

# The other end of the line: users

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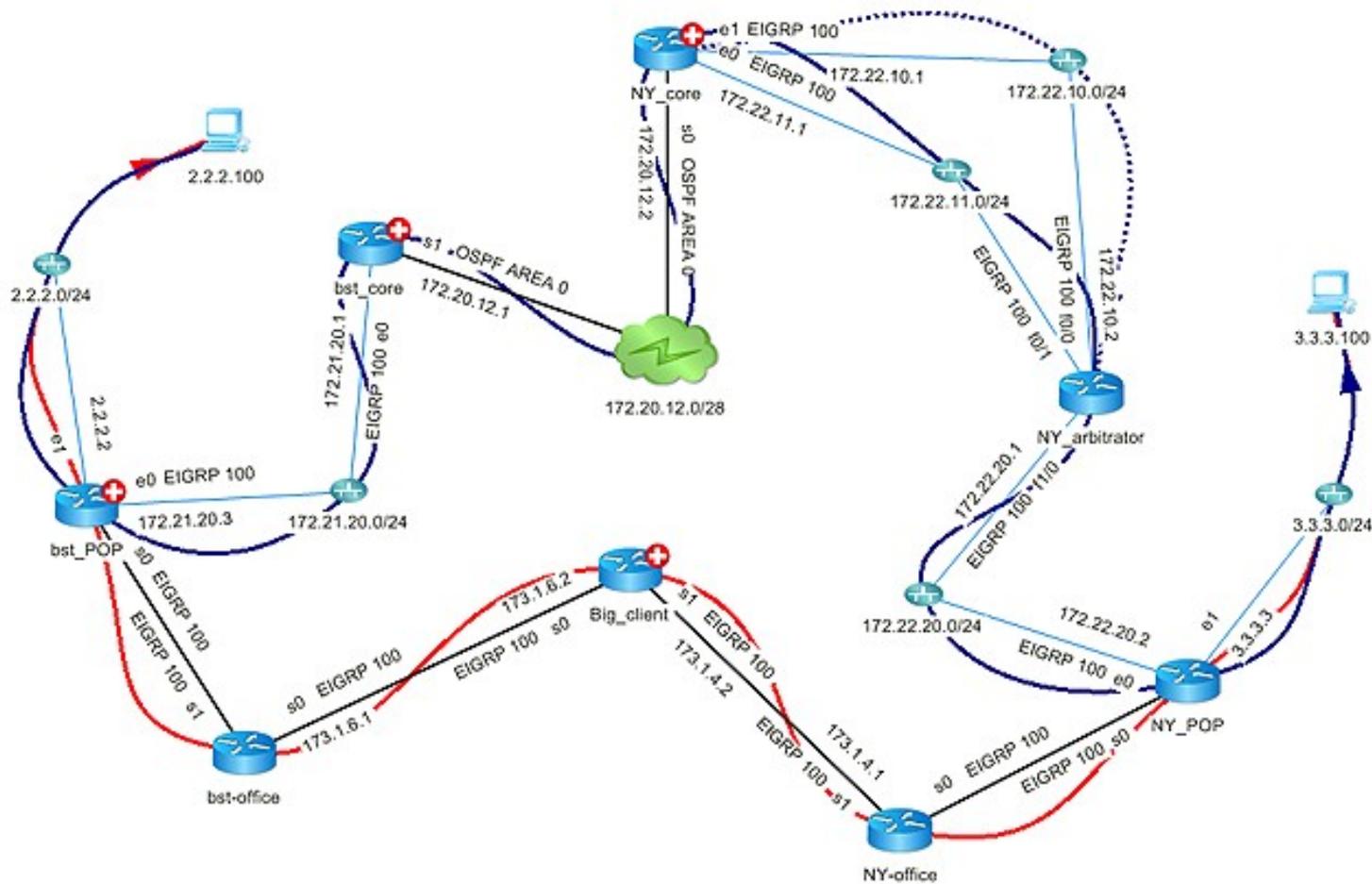
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Presentation available online at:

<http://prezi.com/9ic1z4dwmark/the-other-end-of-the-line-users/>

# Disclaimer

The technical talk at this presentation may be less than your recommended intake.

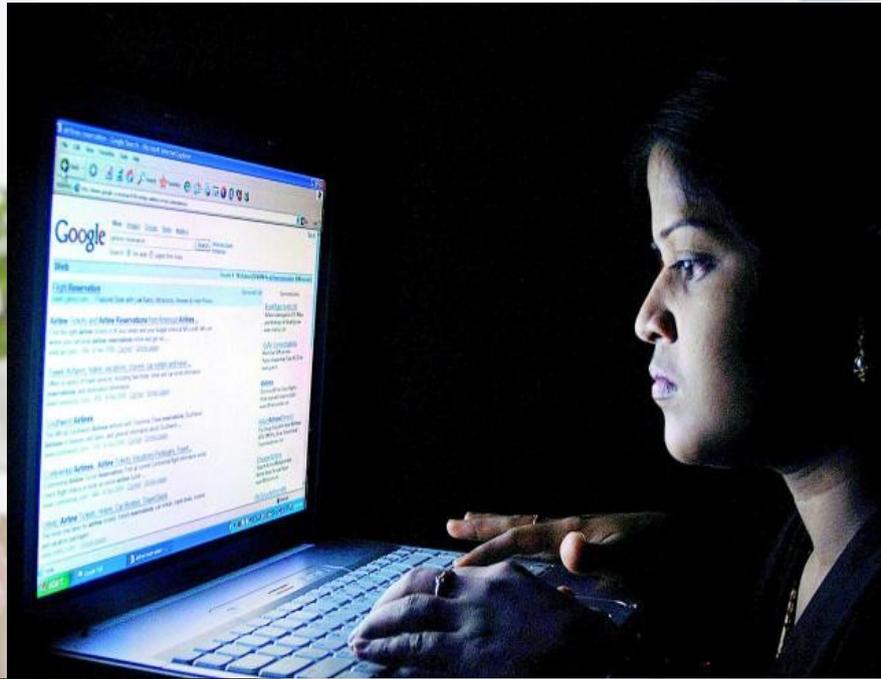


# Introduction/Preamble

- Networks are built to be used
- Those who use the networks are called “users”
- These species have expectations when it comes to the networks you build and manage
- Some of them are actually loud, and demand “rights” and even want their expectations to be met!
- It may be good for us to hear what they want, they are the part of the cycle that actually puts the money for what we sell

# Who are the users?





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# What users want?

1. Speed/performance
2. Transparent, configuration-less
3. Availability/Reliability
4. Security
5. Privacy

based on a small scale user survey

# Digital bill of rights

1. Freedom - digital citizens have a right to a free, uncensored internet
2. Openness - digital citizens have a right to an open, unobstructed internet
3. Equality - all digital citizens are created equal on the internet
4. Participation - digital citizens have a right to peaceably participate where and how they choose on the internet
5. Creativity - digital citizens have a right to create, grow and collaborate on the internet, and be held accountable for what they create
6. Sharing - digital citizens have a right to freely share their ideas, lawful discoveries and opinions on the internet
7. Accessibility - digital citizens have a right to access the internet equally, regardless of who they are or where they are
8. Association - digital citizens have a right to freely associate on the internet
9. Privacy - digital citizens have a right to privacy on the internet
- 10.. Property - digital citizens have a right to benefit from what they create, and be secure in their intellectual property on the internet

# How is this related to you?

- When making and decision in your work, keep in mind that there are people at the other end.
- What you do affects how they work, learn, communicate, love and have fun.
- They have the right to make mistakes.
- Work towards “*healthy, sustainable Internet [that] is available to everyone – today and for the next billion users.*”

# Questions?

