accidents of information

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• accidents
  – things that go wrong
• accidents
  – things unplanned
• accidents
  – the surface form (vs. substance)
tidy office
attributes of artefacts

• functions:
  – Physical and functional
  – Information and communication
  – Control and coordination
  – Social and political

• physical attributes:
  – Content
  – Appearance
  – Disposition
accidents may be more than substance

problem
loss of richness when information goes electronic

opportunity
accidents can tell us a lot about day-to-day work