

# Office Management System

Software for Driessen, for user, team & reservation management. Uses Java Spring & React

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Context of use: Education  
Level of education: Bachelor

# Technology Impact Cycle Tool

Office Management 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?

There is currently no visible way of making table reservations in the office.  
This complicates the communication & organisation of the establishment.

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

Yes, since it ensures reservation possibilities

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

It provides a globalized system to avoid miscommunication.

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

End-users will need to adapt to the new technology

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

By providing a fast & user-friendly way to reserve an office table, improving work-life balance

## 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.*

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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?**

None

**Can fakers, thieves or scammers abuse the technology?**

Yes

**Can the technology be used against certain (ethnic) groups or (social) classes?**

No, since we do not keep such information

**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.**

None

**How could bad actors use this technology to subvert or attack the truth?**

Bad actors can cancel/make fake reservations

**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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## 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: First & last name, work e-mail

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

No

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

Yes

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

No unnecessary information is being kept, only the bare minimum

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

If there were a breach, name(s)/work e-mails could be leaked

**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.*

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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?

It shouldn't be affected

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

Team reservations can be made by anyone in the team (& are valid for the whole team), taking away some autonomy of the other members

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

It makes the reservation experience more pleasant, since the system handles a lot of factors in the background, resulting in a positive effect

### 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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## 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**

Tim Langen

**How is this stakeholder affected?**

This is our client, who will be updated on the progress of the project

**Did you consult the stakeholder?**

Yes

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

Yes

**Name of the stakeholder**

End users

**How is this stakeholder affected?**

They will use the reservation system

**Did you consult the stakeholder?**

No

**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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## 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?**

Yes

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

No unnecessary data is being stored (e.g. after user deletion, linked reservations are also deleted)

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

There will be a simple & reusable algorithm for recurring reservations

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

Names & e-mails will be stored securely

**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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## Inclusivity

Is your technology fair for everyone?

*This category is only partial filled.*

### Will everyone have access to the technology?

No, only Driessen employees, however, among those everyone will have access

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

No

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

Yes, by making automatic reservations for users in the waiting queue

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

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

Everyone in the company

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

Yes

### 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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## 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?**

Yes

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

Yes

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

No

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

Yes

**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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## 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?**

By optimizing the efficiency of the software

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

No

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

Yes

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

An additional technology will be used by the company, on top of other ones

**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.*

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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?

It could be expanded with additional features, or be used as a mobile application

### 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.

The year is 2050. Driessen is a thriving company, with many offices. Our technology is used company-wide to ensure seating arrangements for all workers

### 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.

The year is 2050. Driessen is a thriving company, with many offices. Our technology could not handle the increased load causing chaos in all offices

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

Yes, in the utopian one, as it would mean we left a positive legacy

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

Not much, apart from some small UI changes

### 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.*