

## **Workshop at IRIS'31**

### **Living labs – user involvement in the innovation process**

#### **Theme**

A Living Lab aims to engage and empower large groups of citizens in open real-world experimentally driven innovation processes. It also functions as a full-scale socio-technical laboratory for prototyping and testing of new IT applications. A Living Lab provides an arena for forms of open and collaborative innovation. The concept of open innovation has been introduced by Chesbrough (2003) focusing on business models structuring value propositions and partnerships to exploit the opportunities related to new technologies. The concept of 'democratic innovation' (von Hippel 2005) has been introduced to underscore the element of public participation to today's innovation processes.

There exist a number of challenges related to the living lab approach (Eriksson *et al.*, 2005), e.g. cooperation between technology and application providers, vertical cooperation in the value chain, openness and neutrality, public involvement and user involvement *etc.* This workshop is focusing the challenge of user involvement in the innovation process market (Reichwald *et al.*, 2004).

We aim to gather researchers from different fields, such as participatory design, user centered design, customer oriented design, and co-operative design *etc.*, that finds an interest in this area.

#### **Purpose of the workshop**

The purpose of the workshop is to start a discussion among scholars in different fields about possible categorizations of suitable methods and techniques for user involvement in the different stages of the innovation process.

#### **Agenda**

- Introduction of the living lab approach
- Open discussion about the challenges of innovation systems models and user involvement in this setting
- Start a discussion about innovation systems and possible categorizations of methods and techniques for user involvement in the different stages of the innovation process

#### **Organizers**

**Carina Ihlström Eriksson**, work as assistant professor at Halmstad University and research manager for Center for studies of Innovative IT-use. Carina is currently project leader for the project "Secure at home – Living Lab", a pilot project funded by VINNOVA.

**Jesper Svensson**, work as lecturer in informatics at Halmstad University where he is primarily teaching user centered design and interaction design. Jesper is also conducting his PhD studies where he focuses on user involvement in the innovation process. He is currently involved in the living lab project mentioned above. He is also involved in the "lead group" for user involvement in Open Living Lab Sweden.

**Birgitta Bergvall-Kåreborn** works as assistant professor in Social Informatics at Luleå University of Technology (LTU). Her research focuses on methods and tools for Human-centred IT-design with special focus on distributed and innovative environments. She has also received a grant from SSF for participating in the creation and development of Ericsson's Service Provider

Research (SPR) testbed with knowledge and research on methods and tools for user-driven innovation.

**Marita Holst**, works as project manager at Centre for Distance-Spanning Technology at Luleå University of Technology. Marita's research has focused on methods for creating collaborative working environments aimed for innovative and boundary-crossing working groups. Currently Marita is active in several Living Labs projects focusing on methods, models and tools for user centred/driven innovation.

**Per Levén**, works as assistant professor in Informatics and manager of Umeå Center for Interaction Technologies (UCIT) at Umeå University. His work is focused on innovation systems design and among achievements the establishment and management in ProcessIT Innovations as an innovation system focused on industrial IT is important. Per is process manager of UmeåLive, a living lab project in progress at Umeå University.

**Annakarin Nyberg**, works as assistant professor Informatics at Umeå University. Her research focuses on people's attitudes to information technology in everyday life. She does as well focus on the exploration of methodological techniques that can contribute to an understanding of questions regarding attitudes to information technology. Annakarin is part of the management team of Umeå Live, a living lab project at Umeå University.

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