OCSE activity team P12

STEP A: envision

Direct Stakeholders:

- Shop Employee
  - Efficient management of the shop
- Farmer
  - Separation of concerns: only focus on producing quality items instead of managing logistics
  - Beat the great farmers' competition
- Customer
  - Knowledge of products' characteristics
  - Having home delivery for farmers' products
- Manager
  - Watch statistics about sold products
  - Efficient management of the system reality
- Delivery Person
  - Work sustainability
- Warehouse manager
  - Efficient management of the warehouse

Indirect Stakeholders:

- Competitors
  - Possible economical conflicts
- Food Standards Agency
  - Necessity to keep track of sold items for public safety
- City traffic
  - Localizing traffic through Delivery Persons and Warehouse managements (not relying anymore on large cargo ships or flights, reducing the number of people moving to large shopping centers to buy groceries)

STEP B: speculate

- Human welfare
- Ownership and property (storico ordini)
- Privacy
- Universal usability
- Trust
- Autonomy

- Informed consent
- Accountability
- Environmental sustainability
- Fair competitiveness

Fair competitiveness: Give small farmers and activities a fairer way to compete in the food related market. Allow the customers to experience foods from smaller and less known producers.

STEP C: explore

Main values:

- Trust
    - Trust that customers have in the system
    - Trust that the system has in farmers
- Autonomy
    - Allow users to choose products responsibly
    - Allow farmers to advertise freely their products
- Environmental sustainability
    - reduce food waste
    - lower scale of logistics

Tensions:

- Trust: people can be banned if they don't pick up their orders for too many times but they cannot access the service after the ban
    - Suspension system
- Autonomy: customers can choose freely from which farmers to buy but we have no way of quantifying the products quality
    - Add new product and display them in BrowseProducts
- Environmental sustainability vs market efficiency: prevent the waste of food even if it's not economically efficient. (?)
    - reduce food waste sharing unpicked food

STEP D: adapt

- Trust: Introduce higher flexibility in the suspension system in order to allow each user to justify the unpicked orders and allow the SPG management to give higher accessibility to certain users.
- Autonomy: Introduce a ranking system that allows to sort products by customers' opinions and slightly advantage "good products" over "mediocre products" without obscuring the ones with low/no reviews
- Environmental sustainability : Introduce a sharing food system for the unpicked food in order to give it to a local charity association selected by the shop employee.

STEP E: a look into the future

Remembering and Forgetting

Informations highlighted:

- Orders
- Objects currently present in the cart
- Products' characteristics
- Wallet's current status
- Delivery Person's timesheets

Informations obscured:

- Top up operations list
- Old forecasts of products' availabilities
- List of past deliveries for the delivery person

Rationale:

- Orders: kept and displayed in the system to be always visible to customers and shop employees
- Objects currently present in the cart: kept and displayed until the cart is emptied either by dropping its content or by placing an order
- Products' characteristics: fundamental to provide information about products' traceability
- Wallet's current status: to allow the user to know how much money is available in their own wallet
- Delivery Person's timesheet: to allow a delivery person to check its working hours and allow them to have sustainable working rhythm
- Top up operations list: not stored in the system because it would imply to have an unnecessary log of operations for each customer
- Old forecasts of products' availabilities: overwritten week by week because said data would be outdated and not meaningful anymore
- List of past deliveries for the delivery person: not stored because would be redundant in relation to the list of previous orders. It also allows better preservation of the customer's privacy by hiding the address' information when not necessary anymore.

Benefits and risks:

- Now:
    - Benefits:
        - Allows traceability of products, orders and deliveries to provide information, make estimates and forecasts.
    - Risks:
        - May imply privacy issues related to managing a wide amount of fresh data strictly related to customers' expenses and farmers' activity.
- In 10 years:
  - Accumulating dirty data, episodes of data loss or accidents may produce wrong or

misleading information
- Provides also long terms statistics
    - Benefits:
        - Market basket analysis and farmers' productions.
    - Risks:
        - Analysis on partial data, as remembered by our system can lead to severe misunderstanding of economic and geo-political trends (e.g., the increase of pricing for a particular item can be attributed to multiple reasons, yet our system can't help understanding which easily).
- In 50 years:
  - Keep historically relevant information about people's habits and local productions
  - Additional data can be mined from the wide dataset produced in time
    - Benefits:
        - Remember the habits in a certain period (e.g., what type of foods were bought 50 years ago).
    - Risks:
        - Very old data in our system can lose meaning for practical purposes.