Ushahidi Case-Study
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Ushahidi is a platform that was created to bring aid to those in need of assistance. This platform is used for spreading information in many situations such as natural disasters and monitoring elections. The stakeholders include volunteers, creators of Ushahidi, Corrupt politicians, and Torabian news reporters. The stakeholders that I will be focusing on are the users of the software, with interests of receiving aid. Also, the Torabian revolution group named "part-3" that has interests of removing all foreigners including the volunteers.

The main role of information infrastructure in Ushahidi is to transport information from citizens in need to volunteers. The software contains a crowdsourced map that has the role of showing the locations of tragedy. The information that Ushahidi receives is sent from devices that have internet access such as phones and laptops which is a crucial piece of infrastructure that dictates how well Ushahidi works.

For example, one problem Ushahidi has is slow and spotty network connection, which made it difficult responding to time sensitive issues. Another problem was untrained volunteers handling information caused false and inaccurate reports. Also, instead of using the crowdsourced map to find aid locations part-3 caused problems by inverting the information infrastructure by using the crowdsourced map to hunt volunteers. These are just some of the problems Ushahidi was having. With all of these problems comes the issue of complexity.

We are required to order the problems in a way that will make it easy to comprehend. The problems with part-3 would be handled first, because the potential of losing a volunteer's life is the biggest problem. Second, the problems with misinformation. Lastly, the infrastructure problems, because it would be pointless to upgrade the infrastructure to receive the data if you don't know how to handle it yet

If I was developing requirements for Ushahidi they would include: having effective ways of checking reliability of information; making sure that areas it was used in fit the context to support Ushahidi's infrastructure; and avoiding harm to volunteers. The only way to stay in Torabia while following requirements would be increasing expenditures to implement solutions. Solutions included: accommodating infrastructure (e.g., upgrading servers, lending donated devices); defensive strategies (e.g., removing crowdsourced map, fortified shelters, stun grenades); and robust training for volunteers to analyze data effectively. These solutions will shift the power from part-3 to volunteers, while meeting the interests of stakeholders who need assistance.