



Orange County ACM SIGCHI

Monthly meeting

November 20, 2003, 5:00-7:00 PM

Held at Alteer in Irvine

Talk: Living in a fast-paced workplace: The challenge of managing multiple working spheres

OCCHI is proud to present Victor M. González, a Ph.D. student at the University of California, Irvine in the Interactive and Collaboration Technologies (ICT) group. Currently he works with Dr. Gloria Mark conducting research on information usage for multiple activity management within technology-rich environments. Before coming to Irvine he worked as Chief Manager of Software Projects at the University of Guanajuato (Mexico).

More than ever, information workers are facing highly demanding workloads. With budget cuts and layoffs, companies are struggling to do the same work with less people and consequently are increasing the number of tasks and responsibilities for each employee. In both small start-up companies and large complex organizations, information work in general is increasingly characterized as requiring involvement in multiple projects, initiatives and teams. To add to the complexity, workers also use a variety of digital and physical devices to conduct their work: e.g. electronic mail, instant messaging, PDAs, cell phones and paper documents.

The talk will present results from research we are conducting to examine how people manage their work on multiple projects each with different goals, deadlines, and resource constraints using a variety of technologies. Our results suggest that people organize their work in terms of much larger and thematically connected units of work. Yet paradoxically, most current designs of information technology support individual tasks such as document writing and editing, using email, or sending text or phone messages.

Based on the observation of information workers in three different roles: analysts, software developers, and managers, we discovered that all of these types of workers experience a high level of discontinuity in the execution of their activities. People average about three minutes on a task and about two minutes using a tool or paper document before switching tasks. We introduce the concept of working spheres to explain the inherent way in which individuals conceptualize and organize their basic units of work. People worked in an average of ten working spheres. Working spheres are also fragmented; people spend about 12 minutes in a working sphere before they switch to another. We argue that information technology design needs to support people's continual switching between working spheres.

The meeting is free and open to anyone.

To RSVP, send email to Chris Jensen at acm_occhi2002@yahoo.com

Alteer Corporation

4 Venture, Suite 100
Irvine, CA 92618



Driving instructions on the following page.

The meeting is free and open to anyone.

To RSVP, send email to acm_occhi2002@yahoo.com

All guests may be checked in and out with security.

OCCHI

OCCHI has monthly gatherings offering presentations, panels, and demonstrations. Anyone is welcome to join. Membership in any other organization, national ACM or national SIGCHI, is **not** required. Current members include a wide variety of professionals with a common interest in human-computer interaction. They are interface designers, graphic designers, usability engineers, research scientists, psychologists, technical writers and software engineers. They work in large and small companies and universities. They are students, professors, independent consultants, and corporate employees. To become a member, visit our web sit at http://groups.yahoo.com/group/OC_CHI/ and subscribe.

Directions to Alteer

4 Venture, Suite 100
Irvine, CA 92618

Directions from the North:

Take 405 Freeway South.

Take 133 North, exit immediately at "Barranca Parkway."

Turn Left on Pacifica at the first traffic light.

At the next light, stay on Pacifica, crossing Barranca Parkway.

Turn right on Venture.

Park in the second lot on your left at the "Spectrum Business Center" sign.

Directions from the South:

Take I-5 Freeway North.

Take Alton Parkway exit.

Turn left on Alton Parkway.

Drive across Irvine Center Drive

Turn right on Pacifica

Drive across Barranca Parkway

Turn right on Venture.

Park in the second lot on your right at the "Spectrum Business Center" sign.

To RSVP, please send email to Chris Jensen at acm_occhi2002@yahoo.com

Please note that guests may be checked in and out by security.