

# ResIT - Reservation System

ResIT is a reservation microservice. It includes an API for making reservations and an admin dashboard.

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Context of use: Work

# Technology Impact Cycle Tool

ResIT - Reservation System

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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?**

Restaurants have been particularly hit hard by the covid crisis. To stay in business a lot of them had to use expensive vendors like Thuisbezorgd. What we want do to is provide open source and free software which can help restaurants in becoming crisis resilient and independant.

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

*This question has not been answered yet.*

### **How is this technology going to solve the problem?**

*This question has not been answered yet.*

### **What negative effects do you expect from this technology?**

*This question has not been answered yet.*

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

*This question has not been answered yet.*

### **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.*

# Technology Impact Cycle Tool

ResIT - Reservation System

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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?**

A bad actor could host the software on their system and bait users into making reservations on his platform (creating a fake restaurant). This way he or she could collect personal info like emails, phone numbers, names and even dietary requirements. Another option would be that the actor adds paying up front to the service and scams users out of there money.

### **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?**

*This question has not been answered yet.*

### **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.**

*This question has not been answered yet.*

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ResIT - Reservation System

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## Privacy

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

*This category is only partial filled.*

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

Yes, the service registers names, emails, phone numbers, when a user will be at location, remarks and dietary requirements.

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

# Technology Impact Cycle Tool

ResIT - Reservation System

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## Human values

How does the technology affect your human values?

*This category is only partial filled.*

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

We cannot think of a way in which the services stigmatises an individual. It could potentially be a threat to jobs, but this is a general cost of automation.

## How does the technology influence the users' autonomy?

*This question has not been answered yet.*

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

*This question has not been answered yet.*

## 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.

*This question has not been answered yet.*

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ResIT - Reservation System

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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**

Restaurant Manager

**How is this stakeholder affected?**

-

**Did you consult the stakeholder?**

Yes

**Are you going to take this stakeholder into account?**

Yes

**Name of the stakeholder**

Restaurant Customers

**How is this stakeholder affected?**

-

**Did you consult the stakeholder?**

Yes

**Are you going to take this stakeholder into account?**

Yes

**Name of the stakeholder**

ResIT Developers (students)

**How is this stakeholder affected?**

-

**Did you consult the stakeholder?**

Yes

**Are you going to take this stakeholder into account?**

Yes

# Technology Impact Cycle Tool

ResIT - Reservation System

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Name of the stakeholder

Fontys Teachers

**How is this stakeholder affected?**

-

**Did you consult the stakeholder?**

Yes

**Are you going to take this stakeholder into account?**

Yes

**Name of the stakeholder**

Bram & Kees

**How is this stakeholder affected?**

-

**Did you consult the stakeholder?**

Yes

**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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ResIT - Reservation System

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## Data

Is data in your technology properly used?

*This category is only partial filled.*

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

We are aware of the shortcomings and pitfalls of data. Because the data doesn't really get processed a whole lot this is not yet a problem yet.

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*



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ResIT - Reservation System

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## Inclusivity

Is your technology fair for everyone?

*This category is only partial filled.*

## Will everyone have access to the technology?

*This question has not been answered yet.*

## Does this technology have a built-in bias?

As of right now we can't think of any built-in biases. The data comes in the way a customer specifies. The raw data doesn't get processed except for validation and storage.

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

*This question has not been answered yet.*

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

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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ResIT - Reservation System

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## Transparency

Are you transparent about how your technology works?

*This category is only partial filled.*

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

We created a public GitHub repository where all documents regarding the project are stored. Everything is done in a transparent matter and everyone is able to report issues or ask questions.

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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ResIT - Reservation System

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## Sustainability

Is your technology environmentally sustainable?

*This category is only partial filled.*

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

We use a low level programming language which makes sure the hardware is used in a very efficient way. It is of course not possible to reduce energy usage to 0, but we have taken it into account. This responsibility will mainly belong to restaurant managers who host the system.

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

*This question has not been answered yet.*

### **Do you think the lifespan of the technology is realistic?**

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

# Technology Impact Cycle Tool

ResIT - Reservation System

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## Future

Did you consider future impact?

*This category is only partial filled.*

### **What could possibly happen with this technology in the future?**

The technology could become popular and get extended upon by other developers. After six months it will be out of our hands.

**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.**

*This question has not been answered yet.*

**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.**

*This question has not been answered yet.*

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

*This question has not been answered yet.*

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

*This question has not been answered yet.*

**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.**

*This question has not been answered yet.*