

# Interaction design

## - design of both process and product

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**DANMARKS DESIGNSKOLE**



1995  
**Civilingeniør**  
Produktudvikling  
Driftsteknik



1995 - 1999  
**User Centered Design Gr.**  
Erhvervs Ph.D.  
Event driven produktudvikling:  
Samarbejde og læring



1999 - 2004  
**Space Studiet**  
Seniorforsker  
Design Lab

### Malmö Högskole

**Kunst, Kultur og  
Kommunikation**  
2004

Lektor i Interaktionsdesign



**DANMARKS DESIGNSKOLE**

2005

Lektor i Materiale og Interaktion



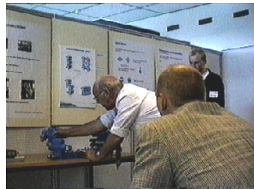
Acem meditation  
[www.acem.com](http://www.acem.com)



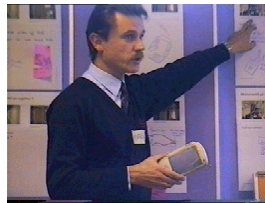
NLP  
Business  
Practitioner



Nessie



Smart Window



Vision 2000



*Danfoss*



Dynabook



Eksperimentkontoret



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Moving Stories



COMIT

## The design collaboratorium

**Litteratur:** Bødker, Susanne & J. Buur (2002) The Design Collaboratorium—a Place for Usability Design. Pp. 152–169, ACM Transactions on Computer-Human Interaction, Vol. 9, No. 2, June.

## The Design Collaboratorium

### — a Place for Usability Design

Collaboration between Danfoss,  
B&O, Kommunedata and Århus  
University

A reaction to the failing capabilities  
of classical usability methods

Necessary with a different design  
practice

## Design of computer support for proces operators at wastewater treatment plants

Technology, use practice and  
use context is very different than  
interacting with traditional  
personal computers in office  
environments..

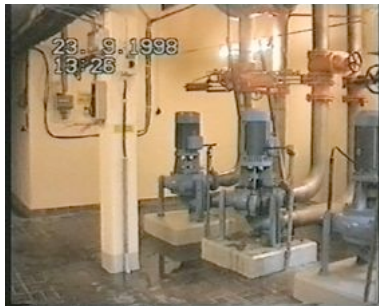
### Wastewater treatment plants:

Components like sensors,  
pumps, valves, flow-meters. The  
interaction style varies from  
component to component.



## wastewater treatment plants

Central control room, but it was seldom staffed. The information offered on the screens was not enough in order to create overview and control the various processes. ,



### The responsibility of the process operators:

Sikre en høj kvalitet i vandrensingsprocessen.

### How do they work?

Walking through the plant,  
Observe e.g. the consistency of the sludge,  
Listening for unusual sounds,  
Check in instrument readings,  
Exchange observations with colleagues.





**Design  
Collaboratorium  
- simultaneously a  
place and a  
process**

## The participants

### From wastewater treatment plant:

process operators, lab technicians, electricians

### Fra Danfoss:

development engineers, marketing employees.

### Projektets designteam:

industrial designers, interaction designers, anthropologists, computer scientists, engineers.



## The Design Collaboratorium: the meeting ground

### = the staging of design activities

For instance: Field studies, user workshops, usability tests, meetings at the plant.

Support continuity, collaboration and inspiration



## The physical meeting space

Reflect the use context

Accumulate design knowledge

Inspire innovation

## The Design Collaboratorium: **proces**

