

IoT Week 2018

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End-user Engagement Tools & Methods for IoT Projects

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Introduction

Ines Vaittinen



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Katariina Malmberg



Jonas Breuer



Cesco Reale



U4IoT partners







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U4IoT project



U4IoT website



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YOUR EXPERIENCES WITH END-USER ENGAGEMENT TOOLS IN (IOT-LSP PROJECTS)?

Exchange

Exchanging experiences

What kind of End-User Engagement Tools

or Methods did you use?

- What went well?
- What could be done better?
- What are actions you undertook or would advise to others to improve the use of end-User Engagement Tools & Methods in IoT projects?



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Survey & Crowdsourcing Tool

Co-Creative Workshop Methodology

Living Lab support

¥48

Privacy Guidelines and Game

Sensors, mobile phones, wearable objects, radio-frequency identification (RFID) tags, cameras, middle-ware components, have a common feature: they are all points of entrance of data, which can include... <u>Read more</u>

IoT Adoption Barriers

20 min resentation

END-USER Participatory Sustainability Models ENGAGEMENT TOOLS AND METHODS

Tools & methods



End-user engagement toolkit

- A selection of enduser engagement tools & methods useful for the LSPs
- Clustered in three phases with several iterations per phase



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Ines Vaittinen Katariina Malmberg

Crowdsourcing & Survey tools

- Gather ideas and data about a certain topic through crowdsourcing
- Set-out surveys to gather information for your project



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Christopher Hemmens

Privacy Game & Guidelines

- To educate the LSPs stakeholders on data protection;
- To raise awareness on the main risks related to data protection with IoT deployments;
- To translate complex legal norms into clear and easily understandable principles.
- To reduce the risks of non-compliance with the Data Protection Obligation in the five LSPs.



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Cesco Reale

Co-Creative Workshop Methodology

- Co-creative workshop handbook, templates & toolkit customised to the needs of LSPs
- 6h workshop to cocreate IoT solutions with a group of 6 end-users in 4 phases



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Nathalie Stembert

Living Lab Methodology Support

- Living Lab • Methodology handbook
- Coming soon: • webinar & e-Course



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Ines Vaittinen

Katariina Malmbera

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I oT adoption barriers

- Identify issues from theory and expert interviews
- Triangulation by means of focus group sessions with the LSPs
- Formulating
 recommendations







Anna Ståhlbröst

Abdolrasoul Habibipour

ur Aya Rizk

Ethical	Societal	Ecological
Privacy protection	Security of physical and digital assets	High power/energy consumption
Secretly videotaping or capturing	Physical threats	Battery life and heating
Secondary use of data	Data threats (information content/leakage)	Using recyclable material
Collecting unnecessary data	Integrity (e.g. validity and reliability of data)	Limited communication range
Personal data threats (information content/leakage)	Overreliance on the technology	Software reusability
Security of physical and digital assets		
Physical threats		
Data threats (information content/leakage)		
Integrity (e.g. validity and reliability of data)		
IPR issues		



Paticipatory Sustainability Models

- Workshop to identify value propositions
- A workshop with the MONICA project was held at meeting at Fraunhofer, Bonn, 30/01/2018, 9.00 – 12.00.



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Jonas Breuer

Wim Vanobberghen

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U4IoT Project

& Support 🔻

Contact

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We gladly help you to navigate

Depending on the objectives of a project and its stage of development, different approaches to end-user engagement can be chosen. Unfortunately, it's not always immediately evident which method is the most appropriate. The Interactive Flow-Diagram on this page can therefore assist in navigating between the various tools and support services offered by U4IoT. It offers guidance by making a selection according to specific needs and assisting in deciding on an end-user engagement approach that matches the project's objective(s). By answering six questions i.e. on the stage of development, objective, type of data, sample size, resources and level of expertise, one primary recommendation and three secondary recommendations will be provided. The recommended end-user engagement tools and methods are briefly described and accompanied with a link containing more information on how they can be applied. For some of the end-user engagement tools and methods, additional support in the form or an e-course is available. For direct questions or advice, experts from the Expert Pool can be

Get storted 10 min esentation ONLINE SUPPORT SERVICES

Interactive Flow-Diagram

- Six simple questions
- Helps you to navigate through the end-user engagement tools & methods
- Find the tools & methods that best suit the project phase you are in

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0	Depending developme method is t this page c tools and s making as deciding or project's of	on the objectives of a nt, different approach fortunately, it's not als he most appropriate. In therefore assist in a puppor services offere election according to s an end-user engager jective(s).	project and its st es to end-user en ways immediately The Interactive FIn navigating betwe d by U4IoT. It offe specific needs and ment approach th	age of gagement can be revident which ow-Diagram on en the various res guidance by d assisting in lot matches the Get st	By answering six qu objective, type of dc one primary recommendations v engagement tools a accomponied with can be applied. For accomponied with can be applied. For methods, additional For direct questions consulted.	vestions i.e. on the sto ta, sample size, recos ind methods one brief link containing more some of the end-use soupport in the form or advice, experts fro	ige of development, urces and level of expertise, accondary accontended and -user by described and information on how they engagement tools and ro e-course is available. In the Expert Pool can be	• 3
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Expert Pool & FAQ

- Expert pool with U4IoT experts for LSPs to consult
- End-user engagement communities from ENOLL
- Frequently asked questions concerning enduser engagement



E-Courses & webinars

- Introduction video U4IoT
- Variety of e-Courses with lessons on the tools offered by U4IoT
- Every other month in 2018 a new e-course will be published





Please provide us with your feedback

How would you rate this Toolkit?

We are continuously trying to improve our services, could you help us by letting us know if you are satisfied with this toolkit?





PLEASE ATTEND THE DIFFERENT TABLES FOR PERSONAL ADVICE & QUESTIONS.



Thank you for your attention!

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