

SOCIETY AND OPEN GOVERNANCE DIGITAL TRANSFORMATION

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DIGITAL TRANSFORMATION (DT) AND OPEN SOCIETY

- What is DT?
- What is Open society?
- DT for us: refresh on where and what kind of digital means make sense; How to move the use of digital tools towards sustainable, recycling, degrowth and diversity (also biodiversity)
- Sometimes it mean reduction of digital tools

DIGITAL TRANSFORMATION (DT) AND OPEN SOCIETY

- What is Open society?

Democratic Practice

Early Childhood and Education

Economic Equity and Justice

Equality and Antidiscrimination

Health and Rights

Higher Education

**Human Rights Movements and
Institutions**

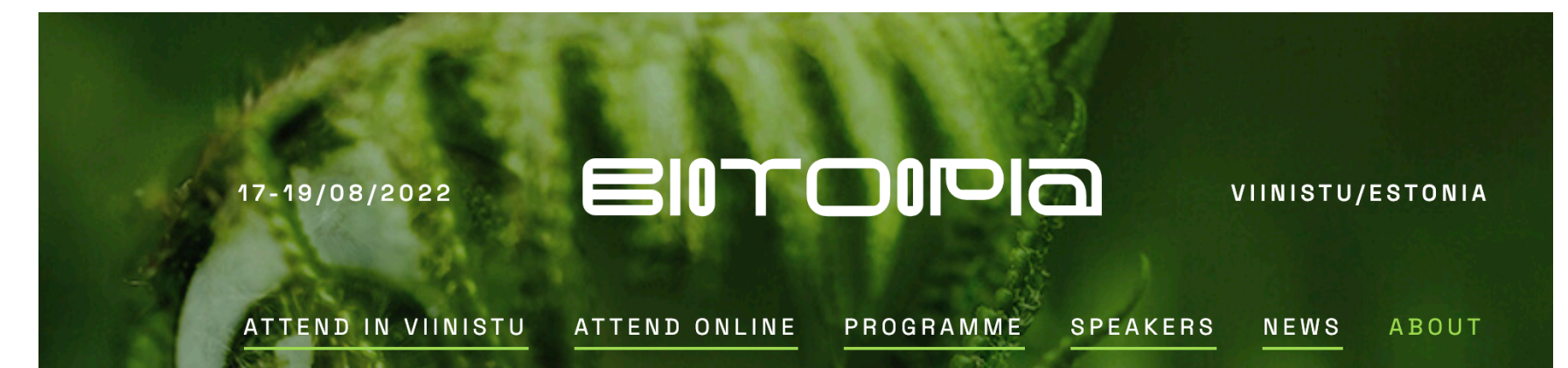
Information and Digital Rights

Journalism

Justice Reform and the Rule of Law

ETHICS - RESPONSIBILITY

- Both hold notions of ethics and responsibility
- In design, use and implications
- What does it mean in design?



ABOUT

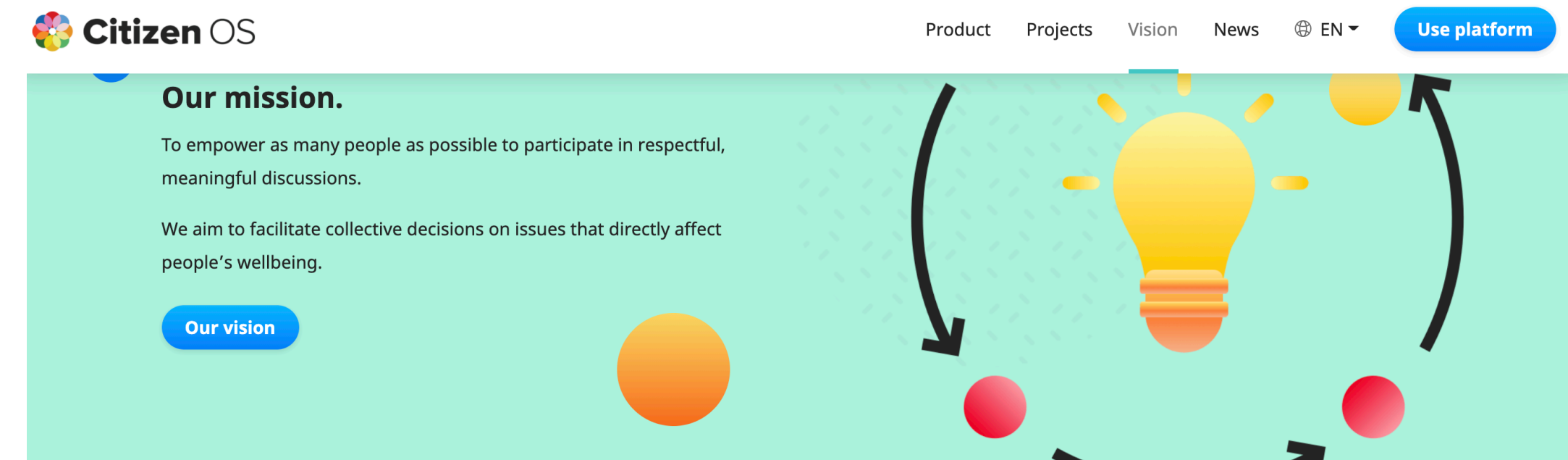
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Synopsis



DESIGNING

- Both hold notions of ethics and responsibility
- In design, use and implications
- What does it mean in use?



The future we want.

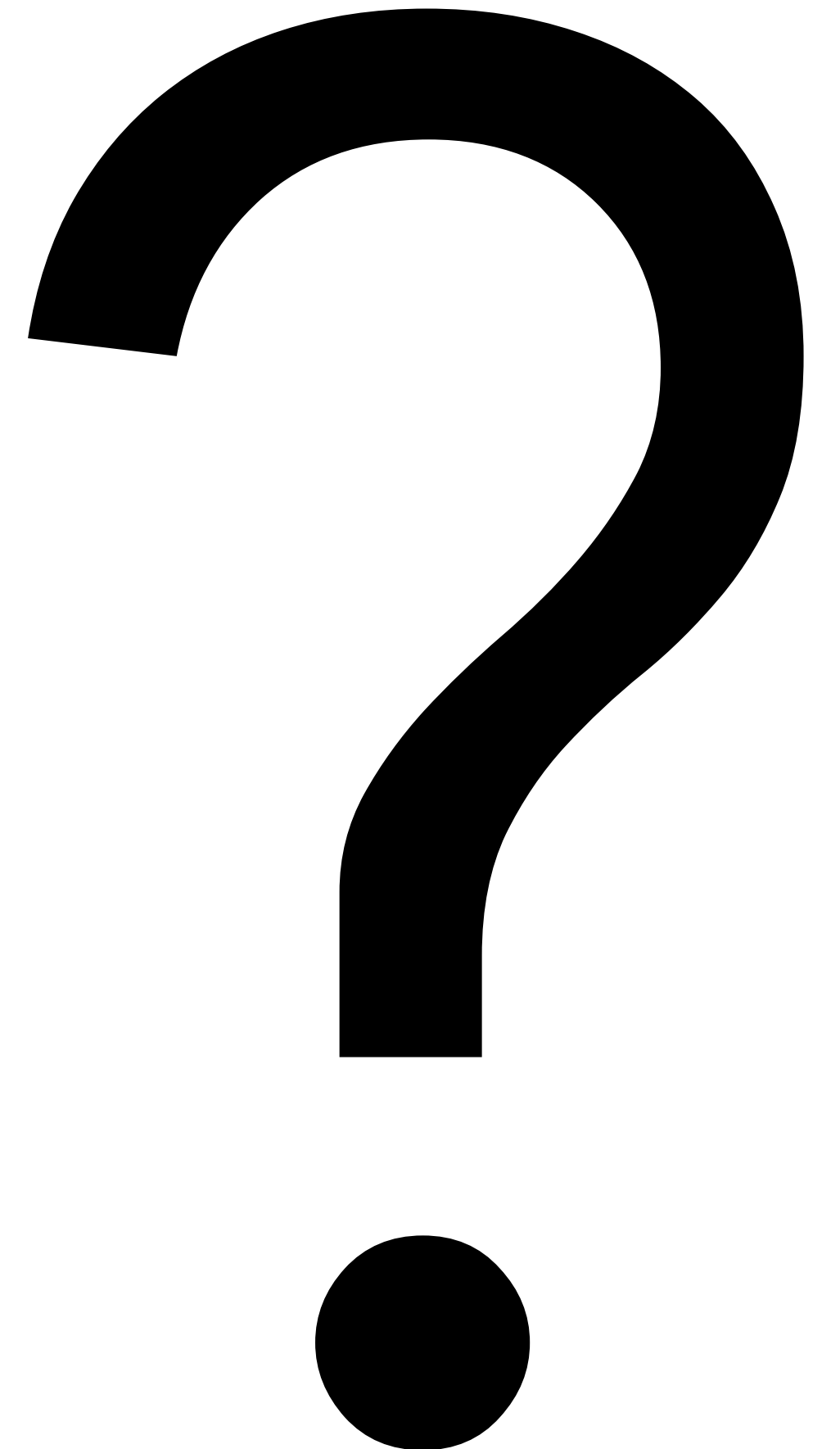
Governments are increasingly trusting citizens to help solve difficult social issues.

And citizens are increasingly demanding it.

Together, we can bring politics into the 21st Century - harnessing the power of tech for participatory democracy.

IMPLICATIONS

- Both hold notions of ethics and responsibility
- In design, use and implications
- What does it mean in implications?



ETHICS

- Ethics - whose?
- Which ethics?



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- 1 Defining ethics
- 2 Meta-ethics
 - 2.1 Moral skepticism
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 - 3.3.2 Epicureanism
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 - 4.2.10 Ethics of quantification
 - 4.2.11 Animal ethics

SO WHAT DO WE DO? – CODESIGN

emoticon, who was nodding whenever one of the participants was nodding her head or shaking the head in the form of disagreement, when they disagreed.

Work in progress on the development of the nodding prototype, represented

Group discussion using audio-conference

Scenario of use

HUMEX

Facilitating a focus group using video-conferencing

Scenario of use

HUMEX

Community building using Instant Messaging

Scenario of use

HUMEX

MAKEITBETTER

Helsinki

Stockholm

Hamburg

#coffee-mates

Ummm, it should work, I think

How would this solution integrate with our existing systems?

Are you interested in the project?

Yes, but I would like more information

What was the last purchase you paid with your phone?

My lunch...

Mobile phone payment is very easy to hack. You shouldn't use it

Timo, what makes mobile payment trustful for you?

Biometric authentication...

Bullshit! The system can be hacked anyways!

Thanks everyone for your time!

thanks, bye!

bye

Business FINLAND

CONSUMER RESEARCHER

People with good communication skills are able to decide fast when to use another tool in order to improve communication and avoid misunderstandings.

Talking and visualizing people's emotions does not improve communication per se.

There is a gradation in the selection of communication tools based on the level of knowledge between people engaging in a conversation. The more knowledge and confidence, the less feedback is needed, and vice versa.

Presentation of Humex design process at Aalto Demoday. Scenarios and inspiration cards were created in order to support feedback-gathering from attendants to the event.

NODDING FEEDBACK

IS IT ENOUGH? – NO

Bruno Latour is now emeritus professor associated with the médialab and the program in political arts (SPEAP) of Sciences Po Paris. In addition to curating Critical Zones in ZKM (opening August 2020) he is also, together with Martin Guinard, curator of the Taipeh Biennale of Art (opening October 2010).



Bruno Latour: What are the optimal interrelations of art, science and politics in the Anthropocene?

<https://www.youtube.com/watch?v=40H0TWjg1aE>

longer version: <https://www.youtube.com/watch?v=UtaEJo-jo8Q>

<https://www.youtube.com/watch?v=7AGg-oHzPsM>

48:57 / 51:03

3rd abstract

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Land Protection archaic	Globe no protection	"Earth" protection
local	universal local	worldling not-scalable
lived & real	lived / real	realistic objective multiplicity

45:20 / 51:03

TASK

Discuss what means do we have to design open society and its tools in a way that we support Degrowth?

How can we? Or can we not? know the consequences of our design?

- There is no right or wrong answers. So all is welcomed. You can scope it the way you want but tell the scope you discuss when you present.
- Think the tools we can use for design and understanding what will happen after ur design is in use - in the intended or not intended use
- Discussion: 20 minutes, then presentations.

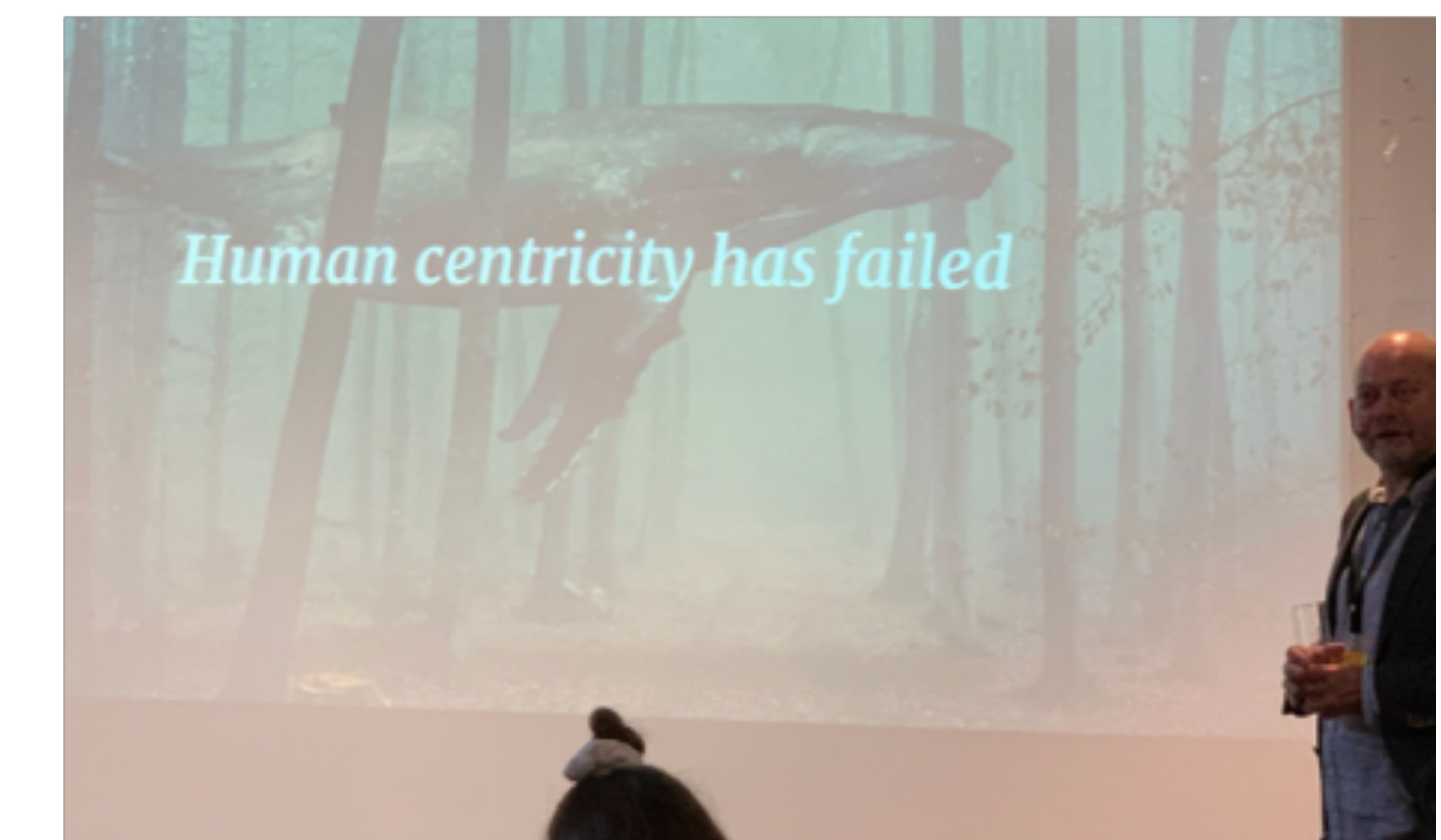
INSPIRATIONS ...FROM SERVICE DESIGN DAYS 2021

REFLECTIONS AND TAKEAWAYS FROM THE EVENT BARCELONA, SEPTEMBER 17-18

BY DARJA TOKRANOVA

Customer/user/human centered design has to go

- Human centered design approaches are proclaimed selfish and dead
- Instead, it is proposed to also think about the environment, non-human stakeholders and non-users who will still be affected by design
- Responsibility and ethics as compass for design, not solely monetary goals



Main points

- We as humans, not as service designers, are responsible for guiding and facilitating reflected change for the good of our people, our companies, our communities, our nations and our planet



TALLINN UNIVERSITY

INSPIRATIONS ...FROM SERVICE DESIGN DAYS 2021

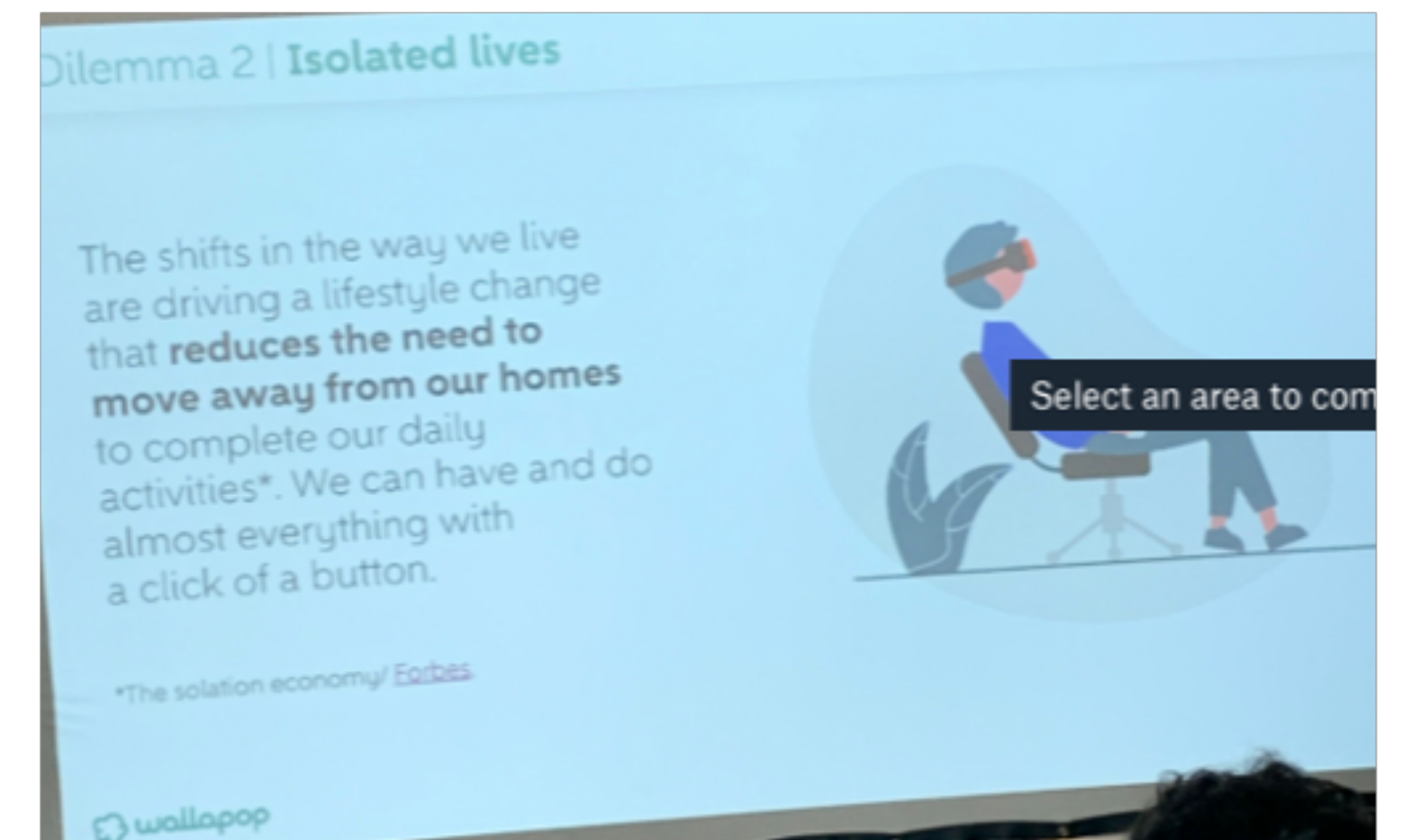
REFLECTIONS AND TAKEAWAYS FROM THE EVENT BARCELONA, SEPTEMBER 17-18

BY DARJA TOKRANOVA

Not everything has to be digital.

There has to be a line that we draw in a rush of digital optimization. Not everything is good when available in a “one-click-away” format.

Digitalization comes with a price and it’s time to get critical about it.



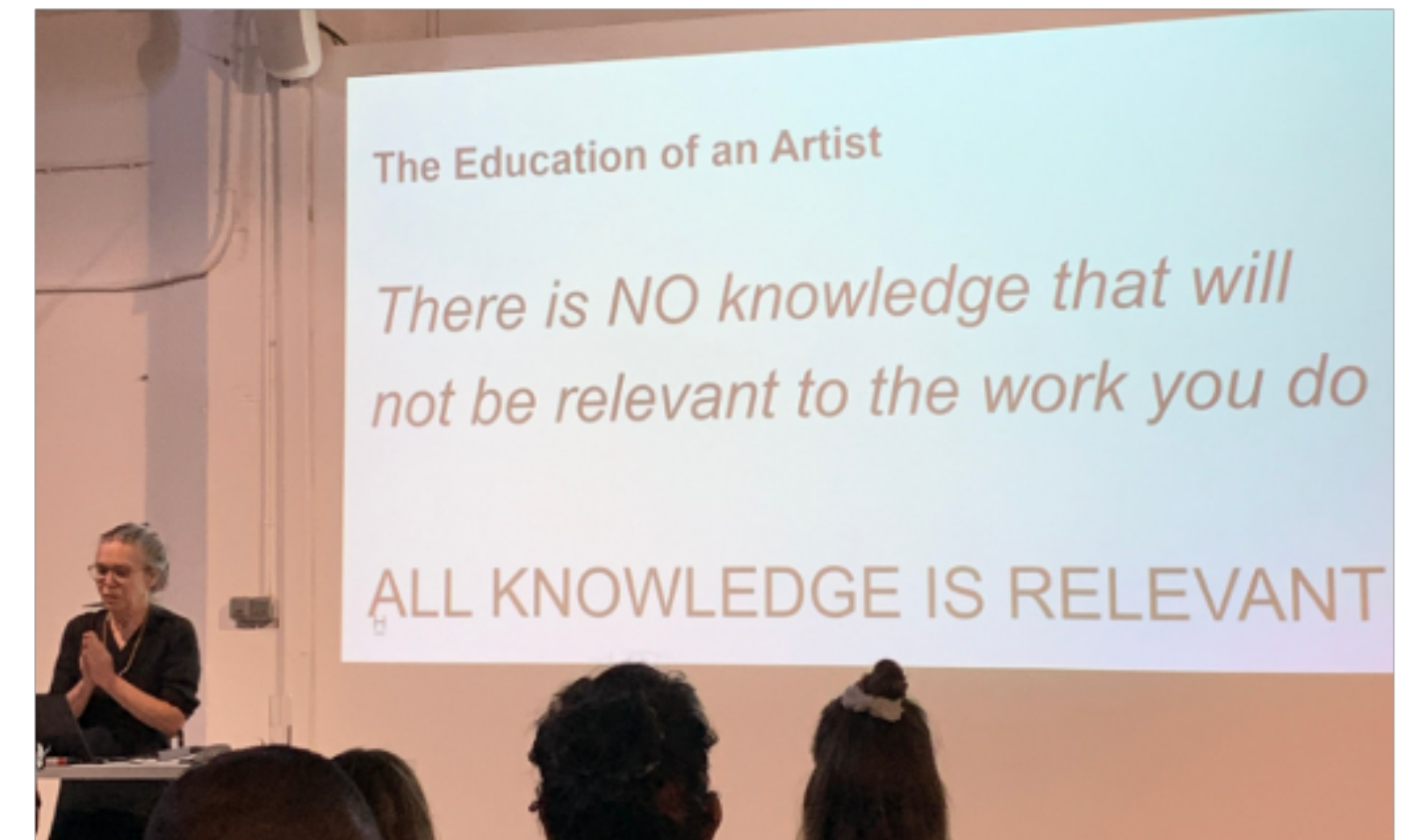
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REFLECTIONS AND TAKEAWAYS FROM THE EVENT BARCELONA, SEPTEMBER 17-18

BY DARJA TOKRANOVA

Trans-discipline professionals are a thing

- People with interests in many fields are finally validated.
- Trans-disciplinary professionals are valuable assets for company, not seen as a "job-hoppers" or undecided about their profile anymore.
- Any experience is valuable and can contribute to different field based on common principles
- ALL KNOWLEDGE IS RELEVANT
- Diversity is the key



- Dare to transcend your own knowledge and work together with diversity of gender, age, domain expertise, experience and more.

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THANKS & QUESTIONS