

Simplaner

The goal is to develop a Practical Exam Planner web application. Currently, exams are being scheduled with Excel, Notepad, Emails and phone calls. This process is not visible to every stakeholder and this can lead to clashes between teams.

Simacs client wants to have a system in which you can schedule exams according to the availability of resources such as rooms, room equipment and attendees.

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Context of use: Education
Level of education: Other

Technology Impact Cycle Tool

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Impact on society

What impact is expected from your technology?

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

The purpose of the Simplaner is to reduce hustle and bustle of scheduling exams. We believe that - especially with international stakeholders - there is incredible confusion while scheduling exams. The Simplaner is a simple way of scheduling exams. We believe that a single web application can resolve the problem with planning. Also, the app will be accessible for students, for them to check upcoming exams.

Are you sure that this technology is solving the RIGHT problem?

Yes, the technology will be solving the right problem, the problem proposed by the stakeholders.

How is this technology going to solve the problem?

The team agrees to create a multilingual web based application for scheduling the exams. The application will allow to schedule exams

What negative effects do you expect from this technology?

One negative effect would be one of the staff members or invigilators not showing up to the exam.

In what way is this technology contributing to a world you want to live in?

The technology contributes to people organizing exams much easier and faster.

Now that you have thought hard about the impact of this technology on society (by filling out the questions above), what improvements would you like to make to the technology? List them below.

There shouldn't be any improvements, the technology does exactly what the stakeholders wanted.

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Hateful and criminal actors

What can bad actors do with your technology?

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

In some cases, it could violate internal regulations of scheduling exams, e. g. the exam could be scheduled in a week, rather than in 2 weeks as stated in regulations. It could be easily omitted by setting the first (and last) possible date accordingly to internal regulations.

Can fakers, thieves or scammers abuse the technology?

The scheduling technology could be used to create fake exams and create a big confusion in which exam is real or not

Can the technology be used against certain (ethnic) groups or (social) classes?

No, it cannot be used against certain (ethnic) groups or (social) classes, only the people who are not member of that institution will not be able to use the technology.

In which way can bad actors use this technology to pit certain groups against each other? These groups can be, but are not constrained to, ethnic, social, political or religious groups.

Bad actors cannot use this technology to pit certain groups against each other.

How could bad actors use this technology to subvert or attack the truth?

The bad actors cannot use this technology to subvert or attack the truth, the technology simply schedules an exam and send notifications about said exams.

Now that you have thought hard about how bad actors can impact this technology, what improvements would you like to make? List them below.

We think the technology could use a security question to prove that you are a staff member in order not to have bad actors using this technology wrongfully

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Privacy

Are you considering the privacy & personal data of the users of your technology?

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

We are using a third party identity provider, most of the users personal data isnt stored in our database. However, we store data about users availability, so some clues about personnels schedules are stored in our system. Login details are also personal data, we are going to store email addresses, so those have to remain hidden.

Do you think the technology invades the privacy of the stakeholders? If yes, in what way?

No, it doesn't invade the privacy of the stakeholders, it will only keep the necessary data about the stakeholder.

Is the technology is compliant with prevailing privacy and data protection law? Can you indicate why?

Yes, the technology is compliant with prevailing privacy and data protection law, it will be GDPR compliant.

Does the technology mitigate privacy and data protection risks/ concerns (privacy by design)? Please indicate how.

Wwe store data about users availability, so some clues about personnels schedules are stored in our system. Login details are also personal data, we are going to store email addresses, so those have to remain hidden.

In which way can you imagine a future impact of the collection of personal data?

For the impact of the data as such, depending on what data exactly will be used to feed the Simplaner, we do not see reasons for future impact. As the technolgy simply schedules an exam.

Now that you have thought hard about privacy and data protection, what improvements would you like to make? List them below.

We are continuously working on being compliant with GDPR law.

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Human values

How does the technology affect your human values?

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

There are three kind of users: staff member, student and invigilator. The users identity will not be affected, the applications intent is only to schedule exams and see exams.

How does the technology influence the users' autonomy?

The technology helps the user's autonomy by creating scheduling exams much faster and easier and also helps the user see their exams

What is the effect of the technology on the health and/or well-being of users?

If the students and staff members use the application whenever they want to create/schedule an exam, the application will hel them create/schedule said exams much easier and faster. We belive the technology helps the well-being of users by making things much easier

Now that you have thought hard about the impact of your technology on human values, what improvements would you like to make to the technology? List them below.

There is no need for improvements, the technology already helps the well-being of the users.

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Stakeholders

Have you considered all stakeholders?

Who are the main users/targetgroups/stakeholders for this technology? Think about the intended context by answering these questions.

Name of the stakeholder

Staff Member

How is this stakeholder affected?

Scheduling an exam will be much easier and faster

Did you consult the stakeholder?

Yes

Are you going to take this stakeholder into account?

Yes

Name of the stakeholder

Student

How is this stakeholder affected?

Can see all of his exams in one place

Did you consult the stakeholder?

Yes

Are you going to take this stakeholder into account?

Yes

Name of the stakeholder

Invigilator

How is this stakeholder affected?

Can see all exams in one place

Did you consult the stakeholder?

Yes

Are you going to take this stakeholder into account?

Yes

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Did you consider all stakeholders, even the ones that might not be a user or target group, but still might be of interest?

Name of the stakeholder

Non user

How is this stakeholder affected?

No acces to the application

Did you consult the stakeholder?

Yes

Are you going to take this stakeholder into account?

Yes

Now that you have thought hard about all stakeholders, what improvements would you like to make? List them below.

There are no need for improvements, every stakeholder is taken into account.

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Data

Is data in your technology properly used?

Are you familiar with the fundamental shortcomings and pitfalls of data and do you take this sufficiently into account in the technology?

We are familiar with the fundamentals shortcomings and pitfalls of data and we take them into account in the technology.

How does the technology organize continuous improvement when it comes to the use of data?

There is no need for continuous improvement for the use of data, because the data will almsot always by the same.

How will the technology keep the insights that it identifies with data sustainable over time?

The data will probably help finding the availability of the student for scheduling an exam.

In what way do you consider the fact that data is collected from the users?

Most of the users personal data isn't stored in our database. However, we store data about users availability. Login details are also personal data, we are going to store email addresses, so those have to remain hidden,

Now that you have thought hard about the impact of data on this technology, what improvements would you like to make? List them below.

Not at the moment, no.

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Inclusivity

Is your technology fair for everyone?

Will everyone have access to the technology?

No, only the people working or attending the institution can access the technology (students, staff members and invigilators).

Does this technology have a built-in bias?

No, It doesn't have a built-in bias. The exams will be scheduled in a fair way, every user will be treated equally.

Does this technology make automatic decisions and how do you account for them?

No, the technology doesn't make automatic decisions, you have to schedule the exam based on the availability of the students.

Is everyone benefitting from the technology or only a small group?

Do you see this as a problem? Why/why not?

Only the people working or attending the institution can access the technology (students, staff members and invigilators) are benefitting from the technology.

Does the team that creates the technology represent the diversity of our society?

Yes. Our design & development - team consists of different people. We even made sure that cultural differences (we have people from 3 countries) and age are part of our team!

Now that you have thought hard about the inclusivity of the technology, what improvements would you like to make? List them below.

No, the technology will only be used by our stakeholders.

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Transparency

Are you transparent about how your technology works?

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

Yes it is explained how the technology works to the users/stakeholders, it will be explained in the user manual.

If the technology makes an (algorithmic) decision, is it explained to the users/stakeholders how the decision was reached?

Yes it is explained how the technology works to the users/stakeholders, it will be explained in the user manual.

Is it possible to file a complaint or ask questions/get answers about this technology?

No it not to possible, the user manual will be enough to understand the technology.

Is the technology (company) clear about possible negative consequences or shortcomings of the technology?

Yes, the technology is clear.

Now that you have thought hard about the transparency of this technology, what improvements would you like to make? List them below.

No, not at the moment

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Sustainability

Is your technology environmentally sustainable?

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

This technology only uses a server and you can access it from any computer with a web browser. We have no say in what computers the users will use, but we can recommend the product owner to use cloud based servers instead of their own hardware, because it can be much more energy efficient.

Do you think alternative materials could have been considered in the technology?

The product owner could use cloud based servers instead of their own hardware.

Do you think the lifespan of the technology is realistic?

Yes, we think that lifespan of the technology is realistic.

What is the hidden impact of the technology in the whole chain?

The hidden impact of the technology in the whole chain is that people will be able to schedule exams much faster and easier.

Now that you have thought hard about the sustainability of this technology, what improvements would you like to make? List them below.

No, not at the moment.

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Future

Did you consider future impact?

What could possibly happen with this technology in the future?

In the future, the technology can be taken over by other people or the company and could even be improved.

Sketch a or some future scenario (s) (20-50 years up front) regarding the technology with the help of storytelling. Start with at least one utopian scenario.

Whenever I (student) check my exams, they are all in one place and also gotten notifications about upcoming exams on my email.

Whenever I (staff member) want to schedule an exam it is much easier to set the name and date of the exam, also checking the available rooms and resources with the available numbers of users is much easier and faster to schedule an exam.

Sketch a or some future scenario (s) (20-50 years up front) regarding the technology with the help of storytelling. Start with at least one dystopian scenario.

When the new exams technology came out, I (student, invigilator) had to always check my email for any new scheduled exams.

When the new exams technology came out, I (staff member) had to always check the availability of the students before scheduling an exam.

Would you like to live in one of this scenario's? Why? Why not?

It would be nice to be very easy and fast to schedule exams and also see the exams you have to attend in one place

What happens if the technology (which you have thought of as ethically well-considered) is bought or taken over by another party?

The app will keep working as intended, it can also even be improved by the other party.

Impact Improvement: Now that you have thought hard about the future impact of the technology, what improvements would you like to make? List them below.

There are a few small changes we can apply, but we will not because of the time constraint.