

Technology configuration inventory

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Instructions

It is useful to inventory the current technology configuration of the community, i.e., the current technology that the people working, learning, advancing knowledge (etc.) in the specific area you are engineering software for are using, as a way to understand the community better and what matters to them better. If yours is a new community, it may not have any specific technology yet, but even for brand new communities, the current configuration may not be empty, for instance if general tools like email or phone are going to be used. You can use a version of the table on the next page to inventory and analyze the current configuration of your community:

1. Get the big picture. Research the area and make a list of all the platforms and stand-alone tools in your community's configuration as best you can
2. For each platform, list the tools and check the ones that are being used. Why are some not being used? Are there duplicates? Are there issues around integration between tools?
3. To the left, make a note of which community activities/orientations the tools currently support in your community
4. To the right, identify the key features of tools. Are some of these features commonly or rarely used? What are the reasons for that?
5. Assess actual tool use if you can. Identify which are dominant and which are only used by smaller groups and individuals.

NOTE: Add new rows as needed below. Please know your search should be as exhaustive as possible given the area you are researching

Platform: Facebook Marketplace	Platform type or name Online Marketplace		
Supported activities	Tools	Key features	Usage notes
Post items to sell	listing creation tool for sellers to post items	list items with photos, prices and descriptions	Use clear and accurate images and descriptions when listing items for sale.
Discover products	search and filter tools	filter by location, category, price, etc	Save favorite listings for future consideration
Connect with people for transactions	Facebook Messenger	communication for transaction	verify credibility and arrange meet up details

Stand-alone tool Facebook Groups	Tool type or name Social Networking Platform Feature (within Facebook)
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Supported activities	Tool	Key features	Usage notes
Joining and creating communities based on shared interests, goals, or affiliations	Group creation tool for forming a new group	Joining various public, private, or secret groups based on interests or affiliations	Choose groups aligned with your interests, expertise, or objectives to maximize engagement and relevance.
Participating in discussions and sharing content within these communities	Posts and discussions for sharing content and engaging with group members	Engaging in discussions, polls, and sharing relevant content with fellow group members	Participate actively by sharing valuable insights, content, or expertise that contribute to the group's discussions and goals.
Posting items for sale or trade and interacting with potential buyers or traders	Posts and comments for sharing item listings, negotiations, and inquiries	Joining specialized trading groups based on item categories (e.g., electronics, clothing, collectibles)	Clearly outline the terms of the trade, including conditions, shipping, and any additional costs or arrangements. I've noticed that all groups even for strictly trading only sell items that never actually trade.
Negotiating prices, terms, and conditions for transactions	Notifications for updates on posts, messages, and group activity	Building a network of fellow buyers and enthusiasts for regular selling opportunities	Be responsive to messages and inquiries to ensure a smooth experience and build trust within the community.