

Scenario: Ad:Visor

Date: 31 Mar 2021

Activit	Guide word	Deviation (a change/difference that can lead to harm to a	Possible causes (what things might have happened?)	Consequences on the people	ID
1	NO or NOT	No spectacles - Physical Ad:Visor spectacles don't ever arrive in the post	Never sent by the advice agency; mis-addressed by advice agency; addressed and sent correctly but delivered to the wrong address; the delivery person stole it; someone else in the household took it; the dog ate it	Sarah unable to receive support call; Sarah unable to get remote help/advice; the message remains misunderstood by Sarah; the message is not dealt with in time leading to some financial consequence or missed opportunity for Sarah; the advisor has a case remaining open that fails the agency's service standards leading to disciplinary action	0
1	NO or NOT	No data communication between spectacles and advisor	Device pairing error; online connection error (e.g. internet, mobile data)	Frustration not being able to communicate; cannot receive call from advisor; no advice received	1
1	NO or NOT	Non functioning spectacles	Damaged/dropped by user; incorrect/inadequate configuration before sending to person	Cannot receive call; no advice received	2
1	NO or NOT	Non accessible spectacles	Design/use excludes certain groups (e.g. blind person cannot use the spectacles at all)		3
1	NO or NOT	No confidence	Citizen (e.g. older person) may not be confident to use such technologies		4
1	NO or NOT	Spectacles do not fit citizen	Citizen already needs and wears glasses so cannot put device on		5
1	NO or NOT	No battery charge on receipt	Not charged; discharged	Not sure whether broken or what's wrong with them; undermines trust expecting them to be working	6
1	NO or NOT	No audio on receipt	Microphone broken / not working	Unsuccessful appointment	7
1	NO or NOT	No video on receipt	Camera broken / not working	Unsuccessful appointment	8
1	NO or NOT	No knowledge how to use	Do not know how to use; do not read instructions; do not understand instructions; no instructions		9
1	NO or NOT	No call connected	Press wrong control (e.g. to answer call) and it cancels call or crashes spectacles		10
1	NO or NOT	Not able to contact advice agency	Advice agency phone engaged; called at wrong time (e.g. closed)		11
1	NO or NOT	No advice appointment	Unhelpful person answers initial call at advice agency and process fails		12
1	NO or NOT	No spectacles (lost)	Carelessness	Pay for replacement	13
1	OTHER THAN	Wrong advice service	Person at advice agency books appointment for the wrong sort of advice		14
1	OTHER THAN	Distracted by something else	Spend time at looking at something else, and don't do appointment/miss the call		15
1	OTHER THAN	Learn about tech or something else	Using the tech teaches something even if never use spectacles for the appointment/advice		16
1	OTHER THAN	Different advice received	Information is the not the type of advice wanted		17
1	OTHER THAN	Biometric data lost	Fake glasses sent and device steals iris scan	Identity theft	18
1	REVERSE	Advice matter outcome opposite	Wrong topic; incorrect advice		19
1	REVERSE	Advisor perceives opposite	Spectacles used to share some information, but advisor interprets the opposite due to misinterpretation/misunderstanding		20
1	REVERSE	Citizen perceives opposite	Citizen misunderstands/misinterprets information in opposite		21
1	AS WELL AS	Mental effort	Have to use the spectacles in a particular way, and show particular sceens/documents	Mental fatigue	22
1	AS WELL AS	Other visual information shared	Camera observes other aspects of citizen's life wherever citizen looks which gets transmitted to advisor; citizens accidentally looks at something else	Loss of privacy	23
1	AS WELL AS	Other personal information shared	Other private data on phone or documents is looked at while wearing spectacles and is transmitted to advisor in additional to relevant info	Loss of privacy	24
1	AS WELL AS	Credentials shared	Username/passwords observed by advisor	Loss of privacy	25
1	AS WELL AS	Other people's personal info shared	Someone else's face/body caught in camera and transmitted		26
1	AS WELL AS	Physical harm	Spectacle malfunction means camera shines bright light into wearer's eye		27
1	AS WELL AS	Fatigue	Spend more time staring at phone and documents	Eye strain; migraine; do not complete call	28
1	AS WELL AS	Electrical shock	Damaged device exposes electrical contacts	Electric shoc k	29
1	AS WELL AS	Other advice received	In discussion, get some additional incorrect advice about some other matter		30
1	AS WELL AS	Other advice matter identified	Discussion leads to advsior identifying other issues that need addressing/affect the citizen which they did not know about	Left with another problem to deal with	31
1	AS WELL AS	Spectacles used for other purpose	Citizen uses device for something else than appointment call		32
1	AS WELL AS	Spectacles hacked	Security flaws exploited to change what device can be used for		33
1	AS WELL AS	Use causes skin reaction on contact	Some people may have adverse physical reaction to materials (e.g. plastics, metals) used in spectacles		34
1	AS WELL AS	Receive a call intended for someone else	Citizen's phone number has been misrecorded; device error		35
1	AS WELL AS	Hear other people's calls through the device	Crossed calls		36
1	AS WELL AS	Immediate danger revealed	Advisor sees something dangerous in the camera image and needs to decide whether to call emergency services / report it	Moral burden on advisor to make decision - if not reported rthe citizen may at risk of harm; if they do report some other things that may have other negative consequences on the family too	37
1	AS WELL AS	Call data stored	If audio/video data is recorded, it might be hacked/stolen/used for some other purpose		38

1	AS WELL AS	Incorrect action	Advisor suggests an action (e.g. do something, press something on other device) and citizen does it wrong which has an adverse side effect (e.g. pressing switch on some medical device advice is being sought about)	39
1	MORE	Additional types of data collected	Location/usage data is also collected, inherent in tech	Data used against citizen by agency/other body; stored data 40
1	MORE	Time spent	Longer on computer/internet: lower than face-to-face; appointment just takes time	Lost time for other things; increased utility bills 41
1	MORE	Keep spectacles for another appointment	Advisor thinks the citizen needs extra help and suggests they hang on to the spectacles instead of returning them	Reinforces citizens concerns about their situation or fears of going out putting them off even more 42
1	PART OF	Advice incomplete	Advisor does not have knowledge to give enough help; run out of time (e.g. to finish a process); some other event occurs which interrupts	Need to make another appointment; incomplete problem solved; delay might worsen citizen's situation 43
1	PART OF	Insufficient advice taken in	Citizen is distracted during call	44
1	PART OF	Ad:Visor process interrupted by failure of one step	Glasses sent but lost	No advice 45
1	PART OF	Only some advice received	Someone rings citizen's doorbell who then terminate call; button pressed accidentally that switches off or crashes device	46
1	PART OF	Advice matter not the sole focus	Advisor is too interested in otehr personal data/credentials visible	47
1	PART OF	Call terminated and has to be re-made	Lose connection and have to wait to receive new call	Waste time sitting waiting; stops doing other things; have to expend effort to rearrange 48
1	PART OF	Not all communication channels utilised	Choose not to, or forget to, turn on camera and/or microphone	49
1	PART OF	Spectacles unavailable for another citizen	Spectacles not returned to advice agency after appointment	50
1	LESS	Poor quality video	Low camera resolution; poor refresh rate; distortion/interference to picture; camera touched by fingers	Inhibits discussion; may lead to mistakes and misinterpretations 51
1	LESS	Poor eyesight	Device does not provide any/as good eye correction as citizens existing glasses	Can no longer see phone, documents, writing, surroundings, etc 52
1	EARLY	Pictures/sound recorded/sent before the appointment call	Always on	Privacy leak 53
1	EARLY	Pictures/sound recorded/sent before ready to share info	Turned on before needed/ready and looking at something else	Privacy leak 54
1	EARLY	Use before call and have negative experience	Try spectacle out and dislike the experience	55
1	BEFORE	Matter completed before scheduled appointment	Advice matter resolved in some other way; too late to advise on matter (e.g. expired, deadline passed)	56
1	BEFORE	Information not visible/heard by device	Starting to do things before device ready (coordination) so some information not sent to advisor	57
1	BEFORE	Wear glasses before ready to share	Rush into wearing and don't have information ready to show	58
1	BEFORE	Receive glasses before realising what they are for/reads instructions	Citizen may not be expecting spectacles	59
1	BEFORE	Advice already received	Ask for advice in initial call to agency before spectacles, because unsure what the appointment is for	60
1	BEFORE	Call terminated before matter addressed fully	Receiver is not a two-way device - Citizen or advisor think they have resolved issue, and hung up, but it isn't resolved - no way to get back/continue	61
1	LATE	Advice received later	Enough time needs to be left between the initial enquiry to the agency and the appointment, for the spectacles to be sent/delivered - have to wait for appointment/spectacle delivery before getting advice	Distress not having the advice / matter resolved in the meantime 62
1	LATE	Pauses during appointment call	Do not have things ready, so adds delays during call to get things ready and find documents etc	63
1	LATE	Spectacles arrive late	Delivery delays	Battery may be discharged and thus unusable 64
1	AFTER	Spectacles are delivered after the scheduled appointment	Despatch/delivery delays	65