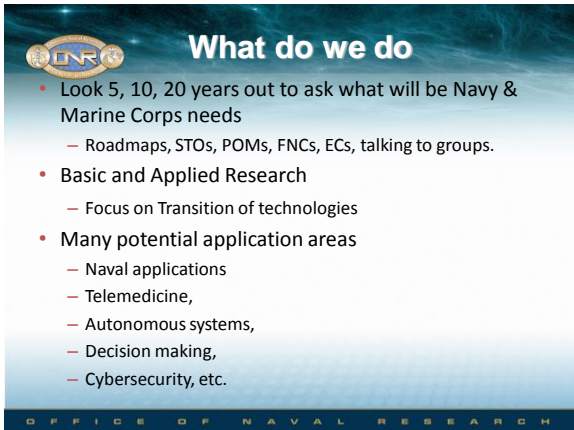


Hybrid Human Computer Interaction

Julie Marble, PhD
Code 341: Warfighter Performance and Bioengineered Systems
Office of Naval Research
March 2013

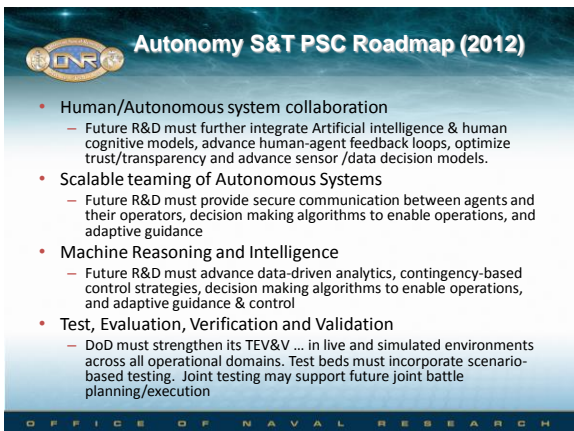
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What do we do

- Look 5, 10, 20 years out to ask what will be Navy & Marine Corps needs
 - Roadmaps, STOs, POMs, FNCs, ECs, talking to groups.
- Basic and Applied Research
 - Focus on Transition of technologies
- Many potential application areas
 - Naval applications
 - Telemedicine,
 - Autonomous systems,
 - Decision making,
 - Cybersecurity, etc.


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Autonomy S&T PSC Roadmap (2012)

- Human/Autonomous system collaboration
 - Future R&D must further integrate Artificial intelligence & human cognitive models, advance human-agent feedback loops, optimize trust/transparency and advance sensor /data decision models.
- Scalable teaming of Autonomous Systems
 - Future R&D must provide secure communication between agents and their operators, decision making algorithms to enable operations, and adaptive guidance
- Machine Reasoning and Intelligence
 - Future R&D must advance data-driven analytics, contingency-based control strategies, decision making algorithms to enable operations, and adaptive guidance & control
- Test, Evaluation, Verification and Validation
 - DoD must strengthen its TEV&V ... in live and simulated environments across all operational domains. Test beds must incorporate scenario-based testing. Joint testing may support future joint battle planning/execution


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Goals for Human Impact


- Assumption that human will always be 'in-the-loop'
- Support the human roles
 - Doing more, faster with fewer personnel
- Design of autonomous systems need to consider human role first
 - Not just how the task is done, but why do it that way
 - Reduce the cognitive load on the operators

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Management of Hybrid Heterogeneous Autonomous Systems

- How can two fallible collections of autonomous systems work together?
 - Humans and systems WILL fail
- Autonomy to increase operator control and situation awareness over collective, heterogeneous systems
 - Includes interface development, but not focus
 - One to Many → Many to many? When? How?
 - Increase coordination/reduce error
- Autonomy to help optimally allocate the human operators' limited cognitive resources to mission critical tasks
 - Need metrics of robust task effectiveness
 - How do we know when we've made an improvement?
 - Maintain awareness of higher order goals
 - Shift turnover





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Gap: Understanding the task



- Mission, interface, operator model coherence
 - CTA, FRA, FA necessary but not sufficient:
 - Must understand why task is performed that way
 - What happens to the process when you insert autonomy?
 - Which rules still apply? Why?
 - Misplaced faith in realistic displays (Naïve Realism, Smallman & St. John, 2005)
 - e.g., simulated toggle switches in simulators
 - Selection of data sources for fusion algorithms without analysis of task needs.
 - Faulty design assumptions wrt how the task can/should be performed

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Gap: System Brittleness & Resilience

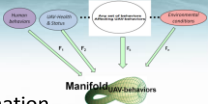


- Surprise is guaranteed
 - People fail & Machines fail
 - Failure in the face of surprise can yield catastrophic event
 - Changing technologies changes the source and form of risk
- Performance Shaping Factors
 - From HRA, factors assumed/known to influence the probability of human error
 - How much? How do they interact?
 - Current approach often 'Blame, shame, retrain'
 - Just remove the human from the system...

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Gap: Cooperation and behaviors

- Operator goals change
 - System needs to adapt
 - System should provide information to indicate when goal should change
- Off-normal occurrences
 - Operators must focus on details
 - Many to one breaks down
 - When to switch? How to cue?

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Gaps: Too much data


- Adoption of autonomous systems by DoD
 - Varying levels of autonomy
 - Variations in systems
 - Capabilities greater (and lesser) than operators can handle
 - Budgets for personnel are declining
 - Just-in-time staff replacement
- Sensors evolve, outstrip the human ability to process the data (D2D)
 - 'Data' is not 'information' until it has meaning (processing, context)
- The human is the source of all decisions and integrator of all data
 - Connectivity of distributed information

Everybody gets so much information all day long that they lose their common sense. —Gertrude Stein

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Gap: Variations in Solutions

- Different algorithms can yield the same outcome (e.g., anomaly detection or navigation)
 - But mission, task, context and operator goals determine which instantiation satisfies/optimizes the task
 - How does the system 'know' which to use? Why should the operator decide this?
 - Operator overload if human has to select
 - Designers choose different instantiations



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Research needs

- **Performance metrics**
 - Operator as well as kinematics/mechanical
 - Mission 'satisfaction'
 - System of systems; multiple scales
- **Allocating human and system resources**
 - Predicting and preventing errors
 - Building mental models to assist diagnosis
 - Situation awareness to anomalies
 - Ranges of teams and relationships
- **Accommodating changing goals and events**
 - Adjusting models to new information
 - Making the impact of new information apparent




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Current research

- Recognizing interactions and gestures
- Developing mental models for maintenance
- Visual Analytics and Automation Schema
- Interfaces for Future Unmanned Systems
- Supervisory Control UAS
- Performance Metrics for Autonomous Systems
- Detection and Alerting Anomalous Behaviors
- Focusing, Sustaining, and Switching Attention
- Predicting & Preventing Errors in Procedural Tasks
- Satisficing for Autonomous Decision Making
- Visualization of Fused, Complex Data sets

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