

accidents of information



Alan Dix

Lancaster University

www.hcibook.com/alan

- accidents
 - things that go wrong
- accidents
 - things unplanned
- accidents
 - the surface form (vs. substance)

messy desk



tidy office

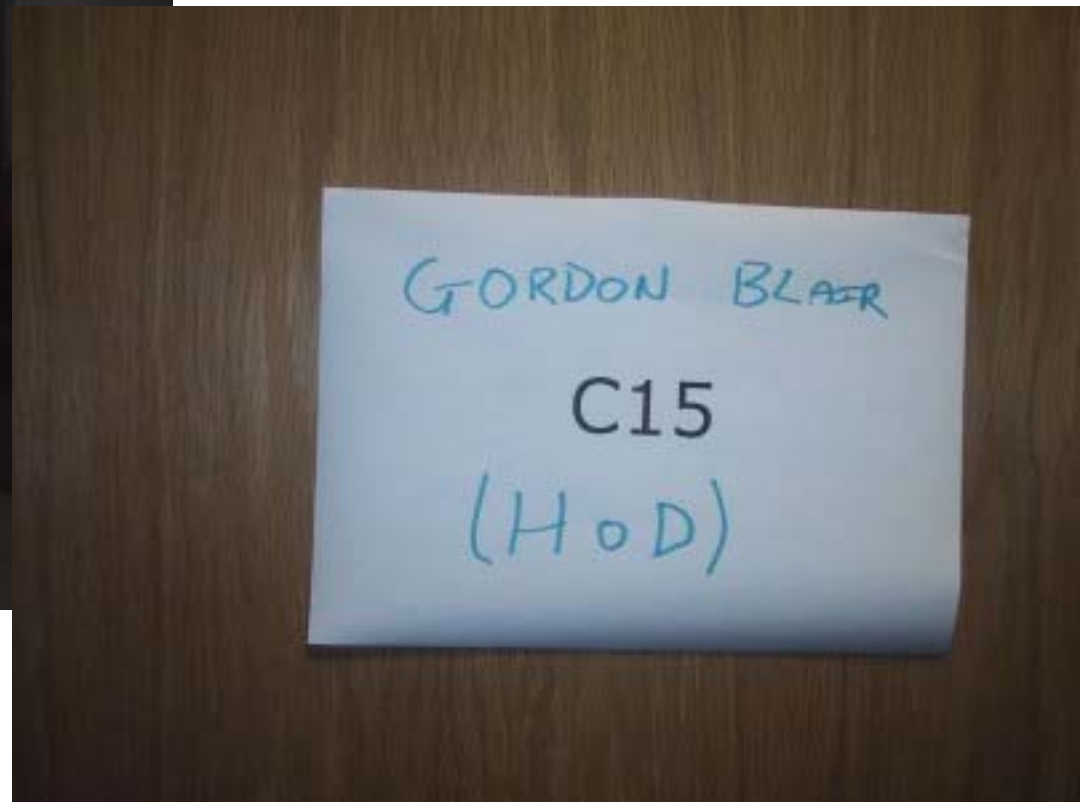


attributes of artefacts



- functions:
 - Physical and functional
 - Information and communication
 - Control and coordination
 - Social and political
- physical attributes:
 - Content
 - Appearance
 - Disposition

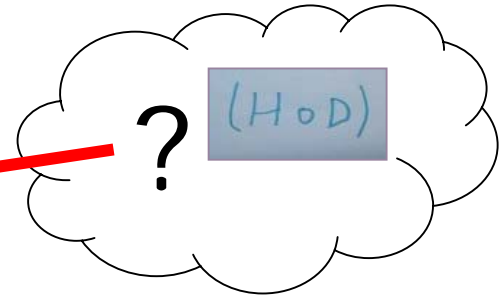
context



semiotic frame

(HOD)

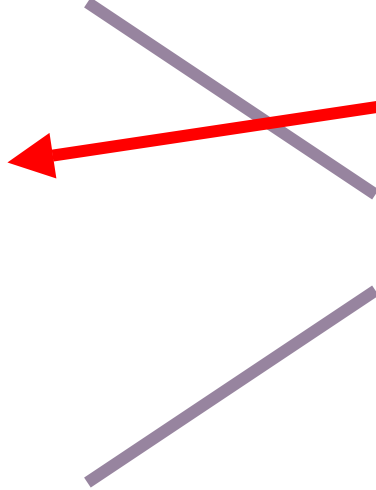
sign



interpretant

signified

Head of
Department



accidents may be more
than substance



problem

loss of richness when information goes electronic

opportunity

accidents can tell us a lot about day-to-day work