ALL CHILDREN READING:
A GRAND CHALLENGE FOR DEVELOPMENT

GETTING BOOKS INTO SCHOOLS

TRACKING AND TRACING BOOKS: A SOFTWARE AND INTERFACE DESIGN PERSPECTIVE

USAID FROM THE AMERICAN PEOPLE

World Vision

Australian Aid

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STAKEHOLDERS

- Who are the principal stakeholders?
- Who are the second-level stakeholders?
- Do stakeholders have differing capabilities and capacities?
- Do stakeholders have differing agendas?

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STAKEHOLDER QUESTIONS

Questions that Could be Answered

1. What books should arrive at this school?
2. When should the books arrive?
3. Where are the books now?
4. How can I contact the person responsible for this shipment?

- What other questions are there?
- Can these be answered?
- Can answers be short?
- Can questions be short?

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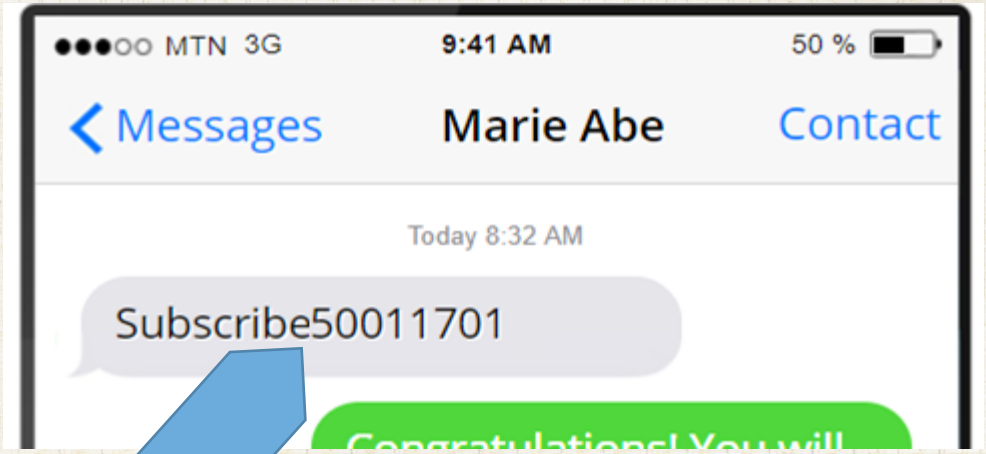
DESIGNING FOR ERROR

How do the people who interact with the system differ with respect to digital/device literacy, if applicable? How does capability differ?

- Designing for queries and identifiers with an eye on eliminating input error



Shipment code and query are designed so that the system always checks for a letter and a number together and adds a space

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DATA THAT CAN BE CAPTURED

In addition to system answers to questions, what data can be passively obtained? ….and is it important?

- Location of book handoffs
- Time of book handoff
- Cell tower quadrant
- Number of interactions per cell number
- Can data be exported (e.g. CSV, images, etc.)

…

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VIEWING DATA

Is the data visible to all parties?

- Could the data ever be public? How might this look?
- Are there reasons to not show any data?
- Can data be used maliciously?
- Are there privacy issues that need to be considered?

…

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DESIGNING FOR MALICE

While the system may have a wonderful goal, how can it be used for other, malicious purposes?

- Can a person interact with the system in a way to do harm?
- Can I interact with the system in such a way as to cause disruption of any sort?

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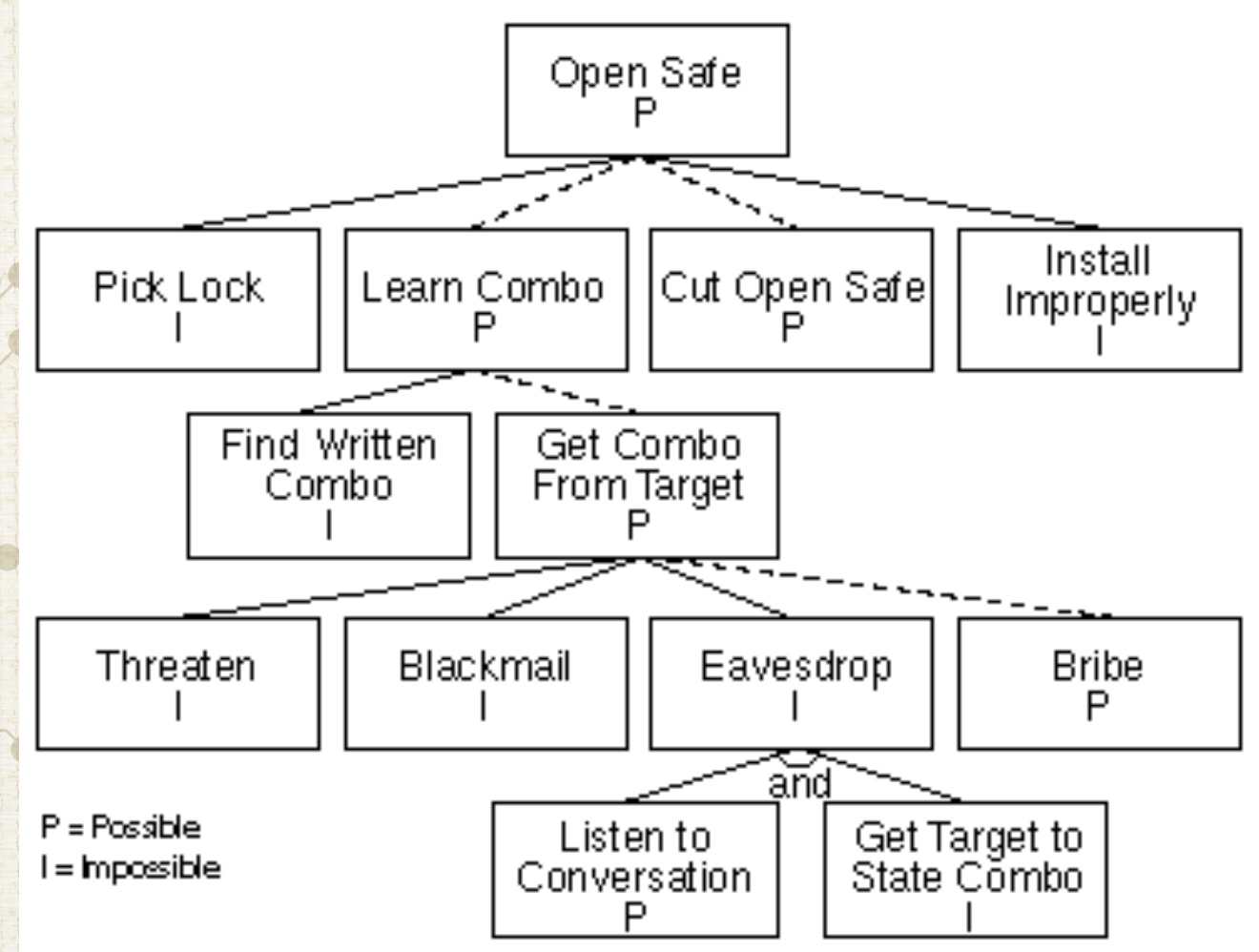
ATTACK TREES



-- B. Schneier, *Dr. Dobb's Journal*, December 1999