IMPROVEMENTSCAN - CANVAS Eindhoven Engine Reading Helper (EERH)

NAME: Eindhoven Engine Reading Helper (EERH)

TICT

DATE: May 1, 2025 1:15 PM

DESCRIPTION OF TECHNOLOGY

People affected by Low Literacy (LL) may need help with paperwork and letters (from the city hall, medicals, finances, etc.) and therefore struggle to participate equally in society. The EERH aims to empower LL to gain autonomy and self-determination by digitalising written letters and making the information more accessible.

…

HUMAN VALUES

TRANSPARENCY

IMPACT ON SOCIETY

The technology could be trained on data specifically provided by the relevant institutions (like the city hall). This can help to detect fraud and increase the reliability and quality of the answers.

The technology should include different features to communicate the results, like image, video, and sound options. But also the original text should be censored to ensure data privacy and prevent data abuse.

STAKEHOLDERS

SUSTAINABILITY

HATEFUL AND CRIMINAL ACTORS

The technology should be designed for and with as diverse a group of people as possible, to prevent exclusion and discrimination.

The intentions and interests of the different stakeholders should be thoroughly analysed. Especially, as the solution becomes more and more concrete as a business case.

The solutions should be frequently evaluated and tested for…

DATA

FUTURE

The technology is not yet on a commercial level but is still in prototyping and development. We have to make sure that we are prepared for different possible scenarios, as the technology progresses. Core elements are:

- Constant feedback and monitoring of the intended and actual usage or impact of the technology
- Adding more advanced privacy and security features. Data that is not stored can not be misused.…

PRIVACY

The highest priority for such a technology is to ensure that the personal information can not be linked to the individual. There has to be ways of censoring and deleting all data that can be traced back to the user!

INCLUSIVITY

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HUMAN VALUES

Now that you have thought hard about the impact of your technology on human values, what improvements…

If you think about the impact of this technology on human values and needs. If you think about how this technology affects the identity of the user, the autonomy of the user (can the users make their own decisions?) and the health and well-being of the user. If you think about all that, what improvement would you (want to) make? In the technology?…

TRANSPARENCY

Now that you have thought hard about the transparency of this technology, what improvements would you like t…

If you think about the communication on the way the technology works and the businessmodel. If you think about the explanation on automatic decisions that are made. If you think about complaint procedures and transparency on possible negative effects. If you think about all that, what would you (want to) improve? In the technology? In context?…

IMPACT ON SOCIETY

Now that you have thought hard about the impact of this technology on society (by filling out the questions…

If you think about the real problem this technology is going to solve. If you think about the ability of this technology to solve the real problem. If you think about possible negative effects and whether this technology will contribute to a world you want to live in. If you think about all that, what improvements would you make? In technology? In context? In use?…

STAKEHOLDERS

Now that you have thought hard about all stakeholders, what improvements would you like to make? List them…

If you think about all stakeholders of this technology. If you think about stakeholders that are less obvious. If you think about the way certain stakeholders are affected by this technology and if you want to take them into consideration. If you think about all that, what would you (want to) improve? In the technology? In context? In use?…

SUSTAINABILITY

Now that you have thought hard about the sustainability of this technology, what improvements would you like t…

If you think about the direct and indirect energy use and the materials that are used in the technology. If you think about the lifespan of the technology and the hidden environmental impact of the technology. If you think about all that, what improvements would you (want to) make? In the technology? In context? In use?…

HATEFUL AND CRIMINAL ACTORS

Now that you have thought hard about how bad actors can impact this technology, what improvements would…

If you think about this technology being used to break the law, or avoid the consequences of breaking the law, or to be used against certain groups, or to attack the truth or to pit certain groups against each other. If you think about all of that, what improvements would you (want to) make? In the technology? In context? In use?…

DATA

Now that you have thought hard about the impact of data on this technology, what improvements would you…

If you think about the limitations of data. Things like subjectivity, incomplete datasets and so on. If you think about the way new insights are handled. If you think about the sustainability of the collection of data or the data that is collected from the users. If you think about all that, what would you (want to) improve? In the technology? In context?…

FUTURE

Impact Improvement: Now that you have thought hard about the future impact of the technology, what…

If you think about an utopian and a dystopian scenario. If you think about the way this technology can change the world. If you think about the consequences of a different party buying your technology. If you think about all that, what would you (want to) improve? In the technology? In context? In use?
…

PRIVACY

Now that you have thought hard about privacy and data protection, what improvements would you like to make?…

If you think about this technology invading someone's privacy or collecting personal data and if you think about the way this technology is compliant with prevailing law and mitigates dataprotection risks and concerns. If you think about all that, what improvements would you (want to) make? In the technology? In context? In use?…

INCLUSIVITY

Now that you have thought hard about the inclusivity of the technology, what improvements would you like to…

If you think about accessibility to this technology. If you think about built in biases or automatic decisions that may be biased. If you think about who is benefitting from this technology and the diversity of the team that creates the technology. If you think about all that, what improvements would you (want to) make? In the technology? In context? In… use?

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