

# Web 2.0 - Leveraging the Network

Joshua Porter  
Director of Web Development  
User Interface Engineering

# Web Two Point Oh!

## Create your own Web 2.0 Company

Below you will find a pre-created VC friendly Web 2.0 company just for you!

Hit reload to create another potential million dollar idea

Your company name:

**Gechnotix**

Your company product:

**greasemonkey extension for television via microformats**

*Note: this is just a little programmatic satire. Any semblance to an actual company is purely accidental and not intentional! It's supposed to be funny :)*

Created by [Andrew Wooldridge](#)

Version 1.5, Dec 06th 2005

# What is Web 2.0?

Instead of trying to define exactly what Web 2.0 is, let's talk about something we can *agree* on...



# Change.

The Web is changing at an incredible pace, and to successfully participate in the network today you need to change quickly, too.

# Over-generalized History of the Web

- People start putting content online at unique URLs. Amazon-books, eBay-auctions, NYTimes-news.
- Yahoo creates a directory of these sites and pages, helping people find what's good.
- After a while there are too many pages for Yahoo to organize well.



# History continued...

- eBay's first-mover advantage allows it to crush any and all competitors.
- Amazon realizes that it can't just have categories to help people find stuff. Invests heavily in search and personalization.
- Google comes along and realizes that they can count links and give good relevance.

CRASH

# History continued...

- Because of Google and the other copycat engines, designers optimize for linking.
- Blog software becomes popular, allowing anybody to easily create a web site.
- There are too many blogs to keep track of.
- RSS comes along and people begin to subscribe to feeds.



# History continued...

- The NYTimes implements RSS feeds, and everyone else falls in line.
- People \*quickly\* realize that there are too many feeds to follow.
- Memetrackers arise to deal with the burgeoning feeds (in the past few months).

# Present Day: One Theme

- Whether you read Yahoo homepage, newspapers, web sites, RSS feeds, or meme trackers...there is:
- Too much information to choose from and/or not enough time to digest it all.
- Which leads to...



# The Paradox of Choice

- When we have too many choices and not enough time to find a clear distinction between them...
- Or our software can't help us do so...
- We tend to become anxious, stressed-out, and end up making no choice at all.



*"But beware of excessive choice: choice overload can make you question the decisions you make before you even make them, it can set you up for unrealistically high expectations, and it can make you blame yourself for any and all failures. In the long run, this can lead to decision-making paralysis. - Barry Schwartz*

The Challenge is to  
design software that  
alleviates the frustration  
of too much  
information, choices,  
and things competing  
for our attention.

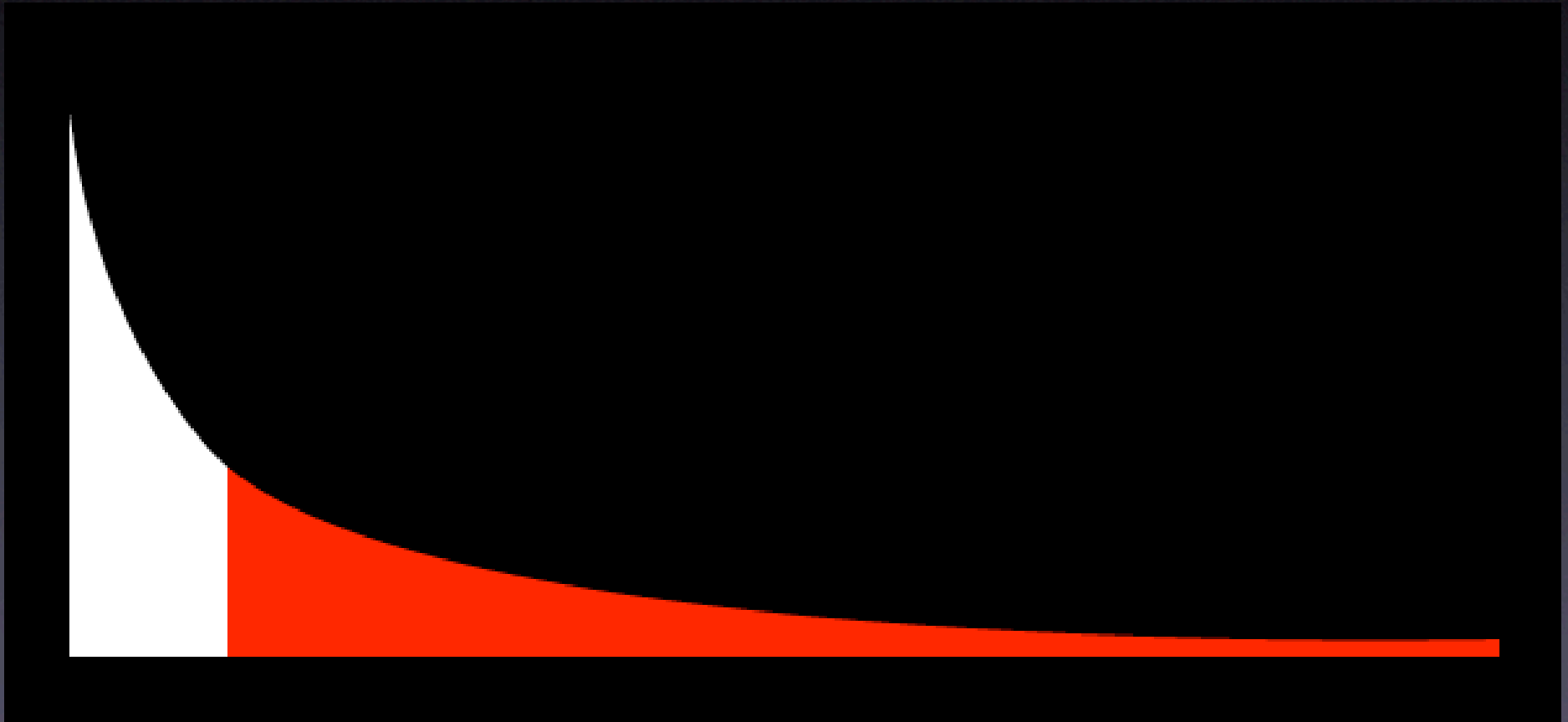


# The Big 4





# The Long Tail



# 80/20 Rule

- Wealth: 80% of the wealth is held by 20% of population
- Words: 80% of words used come from 20% of vocabulary
- Traffic: 80% of traffic to 20% of sites
- Links: 80% of links point to 20% of sites

Web 2.0 is about  
designing software that  
leverages the network.



# So what have we learned so far?

- Leveraging the network can be counter-intuitive.
- Leveraging the network is as much a social problem as it is a technological problem.
- While leveraging the network, we cannot forget that the network is actually a whole bunch of individual people acting in their own best interests.

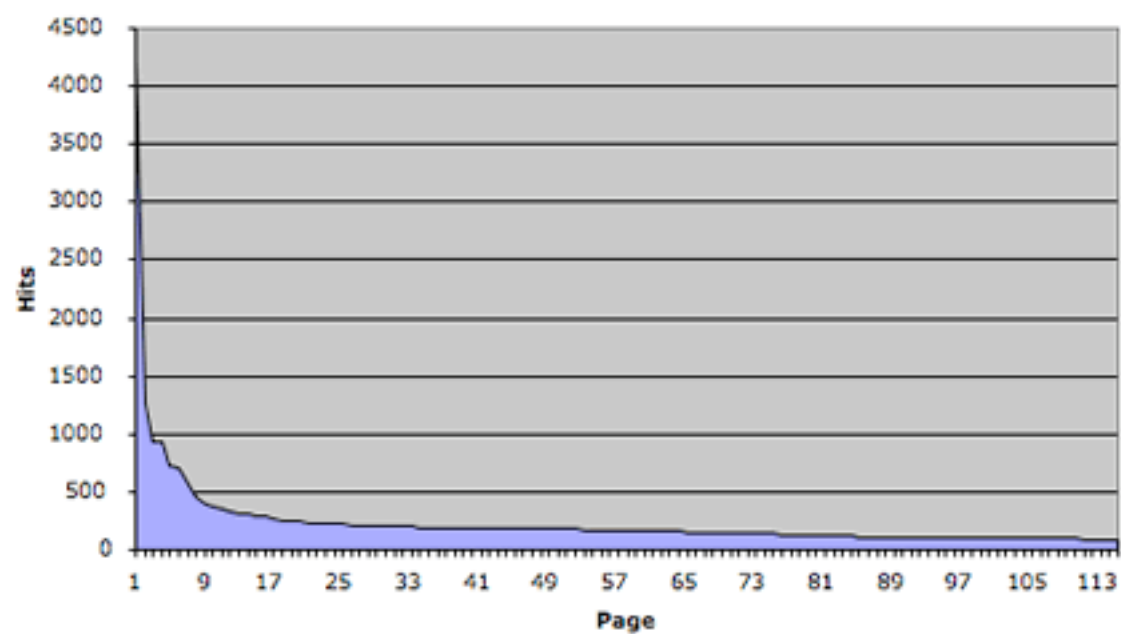
What else have we  
learned?

The home page is no longer the most important page on your site.

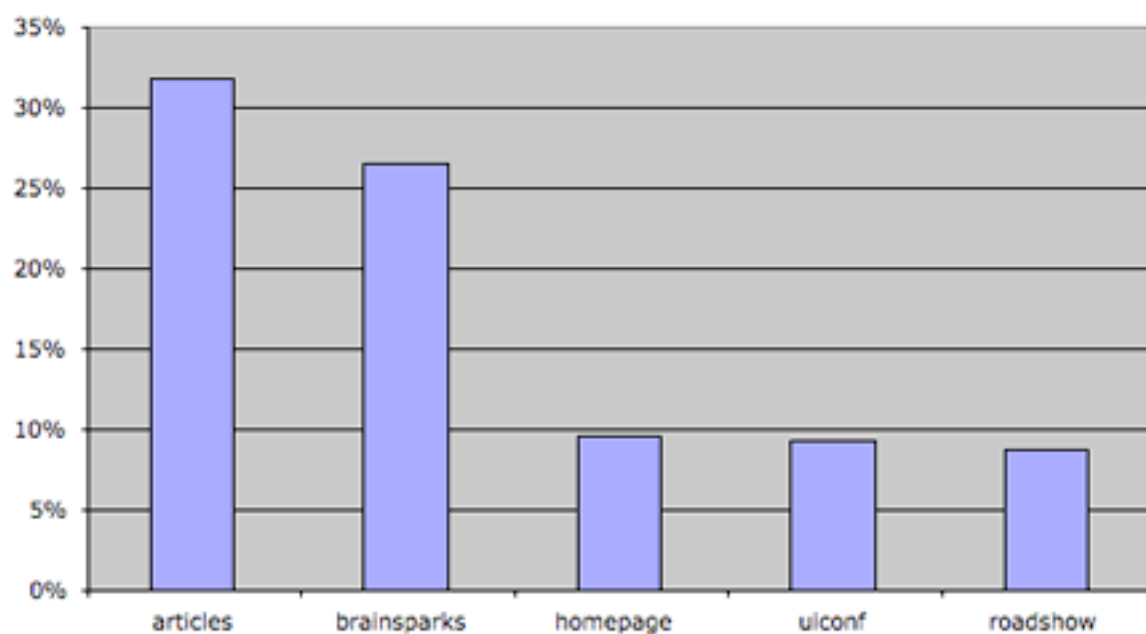


<b>Page</b>	<b>Views</b>
<a href="#"><u>UIE.com Homepage</u></a>	4215
<a href="#"><u>What User's Want (.pdf)</u></a>	1267
<a href="#"><u>Brain Sparks Blog</u></a>	941
<a href="#"><u>5-Second Tests: Measuring Your Site's Content Pages</u></a>	930
<a href="#"><u>UIE Roadshow 2006: Web Design Foundations</u></a>	717
<a href="#"><u>UIE Articles Index</u></a>	712
<a href="#"><u>User Interface 10 Conference</u></a>	552
<a href="#"><u>UIE Publications Index</u></a>	446

### Long Tail of UIE.com



**Page Views by Area of Site**

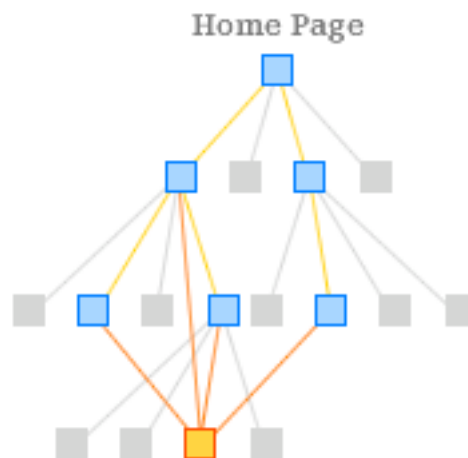







The information  
architecture people use  
to find your content is,  
increasingly, not yours.

# ON-SITE NAVIGATION VIEW

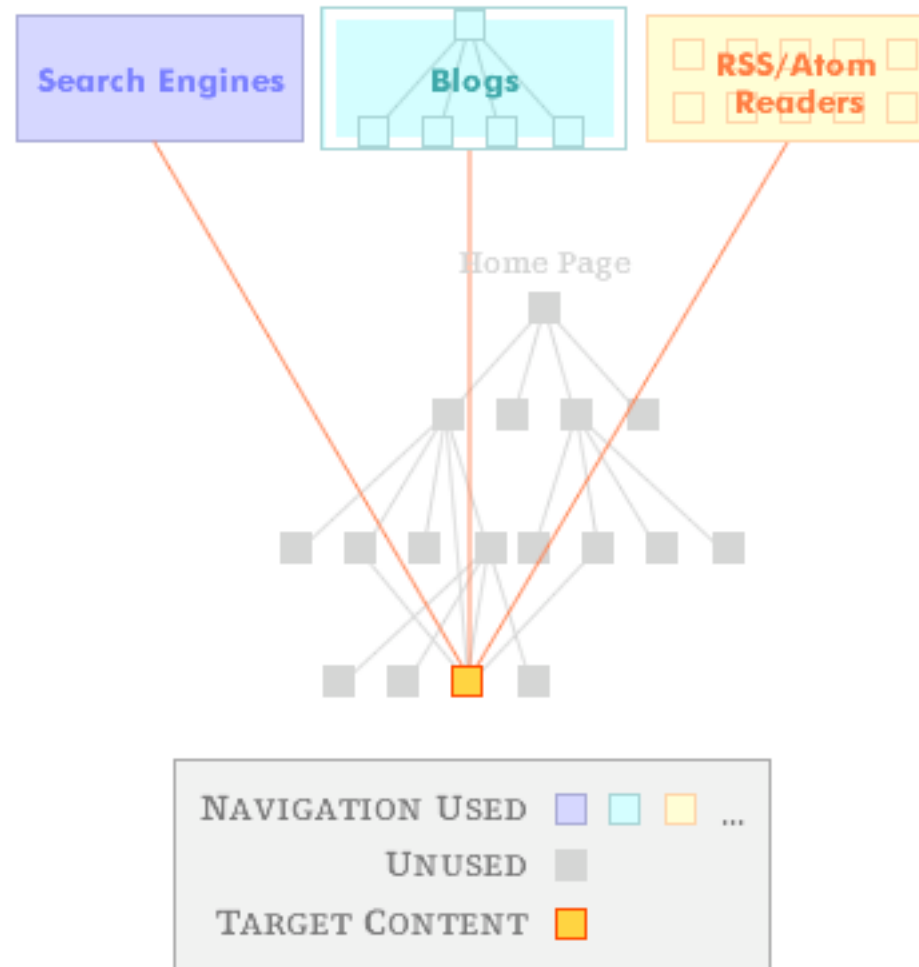
Users navigate via on-site  
information architecture



NAVIGATION USED	
UNUSED	
TARGET CONTENT	

# DISTRIBUTED NAVIGATION VIEW

Users bypass much of the on-site  
information architecture





Each feature added to  
an application is more  
to think about - for  
everyone.

Tools	Table	Window	Work	Help
Spelling and Grammar...				
Thesaurus...				
Hyphenation...				
Dictionary				
Language...				
Word Count...				
AutoSummarize...				
AutoCorrect...				
Track Changes				
Merge Documents...				
Protect Document...				
Flag for Follow Up...				
Data Merge Manager				
Envelopes...				
Labels...				
Letter Wizard...				
Address Book				
Tools on the Web				
Macro				
Templates and Add-Ins...				
Customize...				

Folksonomies are a way  
for users to map their  
own, familiar vocabulary  
to your alien one.



js .htaccess 2005 3-column-layout 30boxes  
people 43things @issue accessibility activity-theory  
m-bosworth ads advertising affiliate-programs  
legation aggregators agile agriculture **ajax** algorithm  
**amazon** annotation anonymity apache **api** apple  
architecture architecture-of-participation argument atom  
**attention** attention.xml attentiontrust authority  
-discovery autolinks awszone baby backpack  
kup basecamp bayes **bbc** behavior belief benchmark  
ers-lee biscuit blind blink.com blog blogger blogging  
lines blogs blummy **bokardo** bookmarking  
xmarklet books borges boston bray bug  
ness-blog business-design business-of-design  
ness2.0 businessweek cake captcha card-sorting  
gorization category choice classic classification  
sifieds clustering code cognitive-biases  
laborative-filtering color comments conference  
sulting content context continuous-partial-attention  
rol controlled-vocabulary craigslist credibility  
it-card-numbers cross-document-messaging **CSS**  
omer-support danah-boyd dark-matter data-driven  
base datablogging de.lirio.us deep-linking definition  
icio.us dell-hell democracy **design**  
gn-patterns design2 designing-data development  
g-box dick-hardt dictionary digg discoverability DOM  
ham **downside** dynamic-queries dyndns  
mmerce ebay ebook-sales economics email  
rgence energy engadget englebart entrepreneur  
ay etech ethnography experience-design

eyetracking fac.etio.us **faceted-search** fair-use  
fatherhood feed-overload-syndrome feedDemon  
feedmap fieldset filesystem findability firefox flash **flickr**  
float folders folksability folksology **folksonomy** fonts  
for:bokardo for:ricmac foraging framework game-theory  
gap gatekeepers genre geocoding gmail godin **google**  
google-adwords google-base google-cheat-sheet  
google-desktop **google-maps** google-reader  
google.sitemaps googlezon grids gui guidelines  
hacker-innovation hacking hacks hcalendar hci  
herbert-simon heuristic-bias hierarchy **history**  
homepage hosting how-to html html5 ia ian-davis  
iasummit ical identity ideo ie ie7 images  
information-visualization innovation innovators-dilemma  
input-box interesting interface internet-archive interview  
intranet ipod irss itunes jared jared-diamond javascript  
jeff-bezos jeff-jarvis joe-reger joeclark jon-herlocker  
joshua-shachter jotspot journalism judgment junglecast  
justin-fox katrina-search kevin-kelly keywords  
killer-web-sites kim-cameron krug language lawsuit  
layout lazy learning lessig lessons library library-of-babel  
lightbox linking links linnaeus-system listmania  
load&save logos long-tail lucid-dreaming lukew mac  
magazine market market-populism markets markov  
mathematics mcf mechanical-turk media mediated-trust  
memory mental-models merlin **metadata** metatags  
metcalfes-law metrics microformats microsoft  
milton-glaser mindset mini MIT mls molly monetization  
money movies mozilla multi-user-environment

multiple-presents music mvc myspace mysql  
nerdtv networked-application new-media news ne  
nostalgia-triggering nytimes om-malik ontology  
open-source opera opml oreilly origin osx pa  
paradox-of-choice particletree pattern-la  
paul-graham paul-kedrosky paypal pcfornu  
permalinks personal personas persuasion  
philosophy **php** phylocode plazes ple plugin  
podcasting pointcast politics popularity po  
powerlaw prediction preferences presentations  
principle-of-least-effort privacy programming  
prototype psychology publicdomain publishing  
quote rails rdf real-estate **recommenda**  
redesign reference regexp remixing research  
reviews ria root.net rSS rsync ruby ruby-  
salesforce.com scent-of-information scholar s  
scientific-method scoble scraping scriptaculous  
search-engine-spammers search-engines  
semanti-web **semantic-markup** semantic  
semantics shirky shoelaces shortcuts simple s  
skype slashdot slider SOAP social soci  
socialweb software solar spam sparql speed  
splogs spolsky squidoo sse staples st  
steve-gillmor stock stocks stow  
structured-bloggin structured-blogging  
suggested-tagging sun svg sxip symfony syn  
synonym system:unfiled tag-clouds tag-spam ta  
tags tagvertising target taxonomy technology tec  
terminal textarea tickets tiger to-read tools t

Words are the currency  
of the Web. Spend the  
most time on your  
words.



## **Collection and Use of Information**

When you first register at Netflix, we ask for your email address and a password. At this time, we subscribe you to various email publications. You can find more information on these programs, including information on how to unsubscribe, by going to the [Netflix Subscriptions Page](#).

When you place your first order for the Netflix Service, we ask you for your full name, physical address, telephone number and credit card number so we can ship your order. We use your telephone number only if there is an order-related issue, not for marketing purposes. You must certify that you are at least 18 years old. (People under 18 cannot use Netflix's services.) Our server stores this information so that placing future orders will be quicker and easier. If you want to update your address or change credit cards, go to Your Account and make the appropriate changes. You must be signed in to access Your Account.

Netflix also offers an Affiliate program, where affiliate members direct customers to Netflix through links on their Web sites. We ask affiliates for their site name (URL), mailing address, primary contact, pay-to address, technical contact, and other site-related information to determine whether a site will be included in our Affiliate Network. You can go to the Affiliate program area for more details. The information collected from our affiliates is used strictly for that program; none of this information is used for general marketing purposes.

We also track your order and billing history so you can access Your Account and immediately determine which DVDs you've rented and how you paid for them. This information is also used to remove rented titles from your recommendations list.

Netflix users should not post personal information on any review page, as this information is made public. Pseudonyms can be used for such postings.



Seducible moments are those increasingly rare moments when you can talk to your users in an appropriate context.

## Add **Private Domain Registration!**

**\$9.00** per year

### Protect Your Privacy with Yahoo! Private Domain Registration

Do you want your contact information to appear in the public WHOIS database, where anyone can view it? With Yahoo! Private Domain Registration, your contact information will be unlisted, reducing spam and other junk mail. Sign up for Yahoo! Private Domain Registration today! \*

☐ Select this box to add Private Domain Registration to your order.

How will your WHOIS listing change? [Compare public and private registration.](#)

**Registrant:**

Joshua Porter

[What's this?](#)

**Administrator:**

[What's this?](#)

Continue

Recommendation  
systems are a forced  
move.





## Recommended for Joshua Porter

 (If you're not Joshua Porter, [click here.](#))

### Recommendations Based on Activity

[Page You Made](#)[Your Watch List](#) (Beta)

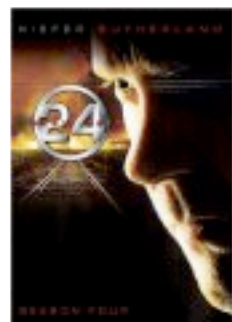
### Recommendations by Category

Your Favorites [Edit](#)[Books](#)[DVD](#)[Music](#)[Computers](#)[Kitchen & Housewares](#)[Software](#)


More Categories

[Apparel & Accessories](#)[Baby](#)[Beauty](#)[Camera & Photo](#)[Computer & Video](#)[Games](#)[Electronics](#)These recommendations are based on [items you own](#) and more.view: [All](#) | **New Releases** | [Coming Soon](#)[More results](#) 



1.



#### **24 - Season Four**

**DVD** ~ Kiefer SutherlandAverage Customer Review: 


Release Date: December 6, 2005

**Our Price: \$44.99****Used & new** from \$39.99 Add to cart[Add to Wish List](#)☐ I Own It ☐ Not Interested   Rate itRecommended because you rated [Lost - The Complete First Season](#) ([edit](#))



2.



#### **Serenity (Widescreen Edition)**

**DVD** ~ Morena BaccarinAverage Customer Review: 

Release Date: December 20, 2005

**Our Price: \$17.99****Used & new** from \$10.49 Add to cart[Add to Wish List](#)☐ I Own It ☐ Not Interested   Rate itRecommended because you rated [Lost - The Complete First Season](#) and more ([edit](#))

Users want control.

[Home](#) :: [About FeedBurner](#)

## FeedBurner, summed up simply

FeedBurner helps bloggers, podcasters and commercial publishers get more value from the content they create. Our advanced feed management technology deftly delivers subscription services for publishers large and small so they can grow their reach, measure their audience and monetize their content. Founded in 2003, FeedBurner enables publishers to reach millions of subscribers in more than 190 countries across the globe. And that's a lot of folks. We are a privately held company headquartered in the very windy city of Chicago.

### [Services for people who publish syndicated content](#)

Whether you write a simple, personal weblog or manage a large industry content destination site, you probably have a vital interest in learning more about your readership over time. To date, understanding readership in your syndicated feed(s) has been a difficult challenge. However, by publishing your feed(s) through FeedBurner, you gain access all kinds of cool services to help you [publicize, optimize, analyze and monetize your feeds](#).

### What's New With Us, You Ask?

Check out our official blog, [Burning Questions](#), for the latest news, announcements and other goodness from the FeedBurner camp.

### Huh?

New to RSS and you don't have a clue what we're talking about? No worries — [here are the basics](#).

### Contact Us

Reach out — we're here! Technical Support and general contact info is located on our [Contact Page](#).



Users appreciate tools  
that help them make  
their own well-informed  
decisions.

10 of 23 people found the following review helpful:

★★★★☆ **Disturbing**, December 29, 2005

Reviewer: [lisebouvier "lisebouvier"](#) (Midwestern US) - [See all my reviews](#)

I may be the only one who notices this or who cares, but I find the paranoia and torture-justification of this season disturbing.

The paranoia comes in its portrayal of Arab Americans. Yes, I am sure there are a few terrorist cells here in North America somewhere. But this program ignores the fact that most of those are likely single men and certainly extreme religious conservatives.

The show goes out of its way to portray the normal, moderate-appearing, hardworking, upper middle class Muslim family next door as worst and most ruthless kind of terrorists. They don't just dislike their son dating an American Christian girl, they poison her tea and shoot her. (And frankly, any family this ruthless and extreme would sacrifice their own son to the cause without a qualm.)

There are no positive portrayals whatsoever of Arabs or Muslims, unless you count the doctor in the background of an episode or two.

Fostering this kind of paranoia -- don't trust your Muslim neighbors, cause they're probably terrorists anyway -- is not a nice game. It reminds me of the Red Menace scares of the '50s.

The best software  
models human behavior.



## Add jmspool as a contact?

**Click the OK button below to confirm adding jmspool as a contact.**

Marking someone as a contact includes their photos on your [contacts' photos page](#) so you can see their latest photos as they are posted. You can also grant special permissions to people on your contact list.

If you'd like jmspool to be able to see selected private photos, you can also mark him as a friend or family.

Would you also like to...

- ☐ Mark as a **friend**? *(optional)*
- ☐ Mark as **family**? *(optional)*

Or [cancel this and return to jmspool's profile](#).

Links model how users  
value content.

[Web](#) [Images](#) [Groups](#) [News](#) [Froogle](#) [Local](#) [more »](#)

web 2.0

Search

**Web**

Results 1 - 10 of about 8

[News results for web 2.0](#) - [View today's top stories](#)[Office Live reactions - will the real Web Office please stand up?](#) - ZDNet - 12 hours ago  
[Web 2.0 Is Reminiscent Of Marx](#) - CBS News - Feb 15, 2006[Web 2.0 Conference 2005](#)

**Web 2.0** Conference produced by MediaLive and O'Reilly: a conference on innovation in the internet economy. The **Web** application server has emerged as a ...

[www.web2con.com/](#) - 37k - [Cached](#) - [Similar pages](#) - [Remove result](#)[Conference Coverage](#) - [Speakers](#) - [Sessions](#) - [Workshops](#)[More results from www.web2con.com »](#)[My Web 2.0 BETA](#)

My **Web 2.0** makes it easy to save and share bookmarks. Sign in. Save your bookmarks in a place where you can always find them. ...

[myweb2.search.yahoo.com/](#) - 21k - [Cached](#) - [Similar pages](#) - [Remove result](#)[O'Reilly -- What Is Web 2.0](#)

Tim O'Reilly attempts to clarify just what is meant by **Web 2.0**, the term first coined at a conference brainstorming session between O'Reilly Media and ...

[www.oreillynet.com/pub/a/oreilly/tim/news/2005/09/30/what-is-web-20.html](#) - 42k -[Cached](#) - [Similar pages](#) - [Remove result](#)[Digital Web Magazine - Web 2.0 for Designers](#)

Enter **Web 2.0**, a vision of the **Web** in which information is broken up into "microcontent" ... There are six trends that characterize **Web 2.0** for designers. ...

[www.digital-web.com/articles/web\\_2\\_for\\_designers/](#) - 21k -[Cached](#) - [Similar pages](#) - [Remove result](#)



# Links are only the start.

- Comments
- Ratings
- Reviews
- RSS Subscriptions
- Purchase History
- Rental History

Etc...

*Google provides free services so that they can record your behavior and better advertise to you.*

Sometimes it is easier  
to design for yourself  
than others.




Your project

## [Sample Project](#)

### Latest activity

#### UIE — Sample Project

TO-DO	6 Feb	<a href="#">Email Christine and Jared when done</a>	assigned to	Deb B.
TO-DO	6 Feb	<a href="#">save to "research" folder internally</a>	assigned to	Deb B.
TO-DO	6 Feb	<a href="#">compile summary list</a>	assigned to	Deb B.
COMMENT	6 Feb	<a href="#">Re: Hello World</a>	posted by	Deb B.
COMMENT	6 Feb	<a href="#">Re: Hello World</a>	posted by	Christine P.
MESSAGE	6 Feb	<a href="#">Hello World</a>	posted by	Joshua P.

Want to be notified any time someone posts a message, comment, or file, or adds or completes a to-do item or milestone in any project? Just [subscribe to your global RSS feed](#)  ([What is RSS?](#))

### You're currently using the free 1-project plan

If you want to manage additional projects [you'll need to upgrade your account](#) (plans range between \$12 and \$99/month).

### Key benefits of upgrading

#### 1. Share files

Upload, share and store files in a central repository.

#### 2. Manage multiple projects

Basecamp shines when you're managing multiple projects. A single login lets you see all your projects on one Dashboard screen. Plus, it's easy to specify who can see what projects.

#### 3. No per-person fees

Basecamp costs the same no matter how many clients or employees you have.

#### 4. Secure SSL encryption

Upgrade to the Plus or Premium-level account and take comfort in secure SSL encryption of all your project data (just like online banks).

There is always an  
opportunity for a better  
interface to data.

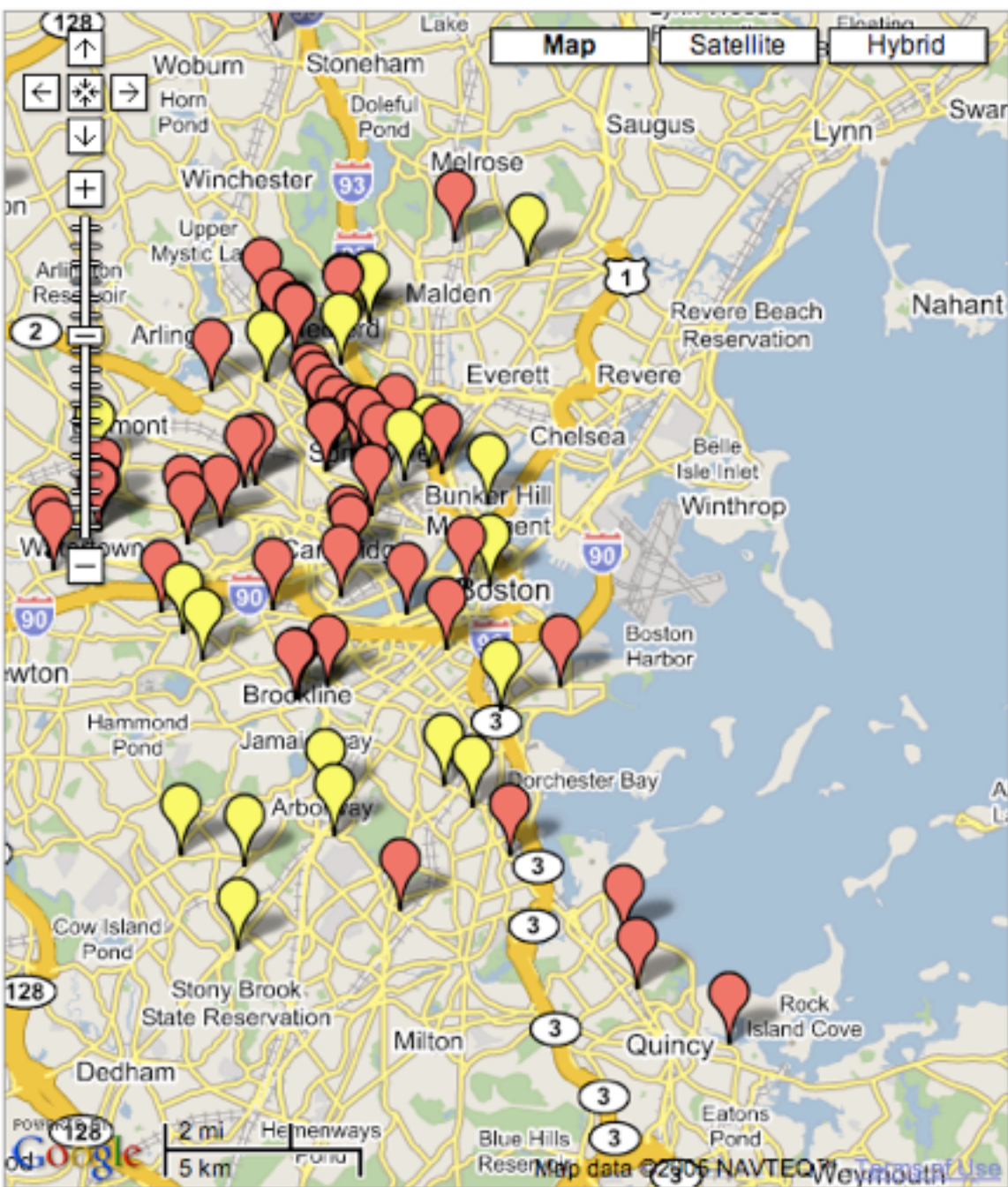


**For Rent** [For Sale](#) [Rooms](#) [Sublets](#)

Powered by [craigslist](#) and [Google Maps](#)  
(this site is in no way affiliated with craigslist or Google)

City:  Price:  [Show Filters](#) <sup>New</sup> [Refresh](#) [Link](#)

[About / Feedback](#)



pics	price	bd	description	city	date
	\$1800	4bd	<a href="#">No Fee* 4 Bed in a Great Location *First Month Rent Free*</a>	Medford	9/07
	\$1595	1bd	<a href="#">No Fee; 1BR on Back Bay's Marlborough St.</a>	Boston Ma	9/07
	\$1600	3bd	<a href="#">Victorian Duplex Style Townhouse in Home</a>	Salem	9/07
	\$1500	3bd	<a href="#">Beautiful 3BR First Floor Apt. w/ Garage Parking</a>	Belmont	9/07
	\$1600	2bd	<a href="#">Beautiful 2 bedroom, 1st fl of Victorian house</a>	Brookline M	9/07
	\$1650	2bd	<a href="#">Sunny two bdrm working fireplace with parking for 2</a>	Watertown	9/07
	\$1600	4bd	<a href="#">house for rent in hyannis</a>	Centerville	9/07
	\$1500	3bd	<a href="#">Beach house with ocean views</a>	Hampton Be	9/07
	\$1500	1bd	<a href="#">Back Bay 1 bedroom newly remodeled and Furnished. No Fee</a>	Boston	9/07
	\$1600	2bd	<a href="#">Cute Single Family House</a>	Arlington	9/07
	\$1650	2bd	<a href="#">Walk to river, Bu, Mit. available in October</a>	Cambridge	9/07
	\$1700	3bd	<a href="#">Deleaded - Great Location! Move Right In!</a>	Medford	9/07
	\$1800	3bd	<a href="#">Brookline sunny three bedroom</a>	Brookline	9/07
	\$1575	3bd	<a href="#">Must See Heated Hugh 6 Rooms, Hardwoods, Transportation, No Fee</a>	Brighton	9/07
	\$1825	2bd	<a href="#">Beautiful Large Town-H, Hardwoods, Laundry, Ac, Parking &amp; More</a>	Newton	9/07
	\$1500	4bd	<a href="#">Somerville 4 bed winter hill area walk to T.</a>	Somerville	9/07
	\$1700	1bd	<a href="#">1 Barm, SPACIOUS Apartment on Copley Sq.</a>	Boston	9/07
	\$1500	3bd	<a href="#">1/2 Month Rent Free * 3 mins Walk to T Orange Line * Parking *</a>	Charlestown	9/07



All things being equal,  
faster interfaces allow  
for more innovation.

## Missed the first bubble?

Find a job at a VC-backed startup. Join a YorZ group and stand out.

[YorZ.com](http://YorZ.com)

Ads by Google - Advertise on this site

### digg spy: a real-time view of digg

spy on all stories

spy on queued stories

spy on front page stories



What?	Diggs	Story	Who or Why?	Where?
	+1	<b>Its a Bird...Its a Plane...Its a Car?</b> <a href="http://semanticparanoia.wordpress.com/2006/02/16/i...">http://semanticparanoia.wordpress.com/2006/02/16/i...</a>	<a href="#">[duplicate story]</a>	<a href="#">digg queue</a>
	+1354	<b>Man in Vietnam hasn't slept in 33 years.</b> <a href="http://www.thanhniennews.com/features/?catid=10&amp;ne...">http://www.thanhniennews.com/features/?catid=10&amp;ne...</a>	sullyaz	<a href="#">front page</a>
	+1	<b>Semantic Web tools for car design</b> <a href="http://blogs.zdnet.com/emergingtech/?p=163">http://blogs.zdnet.com/emergingtech/?p=163</a>	Techexpert	<a href="#">digg queue</a>
	+56	<b>Things you don't want Google to find - screenshots</b> <a href="http://www.siliconvalleyseuth.com/2006/02/things_...">http://www.siliconvalleyseuth.com/2006/02/things_...</a>	tkmoney	<a href="#">front page</a>
	+636	<b>UK Government Wants a Backdoor Into Windows Vista</b> <a href="http://news.bbc.co.uk/1/hi/uk_politics/4713018.stm">http://news.bbc.co.uk/1/hi/uk_politics/4713018.stm</a>	JOS_	<a href="#">front page</a>
	+220	<b>Nintendo: Official Magazine Scans (Revolution, Twi...</b> <a href="http://gonintendo.com/?p=877">http://gonintendo.com/?p=877</a>	baltakatei	<a href="#">front page</a>
	+855	<b>Ewww! Don't touch that mouse!</b> <a href="http://www.theage.com.au/news/breaking/ewww-dont-t...">http://www.theage.com.au/news/breaking/ewww-dont-t...</a>	anjori	<a href="#">front page</a>
		<b>'Antigravity' Propulsion System Proposed</b>		

Most people are willing  
to trade their personal  
information for good  
service.



1. Joshua Porter

10000 N. 10th St.  
Suite 100  
Phoenix, AZ 85020  
United States

United States

Phone: (602) 233-2333

[EDIT](#)

[Delete Address](#)

**This is your current 1-Click default address.**  
[\(what this means\)](#)

### 1-Click settings and payment method preferences for address #1

**Include in 1-Click dropdown:** Yes

**How address appears in dropdown:** Joshua Por- Newb

**Shipping method:** Standard Shipping (3-5 business days)

**Payment method:** No payment method associated with this address, select Edit to add one

[EDIT](#) 1-Click settings for this address.

2. Joshua Porter

10000 N. 10th St.  
Suite 100  
Phoenix, AZ 85020  
United States

United States

Phone: (602) 233-2333

[EDIT](#)

[Delete Address](#)

[Click here](#) to make this your 1-Click default address.  
[\(what this means\)](#)

### 1-Click settings and payment method preferences for address #2

**Include in 1-Click dropdown:** Yes

**How address appears in dropdown:** Joshua Porter

**Shipping method:** Standard Shipping (3-5 business days)

**Payment method:** No payment method associated with this address, select Edit to add one

[EDIT](#) 1-Click settings for this address.

*"In the online world, businesses have the opportunity to develop very deep relationships with customers, both through accepting preferences of customers and then observing their purchase behavior over time, so that you can get that individualized knowledge of the customer and use that individualized knowledge of the customer to accelerate their discovery process.*

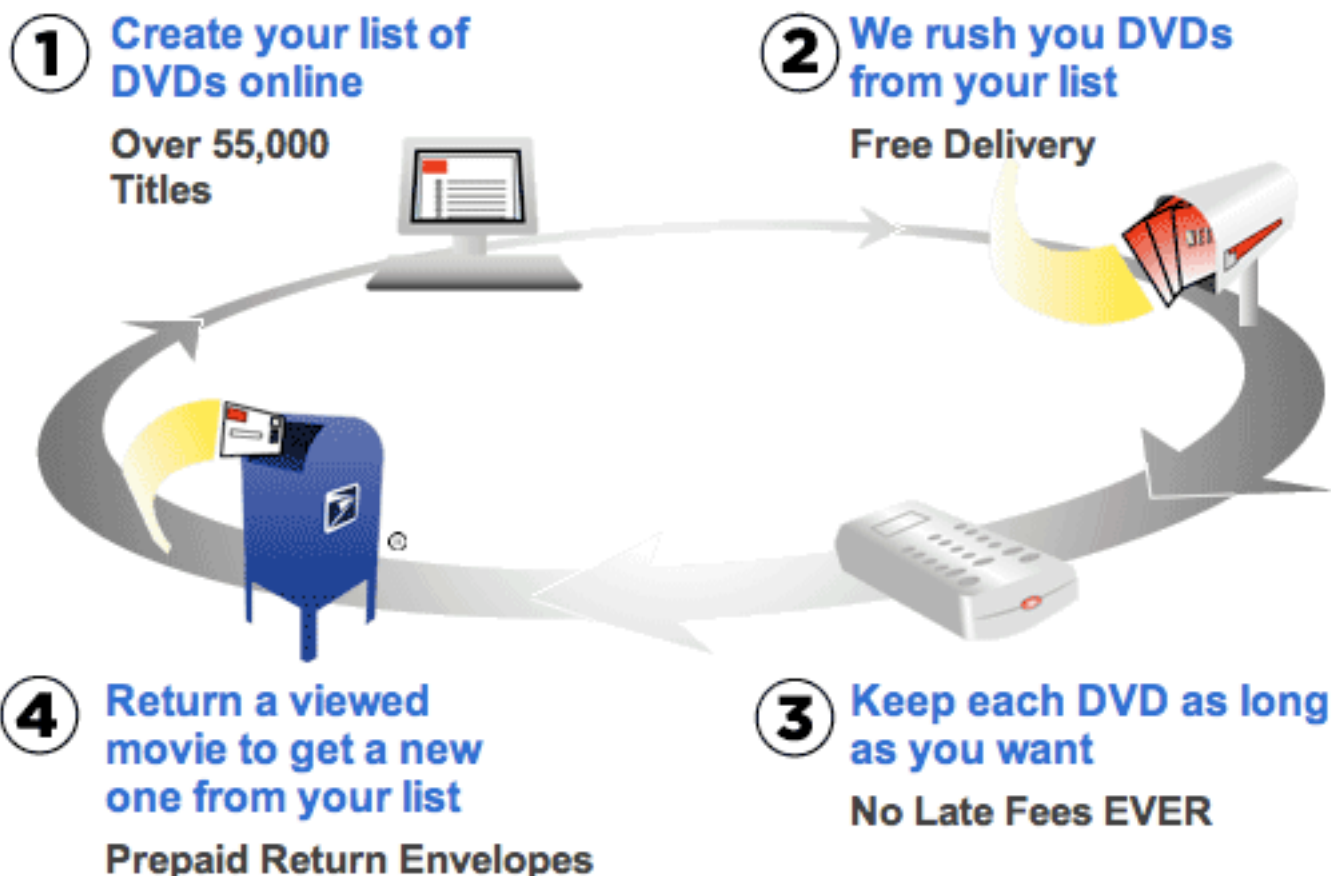
*If we can do that, then the customers are going to feel a deep loyalty to us, because we know them so well. And if they switch to a competitive website - as long as we never give them a reason to switch, as long as we're not trying to charge higher prices or providing lousy service, or don't have the selection that they require; as long as none of those things happen - they're going to stick with us because they are going to be able to get a personalized service, a customized website that takes into account the years of relationship we've built with them." - Jeff Bezos*

As choices grow, so  
does the importance of  
learnability.



## How It Works

Netflix is easy. You make a list of the movies you want to see and we do the rest!



## FAQs

### How does Netflix work?

[How much does it cost?](#)

[Which plans can I choose from?](#)

[What is the selection like?](#)

[How does the free shipping work?](#)

[How fast will I get my DVDs?](#)

[How long is the free trial?](#)

[How many DVDs can I rent during my Free Trial?](#)

[Tell me more about Netflix](#)

[Can I cancel any time?](#)

Still have questions?  
Please contact our

Redesigns are dead.

# Who's to blame?

- 2+ Year Project
- Cost over \$100,000,000 dollars
- Complete system redesign (front, middle, back end and internal processes)
- Beginning on day of redesign launch:  
20% reduction in revenue



Small, fast iterations are  
necessary to control  
innovation, provide  
accountability, and  
prevent throwing the  
baby out with bath-  
water.



**Joshua, welcome to your Gold Box™**

You have 60 minutes remaining to take advantage of today's offers.

1 2 3 4 5 6 7 8 9 10

relax



Search

Shop for your dream vacation from  
over 100 travel sites,  
**in one search.**

**SideStep**  
The traveler's search engine™



**Bell HitchBiker Two-Bike Hitch Rack**

**Sports & Outdoors** ~ Bell  
Usually ships within 24 hours

List Price: ~~\$79.99~~

Our Regular Price: ~~\$79.99~~

Gold Box Coupon: ~~\$8.00~~

**Special Gold Box Price: \$71.99**

You Save \$8.00 (10%)



Add to cart

Go ahead and visit our Gold Box sponsors. This offer will still be here if you return in the next 60 minutes.

Save this offer &  
show the next one



or

Pass this offer &  
show the next one



Network effects are  
rare, and killer.





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Start new search

Search

[Buy](#)

[Sell](#)

[My eBay](#)

[Community](#)

[Help](#)

[Advanced Search](#)

Hello, odrakob! ([Sign out.](#))

Java™  
TECHNOLOGY

POWERED BY  
Sun

[Home](#) > [Community](#) > Discussion Boards

## Discussion Boards

eBay's discussion boards are a great place to find information on everything from art to travel. Browse the discussion boards below and see what you discover.

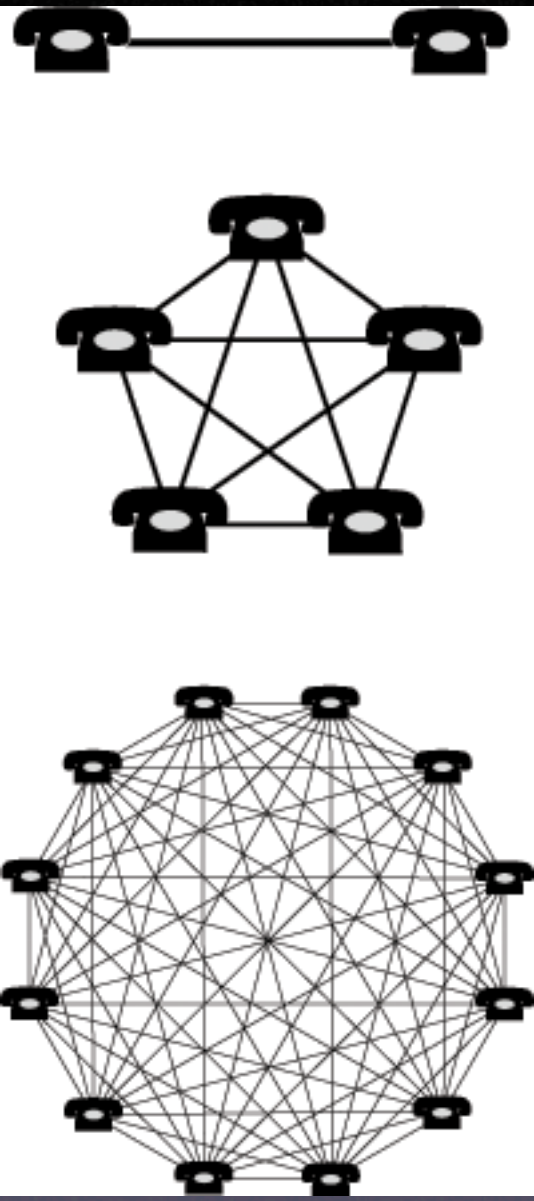
### Community Help Boards

- [About Me Pages](#)
- [Accounting Assistant & Record Keeping](#) **NEW!**
- [Auction Listings](#)
- [Bidding](#)
- [Buyer Central: Professional Buying](#) **NEW!**
- [Checkout](#)
- [eBay Sales Reports](#)
- [eBay Stores](#)
- [Escrow/Insurance](#)
- [Feedback](#)
- [Half.com](#) **NEW!**
- [International Trading](#)
- [Live Auctions](#)
- [Miscellaneous](#)
- [My eBay](#)
- [Packaging & Shipping](#)
- [PayPal](#)

### Category Specific Discussion Boards

- [Animals](#)
- [Antiques](#)
- [Art & Artists](#)
- [Bears and Plush](#)
- [Book Readers](#)
- [Booksellers](#)
- [Business & Industrial](#)
- [Children's Clothing Boutique](#)
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- [Coins & Paper Money](#)
- [Collectibles](#)
- [Comics](#)
- [Computers, Networking & I.T.](#)
- [Cooks Nook](#)
- [Country/Rural Style](#) **NEW!**
- [Decorative & Holiday](#)
- [Disneyana](#)

Network effects work  
in the opposite way for  
teams building software.





*“Usability schmusability...  
where’s the part where  
we talk about how this  
helps users kick ass?”*

- Kathy Sierra

# The Del.icio.us Lesson

- Personal value precedes network value
- People rarely do things for the “good of the network”
- Del.icio.us, though providing very cool tagging features, is mostly about a single person remembering items for later.



http://agilemanifesto.org/principles.html

Bokardo ▼ UIE ▼ Tagging ▼ Writing ▼ Design ▼ News (1157) ▼ Development ▼ Shop ▼ Movies ▼ To Read ▼

- my del.icio.us
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- delicious linkbacks
- movielens
- Safari Tech Books Online

Open in Tabs

# Principles Behind the Agile Manifesto

*We follow these principles:*

Our highest priority is to satisfy the customer through early and continuous delivery of valuable software.

Welcome changing requirements, even late in development. Agile processes harness change for the customer's competitive advantage.





**del.icio.us / bokardo /**

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by [Joshua Porter](#)

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+ google-maps + hacker-innovation  
+ hci + herbert-simon + history + how-to  
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 **del.icio.us / tag / web2.0**

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*“The accretion of tiny  
marvels can numb us to the  
arrival of the stupendous”*

Kevin Kelly, “We Are the Web”, Wired Magazine 13.08

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