# PREPARATIONS AND ARRANGEMENTS

## WORKSHOP WHEN & WHERE

Thursday 25th March 2021 at 14:30 hrs.
MS Teams

## FACILITATOR - START

### WELCOME (5mins)

[small talk as people join]
[ask people to unmute and turn their cameras on]

Hello, I am ▓▓▓▓ the FACILITATOR for this workshop. I will be guiding you through a structured discussion. You will be using your own knowledge, experience and imaginations to identify undesirable consequences of a potential technology intervention in a socio-technical system.

My colleague ▓▓▓▓ has the roll of RECORDER, to document what undesirable consequences we identify. Once we get onto the discussion, they will share their screen so you can see what is being written, but won't participate in the discussion.

### PURPOSE

The aims of the workshop are two-fold:

1. Identify negative consequences for an example scenario of a proposed technology intervention
2. Obtain your feedback on the method itself.

Please first read the instruction sheet I have linked to in the chat window. You do not have to remember the steps, as I will be explaining them as we progress.

## INTRODUCTION TO SCENARIO

The scenario we are assessing is described in a separate document which I will share with you in a moment. The technical intervention relates to people who might ned to claim the working-age social security benefit called Universal Credit, which is primarily claimed through an existing online process. You don't need to have knowledge of that. But if you do, please suspend any disbelief about the intervention because it is future fiction. I will paste links to the PDF and TXT versions of the scenario in the chat window. now

[Paste these into the chat window:
PDF: ▓▓▓
TXT: ▓▓▓
▓▓▓▓▓▓▓▓ can access them]

Take a few minutes to read and review the scenario now. While you do that, think about the main people in the scenario, what they are trying to achieve and note down individually what all the various actors and artefacts there are. That is other people, groups, organisations,. types of data/information, devices, software, services, systems, other technology, objects, places, etc. Some of these are explicit in the scenario, but others may be implied, or thought necessary. Perhaps everyone can mute while they do this. When everyone has done that get back together as a group.

## REVIEW OF SCENARIO

[10 minutes later] Welcome back. Did anyone have any questions about the scenario itself?
[participants ask questions by speaking]
[respond to any queries]

For this workshop the scenario has been split into two higher-level tasks

1. Before needing to claim, go through the physical-digital hybrid guidebook and make all the Universal Credit claim preparations, doing this both remotely and co-located with other potential claimants and facilitators
2. When needed, submit the previously prepared claim for Universal Credit

We have these two tasks written in a document which will be visible during the discussion.

## INTRODUCTION TO THE PROCESS

**List of tasks, guide works and components**

Okay, I will now ask ▓▓▓▓ to share their screen, so we can see the tasks.

**Scope**

So just a comment about the scope:

- Just this scenario's socio-technical system (its tasks, actors and artefacts)
- Assume JO and Kate have internet access, laptop or similar device and are comfortable with using the internet for shopping, entertainment and staying in touch with friends and family
- We will only use the predefined list of guide words as prompts.

**Objectives**

For the discussion:

- We want to assess what could go wrong
- Importantly, to identify harms to people primarily, so not harms to the intervention itself or other artefacts
- Consider any negative consequences whatever their magnitude

**Description of the method**

The method we will use is to consider each *task* one at a time. I will name the *task*, and then we will use each *guide word* in turn and apply it to the task and try to

think what could lead a negative deviation from the design intent. In some cases, the *task-guide* pairing will not make sense; for others we may find multiple deviations. It is an open discussion, but we can take turns if needed. Don't worry if you're unsure if the deviation fits the guide word... the *guide words* are just prompts; the valuable outputs are the deviations and possible causes, regardless of how they were classified.

**Harms**

We are looking for unintended consequences that cause harms. Harms can include failures to fully complete the intended activity (achieve the goal), or manifested as additional burdens, concerns, annoyances, distractions, time and financial costs, disruption, instability, and mental or physical harm whether directly or indirectly. the harms might occur synchronously or before/after, in the same location or somewhere else. They might occur through use of the technology, or the technology used by others to cause the harm. the people themselves might do something differently, unconventionally or unexpectedly or even maliciously. Some might involve inadvertent errors such as action slips or lapses and mistakes, or deliberate acts contrary to expectations, norms or rules.

**Record keeping**

The REPORTER will write down the task, guide word, each deviation, and where we mention them possible causes and impacts.

**Process**

We will now start. Can I ask ▮▮▮▮▮▮ to reveal the first tasks and the first keyword? If we want some inspiration we can also flip through the tip cards.

This isn't competitive, its collaborative. No one gets any points but everyone wins!

## ENUMERATION OF DEVIATIONS

Read out the first scenario. Read out the first guide word "NO or NOT" and everything else on that page.

*[For this first one, show the example in the spreadsheet as the type of thing to be documented by NAME2]*

What deviations might occur that mean the intent is not achieved at all, and nothing else is?

Keep prompting for suggestions and try to get possible causes (consequences don't matter so much at the moment, but might be verbalised – if so NAME2 should document those too)]

*[participant discussions]*

Okay, lets' move onto the next guide word....

*[participant discussions]*

Okay let's move onto the next task, 2....

*[participant discussions]*

Once both tasks and all guide words have been discussed, the enumeration has ended.

## SUMMATION AND CLOSURE (5mins)

**Reflection**

Thank you for taking part. We have explored a scenario and come up with lots of suggestions about possible deviations, their causes and some consequences. There are some very interesting ones there. These scenarios are going to be used with other researchers, claimants themselves and welfare benefit advisors to identify what might improve people's interactions with online welfare benefits, while being mindful of the downsides.

**Feedback**

There is an anonymous feedback form. I have put a link to it in the chat. Could you please provide feedback there?

*[Paste this into the chat window:*
*MS Forms: ▮▮▮▮*
*and check people can access it]*

**Next steps**

The workshop recording and your comments will be reviewed, and the methodology updated. It will undergo a further trial with another group. Explanation of how the deviations identified will contribute to inform the design of a prototype assisted diary system, and how it will be trialled and assessed.

**Consent and data**

The outputs from the workshop and the anonymous feedback will be used in ▮▮▮▮▮▮▮▮ research. the data will be protected and will only be used anonymously.