Sustainability Awareness Framework (SusAF) – Labour Hire

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Warm-Up: Description of the IT Product or Service

An online marketplace linking labour (service providers) to service seekers (companies and household)

Service providers can post post skills and services they provide

Service providers can form teams for big projects

Service seekers can hire service providers and teams

Service seekers can rate service providers

Warm-Up: Description of the IT Product or Service

List the known **sustainability effects:**

- Support users to make money
- Helps service seekers to pay competitive fees for service provided by service providers
- Helps young people gain experience from freelance jobs
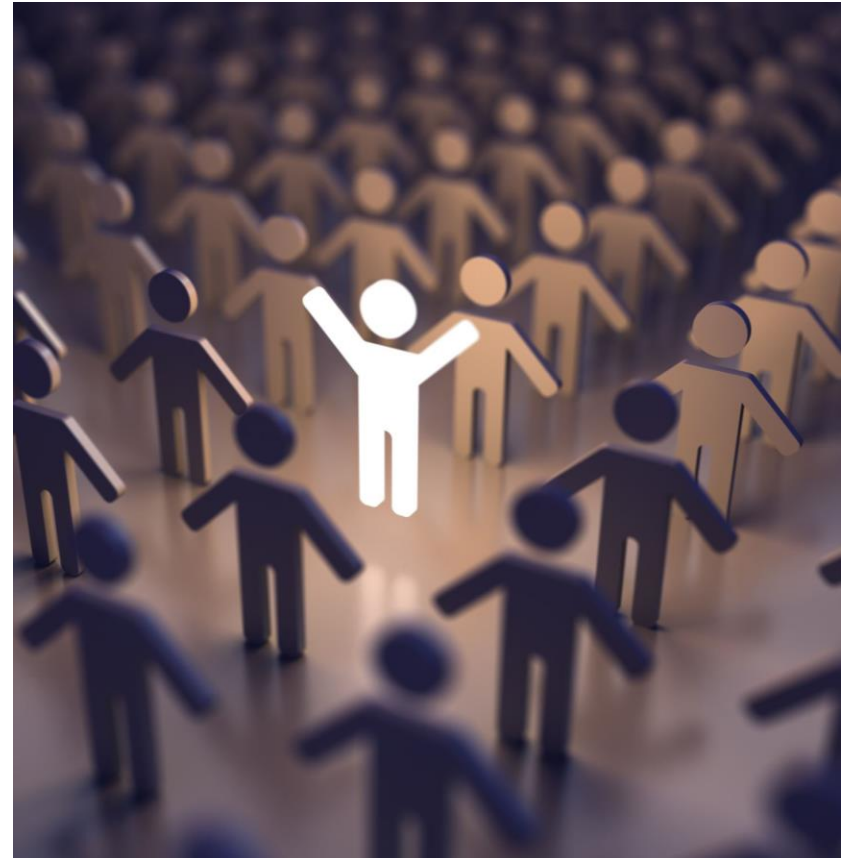
Capture – Brainstorm: Social Dimension
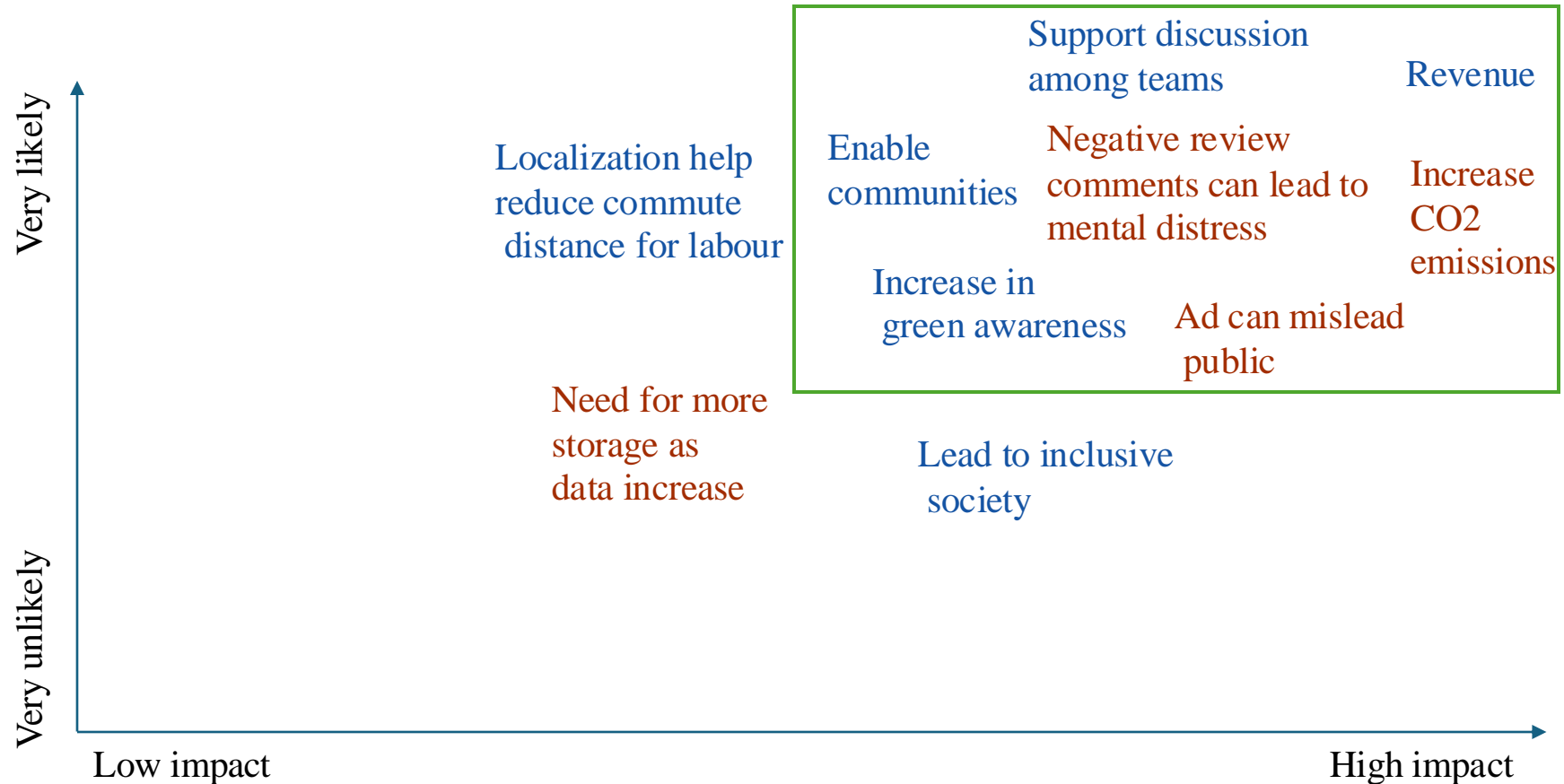
Positive Impacts:

- Facilitates community-building by connecting service seekers and service providers.

- Promotes inclusivity by allowing a diverse range of people to offer or receive services.

- Team feature for large projects also supports communities among service providers

Negative Impacts:

- Potential exploitation or unequal treatment of service providers.

- Risk of creating dependency on short-term, gig-based income, which may lack social protections.

- Team rating can cause disagreement

Prioritize – Likelihood and Level of Impacts
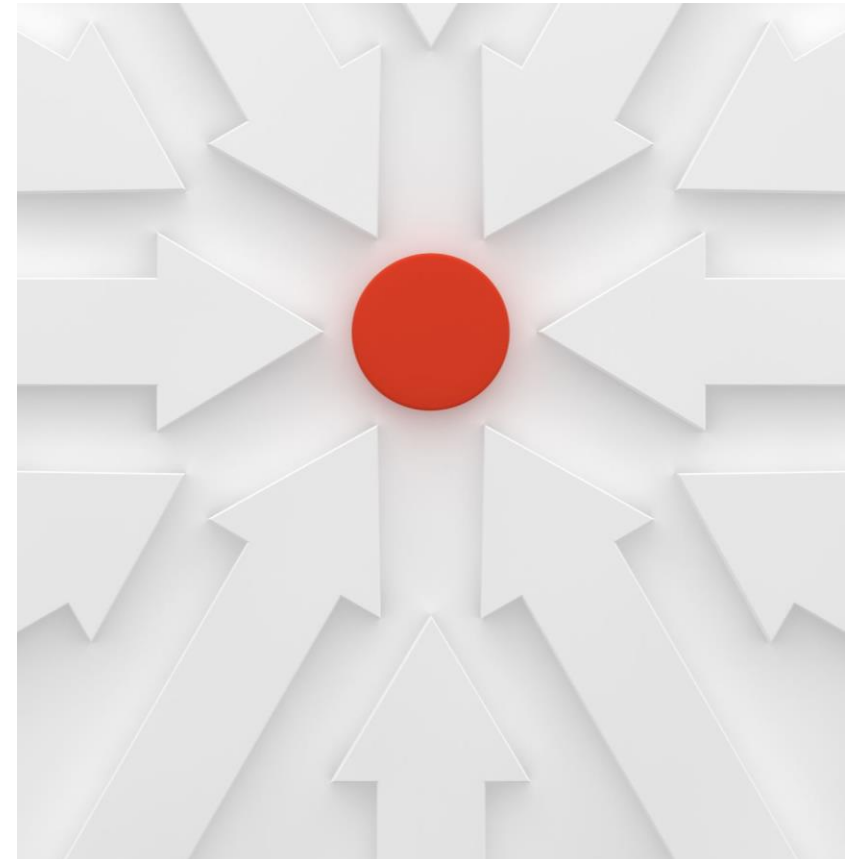
Capture – Brainstorm: Individual Dimension

Positive Impacts:

- Empower individuals to earn flexible income and gain independence.
- Enhances user satisfaction through personalized services and user profile management.

Negative Impacts:

- May lead to burnout or stress among service providers due to high demands and lack of stability.
- Security concerns over handling personal data in messaging and payment systems.
- Negative review comments can lead to mental distress

Capture – Brainstorm: Economic Dimension

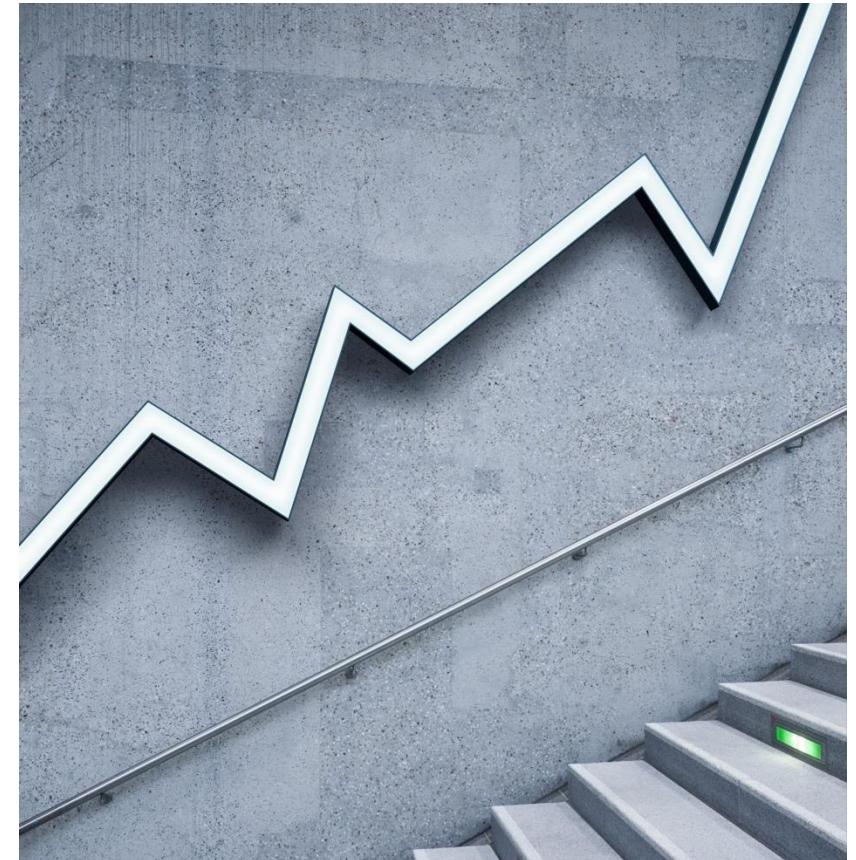**Positive Impacts**:

- Supports economic opportunities for both service providers and service seekers by providing an accessible platform for services.

- Encourages small-scale entrepreneurship for service providers.

Negative Impacts:

- Potential instability for service providers due to the lack of guaranteed income.

- Possible market disruption impacting traditional service providers.

Capture – Brainstorm: Environmental Dimension
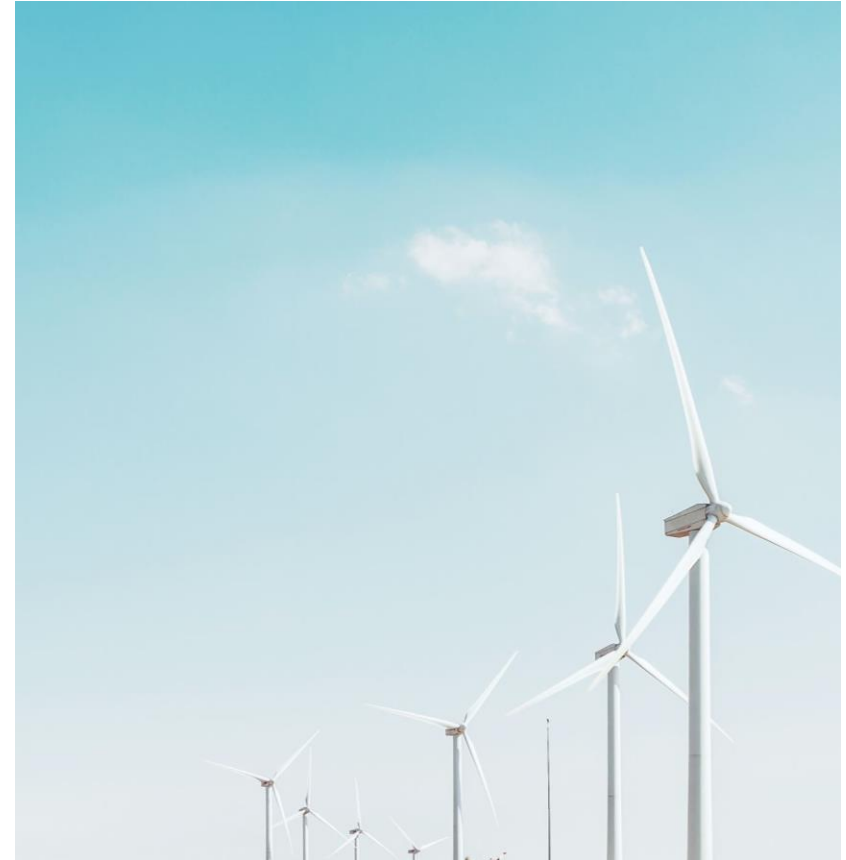
Positive Impacts:

- Encourages local services, potentially reducing carbon emissions associated with long-distance travel.

Negative Impacts:

- Increased usage may lead to higher energy consumption for platform operation and more demand for energy

- Transportation for completing tasks could contribute to carbon emissions if not managed efficiently.

Capture – Brainstorm: Technical Dimension

Positive Impacts:

- Ensures accessibility by following WCAG standards, promoting inclusivity.

- Scalable system architecture enables growth without compromising user experience.

Negative Impacts:

- High demands on security for personal data protection.

- Increased load can affect system performance and user satisfaction if not properly optimized.

Prioritize – Likelihood and Level of Impacts
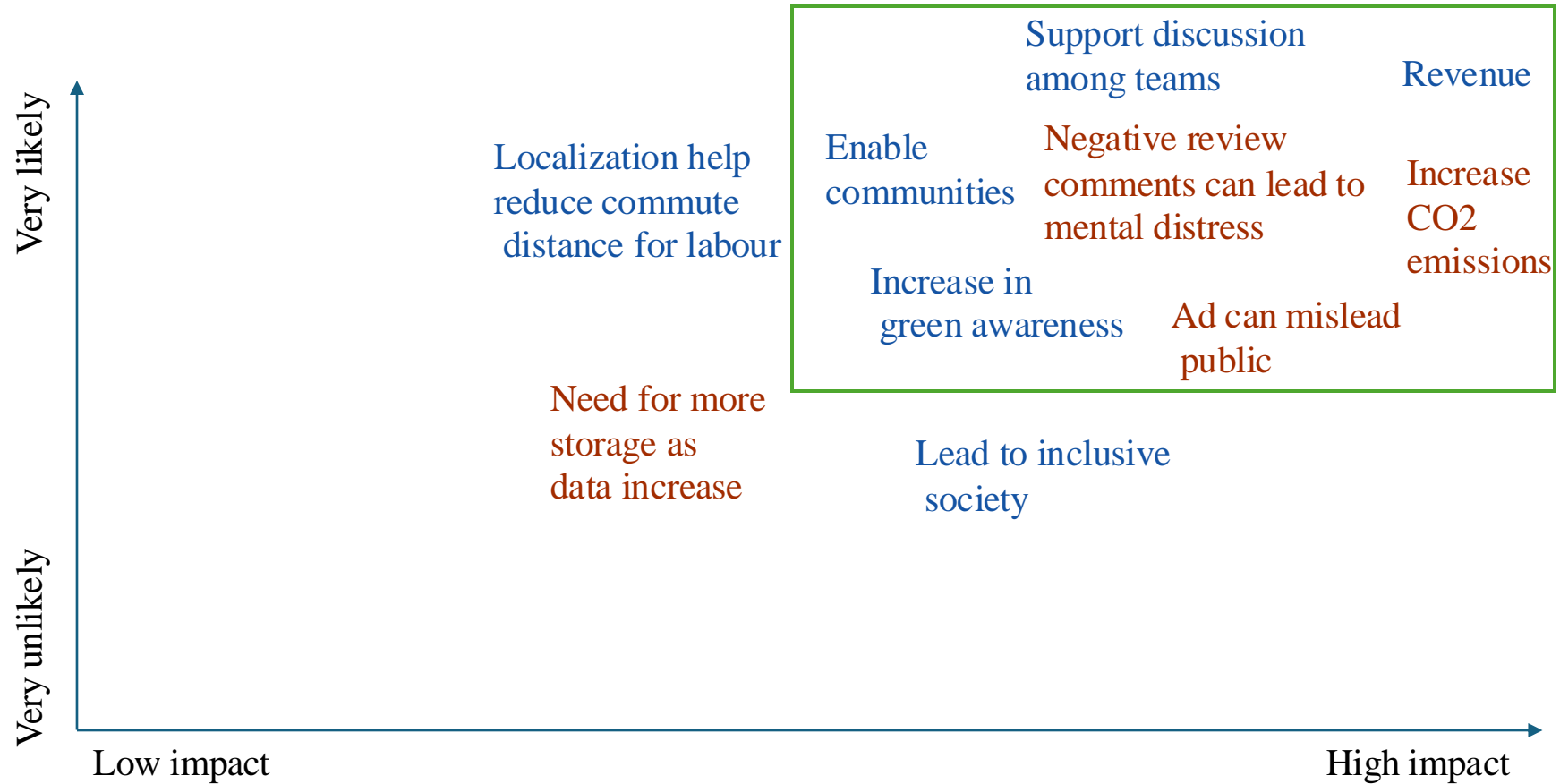
High Impact and Very Likely

1. **Enable communities** (Social) – Labour Hire connects individuals, fostering community engagement.

2. **Increase green awareness** (Environmental) – Local services can reduce long-distance travel, promoting environmental consciousness.

3. **Revenue generation** (Economic) – Positive economic impacts for service providers and the platform itself.

4. **Negative comments lead to mental distress** (Individual) – High likelihood of negative interactions affecting mental well-being.

5. **Increase in CO2 emissions** (Environmental) – Frequent travel for service providers could lead to higher emissions.

High Impact and Likely

1.**Localization helps reduce commute distance** (Environmental) – Possible but may not always be utilized effectively.

2.**Encouragement of small-scale entrepreneurship** (Economic) – Positive for service providers entering the workforce independently.

3.**System accessibility following WCAG** (Technical) – Ensures inclusive access but depends on continued adherence.

4.**User satisfaction with profile management** (Individual) – Contributes to a better experience but may vary by user.

Low Impact and Unlikely

- **Ad could mislead public** (Social) – Potential impact, but more manageable with clear guidelines.

- **Need for more storage as data increases** (Technical) – May become a concern over time, but not immediate.
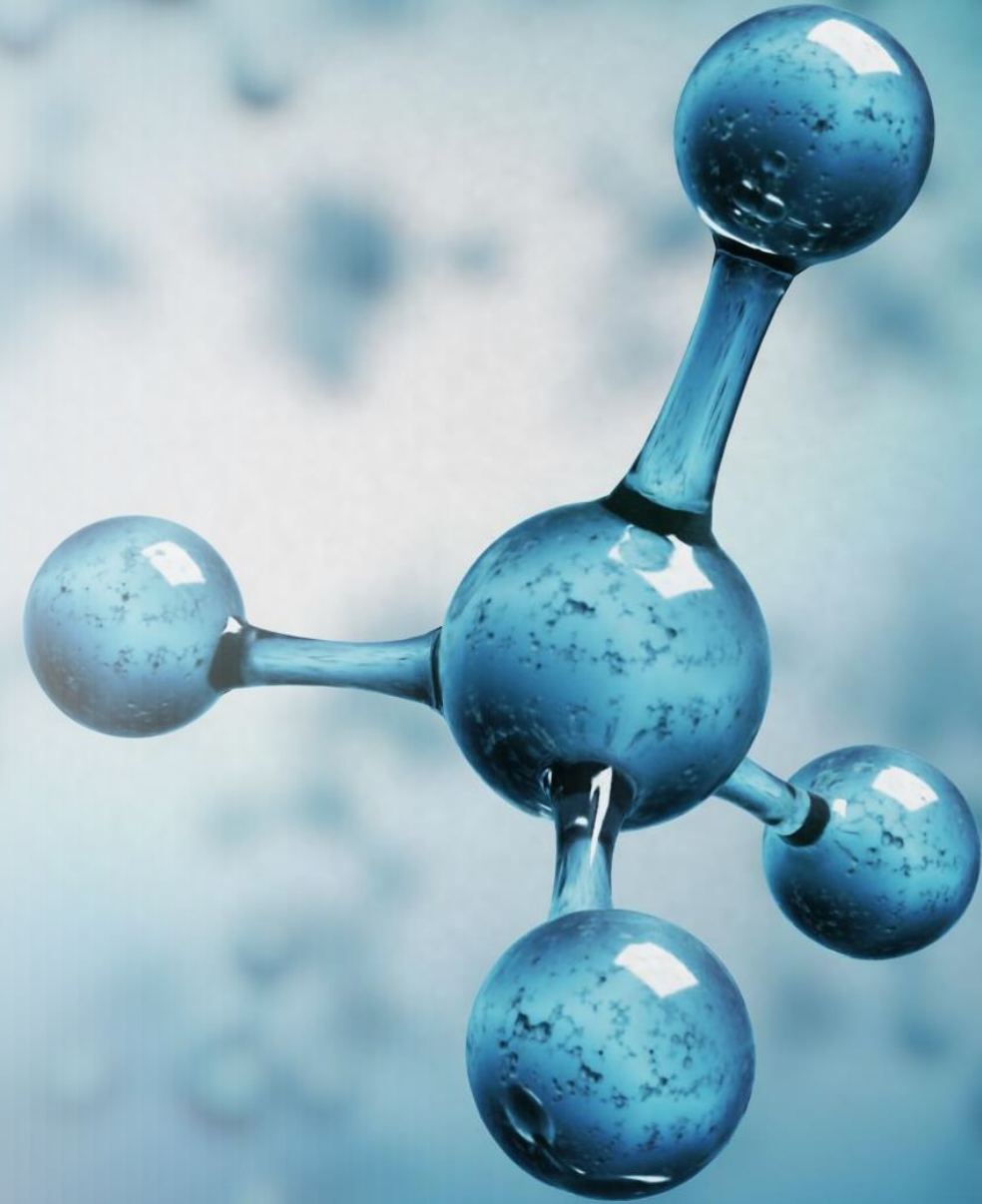
Chains of effects
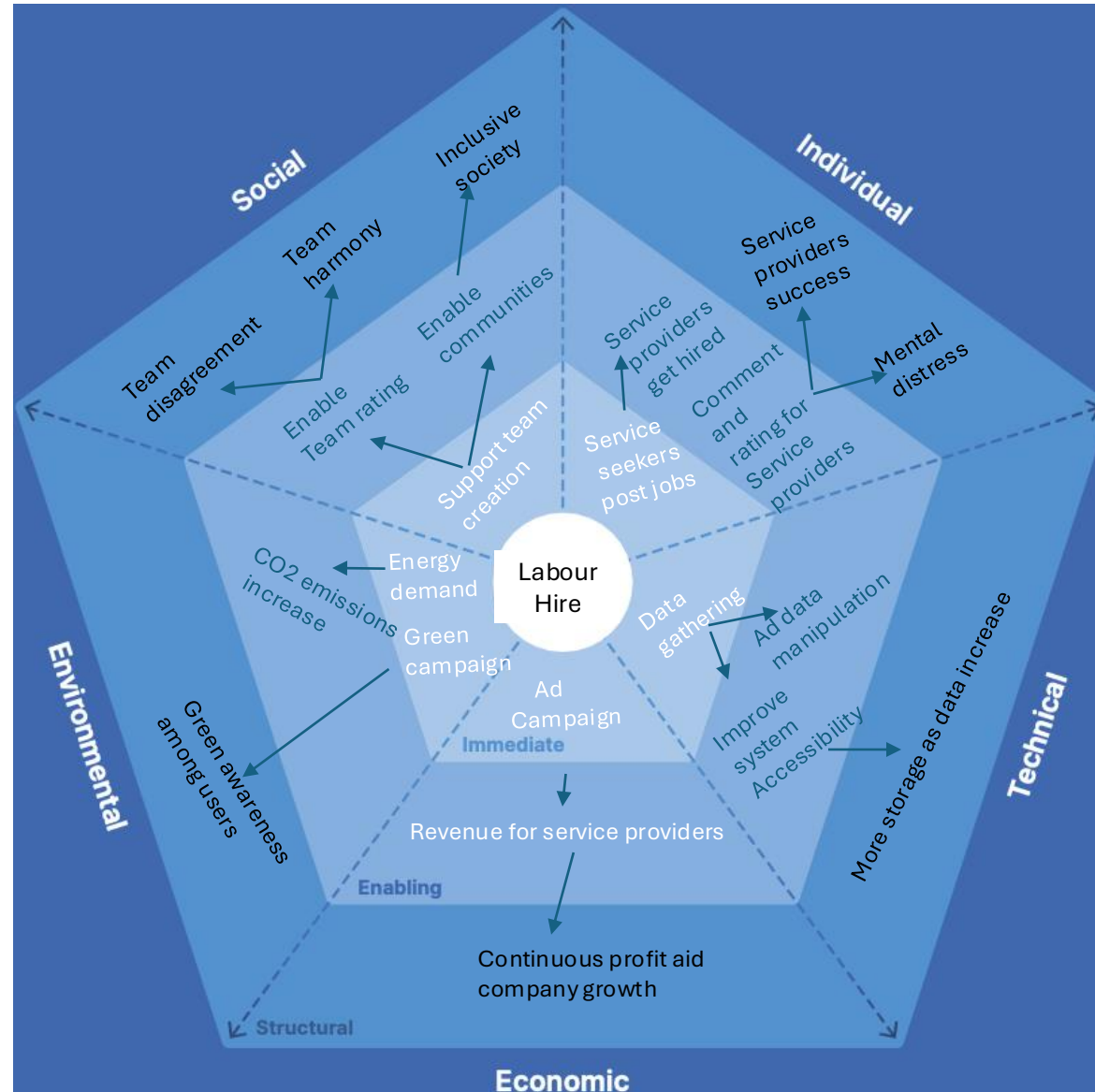
Synthesis: Threats, opportunities, actions

Threats and Mitigations

- **Social**: Unequal treatment and hateful review comments of service providers can lead to dissatisfaction.

    - *Mitigation*: Improve content filtering to block hate comments; Include periodic feedback sessions in the Sprint Retrospective to assess service provider satisfaction and improve policies.

- **Individual**: Risk of burnout or privacy concerns with personal data.

    - *Mitigation*: Integrate security and privacy checks as Definition of Done criteria for user stories with sensitive data.

- **Economic**: Instability in income may deter service providers over time.

    - *Mitigation*: Develop user stories focusing on economic support mechanisms (like earnings projections or financial planning tips) during product backlog.

- **Environmental**: Carbon emissions due to transportation.

    - *Mitigation*: In backlog prioritization, create user stories focused on eco-friendly transportation options or local service providers and service seeker matching algorithms.

- **Technical**: Security vulnerabilities from handling payment data.

    - *Mitigation*: Incorporate security-focused user stories and schedule regular security reviews as part of the Sprint Review.

Opportunities and Leverage Strategies

- **Social**: Build a supportive community for service providers and seekers.
  - *Leverage*: Use Sprint Planning to prioritize stories that enhance the community aspect, like review systems or task-sharing features.
- **Individual**: Empower service seekers to gain independence and manage work-life balance.
  - *Leverage*: Develop features supporting flexible availability settings and prioritize them in the Product Backlog.
- **Economic**: Encourage entrepreneurship among service providers.
  - *Leverage*: Prioritize user stories that enhance service provider's profiles, showcasing skills and services.
- **Environmental**: Optimize local services to reduce emissions.
  - *Leverage*: Introduce user stories in the backlog to improve service providers and seekers proximity matching and reduce unnecessary travel.
- **Technical**: Ensure accessibility and system scalability.
  - *Leverage*: Continuously evaluate performance and accessibility features in the product backlog, each Sprint, maintaining high standards for inclusivity and technical efficiency.

Product Backlog – Labour Hire

User Story	Priority	Story point	Owner
As a user, I want to create an account to access the platform's features.	High	3	Ben
As a user, I want to verify my email after registration for security.	High	2	Ben
As a service seeker, I want to post a task with details like title, description, location, and budget.	High	5	Ben
As a service seeker, I want to categorize my task for easier browsing.	Medium	2	Ben
As a service provider, I want to browse available tasks by category, location, and budget.	High	5	Ben
As a service provider, I want to filter tasks to find relevant ones quickly.	Medium	3	Ben
As a service seeker, I want to book a service provider for my posted task.	High	3	Ben
As a service seeker, I want to accept or decline task requests.	High	2	Ben
As a service provider, I want to securely pay for the task through the platform.	High	5	Ben
As a service provider, I want to form a team for large tasks through the platform to complete task on time.	Medium	4	Ben

How can you redesign the scrum product backlog with consideration of sustainability?