

# Workshop to collaboratively validate the sUser Framework

## The sUser framework as a whole

The general sUser Framework can be understood as a pyramid with four layers. The *META Model* builds the fundament and classifies challenges according to their complexity. It can be seen as a visual representation of the modern challenge landscape.

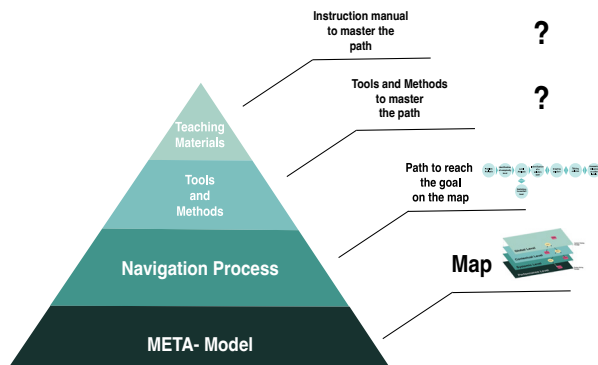


Image 1: sUser Framework

To ensure effective problem solving within the *META Model*, it is necessary to provide an orientation support. Thereby, the *navigation process* on the second level gives a concrete procedure that leads to solution creation that does not disregard the overall system. In order to facilitate the solution finding, *tools and methods* should be assigned to each process step and each complexity level. Finally, *teaching materials* shall be derived from the identified tools and methods during the workshop as well as the interview and survey results.

## The META Model

The META Model at the bottom of the sUser framework distinguishes between four degrees of complexity. The higher the layer the more complex the system. It reaches from highly complex problems on a global level on the fourth layer to simple tasks which build on traditional design competences on the first layer. On every level the user is equipped with tools and methods to look for solution spots and tackle them. While at the upper two layers the main effort must be invested in simply understanding the system and finding a potential solution spot, on the lower two layers the problem can be defined more easily. However, it is always possible to focus on a specific part within the system and thereby set boundaries on a layer. This leads to a less complex sub-system. By doing that the user has identified a so-called *Portal* and moves one layer lower in the META Model. During the workshop this model will help us to characterize the given challenge

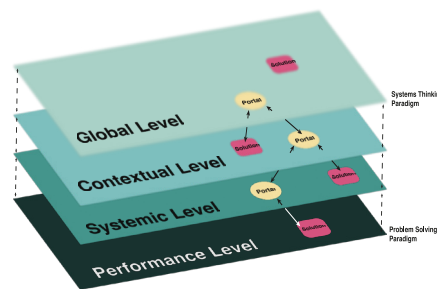


Image 2: The Meta Model

## The Navigation Process

The navigation process enables structured solution finding and testing in the META Model. During the workshop, these process steps will be validated with regard to two concrete use cases connected to the theme of „sustainable service housing for elderly“ and adapted to the needs of the partner institutions if needed.

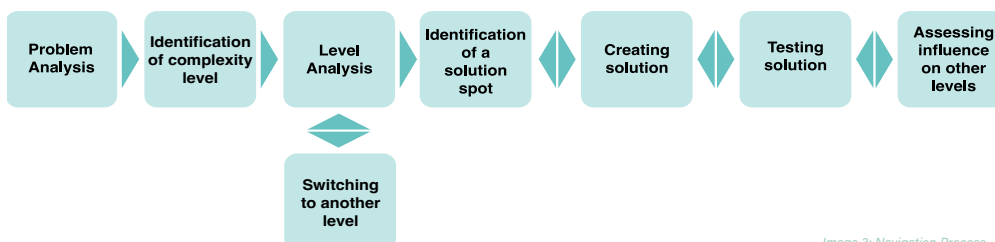


Image 3: Navigation Process

## Tools and Methods

For the workshop it is aimed to collaboratively identify tools and methods which are suitable for each process step. Thereby we will discuss tools and methods recommended by literature as well as tools which are in common use at the partner institutions in order to agree on a common approach.

## WORKSHOP FACTS

|                                 |   |
|---------------------------------|---|
| <b>Dates:</b>                   | <b>Workshop 1:</b><br>06.06.2023<br>09:00 - 12:00   |
|                                 | <b>Workshop 2:</b><br>07.06.2023<br>09:00 - 12:00   |
| <b>Meetingpoint:</b>            | Microsoft Teams<br>(Link Invitation E-Mail)   |
| <b>Tools for Collaboration:</b> | MIRO<br>Microsoft Teams   |
| <b>Moderator:</b>               | Daniel Gotthardt<br>(University of Applied Sciences Upper Austria)  |
| <b>Participants</b>             | At least one person from every partner institution should be present at both workshops.   |
| <b>Workshop Goal</b>            | The aim of the workshop is to apply the <i>META Model</i> and the <i>navigation process</i> on two fictive use cases in regard to sustainable service housing for elderly and thereby collaboratively identify <i>tools and methods</i> to support the navigation process through complex challenges.   |
| <b>Sub-goals</b>                | <ol style="list-style-type: none"> <li>1) Validation of the conceptual framework</li> <li>2) Desinging the framework in a general manner to make it applicable for a variety of problems</li> <li>3) Finding a common approach and adapting the framework for the optimal use of all partners</li> <li>4) Discussing potentials for teaching materials</li> </ol> |

## Outlook on Teaching Materials

In course of the retrospective during the workshop it will be discussed which tools and methods in form of teaching materials would be valuable for all institutions and how to tune the development of teaching material with the general sUser Framework.