QUICKSCAN - CANVAS

Surfa

NAME: Surfa
DATE: September 5, 2024 3:20 PM
DESCRIPTION OF TECHNOLOGY
Predicting Tips for Thuisbezorgd.nl drivers.

HUMAN VALUES

Surfa could be perceived as reinforcing that money is a crucial part of life that has an intrinsic value that we don't believe to be true. We can combat that feeling through the UX design of the product and eventually tracking and predicting other aspects such as work satisfaction.

TRANSPARENCY

The way predictions are made is relatively intuitive and easy to explain. We will have a page for that which will be visible and accessible.

IMPACT ON SOCIETY

Delivering food can be a hard job and the last thing a driver wants to see after a busy, cold, stormy day is 0 tips. This project will help Drivers find days when their efforts will be most appreciated. In exchange, Clients will have a way of influencing and rewarding Drivers through their tips.

STAKEHOLDERS

SUSTAINABILITY

HATEFUL AND CRIMINAL ACTORS

DATA

We acknowledge the fundamental pitfalls of data however the cost of wrong predictions is not too high and any prediction better than chance is valuable.

FUTURE

The technology could expand to benefit all tipped service workers. At that point, the predictions may start to influence the tipping behaviour which influences predictions in a feedback loop that can lead to any result. That is a problem without a clear solution, but not one that society cannot overcome.

PRIVACY

This technology only registers the data that users volunteer to it.

INCLUSIVITY

The technology relies entirely on the users that choose to volunteer their data, however, they are also the beneficiaries of the predictions so that bias is acceptable.

FIND US ON WWW.TICT.IO

THIS CANVAS IS PART OF THE TECHNOLOGY IMPACT CYCLE TOOL. THIS CANVAS IS THE RESULT OF A QUICKSCAN. YOU CAN FILL OUT THE FULL TICT ON WWW.TICT.IO

QUICKSCAN - CANVAS - HELPSIDE

Surfa

NAME: Surfa
DATE: September 5, 2024 3:20 PM
DESCRIPTION OF TECHNOLOGY
Predicting Tips for Thuisbezorgd.nl drivers.

HUMAN VALUES

How is the identity of the (intended) users affected by the technology?

To help you answer this question think about sub questions like:

- If two friends use your product, how could it enhance or detract from their relationship?
- Does your product create new ways for people to interact?…

TRANSPARENCY

Is it explained to the users/stakeholders how the technology works and how the business model works?

- Is it easy for users to find out how the technology works?
- Can a user understand or find out why your technology behaves in a certain way?
- Are the goals explained?
- Is the idea of the technology explained?
- Is the technology company transparent about the way their…

IMPACT ON SOCIETY

What is exactly the problem? Is it really a problem? Are you sure?

Can you exactly define what the challenge is? What problem (what 'pain') does this technology want to solve? Can you make a clear definition of the problem? What 'pain' does this technology want to ease? Whose pain? Is it really a problem? For who? Will solving the problem make the world better? Are you sure? The problem definition will help you to determine…

STAKEHOLDERS

Who are the main users/targetgroups/stakeholders for this technology? Think about the intended context by…

When thinking about the stakeholders, the most obvious one are of course the intended users, so start there. Next, list the stakeholders that are directly affected. Listing the users and directly affected stakeholders also gives an impression of the intended context of the technology.
…

SUSTAINABILITY

In what way is the direct and indirect energy use of this technology taken into account?

One of the most prominent impacts on sustainability is energy efficiency. Consider what service you want this technology to provide and how this could be achieved with a minimal use of energy. Are improvements possible?

HATEFUL AND CRIMINAL ACTORS

In which way can the technology be used to break the law or avoid the consequences of breaking the law?

Can you imagine ways that the technology can or will be used to break the law? Think about invading someone's privacy. Spying. Hurting people. Harassment. Steal things. Fraud/ identity theft and so on. Or will people use the technology to avoid facing the consequences of breaking the law (using trackers to evade speed radars or using bitcoins to launder…

DATA

Are you familiar with the fundamental shortcomings and pitfalls of data and do you take this sufficiently into…

There are fundamental issues with data. For example:

- Data is always subjective;
- Data collections are never complete;
- Correlation and causation are tricky concepts;
- Data collections are often biased;…

FUTURE

What could possibly happen with this technology in the future?

Discuss this quickly and note your first thoughts here. Think about what happens when 100 million people use your product. How could communities, habits and norms change?

PRIVACY

Does the technology register personal data? If yes, what personal data?

If this technology registers personal data you have to be aware of privacy legislation and the concept of privacy. Think hard about this question. Remember: personal data can be interpreted in a broad way. Maybe this technology does not collect personal data, but can be used to assemble personal data. If the technology collects special personal data (like…

INCLUSIVITY

Does this technology have a built-in bias?

Do a brainstorm. Can you find a built-in bias in this technology? Maybe because of the way the data was collected, either by personal bias, historical bias, political bias or a lack of diversity in the people responsible for the design of the technology? How do you know this is not the case? Be critical. Be aware of your own biases.…

FIND US ON WWW.TICT.IO

THIS CANVAS IS PART OF THE TECHNOLOGY IMPACT CYCLE TOOL. THIS CANVAS IS THE RESULT OF A QUICKSCAN. YOU CAN FILL OUT THE FULL TICT ON WWW.TICT.IO