

Enquête/Création : une exploration visuelle des pratiques de réparation numérique



nicolas nova & anaïs bloch
HEAD – Genève

Ancrages disciplinaires

Anthropologie des techniques

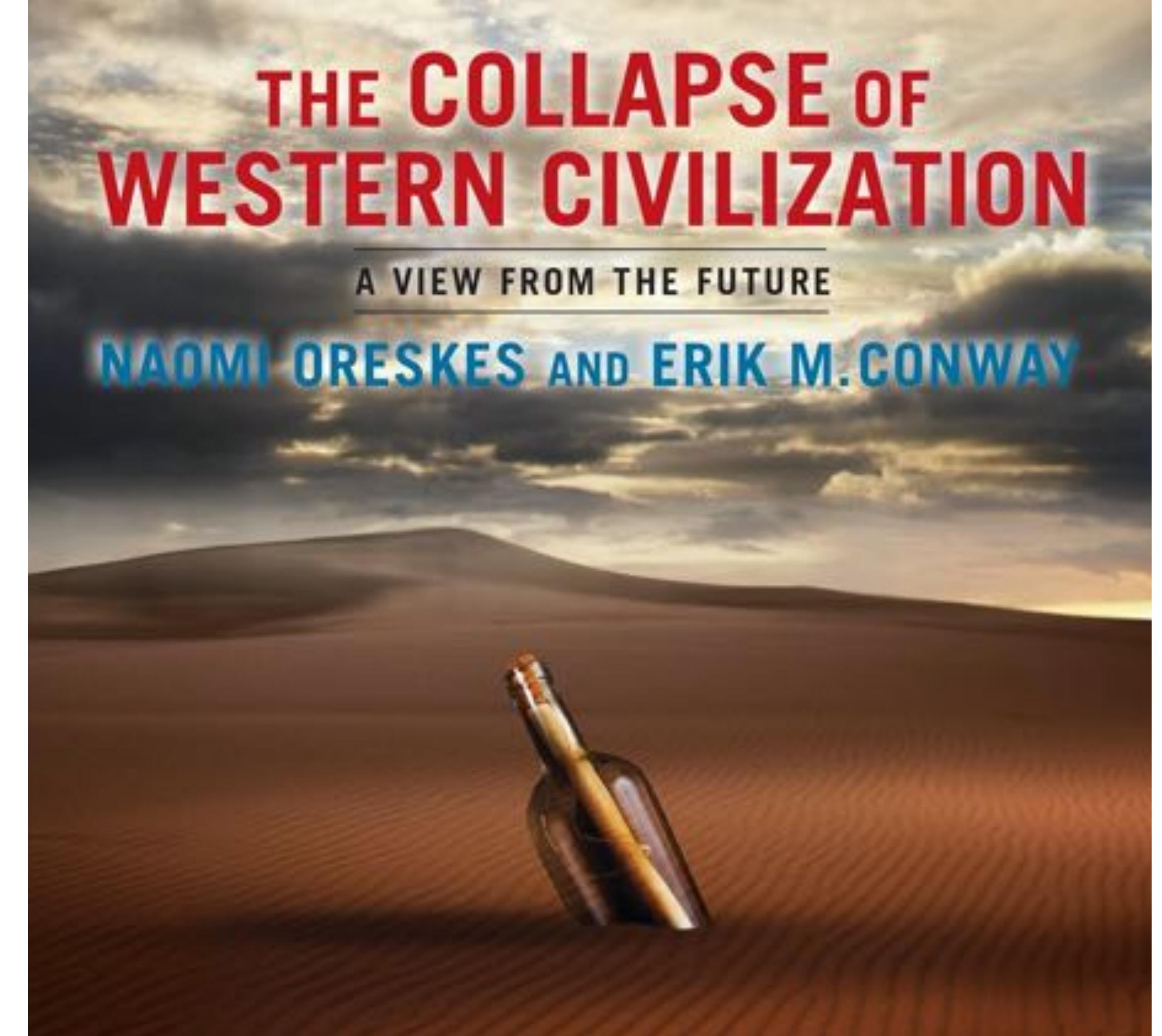
Interaction Humain/Machine

Sociologie des usages

STS/sociologie de l'innovation

Recherche en design

Contexte : injonction paradoxale





CONFLICT FREE
TIN & TANTALUM
(D.R. CONGO)

ROOTABLE
OPERATING
SYSTEM

WORKER
WELFARE

REPLACEABLE
BATTERY

E-WASTE
PROGRAM

DUAL SIM

**AMPOULES
BATTERIES
DUVELABLES**

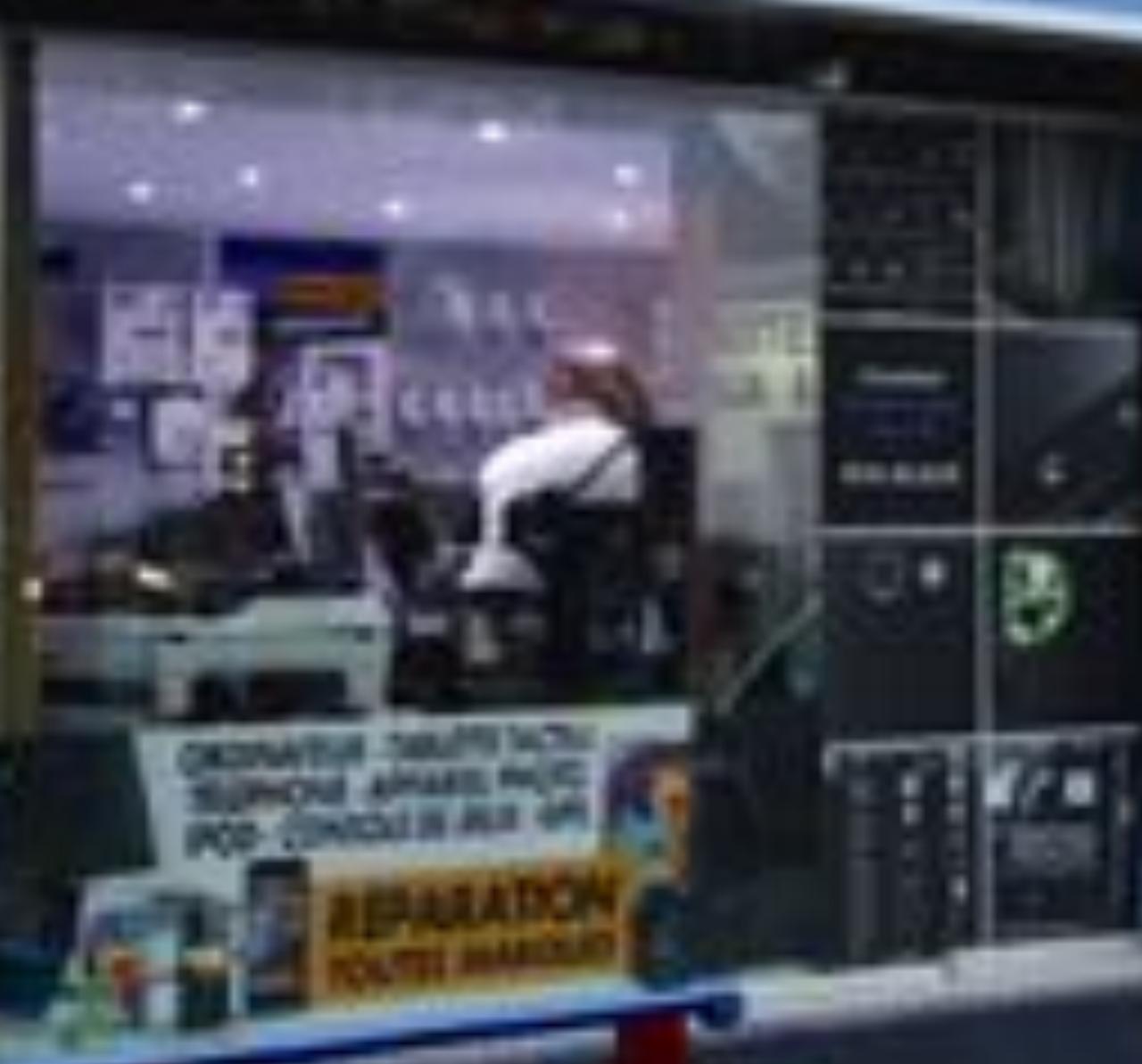
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SET A MARCHA

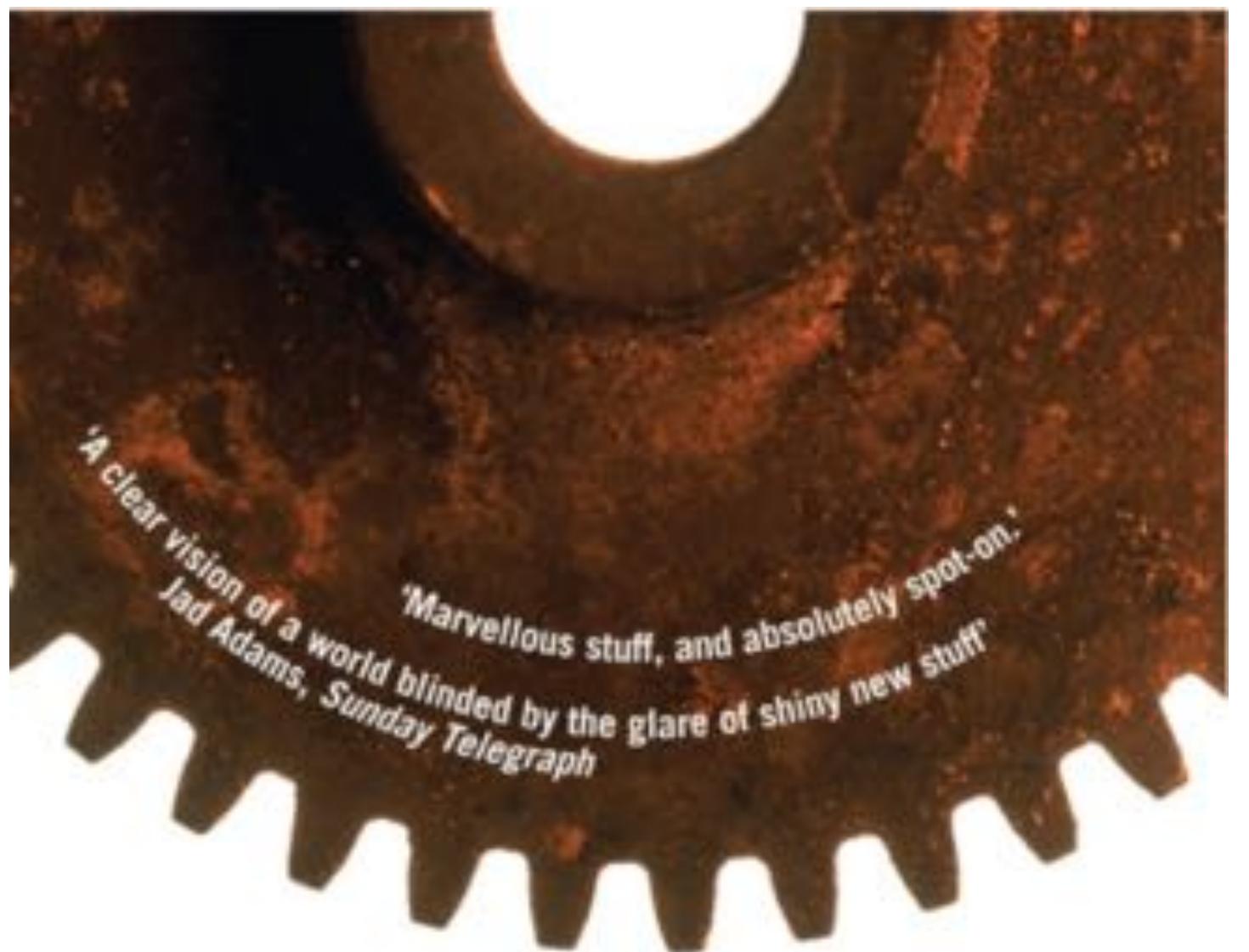
DOCTEUR IT

REPARATIONS

DEPANNAGES



Cadrage: réparation & maintenance



THE SHOCK OF THE OLD

TECHNOLOGY AND GLOBAL
HISTORY SINCE 1900

DAVID EDGERTON

Issue 6.1 / 2017: 0

11 Rethinking Repair

Steven J. Jackson

"There is a crack in everything. That's how the light gets in."

Leonard Cohen, *Anthem*

What world does contemporary information technology inhabit? Is it the imaginary nineteenth-century world of progress and advance, novelty and invention, open frontiers and endless development? Or the twenty-first-century world of risk and uncertainty, growth and decay, and fragmentation, dissolution, and breakdown?

This chapter is an exercise in broken world thinking. It asks what happens when we take erosion, breakdown, and decay, rather than novelty, growth, and progress, as our starting points in thinking through the nature, use, and effects of information technology and new media. Broken world thinking is both normative and ontological, in the sense that it makes claims about the nature of technology and its relationship to broader social worlds, some of which may differ from deep-rooted cultural assumptions. But it is also empirical and methodological, an argument and provocation toward doing new and different kinds of research, and new and different kinds of politics, in media and technology studies today.

There are two basic components of the approach advocated here. The first is an appreciation of the real limits and fragility of the worlds we inhabit—natural, social, and technological—and a recognition that many of the stories and orders of modernity (or whatever else we choose to call the past two-hundred-odd years of euro-centered human history) are in process of coming apart, perhaps to be replaced by new and better stories and orders, but perhaps not. We know, now irrefutably, that the natural systems we have long lived within and relied on have been altered beyond

Mending, repairing, fixing, restoring, preserving, cleaning, recycling, up-keeping... an immense variety of more or less noticeable practices take part in the maintenance of objects, technologies and infrastructures. In this article we would like to make a first step into questioning such diversity. How can we understand the differences in the ways things are taken care of? What can we learn from the variety of justifications for objects to be mended, fixed, patched up, or patiently restored? In which conditions are these operations considered as important or negligible? To address these questions, we propose to examine three dimensions that we think can help in identifying regimes of maintenance: the distribution of maintenance practices, the kinds of objects that are enacted through them, and the ecology of the visible and invisible at play in the various ways maintenance work is accomplished and organized. Using several examples, we will outline two distinct regimes in which these dimensions are configured in radically different manners.

Who cares?

The way maintenance is experienced every day in rich countries can be useful to identify a first regime of maintenance. We use things that work, we live in houses and apartments that do not collapse, and we lean on reliable technical systems. This mundane aspect of our lives is characterized by a significant amount of maintenance work, of which we are mostly unaware. Here, maintenance is the exclusive domain of dedicated occupations that are in charge of the supervision and the repair of things. This is the case for instance of buildings which come with their army of workers who take care of them: plumbers, carpenters, electricians, roofers^[1]. In most Northern countries, large infrastructures such as roads, bridges, electrical grids, sewage and water systems are objects of such specialized maintenance. So are the "bright and shiny tools" that the innovation economy is obsessed with,^[2] the repair of which is intensely controlled by manufacturers.

Beyond breakdown: Exploring Regimes of Maintenance

Jérôme Denis, David Pontille

When things are organized in this way, a neat boundary stands between occupational communities and users. Through their daily operations, dedicated workers perform flawless objects and services that users are supposed to enjoy without even thinking about maintenance and repair. In this regime, concerns for vulnerability are set apart from "normal" use. Material fragility and the messy side of things are meant to remain at the maintenance work perimeter, whilst

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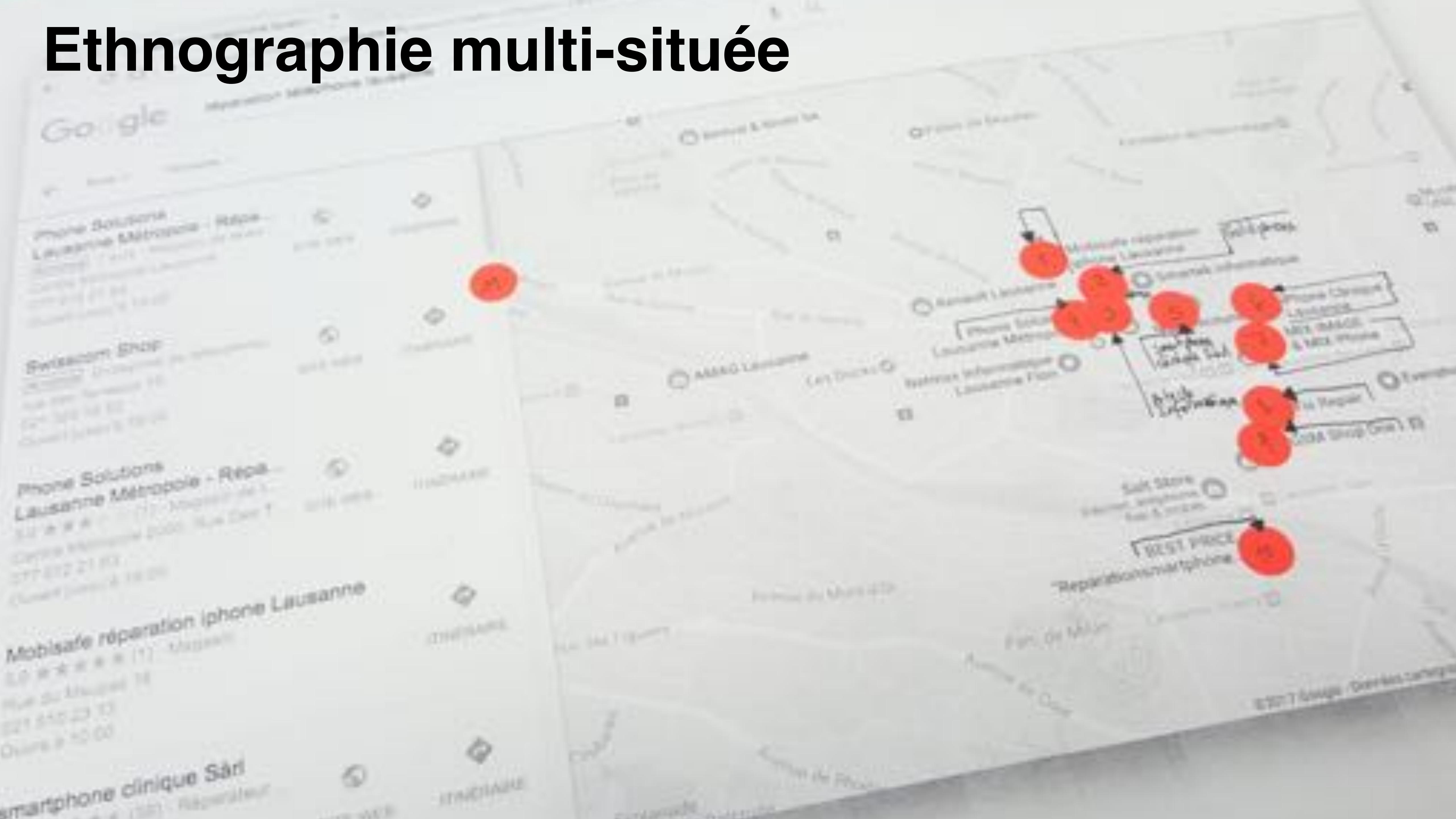
Questions de recherche

- (a) quelles formes de réparation
et de transformation ?**
- (b) comment ces pratiques se
construisent et se déploient ?**
- (c) une forme d'innovation
silencieuse ?**

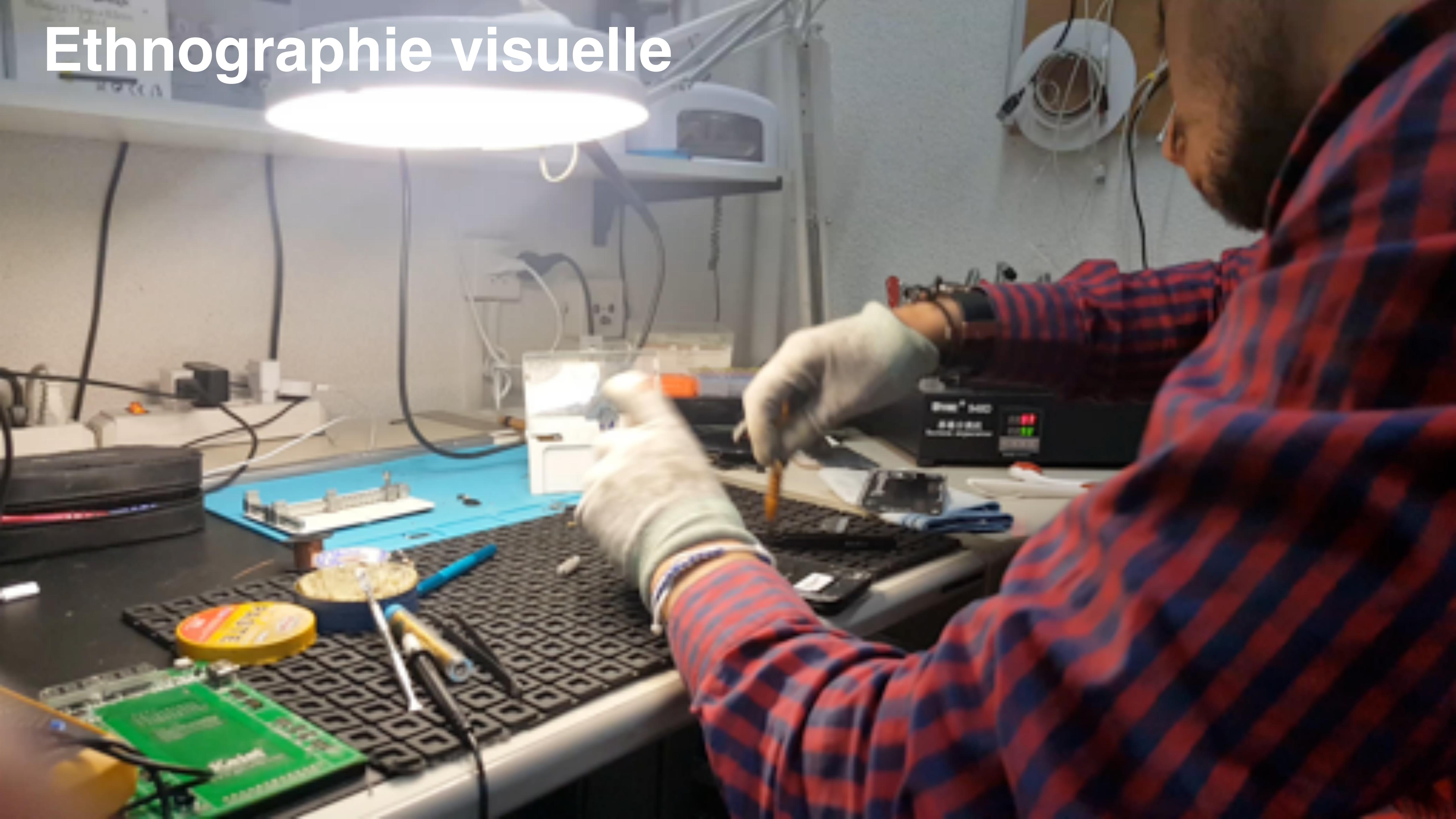
Ethnographie multi-située



Ethnographie multi-située

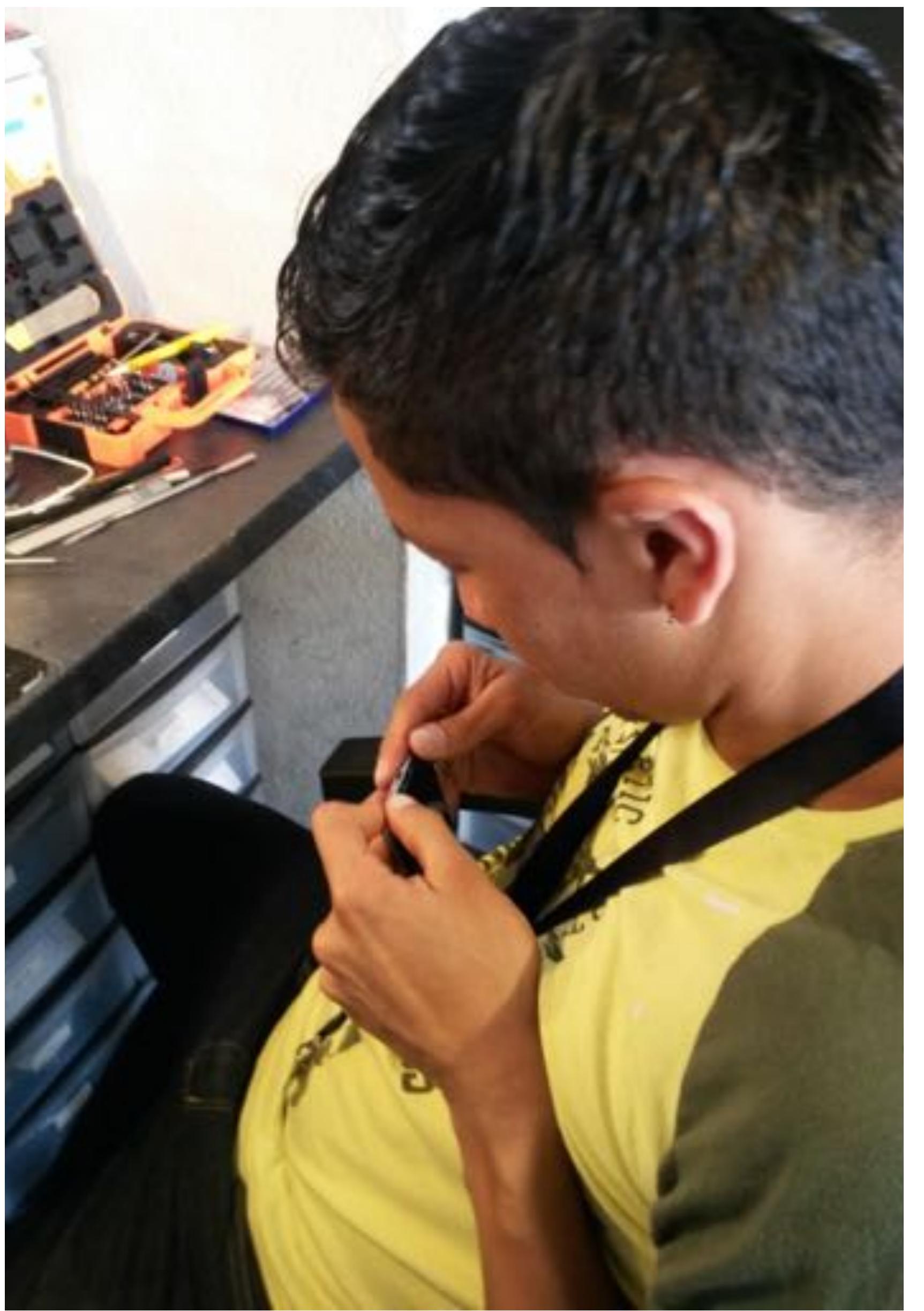


Ethnographie visuelle



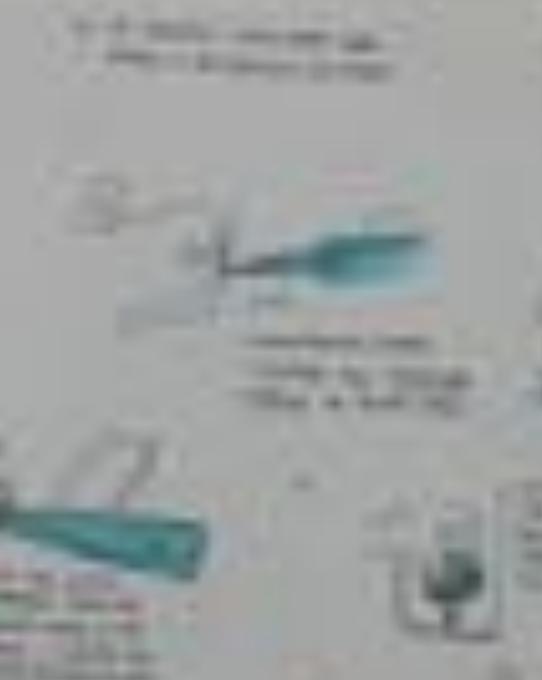
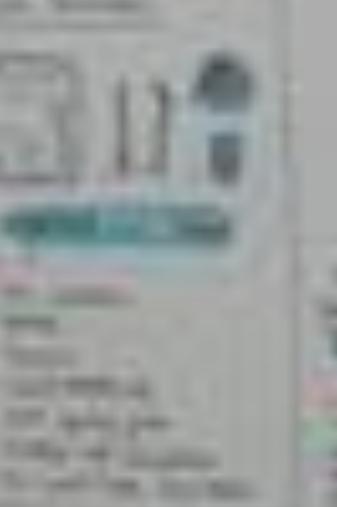
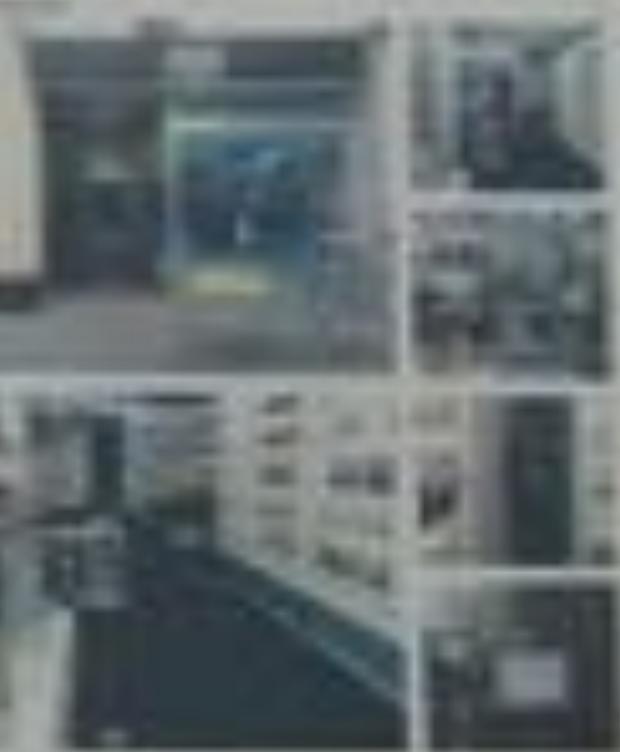
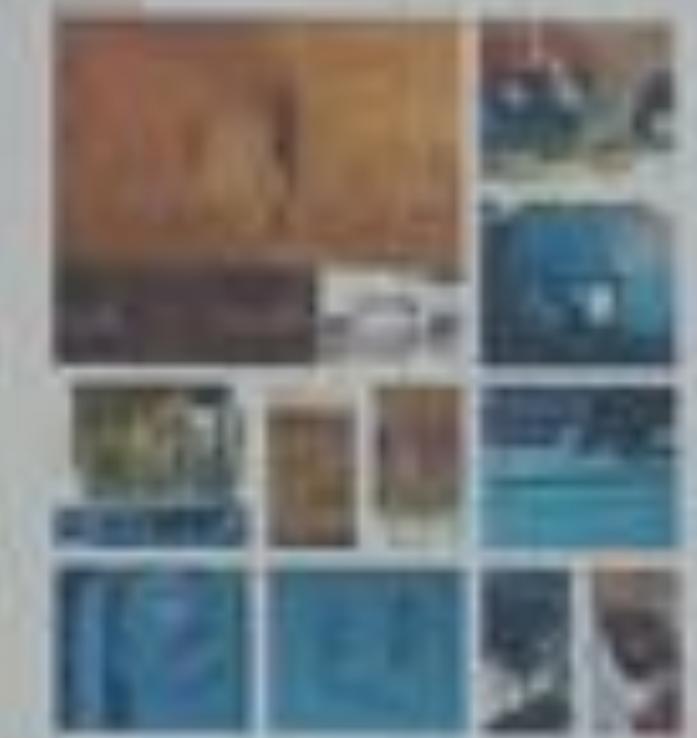
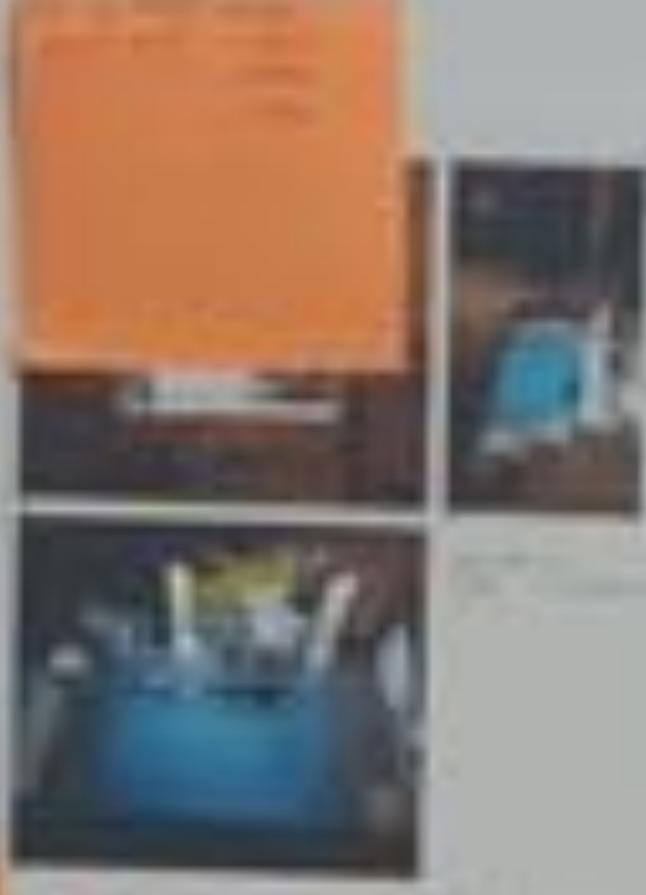
Ethnographie visuelle





ECO-PHONE

PHONE PRESENTER



Fanzine / objet intermédiaire



Fanzine / objet intermédiaire





dr. SMART-
Phone: AN
Ethnography
of MOBILE
PHONE
REPAIR SHOPS

We arrive just before opening hours, and are welcomed by yellow graffiti on the store's metal exterior—a large conjugating kitten and a blue piano, on the white of which are cast the names of the business.

Once the store has opened, our attention is drawn to a LED panel, displaying a scrolling message that connects us to the store's Facebook page. Behind the counter, a young employee leans a two-story bookshelf with the message "Be kinder to the future." In front of him, the store's seating area is empty. Phone chargers hang from the wall face a red-orange bank of armchairs, smartphones, and tablets. In the back room, which is off limits to customers, the repair area is cluttered with a desk, a set of tools clearly stored in one side, and a tool storage cabinet filled with spare parts. Nothing is out of place; everything is neatly organized.



It's probably the most common misconception in business and finance, and it's one that I've heard from many others around the world. As soon as you make more money, your financial situation improves. In fact, that's not necessarily true. There are lots of ways that you can improve your financial situation without increasing your income. In fact, there are lots of ways that you can actually decrease your income and still improve your financial situation.

Improving your financial situation doesn't mean that you need to make more money or work harder, and it doesn't require selling things or getting rid of possessions. Instead, it's about understanding what you have and how you can use it to your advantage. It's about finding ways to reduce expenses and increase income. It's about making better decisions and being more intentional with your money. It's about prioritizing what's important and what's not. It's about being more frugal and less wasteful. It's about being more intentional with your spending and saving. It's about being more intentional with your investments and your financial goals. It's about being more intentional with your financial decisions and your financial future.

But instead of just focusing on improving your financial situation, it's also crucial to focus on other areas of your life. For example, if you're struggling with your mental health, it's important to seek help and support. If you're feeling overwhelmed by your responsibilities at work, it's important to prioritize your workload and seek help from your supervisor. If you're feeling overwhelmed by your responsibilities at home, it's important to prioritize your family and seek help from your spouse or children. It's also important to prioritize your physical health and seek help from a doctor or nutritionist. By doing these things, you can not only improve your financial situation, but you can also improve your overall well-being and happiness.

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Quelques enseignements

1. Diversité des lieux





Opération Réussie.
Le Malade est guéri

Salle d'opération

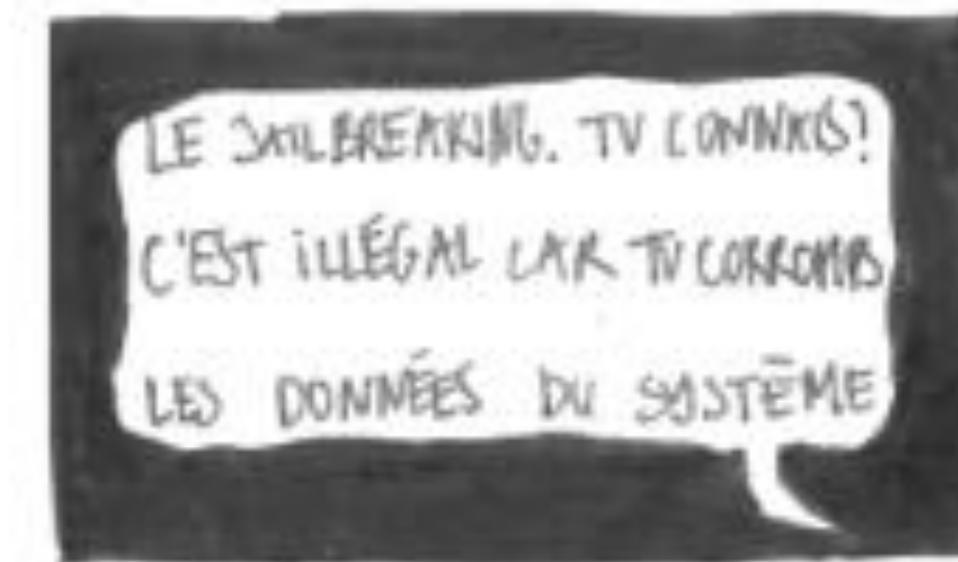
NLC



14. HANDY DOKTOR - M. ZURICH



SOMEONE ONCE TOLD ME "I FEEL THAT SOMEONE PUT SOMETHING IN MY PHONE TO FOLLOW ME". BUT THERE WAS NOTHING WE COULD DO. HERE WE DON'T DEAL WITH SOFTWARE ISSUES... IT IS TOO COMPLICATED AND EXPENSIVE!



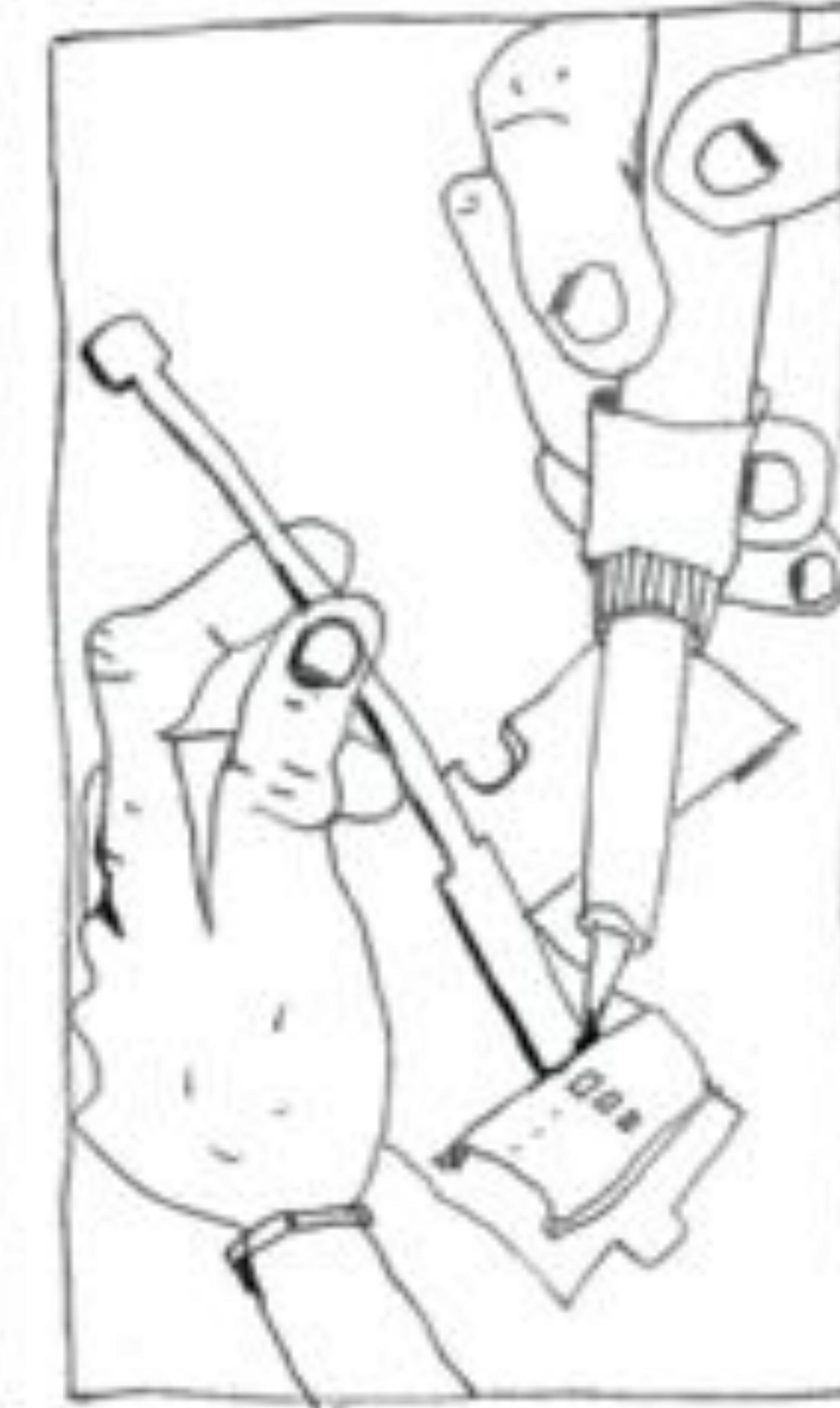
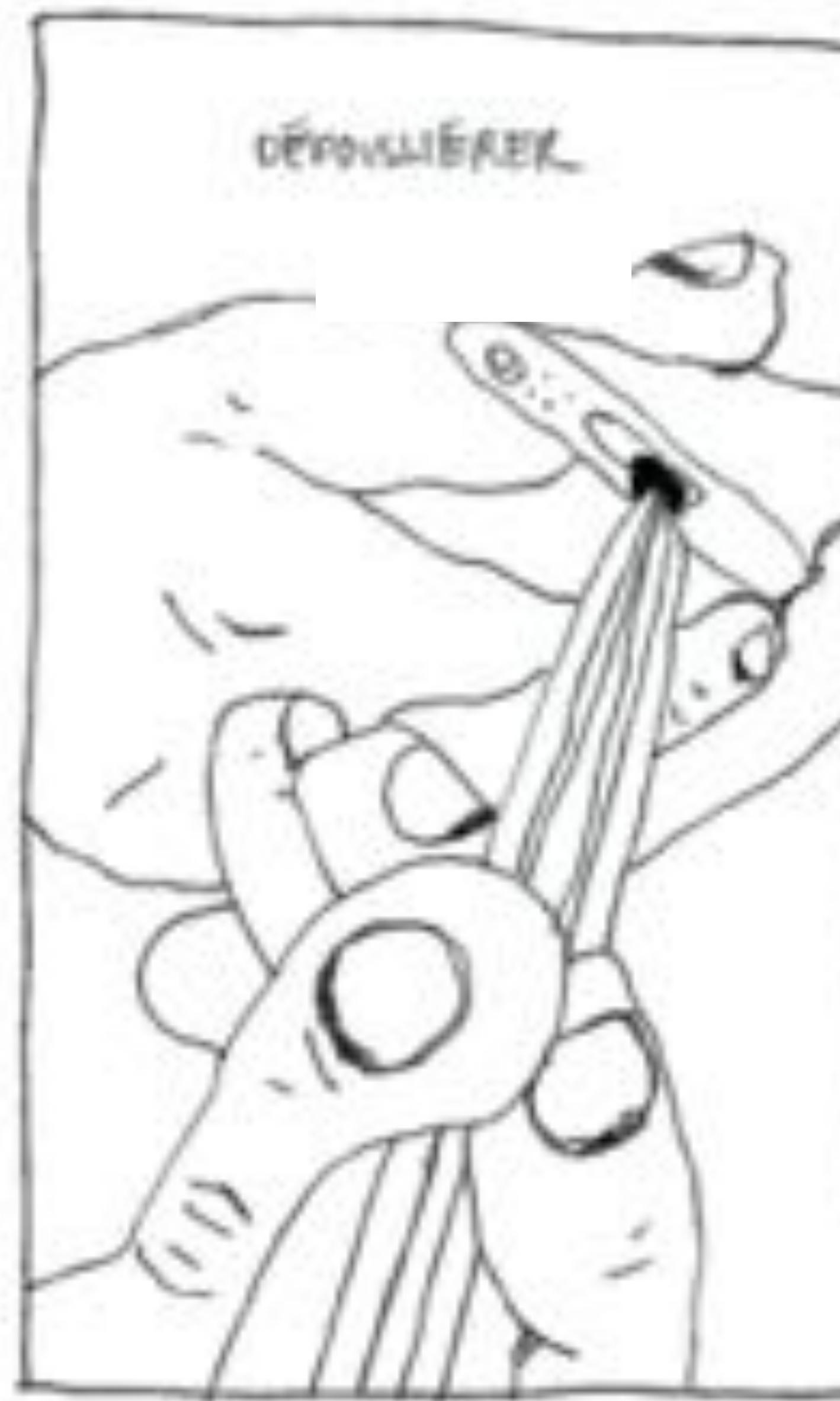
MY PHONE, ZURICH



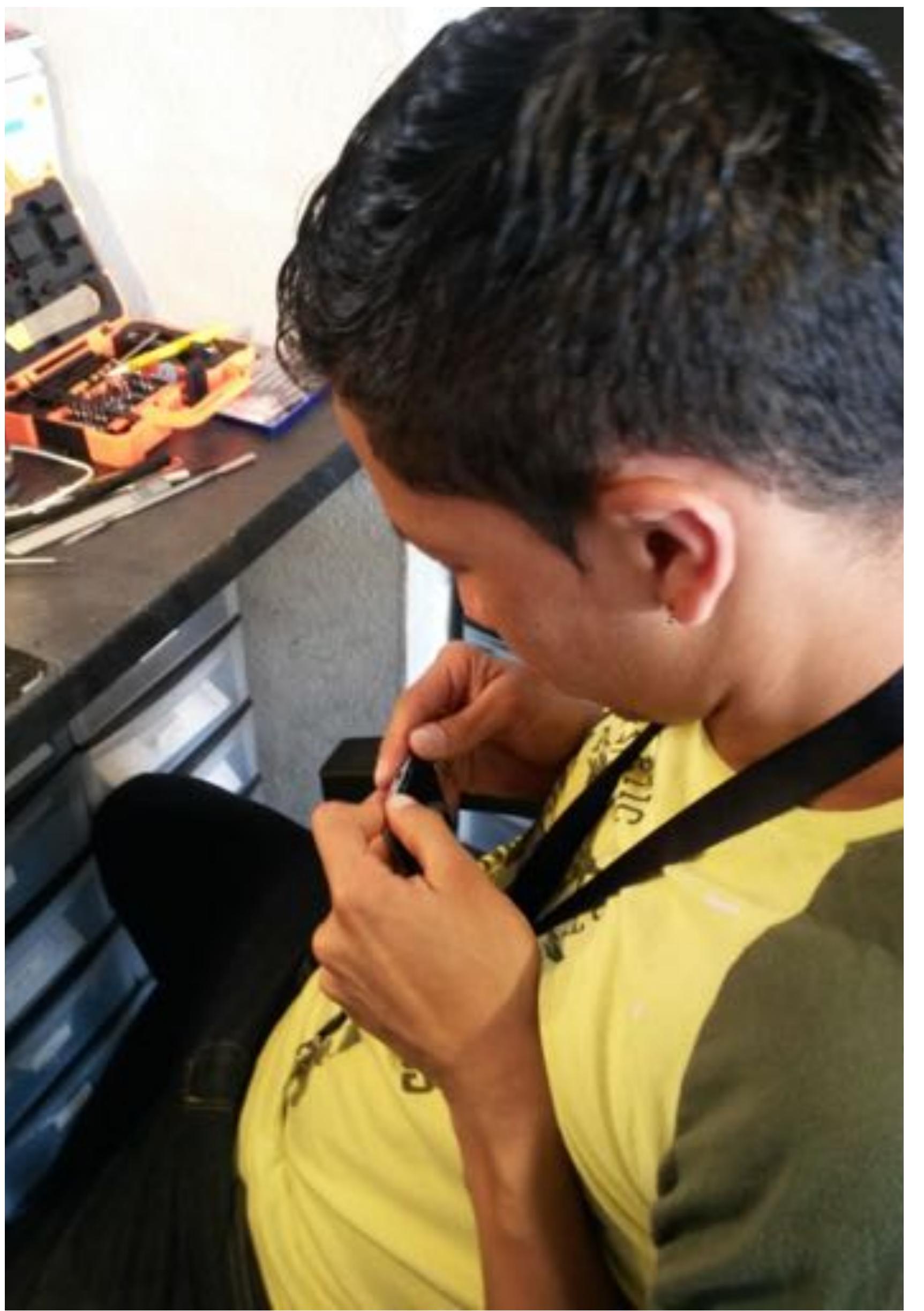
CERTAINS CLIENTS VONT MÊME DIRE QUE LA RÉPARATION SOIT PLUS RONDE.



2. Techniques











3. Réseaux



F. ME MONTRÉ LE GROUPE WHATSAPP SUR LEQUEL LES VENDEURS ET TECHNICIENS DES BOUTIQUES ÉCHangent. ILS DISCUENT DES DIVERS PROBLÈMES, DE TECHNIQUES, DES PIÈCES DÉTACHÉES EN STOCK DES MARCHANDS ...



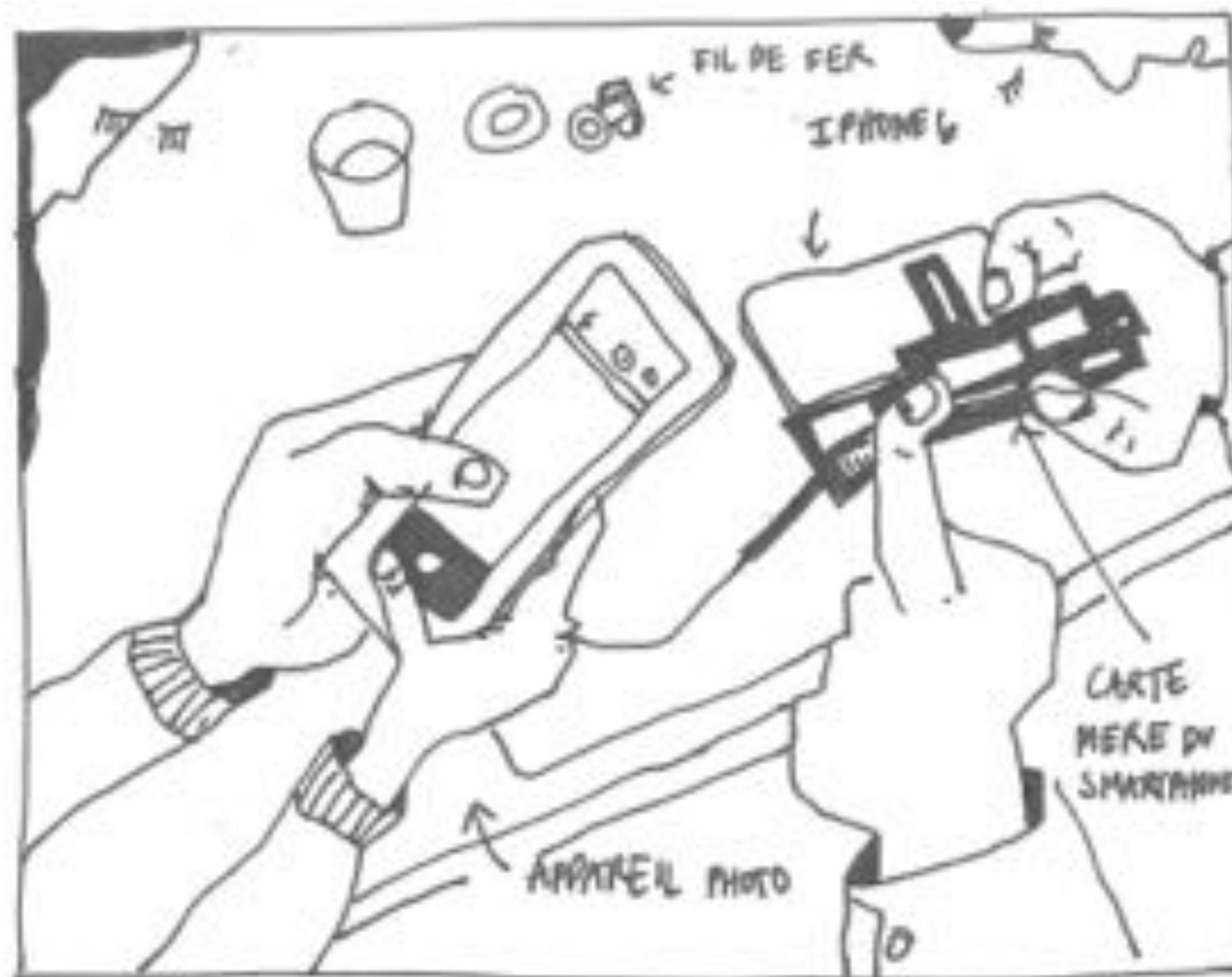
J'AI RAPPELÉ BILLEL. BILLÉ ME DISAIT TOUJOURS "MARQUE BILLEL ET AMID EN GRAS SUR TOUTS LES COLIS !" MOI JE COMPARAIS ÇA À UN SIMPLE ENVOI À LA POSTE... MAIS SA N'A RIEN À VOIR ! LA-BAS L'EST 10 000 FOIS PLUS GRAND ! ILS N'ONT PAS LE TEMPS, PAS D'INTITÉ !

AMID ME RAconte SON VOYAGE EN CHINE ET L'AMPLIUM DE L'ÉCOSYSTÈME DE LA RÉPARATION.
AB. AMID, KIND OF GSM LYON

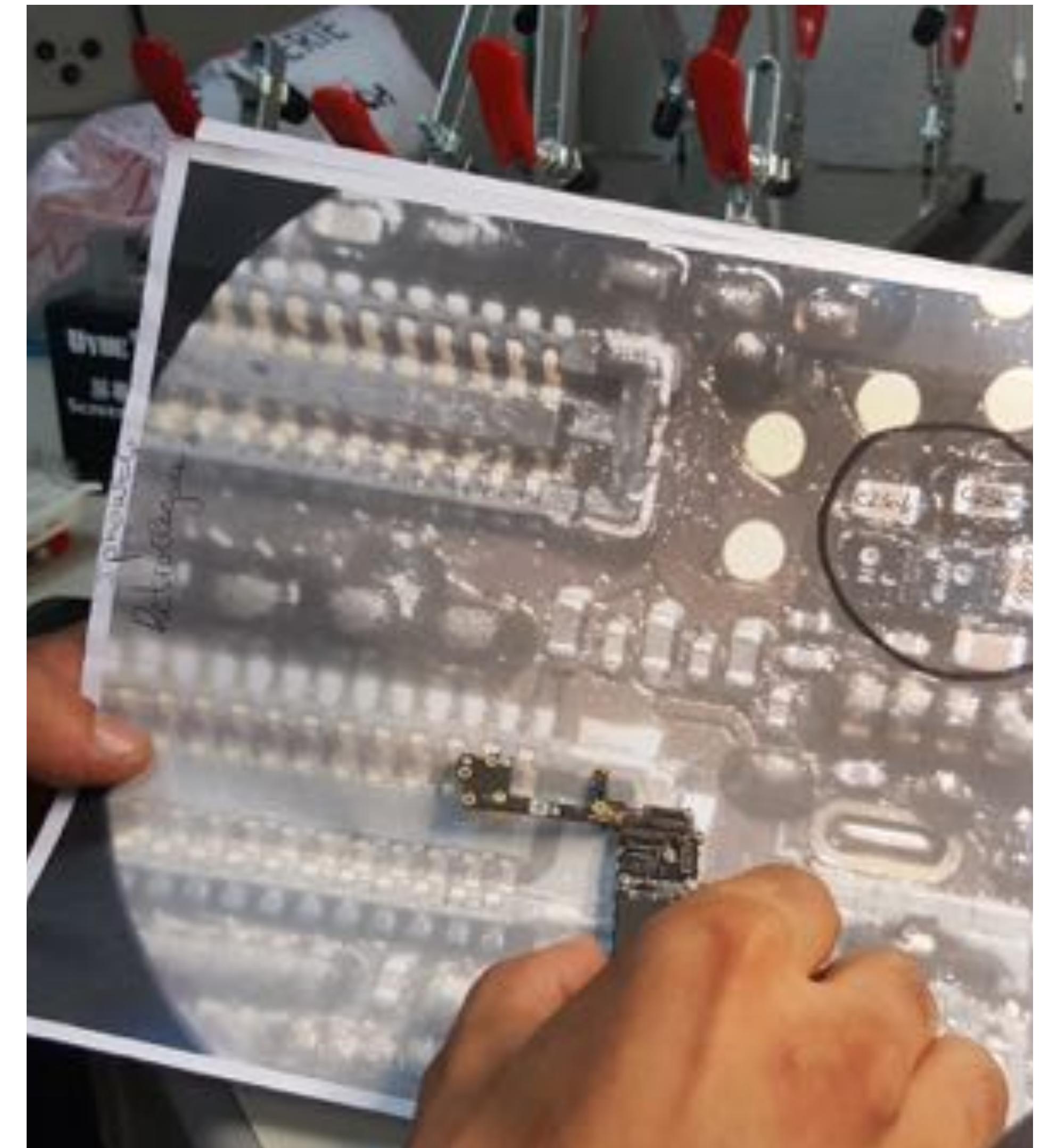




4. Documentation



SALVY, LA LIBRANTE, DOCUMENTEZ LA RÉPARATION QUE VOUS VENEZ D'EFFECTUER. ECOPHONE, RENVOIS.



5. Innovation



Merci!