QUICKSCAN - CANVAS

Corona Contact Tracing App

NAME: Corona Contact Tracing App
DATE: September 23, 2020 8:29 AM

DESCRIPTION OF TECHNOLOGY
This is an analysis of the Dutch corona contact tracing app (CCTA). The CCTA is a mobile application that helps to map corona infections. The app works on the basis of bluetooth. Whenever your phone (with the CCTA) is near another phone (with the CCTA), a digital 'handshake' follows. If you become infected later, everyone who has been in your area during a certain period can be notified.…

HUMAN VALUES

The CCTA has a lot of impact on users. People are reduced to a few values: infected, potentially infected or not potentially infected. Or maybe user or 'refuse-to-user'. Because the disease has very variable syndromes and the app will not work perfectly, that is a complicated categorization. Are you infected with severe symptoms or infected and asymptomatic? Are you rightfully potentially infected or not? Are you rightfully potentially not infected or not? Are you responsible. You can not use the app and still be responsible…

TRANSPARENCY

It is important to explain how the technology works. When does someone get infected status? Who does that?When will other users be notified of a potential contamination? What does the status of potential contamination mean? What happens to the collected data? This is all very well explained.

There is no underlying business model.

IMPACT ON SOCIETY

There is a corona crisis. A new virus leads to a disease that affects many people, as many people are susceptible to it. The disease is deadly for a small group of people. In most cases these are elderly and / or vulnerable people. Because the disease spreads quickly, many people end up in hospital and in ICU, leading to an overload of the care system and - in the worst case - a situation where not everyone receives the care they deserve. This has to be prevented.
…

STAKEHOLDERS

- Corona Contact App User
- 28/5000 Corona Contact App 'Refusor'
- Government (bodies)

SUSTAINABILITY

It is to be expected that the corona app will consume more energy because of the intensive use of bluetooth, which means that phones will have to be charged more often. The data is stored on servers. These also consume energy.

In the light of the current debate, the current crisis and the temporary nature of the corona app, this does not seem very important now.

HATEFUL AND CRIMINAL ACTORS

In the CCTA you can change your status to infected but only with a certified code. If you hack the code you can use that to get other people into trouble. You can go to shops, hairdressers, you can stand near people, hang out in front of their houses, etc ... to also give other people the status of infected. Also if you are infected, and you choose to let people know about it via the app, then you know who knows. So you can shame other people for not going into quarantine or not using the app.…

DATA

Yes, the limitations are clear. The data that is collected is about proximity to other phones (not people) and it is unclear what barriers exist between the phones. A cashier behind glass, who is infected, can potentially (digitally) infect people all day long, without actually infecting them.

The limitations of the data are deliberate choices, as they contribute to the anonymity of the app.
…

FUTURE

The best solution is a vaccin, but maybe the corona contact app helps to contain the virus, because it stimulates responsible behavior. It is important to immediately terminate the app after the crisis, or new problems will arise.

PRIVACY

No, it does not. The CCTA registers with which other phones you have been in contact (via bluetooth). This is done by randomly generated numbers. There is no data on persons, location or other things that can be traced back.The data is stored anonymously and used for research into the spread of the corona virus. The app is downloaded via Apple and Google, it is unclear if this information is registered. Using the app is also very personal sensitive information.

INCLUSIVITY

There is a strange contradiction in the CCTA. A goal of the corona app is to keep society as 'open' as possible and at the same time prevent the spread of the virus. However, professions that are important for the vital infrastructure, such as people in health care, parcel deliverers, teachers, etc ... are much more in contact with people and have a much higher chance of becoming potentially infected, this - if they then isolate themselves - can have a negative impact on keeping the economy open.…

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QUICKSCAN - CANVAS - HELPSIDE

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HUMAN VALUES

How does your technology affect the identity of the user(s)?

To answer this question think about sub questions like: can the technology be perceived as stigmatising? Does the technology imply or impose a certain belief or world view? Does the technology affects user(s) dignity? Is the technology in line with the person the user wants to be perceived as?

TRANSPARENCY

(How) is explained to the users how a technology works and how the businessmodel works?

Is it easy for users to find out how your 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 business model works?

IMPACT ON SOCIETY

What is the challenge at hand? What problem (what 'pain') does this technology want to solve?

This technology is designed to solve a problem. That is why it is important to exactly define which problem this technology is going to solve. Can you make a clean definition of the problem? What 'pain' does this technology want to ease? Whose pain? The problem definition will help you to determine and discuss if you are solving the right problem.

STAKEHOLDERS

What are the main users/targetgroups/stakeholders for this technology?

For the quickscan, you only have to list the stakeholders. Can you think of the people that are directly or indirectly affected by this technology? There are a lot of stakeholders that are obvious (like users) but we invite you also to think about the less obvious ones. Missing a stakeholder can have large consequences.

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 the service is that you want this technology to provide and how this could be done that with a minimal use of energy.

HATEFUL AND CRIMINAL ACTORS

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

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

DATA

Are you aware of the limitations and subjectivity of data and is this reflected in this technology?

It is important to understand the limitations of data and it is equally important to design a technology accordingly. Are you aware of limitations of the data used? How does this technology copes with concepts like subjectivity, incomplete datasets, feedbackloops and so on?
…

FUTURE

What could possibly happen with this technology in the future?

Discuss this quickly and note your first thoughts here.

PRIVACY

Does this 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. 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 this technology collects special personal data (like health or ethnicity) your should be extra…

INCLUSIVITY

Does this technology have a built in bias?

Do a brainstorm. Can you find a builtin bias in this technology? Maybe because of the way the data wascollected, 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 youknow this is not the case? Be critical. Be aware of your own biases.

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