

EFF: Surveillance Self-Defense

Working Agreement

Civic Media: Collaborative Design Studio
A Partnership Between the EFF & CMS.362 Students

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Project Name

EFF: Surveillance Self-Defense

Community Partner & Mission

Electronic Frontier Foundation (EFF)

From the Internet to the iPod, technologies are transforming our society and empowering us as speakers, citizens, creators, and consumers. When our freedoms in the networked world come under attack, the Electronic Frontier Foundation (EFF) is the first line of defense. EFF broke new ground when it was founded in 1990—well before the Internet was on most people's radar—and continues to confront cutting-edge issues defending free speech, privacy, innovation, and consumer rights today. From the beginning, EFF has championed the public interest in every critical battle affecting digital rights.

Blending the expertise of lawyers, policy analysts, activists, and technologists, EFF achieves significant victories on behalf of consumers and the general public. EFF fights for freedom primarily in the courts, bringing and defending lawsuits even when that means taking on the US government or large corporations. By mobilizing more than 140,000 concerned citizens through our Action Center, EFF beats back bad legislation. In addition to advising policymakers, EFF educates the press and public.

[Source: <https://www.eff.org/about>]

Team Members

Paulina Haduong (Harvard)

Tiffany (Wei-Wei) Lu (MIT)

Jillian York (EFF)

Eva Galperin (EFF)

Background: The Problem

The EFF has started a Surveillance Self-Defense project (<https://ssd.eff.org/>), which aims to educate the general American public about the law and technology of government surveillance and how users can evaluate the threat of surveillance and protect themselves against it. They would like to expand their current site to be more engaging and accessible to members of the general public and provide versions of the site in different languages to expand internationally.

Project Goals

Desired Impact

- Provide information about government surveillance and methods of protection
- Increase awareness of surveillance and privacy issues
- Provide guides and instruction for implementing privacy protection

Outcomes

- Surveillance Self-Defense site with information and guides
- General public is more aware of surveillance issues

Project Timeline

Phase I: Project Design & Planning

02/19 - 03/19: During the first month of this class, we will become familiar with the project partner's goals and ideas, create a working agreement, identify key user personae and stories, and propose three design candidates for the project.

Phase II: First & Second Project Iteration

03/19 - 04/16: We will build two iterations of our project to allow us time for user testing and feedback from the class as well as from the project partners. We will also begin work on our case study.

Phase III: Third Project Iteration & Final Case Study

04/16 - 04/30: In these two weeks, we will complete the third and final iteration of the project based on the feedback and insights gained from the first two iterations. We will also complete the case study, which will document the entire design process and final outcomes.

Phase IV: Release and Final Presentations

04/30 - 05/18: In the last phase of the semester, we will finalize details pertaining to the project and case study, and we will prepare for and attend the class's final Mini-Discotech.

Key Activities and Roles

Phase I: Project Design & Planning	Description	Start date	End date	Team Member Role	Team Member Role
Research & Brainstorming	Meet to discuss project goals and ideas - Surveillance Self-Defense Site	02/19	02/26	All	
Discotech Workshop	Build a workshop (Threat Model) to get ideas flowing at the Countersurveillance Discotech.	02/26	03/02	Paulina & Wei-Wei Design & run workshop	
User Personae	Identify and describe a set of users and their stories who will be the project's target users.	03/05	03/12	All	
Project Working Agreement	Write and agree on a project working agreement	03/05	03/19	All	
Three Design	Plan out and propose three	03/12	03/19	Paulina & Wei-Wei	

Candidates	design candidates				
Phase II: First & Second Project Iteration					
	Description	Start date	End date	Team Member Role	Team Member Role
Wireframes Designed	Plan out the site's content and design wireframes.	03/12	03/19	<i>Paulina & Wei-Wei</i>	
User Testing I	Get feedback on the site's overall design and usability.	03/19	04/02	<i>Paulina & Wei-Wei</i>	
Explore Technical Implementation	Figure out technical details of the site's implementation - Drupal.	04/02	04/09	<i>Paulina & Wei-Wei</i>	
Gather User Feedback	Continually show designs to users and receive feedback on usability.	04/02	04/09	<i>Paulina & Wei-Wei</i> Facilitate feedback	<i>EFF Team</i> Give feedback
Site Implementation	Implement the first fully functioning version of the site.	04/09	04/16	<i>Paulina & Wei-Wei</i>	
User Testing II	User test the actual implementation.	04/09	04/16	<i>Paulina & Wei-Wei</i>	
Phase III: Third Project Iteration					
	Description	Start date	End date	Team Member Role	Team Member Role
Revise Site	Based on feedback, continue to iterate on the site.	04/16	04/30	<i>Paulina & Wei-Wei</i>	
Interactive Features Implementation	Implement interactive features.	04/16	04/30	<i>Paulina & Wei-Wei</i>	
Case Study Draft	Compose a draft of the case study.	04/16	04/23	<i>Paulina & Wei-Wei</i>	
Phase IV: Release & Final Presentations					
	Description	Start date	End date	Team Member Role	Team Member Role
Build Workshop	Design a workshop to show off the completed project at the Discotech.	05/07	05/14	<i>Paulina & Wei-Wei</i>	
Finalize Case Study	Complete the case study.	04/30	05/07	<i>Paulina & Wei-Wei</i>	
Present at Mini Discotech	Present at the Discotech!	05/14	05/14	<i>Paulina & Wei-Wei</i>	

Budget

We have a total budget of **\$500** for this project. We do not foresee many costs aside from the occasional

workshop materials or meeting snack, so we will not provide a detailed breakdown of the budget and do not expect to use all of it.

Working Agreement

This collaboration is made and entered effective on 03/19/2014 between MIT Codesign Studio Students and the Electronic Frontier Foundation (EFF).

Parties & Designated Representatives

lillian York
Electronic Frontier Foundation
lillian@eff.org

Tiffany Lu
MIT Codesign Studio
tweilu@mit.edu

Contribution of Parties

The MIT Codesign Studio students agree to the following:

1. Design and implement the SSD site as guided by the EFF team members.
2. Continually update the EFF team members about the progress of our work and ask for feedback, so that we are sure that the project will be completed to their standards.
3. Hold regular weekly project check-ins (or other frequency if so determined) that will include assessment of progress to date and how this compares to the initial project proposal, adding changes if necessary.
4. Give the EFF credit in all published materials that include work carried out in collaboration with the EFF. Press materials should also note the EFF's role in the project.

The EFF agrees to the following:

1. Provide guidelines and feedback to the MIT codesign students as the work progresses.
2. Respond promptly to MIT codesign students' requests for clarification and feedback.
3. Notify codesign students immediately when details of the project plan change, either because of changes in the organization priorities or changes in the available information.
4. Give codesign students credit in all published materials that include codesign students research, training or consultation.
5. Press materials should also note codesign students' role in the project.
6. Participate in an evaluation of the project upon completion.

Meetings

The MIT Codesign students will meet weekly in-person to work on the project and discuss project progress. Both parties will communicate via email and video chat, as appropriate. The EFF team will join the MIT students in a meeting every other week or so to get everyone up to speed.

Decision-Making

All major decisions will be agreed upon by both the EFF team and the MIT codesign students, through informal consensus when possible, and formal consensus when necessary. Either parties may suggest changes, and these will be decided upon over email, or if more discussion is required, over video chat.

Disputes

If a dispute arises from or relates to this Working Agreement or the breach thereof, we agree to attempt resolution through direct discussion of the issue at a scheduled time. If that fails, we agree to bring the issue to the larger Codesign Studio class to seek counsel. If that also fails, final resolution power will rest with the EFF, who will communicate directly with Dr. Costanza-Chock.

Reporting

The Parties agree to report to one another on their progress at least twice per month.

Resignation of Parties

Each Party is free to resign from this collaboration at any time, for any reason, with a minimum three weeks notice.

Terms

This agreement shall be in effect for the period until the terms of the agreement (under "Contribution of Parties") are met.

Adoption, Amendments and Resolutions

This Working Agreement may be amended upon a consensus of all the partners. It must be done with written notification to all partners and corresponding signatures from the designated representative of each party as an Addendum to this Agreement. A live copy of this Agreement will be stored in the shared EFF Google Drive project folder. Amendments will then supersede the agreements specified herein but will only alter or diminish such clauses as are mentioned in the amendment. All other clauses shall remain unaffected until subsequent amendments.

Rights

Both Parties reserve the rights to publish the results of research and consultation services relating to this agreement, unless otherwise agreed upon by the parties.

Authority and Approval

Each party has full power and authority to enter into and perform this Working Agreement, and the person signing this document on behalf of each party has been properly authorized and empowered to do so.

Project Partner Representative

Jillian York

MIT Codesign Studio Representative

Paulina Haduong