

3Q-DO NO HARM FRAMEWORK

Empower Design Teams To Do No Harm

Overview:

"Design Decisions" impact **PEOPLE'S LIVES**.

They are embedded in **EVERY ASPECT** of **DAILY LIFE**.

From **PHONES, HOMES, CARS, SCHOOLS** to **WORK**, it's information, entertainment, healthcare, safety & beyond.

Flawed "Design Decisions" can **FRUSTRATE, HARASS, COST MONEY, PHYSICALLY HARM, and MORE**.

Designers, Researchers, and Product Teams have a **HEIGHTENED RESPONSIBILITY TO DO NO HARM**.



Examples:

- **Indiana Family & Social Services Administration (FSSA)** - Its poorly designed and implemented automated eligibility system tripled the error rate for incorrect food stamp denials to 19.4%.¹
- **PayPal Funds Transfer** - Users with urgent financial needs found their funds trapped in PayPal's system for several business days with no recourse.
- **Amazon - AI Recruitment Tool** - Its recruitment tool repeatedly showed bias against women for technical roles because a flawed dataset was used to train the tool through machine learning.²

3Q-DO NO HARM Framework

This three-question framework empowers designers to ask and answer vital questions throughout projects to identify and mitigate harmful issues. These aren't passive questions to ask and move on. These questions require that issues be identified and resolved before technology, product, or services are released.

Who's Not Here?



Actively identify and resolve your knowledge gap.

How will vulnerable groups be negatively impacted?



Identify unintended consequences and mitigate beforehand

When things don't work, how will it be quickly resolved?



Ensure the path to resolving problems is clear and fast

¹ Eubanks, Virginia, Automating Inequality: How High-Tech Tools Profile, Police, and Punish the Poor, 2018

² Dustin, Jeffrey. "Amazon Scraps Secret AI Recruiting Tool That Showed Bias Against Women." Reuters, October 10 2018,

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ABOUT: Lisa D. Dance, UX Designer/Founder of ServiceEase, created the "3Q-DO NO HARM Framework" in 2019. Lisa presents workshops and conducts trainings on the "3Q-DO NO HARM Framework" as well as speaks on a variety of user experience design topics.

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