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

1. Farmers - it should be easy to put products for sale and manage the products
2. Customers - it is important that the products have a high quality
3. Shop staff - it is important that the system provides me with an easy way to contact clients
4. Warehouse staff - the system should tell me when deliveries are expected so I can schedule my work
5. Delivery staff - I need to see where deliveries are going so that I can plan my path and finish deliveries in the shortest amount of time

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

1. Family/friends of the customer - the food quality should be high
2. Farming equipment producers - the more the farmers sell the more work we have
3. Family of farmer - we want that the farmer sells as many products as possible

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**

1. Human welfare - we sell food so we directly impact on the physical and mental welfare of our clients
2. Privacy - the data of clients, employees and farmers should never be disclosed
3. Universal usability - if a client wants to use our product, they should be able to use it without difficulties
4. Autonomy - we want our clients to plan and buy whatever they need
5. Accountability - keeping track of purchases, orders, deliveries and products
6. Courtesy - greeting the clients and treating them nice
7. Trust - we sell products so we need to be trusted by our clients
8. Transparency - never lie about the products and their quality
9. Inclusiveness - people unconditionally from their age, race or sex should be able and comfortable to use our app
10. Environmental sustainability - support only farmers that use bio methods to grow plants and create products

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

1. Trust: in order to be trusted by our clients we should always sell what we advertise. We should never falsely advertise nor should we lie to the clients. We must also be trusted by the farmers. To achieve this we should always show the farmer true data and not to lie about their revenues and fees.

   **We all agreed to investigate the Trust value but also in the beginning we discussed whether to investigate the Human Welfare value.

C1: Designate three primary values the system supports

1. Human welfare - selling quality and good products to make people healthier
2. Trust OR Transparency - don’t lie

3. Privacy - do not sell people data

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.**

1. Human welfare - people who are not able to buy quality bio products (usually also a bit more expensive) are not healthy or they do not care about their health
2. Privacy - as a customer I want to know a lot about the farmer so that i know that the products i am buying are really good and the farmer is not lying, but as a farmer i want to have my own privacy.
3. Autonomy - as a farmer I want to know beforehand which products I need to produce. As a customer I want to explore a great range of products so that I can choose the ones I need or prefer.

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

1. Human welfare - try to offer discounts and special sales (especially before holidays) in order to help people with different incomes purchase good and healthy food
2. Privacy - Show to the clients only the data that the farmer wants to be shown (e.g farmer description, farmer name and surname, farmer age, farmer location)
3. Autonomy - Implement statistical tools to help the farmer better understand and analyze what the clients buy. Also implement features to try to predict what the clients will want to buy in different periods of the year.

E1: Work of the future

Better 1: Farmers do not need to waste time in selling the products in person, they can use the app to directly sell the products

Better 2: The app will be able to maximally optimize the delivery schedules so the delivery truck will pollute less

Better 3: The selling products algorithm will become so good that it will mostly predict what and when people want a certain product, so waste will be drastically minimized

Worse 1: Since everything will tend to become virtual and scheduled people may lose the desire to interact with each other and go out (e.g pickup the products in shop)

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

1. Human welfare - no change, food is essential to life and good bio food usually means better health.
2. Privacy - no change
3. Universal usability - as more and more people get into technology and learn to use phones and PCs they will be much more skilled to use IT systems without any usability problems

4. Autonomy - if a client wants a product that was not predicted by the product prediction system (see above Better 2) it will be very hard to find that product. So autonomy may be greatly reduced.
5. Accountability - even more control on accountability as more and more people transition to using credit cards
6. Courtesy - no change…greeting the clients and treating them nice is a must
7. Trust - no change…we sell products so we need to be trusted by our clients
8. Transparency - no change…never lie about the products and their quality
9. Inclusiveness - even more inclusive since more and more people will have access to internet and smart devices
10. Environmental sustainability - even better environmental sustainability as processes get automated and much more efficient. Also the new generation of farmers will surely be more focused and educated on environmentally friendly technologies.