QUICKSCAN - CANVAS AI-powered matchmaking & Dashboarding tool for HR

NAME: AI-powered matchmaking & Dashboarding tool for HR
DATE: September 5, 2024 5:18 PM

DESCRIPTION OF TECHNOLOGY
Developing an own tool can disrupt TMC's business model: not only seconding people, but also focusing on selling a platform which is created in the right environment for it. With an AI-powered matchmaking tool, employeneurs can be matched to the right projects. The same tool can provide insights in the employeneurs for the Personal Coach and HR.

HUMAN VALUES

Now Personal Coaches and HR need to manage the needs and profiles of their employeneurs in an analogous way. That does make it personal. The tool should contribute to keep it still personal: it becomes a tool to be used during the meetings together with the employeneur. So it's not that the interaction between the Personal Coach and employeneur falls away completely.

TRANSPARENCY

TMC can be transparent in how the matchmaking algorithm works. An advantage could be that job entrepreneurs can even make suggestions to improve the algorithm. That would create a win-win situation.

IMPACT ON SOCIETY

With the ambitions of TMC, to grow 500% in employeneurs in 2030, it'll be challenging for HR and the Personal Coaches to manage al the skills/competencies/learning paths of the employeneurs. Employeneurs should also be linked to the right projects so that they can continue to develop and so that they feel in their right place.

STAKEHOLDERS

- Employeneurs
- Personal Coaches
- Clients
- HR
- Business Managers

SUSTAINABILITY

The energy used is just computing power on a platform. It wouldn't matter that much.

HATEFUL AND CRIMINAL ACTORS

The technology in this case is AI. With AI, you have to make sure that the data is not biased and also that it does not make suggestions based on ethnicity. On top of the AI algorithm, there must an extra internal person who can have insights on the algorithm. So not that only one person is managing this. Otherwise he/she can adjust the algorithm and sabotage the algorithm.

DATA

Extensive research still needs to be done on how the data can make its contribution correctly. For example, how new projects in the database can be easily applied & what factors will now become the factors on which matchmaking choices will be based.

FUTURE

TMC can tender it for consumers. Then the platform really has to be adapted to what the customers want. So it has to be built flexibly. Again, it is important that the algorithms do not use features determined by ethnic backgrounds, for example. Otherwise, TMC may end up in the news negatively.

PRIVACY

It uses the competencies, skills and learning paths of employeneurs to find a match. Also the name of the employeneur and the TMC branch where the employeneur works can be seen. Data such as the specific address is not needed for the matchmaking process and therefore would not be included in the solution.

INCLUSIVITY

Well, it may be that two employeneurs are looking for a project and they both have exactly the same profile. Who then gets preference? Of course, TMC has to think about that, and it would be fair to choose the one who is currently waiting the longest for a new project. But TMC could also choose to favor the one who has been with TMC the longest. This depends on TMC's values and also the data it actually collects in the system for this purpose.

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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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