



## Drafting an emerging picture

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### Instructions:

Using your researched information fill out the flowing comparing the current state of the art with what you think new (software) innovations could bring to the community

### Covering the orientations

Compare the left-hand column of the document "Technology configuration inventory" table with the right-hand column of the document "Community characteristics & orientation" table. What do you notice about the match (or mismatch) between your dominant community orientations and the current configuration of tools?

How well does the technology inventory cover the orientations? What themes emerged from both the community orientations and the technology configuration from your colleagues' notes

**Meetings (Relevance 1):** Second Harvest Food Rescue allows for limited meetings, the driver from the non-profit organization and the business that is donating the food meet up quickly just for picking up the food and placing it into the driver's car. Rescue Food also has quick meetings when the volunteer driver picks food from a business and drops it off at the decided service agency. Preplanned meetings are not an important orientation for applications like this, since so many different people are working together to ensure food is delivered, it is unlikely that longer meetings (in person or online) would provide any additional benefit. Food delivery apps (UberEATS, SkiptheDishes and DoorDash) also only have short face to face meetings when the driver pick up and drops off the food.

**Open ended conversations (Relevance 1):** Second Harvest Food Rescue has distributed conversations between the business and the organization because the organization lets the business know how many people their food has impacted during a particular donation and the business is able to post it to their website or on social media to show how they are giving back to their community. There is also casual conversation when the organizations' driver is picking up the donated food and valuable information could be passed along (about certain foods the organization is more in need or, what food is easier to distribute, how many people are relying on this particular organization to distribute food, what the organization is doing with the money the donated foods help them save (instead of spending money on food, since it is being donated, maybe they can focus on spending money on education programs, access to experts for rehabilitation, licensed therapists, panning activities or even maintenance of their building like cleaner washrooms)). Rescue Food has open ended conversations between the service agency and the business, since the agency can thank them for the food. Also, there is conversation between the driver and both the business and agency, when food is being picked and dropped there will be light conversation. Lastly, there is conversation between the business and the application in general, since the application allows the business to leave reviews on their website, the business is able to thank the application for preventing them from wasting so much food. Food delivery apps (UberEATS, SkiptheDishes and DoorDash) do not allow for much conversation, when they pick up food from restaurants it is very quick since they do not want the



person who ordered to wait and due to the COVID-19 pandemic, they often do not speak to the person who orders and leave the food by the door. If they do speak with the person who ordered, it is a very quick thank you and maybe a tip.

**Projects (Relevance 3):** Rescue Food relies heavily on creating project teams, the whole organization of Rescue Food works as a team to find volunteer drivers and businesses who wish to donate. The drivers, businesses and service agencies work as a team to limit food waste. Although it differs greatly from regular teams where there are planned meetings and deep collaboration, it is still a project team that works together to ensure the donated food reaches the service agency, and without the help of any of the individual members (business, drivers and agencies) it would not be possible to reduce food waste. Second Harvest Food Rescue relies on just the organization and the business working together, where the organization will work with the business and send a driver to bring the food to them. Food delivery apps (UberEATS, SkiptheDishes and DoorDash) have less of a project aspect, since it is the actual job of the restaurants and drivers to make and deliver the food, they are just doing their daily work and not collaborating towards an overall objective (like limiting waste).

**Content (Relevance 0):** For my project's orientation, the relevance of content is very low. However, for Rescue Food, Second Harvest Food Rescue and World Vision, posting content on their page is fundamental for letting businesses, organizations and the general public know not only the statistics of how much food was rescued, money was donated and meals were distributed but also ways that the applications are implementing changes, feedback and reviews from the businesses and organizations who donate and receive food. Food delivery apps (UberEATS, SkiptheDishes and DoorDash) post content frequently on social media, about coupons, new programs they are introducing, supporting local businesses, or posting about social awareness/donation websites.

**Access to expertise (Relevance 0):** There is not much use for access to expertise in this project's orientation and the technology configuration's also do not rely on experts since donating, driving and accepting food does not require any particular skill. Since both Rescue Food and Second Harvest Food Rescue accept food that can be used as ingredients (fruit, vegetables, milk) that may expire soon, there is no expertise at all since the food is not being cooked. However, they also accept leftover food that has been cooked, which may require some skill of the workers at the business who made the food, but even these workers are just doing their job making food and are not particular experts (like someone who goes to culinary school or a nutritionist who lets the organizations who accept food know what food they should be accepting more of for the health of the individuals who are consuming the donated food).

**Relationships (Relevance 3):** Rescue Food and Second Harvest Food Rescue place a large emphasis on relationships. They applications must first get to know and connect with the businesses that are offering food, and then with the services/organizations that are accepting the food. They want to know about the business, what food they can donate, time for pickups and days for pickup. They also update the businesses about how much they are helping the community. Relationship between the business and the application is extremely important so



that the businesses will continue to feel the need to donate their excess food. A relationship between the business and organization may also be important if a business would like their food to only be donated to that particular organization if they align with that organization's values. A relationship between the volunteer drivers for the Rescue Food app is also important, without the volunteers willing to drive the food to its destination, the food would not be getting picked up on time (or at all). The organizations/services must also build a strong relationship from the people who accept the donated food from them, some people are not comfortable with receiving help from others so it is the job the organizations to ensure these people are getting food to eat. Food delivery apps (UberEATS, SkiptheDishes and DoorDash), the restaurants must maintain a good relationship with the application (provided food in good condition) in order for them to continue using the application to deliver their food and the driver must also ensure they have a good relationship with the application (good delivery time, good service, ensure food is delivered in good condition) or else they could risk losing their job (cases of drivers eating the food meant to be delivered or forgetting to deliver the drink ordered with food).

**Individual participation (Relevance 5):** Rescue Food and Second Harvest Food Rescue rely completely on individual participation to function and work towards their goal of limiting food waste and donating food. If no business is willing to participate by donating the food, there is nothing to give to the organizations and therefore the people in need and the excess food will still be wasted. If no organizations accept the food, there is no one to help distribute the food to those in need and therefore the food will still be wasted. If no one is willing to participate by driving to the business and organization, then the food is not reaching the organization and thus, the people in need and will still be wasted. Food delivery apps (UberEATS, SkiptheDishes and DoorDash) also rely on individual participation to function, if no drivers want to drive the food to the people who ordered it, these applications would not exist. World Vision also relies on individual donations to help developing countries.

**Community cultivation (Relevance 4):** Rescue Food and Second Harvest Food Rescue rely on community cultivation to ensure that the people within their community are all working towards the goal of reducing food waste and feeding the people who need food. There is a lot of internal coordination when the restaurants post or fill in a form saying that they have excess food to donate and between the organizations who have to say they are willing to accept the food. If a restaurant gets too lazy to post when they have left over food, the food will get wasted and is not contributed to a good cause. And if the organization or volunteer drivers do not pick it up in the given time frame, they will not be able to get the food. There is a lot of internal coordination to ensure the food is posted, a driver has accepted to pick it and an organization knows it is on the way. If a driver picks it up and no organization accepts it, it would also be a waste and that's why it is important for all the members to coordinate. Lastly, the organization must also let the community know that they offer food for free to individuals who need it, if a business donates to an organization and no one shows up for the food donations, the food will also be wasted. Food delivery apps (UberEATS, SkiptheDishes and DoorDash), it is the same situation where a driver must accept to deliver food from a certain restaurant



	<p>and need to coordinate internally, by being able to choose where they pick it up from. If no drivers decide to pick up a certain order, that would also make a customer have a negative experience and maybe not want to use the application again. World Vision also relies on community cultivation, if no one was willing to donate money to them, their organization would not exist and be able to help developing countries. If no one in the internal organization was working towards distributing the donated money, it would also not exist.</p> <p>Service context (Relevance 4): Rescue Food and Second Harvest Food Rescue are both working towards the public mission of preventing food loss and feeding the individuals in their community who are food insecure. All teams on these applications have this same goal, the businesses by donating their food so they do not have to throw it away, the drivers by picking up and delivering the food so it is not wasted and the organizations who feed the food those in need so the food is not wasted. They make up an overall community that is working towards eliminating food waste and protecting our environment. Food delivery apps (UberEATS, SkiptheDishes and DoorDash) do not have an overall service context and are just doing their job by preparing and delivering food for the organization (the application). World Vision and their donors are working towards the public mission of serving those in developing communities around the world.</p>
<p><input type="checkbox"/> Are you almost there?</p> <p><input type="checkbox"/> Are there big gaps?</p>	<p>The available technologies are using a lot of the orientations that I emphasized for my project and are almost there with reaching the goal of No More Waste. The biggest gap that I see is the limitations of location, Rescue Food only works in Alberta and Manitoba and Second Harvest Food Rescue is based in Ontario. I would like to create a local application for the city of Regina. By focusing on Regina, the ability to build meaningful relationships with both shelters and restaurants will ensure there is more trust built between the shelter, restaurants and the application. It will also be easier to promote the application if it is based in Regina, restaurants may feel more comfortable knowing that it was built specifically for the city. Another gap in the available technology is the ability to donate the food to community fridges. Community fridges are very important so individuals who may not feel comfortable accepting food from shelters/organizations have access to it at the fridge whenever they want.</p>
<p>What is the range of skills? If their interests and/or skills are diverse, could it cause conflict or distraction?</p>	<p>The current applications (Rescue Food and Second Harvest Food Rescue) have complicated systems when letting a business register and have too much functionality on their webpages. Before being allowed to click on the “donate food” button on these websites, first the organization’s story is given and paragraphs are written about what they do and their history. Although this information is important, it should not be on every page. There should be a single page for information about the organization and the rest should have very simple and easy to find features. A restaurant will not want to search too hard to post that they have excess food. The excess food will likely be posted at the end of their work day and they might already be tired, having to go through an application with too much functionality might frustrate them or make them give up. That is why I would want to implement similar features like those in food delivery apps (UberEATS, SkiptheDishes and DoorDash) where it is easy to post the food, and allow a driver and shelter to accept it. Not only do restaurant owners likely already use a food delivery service to post their food so it will be easy for them to adapt to it, but also</p>

	drivers and shelters likely have used a food delivery service to buy food online. If food delivery drivers are also willing to drive donations, it would be very easy for them in particular to volunteer. Simple functionality will ensure that older users have an easy time adapting to this new technology.
Achieving integration	
Look at all the pieces of your configuration	
What level of integration and interoperability has been achieved?	Allowing users to post that they have food available, allowing drivers to pick it up and allowing shelters to accept it are already integrated in the technologies mentioned. A lot of them also use maps and chat features to track and contact drivers (food delivery apps).
Where are there big gaps	The biggest gap is creating this donation site as less of an organization website with its history and impact, and more of a simple, easy to use application like food delivery services. Making sure there is a quicker acceptance process and no long forms will keep everyone involved more interested, and be able to donate the food faster (since the approval of a restaurants and driver's application will be very quick).
Balancing the polarities (Current state)	
How is the configuration balanced with respect to each polarity?	
Synchronous >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>> Call features Meetings between driver/organization/business	<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<< Asynchronous  Chat features Email messages to volunteers Notifications
Participation >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>> Drivers picking up Organizations receiving and distributing donations Business posting excess food	<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<< Reification  Posting impact Posting stories Sharing of knowledge
Group >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>> Maps for businesses and organizations to see the driver's locations	<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<< Individual  Allows businesses the option to post Allows organization/drivers to accept donations
How well does this balance fit your community?	
Solution seeking	
In the new configuration, do you want your choice of tools to affect the polarities of your community in ways that differ from the current configuration? Which way?	

<b>Synchronous</b>	<b>Asynchronous</b>
Remains the same	Remains the same
<b>Participation</b>	<b>Reification</b>
Drivers picking up Shelters receiving and distributing donations Restaurants posting excess food Drivers being able to drop off to community fridges	No need to share knowledge on application (makes website too crowded) Post on social media instead to get the word around
<b>Group</b>	<b>Individual</b>
Getting rid of a mapping feature, is more of a “nice have” feature not “must have”  Focusing purely on Regina	Allows restaurants the option to post Allows shelters to accept Allows drivers to accept being a driver
<b>MVP notes</b>	
MVP 1: allowing a restaurant in Regina to register and post a listing stating they have excess food available (and stating a time for pickup)	
In this MVP, we will focus on the restaurants since we aim to limit their food waste, they must sign up and register as a restaurant	
MVP 2: allowing a shelter in Regina to register and accept the access food from a restaurant	
In this MVP, we will focus on the shelters since we aim for them to distribute the food to the homeless, they must sign up and register as a shelter	
MVP 3: allowing a driver in Regina to register and to accept the job of picking up and delivering the food	
In this MVP, we will focus on the volunteer drivers since they will be picking up and delivering the food to the homeless, they must sign up and register as a driver	