

# LIVING LAB – SAFE AND SECURE AT HOME

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Living lab – Safe and secure at home is a VINNOVA funded research project exploring the possibilities with a living lab approach. The project primarily focuses on methods for user involvement in the innovation process. The context of the living lab is ICT services and products aimed at supporting and empowering elderly people.

## 1. Background and Motivation

A living lab approach aims at providing usable ICT products and services, something that in some cases can be problematic. The living lab approach addresses this issue by incorporating three different stakeholders/perspectives that are essential for launching successful ICT innovations. *First*, there is a need to know who the users are and to identify their needs and preferences. *Second*, to be able to produce commercial successful innovations, business models need to be addressed early in the process. *Finally*, there is a need to incorporate knowledge about technology.

According to Eriksson *et al.*, (2005), society, market and enabling technology are essential stakeholders/perspectives needed in a co-design process to enable successful ICT innovations (Fig. 1).

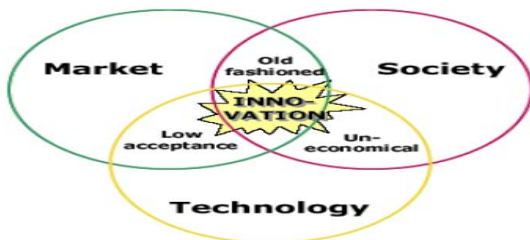


Figure 1. Society, Market and enabling Technology in a Co-design process.

In a Living Lab, ICT innovations are created and validated in collaborative multi-contextual empirical real-world environments. The individual is in focus in the role of a citizen, a user, a consumer, or a worker and is seen as a valuable source of innovation. In the Living Lab – Safe and secure at home project we focus on methods for user involvement to improve the innovation process at SMEs in the health care sector.

## 2. Problem

The overall research question is: *In what way does user participation affect the innovation process in a Living Lab approach?*

The aim is to:

- Identify which methods and techniques for user involvement that are most suitable for different parts of the innovation process,

- Apply and modify these methods and techniques in different parts of the innovation process,
- Test and evaluate these methods and techniques in several processes of innovation,
- Examine in what way user involvement influences the innovation process from different stakeholder views (e.g. SMEs, Municipalities etc.)
- Examine the value of the Living Lab approach for generating business as well as user value in an ICT innovation,
- Discuss pros and cons with the Living Lab concept,
- Discuss the experience of building a Living Lab.

## 3. Approach

The project is divided into several cases based on our partners' fields of interest. The cases are categorized into three different areas:

1. Innovation (from start to finish)
2. Further development of existing products
3. New application areas of existing products

This approach allows us to experiment with different methods and techniques for user participation in different parts of the innovation process as well as investigating different stakeholder views.

## 4. Results

The results from the project will be divided into three categories:

1. Evaluation and development of methods for user participation in the innovation process.
2. Establishing a long-lasting living lab at Halmstad University. To be able to do this, we need to:
  - a) generate knowledge about suitable models and methods for a user centric innovation system,
  - b) bring together relevant and needed partners,
  - c) establish a user database.

3. Supporting our partners' development processes of new products and services aimed at empowering the elderly.

## 5. Partners and status

**Industrial Partners:** Emwitech AB, Free2move AB, HFAB, Innovation Team AB, KomiKapp/Rehatek AB, LBS, Science Park, Unity by Light AB, Medicpen AB, Neat Electronics AB, Phoniro AB, ProEvolution AB

**Project funding:** VINNOVA

The project extends through August 2007 – August 2009.

Project leader is Carina Ihlström Eriksson.

Other involved people are Roland Thörner, Nicholas Wickström and Nicolina Månsson.

Results from the project will provide a base for the PhD thesis of Jesper Svensson.

## 6. Publications

*In progress:*

Svensson, J., Ihlström Eriksson, C. & Åkesson, M. The Living Lab Approach: A literature Review of User participation in the innovation process. To be submitted to IRIS 2008.

Svensson, J., Ihlström Eriksson, C. & Åkesson, M. User Involvement in the e-newspaper Innovation Process. To be submitted to HICSS 42 2008.