

## Assignment 2

**Due Date: Thursday March 14<sup>th</sup>**

- Assignment 2 is due at the beginning of class
- Please put your name on the back of the last page of the assignment to allow us to review your work blind
- Bring *two* stapled copies of your assignment to class.
- Cite word count at the end of each question response.
- Papers should be double-spaced, 12-point font (e.g., Times New Roman).
- For Part I cite quotes and paraphrase arguments from the readings using parenthetical documentation. Cite page number of the published chapter or article (NOT the reader), i.e. (Suchman, p. 15).
- 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)

**Short essays: Answer both essay questions listed below. Each essay response should be about 500 words (+ or – 50 words) which is roughly 2 double spaced pages of text.**

**1) 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 on 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. Answer the following question:

**10 years later is a totally paperless office now finally possible?** (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 reference to at least one entry or example from your diary (*though be careful not to treat your own isolated experiences as though they are necessarily universal*). Your answer should also reference two readings from this section: **Sellen and Harper** and one other (Brynjolfsson and Hitt, Rainie and Wellman, Suchman, Novek, or Burrell et al).

**2) Yahoo! Ends All Work-From-Home Arrangements** – the media has been abuzz these past few weeks with the announcement that Yahoo will no longer allow its employees to work from home. See the attached document with the internal memo in full.

- Drawing from evidence and arguments presented in **at least 2** of the readings for this section of the course (Sellen and Harper, Brynjolfsson and Hitt, Rainie and Wellman,

Suchman, Novek, and/or Burrell et al) to argue **for** or **against** this proposal. In your answer please reference the Yahoo! internal memo and the reasoning and justification it presents for instituting this new policy.

**Part II (5 points)**

(500 words)

Write a short essay that begins to flesh out the topic and problem area for your final paper. Your essay should do the following things: (1) clearly **describe the topic area**, (2) **state the specific problem** or problems that you are engaging with, (3) discuss how one or more of the **theoretical approaches** or **concepts** from class could inform your analysis of this problem (4) **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 (+ or - 50 words) which is roughly 2 double spaced pages of text.

**Reference For Question #2:**

YAHOO! PROPRIETARY AND CONFIDENTIAL INFORMATION — DO NOT FORWARD

Yahoos,

Over the past few months, we have introduced a number of great benefits and tools to make us more productive, efficient and fun. With the introduction of initiatives like FYI, Goals and PB&J, we want everyone to participate in our culture and contribute to the positive momentum. From Sunnyvale to Santa Monica, Bangalore to Beijing — I think we can all feel the energy and buzz in our offices.

To become the absolute best place to work, communication and collaboration will be important, so we need to be working side-by-side. That is why it is critical that we are all present in our offices. Some of the best decisions and insights come from hallway and cafeteria discussions, meeting new people, and impromptu team meetings. Speed and quality are often sacrificed when we work from home. We need to be one Yahoo!, and that starts with physically being together.

Beginning in June, we're asking all employees with work-from-home arrangements to work in Yahoo! offices. If this impacts you, your management has already been in touch with next steps. And, for the rest of us who occasionally have to stay home for the cable guy, please use your best judgment in the spirit of collaboration. Being a Yahoo isn't just about your day-to-day job, it is about the interactions and experiences that are only possible in our offices.

Thanks to all of you, we've already made remarkable progress as a company — and the best is yet to come.

Jackie