CURRICULUM VITAE

Jason Hobbs

1. Design Practice

- 2. Teaching & Training
- Academic Resume
- 4. Community

Jason has worked in web and digital design since 1997. He started out in creative digital agencies in Cape Town and London (Ogilvy Interactive, Lowes, Agency.com) and since 2005 has run his own firm, jh-01 / Human Experience Design, in Johannesburg, SA.

He has assisted S, M, L and XL organisations by designing strategy, service and UX solutions with an emphasis on digital channels and digital transformation. His experience spans public, private, not-for-profit and arts & culture sectors, across multiple verticals and markets.

Around 2009 Jason shifted his approach to design from one primarily based in practice to one which builds upon the naturally generative integration of practice, teaching, research and theory writing.

Over the past 14 years while maintaining his practice, he has been teaching original courses in the Digital Media Department of the Faculty of Art, Design and Architecture at the University of Johannesburg and to date has published 20 peer-reviewed texts through the same institution.

Jason contributes to and develops communities of practice and has delivered keynotes, talks and workshops around the world.

RESIDENCE

Johannesburg, South Africa

NATIONALITY

South African & British Citizen

ONLINE

www.jh-01.com

CONTACT

PHONE: +27 (0) 72 260 5478 **EMAIL:** jason@jh-01.com

EDUCATION

MASTER OF ARTS IN DESIGN High distinction (86%) from the Faculty of Art, Design & Architecture at the University of Johannesburg, SA. **2021**

CHANCELLORS MEDAL 2021

DISSERTATION:

Applying Information Architecture in Design Thinking: Ideating Solutions to the Wicked Problem of Addiction

POST GRADUATE DIPLOMA IN COPYWRITING (Advertising and Marketing). AAA School of Advertising, Johannesburg, SA. **1996**

BACHELOR OF ARTS (PHILOSOPHY & HISTORY OF ART) University of the Witwatersrand, Johannesburg, SA. 1995

SKILLS

STRATEGY DESIGN

- Digital transformation & digital first strategies
- HCD and UX institutionalisation
- Experience, UX & content strategy: enterprise, channel, product
- Multi-stakeholder engagement and participatory methods
- Customer value proposition creation, ideation and visioning
- Online brand behaviour and engagement strategies

SERVICE AND UX DESIGN

- HCD and UCD methods, across research, strategy and design
- UX design frameworks and systems
- Design management and methodology

DESIGN RESEARCH: S, M, L & XL

- Mixed methods in design research (emphasis on qual.)
- Research design, planning and co-ordination
- Problem framing & reframing; design synthesis & ideation
- User profiling & personae development

RELATED SKILLS

- PitchingBusiness
- development
- Design & account management
- Mentorship & coaching
- Vision and leadership
- Networking & community building
- Public speaking
- Curricula development
- Teaching & training
- Writing (all sorts)

1.DesignPractice

2005-2023



OWNER & DIRECTOR

Johannesburg, South Africa

jh-01 / Human Experience Design is Jason's design consultancy based in Johannesburg. The firm has gone through various phases (it got bigger, smaller, put on the shelf, dusted off,...) and continues to adapt as needed. On large scale projects he sources, design manages and leads design teams, otherwise he consults.

CLIENTS & PROJECTS *

PRIVATE & LISTED COMPANIES

ASICS (Europe), Audi, DSTV (Africa), Ford, Global Trader 247, Investec Group (Intl.), Investec Private Bank, Investec Specialist Bank (United Kingdom), Liberty Global (Europe), MariaDB (Intl.), Mazda, MNET, Momentum Life, MTN, Nashua, Nedbank, Pam Golding Properties (SA and Intl.), Platinum Play (Intl.), Resilimy (Intl.), Royal Vegas (Intl.), SEAT (United Kingdom; China), Standard Bank (SA and Africa), Toyota, Vegas Palms (Intl.), Virgin Mobile, Virtuworx (Intl.) and Volkswagen.

PUBLIC & PARASTATAL ORGANISATIONS

eThekweni (Durban) Municipality, SA Tourism (Intl.) and South African Airways (Intl.)

NOT-FOR-PROFIT ORGANISATIONS

Chevrah Kadisha, Greater Good SA Trust, Home Coming Revolution (Intl.), the SA Institute for Entrepreneurship and the Ubuntu Addiction Community Trust (Intl.).

ARTS & CULTURE

The Johannesburg Art Gallery, Trinity Session (Intl.) and UNESCO (Africa).

^{*} Unless otherwise stated, clients of jh-01 / Human Experience Design are based in South Africa.

2015-2017

Firma

CO-OWNER & DIRECTOR

Johannesburg, South Africa

Firma, was an experiment exploring how a design firm could be conceptually structured to better integrate with other stakeholders in its ecosystem. The aim was the cocreation of social, financial, intellectual, experiential (human), individual (spiritual) and cultural capital for and by design.

View the Firma concept and vision.

CLIENTS AND PROJECTS

The Museum of African Design (design thinking workshops offered to the public), the Standard Bank Group (curricula development and training aligned to their digital first strategy) and Nedbank (enterprise-wide UX strategy).

2013 / 2014

nemensa

DIRECTOR OF INFORMATION ARCHITECTURE

London & Bristol, UK

Jason moved to the UK to assist Nomensa in opening a London office offering a new strategy design proposition to the market. Based on his theory of IA and developed together with CEO, Simon Norris, the two lead the pitch to win the Liberty Global (Europe) account.

Liberty Global's stable includes Virgin Media-O2 (UK), VodafoneZiggo (Netherlands), Telenet (Belgium), Sunrise UPC (Switzerland), Virgin Media (Ireland) and UPC (Eastern Europe).

The win doubled the size of the Nomensa.

CLIENTS AND PROJECTS

Strategic lead and design manager on the National Trust, nPower, Virgin Money, Cambridge English Language Assessment and Sopra accounts (all in the UK).

2012



USER EXPERIENCE SPECIALIST

Johannesburg, South Africa

After authoring the group-wide UX strategy as an embedded consultant, Jason was requested to join the company and lead the global alignment of the group's digital strategy (which hurt, a lot).



2004



INFORMATION ARCHITECT

London, UK

Concepting and UX on the American Express, British Telecom and Ocado accounts for OgilvyInteractive. Translation of the OgilvyOne Customer Ownership Model into a customer journey framework.

2002-2004



SNR. INFORMATION ARCHITECT

London, UK

In addition to designing UX solutions for Agency's clients, Jason assisted in winning pitches and growing the business. The re-launch of BT Broadband contributed to Agency becoming lead digital agency for BT. And a pro-actively developed campaign integration and acquisition journey for T-Mobile provided a growth platform for the firm's online advertising offering.

CLIENTS AND PROJECTS

BT.com, British Airways (global digital creative strategy), Sainsbury's Bank (pitch win), T-mobile (UK and the Netherlands) and Electronic Arts.

Sainsbury's Bank:

- Exceeded the overall online sales target by 75%
- Increased the hero product's online sales by 90%

BT Broadband:

- Increased online sales from 27% to 59%
- And halved customer dissatisfaction

2001-2002



INFORMATION ARCHITECT

London, UK

At Lowe Live (Draft Worldwide) Jason assisted with the UX design on large website builds, smaller product / niche services websites and marketing microsites.

Of note was the global interface and IA redesign for HSBC aligning all their country websites.

CLIENTS AND PROJECTS

SAAB (website), HSBC (global interface redesign; Offshore; Yahoo! Paydirect) and 3COM (marketing microsite)

Jason watched 9/11 broadcast at Lowes on the day.

1999-2001



INFORMATION ARCHITECT & COPYWRITER

Cape Town, SA

Jason cut his teeth in commercial digital design and UX at Ogilvy Interactive in Cape Town merging a knowledge of marketing and advertising with what he had learnt at Krypto+. The result was a disturbingly effective design for a mid- to late-capitalist appetite.

CLIENTS AND PROJECTS

Volkswagen, BP, Old Mutual, Old Mutual Bank and iAfrica.com.

1998



LECTURER, COPYWRITER & IA

Cape Town, SA

Krypto(plus) was a little known but visionary, research and development company in Cape Town.

While focused on encryption tech their interests spanned GNU licensing inspired business models, free Software, digital democracy and crypto-currencies (in 1998, mind you).

Jason helped on **Sunfoods**, an e-commerce proof of concept built from scratch using LAMP tech to demonstrate their encryption technology. He co-authored and taught the **Content Provider 1** course (with the indomitable <u>Greenman</u>) to help fund the venture. They also built a few websites.

CLIENTS AND PROJECTS

Websites for Sunfoods, ComputerMaps and Time Quantum Technology. Teaching the Content Provider 1 course.

Sunfoods was the first online grocery store in South Africa and the Content Provider course was the first of its kind in the country.

1997

LEMONLINE MEDIA

COPYWRITER

Cape Town, SA

Jason's first job in digital design (about which he knew nothing). Fortunately they still needed a writer.

CLIENTS AND PROJECTS

Websites for Mariner's Wharf (a tourist spot in Hout Bay) and a local band named *Lithium*.

With Krypto+ Jason learnt a non-commercial internet and web, how to raw code HTML, a bit of Javascript, CSS and Squishy's information architecture.

What he was generously taught the values and philosophies, have underpinned his entire career (even when he has worked for the Man).

YOUTH

From a young age Jason was obsessed with **roleplaying games** (Dungeons & Dragons, and MechWarrior) but packed it in to become the **lead singer** in a grunge band during the early to mid-nineties. Through high school, university and for a time in London, Jason worked as a **waiter**.

While at Greenside High School in Johannesburg:

- He was awarded half colours in Drama for acting and directing theatre productions.
- In his matric year he was made a prefect and was appointed to serve on the Johannesburg Junior City Council where he was further elected to sit on the Executive Committee.
- As a prefect, Jason successfully lobbied for and ran a student representative council, the first of its kind for a government school under Apartheid.

To this day, his first love remains reading poetic prose.

2.

Teaching & Training

2009 - 2024



ASSOCIATE LECTURER

Department of Digital Media, Faculty of Art, Design & Architecture University of Johannesburg

2023 Interaction Design for Blended Spaces and
Extended Reality (teaching & training). 3rd
year Interaction Design and Digital Content
Design (Department of Digital Media). 1 semester

Training and consultation on student's final
 2014 practical projects (design synthesis and strategy focus). 4th year (Honours) Interaction
 Design (Department of Digital Media). 1 semester

Design research methods, design synthesis and
 2019 strategy (teaching & training). 3rd year
 Interaction Design and Digital Content Design (Department of Digital Media). 1 term

Internet of Things interdisciplinary projects
 2018 (teaching & training). 4th year (honours)
 Interaction Design and Industrial Design
 (Departments of Digital Media and Industrial Design). 1 term

2016 Introduction to Service Design and the Service
 2014 Dominant Logic of Marketing (Teaching). 3rd
 year Interaction Design and 4th year (Honours)
 Interaction and Industrial Design (Departments of Digital Media and Industrial Design). Classes

2016 User Experience Design (teaching & training).

 - 2009 3rd year Interaction Design (Department of Digital Media). 1 Semester

Curriculum Design

Short Learning Courses

2020 STANDARD BANK

- 2016 QUAD DIGITAL LEARNING PLATFORM
As Firma (and then jh-01)

Design, implementation and teaching of:

- 'User Experience Design' 11 week full-time program * and 10 week part-time program
- 'Crash Course in UX' 3-day course
- 'Introduction to Digital" 1-day course

* Certified by the University of Johannesburg

Other teaching & training

Extensive on-project client skills development and
 2005 training in user experience design.

3-day **corporate training programs** in user experience design (CQS, Halls and Quirk)

Guest lecturing on the topics of information architecture, user experience and service design:

Kent State University (Ohio, USA), the University of the Witwatersrand (Johannesburg, SA), Michaelis School of the Arts, Cape Town University (Cape Town, SA), the Vega School of Brand Communications (Johannesburg, SA) and the University of Pretoria (Pretoria, SA).

1999 Design, implementation and teaching of the
 1998 'Content Provider 1' short course (2 week part-time course) for Krypto+

1998 **'How to write HTML**" article series for the MWEB iTutor series, 1998

3. Academic Resume

ORCHID 0000-0003-1869-5587

RESEARCHGATE.NET

Journal Articles, Conference Proceedings & Book Chapters

2021 Hobbs, J. 2021. Footnotes to "Re: The Future of Information Architecture". Journal of Information Architecture, 6(1), pp. 79-91.

Hobbs, J. 2021. Realising Discourse: A Strategic Design Solution to the Problem of Addiction. In L. Di Lucchio, L. Imbesi, A. Giambattista, & V. Malakuczi (Eds.), Design Culture(s). Cumulus Conference Proceedings Roma 2021. 2, pp. 4218-4238.

Hobbs, J. 2021. Applying Information Architecture in Design Thinking: Ideating Solutions to the Wicked Problem of Addiction. Dissertation. University of Johannesburg.

2019 Hobbs, J. & Fenn, T. 2019. The Design of Socially Sustainable Ontologies. Philosophy and Technology, 32(4), pp 745-767.

2013

2018 Fenn, T. & Hobbs, J. 2018. Nurturing Critical Citizen Designers: Applying Strategic Models for Reflective Practice. In E. Costandius, & H. Botes(Eds.), Educating Citizen Designers in South Africa. African Sun Media.

2017 Fenn, T. & Hobbs, J. 2017. Experience-led Design Strategy. In E. Bohemia, C. de Bont, & L. S. Holm (Eds.), Conference Proceedings of the Design Management Academy, Vol. 5, pp. 1667–1684. London: Design Management Academy.

Fenn, T. and Hobbs, J. 2017. Conceiving and applying relationship models for design strategy. In International Conference on Research into Design, pp. 517-528. Springer, Singapore.

Hobbs, J. and Fenn, T. 2015. The Firma Model: A Meta- framework for Design Research, Strategy and Critique. The Virtuous Circle, Summer Cumulus Conference. Politecnico de Milano 3-7 June 2015, Milan.

2015

Fenn, T, & Hobbs, J. 2015. Wicked Ethics in Design. Ethics and accountability in Design: Do they matter? 7th International DEFSA Conference Proceedings, Midrand Graduate Institute & Vaal University of Technology, 2-4 September 2015. Midrand.

Hobbs, J. & Fenn, T. 2015. The Firma Model: A Tool for Resolving Complex Societal Problems. Ethics and accountability in Design: Do they matter? 7th International DEFSA Conference Proceedings, Midrand Graduate Institute & Vaal University of Technology, 2-4 September 2015. Midrand.

Pretorious, M., Hobbs, J & Fenn, T. 2015. The User Experience Landscape of South Africa. SAICSIT '15, September 28-30, 2015, Stellenbosch, South Africa. DOI: 10.1145/2815782.2815807

Fenn, T. & Hobbs, J. 2014. The Information Architecture of Meaning Making. In (ed)
Resmini, A. Reframing Information Architecture, Human-Computer Interaction Series. Springer International Publishing; Switzerland. 11-30. DOI 10.1007/978-3-319-06492-5_2.

Hobbs, J. & Fenn, T. 2013. Navigating Indeterminacy through the application of User Journeys. Proceedings of the 3rd International Conference on Design, Development and Research. Kumasi, Ghana. June 2013, pp. 190-209. DOI: 10.13140/2.1.2869.6321

Fenn, T. & Hobbs, J. 2013. Applying user journey design to resolve complex design problems. Gaborone International Design Conference (2013). 24–26 September 2013, Gaborone, Botswana. DOI: 10.13140/2.1.4704.6402

Fenn, T. & Hobbs, J. 2013. Preparing undergraduate design students for complexity: A case study of the Johannesburg Art Gallery Project. Gaborone International Design Conference 24–26 September 2013, Gaborone, Botswana. DOI: 10.13140/2.1.3262.8484.

Fenn, T. & Hobbs, J. 2012. The Information
Architecture of Transdisciplinary Design
Practice: Rethinking Nathan Shedroff's
Continuum of Understanding. 2nd International
Conference on Design, Development and Research
Design, Cape Town, South Africa. DOI:
10.13140/2.1.3787.1362.

2011 Hobbs, J., Fenn, T. & Resmini, A. 2011.
Maturing a Practice. Journal of Information
Architecture. Vol 2(1). 2011. pp 37-54.

Fenn, T. & Hobbs, J. 2011. A Role for Information Architecture in Design Education: Conceptualising Indeterminate Problems in Design Thinking. Sixth International DEFSA Conference. 2011. DOI: 10.13140/2.1.4573.5689

Hobbs, J. & Fenn, T. 2011. A Role for Information Architecture in Design Education: Developing Innovation Through Structured Thinking. Sixth International DEFSA Conference. 2011. DOI: 10.13140/2.1.1821.0564

2010 Hobbs, J. 2010. From Practice to Discipline. In (ed) Farber, L. On Making: Integrating Approaches to Practice-led Research in Art and Design. The Research, Visual Identities in Art and Design; Faculty of Art, Design and Architecture, University of Johannesburg. pp. 291-298

Theory Development

For the past decade Jason, and research partner Terence Fenn, have been exploring the theoretical relationship between IA and Design. Most recently this interest culminated in Jason's Master of Arts in Design.

Other contributions have been made in the areas of design research and methodology, strategy design, HCD and experience design and reflective / critical designing, amongst other topics. A selection of frameworks, methods and models developed follow:

- The Firma Model a meta-framework for design research, strategy and critique; reflective and critical method
- Experience-led design strategy strategy & ideation method
- Aim-Concept-Approach creative strategy method
- Relationship models for customer journeys design synthesis heuristic
- The designer's personae model / tool

Academic Workshops

Planned, Hosted or Facilitated

Lindenfalk, B., Resmini, A., Fenn, T. & Hobbs,J. Big Design: Designing at Scale.

The Academy for Design Innovation Management Conference 2019. London, UK.



AWARDED FOR BEST CONFERENCE WORKSHOP

Fenn, T. & Hobbs, J. 2014. Teaching IA.

A round table discussion. Facilitation of the academic workshop at the Information Architecture Summit 2014. San Diego.

2012 Resmini, A., Fenn, T. & Hobbs, J. 2012. Pervasive Information Architectures as Architectures of Meaning for Complex Crosschannel Systems.

Pervasive 2012. Newcastle, UK.

Workshops

Academic Contributions

2016 Fenn, T. & Hobbs, J. 2016. The Design of Socially Sustainable Digital Ontologies.

Presented at 'Information Architecture Meets the Philosophy of Information'. Hosted by The Ethics and Philosophy of Information Cluster and the Oxford Internet Institute. 27th June 2016.

2012 Hobbs, J. & Fenn, T. 2012. The Information Architecture of Meaning Making.

Workshop paper. Academics & Practitioners Roundtable, Information Architecture Summit 2013. Baltimore.

Research Reports

Non-published

2015 The UX Landscape of South Africa

Industry survey, analysis and recommendations. With Dr. M. Pretorius and T. Fenn.

2013 Johannesburg Art Gallery

Design research and service strategy. With T. Fenn and students from the department of Digital Media at the University of Johannesburg.

2007 Hotel Yeoville

Design research and web UX design. Public art project by Terry Kurgan.

2007 Communal Computing in Johannesburg

Internet cafe contextual enquiry and user interviews. Photo essay and report. With Tegan Bristow.

4. Community

Coordination of Conferences & Seminars

World Information Architecture Day,
 Johannesburg. University of Johannesburg,
 FADA Auditorium. 2012 – 2020

2014 South African User Experience Forum - 2009

The Jacaranda Meet-Up. 18 November 2014. BSG, Johannesburg.

Surf & Turf. 10 March 2010. University of Johannesburg, FADA Auditorium

The Future of UX in SA. 18 September 2009. University of Johannesburg, FADA Auditorium

Workshops

2017 Human Centred Design and IA.
With Dan Klyn and T. Fenn. IA Summit,

Vancouver, Canada 2017

2016 Public Design Thinking Workshops,

With T. Fenn. Museum of African Design, Johannesburg, March - July 2016

2016 Developing Human Centred UX Strategy

With T. Fenn. UXSA workshop, Johannesburg, 10th May 2016

2015 The Firma Model.

UX Strategy Forum, Tokyo, Japan 2015

2015 The Firma Model.

UX South Africa, Cape Town, South Africa 2015

2012 Multi-Channel Journey Design. Polish IA

Summit, Warsaw, Poland 2012

2010 Multi-channel Journey Design.

IA Konferenz, Koln, Germany 2010

Conference Presentations

2020 Abundance by Design

UX Craft South Africa (remote)

2019 Discursive Design and IA

Design Society Development (Desis lab). University of Johannesburg, SA

2018 Postcards from the Edge

Keynote presentation. IA Summit. Chicago, Il. USA

2017 Features aren't Experiences

IXD Maputo, Mozambique

2016 Developing Human-Centred UX Strategy

Keynote presentation. UX South Africa, Johannesburg, SA

2015 The UX Landscape of South Africa

Co-authors: M. Pretorius and T. Fenn. UX South Africa. Cape Town, SA

2015 Firma: About Us

Asia Consortium. Hong Kong, China

2015	The Firma Model (&)	2012	Reframing IA
2015	The Application of the Firma Model	2012	Polish IA Summit. Warsaw, Poland
	UX Strategy Forum, Tokyo, Japan		
	, ,	2011	Teaching Design Thinking
2015	The Design Behind the Design Behind	20	With T. Fenn. Euro IA Summit. Prague, Czech
2015	the Design		Republic
	Summer IA Camp, Tokyo, Japan		
		2010	The Door, The Wind, The Bird and the Valise
2015	The Firma Model		Keynote presentation. Italian IA Summit, Pisa.
20.0	With T. Fenn. UX South Africa.		
	Johannesburg, SA	2010	The Door, The Wind, The Bird and the Valise
			IA Konferenz. Koln, Germany
2015	Features Aren't Experiences		
	UX Joburg. Johannesburg, SA	2009	Practice-Led Research in the Field of UXD:
			Report from the 2009 Euro IA Summit
2014	Designing for the Liminal		PLR Colloquium. Johannesburg, SA
	UX South Africa. Cape Town, SA		
		2009	From Enterprise IA to Enterprise UX: Creating
2014	Designing for the Liminal		a UX Framework for a (Big) Bank
	Keynote presentation. EuroIA Summit.		With R. Uys. Euro IA Summit. Copenhagen, Denmark
	Brussels, Belgium		oopomagon, zomian
	The design habited the design habited	2008	Hotel Yeoville: Home and Away
2014	The design behind the design behind the design	2006	IA Summit, Miami, Florida, USA
	IA Summit. San Diego, California, USA		(&) SecondLife
2014	Information Architecture and Everything Else	2007	Africa Remix Panel Discussion (Digital Africa)
	World IA Day. Bristol, UK		Africa Remix: Contemporary Art of a Continent.
			Johannesburg Art Gallery, SA
2014	Navigating Indeterminacy Through the		
	Application of Journey Design	2007	Communal Computing and Shared Spaces of
	Bristol Usability Day. Bristol, UK		Usage: A Study of Internet Cafés in Developing
			Contexts
2013	The Structure of Problems		IA Summit. Las Vegas, Nevada, USA
	Web Managers Meet-up. London, UK		
0040	Defencies Wished Doubless	2007	Annals of Experience: Hacking It Alone or the
2013	Reframing Wicked Problems Bristol Usability Group Meet-up. Bristol, UK		Importance of Being Mercenary IA Summit. Las Vegas, Nevada, USA
	Bristor Osability Group Meet-up. Bristor, OK		in Summit. Las vegas, Nevada, OSA
2013	Reframing IA: A Case Study from the	2007	The Greater Good SA 2.0
2013	Johannesburg Art Gallery	2007	With Tamzin Ractliff. Sangonet Conference.
	World IA Day. Johannesburg, SA		Johannesburg, SA
2012	The Human Experience Design of the	2006	How Can Information Architecture Address
	Johannesburg Art Gallery		Challenges To the Web In Third World And
	PUBLIC ACCESS: Public Art Conference. Johannesburg, SA		Developing Contexts? IA Summit. Vancouver, BC, Canada
	Johannesburg, SA		in Sullillic valicouvel, DC, Callada

Exhibitions & Posters

2022 Hobbs, J. Untitled. Exhibit at Product [object; space; environment; interaction; system; prototype; process; research; information; language; discourse; transformation]. The FADA Gallery, University of Johannesburg, South Africa.

2015 Hobbs, J. & Fenn, T. **The Firma Model.**Poster, at the Asian Consortium, 10DAYFEST
Social Innovation Festival. Organised by the
Jockey Club Design Institute for Social
Innovation at the PolyU School of Design,
Hong Kong.

Curation

2005 Ubermorgen / Hans Bernard. **GWEI: Google Will Eat Itself.** Curatorial concept for the exhibition at the Premises Gallery,
Johannesburg, South Africa.

