

STEP A: envision

A1. Creating a list of the system's direct stakeholders. For each stakeholder role, note at least one concern specific to that role.

System's direct Stakeholders

- Users
Want to be identified correctly even offline
- Farmer
Wants to sell all the products he submits
(Main Stakeholders)
- Shop employee
Wants to handle as easy as possible users
- Warehouse manager
Wants to handle properly all farmers products
- Warehouse worker
Wants to know precisely and as soon as possible what he needs to do to prepare the bags

A2. Generate a list of 3-5 indirect stakeholders. For each indirect stakeholder role, note at least one concern specific to that role.

- Delivery drivers
Want to get one job from this system
- Families of clients
Wants reliability of the delivery and products in general
- Families of Farmer
Wants farmer to sell in order to be economically stable

STEP B: speculate

B1. Generate a list of as many potentially implicated values as possible in five minutes. Then briefly discuss each of the values on your list.

- Correct role assignments and capabilities
no one should be able to perform unauthorized actions and affect other users
- Reliability of the system
Will people receive all the food they need? In time?

- Financial Sustainability
Farmers are get paid enough for their products
- Universal usability
every role should be able to use the software properly and take advantage of it
- Simplicity
the platform should be easy to use and understand for everyone, clear structure and user interfaces

B2. Investigate a value. Write a brief (1-2 sentences) definition of that value related to the system. Identify any substantive differences in team members perceptions, if any

Reliability of the System involves making sure that the software and the web page show what is there in reality and what it is intended to show.

Additionally, it involves ensuring that whatever happens with the deliveries and pickups is what the clients are expecting.

STEP C: explore

C1. Designate three primary values the system supports

Simplicity, Correct role assignments and capabilities, Universal usability

C2. Explore/brainstorm three value tensions that your system may engage. For each value tension, identify one or more design features that favors one of the values over the others.

Even though the UI is clear, there are a lot of pages and they're hard to handle, understand the flow and follow all of them. The simplicity and user friendliness of the UI allows the application to be correctly handled at least in most cases.

Across the platform, the different users can perform different actions and functions according to their role. Regardless, even if a user goes and tries to perform an action that they're not supposed to, the system should prohibit the action from taking place. The frontend design should make it so that a mistake is very unlikely to happen, and the backend design and implementation should make sure that in the case of a role making a wrong request, the action is not executed.

System reliability is hard to get because human beings are involved and it is not a perfect machine. Delays in the deliveries might happen because of traffic, farmers might forget to update products or not doing it for personal problems, users might forget to pick up products. That can bring the system in an unstable state.

Fortunately if no mistakes are made, with a solid software structure, it can perfectly work.

STEP D: adapt

D1. How would you change the system to mitigate value tensions? Describe analytically the changes.

Writing explicitly that the delivery or pickup times are estimated might lead to more patience and tolerance from users (Amazon is the proof), that might help with the system reliability. A lot of pages can be handled with forced automatical redirects to help with role capabilities and familiar UI elements (Tables, buttons size/shape..) help with simplicity and usability.

STEP E: a look into the future

E1. Check the assigned envisioning card (see Dropbox folder) and follow the activity R01 - CHOOSING NOT TO USE:

Some people may decide not to use your system, or may attempt to remove themselves from an indirect stakeholder role (e.g., choosing not to publish a telephone number). How might deliberate non-use of the system affect a person's daily life (e.g., employability, relationships, civic participation)?

→ Picture your system in use many years from now. Identify three ways in which an individual's intentional non-use of the system might affect that person's daily life or the system as a whole.

- As a farmer, choosing not to use, especially in a world that everyday moves towards internet based sales, might cause them to not sell as much produce as expected or be unsure of how much they are actually selling, given that tracking orders is easier using the system.
- As a user who cares about environment and quality, SPG is the most eco-friendly 0-Miles shop that reduces our world's carbon footprint. People can buy in just one place near to them genuine products, without needing to import them from other places distant hundred or more miles. Not using it would mean contributing to our carbon footprint.
- If a user decides not to use the system, they might buy from a supermarket or something similar. In that case, they won't know the origin of the products and won't really be granted freshness. Unlike in our system, which shows the origin of every product and ensures freshness thanks to product booking.

E2. Look back at:

- the list of values provided in B1
- the definition of value in B2
- How would you change them after considering the long-term view? Explain briefly why

Financial sustainability would become ESSENTIAL in a long-term view, otherwise the farmer themselves wouldn't load products and the customer couldn't properly use the platform.