VSD-OCSE Activity - Team P01

The analysis was conducted mostly on the stories implemented by the team.

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.*
    - **Farmer**: produce something that will not be sold
    - **Client**: personal information can be disclosed if not following security best practices
    - **Employee**: correctly recognize the people that will come to the shop in order to give them the right products
    - **Manager**: take decisions based on data without violating user privacy about orders
    - **Warehouse Manager**: treat uncollected food without spoiling it
    - **Warehouse Worker**: decide what to do with the products not picked up by users
    - **Delivery person**: manage the situation in which the customer cannot be found at home

- *A2. Generate a list of 3-5 indirect stakeholders. For each indirect stakeholder role, note at least one concern specific to that role*
    - **Workers on farms**: correctly declare the available number of products produced to avoid waste
    - **Seed and fertilizer companies**: supply the requested quantities even if increasing
    - **Agricultural credit institutions**: properly support innovative applications like this one

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*
    - **Privacy**: data should be treated in a fair way and in accordance to law
    - **Environmental factors**: reduce the production chain of the goods and eliminate waste.
    - **Trust**: the quality of the products sold by farmers must be high
    - **Inclusiveness**: any farmer it should be able to sell its products indiscriminately on our platform
    - **Universal usability**: any client must be able to place an order from his device, whatever the type
    - **Authorization**: each role must be specified exactly what actions are allowed/not allowed
    - **Client Satisfaction**: a customer must be able to remain satisfied after an order
    - **Identity**: the SPG group should be recognizable at a glance

- *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.*
  - **Trust:** refers to expectations that exist between people who can experience good will. It is important that customers trust the products and descriptions provided by the farmer and that they turn out to be true. Farmers also need to be able to trust customers to pay and collect required orders to avoid waste.

STEP C: *explore*

- *C1. Designate three primary values the system supports*
  - **Universal usability**
  - **Trust**
  - **Environmental factors**

- *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.*
  - **Environmental factors vs Inclusiveness**: farmers could sell third party products even if they are not local.
  - **Environmental factors vs Client Satisfaction:** a customer has the option not to pick up an order, but the food would be wasted
  - **Authorization vs Privacy**: a farmer should not be able to know the personal details of a customer even if he ordered from him

STEP D: adapt

- *D1. How would you change the system to mitigate value tensions? Describe analytically the changes.*
  - **Environmental factors vs Inclusiveness**: a client should be informed if a product is not local or seasonal before purchase
  - **Environmental factors vs Client Satisfaction:** third parties (charities) might be involved in the system to retrieve the goods uncollected by the clients.
  - **Authorization vs Privacy**: only employees should have access to the personal data of the customers

STEP E: *a look into the future*

- *E3. Check the assigned envisioning card (see Dropbox folder) and follow the activity.*

Five materials our system relies on are:
1. **Copper**: used for cables that supply energy both in the organization and in the servers and to the power grid
2. **Silicon**: at the base of the hardware used by all users of the system
3. **Glass**: used in high-speed fiber optic connection
4. **Plastic**: used to package products
5. **Coal**: used to power the electrical network of both users and servers

To investigate each material we have drawn up a table showing its characteristics. For each property we have rated the characteristic from one star (★) to five stars (★★★★★) in order to give an overall view.

	Durability	**Recyclability**	**Environmental impact**	**Human-made (HM)/ Found in nature (FiN)**
Copper	★★★	★★★★	★	FiN
Silicon	★★	★★	★★★	HM
Glass	★★★	★★★★	★★★	HM
Plastic	★	★★	★★★★★	HM
Coal	★	★	★★★★★	FiN

- *E4. Look back at the list of values provided in B1 and the definition of value in B2. How would you change them after considering the long-term view? Explain briefly why.*

Considering a long-term view of our app, we would like to improve those value:

- **Universal usability**:
  - A client should place an order even if they have visual difficulties

- **Environmental factors:**
  - All the casings could be changed into an organic material such as plastic, to adopt a plastic free approach
  - Choose a server provider that uses only sustainable energy to power the equipment. The electricity provider of the warehouse and the collection center could also be chosen based on   the sustainability of their raw material.