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# HCI

Human-Computer Interaction '97

Harold Thimbleby, Brid O'Conaill  
and Peter Thomas (Eds)

# People and Computers XII

Proceedings of HCI '97



Springer

# People And Computers Xii Proceedings Of Hci97

**R. Harper,L. Palen,A. Taylor**



## **People And Computers Xii Proceedings Of Hci97:**

**People and Computers XII** Harold Thimbleby, Brid O'Connell, Peter J. Thomas, 2013-03-14 Most organisations try to protect their systems from unauthorised access usually through passwords. Considerable resources are spent designing secure authentication mechanisms but the number of security breaches and problems is still increasing. DeAlvarez 1990, Gordon 1995, Hitchings 1995. Unauthorised access to systems and resulting theft of information or misuse of the system is usually due to hackers cracking user passwords or obtaining them through social engineering. System security, unlike other fields of system development, has to date been regarded as an entirely technical issue. Little research has been done on usability or human factors related to use of security mechanisms. Hitchings 1995 concludes that this narrow perspective has produced security mechanisms which are much less effective than they are generally thought to be. Davis Price 1987 points out that since security is designed, implemented, used and breached by people, human factors should be considered in the design of security mechanisms. It seems that currently hackers pay more attention to human factors than security designers do. The technique of social engineering for instance, obtaining passwords by deception and persuasion, exploits users' lack of security awareness. Hitchings 1995 also suggests that organisational factors ought to be considered when assessing security systems. The aim of the study described in this paper was to identify usability and organisational factors which affect the use of passwords. The following section provides a brief overview of authentication systems along with usability and organisational issues which have been identified to date. 1 *People and Computers XIV — Usability or Else!* Sharon McDonald, Yvonne Waern, Gilbert Cockton, 2012-12-06. Currently we are at the beginnings of widespread wireless connectivity and ubiquitous computing. The Web is merging with a variety of technologies: cell phones, laptop computers, hand-held organisers, information appliances, and GPS and other sensors. The capability for access anytime and anywhere is here. The increasing frequency of cell phone calls at inappropriate times testifies that people no longer can easily control access. Devices can determine where they are located and can make a range of information available to users as well as make users available to others or their devices. We have proposed a general technique that promises to assist in mediating access. It capitalises on advantages afforded by computation. Hollan, Stometta 1992. We first described the negotiation technique in the context of problems involved in scheduling meetings and then showed that similar issues which at first may seem unrelated but in fact have much in common arise in other contexts. One such activity gaining immediate access is currently of growing importance because of expanding connectivity via wireless technology. Cell phones and related technologies make it possible to be constantly available for synchronous interaction. At times this can be advantageous but the associated costs and benefits result in a complex tradeoff space for designers as well as users. **People and Computers XVI - Memorable Yet Invisible** Kristine Faulkner, Janet Finlay, Francoise Detienne, 2012-12-06. For the last 20 years the dominant form of user interface has been the Graphical User Interface GUI with direct manipulation. As software gets more complicated and more

and more inexperienced users come into contact with computers enticed by the World Wide Web and smaller mobile devices new interface metaphors are required The increasing complexity of software has introduced more options to the user This seemingly increased control actually decreases control as the number of options and features available to them overwhelms the users and information overload can occur Lachman 1997 Conversational anthropomorphic interfaces provide a possible alternative to the direct manipulation metaphor The aim of this paper is to investigate users reactions and assumptions when interacting with anthropomorphic agents Here we consider how the level of anthropomorphism exhibited by the character and the level of interaction affects these assumptions We compared characters of different levels of anthropomorphic abstraction from a very abstract character to a realistic yet not human character As more software is released for general use with anthropomorphic interfaces there seems to be no consensus of what the characters should look like and what look is more suited for different applications Some software and research opts for realistic looking characters for example Haptik Inc see <http://www.haptik.com> others opt for cartoon characters Microsoft 1999 others opt for floating heads Dohi Takama Koda 1996 Koda Koda Maes 1996b

**Usability Evaluation of Online Learning Programs** Claude Ghaoui,2003-01-01 Successful use of information and communication technologies depends on usable designs that do not require expensive training accommodate the needs of diverse users and are low cost There is a growing demand and increasing pressure for adopting innovative approaches to the design and delivery of education hence the use of online learning also called E learning as a mode of study This is partly due to the increasing number of learners and the limited resources available to meet a wide range of various needs backgrounds expectations skills levels ages abilities and disabilities The advances of new technology and communications WWW Human Computer Interaction and Multimedia have made it possible to reach out to a bigger audience around the globe By focusing on the issues that have impact on the usability of online learning programs and their implementation Usability Evaluation of Online Learning Programs specifically fills in a gap in this area which is particularly invaluable to practitioners

**Handbook of Research on User Interface Design and Evaluation for Mobile Technology** Lumsden, Joanna,2008-02-28 This book compiles authoritative research from scholars worldwide covering the issues surrounding the influx of information technology to the office environment from choice and effective use of technologies to necessary participants in the virtual workplace Provided by publisher

**Approaches and Frameworks for HCI Research** John Long,2021-03-04 This research textbook designed for young Human Computer Interaction HCI researchers beginning their careers surveys the research models and methods in use today and offers a general framework to bring together the disparate concepts HCI spans many disciplines and professions including information science applied psychology computer science informatics software engineering and social science making it difficult for newcomers to get a good overview of the field and the available approaches The book s rigorous approach and framework response is to the challenge of retaining growth and diversification in HCI research by building up a general framework from approaches for

Innovation Art Craft Applied Science and Engineering This general framework is compared with other HCI frameworks and theories for completeness and coherence all within a historical perspective of dissemination success Readers can use this as a model to design and assess their own research frameworks and theories against those reported in the literature

Human-computer Interaction, INTERACT '99 Martina Angela Sasse,Chris W. Johnson,1999 This text provides an overview of leading edge developments in the field of human computer interaction It includes contributions from many key areas that are influencing the use of computers Sections include speech technology interaction with mobile and hand held computers e business web based systems virtual reality and haptic interfaces *Interactive Systems. Design, Specification, and Verification* Philippe Palanque,Fabio Paterno,2003-06-29 The wait for the year 2000 was marked by the fear of possible bugs that might have arisen at its beginning One additional fear we had during this wait was whether organising this event would have generated a boon or another bug The reasons for this fear originated in the awareness that the design of interactive systems is a fast moving area The type of research work presented at this unique event has received limited support from funding agencies and industries making it more difficult to keep up with the rapid technological changes occurring in interaction technology However despite our fear the workshop was successful because of the high quality level of participation and discussion Before discussing such results let us step back and look at the evolution of DSV IS Design Specification and Verification of Interactive Systems an international workshop that has been organised every year since 1994 The first books that addressed this issue in a complete and thorough manner were the collection of contributions edited by Harrison and Thimbleby and the book written by Alan Dix which focused on abstractions useful to highlight important concepts in the design of interactive systems Since then this area has attracted the interest of a wider number of research groups and some workshops on related topics started to be organised DSV IS had its origins in this spreading and growing interest The first workshop was held in a monastery located in the hills above Bocca di Magra Italy Task Analysis John Annett,Neville Anthony Stanton,2000-03-01 Methods of collecting classifying and interpreting data on human performance lie at the very root of ergonomics and these methods are collectively known as task analysis They mirror both our current understanding of human performance and the design of systems which best serve the needs of their users The concepts and techniques of task analysis have changed dramatically in recent years and this collection serves to provide a summary of current research and advanced practice It consists of eleven chapters written by distinguished practitioners in the field ranging in scope from classical ergonomics to cognitive psychology software engineering and systems design This book is a production of a 1998 special issue of the journal Ergonomics with a new introduction from the editors *The Inside Text* R. Harper,L. Palen,A. Taylor,2005-06-27 SMS or Text is one of the most popular forms of messaging Yet despite its immense popularity SMS has remained unexamined by science Not only that but the commercial organisations who have been forced to offer SMS by a demanding public have had very little idea why it has been successful Indeed they have until very recently

planned to replace SMS with other messaging services such as MMS This book is the first to bring together scientific studies into the values that texting provides examining both cultural variation in countries as different as the Philippines and Germany as well as the differences between SMS and other communications channels like Instant Messaging and the traditional letter It presents usability and design research which explores how SMS will evolve and what is likely to be the pattern of person to person messaging in the future In short The Inside Text is a fundamental resource for anyone interested in mobile communications at the start of the 21st Century

**Internet and Wireless Security** Robert Temple, John Regnault, 2002-04-15 As computer security experts with BTexact Technologies UK Temple and Renault broach not only technical aspects of the Internet's future covered by these 16 contributed chapters but also the pivotal issue of user trust In the preface a colleague of theirs contends that concerns about computer security are impeding wider adoption of electronic commerce by businesses and consumers Given that people remain the weakest link in human computer interactions contributors expand upon the theme of trust via an iTrust integrated architecture program public key cryptology infrastructures for wired and wireless environments biometrics and other approaches to information assurance The last chapter overviews the latest security management standard and its policy technical and commercial implications Annotation copyrighted by Book News Inc Portland OR

**Handbook of Integrated Risk Management for E-Business** Abderrahim Labbi, 2005-11-09 This book provides a recipe for the practical application of technology and is one of the first instances where the tools and technologies that allow for the implementation of solutions to solve specific problems are actually outlined Dr Krishna Nathan Vice President IBM Research This ground breaking book integrates converging views of e business processes and offers ways to manage their inherent risks with advanced modeling techniques Contributors from leading academic and business organizations explore state of the art adaptive risk analysis systems that support business processes in project portfolio management operations management supply chain management inventory control data mining for customer relationship management information technology security finance e banking and more Today's new business environments are characterized by increasing sources of uncertainty and variability which challenge current decision making processes Handbook of Integrated Risk Management for E Business Measuring Modeling and Managing Risk provides a roadmap for identifying and mitigating the primary risks associated with each critical e business process It also shows you how to transform your processes by empowering your decision making systems and how to design appropriate risk management systems for decision support

*Fieldwork for Design* David Randall, Richard Harper, Mark Rouncefield, 2007-04-24 This book looks at why ethnographic approaches have been turned to in the design of computing devices for the workplace for the home and elsewhere It presents a history of ethnography both as it was practiced before computer science picked it up and since most especially in the CSCW and HCI domains It examines further the various ethnographic or fieldwork frameworks currently popular explaining and examining what each claims and entails The focus of

the book throughout is on the practical relationship between theory and practice a relationship that is often misunderstood yet fundamental to successful design The book is illustrated with real examples from the authors various experiences in academic and commercial settings reporting on the use of ethnography before during and after design innovation and implementation The result is a book that provides the working knowledge necessary for using any kind of ethnographic approach in the design of computer technologies

*The Handbook of Task Analysis for Human-Computer Interaction* Dan Diaper, Neville Stanton, 2003-09-01 A comprehensive review of the current state of research and use of task analysis for Human Computer Interaction HCI this multi authored and diligently edited handbook offers the best reference source available on this diverse subject whose foundations date to the turn of the last century Each chapter begins with an abstract and is cross referen

*Knowledge, Information and Creativity Support Systems: Recent Trends, Advances and Solutions* Andrzej M.J. Skulimowski, Janusz Kacprzyk, 2016-02-25 This volume contains some carefully selected papers presented at the 8th International Conference on Knowledge Information and Creativity Support Systems KICCS 2013 which was held in Krak w and Wieliczka Poland in November 2013 In most cases the papers are extended versions with newer results added representing virtually all topics covered by the conference The KICCS 2013 focus theme Looking into the Future of Creativity and Decision Support Systems clearly indicates that the growing complexity calls for some deeper and insightful discussions about the future but obviously complemented with an exposition of modern present developments that have proven their power and usefulness Following this theme the list of topics presented in this volume include some future oriented fields of research such as anticipatory networks and systems foresight support systems relevant newly emerging applications exemplified by autonomous creative systems Special attention was also given to cognitive and collaborative aspects of creativity

Going Virtual Paul M. Hildreth, 2004-01-01 Aiming to show how more subtle kinds of knowledge can be managed in a distributed international environment this text describes academic work in the field of knowledge management A particular focus is given to knowledge that cannot be managed by the capture codify store approach

Structure for Dependability: Computer-Based Systems from an Interdisciplinary Perspective Denis Besnard, Cristina Gacek, Cliff Jones, 2006-04-28 Computer based systems are now essential to everyday life They involve both tech cal hardware software components and human beings as active participants Wh ever we y aboard an aircraft or withdraw money from a cash point a combination of humans machines and software is supporting the delivery of the service These systems and many others bene t from the miniaturisation and cost reduction of the hardware which has made it possible for computers to be embedded everywhere An equally remarkable development is the software involved today systems are built which were literally unthinkable twenty or thirty years ago Measured in terms of their function the productivity of their creation has also advanced enormously largely cause of the software infrastructure Even the dependability of the best of todays so ware is praiseworthy when one considers the complexity of the functionality provided Solid engineering and the increasing adoption

of methods based on rmly established theory are to be thanked here However in large and complex systems there remain major challenges to achieving dependability when complex interactions exist between technical and human components Large and complex things are understood as assemblages of simpler components the way these components t together is the structure of the system Structure can be real and physical or a subjective mental tool for analysis Assistive Technology on the Threshold of the New Millennium Christian Bühler,Harry Knops,1999 The field of assistive technology is influenced by the ongoing and rapid development of mainstream technologies on the one hand and continuing changes to social systems in relation to societal events such as the ageing of the population on the other The articles in this book provide a broad overview of developments in technical support for people with functional restrictions key technologies like telecommunications and IT are addressed while low tech practical solutions are also considered *E-Business Management* Michael J. Shaw,2006-04-11 E Business Management Integration of Web Technologies with Business Models contains a collection of articles by leading information systems researchers on important topics related to the development of e business The goal is to enhance the understanding of the state of the art in e business including the most current and forward looking research The book emphasizes both business practices and academic research made possible by the recent rapid advances in the applications of e business technology The book should help graduate students researchers and practitioners understand major e business developments how they will transform businesses and the strategic implications to be drawn **Discourse and Crisis** Antoon De Rycker,Zuraidah Mohd Don,2013-12-15 Discourse and Crisis Critical perspectives brings together an exciting collection of studies into crisis as text and context as unfolding process and unresolved problem Crisis is viewed as a complex phenomenon that in its prevalence disruptiveness and appearance of inevitability is both socially produced and discursively constituted The book offers multiple critical perspectives in depth linguistically informed analyses of the discourses of power and collaboration implicated in crisis construal and recovery detailed examination of the critical role that language plays during the crisis life cycle and further problematization of the semiotic material complexity of crisis and its usefulness as an analytical concept The research focus is on the discursive and interactive mediation of crisis in organizational political and media texts The volume contains contributions from across the world offering a polyphonic overview of discourse and crisis research This impressive volume will be useful to researchers and academics working on the intersection of crisis language and communication It is also of interest to practitioners in organizational management politics and policy and media



## Reviewing **People And Computers Xii Proceedings Of Hci97**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is really astonishing. Within the pages of "**People And Computers Xii Proceedings Of Hci97**," an enthralling opus penned by a very acclaimed wordsmith, readers embark on an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve into the book's central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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