

THE USER EXPERIENCE

Team One

User Experience

- ~~Motherhood~~ ✓
- ~~Apple Pie~~ ✓

- Parenthood
- Kangaroo Pie

The Good News

- Networking people getting out of “not my job” mentality

1. Raise the bar

- Go beyond “it works”, “doesn’t suck”, to “I enjoy it”
 - Customizable, Personalizable
 - Social home networking (e.g. Social TV)
 - Access to my home context from anywhere

2. User Objectives, not device configuration

- Scenarios
 - Parental Control – establish/monitor
 - “Play this music on those speakers”
 - Internet connectivity establishment
- Architectural change needed
 - What Keshav said
 - CCN, Knowledge Plane, (Cloud)
 - Names that make sense to users and can describe objectives
- Range of frequencies (from once to frequent)
 - may require different approaches

3. Self-diagnosis, Self-test, Self-configure

- Critical to achieve previous slide's vision
- Can we learn from other systems? (e.g. SONET)
- Range of levels of user involvement
 - E.g. human sometimes in the loop for parental control



The User Experience

- More than “it works”
 - ▣ Home networking experience should be enjoyed
 - ▣ Customizable/Personalizable (cf. ringtones)
 - ▣ Social
 - ▣ Remotely accessible home context
- Systems should be designed around user objectives, not device management
 - ▣ E.g. get this song playing on those speakers, not connect this computer to that device
 - ▣ Don't want users thinking about networks
 - ▣ This may need new architectures (eg. CCN, KP, ...)
- Auto-troubleshooting – research needed
 - ▣ Some limited existence proofs