

Daniel Harris

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About me

I'm a Service Design Lead (SDL), working with the award winning digital service design agency Fjord, in London.

I have a broad background in digital design, and since 1998 have traversed the digital art & design disciplines from interactive environment design, to web and mobile experience design. At Fjord, I position myself in the soft space between clients, users and a diverse team of other designers to define service strategy, and produce design concepts by working with appropriate design processes. The SDL role is all encompassing, and as the project and creative lead for any given brief, I employ human-centered, collaborative design methods to create the most coherent, useful and pleasurable cross platform experiences. I develop, manage, creatively lead, and deliver with my teams over £500k worth of business per year and have helped to develop customer bases and increase revenue with service experience designs for Skype, Nokia, BBC, and Samsung. Prior to joining Fjord, I was part of LBi's renowned User Experience Architecture team, responsible for leading the behavioral design of clients web services and campaigns.

Recent projects

BBC research CBBC approached Fjord to research an approach for providing mobile content to 6-12 year olds. Our report concluded that due to the highly publicised health and social risks, the BBC should focus on non-GSM based mobile devices and distribution platforms such as Bluetooth, WIFI, Nintendo DSi and AppStores.

Skype Over the past 3 years, Skype has increased its network to a staggering 400m users, whilst its name has, for many people, become a verb which has revolutionised international calling. I worked with Skype to develop their mobile platform into a world class communication service.

Selfridges I helped Selfridges take their retail business to the next level, working directly with a new digital unit. The task was heavily influenced by the Selfridges brand experience - the designs for which were extensively tested at LBi's user research labs.

Multimap.com I worked closely with the development team at Multimap following their acquisition by Microsoft, to design and prototype a new architecture and a number of new interactions for the UK's most popular mapping service.

Orange Web Styleguide is used by designers around the world to find best practice interaction behaviour and visual design guidelines for Orange websites. In 2006, I worked on the definition of a number of Rich Internet Application behaviour guidelines, and recommendations for how to implement a consistent navigation system throughout any Orange site or application.

Experience

2010 Q3 Fjord, London • Service Design Lead

2010 Q1 Fjord, London • Service Design Lead (Associate)

2009 Fjord, London • Senior Designer

2008 LBi, London • User Experience Architect (Senior Associate)

2006 LBi, London • User Experience Architect (Associate)

2005 Freelance interactive project consultant and designer

2004 Form Design Group Architects • Design consultant

2001 limbomedia • founding director and Interactive producer

2000 University of Plymouth • Lecturer in Interactive Media

Qualifications

2006 MA (Distinction) Creative Practice in the Narrative Environment, University of the Arts, Central Saint Martins College, London

2000 BSc MediaLab Arts (First Class Hons), University of Plymouth

Publications

2009 'Timely interfaces to the real world' article for the 'Real world interactions' issue of Interface journal, published monthly by BCS

2008 'Facilitating the human to human interface' article on located media for LBiQ Mobile Edition. LBiQ is published quarterly by LBi

2007 location based media poster presentation 'Everything in it's right place' at Euro IA 2007

2007 Presentation for 'Designing the Mobile Experience' Nokia and Adaptive Path workshop at Ubicomp 2007

2006 Presentation and demo of 'Frameburst' collaborative photography and animation project at Urban Screens conference, London

2005 'Wayfromhome' digital project featured in Performance Research 10 year reader & 'On the page' issue (no.20)

2003 Poster presentation for digital video co-production 'Figures' at Infovis 2003 (data visualisation conference), Seattle.

Past projects

2006 Play.orchestra public installation

Commissioned by the Royal Festival Hall in the summer of 2006, I designed the concept and architecture for the hugely popular Play. Orchestra project; an interactive public installation on London's South Bank, described by Time Out magazine as 'The best free fun in London'. The installation invited public members to compose unique versions of a number of classical pieces by sitting on specially adapted orchestra seats. Arranged in an orchestra circle, the seats would play the appropriate instrument part, so that the piece grew as participation increased.

2006 Stratford Circus interactive public screen

When I was asked to research and design a content scheme for a permanent outdoor screen at Stratford Circus, I decided to develop a piece of participatory architecture for the East London arts Centre. The animated material, reminiscent of a kaleidoscope, contains a multitude of shapes and colours, relating to the activity of the building within. Participants can change the content and colour of the shapes by 'bluetoothing' their camera phone pictures to the screen, which immediately adds them to the kaleidoscope pattern.

2005 Jamie Cullum

In 2005 worked on a series of stage animations for the jazz musician's latest world tour. Animated content included self-playing instruments inhabiting unusual spaces, alluring unearthly gardens, and an interactive piano forest that I programmed to flourish as the volume of Jamie's performance increased.

Research

2006 Videowalks

Videowalks are self-documented walks, recorded and shared with others that are in the same space, so that they may experience new insights into the spaces that surround them. The Video recordings can be played back via a mobile device and allows users to simultaneously walk and experience alternative perspectives of a single journey. In this way, the traditional notions of what a viewfinder and what a playback screen are become blurred. Videowalks is an on-going project that I have worked on since 2006 which aims to build a transcribed and indexed archive of walks. Over time, it is expected that these walks will form a valuable resource of publicly accessible documents of space, authored from a diverse range of perspectives.

2006 Frameburst

Frameburst is a series of experiments that are designed to utilise the increasing number of networked viewfinders that exist in the world. The networked viewfinder has emerged from combining digital cameras with mobile communications. One of the experiments enables the spectacular bullet-time effect to be rendered in real time using a number of mobile camera phone operators.

2002/3 Spacelapse & Figures

In 2003, a collaboration with designer and theorist Chris Speed, resulted in a poster presentation for digital video production 'Figures' at Infovis 2003, the key data visualisation conference for emergent practice, held in Seattle. Figures is one of a series of three animated films which attempts to map the ways in which we occupy spaces on to the physical bodies of the inhabitants themselves. Spacelapse is another film in the series which was aired on HTV west in 2002 as part of the Brief Encounters Film festival.

What I'm into

Cinematography curiosity Gadgets **Maps** Tools Learning Sketchbooks Painting Digital Analogue Leaves Place Space
Architecture Psychology **Exploration** Experimentation Discovery **Speed** Gravity Self-propulsion