

Digital Technologies and the Role of Standards in Supporting Innovation in Personal and Household Services

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Digital Technologies What they are

- Social (safety) alarms
- Telecare / téléassistance
- Telehealth
- Smart (mobile) telephony and TV
- Internet and video-communication
- Home automation and the IoT
- Smart homes
- Robots
- Smart cities / communities



Digital Technologies What they do

- Support to current service frameworks?
 - responding to urgent needs (falls, etc.)
 - surveillance / monitoring
 - ... but to what extent 'personal' services?
- Support for self-management / control
 - less or more 'personal contact'?
 - less or more 'companionship'?
- Greater inclusion / liberation(?) through
 - portability of technologies
 - ... on transport, in the village or city
- But new knowledge and skills sets needed



Digital Technologies

Are they ethical?

- sustainable
- safe
- User-friendly ('Design for All')
- Interoperable
- Flexible / configurable
- Clear / intuitive
- Respect privacy
- Facilitate care
- Facilitate control
- Facilitate empowerment

Drawing from ...

- Age of No Retirement: Intergenerational Design Principles
- PROGRESSIVE Project: Ethical Tenets
- RRI (Responsible Research and Innovation) more generally
- ISO 26000 on Social Responsibility
- EIPonAHA (C2) 'Personal User Experience (PUX) Recommendations

PROGRESSIVE



EFISI

European Federation
for Services to Individuals

What about Standards? (1)

- Per CEN CENELEC ... *a standard is a document that sets out requirements for a specific item, material, component, system or service, or describes in detail a particular method or procedure.*
 - ensure quality
 - facilitate conformity (+ interoperability)
 - strong link to 'established' practice
- Growing attention to services ... CEN/TCs
 - 431 Service Chain for Social Alarms
 - 449 Quality of Care for Older People
 - 450 Patient Involvement in Person-Centred Care



What about Standards? (2)

- Questions
 - how do digital technologies fit
 - do standards support change ...
 - self-management?
 - control ?
 - inclusion / liberation?
 - do standards relate to 'just' the home or ... to the wider community?
- In other words
 - do they support the *status quo*?
 - do they support 'social responsibility'?
 - are they for 'care' or empowerment?
 - do they 'fit' with our digital future? ♦♦♦



Thank you!
Diolch yn fawr!

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