Preface AutomationXP 2020

Workshop on Automation Experience across Domains

Co-located with ACM CHI Conference on Human Factors in Computing Systems 2020

Automation takes up an increasingly important role in everyday life. The objective of the workshop was to provide a forum for a holistic view on design foundations for automated systems in everyday private, public and professional surroundings. The workshop served as an interdisciplinary forum for user-centered design and research, taking inspiration from diverse problem areas and application fields. Given their current relevance for automation experience, the workshop focused on four key aspects of ubiquitous automated systems: intelligibility, interventions, interplay, and integrity. Corresponding research questions include:

- How can non-expert users obtain an overall understanding of the reasoning of a system?
- How to design for an enjoyable interplay of non-expert users and automated systems?
- How to communicate human intervention opportunities and potential consequences?
- What are the interaction design practices to ensure automation integrity in different types of projects and contexts?

Participants were asked to submit position papers describing their recent or future work in the field of 'everyday automation experiences'. Overall, 11 papers were accepted by an expert committee for presentation. Since CHI 2020 could not be held physically due to the pandemic situation, the workshop on 'Automation Experience across Domains' was held virtually.

The workshop provided a further step towards a research agenda for comprehensive design and research approaches that provide a transfer and consolidation across different application domains, user requirements and system capabilities. Previous activities of the 'Everyday Automation Experience' initiative include the Workshop on Everyday Automation Experience at CHI'19 and the Personal and Ubiquitous Computing theme issue on 'Everyday Automation Experiences'.

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