



WHISTLE BLOWING SYSTEM

Terms of Reference



[DATE]

[COMPANY NAME]

[Company address]

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1.0 Introduction

This document describes the terms of reference for the hackathon to build the whistle blower system.

2.0 System Functional Requirements

The successful solution will provide the following functionalities:

No.	Feature	Description
1.	Core	<ul style="list-style-type: none">Capabilities of utilizing a forensic call centre platform and integrated database to facilitate trend reporting and benchmarking.
No.	Feature	Description
2	Confidentiality	Ability to keep all identities confidential throughout the investigation process. Whether it is the reporting person, anyone who has helped or any individual named in the report in connection with wrongdoing, the channel needs to be able to keep these names private as the case continues.
3.	Easy-to-use	The solution or system must be easy to use and device neutral, i.e. it should be accessed via a mobile phone, Computer or other device to make a report.,
4.	Role Based Access	Only the designated person or function should be able to access details of each case as it is ongoing.
5.	Reporting	<ul style="list-style-type: none">A reporting function that would facilitate tracking of the progress of each case (case type), pace of investigations (case assignment) and response time (case closed/open).Telephonic reporting: In terms of telephonic reporting the system should have a case capture interface to be used by the Desk Agents manning the Whistleblower Call Centre. .Web reporting: The web facility should be accessible via smart phone and other recognizable electronic devices.Data processing storage:The system should record all incoming calls. The recording device must be activated as soon as a call is received without being overridden by the forensic agent. Telephone audio data must be recorded on a hard disk for subsequent retrievals and/or archiving. Each telephone conversation should be recorded as a separate file and may be accessed directly should this be required.All recordings must be backed up and securely stored off-site in a secure place.A hotline report before middayA hotline report received in the afternoon.

		<ul style="list-style-type: none"> • A hotline report received late Friday afternoon and/or during the weekend. • A hotline report that received over public holidays. • Urgent information that needs to be acted upon immediately
6.	On-line Whistleblower Report Form	<p>The on-line Whistleblower Report Form should include the following information:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Reporter's contact (<i>Not Required</i>) <input type="checkbox"/> Suspect(s) information <input type="checkbox"/> Witness(es) (witnesses that can confirm the allegation) <input type="checkbox"/> Complaint <ul style="list-style-type: none"> o What wrongdoing occurred? o Who did the wrongdoing? o When did this occur? o Where did this happen (Department)? <ul style="list-style-type: none"> o What enabled this to happen (How)?

3.0 System Design and Deployment Configuration

The final solution must incorporate a micro-services design architecture with clear separation of the presentation layers, business logic layers and data layers. The chosen deployment approach must be cloud ready.

4.0 Implementation Technologies

The solution will be expected to be implemented using the following technology stack:

- Front End Frameworks: Angular, React, Vaadin, .NET core
- Back End Frameworks: Spring Java, JEE, NodeJs, .NET core
- Database: MySQL or PostgreSQL
- Programming languages: TypeScript, Java , C# or Python

5.0 Timelines

The successful submission should be implemented within four weeks.