QUICKSCAN - CANVAS

ResIT - Reservation System

NAME: ResIT - Reservation System
DATE: September 5, 2024 8:25 PM
DESCRIPTION OF TECHNOLOGY
ResIT is a reservation microservice. It includes an API for making reservations and an admin dashboard.

TICT

HUMAN VALUES

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.

TRANSPARENCY

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.

IMPACT ON SOCIETY

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.

STAKEHOLDERS

- Restaurant Manager
- Restaurant Customers
- ResIT Developers (students)
- Fontys Teachers
- Bram & Kees

SUSTAINABILITY

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 mangers who host the system.

HATEFUL AND CRIMINAL ACTORS

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.

DATA

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.

FUTURE

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

PRIVACY

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

INCLUSIVITY

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.

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THIS CANVAS IS PART OF THE TECHNOLOGY IMPACT CYCLE TOOL. THIS CANVAS IS THE RESULT OF A QUICKSCAN. YOU CAN FILL OUT THE FULL TICT ON WWW.TICT.IO

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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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