NAME: Sioux Meeting Management System

DATE: September 3, 2024 7:54 PM

DESCRIPTION OF TECHNOLOGY

This is an analysis of the Meeting Management System dedicated to the project proposed by Sioux for the 3rd-semester students of Software Engineering at Fontys. This system will consist of a web application that will ease the process of managing meetings and tracking the client's parking spots.

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HUMAN VALUES

In terms of user impact, the app is very powerful. Then, of course, the actor's identities will be affected in order to avoid uncertainty: the secretary needs to be reached easily by his/her phone number, at the same time, the employees should be reached easily by the secretary and the clients need to give their data that are necessary to make an appointment. Because our app is dedicated to a specific group: employees and clients or Sioux, having access to the user's identities is an essential part of our system.

TRANSPARENCY

Explaining how the technology works is important. How can a client make an appointment? How is this stored? How is the employee made aware of this appointment? How is the employee notified when the client arrives? How can the client know if there are available parking spots? Because the users have different kinds of interaction with the app, there is no need to explain to them the whole technology. However, the secretary, being responsible for greeting and taking care of the clients, should be aware of how the whole system works…

IMPACT ON SOCIETY

The purpose of our app is to improve the whole process of having an appointment at Sioux, for all of this processes actors. First, the secretarys work is made easier with a system that manages the appointments. Then, the employees at Sioux benefit from an automated schedule and real-time notifications at the arrival of clients. The clients themselves also make use of the app by receiving indications about the parking space. All of these features were pointed out in order to resolve the user's problems: creating an appointment…

STAKEHOLDERS

- Secretary
- Employees
- Visitors
- Admin

SUSTAINABILITY

Although our app is expected to consume a significant amount of energy like any other software, our IR sensor system can be able to produce energy using solar panels. The efficiency of an infrared plastic solar cell can be five times higher than that of a regular solar cell. The work of these plastic solar cells is similar to that of other solar cells, but the size of the cells is smaller. Despite this, they capture almost all of the Sun's rays. That was also a factor in our choice of the right type of sensor to use in our parking system.

HATEFUL AND CRIMINAL ACTORS

Our system can be used to break the law under certain circumstances. A hacker can steal data and so violate clients' private data. Also, hacking the secretary panel would give the hacker the ability to create fake appointments or delete/edit the already existing ones. Being aware that this can cause a lot of damage and discomfort for Siouxs clients, we took measures in order to protect sensitive data: encryption, the possibility to have a backup, use of end-to-end encrypted platforms as much as possible.

DATA

Yes, dependent on the available data offered by the client, the secretary can verify a visitors identity. If the data given is wrong or fake, the visitors identity cant be proven and that could be a threat to security.

FUTURE

This kind of system can be implemented in other companies. Because it makes it easier to manage the parking lots and meetings, it can provide a smooth process and a nice experience both for the employees and the clients.

PRIVACY

Yes, the limitations are clear. The data is collected accordingly to the General Data Protection Regulation. The data helps us identify the visitors and employees in order to provide a smooth process and also helps us track the availability of the parking lot.

INCLUSIVITY

The goal of our app is to connect our users in an efficient way, depending on their needs. However, there might be contradictions with the data that we need to store, more exactly the license plates. We are aware this is of course confidential and well make sure this details will be used strictly for identifying the visitors in order to notify the employee which the visitor has the meeting with.

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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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