# Tech in the Service of Displaced People



Silvia Figueira, PhD
Associate Professor of Computer Engineering
Director, Frugal Innovation Hub
Santa Clara University



## **Humanitarian Technology**

Does technology always help?
Not really...



www.hounddogdigital.com



## **Humanitarian Technology**

```
Three situations
  It may help
     appropriate technology
  It may not help
     devices with no appropriate software
  It may hurt
     false information
```



### **Humanitarian Innovation**

### How to do the right thing

Partner with a local organization

→ Understand the need

**Embrace empathy** 

→ Use interactive design and development

