NAME: Appointments Manager
DATE: September 4, 2024 1:05 AM

TICT

DESCRIPTION OF TECHNOLOGY
The technology is going to be used by company secretaries in order to help with appointment management. The secretary can manage the appointments. When the guests come to the company their cars' license plate is going to be scanned at the entrance. After this scan the manager who holds the meeting is going to receive a notification that the guest is here.

HUMAN VALUES

Not applicable

TRANSPARENCY

Yes, we are very clear about that. We have explained in detail how the application and camera works.

IMPACT ON SOCIETY

Sean is a secretary at the company Sioux Technologies and he manages the managers' appointments. When a guest comes for an appointment Sean notifies the manager that their guest is here. This creates a delay between the time the guest came and the managers arrives to greet them.
This system also senses when a guest is occupying a parking spot so future guests will be notified if the parking lot is full and to be redirected to another one.

STAKEHOLDERS

- manager
- secretary
- visitor

SUSTAINABILITY

Our technology will have to be accessible during the working hours of the client. To improve the energy drain the camera system as well as the parking sensors, a 'sleep mode' or an energy saver mode could be implemented.

HATEFUL AND CRIMINAL ACTORS

One risk can be that the system is storing personal information, the guests' license plate.

DATA

Mistakes can happen while collecting data. The secretary may mishear or make an error while collecting the guests' data. Furthermore the sensors and camera collect some wrong information. The camera has a success rate of about 93%.

FUTURE

It might not be used outside of its educational purpose since there can be issues with the data collecting of the license plates.
Depending on future legislation for personal data, in our project: phone number, license plate & email, it may be difficult to implement this technology in non educational environments. The laws are continuously changing so long term implementation might not be possible.
Cars are changing aswell, current electric or hybrid cars cou…

PRIVACY

Yes, it stores the guests' license plates

INCLUSIVITY

There is no build in bias.
Perhaps it's only usable by car owners?

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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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