QUICKSCAN - CANVAS

ApartmentComplexUtilityApp

NAME: ApartmentComplexUtilityApp
DATE: September 5, 2024 7:41 AM
DESCRIPTION OF TECHNOLOGY
A web application for tenants and building staff/managers to communicate about issues regarding the building, as well as to provide handy tools for amenities in the building.

HUMAN VALUES

The application allows tenants to file repair requests directly to building staff, taking out the "middle man" of having to send an email which has to be filtered by the building manager. It also allows tenants to make reservations for building amenities, which replaces the "normal" process of asking other tenants nicely and hoping they stick to the rules/agreements.

TRANSPARENCY

An on-boarding tutorial can be given to new users in the application itself, and documentation will be provided to (prospective) customers on how the application works and how it is to be used.

IMPACT ON SOCIETY

Tenants don't have a platform to communicate their repair requests to building staff/managers and must resort to sending emails, which can be overwhelming and messy, or they do have a platform, but it is clunky to use.
Shared amenities in the building might be in use by others, causing frustrations with tenants who keep having to look if an amenity is free to use.

STAKEHOLDERS

- Tenant
- Building manager
- Building staff

SUSTAINABILITY

The energy use of the application could be reduced by automatically scaling down the running parts of the application if there is no demand. A data centre/cloud provider could be selected based on their commitment to using green energy to power their servers.

HATEFUL AND CRIMINAL ACTORS

People could sign up using a fake name, or pretend to live in the apartment complex while in fact they do not. This could be solved by requiring an invite code from a building manager. On the other hand, no identifying information of other users will be shown to tenants.

DATA

The application does not, in its current (proposed) form do any data processing in the sense of machine learning/AI. It only serves as a tool to facilitate interaction between tenants, and between tenants and building staff/building managers.

FUTURE

People could interact less with each other directly when it comes to setting schedules for shared amenities. It could be that, due to mismanagement, it feels like screaming at a wall when filing repair requests that do not get picked up by the building manager/building staff.

PRIVACY

Name, apartment number, cohabitants/relationships (if multiple people sign up on the same apartment number), apartment complex location (through the apartment complex name), address (apartment number + apartment complex location), email address (sign up/service emails), job title (if building staff/building manager). IP addresses (in order to serve the content) and device identifiers (for notifications).

INCLUSIVITY

While the design of the application does its best to make it as user friendly as possible, it is biased towards users that have basic computer literacy, i.e., knowing how to interact with a web application with clearly labeled input fields and buttons. This makes it more suitable for an apartment complex with younger people (students, young professionals) rather than an apartment complex focusing on elder care.

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TICT

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TICT

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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.…

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