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Design Ethics in socio-technical systems: Addressing the ethics of connected appliances
Fiore, Eleonora

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Ethical challenges of the Internet of Things in the household environment

Eleonora Fiore
Politecnico di Torino, Torino, Italy
Department of Architecture and Design
eleonora.fiore@polito.it

Relating Systems Thinking and Design (RSD5) Symposium
Ethics

- applied to systemic design
Ethics

- applied to systemic design

- deontology (obligation and duty)
- teleology (maximizes the utility)
- virtue ethics (role of character and virtue)

business
computer
engineering
design
Methodology

Social Ethics → Socio-technical systems
considers the social arrangements for making decision
in an iterative design process.
Richard Devon

Value-sensitive design approach (VSD)
bridges the gap between technical design considerations
and ethical concerns expressed through human values.
Mary L. Cumming
Decision making

- design
- research
- team
- supply chain
- suppliers
- policy
- definition
- period of use and end-of-life
- maintenance & upgrading
- feedback
- market research
- user
- IT programmer and developer
- UX designer
- UI designer
- ecodesigner
- ecodesigner
- recyclers
- retailers and spare parts supplier
- ecodesigner
- manufacturer
- supply chain
- supplies
- feedback
- dermatologist
- chemist
- biologist
- ecologist
- policy maker
- policy maker
- wide network of stakeholders

EXPLICIT DECISIONS

development of connected devices
Decision making

**IMPLICIT DECISIONS** should be structured with different decision support methods and tools
Value-sensitive-design

shape contexts, define a better world

expresses his needs and values

provides solutions - forecasts future scenarios

abstract knowledge

local knowledge
Case study

- connected devices (e.g. appliances)
Global network infrastructure of Internet-connected devices or gadgets [1] able to collect, store, process and communicate information about themselves and their physical environment [2]

Concerns

Concerns = challenges for a designer


need for transparency
The learning machine

- automation in design

A machine that is not able to recognise shifts in context, that cannot evolve or self-improve, should be considered unethical.

Nicholas Negroponte
The learning machine

- learning and understanding contexts by interacting with them

smart vs connected
The gap of missing information

- missing information (unavailable, undeterminable)

**research in the preliminary design stages**

**user specific related to experience**
The gap of missing information

designer

expresses his needs and values

improves modifies

informs and shares elaborated data

user

gives information
gives information

provides solutions – forecasts future scenarios
Type of information

- switching from internet of

  user-generated (self-generated data)

  to

  thing-generated (technically generated data)

- IoT brings new quantity and quality of data, unprecedented opportunities but also challenges and problems.
Privacy & security concerns

Expresses his needs and values

Improves modifies

Informs and shares elaborated data

Legitimate third parties

Product

User

Improve efficiency towards consumers

Gives information

Gives information
Privacy & security concerns

Direct stakeholders:
- User: expresses his needs and values
- Product: improves, modifies elaborated data
- Legitimate third parties: gives information

Indirect stakeholders:
- Other users: unaware
- Other third parties: data trading, data breach

Other third parties give information about the user's needs and values to legitimate third parties. The product then improves and modifies the data, informing and sharing elaborated data with the user. This process improves efficiency towards consumers.
Frame a design

- understand the context
- define the socio-technical system
- explore future possibilities
Frame a design

lack of legislation and policies
improper uses
user profiling
affecting user freedom
Frame a design

these issues should be included in the design process

- lack of legislation and policies
- improper uses
- user profiling
- affecting user freedom
Designer

- Forecasts future issues
- Involves the user in the design process
- Changes existing situation into preferred one
- Is responsible for the production of material environments
The behavior of the agents within the system is generally unpredictable, there may be no single vantage point from which complex systems can be designed and controlled [3].

Designing in an ethically responsible manner is an evolutionary process.

QUESTIONS?

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