

HLL Helsinki Living Lab – Whole Lot of Drama, Tekes Project
Conference May 9th 2008, Helsinki, Finland.

ENGLISH SUMMARY

Final presentation of Saunalahti case
arki research group – TAIK

1) This 4 month Living Lab case studied the user experience and future development possibilities of 2 key services of Saunalahti company:

Saunalahti Perusposti, a classical and well established web email service and

ISO G a then newly developed service in beta stage that provides web based storage and sharing of files.

2) Several actors where involved in this case

First and most important ones: residents, students and people working in Arabianranta that participated in the studies.

Users, or **master-users** as we have described them in the HLL project, where contacted mostly by email using the networks of the local development office Art and Design City through the Helsinki virtual village and the house e-moderators.

We also used the mailing lists of employees and students of the educational institutions of the zone.

As a result 137 people from Arabianranta responded enthusiastically to our invitation and followed the study by responding to online questionnaires and providing feedback occasionally,

70 of them used the services more actively and completed the checkpoints,

18 participated in 5 focus groups at different stages of the project and

6 of them committed their time and energy to self-documentation process and participation in workshops to map their digital practices.

3) The practical work and research was done in collaboration with 3 local actors:

Teachers and students of Arcada polytechnic through the ARBIT unit who provided their expertise in conducting quantitative surveys and qualitative focus groups.

Together with the user participants they analyzed different aspects of the services by following the user experience and current expectations of the 2 services

They also researched the suitability of the methods to the conditions of a Living lab study and adapted them to those

4) Researchers from Media lab at the University of Art and Design engaged in a broader exploration of the digital practices associated with sharing and archiving of files in general

This was done through qualitative mapping of the practices of 6 participants; that participated in "visualization" sessions; made online self-documentation and reflection and participated in workshops

This part of the work also explored the suitability of co-design as an approach for Living lab activities

8) With the collaboration of experts at Data rangers, a local company focusing on Data mining tools some of the material collected during the project was analysed and clustered using data mining and visualization tools.

9) Last but not least, Movenese provided the project coordination and served as the contact point for all the different actors.

10) The study provided insights of the current user understanding of the services, and important directions for its development some of which have been already incorporated by the company. We believe it has also provided a more holistic view of the place and role of the services in the everyday life of Arabianranta people. Through this case we (the HLL project team as a whole) have gain a concrete understanding of the possibilities as well as the limits of this type of approach.

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ABC/ TAIK