Defining an Infrastructure Around Users
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A successful service exists and thrives because it has been built around a core idea that enhance to ability of end-users to do common tasks. The same is true of successful devices. This is the fundamental reason that the state of the art in ubiquitous computing is a collection of device, applications, and services that are matched to specific scenarios. In these arenas, the most successful have taken a user-centered design approach. Undoubtedly, this trend will continue. The only successful services are the ones that actually provide some benefit to users. Building an infrastructure for ubiquitous computing must follow a bottom-up approach, beginning with an understanding the needs of the user and the key tasks they perform. An infrastructure for ubiquitous computing must be build to support seemingly disparate users and tasks. Furthermore, it must be extensible to support the addition of devices and service that will develop around user needs.