# INFO 203, Spring 2012 - Assignment 2

# Due Date: Tuesday March 6th

**Assignment #2 Details:**
**- Assignment 2 is due at the beginning of class**
**- Bring two stapled copies of your assignment to class**
**- WRITE YOUR NAME ON THE BACK OF YOUR ASSIGNMENT TO FACILITATE BLIND GRADING**
**- Papers should be double-spaced, 12-point font (e.g., Times New Roman).**
**- Include word count at the end of each answer (you should be within 50 words of the stated word count)**
**- For Part I cite quotes and paraphrase arguments from the readings using parenthetical documentation according to the reader's pagination, i.e. (Ackerman, p. 24).**
**- For Part II please include a bibliography in a standard format\* for any additional readings you cite that are not part of the course syllabus -** see http://www.lib.berkeley.edu/instruct/guides/citations.html for format.
**- Grading criteria (as before):** you will be graded on (1) your fully answering all aspects of the questions, (2) your understanding of course readings (how you reference them in your essays) (3) the logic of your claims (4) your extension of concepts and arguments from course readings to new situations/topics

## Part I (10 points)
(600 words)

**Updating The Myth of the Paperless Office:** The Myth of the Paperless Office was published in 2002 and bases its claims for our continuing reliance on paper in work environments in relation to a prior generation of computing, screen, networking, and mobile technologies. In the last 10 years various innovations have come to market that potentially change our need for and use of paper.  In part I you will draw examples from your personal journal of paper and digital device usage to generate ideas and questions (*though be careful not to treat your own isolated experiences as though they are necessarily universal*).  **Revisit Sellen and Harper's case** for how and why paper endures as a tool in knowledge work. Provide support for your answer to the following question in two parts:

**10 years later is a totally paperless office now finally possible?**

- (~300 words) (a) In light of the **affordances** of the new tools and technologies coming to market in the past 10 years and how easily they support various work activities AND (b) Given the different demands of individual **cognition** (organizing, planning, remembering, etc.) versus **collaboration** with others. Illustrate your answer with at least one photo or entry from your diary.

- (~300 words) Consider how differences in **work roles** within organizations (i.e. management vs. non-management roles; knowledge workers vs. administrators) OR the **values** (beyond maximizing productivity) that professionals bring to their work might facilitate or block a transition to paperlessness. In addition to The Myth of the Paperless Office, draw from one of the following Section II readings: Grudin, Suchman, Novek, or Burrell et al.

## Part II (5 points)
(500 words)

Write a short essay that begins to flesh out the topic and problem area for your final paper. You essay should do the following three things: (1) clearly **describe the topic area**, (2) **state the specific problem** or problems that you are engaging with, (3) **provide justification** for why this problem (or these problems) are important.  On this last point we encourage you to think about the real-world relevance and importance of this topic (not necessarily its academic or theoretical interest). So why might it be important from a design perspective, for business strategy, for improving productivity and profitability, for investors, in terms of public policy formulation, or towards goals of social justice and equality?

You must include at least **four** academic citations, which can include course readings if applicable for your topic, but also articles and papers that you have found as you research your topic area. Your essay response should be about 500 words, which is roughly 2 double spaced pages of text.