
Index

- Abrahams, D., 268
- Activity theory, 146, 194, 197, 212–218, 226, 314, 348
- Activity. *See also* Unified activity
the basic computational unit, 224 (*see also* Activity-based computing)
challenges for representing and supporting, 205–211
as collection of abstract services, 225
and the desktop metaphor, 203
a foundational concept in design, 9
a framework for ubiquitous computing, 194, 196
human vs. computational, 194, 227
modeling, 199
working context of, 200
- Activity-based computing (ABC), 9–10, 193, 224–259. *See also* Norman's activity-based computing
- Activity-centered design, 215. *See also* Activity-based computing; Activity-centric computing; Norman's activity-based computing
- Activity-centric computing, 351. *See also* Activity-based computing (ABC); Activity-centered design
- Anderson, K., 268
- Application-centric design, 295, 298–306, 325–327. *See also* Workspace-level design; Cross-application integration
- Applications, software
bloating, 61, 303
and services, 344–345, 351
and tasks, 57–61, 229
- Archiving, 22, 25, 274
automatic, 25, 31
- Aura project, 225, 255
- Baker, H., 168
- Baker, N., 97
- Bälter, O., 303
- Bardram, J., 193–194, 257, 348
- Barreau, D., 22, 42–43, 155, 267–268, 272
- Bedersen, B., 46
- Bellotti, V., 54, 95, 155, 171, 269, 300, 312
- Bifrost (system), 301, 328
- Boardman, R., 10, 61, 95, 263–264, 327–328
- Bødker, S., 226
- Boer, N., 209, 214–215, 217
- Bossen, C., 256
- Card, S., 6, 102
- Carroll, J., 21
- Carulli, T., 46
- Categorization, 21, 24. *See also* Classification and retrieval; Filing and finding; Naming, documents and tasks
- Christensen, H., 256
- Classification and retrieval, 273–277. *See also* Categorization; Filing and finding; Naming, documents and tasks
- Codd, E., 68

- Collaboration and communication, 2, 5, 8, 141, 171, 193, 228, 307, 345–347, 351
- ContactMap (system), 9, 141–142, 156, 173–176, 184–189, 283, 301
- Cozzi, A., 348
- Cross-application integration, 303–304, 306
- Czerwinski, M., 304
- Data Mountain (system), 103, 116, 124, 132
- Designers' Outpost (system), 207
- Desktop metaphor. *See also* Desktop systems
 advancement, 3 (*see also* Taskbar, Microsoft Windows)
 breaking away from, 45
 inconsistency, 4, 290
 Lifestreams as an alternative, 19
 limitations, 6, 20, 102, 144, 228, 232
 and the physical office, 3, 266, 278–283, 336
 a “straw man,” 335
 success factors, 1–2
 and transparent information storage, 15–16, 24
- Desktop search, 45, 286–288
- Desktop systems, 2–4. *See also* Desktop metaphor
- Diversity of visual representations, 339–340, 350
- Duarte, N., 168
- Ducheneaut, N., 155, 171, 269, 312
- Dumais, S., 21
- Dynabook, 265, 282
- Elastic Windows (system), 103, 149
- Email
 core strengths, 312–313
 as habitat, 296, 298, 311
 overload, 295
 and personal archiving, 171
 and task management, 171
- Email-centric approach, task management, 296. *See also* Application-centric design
- Engeström, Y., 213, 227
- Enhanced Email for People (EE4P) (system), 180. *See also* Soylent
- Erickson, T., 268
- External interruptions, 102
- Farrell, S., 348
- Filing and finding, 21. *See also* Categorization; Classification and retrieval; Naming, documents and tasks
- Fisher, D., 10, 51, 141
- Flatland (system), 116, 207
- Fleischer, R., 189
- Focus plus context, 15, 115
- Foundational concepts, design of work environments, 7
- Freeman, Elisabeth, 46
- Freeman, Eric, 10, 15, 39, 46, 51
- Friendster (system), 173
- Gay, G., 214–215
- Gelernter, D., 10, 15, 39, 51
- Gibson, J., 211
- GroupBar (system), 9–10, 15–17, 104–115, 132–133, 205, 223, 225, 347
- Groupware Walkthrough method, 251
- Guttormsen-Schär, S., 59, 95
- Halasz, F., 273
- Haririnia, A., 168
- Hayes, B., 267
- Haystack (system), 9–10, 15–17, 49–99, 347
- Hembrooke, H., 214–215
- Henderson, A., 6, 102
- Heston, C., 189
- Horvitz, E., 304
- Information access vs. information display, 2–4, 8. *See also* Focus plus context
- Integrated digital work environments, definition, 7
- Integration of information from different sources, 57–58, 101, 145–146, 266, 314. *See also* Multiple information hierarchies; Personal information cloud

- Interaction history
 - in email, 181
 - and generic history, 82
 - project-tagged, 315
 - task-specific, 82
- Kaptelinin, V., 10, 61, 95, 213, 263–264, 268
- Karger, D., 10, 15
- Kay, A., 288
- Kidd, A., 267
- Kimura (system), 8–10, 193, 195–223, 225, 255, 284, 347
- Klinesmith, D., 168
- Krueger, H., 59, 95
- Kumar, K., 209, 214
- Kwasnik, B., 267

- Landauer, T., 21
- Lansdale, M., 6, 20–22
- Lee, H., 168
- Leont'ev, A., 212
- Lifestreams (system), 6, 9–10, 15–17, 19–48, 95, 284, 321, 347
- Luhman's file-card box, 286
- Luria, A., 212

- Macaulay, C., 213
- MacIntyre, B., 193
- Mackay, W., 299
- Malone, T., 6, 20, 21, 43–44, 267–268
- Metaphors, software design, 23, 273, 289–290. *See also* Virtuality
- Model Human Processor, 211
- Moran, T., 10, 273, 348
- Multiple information hierarchies, 1–2, 5, 8, 319–320. *See also* Integration of information from different sources; Personal information cloud
- Multiple technologies, integration, 1, 9, 25, 195, 205, 223–224, 340–342, 350
- Multitasking, 2, 8, 102, 145–146, 225. *See also* Task
- Myers, B., 102
- Mynatt, E., 193

- Naming, documents and tasks, 24, 30, 115–118, 125, 132–133. *See also* Categorization; Classification and retrieval; Filing and finding
- Nardi, B., 10, 22, 42–43, 51, 141, 155, 171, 213, 215, 268, 272
- Nelson, T., 23–24, 285
- Norman, D., 6, 211, 224–225, 257
- Norman's activity-based computing, 6, 224–225. *See also* Activity-based computing (ABC)
- Norman's Seven Stages of Action model, 211
- Novel interaction methods, 342–344, 350

- ObjectLens (system), 95
- Organizational overviews, 147. *See also* Personal Role Management
- Orienteering, information finding, 59–60
- OVAL (system), 95

- Pad++ (system), 6, 103
- Personal information cloud, 335–339, 350. *See also* Multiple information hierarchies; Integration of information from different sources
- Personal role, 144, 148, 153. *See also* Personal Role Management
- Personal Role Management, 6, 9, 141, 170, 173, 283, 347
- Personal social network, 173
- Pervasive computing, 6, 224. *See also* Ubiquitous computing
- Plaisant, C., 10, 51, 142, 168, 173
- Pliskin, N., 269
- Presto (system), 95, 283, 321

- Questionnaire for User Satisfaction (QUIS), 41

- Ravasio, P., 10, 59, 95, 263, 290
- Really Simple Syndication (RSS), 53–54
- Reminding, desktop systems, 22, 25

- Resource Description Framework (RDF), 66–69
- REVERE (system), 95
- Robertson, G., 10, 15
- Rooms (system), 5–6, 102, 134, 146, 200, 205, 223, 225, 255
- Scalable Fabric (system), 8–10, 15–17, 104, 115–122, 133, 347
- Schwarz, H., 171
- Screen real estate, 265, 270–273
- Semantic File System, 283
- Semantic Web, 92–94, 163
- Shneiderman, B., 141, 149
- Sidner, C., 22, 154, 269, 299
- SNARF (system), 328
- Social workscape, 172
- Soylent (system), 9, 141, 156, 173, 176–189, 283. *See also* Enhanced Email for People (EE4P) (system)
- Soylent Green* (movie), 189
- Stuff I've Seen (system), 187, 283
- Suchman, L., 226
- Task(s)
- and activities, 347–349
 - defined by users, 101
 - definition, 144
 - higher-level vs. lower-level, 303–304
 - and interaction histories, 82
 - management, 102
 - organizing principle for design, 15
 - and projects, 144, 314
 - and roles, 144
 - switching, 107, 229
- Taskbar, Microsoft Windows, 3, 104, 110, 113–115
- Task Gallery (system), 9–10, 15–17, 104, 122–133, 205, 223, 225, 283, 347
- 3D Rooms (system), 103
- Time, organizing principle for design, 15, 29–30
- TimeScape (system), 207, 284
- Topos (system), 223
- Tscherter, V., 10, 263, 290
- Ubiquitous computing, 194–196, 224. *See also* Pervasive computing
- UMEA (system), 9, 264, 283, 313–319, 347
- Unified activity, standard representation, 348. *See also* Activity
- Users' needs and preferences, 49, 56–58
- Utopia project, 226
- van Baalen, P., 209, 214
- Velikovich, L., 168
- Vicente, K., 267
- Virtual desktop, 102–103, 225
- Virtuality, software design, 23, 285. *See also* Metaphors, software design
- Virtual private networks (VPNs), 211
- Voida, S., 193–194, 348
- Vygotsky, L., 212, 227
- Wanga, A., 168
- Web Forager (system), 103
- Web 2.0, 337
- Weil, F., 46
- Weiser, M., 196
- Westhoff, M., 168
- Whittaker, S., 22, 154, 171, 269, 299
- Wilhite, S., 304
- Williges, R., 267
- WinCuts (system), 96
- Windows management systems, 102
- WinFS (system), 283
- Work environment as information-processing system, 307–311
- Workspace-level design, 296, 347. *See also* Application-centric design; Cross-application integration
- WorkspaceMirror (system), 9, 264, 319–325, 347
- Zhai, S., 10
- ZoomScapes (system), 116