

**Community Tools Against Corruption**

**Vision ad requirements.**

# 1 Background

The problem of corruption is recognized as one of the biggest challenges in any country. It is also regarded as something abstract and distant from everyday lives of citizens, who do not relate to corruption and neither see it affecting their welfare and quality of life. One of the reasons is the limited awareness and understanding of its ramifications and effects. An effective call to action against corruption is based on the gradual education, raising awareness and mobilizing people in condemning corruption to a larger scale and extent.

The **Community Tools Against Corruption (CTAC)** was initially implemented by the e-Governance Academy Foundation (Estonia) and Center for Policies and Reforms (Moldova) with the support of and the Estonian Ministry of Foreign Affairs from the funds of development cooperation and humanitarian aid, the Soros-Moldova Foundation and the Open Society Foundations. The general aim of the project was to make the society in Moldova more aware of corruption at all levels and more active in confronting it by educating, engaging and empowering the population to act against corruption through the use of ICT tools*.* To

that end, **the anti-corruption interactive web platform** was developed. It provide

information about different aspect of corruption, will enable the users to advance their knowledge on corruption from different perspectives and will provide the users with the opportunity to report corruption-prone procedures and everyday life situations.

CTAC platform may be reused in any country with few adjustments

# 2 Objectives of the platform

The platform has following objectives:

**The educative objective**

The platform provide the general information about different forms of corruption and

enable the citizens to advance their knowledge on corruption.

**The mobilizing objective**

The platform smobilize the online community who contribute to crowdsourcing descriptions

of situations favorable for corruption.

**The advocating objective**

The platform provide the space for dissemination of advocacy activities.

**The community-building objective**

the platform enable a user to join the community of people interested in anticorruption

activities and to receive the information related to this area.

# 3 Scope of work

The platform enables to achieve the objectives described above and to perform functionalities explained below.

## 3.1 Homepage

The homepage display in a striking manner (i.e. drawing user’s attention to) the following 4 press buttons: ***“LEARN”, “TEST“, “REPORT“, “BE INVOLVED****“* (NB! the titles are subject to change). These press buttons should lead to the main modules of the platform, described below. In addition to this, the homepage should display:

* newsfeed and news archive about advocacy activities;
* project- and platform-related information with logos of partners (eGA and CPR) and funding institutions (OSI and MFA of Estonia);
* brief statistics on reporting visualized graphically;
* the links to social media of CPR (FB, twitter etc);
* contacts of CPR;
* CPR newsletter subscribe box

The homepage concise and not overloaded with information. It should guide the user to he main modules.

*Adjustments for new locations:*

* The design of homepage is offered by the Contractor and will get approval from the Customer.
* The Customer will provide drafts of information materials that the Contractor has to consider while developing web-design. All other pages should follow the same style.
* The structure and description of the newsfeed is offered by the Contractor and will get
* approval from the Customer.
* The presentation of statistics (graphical visualization) is offered by the Contractor and will get approval from the Customer.
* The platform should include tools for administrators to change elements of homepage and tools for administration of newsfeed.

## 3.2 Educative module

### 3.2.1 LEARN page

After pressing the button *“****LEARN****”* on the homepage the user is directed to ***the LEARN page*** with general descriptive texts about different categories of corruption. Different categories of corruption are displayed after opening ***the LEARN page***. Every category has a descriptive text (text area incl. opportunity for multimedia). The descriptive texts are meant for advancing the user’s knowledge on the essence of concrete category of corruption and its legal consequences. Initial list of categories (up to 10 categories):

● category 1;

* + descriptive text 1

● category 2;

* + descriptive text 2

On the LEARN page the user should notice the opportunity to test his or her knowledge on

corruption. Somewhere on a notable spot the text **“Do you recognize corruption? Test yourself HERE”** should be displayed. Pressing the button “**HERE**” leads to ***the TEST page***.

***The LEARN page*** has to promote other pages, i.e. should have buttons “***REPORT***” and ***“BE ENGAGED”*** somewhere on a notable spot.

The list of categories and descriptive texts will be prepared by the Customer.

Platform has to include tools for administrators to generate and edit any piece of content.

*Tasks of the Customer and the Contractor:*

* The initial content of ***the LEARN page*** will be prepared by the Customer.
* The design of ***the LEARN page*** will be prepared by the Contractor and will get approval fromthe Customer.

### 3.2.2 TEST page

After pressing the button *“****TEST****”* on the homepage or on other pages the user is directed to ***the TEST page*** with a questionnaire that has to enable the user to advance his or her knowledge on different aspects of corruption. It has to provide the respondent with the possibility to select one answer from two options as a response to a question or dilemma concerning corruption. Depending on the concrete answer, the user is given an explanation, whether the chosen pattern of behaviour is recommended or not and what is the reason.

The ***TEST page*** starts with the explanation of the purpose of the questionnaire (textual, up to 1000 symbols). The press button “START” is visible; this leads to the first question. The question, the answer and the explanation are text areas, but should also include possibility to add pictures, videos, hyperlinks. Maximum length of the question is up to 1000 symbols. Maximum length of the description of every possible answer is 256 symbols. Maximum length of description of everyexplanation is 1000 symbols. Maximum number of possible answers for a concrete question is 2. Maximum number of questions in total - 10, of answers - 20, of explanations - 20. After selecting the preferred answer, the press button “NEXT” is displayed.

When all questions are answered following information is displayed: the text, which thanks the user for taking the test; the percentage of correct answers of a concrete user; depending on the

percentage/number of correct answers the advice for further activities (text area); an invitation to join community *(*button leading to ***the BE INVOLVED page****)*; to report *(*button leading to ***the REPORT page****)* and to learn more about the corruption (button leading to ***the LEARN page***). The user should also have the opportunity to share his or her TEST result on social media.

Platform has to include tools for administrators to generate and edit any piece of content. The

questions, the answers and explanations should be configured by the administrator. The

administrator should be able to see the statistics of the answers to the questions (in order to analyse the results, for instance, which question gathered most correct or wrong answers).

Statistics contain the following fields:

● Range number of concrete user (generated by platform)

● Date

● Number of correct answers per concrete user

● All answers of all questions of concrete user

● Total number of users

All statistics should be archived. It has to be possible to start gathering statistics from scratch (for example after changing of questions). The platform should include the tool for downloading statistics in CSV and XML format for processing data with external tools.

*Tasks of the Customer and the Contractor:*

* The initial content of ***the TEST page*** will be prepared by the Customer.
* The design of ***the TEST page*** shall be prepared by the Contractor and will get approval from the Customer.

## 3.3 Reporting module

### 3.3.1 REPORT page

After pressing the button “***REPORT***” on the homepage the user is directed to ***the REPORT page****.*

***The REPORT page*** aims at providing the user with the opportunity to report corruption-prone situations and procedures.

The explanatory text about the conditions of reporting should be clearly visible on ***the REPORT page***. Also, the good code of conduct should be displayed (text area).

The reporting template appears on ***the REPORT page*** with a text **“Do you know a corruption case?”** (text is subject to change). The user selects answers from the dropdown menus of the template that are predefined and inserts the required text into the blank fields. The template should not overburden the user, but at the same time should provide enough information for statistics.

The template for the user contains the following fields:

● Title (mandatory for the user)

● Institution (mandatory for the user)  
User is inserting the name of the institution and automatic suggestion from the list. If theinstitution is not suggested, the new one can be typed by the user. The new institutions are added to the list of existing institutions.  
If the institution indicated has subdivisions, following fields appear additionally:

* + the field for indicating a subdivision (with a dropdown menu)
  + the field for indicating the type of procedure (with a dropdown menu)

● Type of problem with a dropdown menu (optional for the user)

● Description of the report (1000 symbols) (mandatory for the user)

● Upload a file - photo, pdf, videos, audios, links (optional for the user)

List of institutions, subdivisions, types of procedure and types of problem will be provided by the Customer.

Users can report anonymously, but can also insert his or her name (optional) and leave his or her contact details after submission of the report (optional, see details below).

After submitting the report (pressing the button “***REPORT***”), the text thanking the user for the input and further instructions on what happens with report are displayed (text area). Also, on the same page the user is asked, whether he or she wishes to leave contact details (name and e-mail) in order for administrators of the platform to be able to contact the user in case of additional questions. The fields for inserting the name and the e-mail are displayed below the question. The user that provided the e-mail as a further contact regarding the report, gets an automatic notification, when the report has been approved by the moderator and is publicly available on the platform. The link to the report on the platform is provided in the notification text. Also, the second question is displayed asking whether the user is interested in the news regarding corruption. The link is provided that leads to ***the BE ENGAGED*** page.

Users’ reports are publicly displayed on ***the REPORT page*** only after moderation by the

administrator. Public reports can be shared to social media, where further commenting and

discussion takes place. Types of social media will be specified by the Customer.

***The REPORT page*** also displays the statistics on the submitted reports: per institution, per problem, per procedure.

Platform should include tools for archiving reports. The database of reports is created.

Statistics for every report should include the following data:

● Range number of concrete user (generated by platform)

● Date

● Name (if exists) or anonymous

● E-mail (if exists)

● IP address

● Institution

● Subdivision (if exists)

● Type of procedure (if exists)

● Type of problem (if exists)

● Title of the report

● Text of the report

● Text after editing by administrators

Press buttons “***LEARN***” “***TEST***” and ***“BE ENGAGED”*** should be visible on this page.

Platform has to include tools for administrators to generate and edit any piece of content.

All reports should be archived. It has to be possible to start gathering REPORT statistics from scratch(for example, after changing of structure of report). The platform should include the tool for downloading REPORT statistics in CSV and XML format for processing data with external tools.

*Tasks of the Customer and the Contractor:*

* The initial content of ***the REPORT page*** (incl. the lists of institutions, subdivisions, types of procedure and types of problem) will be provided by the Customer.
* The design of ***the REPORT page*** will be prepared by the Contractor and will get approval from the Customer.
* The presentation of statistics (graphical visualization) of ***the REPORT page*** is offered by the Contractor and will get approval from the Customer.

## 3.4 Community-building module

## 3.4.1 BE INVOLVED page

After pressing the button “***BE INVOLVED***” on the homepage and on other pages the user is directed to ***the BE INVOLVED page****,* where the introductory text about the aim of the community, the opportunities to contribute to anti-corruption activities is displayed (events, actions, information letters). The page should also enable to upload videos.

The note on the usage of personal data protection should be displayed.

The registration template should contain the following fields:

● Name (mandatory)

● Email (mandatory)

● Phone (optional)

● link to FB account (optional)

Platform will gather following data about involved persons:

● Name (mandatory)

● e-mail (mandatory)

● phone

● link to FB account

● date of involvement

● date of leaving

● reason of leaving

After registration, the user should receive the e-mail confirmation.

The unsubscription from the list should be available.

*Tasks of the Customer and the Contractor:*

* The initial content of ***the BE ENGAGED page*** will be prepared by the Customer.
* The design of ***the BE ENGAGED page*** will be prepared by the Contractor and will get approval from the Customer.
* Alternative methods for unsubscription from the list and collection of feedback regarding the reasons of leaving the list will be prepared by the Contractor and will get approval from the Customer.

## 3.5 Administration of the platform

Platform includes the environment for administrators. This environment and tools will open for

them after login. Design and structure of administrator’s environment will be developed by the

Contractor and will be approved by the Customer. Administration manual has to be prepared.

The role of the administrator is to manage the information provision on the platform, to configure all modules (incl. to manage and edit reports), detect abuses, block spammers, analyse and display statistics. More detailed description of administration tasks is provided above per each functionality.

*Tasks of the Customer and the Contractor:*

* The detailed description of the back-end is expected from the Contractor and will get approval from the Customer.

## 3.6 Multilingualism

Platform shall support multilingualism. The list of supported languages will be specified in the

configuration of platform. For every supported language shall be provided corresponding language file, which translates all interface elements. The initial supported languages are: RO, EN, RU. The initial content of the platform will be in RO. The Customer will provide translations.

## 3.7 User groups. Authentication and authorization

Platform should support 2 types of users:

● **Anonymous users** may use platform without procedure of login

● **Administrators** of platform are involved users whom is granted the right for administration of the platform.

## 3.8 Technical requirements

Platform should be built on the open source software products and open standards. For

implementing, managing and using the platform there should be no need for obtaining any

additional commercial products or tools. Platform should be implemented by using open source

operating systems.

Any browser (including browsers of mobile devices) can be used.

Web platform should be mobile friendly, and be compatible with all mobile devices.

*Tasks of the Customer and the Contractor:*

* The mobile design with adjusted features is expected from the Contractor and will get approval from the Customer.

## 3.9 Additional features

Platform has to be user-friendly, available for users with disabilities (minimum WCAG 2.0 AA level), connected to Google Analytics, Facebook Pixel and Mailchimp or similar alternatives.

Software and documentation will be published in eGA github.

# 4 Licenses

The platform will be developed based on an open-source software European Union Public License EUPL 1.2. To view a copy of this license, visit:

https://joinup.ec.europa.eu/sites/default/files/custom-page/attachment/eupl\_v1.2\_en.pdf

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# 5 Intellectual property rights

Copyright for the developed platform as the result of performing the project shall belong to eGAand CPR.

# 6 Collection of personal data

All data collected and stored regarding case studies, real life examples, that include real people and actual situations must be handled with care and under confidentiality clause. All user-related collected personal data must be handled, stored and processed as required by the legislative acts of Moldova in the field of data protection. The technical platform has to comply with the requirements of the law of Moldova on information security and its corresponding legal acts.