

Bean Bank

Banking application for Cyber Security minor

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Technology Impact Cycle Tool

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Impact on society

What impact is expected from your technology?

This category is only partial filled.

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

Customers have to visit the bank in order to send money to other people or to withdraw money to buy things.

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

Customers will no longer have to visit the bank for simple tasks.

How is this technology going to solve the problem?

By offering a web-based UI that allows users to complete their daily banking tasks.

What negative effects do you expect from this technology?

The ease of use might result in some customers spending money more quickly and irresponsibly.

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

This technology contributes to a world where daily tasks are easy and safe to do thanks to technology.

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.

This question has not been answered yet.

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Hateful and criminal actors

What can bad actors do with your technology?

This category is only partial filled.

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

If the system is abused, bad actors could use the technology to steal money from customers.

Can fakers, thieves or scammers abuse the technology?

This question has not been answered yet.

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

People who struggle with technology, such as the elderly, may be more vulnerable to theft or abuse than others.

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.

This question has not been answered yet.

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

This question has not been answered yet.

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

The system must be made to prevent bad actors from stealing money. Security is a top priority.

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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?

This technology registers personal data such as credentials and bank account balance. The amount of money an individual has is considered very private.

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

This technology does not invade someones privacy.

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

The technology is not built yet, but will be made to comply with the AVG and GDPR.

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

Only the bare minimum data required will be saved as to not violate the customer's privacy.

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

In the future, data could be collected to keep track of user's loans and debts. This could be used by other institutions to possibly deny customers new loans or purchases.

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

All sensitive data should be encrypted. 2 factor authentication should be implemented along with API request authentication.

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Human values

How does the technology affect your human values?

This category has not been filled yet.

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Stakeholders

Have you considered all stakeholders?

This category is only partial filled.

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

Name of the stakeholder

Customer

How is this stakeholder affected?

the targetted user

Did you consult the stakeholder?

No

Are you going to take this stakeholder into account?

Yes

Name of the stakeholder

Banker

How is this stakeholder affected?

will be able to more efficiently/remotely manage customers accounts.

Did you consult the stakeholder?

No

Are you going to take this stakeholder into account?

Yes

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

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

This question has not been answered yet.

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Data

Is data in your technology properly used?

This category has not been filled yet.

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Inclusivity

Is your technology fair for everyone?

Will everyone have access to the technology?

yes

Does this technology have a built-in bias?

no

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

no

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

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

Everyone who has access to the internet can use this technology. Some groups of people may find it harder to use than others, which may lead to them being at a disadvantage.

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

no. The developer team only represents the young generation that grew up with technology.

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

This technology should be as user friendly as possible, with a simple UI and functionality. Authentication should also try to be as easy as possible while keeping it's high level of security.

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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?

No.

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

No Algorithmic decision is made.

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

To file a complaint the user will have to do so manually

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

No.

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

In the future, a customer support section should be added. It is important to take this into account during the design of the system.

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Sustainability

Is your technology environmentally sustainable?

This category has not been filled yet.

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Future

Did you consider future impact?

What could possibly happen with this technology in the future?

The system could be automated and personalized even more. Bio metric authentication and connection to tax or government institutes could also be made to automate troublesome tasks.

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.

Today I went to the store to buy a new iPhone. At the cash register I used the iris scanner to pay for the phone. After only a few seconds, the teller told me I had no outstanding payments and was eligible for a 2 year subscription.

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.

Today I got rejected for yet another job. The first question I was asked was about my mortgage payments which havent been paid for 2 months. It was yet another company who had access to some of my personal banking history.

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

No, Too much of my data would be saved across several systems where I have no control of it.

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

Personal information might be at risk, although as a banking application, the new owner would still be subjected to the same laws and tight regulations.

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.

I will not make any improvements. I would like to keep my banking application simple as it is.