

# RES

# IT



Ethics Report

S6-RB03 Group 2

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## Introduction

For the ResIT project we have to make sure that we don't cross any ethical boundaries. We have looked at different techniques in which we explore the common pitfalls. We use these to define ethical requirements.

## Process

### TICT Tool

First of all we have done a [TICT](#) Quicksan. Here we explored potential bad actors, stakeholders and the impact on people and the environment.

QUICKSCAN - CANVAS		ResIT - Reservation System	
<b>NAME:</b> ResIT - Reservation System <b>DATE:</b> March 31, 2022 11:52 AM <b>DESCRIPTION OF TECHNOLOGY</b> ResIT is a reservation microservice. It includes an API for making reservations and an admin dashboard.		<b>HUMAN VALUES</b> We cannot think of a way in which the services stigmatises an individual. It could potentially be a threat to jobs, but this is a general cost of automation.	
<b>IMPACT ON SOCIETY</b> Restaurants have been particularly hit hard by the covid crisis. To stay in business a lot of them had to use expensive vendors like Thuisbezorgd. What we want to do is provide open source and free software which can help restaurants in becoming crisis resilient and independant.		<b>STAKEHOLDERS</b> <ul style="list-style-type: none"><li>- Restaurant Manager</li><li>- Restaurant Customers</li><li>- ResIT Developers (students)</li><li>- Fontys Teachers</li><li>- Bram &amp; Kees</li></ul>	
<b>HATEFUL AND CRIMINAL ACTORS</b> A bad actor could host the software on their system and bait users into making reservations on his platform (creating a fake restaurant). This way he or she could collect personal info like emails, phone numbers, names and even dietary requirements. Another option would be that the actor adds paying up front to the service and scams users out of there money.		<b>DATA</b> We are aware of the shortcomings and pitfalls of data. Because the data doesn't really get processed a whole lot this is not yet a problem yet.	
<b>PRIVACY</b> Yes, the service registers names, emails, phone numbers, when a user will be at location, remarks and dietary requirements.		<b>INCLUSIVITY</b> As of right now we can't think of any built-in biases. The data comes in the way a customer specifies. The raw data doesn't get processed except for validation and storage.	
		<b>FIND US ON <a href="http://WWW.TICT.IO">WWW.TICT.IO</a></b> THIS CANVAS IS PART OF THE TECHNOLOGY IMPACT CYCLE TOOL. THIS CANVAS IS THE RESULT OF A QUICKSCAN. YOU CAN FILL OUT THE FULL TICT ON <a href="http://WWW.TICT.IO">WWW.TICT.IO</a>	
		  	

We are working with personal data such as email addresses, phone numbers, names and dietary requirements. This data is not by definition sensitive, but it is important to shield it from the outside world. Bad actors could use contact information in a malicious way and even dietary requirements could be abused. Another scenario would be a bad actor using this software in order to create a fake restaurant and scam people of their money by configuring paying up front. The reservation system doesn't really transform data or make decisions based on data. This leads us to believe that the system itself doesn't contain biases or stigmas.

Our goal is to be as transparent as possible so that's something we have included in our requirements. Furthermore we have put a lot of effort in designing a system that's sustainable and future proof. We have chosen technologies that are generally considered to be efficient and we make sure performance is near optimal.

We have also had a look at the Tarot-Cards-of-Tech and brainstormed a bit. We did this for about a half an hour. Below you there is an example of a card and our findings.



*"If our product would become successful we foresee a few changes. First of all managers and restaurant employees would have more time engaging with customers instead of handling reservations. We think of our product as a tool and not a replacement. Secondly, big vendors could potentially see some loss of jobs. But this is unavoidable in a fast changing market."*

## Ethical Requirements

First of all we would like to explicitly state that we try our best to follow the code of ethics defined [here](#). Furthermore we have listed the possible ethical problems we foresee and how we want to fix them.

Issue	Requirement
Privacy	User related data will be encrypted when persisted and will be removed in 30 days after the reserved date has passed.
Transparency	All choices will be made in a transparent and ethical manner. Documents and source code will be made available for everyone.
Accountability	The person who uses/hosts the system will be held accountable for unforeseen mistakes caused by the software. This is explicitly stated in the license.
Quality	Quality of the software must be of a high standard before being released.
Sustainability	Efficient use of resources is something that should be minded at all times. Keeping costs and hardware to a minimum is a big pro.