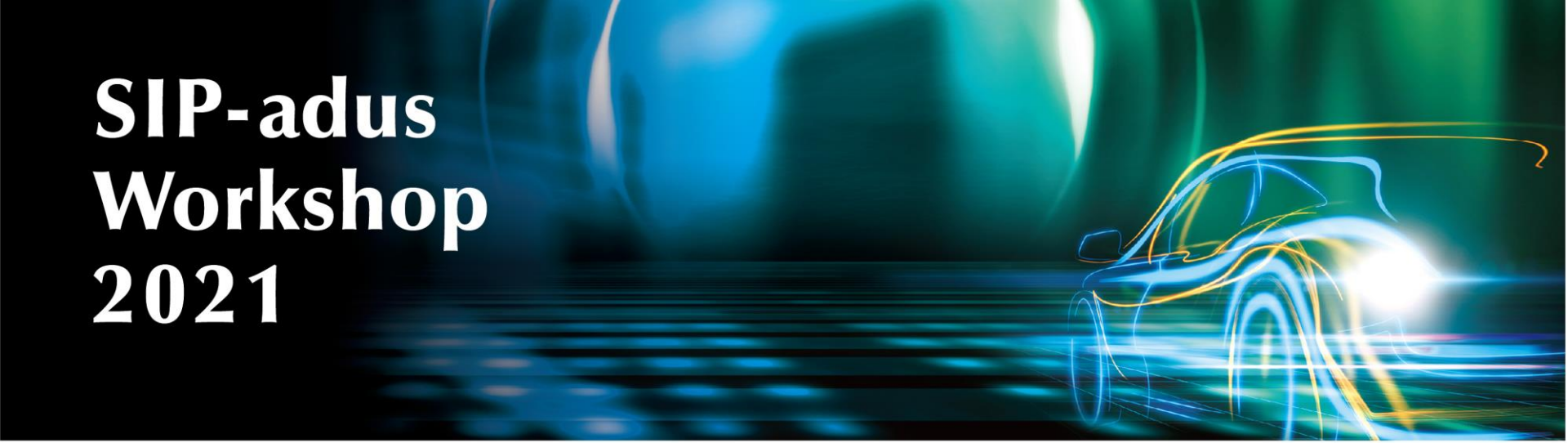


Service and Business Implementation / FOTs
＋ Human Factors (Joint Session)

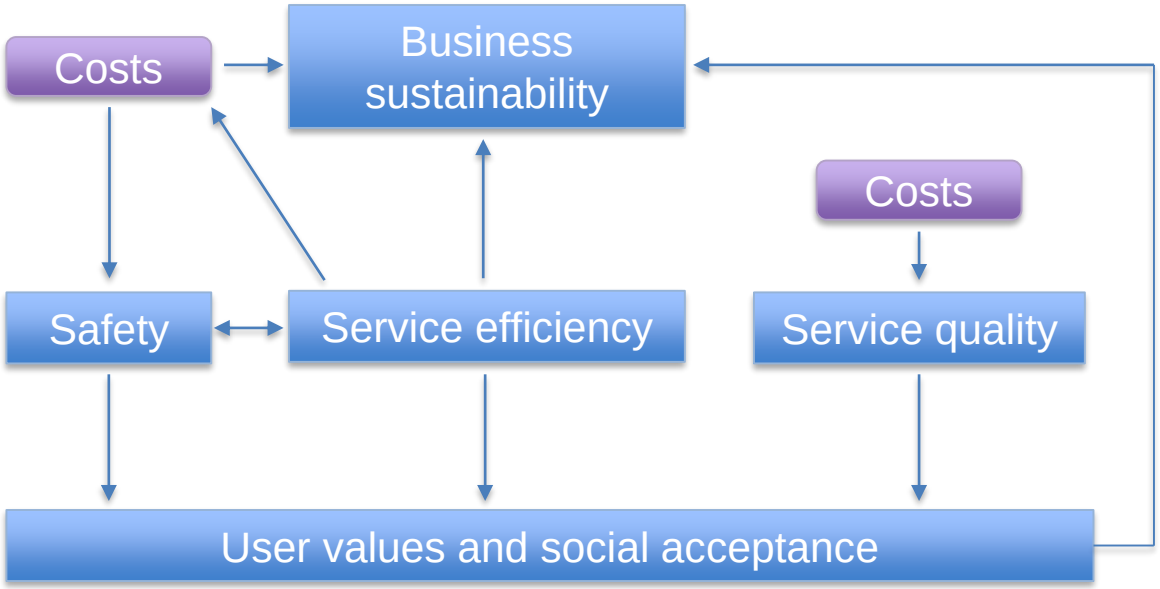
Closing

SIP

Cabinet Office

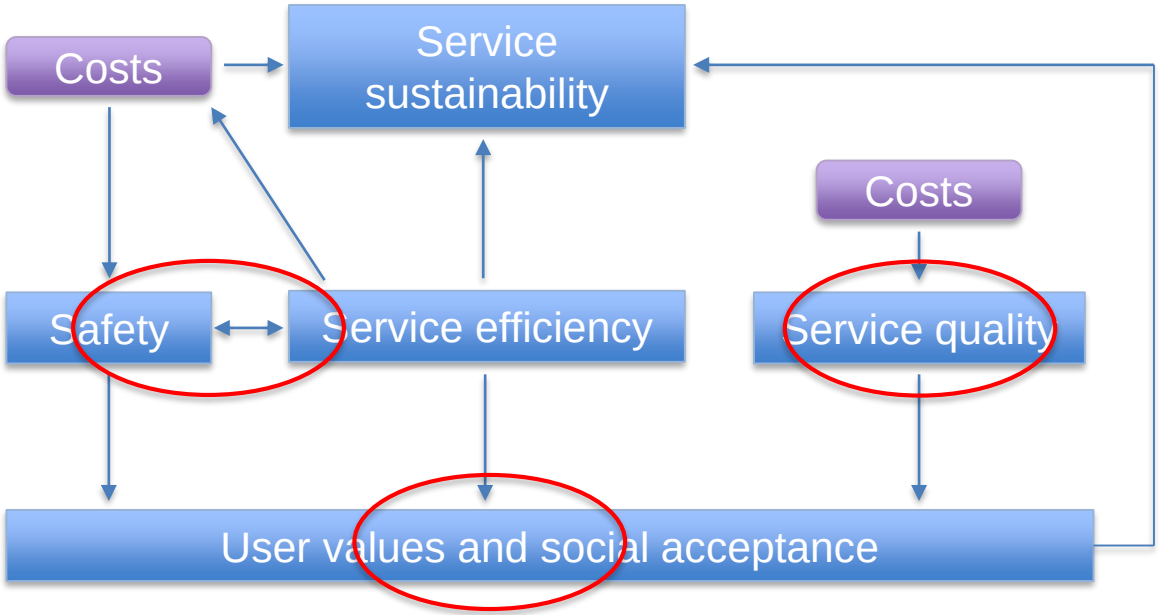
Services need to satisfy various requirements / expectations of users, providers and the society.

Complicated!



Human factors challenges lie in;

- compatibility between safety and service efficiency
  (e.g. safety vs vehicle speed, safety vs 1:N in remote operation)
- service quality (e.g. accessibility, comfort, security)
- user values and social acceptance



HF challenges

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Thank you

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