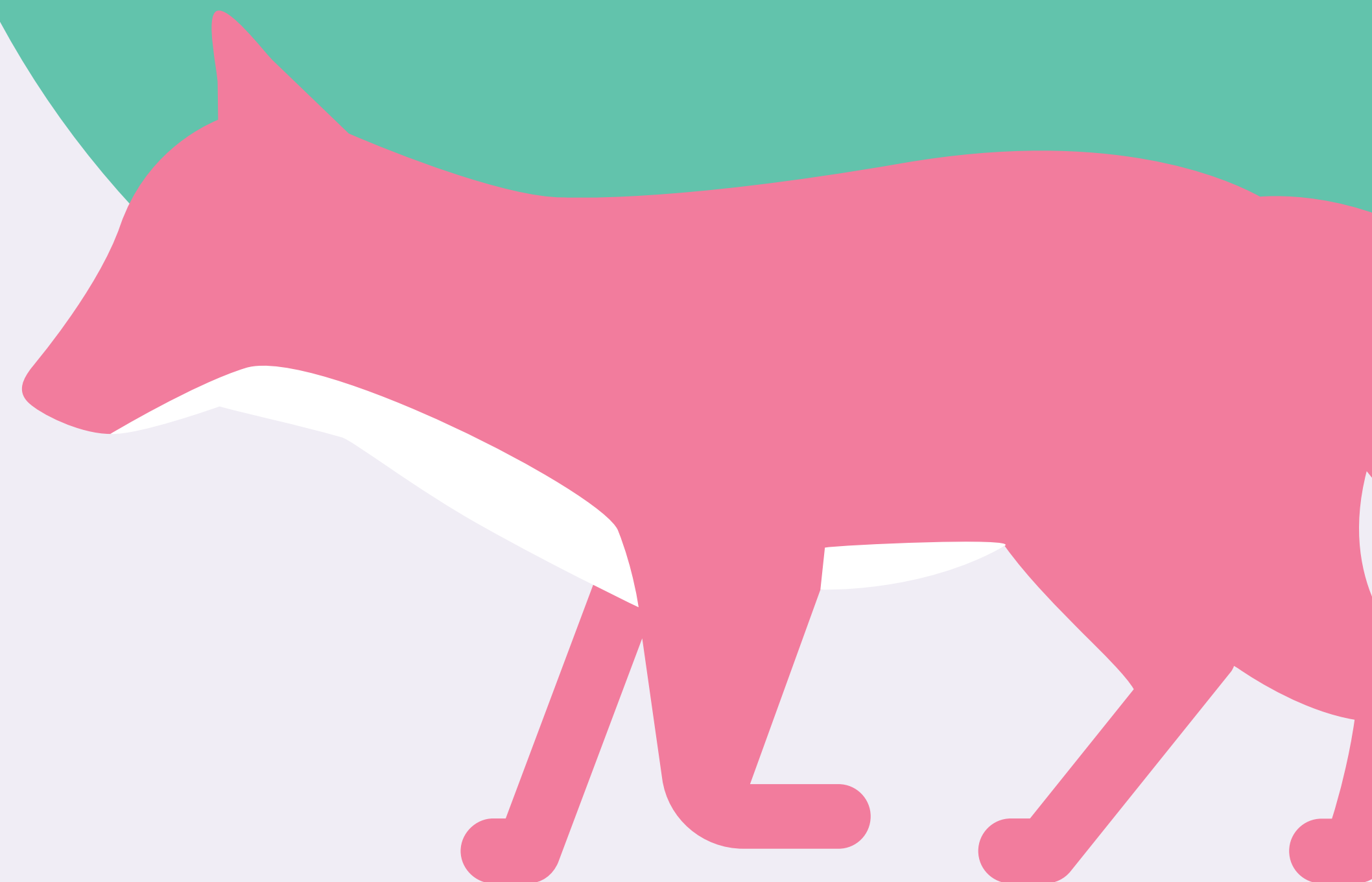# To good health and discussion, thanks for listening.

@erioldoesdesign

linkedin.com/in/eriolfox

github.com/Erioldoesdesign

medium.com/@EriolDoesDesign

Questions?

@ErioIDoesDesign   @DrupalConEur   #DrupalConEur