Driessen scheduling system

The technology's main purpose is to make easier the way the meetings between job candidates and recruiters are scheduled.

Created by: Team Rotterdam

Created on: October 10, 2022 12:17 PM

Changed on: October 10, 2022 12:17 PM

Context of use: Education Level of education: Bachelor

# Impact on society

What impact is expected from your technology?

## What is exactly the problem? Is it really a problem? Are you sure?

The current Driessen application offers a working way of making appointments between recruiters and candidates. However, this method needs some updates, since at the moment all agreements like when a meeting is going to take place and where, are discussed by email. The appointment also needs to be added to the calendar manually. This can be done a lot easier and the Rotterdam team is going to provide this easier way.

## Are you sure that this technology is solving the RIGHT problem?

The application is almost fully automating the process of creating appointments between recruiters and candidates. And since this is the problem our client presented to us, this is what the application will take care of.

## How is this technology going to solve the problem?

The main goal of the Driessen scheduling system software is to allow the job candidates to schedule an appointment with job recruiters from Driessen by themselves. With the new system, the way of making appointments between the two parties will change completely, since at the moment the job recruiters are engaged with manually scheduling the appointment.

By introducing the new software, the flow will be optimized in a way to make the whole process easier for both the recruiters and the candidates. By allowing the candidates to see the available time slots for meetings with their recruiter at a specific date, a lot of effort and workflow will be relief from the Driessen employees, since they won’t have to think about when the job seeker is available or how to reschedule their calendars to match with all the applicant’s wishes.

## What negative effects do you expect from this technology?

Since the application isn’t a very big change in the Driessen application, but a viable one, there won’t be much negative effects coming out of this update. However, because of the almost fully automation of the process of creating appointments, some miscommunications might form because of the lack of human contact. Though these problems can be quickly resolved by simply sending an email.

# Hateful and criminal actors

What can bad actors do with your technology?

## In which way can the technology be used to break the law or avoid the consequences of breaking the law?

Our technology isn’t introducing any new functionalities to the Driessen application. This makes the cances of breaking the law using this technology very small. In fact, there’s no chance. Our applications offers no opportunities for malicious users to break the law.

## Can fakers, thieves or scammers abuse the technology?

No. The only way a criminal actor could use our application for their own good, is by choosing a location where they could rob/harm the recruiter. This could only happen if the candidate could choose the meeting location, but this is tied to the vacancy itself. And, this is quite extreme and probably wouldn’t happen anyway.

## Can the technology be used against certain (ethnic) groups or (social) classes?

There isn’t much candidate information given to a recruiter when it wants to start the process of planning an application, but a name and email. So the recruiter wouldn’t be able to recognize a social class of the candidate. However, a name cán say something about the candidate. For instance, if a candidate is named Yiyu Chen, the recruiter will (sub)consciously assume that the ethnic group of this candidate will probably be Asian. Now if this recruiter happens to dislike this ethnic group, they could (in theory) give the candidate a hard time when creating an appointment. Though this is also quite an extreme scenario.

## In which way can bad actors use this technology to pit certain groups against each other? These groups can be, but are not constrained to, ethnic, social, political or religious groups.

None. There won’t be any actual human contact when using this application, so no these things can not occur.

# Privacy

Are you considering the privacy & personal data of the users of your technology?

## Does the technology register personal data? If yes, what personal data?

Yes, it does. For recruiters, it registers their full name and email address, though this is already stored by the Driessen application as well. For candidates, the Driessen application stores the name of the candidate and the email as well. This also gets stored in our own application.

## Do you think the technology invades the privacy of the stakeholders? If yes, in what way?

No, since the application doesn’t actually look into the calendar of a recruiter to see what they are doing, just if they don’t have a meeting planned during working hours.

## In which way can you imagine a future impact of the collection of personal data?

In case of certain privacy policies updating in the future, not allowing companies to store email addresses, names, etc., there will no longer be a way for the application to work, since all information is crucial to contact the candidate.

Since the project is a standalone application, there won't is as much personal data in it as in the Driessen application, when it comes to the candidate information. The only thing a candidate can see in the application is the page where he/ she plans their meeting. They won’t even get the chance to “invade” someone’s privacy. There are only a couple of things that are shown to all recruiters in terms of account information. These things are the name of the candidate and his/her email. All recruiters can see all assigned candidates per vacancy, as well as all appointments and the specific information per appointment since this is needed if a recruiter wishes to switch the assigned recruiter for an appointment.

# Stakeholders

Have you considered all stakeholders?

There are two, or three types of stakeholders. It depends on how you look at it. The first stakeholder is the candidate. This stakeholder will only use our application once they’ve received a link in their email. The only thing they can do is select the time and date of when they’ll have a meeting with a designated recruiter. The next stakeholder would be the recruiter. They can use the application to see all vacancies, candidates who applied, and all planned appointments they’re assigned to. The admin is as good as the same user, though it can see all appointments, for all recruiters.

# Data

Is data in your technology properly used?

## Are you familiar with the fundamental shortcomings and pitfalls of data and do you take this sufciently into account in the technology?

The team doesn’t use actual Driessen data. However, this doesn’t mean that the data uses won’t be similar to the team’s placeholder data. A user will still have an email, name, password, etc. This data doesn’t have any shortcomings, since it’s not too complicated. If there are any shortcomings to an account’s data it can simply be edited in Driessen’s already existing application as well.

## In what way do you consider the fact that data is collected from the users?

There is no data collected for any users, it is simply updated, like the calendar. This data isn’t used by the team, since there is no business model behind their application.

## Now that you have thought hard about the impact of data on this technology, what improvements would you like to make? List them below.

Currently, there will be no changes made to the use of data in the application, this will probabli stay this way.

# Inclusivity

Is your technology fair for everyone?

## Will everyone have access to the technology?

Yes. Anyone with a computer and an email address will have access to this application. However it would be handy for the user to live in the Netherlands, or close to it, since all the vacancies will be for jobs located in the Netherlands.

## Does this technology have a built-in bias?

No, of course not. If this would be the case, it would be able to influence the chance of candidates getting to plan an appointment more often or not. Besides that, there is no data the application can use to discriminate candidates.

## Does this technology make automatic decisions and how do you account for them?

No, all decisions are made by the users. This can be the admin and the recruiter, but also the candidate.

## Is everyone beneftting from the technology or only a a small group? Do you see this as a problem? Why/why not?

Everyone can benefit from this technology, since it makes the job for the recruiters easier, as well as for the candidates. This will also have an influence on the amount of appointments being made, which then results in more vacancies being filled.

## Does the team that creates the technology represent the diversity of our society?

Though the team is around the same age (the youngest one being 17 years old and the oldest one 24 years old), the team still is quite diverse. There are three different nationalities between the teammembers which also causes some cultural differences.

# Transparency

Are you transparent about how your technology works?

No. When making the technology, the team tries to

# Sustainability

Is your technology environmentally sustainable?

## In what way is the direct and indirect energy use of this technology taken into account?

For developing our system we have to make use of a database that runs on a server of school, this school server is energy-consuming. Furthermore, we use MS graphs to schedule an appointment. This software uses Microsoft Azure services. We can reduce the use of energy when making our application by making use of local databases where we can run our database on.

Do you think alternative materials could have been considered in the technology?

This question is unnecessary because we create a software-based product.

Do you think the lifespan of the technology is realistic?

Yes.

## What is the hidden impact of the technology on the whole chain?

There is no hidden impact regarding our technology.

## Now that you have thought hard about the sustainability of this technology, what improvements would you like to make? List them below

Currently, we do not have a certain improvement in our sustainability. This is because we don’t use a lot of things that can more sustainable.

# Future

Did you consider future impact?

## What could happen with this technology in the future?

The system of how our scheduling system works will stay the same. On the other hand, there could be a possibility Microsoft will go bankrupt or they will stop supporting Microsoft Graph API. When this happens there needs to be another software solution for scheduling an appointment.

## Sketch a future scenario (s) (20-50 years upfront) regarding the technology with the help of storytelling. Start with at least one utopian scenario.

Joe is 30 years old, he just finished his Ph.D. medical studies. He wants to find a job on the website Driessen. He finds an amazing vacancy to apply for.

After this, a day went by and he receives a mail from a recruiter about that vacancy, he clicks the link that was in the mail and he is redirected to a page where he can schedule an appointment with a recruiter. After he filled in his ideal information he can now view his calendar when the meeting will take place.

After a few days, the meeting is about to start and Joe can simply go to his calendar located in the mail and click ‘join the meeting’. After 30 minutes of conversation, he gets an invite to come for a trial day.

A week after the trial day, Joe gets the Job and is excited to work.

## Sketch a future scenario (s) (20-50 years upfront) regarding the technology with the help of storytelling. Start with at least one dystopian scenario.

Karen is 25 years old, an alone mother with one kid. Karen could not finish her study and is now searching for a job so she can take care of her kid. Karen saw a vacancy she could apply for on the site Driessen.

The internet is very fragile, and cyber hackers are active, especially with bad intentions. Driessen cannot afford more security and is about to go bankrupt.

Karen makes an appointment with a recruiter. This meeting needs to be physical, at a certain location. Karen goes with his kid to the meeting because the kid cannot be home alone.

When Karen arrived at the location, her kid gets kidnapped and the vacancy was a fake one by some cyber hackers. They ask Karen to send crypto to a certain wallet which she does and eventually after some horrible days she gets her kid back.

## What happens if the technology (which you have thought of as ethically well-considered) is bought or taken over by another party?

Maybe it will not be the same as we intended it to be. We have not taken any measures to prevent this.

## Impact Improvement: Now that you have thought hard about the future impact of the technology, what improvements would you like to make? List them below.

The main improvement that comes to mind is the security of the application. We will continue to strive for optimizing security.