
Index

- Accident Location and Analysis System (ALAS), 71, 81, 83
- Access-ALAS, 109
- GIS-ALAS, 61, 104–109, 111, 118, 127, 135, 154, 157, 159–199, 214
- mainframe-ALAS, 59–60, 83–101, 104, 117, 184
- Open-ALAS, 201–203, 211–223
- PC-ALAS, 60, 92–105, 107, 113–157, 159–163, 168–184, 202, 215
- pre-ALAS, 74–83, 86, 88, 160
- VB-ALAS, 109, 214
- Accidents. *See* Traffic accidents
- Action. *See* Levels of activity
- Activity. *See* Levels of activity
- Activity system
- ALAS, 59–117, 163, 172, 215
- defined, 31–33
- engineering, 128–133
- GIS-ALAS, 104–109
- law enforcement, 128–133
- mainframe-ALAS, 83–92
- Open-ALAS, 219–221
- PC-ALAS, 92–104
- pre-ALAS, 74–83, 122–156
- school, 186–187, 190
- traffic safety, 128–133
- Activity system diagrams, 53–54, 62, 68
- Activity theory, 4, 22, 29, 31, 37, 39–40, 61, 68
- ALAS. *See* Accident Location and Analysis System (ALAS)
- Analysts. *See* Data analysts
- Artifacts, 8, 11, 15, 22, 27, 33, 63–64, 102–103, 120, 124–126, 137–140, 152
- ALAS, 61
- defined, 38–40
- and genre, 42, 44, 46, 69–70, 115, 145
- GIS-ALAS, 187
- PC-ALAS
- BPR. *See* Business process reengineering
- Breakdown, 83, 117
- defined, 35, 69–71
- and genre tracing, 50, 53–56, 62, 67, 117
- in GIS-ALAS, 110, 171–186, 188–198
- in PC-ALAS, 101, 124–126, 130, 133, 135–136, 141, 144–156
- Business process reengineering (BPR), 12
- Cartesian coordinate system. *See* Representational systems
- CDB tables. *See* Contradiction-discoordination-breakdown (CDB) tables
- Center for Transportation Research and Education (CTRE), 104–105, 154, 157, 163–164, 167–169, 197
- Centralized solutions, 3, 5

- Centrifugal, 20–22, 61–62, 69, 76, 83, 92, 111, 118, 127, 131, 144, 157, 197–198
- Centripetal, 20–22, 27, 61–62, 69, 76, 83, 92, 111, 118, 127, 131, 144, 157, 160–161, 197–198, 204
- City engineering, 37, 57, 72, 99, 113, 122, 128, 131, 133, 140, 172, 185
- Civic forum, 205–212, 217–222
- Client-led design, 11, 14, 16–17
- Closed systems, 22, 203–204
- Coherence, 11, 16
- Collaborators, 37, 72
- Community, 203, 206–211, 213, 215–222
- Compound mediation. *See* Mediation,
- Computer-supported cooperative work, 4
- Conditions, 34
- Contextual design, 5, 9–11, 13, 15, 18–19, 28, 30–32, 50–51, 53, 56, 114, 130, 218
- Contextual inquiry. *See* Contextual design
- Contradiction, 67–69
 ALAS, 69, 71, 73
 defined, 50, 62, 67–69
 and genre tracing, 52, 55–56, 61–62
 GIS-ALAS, 108–110, 159–199
 mainframe-ALAS, 90–92
 Open-ALAS, 221
 PC-ALAS, 99–101, 116–117, 119, 127–158, 141, 148, 154
 pre-ALAS, 81–83
- Contradiction-discoordination-breakdown (CDB) tables
 defined, 54–56
 GIS-ALAS, 178, 181, 185, 196
 PC-ALAS, 118–119, 127, 154–156
- Converting between representational systems. *See* Representational systems
- Coordinate system. *See* Representational systems
- County engineering, 72, 88, 92, 94, 122–123, 128, 131, 133, 140, 185, 213
- Crashes. *See* Traffic accidents
- Crux, 25–28, 31, 34, 49–53, 222
- Data analysts, 88–89, 95
- Data entry, 86, 89, 103–104, 150
- Data structure, 164–169, 182–184, 193, 195, 202
- Database of traffic accidents. *See* Accident Location and Analysis System (ALAS)
- Deliberative rhetoric. *See* Rhetoric
- Department of Public Safety, 75–76
- Design. *See* User-centered design
- Design Assistant, 207–208, 215–216
- Designer-as-hero trope. *See* Worker-as-victim trope
- Destabilizations, 26, 114, 225
 ALAS, 114
 defined, 47, 49–50, 117–118
 and genre tracing, 52–56, 111, 118–119, 122, 127
 GIS-ALAS, 167, 171, 179, 185–186, 198
 macroscopic (*see* Contradiction)
 mesoscopic (*see* Discoordination)
 microscopic (*see* Breakdown)
 PC-ALAS, 144, 153–157
- Development. *See* Software development
- Dialog boxes, 1, 25, 49, 70, 94, 99–100, 103, 107, 110–111, 113, 120, 124, 131, 133–139, 143–145, 148–153, 160–161, 171, 175, 212
- Discoordination, 62, 71
 defined, 50, 67, 69–70
 and genre tracing, 52, 56, 110
 GIS-ALAS, 162–163, 171–172, 175, 177–185, 190, 194–195
 PC-ALAS, 101, 117, 126, 130, 133, 136–144, 151–152, 154
 pre-ALAS, 83

- Distributed cognition, 39, 48, 64
- Division of labor, 37, 68, 73, 79, 88–89, 104, 109, 127, 163, 168
- Domain knowledge, 37, 44, 68, 79, 127, 137
- Drivers' report. *See* Reports
- Ecology
of genres (*see* Genre)
of tools, 64
- Empowerment, 2, 8, 10, 19, 22, 118, 209–211
democratic, 13, 213, 220
functional, 13, 19, 22
- End-user programming, 202, 205–207, 212–214, 218, 221
- Epidectic rhetoric. *See* Rhetoric
- Ethnography, 11, 23, 51, 56, 114, 205
- Ethnomethodology, 23, 35–36, 51, 56
- Federal Highway Authority (FHWA), 122
- Fieldwork, 11–13, 15–17, 26–28, 31–36, 50, 122, 126, 140–141, 172–175, 188
- Fieldwork-to-formalization methods, 5, 10–19, 21, 23, 27–28, 30–31, 36, 51, 114
- Forensic rhetoric. *See* Rhetoric
- Forms, 49, 75–76, 79, 116, 118, 134
mainframe-ALAS, 59–60, 86–89, 99–100, 110, 120, 138–139
web (*see* Web forms)
- Gardeners, 207
- Genre, 3, 10, 23, 37, 40–48, 115–116, 120, 207–208, 210–211. *See also* Genre ecology; Genre tracing; Mediation
defined, 40–47
as distributed cognition, 39, 48
as form-shaping ideology, 41–43, 115–116, 127
- GIS-ALAS, 104–109, 159–199, 175, 181, 186
hybrid, 49, 53, 66–67, 73, 86, 88, 95, 99–100, 107–108, 110–111, 159–199
at the macroscopic level, 44–45, 118–119, 127–136
mainframe-ALAS, 83–92, 94–95, 99
management, 70–71, 76, 110–111, 120, 122, 126, 135, 137–139, 143, 149, 152, 163, 170, 182, 188, 195
maps (*see* Maps; Node maps)
memory, 41–45, 48, 115
at the mesoscopic level, 45–46, 119–121, 127–136
at the microscopic level, 46–47, 144–153
- Open-ALAS, 203, 207, 212–213, 215, 221
- PC-ALAS, 92–104, 118–120, 123–126, 143, 151–152, 154, 163, 171, 186
- perception, 55, 69, 111, 120, 122, 126, 136–137, 139–143, 163, 182, 188, 195
- pre-ALAS, 74–83
- reports (*see* Reports)
- speech, 43–44
- theory, 22, 36, 51
as unit of analysis (*see* Units of analysis)
- Genre ecology, 116, 203–205, 222
ALAS, 109–111
defined, 48–50
and genre tracing, 52–54, 62–67, 70–71
- GIS-ALAS, 107, 159–162, 175, 179, 184, 186, 197–198
mainframe-ALAS, 90
Open-ALAS, 213–215, 217
PC-ALAS, 99–100, 119–121, 137, 143, 149, 153–154
pre-ALAS, 76, 79, 81, 83
- Genre ecology diagrams, 53–54, 121, 126, 204

- Genre tracing, 4–5, 22–23, 48–58, 61, 73, 111, 114, 117, 127, 130, 156, 190, 196–197, 202–203, 222–223
 data analysis, 53–56, 123–127, 174–175
 data collection, 51–53, 122–123, 173–174
 heuristics, 53–56, 62, 118–121
 limitations, 56–57
 Geographic information system (GIS), 104–106, 109, 163–171, 175, 181–182, 184, 186–187, 196–198
 GIS. *See* Geographic information system (GIS)
 GIS-ALAS. *See* Accident Location and Analysis System (ALAS)
 Goals, 33–34, 38, 67
 GOMS, 36
 Governor’s Traffic Safety Board (GTSB), 25, 58, 73, 122
 Grants, 58, 73, 81, 128–130, 132

 Handwritten notes, 1, 21, 48, 75–76, 81, 83, 86, 88–89, 99, 103–104, 118, 120, 143, 153–154, 202, 215–216, 218
 Heuristics. *See* Genre tracing
 Human-computer interaction, 2, 4, 27, 30, 36, 39
 Hybrid genre. *See* Genre

 Identify Results window, 181–185, 190, 194–196
 Innovations, 2–4, 23, 26, 64, 66
 and ALAS, 61–62, 73–74
 and contradictions, 61–62
 and fieldwork-to-formalization methods, 12, 17, 19, 21, 50–51
 and GIS-ALAS, 160, 163, 171–172, 178, 181, 184–185, 194, 198
 and mainframe-ALAS, 88
 and Open-ALAS, 203–204, 206, 212–213, 215–216, 218, 223
 and operations, 35
 and PC-ALAS, 102, 114, 116–118, 120, 130, 133, 135–139, 143, 145, 153, 157
 and pre-ALAS, 75, 84
 Instruments, 37–38, 44, 65, 73, 127, 136
 Iowa Department of Transportation (DOT), 25, 52, 59, 74, 76, 88, 91–95, 99, 115–118, 122, 127, 157, 159–160, 173, 201
 JAD. *See* Joint application design (JAD)
 Joint application design (JAD), 11, 15, 51

 Knowledge base, 202, 205, 207–208, 212, 215–220

 Law enforcement, 37, 76, 92, 128, 131, 133, 185–186, 214–217
 Layers, in GIS-ALAS. *See* Themes
 Legislators, 58, 73, 92, 99, 133
 Levels of activity
 action, 27, 29, 33–35, 38, 45–46, 52, 68–70, 101, 124, 126, 135–145, 150, 173, 189
 activity, 26–33, 35–39, 44–45, 51–56, 61–62, 65–68, 71–74, 76, 88, 103, 111, 115, 117–118, 127–136, 144, 154, 159–160, 173, 176, 182, 193–204
 operation, 27, 29, 34–36, 44–47, 53, 68, 70, 124–125, 144–153
 Levels of scope, 29–37, 48, 50–56, 61, 68, 114–118, 122, 153–154, 156, 167, 190
 macro, 28, 30–33, 36, 44–45, 50, 52, 54, 59–111, 117–119, 123, 127–136, 141, 148, 154, 162, 174, 189, 196, 198
 meso, 28, 30, 32–34, 45–46, 50, 52, 54, 62, 69, 117, 119–121, 123, 126, 136–144, 153–154, 162–163, 174, 189, 198
 micro, 28, 30, 34–36, 45–47, 50, 53, 54, 62, 70, 117, 123–124, 136, 144–154, 189, 196, 198
 Links, 84, 106
 Locators, 88, 104

- Macrolanguage, 105, 201–202, 205–206, 212–215, 220–221
- Macroscopic level. *See* Levels of scope
- Mainframe-ALAS. *See* Accident Location and Analysis System (ALAS)
- Maps, 1, 49, 66, 75–76, 79, 81, 84, 88, 90, 105, 108, 133, 138, 153, 167, 170, 172, 176, 178, 181, 185, 197, 213. *See also* Map window; Node maps
- Map window, 105–109, 159–160, 167, 175–181, 190–194
- Mediation, 36, 38–39, 56, 63, 69, 73, 110–111, 114–115, 117, 127, 137, 151, 154, 180
- compound, 47–49, 51–52, 54, 65–66, 70, 114, 116, 119–121, 199, 203
- Mediational means. *See* Instruments
- Mediatory relationships. *See* Mediation, compound
- Menus, 99–101, 107, 124, 126, 131, 136, 148–149, 151–153, 161, 171–172, 189
- Mesoscopic level. *See* Levels of scope
- Message windows, 98–99, 136, 152, 171
- Metaphor, 42, 100, 162
- Method, 5–6, 9–10, 122–127
- Methodology, 4–10, 22, 50–51, 57, 61, 73, 114, 118, 203, 223
- Microscopic level. *See* Levels of scope
- Models of work. *See* Work models
- Motive, 32
- Node books. *See* Node tables
- Node-link system, 49, 83, 86, 88, 99–100, 105, 108, 116, 133–134, 138, 164–165, 170, 176, 178, 194
- Node maps, 1, 37, 49, 60, 70, 84–86, 88–89, 99, 101–104, 110, 113, 120, 134–135, 137–139, 149, 151, 160–161, 167, 171, 177–180
- Node numbers. *See* Nodes
- Nodes, 1, 60, 84, 86, 88, 104, 106–107, 109, 120, 122, 125, 133, 135, 138–139, 154, 159, 165–166, 176, 180
- Node tables, 86, 99, 101–103, 133, 138, 149
- Normative solution, 19, 21
- Notes, handwritten. *See* Handwritten notes
- Object, 32, 37, 81, 115, 123, 126–127, 145, 174
- Objective. *See* Object
- Observations, naturalistic. *See* Fieldwork
- Officer's report. *See* Reports
- Official, 3, 5, 10, 18–22, 61–64, 66, 69, 73, 75–76, 81, 86–87, 90, 92, 110–111, 115, 118, 139, 143, 157, 161, 197, 202–203, 207–208, 215, 218, 222–223
- Open-ALAS. *See* Accident Location and Analysis System (ALAS)
- Open source model, 214
- Open systems, 22, 201–223
- Operation. *See* Levels of activity
- Organizational memory, 31, 207–208, 216
- Outcome, 37, 79, 81, 123, 126, 131, 174
- Participatory design, 9, 51, 114
- PC-ALAS. *See* Accident Location and Analysis System (ALAS)
- PICTIVE, 33–34
- Pre-ALAS. *See* Accident Location and Analysis System (ALAS)
- Precision of accident location, 164–168
- Problem of unintegrated scope, 27–31, 57
- Programming. *See* Software development
- Punch cards, 49, 76, 79, 86, 89, 116, 134, 161
- Quantitative representational system. *See* Representational systems
- Qualitative representational system. *See* Representational systems

- Rapid ethnography, 11, 16
- Records in traffic accident database.
See Data structure
- Reports, 70–72, 84, 110, 116, 126, 173, 178
- drivers', 74, 79, 83–84, 88–89, 104, 115, 118, 128
- GIS-ALAS, 107, 161, 172, 190
- mainframe-ALAS, 88, 91, 94–98, 100, 107, 111
- officers', 74, 79, 83–84, 88–89, 104, 115
- Open-ALAS, 213
- PC-ALAS, 92, 95–98, 100, 103, 107, 113, 122–123, 128, 133, 136, 138, 140–142, 149, 153, 161, 168, 170–171, 182–184, 195, 197
- pre-ALAS, 59, 74–83, 86, 88
- Representational systems, 128, 133–135, 138–139, 154, 167, 176, 178, 185, 190, 194–195
- Rhetoric, 4–5, 57, 115, 209
- deliberative, 217, 219, 221–222
- epideictic, 217, 219–222
- forensic, 217, 219–220, 222
- Roads, 70–71, 76, 81, 83, 90, 95, 99, 130, 133–135, 139, 151, 167, 175, 177, 179, 185
- Software development, 73–86, 206–208, 218–222
- Spreadsheets, 205–207, 214
- Symptoms, 27, 33, 49, 117
- System-centered design, 6–9
- Technical communication, 4–10, 19, 27, 57, 209
- Themes, 107, 176, 191–194
- Tracing genres. *See* Genre tracing
- Traffic accidents, 25, 48–49, 57, 59–60, 70–71, 73, 75–76, 81, 83–84, 92, 98, 101, 104–106, 113–115, 122, 130, 138, 140–141, 159, 161, 164–167, 172, 176–177, 179, 182, 185, 216
- Traffic safety, 37, 92, 123, 128, 131, 133, 138–140, 173
- Underlying data structure. *See* Data structure
- Underlying work structure. *See* Work structure
- Units of analysis, 36, 47, 51, 71, 114, 117, 156
- Unofficial, 3, 5, 10, 18–22, 50, 61–63, 68, 73, 88–89, 103–104, 110, 115, 118, 135, 197, 202, 207, 218, 222–223
- Usability testing, 19, 26, 30, 53
- User as codesigner, 8–9, 93, 95, 98, 213, 218, 222–223
- User-centered design, 1–11, 26, 49, 57, 161–162, 202, 204, 212–214, 218, 222
- User-centered information design, 11, 14, 17
- VB-ALAS. *See* Accident Location and Analysis System (ALAS)
- Victimhood trope. *See* Worker-as-victim trope
- Videocoding, 53–55, 123–127, 140, 153, 172–173, 188–189
- Web forms, 210
- Websites, 201–202, 209–211, 222
- Wizards, 212
- Worker-as-victim trope, 1–26, 57–58, 61, 162, 202–204, 218, 222–223
- Work models, 9–12, 17, 32–33, 50
- Work structure, 1, 16–17, 19, 22–23, 26, 28, 33, 49, 50, 53, 130, 202