

## **AUTOMATED SYSTEM FOR THE NATIONAL PREVENTIVE MECHANISM**

### **BUSINESS REQUIREMENTS**

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## 1 INTRODUCTION

### 1.1 Purpose of the document

This document presents the detailed business requirements for the Automated System for the National Preventive Mechanism. Its objectives encompass the following:

- Requirement definition: the document identifies product requirements and, consequently, supplier selection criteria. This helps ensure that the developed solutions align with the client's needs.
- Establishment of a competitive environment: the tender document creates a competitive landscape that encourages suppliers to offer better solutions and competitive pricing.
- Transparency of the process: clearly defined objectives and requirements ensure transparency in the tender process, helping to establish equal conditions for all participants.

### 1.2 Reference Documents

Name/Description	Link to the document
Regulation for the organization and conduct of regular visits to places of detention for the functioning of the National Preventive Mechanism in Ukraine	 Регламент 2023 від 02.06.20...
Guidelines for Conducting Monitoring Visits of the National Preventive Mechanism to Police Department	 Методичні рекомендації.pdf
Map of Initial Documentation for Criminal Injuries	 Карта первинної фіксації тілесн...
Constitutional Submission by the Human Rights Commissioner of the Verkhovna Rada of Ukraine	 Конституційне подання.docx
Criminal Offense Report	 Повідомлення про Кримінальне ...
Press Release	 Пресреліз.docx

Human Rights Monitoring Map in Police Departments	 Карта спостереження НГМ відді...
Report Note	 Доповідна записка.docx
Report Memorandum (targeted visit)	 Доповідна записка (цільове відв...

### 1.3 Lexicon / Glossary

Term	Definition
HRC VRU	Human Rights Commissioner of the Verkhovna Rada of Ukraine
NPM	National Preventive Mechanism - Independent National Body established and operating in accordance with the Optional Protocol to the United Nations Convention against Torture, conducting regular visits to places of detention to prevent torture and other cruel, inhuman or degrading treatment or punishment
MM	Mass Media
NPM Group	Group of persons authorized to conduct unannounced visits to places of detention, including representatives of the Human Rights Commissioner of the Verkhovna Rada of Ukraine (hereinafter the Commissioner), and/or representatives and/or staff of the Commissioner's Secretariat, and/or engaged representatives of civil society organizations, experts, scholars, and professionals, including foreign individuals.
NPM Department	Department for the Implementation of the National Preventive Mechanism of the Secretariat of the Human Rights Commissioner of the Verkhovna Rada of Ukraine.
Places of Detention (PoD)	Facilities where individuals are held involuntarily pursuant to a judicial decision or an administrative authority's ruling in accordance with the law, including: temporary holding facilities of national police agencies, rooms for temporarily detained military personnel, correctional institutions, psychiatric institutions; temporary accommodation centers for refugees; children's homes, orphanages, geriatric care facilities etc.
Monitoring visit of the NPM	Regular, unannounced visits to places of detention - a means of implementing the functions of the National Preventive Mechanism entrusted to the Commissioner in

	accordance with Article 19-1 of the Law. These visits can be planned, ad hoc, or targeted.
Planned visits	These visits are conducted in accordance with the Plan of Regular Visits to Places of Detention for the Execution of Functions of the National Preventive Mechanism, approved by the HRC VRU for the respective period.
Unscheduled visits	Unscheduled visits of the NPM are conducted based on a written official note from the representative of the HRC VRU stationed at places of detention, the representative of HRC VRU in the region, the Director of the NPM Department on behalf of HRC VRU, or the Head of the Secretariat. These visits are carried out following an analysis of information and materials received from various sources regarding potential human rights violations (complaints, reports, media publications, etc.) that indicate signs of torture or other cruel, inhuman, or degrading treatment, as well as for the purpose of verifying the implementation status of recommendations, requirements of response measures, or initiatives as a result of previous visits. Unscheduled visits may also be conducted to rectify deficiencies or other shortcomings identified during previous NPM visits.
Targeted visits	Conducted to specific places of detention based on particular themes, grounds, and/or circumstances, following a written official note from the representative of the HRC VRU NPM, the representative of HRC VRU in the region, the Director of the NPM Department on behalf of HRC VRU, or the Head of the Secretariat.
Civil Monitors (NPM Monitors)	Representatives of civil society organizations, experts, scholars, and professionals from any entities, organizations, institutions, enterprises, regardless of ownership and affiliation, who are engaged by the HRC VRU to participate in NPM visits, and have been issued authorizations by HRC VRU to participate in NPM visits. The issuance, registration, and record-keeping of these authorizations are managed by the NPM Department.
ECRH	European Court of Human Rights
CPT	Committee for the Prevention of Torture
FSLAC	Free Secondary Legal Aid Center

## 2 EXECUTIVE SUMMARY

This document outlines the requirements for the creation of the Automated NPM System, designed to enhance and improve the efficiency of monitor activities, automate internal processes, and enhance transparency of NPM operations for the public.

The primary objectives of establishing this system encompass enhancing the work of NPM staff and monitors through efficient data collection, processing, and analysis, streamlining internal processes and training, as well as creating a transparent and informative public product (NPM interactive map) to facilitate interaction with the public and other stakeholders.

This system aims to serve as a conduit between the NPM and relevant stakeholders (expert community, human rights organizations, and citizens), offering convenient access to information about places of detention, visits, identified violations, and provided recommendations.

Additionally, a significant component of the system involves providing educational resources for monitors and conducting analytics to enhance the comprehension and evaluation of NPM operations.

It is expected that potential contractors will demonstrate their track record in similar projects, a strong expertise in custom system development, and the capability to successfully execute the project within the defined timeframe and budget constraints. Additionally, for the development company in this project, understanding human rights issues and experience working with public and government organizations are important.

## 3 BACKGROUND INFORMATION

### 3.1 Project scope and Objectives

The project entails the development of an automated system for the National Preventive Mechanism (NPM), encompassing the following core components:

Closed system section: data collection, storage, processing, and analysis, including personal data, particularly information related to places of detention, NPM visits, identified violations, and proposals submitted to authorities for the prevention of torture and other cruel, inhuman, or degrading treatment. This system also serves as a tool for planning and reporting on visit outcomes, an assessment and tracking system for NPM recommendation implementation, as well as a platform for monitoring NPM monitors' activities.

Public system: an informative website detailing NPM activities, an interactive map displaying the list and locations of places of detention, publicly accessible analytics, and means of communication with the NPM. This system also serves as a tool for enhancing the qualifications and motivation of monitors and the interested public.



Course system: a comprehensive platform for training and certifying monitors and potential monitors. The project encompasses the development and deployment of both public and private courses, test assignments for knowledge assessment, as well as a system for issuing certificates upon successful completion of the courses.

#### Project Objectives:

1. Establishing and maintaining an up-to-date unified database of places of detention, their locations, and the observance of the rights of individuals detained therein. Additionally, tracking NPM visits to detention facilities, identified violations, recommended actions, and the status of their implementation by relevant authorities
2. Enhancing the effectiveness and transparency of NPM operations through process automation, optimization of monitoring activities, implementation of analytical and educational initiatives, and strategic and financial planning of visits.
3. Ensuring Institutional Resilience of the NPM.
4. Enhancing public awareness regarding the role and functions of the NPM, as well as the outcomes of its activities in preventing human rights violations in places of detention.
5. Reducing the volume of public inquiries, requests for public information, legal queries, and communications from individuals and entities by publishing information about places of detention, visitation outcomes within the scope of NPM functions, provided recommendations, and their implementation status.
6. Elevating the competence level of civil monitors through the implementation of an online learning system.
7. Promotion of the NPM, its activities, and the enhancement of the quantity and proficiency of monitors.

This project aims to achieve a more effective and transparent operation of the NPM, as well as to improve the conditions of individuals held in places of detention by strengthening societal pressure on the leaders of detention facilities, appointing authorities, and the system as a whole.

### 3.2 Out of Scope

The system will not provide automatic processing of audio and video data collected during NPM monitoring visits. The processing of such data will require a separate procedure.

The system will not facilitate the conduct of online meetings.

Integration with systems not specified in the project also falls beyond the scope of this system. Additional integrations may be considered in the future, but they will require separate planning and implementation.

The preparation of information for populating the system is also not within the scope of work outlined in the tender requirements. Subsequent information for populating the system will be provided by the Ombudsman's Office:

- List of general assessment criteria for places of detention to be used in checklists (observation cards);
- List and content of checklists (observation cards) for each specific type of detention facility;
- Current list of detention facilities and information about them;
- The scope of information to be included in the description of each detention facility;
- List of government authorities (ministries and/or departments) that have detention facilities under their jurisdiction;
- List of names of regions of Ukraine according to the administrative territorial structure;
- List of types of detention facilities with an indication of which government authority each type is subordinate to;
- The scope of information that should be present in the user dashboard of the Automated NPM System;
- Lists of potential users of the Automated NPM System with information as per the aforementioned categories, including: the roster of staff members from the Secretariat of the Human Rights Commissioner, the list of public monitors of the NPM with active mandates from the Human Rights Commissioner;
- The content of the analytical section within the Automated NPM System, including: the type of information subject to analysis and its nature; the format in which analysis results should be presented, and whether the provision for exporting analytical data is required. If so, specify the format or format in which this data should be exported;
- Standard list of queries to the analytical section of the Automated NPM System;
- Examples of typical diagrams, charts, tables, etc. to be generated in the analytical block;
- Samples of documents to be developed using the Automated NPM System for pre-visits/planning visits, preparing reports and visit outcome summaries, generating response acts based on visit outcomes, etc.;
- The description of actions, timeframes, and the method by which the Automated NPM System is expected to send reminders to users regarding the necessity of performing specific tasks.

### 3.3 Presentation of the relevant directorates / departments

Compartments of the Department of NPM and their primary tasks:

The Department of Monitoring of Controlled Facilities in Law Enforcement, Judicial Bodies, and Military Formations: this department is responsible for safeguarding human rights in penal institutions, investigative isolators, temporary detention facilities, military units, guardhouses, courts, units of the National Police of Ukraine, and other places of detention.

The Department of NPM Implementation in Social Welfare and Education Institutions: this department is responsible for monitoring social welfare and education institutions, including orphanage, centers for the social rehabilitation of disabled children,

psycho-neurological internats, geriatric sanatoriums, sanatoriums for war and labor veterans, regardless of ownership and subordination, as well as other places of detention.

The Department of NPM Implementation in the Healthcare Sector: the primary task of this department is to implement human rights in places of detention related to healthcare and medical assistance. It closely collaborates with the Department of Monitoring of Controlled Facilities in Law Enforcement, Judicial Bodies, and Military Formations regarding the monitoring of human rights compliance in medical units of penal institutions, investigative isolators, and other establishments.

The Department of Analysis and Public Interaction: This structural division is responsible for organizational, regulatory, informational, analytical, methodological, control, and other aspects of ensuring the functions of the NPM (preparation of analytical materials, response documents, and other records; identification of systemic human rights violations in places of detention and formulation of proposals for their rectification; processing draft regulatory acts for approval; analysis of information from media, law enforcement agencies, government bodies, etc.)

Regional Representations - these entities perform the same functions as the Department of NPM, but operate at the regional level.

Image 1. Scheme of the NPM model "Ombudsman+" in Ukraine

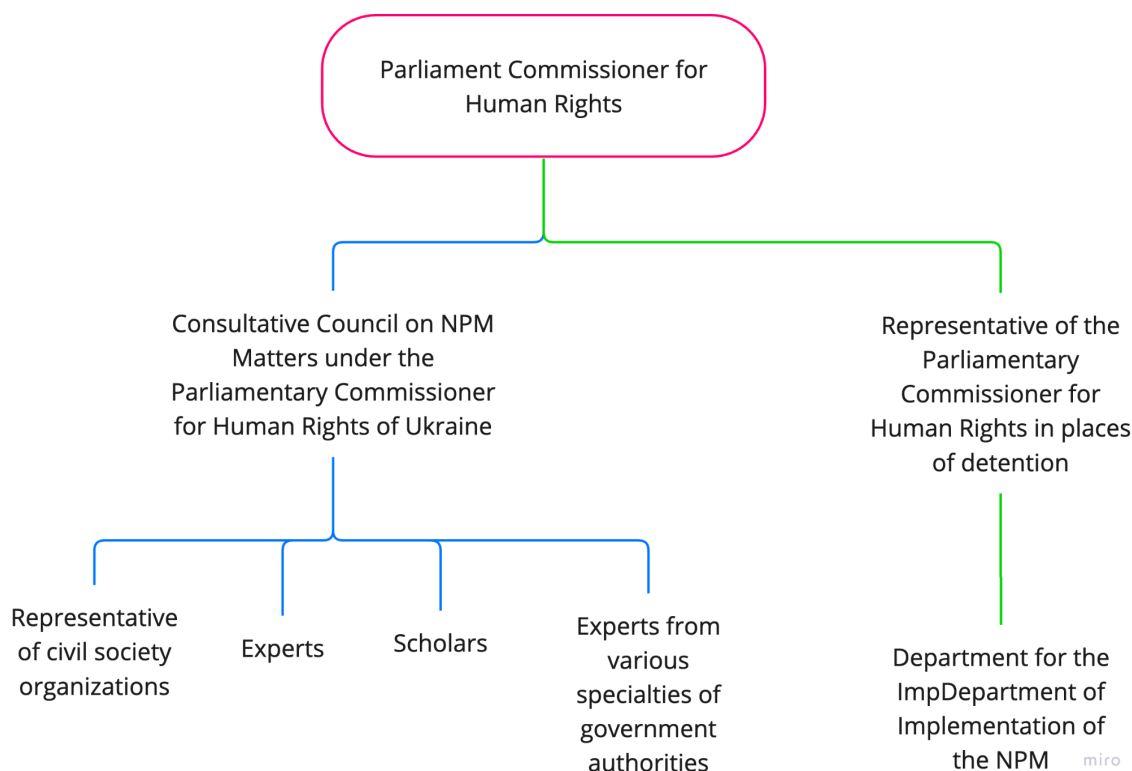
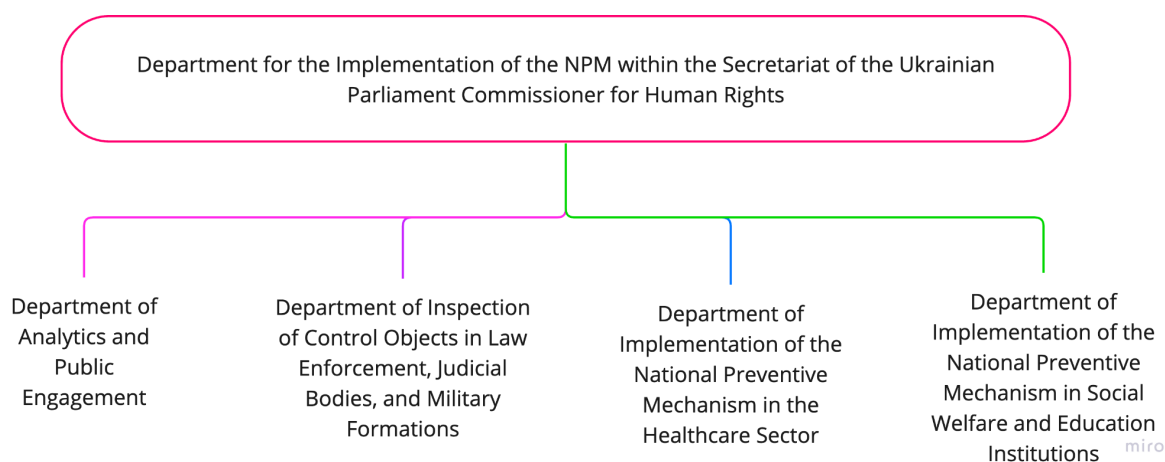


Image 2. "Scheme of the NPM Department in Ukraine"



### 3.4 Business processes

#### Existing (AS IS) processes

Currently, the majority of processes within the NPM are not automated. The following processes are interrelated and run in parallel to achieve the main goal of the NPM - preventing torture and other cruel, inhuman, or degrading treatment, forms of behavior, and punishment.

##### 1. Planning NPM Visits:

- a. The annual plan of NPM visits is developed by the NPM Department, taking into account the need for periodic coverage of all places of detention in Ukraine. The Advisory Board of NPM may provide well-founded recommendations for the visit plan. The NPM Department determines the number of visits that regional representations should conduct during the year/quarter, considering their capacity (number of personnel) for each type of detention facility.
- b. Each of the regional representations of the HRC VRU submits to the NPM Department, in advance, the proposed visit schedule for NPM visits. These proposals are coordinated with the respective representative of the HRC VRU in the region and are formulated considering the need for periodic coverage of all places of detention within the corresponding region. The proposals are sent via email to the NPM Department.
- c. The plan for visiting places of detention for the purpose of carrying out the functions of the National Preventive Mechanism (NPM visit plan) for the respective period is signed by the Director of the NPM Department, coordinated with the representative of the HRC VRU NPM, and approved by the HRC VRU. This approval is done without public disclosure and is presented in the form of an Excel table.
- d. Information about unscheduled visits of the NPM involving regional representations is communicated to them in advance by the NPM Department and is not subject to disclosure.
  - i. Planning of unscheduled and targeted visits is carried out according to additional information (complaints) received by NPM representatives throughout the year.

##### 2. The preparation of NPM visits:

- a. The NPM Department or regional representation of HRC VRU forms the personnel of the NPM group, which includes employees of the HRC VRU Secretariat and/or representatives of public organizations, experts, scientists and specialists, including foreign ones.
  - b. The head of the NPM group is determined by the NPM Department or regional representation of HRC VRU from among the employees of the HRC VRU Secretariat.
  - c. The leader of the NPM team compiles and analyzes information about the place of detention scheduled for a visit. This includes information about the results of previous visits, the status of implementing recommendations from prior visits, and other relevant materials. This information is collected from various sources, including complaints, reports, media publications, and information provided by law enforcement authorities. The leader of the NPM team determines the duration of the visit, plans the logistical arrangements, and ensures the necessary preparations are made.
  - d. The leader of the NPM team sends advance notifications of upcoming NPM visits to the email addresses of the representatives of the public monitors. These notifications are sent no later than 3 calendar days prior to the planned visit. The notifications include the date of the visit, the region where it will take place, and the type of detention facility. However, the specific time of the visit is not disclosed in the notification. The name and address of the detention facility are also provided in the notification.
  - e. The leader of the NPM team conducts a briefing with the participants of the NPM group just before the start of the visit. During the briefing, the leader assigns tasks to each member of the group, taking into account the suggestions of all participants. NPM monitors are required to bring a specific set of documents, technical equipment, communication tools, and a checklist (example) for the visit to the detention facility.
3. Conducting the visit:
- a. At the beginning of the NPM visit, the head of the NPM group informs the head or other responsible persons of the place of detention about the basis and purpose of the NPM visit, introduces all participants of the NPM group, organizes the presentation of their identity documents, official credentials, and mandates from the NPM National Preventive Mechanism (for representatives of civil society organizations), communicates the authority and tasks of the NPM group members, and then the NPM group members proceed with the visit.
    - i. In case of the NPM group being denied access to the place of detention, facing obstacles in their work, refusal of information, denial of document copies, etc., the head of the NPM group informs the respective representative of the NPM National Preventive Mechanism, law enforcement agencies, the NPM Department, and prepares a protocol on administrative offense regarding the person(s) obstructing the visit. They also draft a report about the commission of a criminal offense if the signs of a criminal offense are present ([example](#)). After law enforcement officers ensure conditions for unhindered NPM visit, the NPM group continues with the ongoing visit.
    - ii. In the event that law enforcement agencies were unable to provide conditions for further visit, the head of the NPM group reports to the HRC VRU in the form of appropriate documents.
  - b. Conducting the identification of the place of detention involves clarifying its organizational structure, ownership form, control, and subordination, as well as its management, among other aspects.
  - c. Determining the number and categories of individuals detained in the place of

detention involves identifying the basis and duration of detention (if necessary), as well as the presence of vulnerable categories of individuals such as children, foreigners, persons with disabilities, pregnant women, and individuals requiring continuous medical treatment (such as diabetes, HIV, substitution therapy), among others.

- d. Unhindered inspection of any premises, buildings, and structures within the place of detention includes examining the conditions of confinement and treatment of individuals detained therein. This involves conducting photo and video documentation of the state of detainees' conditions in the place of detention, capturing instances of inadequate treatment, and documenting any violations of human rights and freedoms;
- e. Conducting interviews in the absence of third parties and under conditions that prevent any possibility of eavesdropping or interception involves gathering information about the treatment of individuals and the conditions of their detention in the place of confinement. If necessary, these interviews can be conducted with the presence of an interpreter, medical personnel, or staff from the detention facility. In the case of interviewing a minor, their legal representative, educator, or psychologist may also be present. The purpose of such interviews is to ensure privacy, accuracy, and transparency in obtaining information from detainees;
- f. Interviewing other individuals who may possess information regarding the treatment of individuals detained in the confinement facility and the conditions of their detention;
- g. Reviewing any documents and recordings from video surveillance cameras, including those containing restricted information, and obtaining copies of them.
  - i. In case instances of cruel, inhuman treatment, torture, or other violations of the rights of individuals held in a place of detention are identified during the visit, the head of the NPM group takes immediate measures to cease the violations and/or summons emergency services of law enforcement, healthcare, emergencies, child protection, etc., and remains at the location until their arrival.
  - ii. If feasible, the NPM group documents (records) the identified signs of torture and other cruel, inhuman, or degrading treatment, in accordance with the standards of the Istanbul Protocol, in the relevant document ([template](#)).
- h. At the conclusion, each member of the NPM group informs the head of the place of detention and/or other responsible individuals about their observations, identified violations, and deficiencies.
- i. If necessary, the head of the NPM group interviews the relevant officials, formulating a list of questions for these individuals. They propose that these individuals provide explanations on behalf of RHC VRU addressing the factual and legal basis for their actions and decisions. Alternatively, the head of the group may record their responses on a template. The explanations, in a prescribed format (a sample of which is attached), are then presented to the interviewed individual for signature. The head of the NPM group signs the explanation form as the interviewer. In cases where the mentioned individuals refuse to provide or sign explanations, this is noted on the completed explanation forms and is reflected in the NPM visit report.

4. Documenting the Results of Visits:

- a. The results of planned and ad-hoc visits are documented by the head of the NPM group in the form of a report and an explanatory note addressed to the HRC VRU or the head of the HRC VRU Secretariat. A copy of the report is sent, recommendations are provided, response acts are prepared by the HRC VRU, and proactive letters are sent.
- b. Following the outcomes of targeted NPM visits, the head of the NPM group compiles

an explanatory note (examples of explanatory notes resulting from [targeted](#) and [planned](#) visits are provided) addressed to the HRC VRU or the head of the HRC VRU Secretariat. This note includes all identified human and citizen rights violations and offers suggestions for their rectification.

- c. Within 10 working days after the completion of the NPM visit (NPM group mission), the NPM Department or the regional representation of the HRC VRU prepares a report on the outcomes of the visit to the place of detention for NPM functions. This report is structured according to a specific format. The NPM visit report is compiled and signed by the head of the NPM group.
- d. The monitors who participated in the visit send their suggestions for the report, including documents, photos, and videos (if available), to the head of the NPM group via electronic communication.
- e. The NPM visit materials consist of a report, copies of documents obtained by the NPM group members during the visit, explanations from the heads and other responsible individuals regarding the factual and legal basis of their actions and decisions, photographs, certificates, calculations, etc. (if available).
  - i. In the case of monitoring visits conducted by Regional Representations, the quality of the provided (entered into the system) materials is verified by the NPM Department. If any deficiencies are identified in the submitted materials, they are returned to the regional representations (monitors) in the system, along with comments from the NPM Department for further refinement. The deadline for refinement should not exceed five business days.
- f. Upon identifying human rights violations in areas falling under the competence of other structural units of the HRC VRU Secretariat, a copy of the NPM visit materials relevant to the specific area is promptly transmitted to the respective representative of the HRC VRU or the head of the corresponding structural unit through an official note addressed to the HRC VRU or the Secretary's Office, requesting that the respective representative of the HRC VRU (or the relevant structural unit of the HRC VRU Secretariat) review such materials in the appropriate section and take necessary responsive measures.
- g. Based on the analysis of the NPM visit materials, a report is compiled and submitted for approval to the HRC VRU representative or the head of the HRC VRU Secretariat. This report outlines the results of the NPM visit, identified violations and shortcomings, the appropriateness of providing recommendations, the need for initiating responsive actions by the HRC VRU, and the sending of proactive letters.
  - i. In case of disagreement by the HRC VRU, a supplementary NPM visit can be organized and carried out by the NPM group with a revised composition.
- h. After the HRC VRU approves the report on the results of the NPM visit, a copy of the NPM visit report with a covering letter is sent to the head of the place of detention that was visited. Additionally, if warranted, copies are forwarded to the relevant state authorities or local self-government bodies overseeing or affiliated with the place of detention. Other relevant bodies, organizations, institutions, and enterprises are also provided copies for their information and action within their respective areas of competence.
  - i. If, during the NPM's activities, the need arises to address the issue of compliance with the Constitution of Ukraine (constitutionality) of a Ukrainian law or other legal act of the Verkhovna Rada of Ukraine, an act of the President of Ukraine and the Cabinet of Ministers of Ukraine, or a legal act of the Autonomous Republic of Crimea, as well as for an official interpretation of the Constitution of Ukraine by the Department of the NPM or a regional representation of the HRC VRU, the Department of the NPM prepares and submits a constitutional submission to the HRC VRU for signature. This



submission is intended for submission to the Constitutional Court of Ukraine ([example](#)).

- i. Response measures by the HRC VRU, the submission of which is necessitated by a real threat to the life and health of a person, or an extremely urgent need to protect their violated rights, are promptly drafted and submitted by the Department of the NPM for immediate approval by the HRC VRU.
    - i. In case of non-compliance with lawful requirements by HRC VRU or its representatives, a protocol on administrative offense is drawn up on the spot by an employee of the HRC VRU Secretariat or a representative of HRC VRU during the visit.
  - j. If there are sufficient grounds based on the facts of violations and deficiencies identified during the NPM visit, letters are prepared and submitted for signature to HRC VRU (Head of the HRC VRU Secretariat, NPM Representative of HRC VRU, Director of the NPM Department) by the NPM Department or regional representation of HRC VRU. These letters are addressed to government authorities, local self-government bodies, organizations, institutions, enterprises, and initiate disciplinary proceedings, administrative offense proceedings, criminal proceedings, inspections, audits of subordinate and controlled authorities, organizations, institutions, enterprises, and the implementation of other powers of HRC VRU.
  - k. Sending for approval of reports, providing suggestions, submitting response actions of HRC VRU, and sending initiative letters by regional representations of HRC VRU are carried out in coordination (endorsement) with the NPM Department within the electronic document circulation system "Megapolis". After the signing of these documents, their electronic copies are transmitted to the NPM Department within 5 working days.
5. Publication of information about NPM visits:
- a. Following the visit, information ([press release](#)) regarding the identified violations of human and citizen rights is prepared by the group leader, coordinated with the Director of the Department, and published on the official website of the HRC VRU or through other means (such as the HRC VRU [Telegram channel](#)) within three working days from the conclusion of the visit.
  - b. The report of the NPM visit, after being approved by the HRC VRU and the accompanying note, is published on the official website of the HRC VRU while adhering to the requirements of the current legislation regarding the protection of personal data.
6. Monitoring the response of government authorities to the actions (letters, submissions, etc.) of the HRC VRU and the implementation of recommendations/suggestions following NPM visits involves:
- a. Representatives of the HRC VRU Department/NPM monitors conduct oversight/public monitoring to ensure the actual rectification of violations and shortcomings identified during NPM visits, the implementation of provided suggestions, enacted response measures by the HRC VRU, and the outcomes of initiated disciplinary proceedings, administrative offense proceedings, criminal and judicial proceedings, as well as compensation for damages. They initiate, when necessary, unscheduled NPM visits.
7. An electronic database
- a. Reports and materials from NPM visits, along with their electronic copies, are accumulated by the NPM Department within an electronic document management system called "Megapolis."



- b. The Analytical Department of the NPM is responsible for collecting, processing, and analyzing data (in Excel) concerning the number of visits, identified violations, recommendations provided, and implemented actions regarding human rights violations in places of detention.
- 8. Educational and informational activities:
  - a. All monitors have the opportunity to undergo training provided by the Council of Europe through private access to the EdEra platform.
  - b. Additionally, monitors have the opportunity to participate in training sessions offered by various Non-Governmental Organizations and international donors.
  - c. Press releases are published on the [official website](#) of the HRC VRU, as well as in its [Telegram channel](#) and [chatbot](#).

## Future (TO BE) processes

- 1. Initial system setup
  - a. To initiate the system's operation, it should be populated with the following materials (by NPM staff or trusted individuals):
    - i. A comprehensive list of authorized system users (categorized by roles, geographical location, specialization, access level, etc.).
    - ii. A comprehensive list of places of detention (with agreed-upon information for each facility, including their subordination to ministries/agencies, geographical location, contact details of the leadership, estimated number of detainees, etc.).
    - iii. If necessary, a comprehensive list of reports (for the past years of NPM's work) linked to places of detention, and separately, the quantity and list of complaints, provided and implemented recommendations with reference to the respective ministry/agency.
    - iv. A list of government authorities to which places of detention are subordinated;
    - v. A list of all existing types of places of detention;
    - vi. Checklists (observation cards) for visiting each type of detention facility.
  - b. In the future during the use of the system
    - i. information about each visit is entered, including their outcomes, reports, response acts, provided recommendations, and the status of their implementation;
    - ii. updated information about users, their rights, and categories; places of detention, their names, affiliations, types, locations, etc., as needed.
- 2. Planning of NPM visits:
  - a. The plan of NPM visits is developed by the NPM Department within the system, taking into account the need for periodic coverage of all places of detention in Ukraine. The Advisory Board of the NPM may provide well-founded suggestions for the visit plan. The NPM Department determines the number of visits that regional representatives should carry out during the year/quarter, considering their capacity (number of personnel and available financial resources) for each type of detention facility.
  - b. Each of the regional representations of the HRC VRU submits proposals in advance

to the NPM Department. These proposals, approved by the respective representative of the HRC VRU in the region, are prepared considering the need for periodic coverage of NPM visits to all places of detention within the corresponding region.

- c. The NPM visit plan for the respective period (annual, quarterly) is signed by the Director of the NPM Department, approved by the representative of the Regional Representatives Council for the NPM, and ratified by the HRC VRU NPM without public disclosure.
- d. Information about planned NPM visits involving regional representatives is communicated to them in advance by the NPM Department through the system and is not subject to disclosure.
  - i. The scheduling of unscheduled and targeted visits takes place according to additional information (complaints) received by NPM representatives throughout the year. They are gradually added to the plan in the system after being approved by the HRC VRU.
- e. When making changes to the plan, the systems should notify all users who have access to it.

3. Planned NPM visits:

- a. The head of the NPM group from among the employees of the Secretariat of the HRC VRU (or civil society monitors) is determined in the system by the NPM Department or regional representation of the HRC VRU.
- b. The head of the group creates a new visit in the system (to a specifically designated place of detention) and selects the personnel composition of the NPM group to be involved in the visit (based on their areas of expertise, geographical location, availability, etc.).
- c. Using the system, the head of the NPM group compiles and analyzes information (stored in the system) about the detention facility to be visited. This includes information about previous visits, the status of implementation of earlier recommendations, and other relevant materials. Additionally, information received from various sources about possible human rights violations, such as citizen complaints, reports from NPM monitors in the system, media publications, and information from law enforcement agencies, is also considered. The head of the group determines the duration of the upcoming NPM visit and plans its logistical arrangements accordingly.
  - i. The head of the NPM group can rely on logistical data in the system from previous NPM visits, which will be added to the system during the report filling process. For example, information about transportation to the detention facility, accommodation, and meals that were used in the past can be accessed and utilized. This ensures efficient planning and utilization of resources based on historical data.
- d. The head of the NPM group sends advance notifications for NPM visits to public monitors, authorized with valid mandates from HRC VRU, as well as to experts and specialists, including foreign experts, using the system or email. These notifications include the date, region, type, and specialization of the detention facility where the visit will take place. However, they do not include the specific time of the visit, the name of the detention facility, or its address. This ensures timely communication and preparation while maintaining security and confidentiality.
- e. Upon receiving an invitation for a visit through the system and/or email, representatives of the public (NPM monitors) are required to confirm or decline their participation in the visit through the system, within their user account. This

confirmation process ensures accurate planning and organization of the visit, as well as efficient utilization of available resources.

- i. For specialized experts, including foreign experts, who are not public monitors, access to the closed section of the system will not be provided. However, the system should include a field (for comments and/or file uploads) where they can provide information related to the visit's outcomes. This approach allows for their valuable input and insights to be incorporated into the monitoring process, even if they do not have full access to the closed section of the system.
  - ii. If necessary, an NPM monitor can provide a comment about their participation or non-participation through the system. When responding to an invitation, there should be a "comment" field where individuals can explain the reasons for their non-participation (possibly in the form of a checklist with response options) or specify the conditions of their participation or ask clarifying questions (for example, if an official letter from their employer is required for approval, or to clarify logistics regarding transportation, accommodation, meals, etc.).
- f. Before the start of the visit, all participants are provided with the opportunity to familiarize themselves with methodological recommendations ([example](#)) for inspecting the specific type of detention facility and other materials related to that place of detention. These materials, partially or fully, are available within the NPM system.
  - i. Additionally, these materials may include reminders of what needs to be taken along or done as part of the preparation for the detention facility visit.
  - ii. Additionally, these materials could include instructional videos on inspecting the specific type of detention facility.
- g. The head of the NPM group conducts a briefing for the NPM participants just before the start of the detention facility visit, outlining their responsibilities and tasks. Taking into account input from all NPM participants, the leader allocates duties to each member. NPM monitors must bring a specific list of documents, technical equipment, communication tools, and observation report forms (a standardized form for different types of detention facilities should be developed) for completion during the visit to the facility.

#### 4. Conducting a visit:

- a. Each stage of the visit should be documented using an observation card (checklist) in the corresponding sections.
- b. At the beginning of the detention facility visit, the head of the NPM group familiarizes themselves with the facility's director or another responsible person. They present their identification for verification, examine the person's identification, and inform them about the basis and purpose of the NPM visit. The head of the group introduces all NPM members, organizes the presentation of their identification documents, official credentials, and authorizations from the NPM (for representatives of civil society organizations). They inform about the rights, responsibilities, and tasks of the NPM members. After this, the NPM group members proceed with the detention facility visit.
  - i. In case of denial of access for NPM group members to the detention facility, obstruction of the NPM group's work, refusal to provide information or copies of documents, etc., the head of the NPM group notifies the relevant representative of the HRC VRU, law enforcement authorities, the NPM Department, and prepares a protocol for administrative offense against the

- person (persons) obstructing the visit. The head of the group also submits a report on the commission of a criminal offense with elements of a criminal offense ([example](#)), and after ensuring that law enforcement personnel have provided conditions for unimpeded visitation, the NPM group continues the ongoing visit to the detention facility.
- ii. Incidents of denial of access or obstruction, as well as the measures taken in response to such incidents, should be recorded in the system.
  - iii. In case law enforcement agencies were unable to provide conditions for further visitation, the head of the NPM group marks this in the system and informs (reports to) the HRC VRU in the form of relevant documents.
- c. Conducting identification of the detention facility, determining its organizational form, ownership type, control, and subordination, as well as its management, etc.;
  - d. Determining the number and categories of individuals detained in the facility, as well as investigating the reasons and duration of their detention (if necessary), along with identifying the presence of vulnerable groups (children, foreigners, persons with disabilities, pregnant women, individuals requiring continuous medical treatment, etc.);
  - e. Unhindered inspection of any premises, buildings, and structures within the detention facility, assessing the conditions of confinement and treatment of individuals detained therein, conducting photo and video documentation of the observance of rights of individuals within the detention facility, capturing instances of improper treatment, and documenting any violations of human rights and freedoms;
  - f. Interviewing in the absence of third parties and under conditions that preclude eavesdropping or interception, any individuals detained within the detention facility, for the purpose of gathering information regarding their treatment and conditions of confinement. When necessary, the interview can be conducted in the presence of an interpreter, a medical professional, detention facility personnel, and in the case of interviewing a minor, their legal representative, an educator, or a psychologist;
  - g. Interviewing other individuals who may provide information regarding the treatment of and conditions for individuals detained within the detention facility;
  - h. Reviewing any documents and recordings from video surveillance cameras, including those containing restricted information, and obtaining copies of such materials.
    - i. In case instances of cruel, inhuman treatment, torture, unlawful detention, or other violations of the rights of detainees are observed during the visit, the head of the NPM group takes immediate action to halt the violation and/or summons emergency services of law enforcement, healthcare, emergencies, child welfare services, etc., and remains on-site until their arrival.
    - ii. If possible, the NPM group documents and records the observed signs of torture and other cruel, inhuman, or degrading treatment in accordance with the standards of the Istanbul Protocol, using the system's [template](#).
  - i. After the completion of the visit, the head of the NPM group organizes a debriefing with the management of the detention facility and/or other responsible individuals present at the facility. During the debriefing, each member of the NPM group communicates their observations, identified violations, deficiencies, and suggestions for their rectification to those present.
  - j. If necessary, the head of the NPM group interviews officials of the detention facility, formulating a list of questions for these individuals and proposing that they personally provide explanations to the HRC VRU. These explanations should address the factual and legal basis for their actions and decisions. Alternatively, the head of the NPM group records their responses on a template. The template for

explanations, a sample of which is provided, is then presented to the interviewee for signature. The head of the NPM group also signs the template as the interviewer. If the specified individuals refuse to provide or sign explanations, this is noted on the completed explanation templates and is reflected in the NPM visit report.

5. Documenting the results of visits:

- a. After the completion of the visit or within 3 working days of departure, the monitors who participated in the visit fill out observation forms in the system. These forms are structured as questionnaires, and the monitors provide answers to the questions in the designated format. Additionally, they have the option to include comments and attach photo or video materials if necessary. Monitors also have the opportunity to contribute their suggestions for the report, including recommendations for improvement.
- b. Materials from the NPM visit consist of a report, copies of documents obtained by NPM group participants during the visit, explanations provided by the facility's personnel and other responsible individuals regarding the factual and legal basis of their actions and decisions, photographs, certificates, calculations, etc. (if available).
- c. Within 10 working days from the completion of the NPM visit (NPM group mission), the NPM Department or the regional representation of the HRC VRU prepares a report on the results of the detention facility visit for the NPM functions, structured according to a specific template (the report form is an annex to the [Regulations](#)). The head of the NPM group receives consolidated information from all group participants through the system, supplements it, and signs ("closes") the report. The report can be downloaded from the system in an editable format.
  - i. In the case of monitoring visits conducted by Regional Representations, the quality of the provided (entered into the system) materials is reviewed by the NPM Department. If deficiencies are identified in the submitted materials, they are returned to the regional representations (monitors) in the system with comments from the NPM Department for further refinement. The deadline for refinement should not exceed five working days.
- d. Following planned and ad hoc visits, the head of the NPM group prepares a report and an explanatory note (examples of explanatory notes prepared based on the results of [targeted](#) and [planned](#) visits) addressed to the HRC VRU or the head of the Secretariat of the HRC VRU within 10 (15) working days. A copy of the report is sent, suggestions are provided, response actions by the HRC VRU are documented, and proactive letters are sent using the system.
- e. Following the results of the targeted visit of the NPM, the head of the NPM group prepares an explanatory note addressed to the HRC VRU or the head of the Secretariat of the HRC VRU within 5 working days, using the system. The note includes all identified violations of human and citizen rights, along with suggestions for their resolution.
- f. Upon discovering human rights violations within a sphere falling under the jurisdiction of other structural units of the Secretariat of the HRC VRU, a copy of the NPM visit materials in the relevant section is promptly transmitted to the respective representative of the HRC VRU or the head of the corresponding structural unit, accompanied by an official memorandum addressed to the HRC VRU or the Head of the Secretariat, requesting them to delegate the examination of such materials to the respective representative of the HRC VRU (or the relevant structural unit of the Secretariat of the HRC VRU) for consideration in the appropriate section and to take appropriate responsive measures. Information regarding the transmission of the report copy is documented in the system (along with the date of transmission).
- g. Based on the analysis of the NPM visit materials, a draft report on the results of the

NPM visit, identified violations and shortcomings, the advisability of providing recommendations, initiating responsive actions by the HRC VRU, and sending proactive letters is prepared and submitted for approval to the HRC VRU or the Head of the Secretariat of the HRC VRU.

- i. In case of disagreement by the HRC VRU with the draft report (together with the full report) on the results of the NPM visit, this should be documented in the system, along with stating the reasons. Additionally, the Ombudsman may issue a resolution for conducting an ad hoc visit with a new composition.
- h. After approval by the HRC VRU, the draft report and report on the results of the NPM visit, a copy of the NPM visit report with an accompanying letter (generated through the system) is sent to the head of the detention facility that was visited. Additionally, if warranted, it is sent to the relevant government authority or local self-government body overseeing or controlling the detention facility, as well as other relevant bodies, organizations, institutions, and enterprises for their information and response within their jurisdiction. Information about the sending of these documents is recorded in the system (date of sending, recipients, sender).
- i. Each individual recommendation or proposal mentioned in the visit report is recorded in the system, allowing for the addition of information regarding the execution/non-execution timeline and reminders for pending recommendations. Additionally, the system specifies the relevant body or institution, ministry, or department to which the recommendation was sent. These data will be utilized in the future for analytical purposes concerning the status of implementation of recommendations by the HRC VRU.
  - i. In case the activities of the HRC VRU require addressing the issue of compliance with the Constitution of Ukraine (constitutionality) of a law of Ukraine or other legislative act of the Verkhovna Rada of Ukraine, an act of the President of Ukraine and the Cabinet of Ministers of Ukraine, or a legal act of the Autonomous Republic of Crimea; or if an official interpretation of the Constitution of Ukraine by the Department of HRC VRU or a regional representation of HRC VRU is necessary, a draft Constitutional Submission of HRC VRU is prepared and submitted by the Department of HRC VRU for approval by HRC VRU to be submitted to the Constitutional Court of Ukraine ([example](#)). The number of such acts by HRC VRU, as well as their copies, should be stored in the system for further analysis and utilization in the preparation of annual and special reports by HRC VRU.
- j. Response actions by HRC VRU, the submission of which is necessitated by a real threat to life and health of an individual, and the urgent need to protect their violated rights, are prepared and submitted by the Department of HRC VRU for immediate approval by HRC VRU, but no later than 1 working day after the arrival of the HRC VRU group upon the completion of the visit.
  - i. In the event of non-compliance with the lawful requirements of HRC VRU or its representatives by an employee of the Secretariat of HRC VRU or a representative of HRC VRU, a protocol on an administrative offense is drawn up at the location of the visit. Information about the protocols, including details about the visit, the place of detention, the official against whom the protocol was drawn up, and the ministry/department to which the place of detention is subordinate, is stored in the system.
- k. In the presence of sufficient grounds based on the identified violations and deficiencies revealed as a result of the NPM visit, the Department of HRC VRU, or the regional representation of HRC VRU, prepares and submits letters to government authorities, local self-government bodies, organizations, institutions, and enterprises for the purpose of initiating disciplinary proceedings, proceedings in cases of administrative offenses, criminal proceedings, conducting inspections,



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- vi. If necessary, a ranking of places of detention based on the number of identified human rights violations / unrecommended recommendations, including proposals/recommendations that do not require funding for implementation;
  - vii. The number of provided/executed proposals/recommendations to the relevant ministries/agencies to which the places of detention are subordinated;
  - viii. The number of sent reaction acts by HRC VRU based on visit results and overall NPM activity;
  - ix. The number of drafted protocols for committing administrative offenses, reports of criminal offenses, initiated official inspections (disciplinary proceedings) within a specified period, with the ability to distinguish by types of places of detention and by subordination to the relevant ministry/agency;
  - x. A schedule of educational events for NPM monitors, with the ability to submit an application for participation;
  - xi. Public reports of the HRC VRU for past years;
  - xii. Overall annual and/or quarterly plan of NPM visits by regions without detailed breakdown (if possible);
  - xiii. Information about how to join the NPM (for those who want to become monitors);
  - xiv. Information about the places of detention mentioned in the decisions of the European Court of Human Rights against Ukraine, as a result of the work of the CPT (European Committee for the Prevention of Torture or Inhuman or Degrading Treatment or Punishment), is available upon request.
- d. The analysis of visit data can be utilized by NPM staff for the preparation of an annual report and/or a special report.
7. Monitoring the response of government authorities to acts (letters, submissions, etc.) from HRC VRU and the implementation of recommendations based on NPM visits:
- a. Representatives of the NPM Department enter data into the system regarding each stage of monitoring the implementation of recommendations: sending reports, other documents, receiving responses from the representative of the place of detention, letters regarding the list of provided/implemented recommendations, etc.
  - b. The system notifies users about the expiration of the deadline for implementing recommendations for a particular place of detention and provides the opportunity to plan repeat visits or meetings with the heads of these facilities.
  - c. The system provides users with a comprehensive list of information about each place of detention, visit results, the quantity and quality of implemented recommendations, and other indicators, with the ability to publish a portion of this data.
  - d. The system should store each sent recommendation, including the date of submission, its implementation status, and its connection to the right it aims to strengthen (restore/protect) for a specific place of detention. It should also associate the recommendation with the relevant ministry or department to which it was provided. Some of this data may be made public, and quantitative indicators could be visualized.



8. Electronic database:

- a. Reports and materials of NPM visits (their electronic copies), as well as provided recommendations, correspondence, and other documents, are accumulated, analyzed, and summarized by the NPM Department in the closed section of the system
  - i. Here, the storage of all data about the date of upload/creation of each document, its authors, and status takes place.
  - ii. Data analysis can be conducted at various time intervals, using different criteria, samples, for each place of detention, type of detention facility, responsible institution, region, date, provided and executed recommendations, and violated rights.
  - iii. NPM staff members can create reports and other documents within the system, relying on previously entered data. They can upload them in an editable format and upload approved documents back into the system.
  - iv. A portion of this data/documents should be easily publishable in the public section of the system.
  - v. The closed part of the system should be protected from external interference, and the information within it should be regularly and automatically backed up.
  - vi. The system should store a history of information changes, indicating which specific users added, deleted, or modified information along with the corresponding timestamps of these actions.

9. Educational and informational activities:

- a. Authorized system users can access educational courses and materials directly through the system, which incorporates elements of moral encouragement.
  - i. Basic courses are designed for the general public (potential future NPM monitors) and provide essential information.
  - ii. Specialized courses - for current monitors.
- b. The system should allow team leaders of NPM groups to evaluate monitors after visits and automatically generate a "monitor rating" (taking into account the number of visits, recommendations provided, completion of training events, timeliness and completeness of reporting, level of activity during visits, etc.).
- c. The public part of the system should become an informational platform for public awareness, showcasing the work of NPM. This platform can provide information about monitoring, reports, analysis, educational materials, and more.
- d. The system should ensure a seamless process of recruiting new monitors through educational materials and courses, creating a rating of monitors, as well as other motivating announcements.

### 3.5 Identified stakeholders, users, roles & responsibilities

The first two user groups will have access to the closed part of the system.

Representatives of the Secretariat and the NPM Department will have the highest level of access in the system. They will have some of the following capabilities:

- Authorization within the system with permissions based on one's role;
- Access to information about all monitored places of detention, conducted visits, and provided suggestions/recommendations;
- Viewing, creating, and editing NPM visit plans;

- Access to create and edit information about their own visits;
- Take educational courses;
- Evaluate monitors after joint visits;
- Create analytical reports, download and/or publish them;
- Grant access to other users (related to NPM);
- Adding video lessons, other educational and methodical materials;
- Creating new visits in the system and adding the composition of the NPM group to them;
- Closing (making them unavailable for editing) visits to MNs after their approval and endorsement by HRC VRU;
- Adding, deleting, and/or editing the following information:
  - Names of types of places of detention;
  - information about places of detention;
  - questionnaires (observation cards) for different types of places of detention;
  - criteria for assessing the compliance with specific human rights;
  - list of human rights that are assessed during visits;
  - names of ministries/agencies to which places of detention are subordinate;
  - placing information on the map of places of detention (location of the detention facility, general details with a hyperlink to the facility/visit page in the system).
- all the capabilities that NPM monitors and users of the open system (website).

Civil monitors: visit places of detention based on assignments issued by HRC VRU. They operate on a voluntary basis and, together with representatives of the secretariat, visit the respective places. Their capabilities will include:

- Authorization in the system with rights according to one's role;;
- Familiarize themselves with information about places of detention (results of previous visits, status of recommendations' implementation, decisions of the European Court of Human Rights (ECRH), Committee for the Prevention of Torture (CPT) recommendations, excluding complaints), for which they will conduct future visits;
- Review comprehensive information about visits in which they participated;
- Complete the section of the report regarding the visits they participated in;
- Take specialized training courses;
- Familiarize themselves with the visit plan (those to which the Secretariat plans to involve them);
- Inform the NPM Department about the implementation/non-implementation of recommendations (for follow-up visits) based on the results of visits in which they were personally involved;
- Inform the NPM Department about any violations, reports in local media regarding places of detention;
- The capabilities of users in the open system (website).

The following user groups are the main target audiences that can use the public system and their goals:

Administrative staff and staff of detention facilities visited by the NPM, as well as ministries and departments to which these places are subordinate, will be interested in statistics on visits across the country, their region, and each individual detention facility, provided proposals/recommendations, and their implementation status.

Law enforcement agencies (units of the prosecution responsible for monitoring compliance with laws in places of detention, the Human Rights Compliance Department of the National Police of Ukraine, the State Bureau of Investigations, and lawyers) will also be interested in statistics on visits across the country, their region, and each individual detention facility. They will be able to see the number of recommendations provided, their content (not in full), status, and the number of recommendations executed.

The general public, government officials, and interested individuals will be able to view public information about the activities of the NPM, including statistics on visits, recommendations, and regional analytics.

Experts and involved specialists will have the ability to review public data and recommendations to provide their own proposals for the work of the NPM, the Ombudsman's Office, and other government agencies. They can also familiarize themselves with the content of educational courses and provide consultation to the NPM on various matters.

Relevant civil society organizations will be able to use the information to enhance coordination of their activities with the NPM, including planning joint visits, familiarizing themselves with other analytical data and provided recommendations, taking educational courses, and conducting assessments of the state of human rights compliance in places of detention.

The CPT, SPT, and other international monitoring organizations will be able to review public information and utilize it for analysis and planning of their visits to places of detention in Ukraine, assess the work of the NPM in Ukraine, and evaluate the state of human rights compliance in places of detention.

The media will be able to access public information about the number of visits, recommendations by regions, filter and analyze published data, send inquiries to the NPM, and gather information for their publications.

### **3.6 Interaction with other systems**

The developing system should integrate and interact with existing systems used by the Ombudsman's Office, provided they have the necessary integration capabilities (API). Ensuring compatibility and data synchronization between systems is crucial to ensure seamless operation.

#### **1. Integration with the "Megapolis" system**

"Megapolis" is an electronic document management system already used by the Ombudsman's Office. Integration with this system will enable the automation of document workflow processes, simplifying document processing, transfer, and storage.

Possible integration functions:

- Automatic Display of Submissions/Reports and Incoming Correspondence: The integrated system can automatically display all submissions and reports received from the NPM Department, as well as incoming correspondence (including responses to them). This will ensure seamless information exchange and data currency in both systems.
- Linking to the Respective Institution and/or Visit: When sending documents through the Megapolis system, the integrated system can automatically link the relevant submissions, reports, and other correspondence to the corresponding entity in the system (institution, visit). This ensures comprehensive data retention for analysis purposes.
- Availability of Complete Information about Document Sending and Receipt: The integrated system can ensure the storage of data regarding the sender, recipient, and date of document sending/receipt and/or other correspondence. This will allow for tracking important information for analysis and creating reminders for sending/receiving subsequent letters.

## 2. Integration with the database of Free Secondary Legal Aid Centers.

Possible integration functions include:

- Before or after visits to places of detention by the National Police, users of the system could have the option to receive information from Free Secondary Legal Aid Centers about the number of reports submitted to the centers regarding individuals detained by the respective law enforcement agency. This information could include a list of the names of the detained individuals over a specified period of time.

Integration of systems should be carried out in accordance with data security requirements, taking into account the protection of personal data and confidential information.

### 3.7 Replacement of existing / older systems

At the moment, the NPM does not have a system that fully or partially meets the described requirements.

### 3.8 Production rollout considerations

The creation of the system may involve the following stages:

Requirements analysis and planning - at this stage, the collection of system requirements from all stakeholders takes place. The requirements are analyzed, systematized, and a general system development plan is created. At this stage, it will also be important to

align the assessment criteria for places of detention and monitors, determine the scope of information that is published publicly and privately, and define levels of access to it (using documents developed by the NPM).

Technical Design - at this stage, the selection of technical solutions, database structure, and the development of the system architecture are carried out.

Design and prototyping - based on the gathered requirements, designers create prototypes of the system interface. Prototypes allow for the identification and testing of the core processes and functions of the system. Subsequently, design layouts for all components (pages/sections) of the system are created and aligned.

Development and testing - developers create the system according to the defined requirements and design. Testing is conducted in parallel with development to ensure the accuracy of requirement implementation.

Deployment and configuration - the system is installed on servers and configured. At this stage, integration with other systems is also ensured.

System filling - the system should be populated with initial materials developed by the Ombudsman's Office, such as:

- List of general criteria for assessing places of detention, which will be used in checklists (observation cards);
- List and content of checklists (observation cards) for each specific type of detention facility;
- Current list of places of detention and information about them;
- The scope of information that should be included in the description of each place of detention;
- List of government authorities (ministries and/or agencies) that have places of detention under their jurisdiction;
- List of the names of regions in Ukraine according to the administrative territorial structure;
- List of types of places of detention along with the respective governing authority for each type;
- Volume of information that should be in the user cabinet of the Automated NPM System;
- Lists of future users of the Automated NPM System with information according to the above-mentioned list for each, including: a list of Secretariat employees of the Human Rights Commissioner, a list of public monitors of the NPM who have valid mandates from the Human Rights Commissioner;
- The content of the analytical block of the Automated NPM system, in particular: what information will be subject to analysis and what type of analysis it should be; in what form the results of the analysis should be formed, whether it is necessary to provide for the export of analytical data, if so, in what form/format;
- Typical list of queries to the analytical module of the Automated NPM System;
- Examples of typical diagrams, charts, tables, etc. that should be generated in the analytical module;

- Samples of documents to be developed using the Automated NPM System during preparation for visits/planning visits, report and briefing note preparation after visits, preparation of response reports following visits, etc;
- Description of actions, time periods, and the method by which the Automated NPM System is supposed to send reminders to users about the necessity of performing certain tasks;
- Possibly: general assessment criteria of Places of detention by NPM group and assessment criteria for monitors.

Training of users and support - training sessions (briefings) are conducted for users who will be using the system. User support is also established to address potential issues and challenges that may arise during the use of the system.

Assessment and improvement - feedback is collected from users, based on which an analysis of the system's effectiveness is conducted, and necessary changes and enhancements are implemented.

### **3.9 Method of requirements capture used**

The business requirements were prepared jointly by the Council of Europe and the Department for the Implementation of the National Preventive Mechanism from the Office of the Ombudsman. Representatives of the Department relied on their work experience, with the main reference text being the [Regulation on the Organization and Conduct of Regular Visits to Places of Detention for the Functioning of the National Preventive Mechanism in Ukraine](#).

## **4 BUSINESS REQUIREMENTS**

### **4.1 Requirement breakdown**

The requirements are categorized according to the system's access levels:

1. Requirements for the closed system (database)
2. Requirements for the public system (website with map)
3. Requirements for the educational platform

Then they are categorized by priority using the MoSCoW method (must have, should have, could have, won't have).

#### Must have:

- BR-1 User role management
- BR-2 User role assignment
- BR-4 System content population
- BR-5 Creation and editing of entity information
- BR-7 Data filtering
- BR-8 Document creation
- BR-9 Saving information in editable format
- BR-10 Creating visit plans

BR-11 Ensuring preparation for visits  
BR-12 Providing access to data for each region  
BR-13 Access to information  
BR-15 Recording visit stages  
BR-16 Documenting visit results  
BR-18 Publishing visit information  
BR-20 Monitoring the implementation of recommendations  
BR-24 User capabilities (public system)  
BR-25 Input, editing, and publication of information (public system)  
BR-26 Creation of new sections, menu items, and users (public system)  
BR-29 User capabilities (course system)  
BR-30 Input, editing, and publication of educational information (course system)  
BR-31 Completion of educational courses (course system)

Should have:

BR-3 Profile duration  
BR-6 Saving change history  
BR-14 Visit reminders  
BR-17 Deadline reminders  
BR-21 Records' search

Could have:

BR-19 Automatic report anonymization  
BR-22 Integration with Megapolis  
BR-23 Integration with FSLAC (Free Secondary Legal Aid Center)  
BR-27 Information linkage  
BR-28 Language versions (public system)  
BR-32 Interconnection of systems

Won't have:

- Capabilities for conducting online meetings
- Automatic processing of audio and video data

## 4.2 Detailed business requirements

### Requirements for the closed part of the system:

#### BR-1 User Role Management

Description	The automated system must provide an identification and control mechanism for users who connect to it.
Priority	Necessarily
Scope	Users (roles)

<b>Benefits</b>	Provides a hierarchy of access levels to the system and ensures the security of information storage.
<b>Test approach and acceptance criteria</b>	The implemented solution will be tested by the business team in a testing environment.
<b>Business rules</b>	<p>The system should allow:</p> <ul style="list-style-type: none"> <li>- creating new users;</li> <li>- editing information of existing users;</li> <li>- deactivating a user;</li> <li>- deleting a user.</li> </ul> <p>Only users with an active profile should have access to the system. Logging into the system should be done by entering a username and password. Additionally, automatic session timeout and the ability to log out from the system should be available.</p>

### BR-2 User role assignment

<b>Description</b>	The automated system should have the ability to assign rights and privileges to specific users based on the specific "role" they perform.
<b>Priority</b>	Necessarily
<b>Scope</b>	Users
<b>Benefits</b>	Ensures a hierarchy of access levels to the system and the security of information storage.
<b>Test approach and acceptance criteria</b>	The implemented solution will be tested by the business team in a testing environment.
<b>Business rules</b>	<p>There should be a capability to grant specific users rights associated with their role in the system. For instance, users with an "administrator" status should have the ability to perform actions that are restricted to regular users, such as:</p> <ul style="list-style-type: none"> <li>- viewing, editing, and managing all documents in the system;</li> <li>- modifying permission levels for all users.</li> </ul> <p>The system should provide a comprehensive list of roles with different levels of access.</p>

### BR-3 Profile duration

<b>Description</b>	The automated system should provide the ability to set a duration for the profile on the monitors.
<b>Priority</b>	Should have
<b>Scope</b>	Users
<b>Benefits</b>	Ensures the security of information storage.
<b>Test approach and acceptance criteria</b>	The implemented solution will be tested by the business team in a testing environment.
<b>Business rules</b>	For users with the "public monitor" role in the system, there should be a feature to "disable the profile." This means that the profile of



these users should remain active for a certain period of time (duration of the Authorized Representative's mandate). When this time elapses, the system should automatically deactivate these profiles while retaining all the information about them.

Additionally, there should be a capability for system administrators to reactivate these profiles for the subsequent term.

#### BR-4 System content population

<b>Description</b>	The automated system should enable specific user roles to input, store, and edit information.
<b>Priority</b>	Necessarily
<b>Scope</b>	Information/data
<b>Benefits</b>	Ensures data availability.
<b>Test approach and acceptance criteria</b>	The implemented solution will be tested by the business team in a testing environment.
<b>Business rules</b>	<ol style="list-style-type: none"> <li>1. Before the system is put into operation, it must be populated by the developer company with the following materials (provided by the project management team): <ol style="list-style-type: none"> <li>a. A comprehensive list of authorized system users and available information about them;</li> <li>b. A comprehensive list of occupied spaces with coordinated information about each place of detention;</li> <li>c. If necessary, a comprehensive list of reports (for past years of the project's operation) with references to occupied spaces, and separately, the quantity and list of complaints, provided recommendations, and their execution, linked to specific ministries/organizations;</li> <li>d. A list of government authorities to which the occupied spaces are subordinate;</li> <li>e. A list of all existing types of places of detention;</li> <li>f. Checklists (observation cards) for visiting each type of place of detention.</li> </ol> </li> <li>2. In the future, during the system's usage by NPM employees and other trusted individuals, the following is entered: <ol style="list-style-type: none"> <li>a. Information about each visit (their results, reports, response actions, provided recommendations, and the status of their implementation, etc.);</li> <li>b. Updated information about users (their rights and categories, geographical location, etc.);</li> <li>c. Information about places of detention (their names, subordination, type, location, etc.).</li> </ol> </li> </ol>

#### BR-5 Creation and editing of entity information

<b>Description</b>	The automated system should provide the capability to create new entity items, delete them, and edit information about them.
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<b>Priority</b>	Necessarily
<b>Scope</b>	Information/data
<b>Benefits</b>	Ensure data availability.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<ol style="list-style-type: none"> <li>1. The system should allow users to create new entity items, delete them, and edit the following information about them:               <ol style="list-style-type: none"> <li>a. Places of Detention                   <ol style="list-style-type: none"> <li>i. full legal name;</li> <li>ii. type of Place of Detention;</li> <li>iii. subordination (possibly: information about the ministry/department);</li> <li>iv. mailing address;</li> <li>v. email address;</li> <li>vi. official website/social media page (if available);</li> <li>vii. contact information of the leadership (phone number, position and full name of the head, email address);</li> <li>viii. geographic coordinates (for future mapping);</li> <li>ix. number of individuals that can be accommodated in the place of detention (bed capacity);</li> <li>x. average annual/average daily number of individuals staying in the place of detention;</li> <li>xi. list and count of visits to the place of detention (calculated automatically), along with their content;</li> <li>xii. Number of complaints and their content (documents);</li> <li>xiii. Suggestions (recommendations) provided as a result of conducted visit;</li> <li>xiv. Status of recommendations (completed/not completed/in progress) - updated by the group leader;</li> <li>xv. Commentary from NPM monitors (a separate field where authorized monitors can provide additional information about the place of detention);</li> <li>xvi. Logistical specifics (entered by the group leader);</li> <li>xvii. Note (used in case of structural changes - names, subordination, other changes - entered by the group leader), etc;</li> <li>xviii. Hyperlink to a map with the location of the places of detention.</li> </ol> </li> <li>b. Information/Documents                   <ol style="list-style-type: none"> <li>i. Report;</li> <li>ii. Reporting Note;</li> <li>iii. Press Release;</li> <li>iv. Response Acts (Submissions);</li> </ol> </li> </ol> </li> </ol>

	<ul style="list-style-type: none"> <li>v. Cover Letter for Report Submission;</li> <li>vi. Provided Recommendations;</li> <li>vii. Status of Recommendations Implementation.</li> </ul> <p>c. Users:</p> <ul style="list-style-type: none"> <li>i. Position;</li> <li>ii. Full name (First Name and Last Name);</li> <li>iii. Mobile phone;</li> <li>iv. Full mailing address;</li> <li>v. Email address;</li> <li>vi. Link to Social Media page;</li> <li>vii. User's photo;</li> <li>viii. Specialization (types of places of detention willing to visit);</li> <li>ix. Region (in which regions willing to participate in visits);</li> <li>x. Completed courses;</li> <li>xi. Term of the Commissioner's Mandate;</li> <li>xii. List and count of conducted visits to the place of detention (calculated automatically);</li> <li>xiii. Level of access to information in the Automated NPM System;</li> <li>xiv. List of conducted visits;</li> <li>xv. Number of refusals to participate in visits;</li> <li>xvi. Evaluation of the monitor's performance (by the group leader);</li> <li>xvii. (Possibly) Monitor rating, displaying their status (position in the ranking), virtual awards, etc.</li> </ul>
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#### BR-6 Saving change history

<b>Description</b>	The automated system should store the history of changes made.
<b>Priority</b>	Should have
<b>Scope</b>	Information/data
<b>Переваги</b>	Ensure data availability.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<p>The system should store the history of edits for each report/document/entity by system users, with logging-style dates. The system should retain the change history of entity information. For example, when changing the subordination of a place of detention, the previous subordination information can be stored in the "Note" section of that entity.</p> <p>Similarly, comments from monitors related to specific places of detention should be stored, even if not associated with a visit.</p>

#### BR-7 Data filtering

<b>Description</b>	The system should provide users with the ability to filter data within their access permissions.
<b>Priority</b>	Necessarily

<b>Scope</b>	Information/data
<b>Benefits</b>	Ensure data availability and their analysis.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<p>The system should provide users with the ability to filter data/information (within their access) for each entity based on various parameters:</p> <ol style="list-style-type: none"> <li>1. By creation date;</li> <li>2. By region;</li> <li>3. By place of detention (for each criterion);</li> <li>4. By type of place of detention;</li> <li>5. By the number of individuals held in the place of detention (average daily);</li> <li>6. By the capacity of the place of detention (total capacity);</li> <li>7. By visit;</li> <li>8. By violated rights (and provided recommendations, as well as the need for funding);</li> <li>9. By ministry/department;</li> <li>10. By types of response acts (submission, constitutional submission, letter);</li> <li>11. Submissions not linked to places of detention;</li> <li>12. By users (participation in visits, completed training, validity of mandate);</li> <li>13. For a specific time period (month, quarter, year).</li> </ol> <p>The system should provide the capability to filter data based on multiple parameters simultaneously, and also visualize the obtained data through diagrams, tables, and graphs.</p> <p>The results of this analysis can serve as the basis for creating plans and/or reports.</p>

#### BR-8 Document creation

<b>Description</b>	The automated system should provide users with the ability to partially generate documents based on entered data about visits.
<b>Priority</b>	Necessarily
<b>Scope</b>	Reports/Documents
<b>Benefits</b>	Ensures simplification of document flow and document creation.
<b>Test approach and acceptance criteria</b>	The implemented solution will be validated by the business team in a testing environment
<b>Business rules</b>	<p>The system should enable users to (partially) generate documents based on entered data and templates of these documents. Additionally, it should allow uploading new documents with linkage to specific entities (places of detention, ministries, visits, etc.).</p> <ol style="list-style-type: none"> <li>1. Reports;</li> <li>2. Reported letters;</li> <li>3. Official Notes;</li> <li>4. Reports;</li> </ol>

	<ol style="list-style-type: none"> <li>5. Response Acts (Submissions, Constitutional Submissions, Letters);</li> <li>6. Press Releases;</li> <li>7. Statements of Committing Criminal Offense;</li> <li>8. Protocols of Administrative Offense;</li> <li>9. Requests for Information from Government Agencies, Ministries, Departments, Regional Centers for Free Secondary Legal Aid.</li> </ol> <p>For this purpose, the NPM Department should provide templates for these documents. The documents can be partially or fully filled out in the system using the information entered by visit participants into dedicated fields.</p>
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#### BR-9 Saving information in editable format

<b>Description</b>	The automated system should provide users with the ability to save (upload) information in a format that allows for editing (Word and/or Excel).
<b>Priority</b>	Necessarily
<b>Scope</b>	Reports/Documents
<b>Benefits</b>	Ensures simplified document creation.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<p>The automated system should provide users with the ability to save (upload) documents in a format that allows for editing (generating Word and/or Excel documents).</p> <p>Additionally, it should allow exporting data analysis results, including diagrams, graphs, and tables, in a format that allows for editing (generating Word and/or Excel documents).</p>

#### BR-10 Creating visit plans

<b>Description</b>	The automated system should provide users with the ability to create visit plans based on the analysis of data.
<b>Priority</b>	Necessarily
<b>Scope</b>	Visits
<b>Benefits</b>	Ensures data availability and their analysis.
<b>Test approach and acceptance criteria</b>	The implemented solution will be validated by the business team in a testing environment.
<b>Business rules</b>	<ol style="list-style-type: none"> <li>1. The automated system should provide the capability <ol style="list-style-type: none"> <li>a. To representatives of the main Department <ol style="list-style-type: none"> <li>i. To create an annual plan indicating the number of visits to be conducted in each quarter for different regions, and add recommendations regarding visits to specific places of detention;</li> </ol> </li> </ol> </li> </ol>

	<ul style="list-style-type: none"> <li>ii. To generate a detailed annual visit plan for the NPM for their own Department;</li> <li>iii. To upload detailed plans (annual and quarterly plans from regional representatives) in PDF format;</li> <li>iv. To import the detailed quarterly plan created by regional representatives in the system;</li> <li>v. To upload scanned copies of the approved plan into the system;</li> <li>vi. To review and make changes to the approved plan, propose it for reapproval.</li> </ul> <p>b. To regional representatives</p> <ul style="list-style-type: none"> <li>i. To create a detailed quarterly plan based on quantitative indicators from the main Department and analysis of past visit results, complaints, and other metrics;</li> <li>ii. To send the plan to the NPM Department representatives for approval;</li> <li>iii. To access the plan for their region to further work on it;</li> <li>iv. To propose changes to the plan, specifying the basis for the changes.</li> </ul> <p>c. To Departments' heads</p> <ul style="list-style-type: none"> <li>i. To assign group leaders for scheduled monitoring visits of the NPM.</li> </ul> <p>d. To everyone</p> <ul style="list-style-type: none"> <li>i. To upload and store proposals for the visit plan in the system, taking into account the need for periodic coverage of all places of detention in the respective region by NPM visits.</li> </ul>
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#### BR-11 Ensuring preparation for visit

<b>Description</b>	The automated system should provide features for visit participants to become group leaders, assign monitors, and interact with information to prepare for the upcoming visit.
<b>Priority</b>	Necessarily
<b>Scope</b>	Visits
<b>Benefits</b>	Ensures a simplified process of preparation for visits.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<ul style="list-style-type: none"> <li>1. The automated system should provide the capability <ul style="list-style-type: none"> <li>a. To NPM Department <ul style="list-style-type: none"> <li>i. To create new visits (planned, ad hoc, targeted);</li> <li>ii. To select a group leader.</li> </ul> </li> <li>b. To the group leader (potentially: "monitor+") <ul style="list-style-type: none"> <li>i. To create new visits (planned or ad hoc);</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>ii. To select monitors based on region, availability, and specialization;</li> <li>iii. To send invitations for participation (possibly duplicated to email) and add them to the visit;</li> <li>iv. To review materials from previous visits to the specific place of detention; <ul style="list-style-type: none"> <li>1. Reports;</li> <li>2. List and quantity of inquiries;</li> <li>3. List and quantity of provided recommendations.</li> </ul> </li> <li>v. Access additional information about the specific place of detention (reports from law enforcement agencies, media, statements, complaints - entered by NPM staff);</li> <li>vi. Review information about previous visits to this region to facilitate logistical planning for visits</li> <li>vii. Input information about logistical arrangements for visits (after the visit); <ul style="list-style-type: none"> <li>1. Textual data about dining options, accommodation, transportation methods, and the overall expense amount for the visit (for analysis and planning).</li> </ul> </li> </ul> <p>c. For monitors who have confirmed their participation in the visit (accepted the request sent by the group leader in the system and received access from the group leader)</p> <ul style="list-style-type: none"> <li>i. Access and interact with logistic information;</li> <li>ii. Access educational resources (potentially including instructional videos for visits to each type of detention facility);</li> <li>iii. Access materials from past visits and methodological recommendations;</li> <li>iv. To send requests for official leave letters or clarify logistical questions (through comments) - the request is received by the group leader.</li> </ul>
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#### BR-12 Providing access to data for each region

<b>Description</b>	The automated system should provide users who belong to regional representations with the ability to work with a restricted set of information related to their specific region.
<b>Priority</b>	Necessarily
<b>Scope</b>	Visits
<b>Benefits</b>	Ensures data accessibility.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.

<b>Business rules</b>	The automated system should allow users belonging to regional representations to work with a limited scope of information related to that region (visit plans for the region, all detention facilities and visits - for viewing only).
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### BR-13 Access to information

<b>Description</b>	The system should provide a mechanism for automatic changing of document access levels.
<b>Priority</b>	Necessarily
<b>Scope</b>	Reports
<b>Benefits</b>	Ensure data accessibility.
<b>Test approach and acceptance criteria</b>	The implemented solution will be tested by the business team in a testing environment.
<b>Business rules</b>	<p>The automated system should provide a mechanism for the automatic change of access levels to reports, for example:</p> <ul style="list-style-type: none"> <li>- a regional monitor, if appointed by the group leader, should have access to the visit in the system, be able to edit all its data, and have the ability to "close" it;</li> <li>- a public monitor who accepted an invitation to the visit from the group leader should have access to input/edit the report. <ul style="list-style-type: none"> <li>- Access to information about this detention facility remains available to the monitor on a permanent basis (in a non-editable format).</li> </ul> </li> </ul> <p>There should be an option to associate a user profile with one or multiple regions, which will grant them access only to specific data/entities related to the chosen regions (for example, visit plans in a particular region).</p>

### BR-14 Visit reminders

<b>Description</b>	The automated system should send reminders to the participants of a visit, along with relevant information about the visit.
<b>Priority</b>	Should have
<b>Scope</b>	Visits
<b>Benefits</b>	Ensure data accessibility.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<p>The automated system should send reminders to the participants of the visit</p> <ol style="list-style-type: none"> <li>1. The automated system should send reminders about the visit (approximately a day in advance) and necessary materials for the visit, as well as provide detailed information about the visit location - places of detention (optional).</li> </ol>



### BR-15 Recording visit stages

<b>Description</b>	The automated system should provide users with the ability to record each stage of the visit using an "observation card" questionnaire.
<b>Priority</b>	Necessarily
<b>Scope</b>	Documents/Records
<b>Benefits</b>	Ensures uninterrupted data entry and editing.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<ol style="list-style-type: none"> <li>1. The automated system should provide the capability (not necessarily online during visits). <ol style="list-style-type: none"> <li>a. Recording each stage of the visit using questionnaire (observation card), for instance: <ol style="list-style-type: none"> <li>i. To record cases of denial, their reasons, and outcomes (e.g., administrative offense protocols);</li> <li>ii. To document instances where a full visit was not granted;</li> <li>iii. To document instances where the detention center does not align with the declared parameters – such as the number of individuals or categories of individuals;</li> <li>iv. To document signs of torture or mistreatment that are identified;</li> <li>v. To record cases where respondents or representatives of the detention center refuse to complete forms after the visit;</li> <li>vi. To record information based on the observation checklist at the detention facility.</li> </ol> </li> </ol> </li> </ol>

### BR-16 Documenting visit results

<b>Description</b>	The automated system should provide users with the ability to formally document the results of visits.
<b>Priority</b>	Necessarily
<b>Scope</b>	Documents/Records
<b>Benefits</b>	Ensures uninterrupted data entry and editing.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<ol style="list-style-type: none"> <li>1. The automated system should provide the capability: <ol style="list-style-type: none"> <li>a. To all participants of the visits <ol style="list-style-type: none"> <li>i. Entering data about the results of visits into the report form (from the survey to the system), specifying the following criteria <ol style="list-style-type: none"> <li>1. Which right was violated (if any);</li> <li>2. Evidence (text, photos, videos);</li> <li>3. Provided recommendations;</li> </ol> </li> </ol> </li> </ol> </li> </ol>

	<ul style="list-style-type: none"> <li>ii. Inform the group leader that the participant has completed their editing (added their information about the visit results, uploaded photos, etc.);</li> <li>iii. Receive information that their part of the report has been accepted by the group leader;</li> <li>iv. Edit the information they provided.</li> </ul> <p>b. To the group leader</p> <ul style="list-style-type: none"> <li>i. To receive information from each group participant that they have completed editing;</li> <li>ii. To review information from monitors, either accept it or send it back for editing with comments;</li> <li>iii. To fill out their part of the report in the system, write recommendations, upload other documents related to the visit, and close the report;</li> <li>iv. To automatically generate standard reports from the provided data;</li> <li>v. To download the report from the system in an editable format (Word);</li> <li>vi. To upload a signed report to the system and save it;</li> <li>vii. To create an executive summary in the approved format in the system, and upload it in the edited format;</li> <li>viii. To evaluate monitors after the visit, thus creating a "rating" of monitors;</li> <li>ix. (Possibly) to provide an overall assessment of the detention facility after the visit.</li> </ul> <p>c. To the representative of the NPM Department:</p> <ul style="list-style-type: none"> <li>i. To create based on the report Response Acts, Constitutional Petitions, and other documents (using templates), with the ability to edit, download, and store them in the system, as well as potentially conduct quantitative analysis tied to the institution (recipient), the system should also allow: <ul style="list-style-type: none"> <li>1. The system should provide the ability to calculate the number of response acts in the following breakdowns: <ul style="list-style-type: none"> <li>a. for a time period (year, month);</li> <li>b. by detention facility;</li> <li>c. by region;</li> <li>d. by governing body (to which the detention facility is subordinate).</li> </ul> </li> </ul> </li> <li>ii. To enter and edit the following information about the visit results: <ul style="list-style-type: none"> <li>1. Date of report submission;</li> <li>2. Recipients of the report (institutions and authorities);</li> <li>3. List and quantity of recommendations "for implementation" and "for</li> </ul> </li> </ul>
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	<p>information" with reference to the violated right;</p> <p>4. Date of promised recommendation implementation;</p> <p>5. Status for each recommendation: implemented/not verified/not implemented;</p> <p>6. Whether the implementation of the recommendation requires funding.</p>
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### BR-17 Deadline reminders

<b>Description</b>	The automated system should provide the capability
<b>Priority</b>	Should have
<b>Scope</b>	Documents/Records
<b>Benefits</b>	Ensure data accessibility.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<p>The automated system should send reminders to:</p> <ol style="list-style-type: none"> <li>1. The head of the group <ol style="list-style-type: none"> <li>a. About the deadlines for submitting reports;</li> <li>b. About recommendations that are in the "in progress" status with a set completion date in the system (by the group leader);</li> <li>c. About cases where responses to reaction reports have not been received within the specified deadlines.</li> </ol> </li> <li>2. Monitors <ol style="list-style-type: none"> <li>a. About the deadlines for completing their part of the report.</li> </ol> </li> </ol>

### BR-18 Publishing visit information

<b>Description</b>	The automated system should provide users with the ability to publish information about visits.
<b>Priority</b>	Necessarily
<b>Scope</b>	Documents
<b>Benefits</b>	Ensure data accessibility.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	The automated system should allow the creation of press releases using available information about the visit, based on templates.

### BR-19 Automatic anonymization of report

<b>Description</b>	The system should provide the ability to edit reports in accordance with the requirements of current legislation regarding the protection of personal data
<b>Priority</b>	Could have
<b>Scope</b>	Reports
<b>Benefits</b>	Ensures data protection.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<p>The automated system should provide the ability to edit NPM reports in accordance with the requirements of current legislation on personal data protection.</p> <p>Perhaps the developer company could propose a solution for the automated processing (anonymization) of audio and video data collected by the NPM team during visits.</p>

#### **BR-20 Monitoring the implementation of recommendations**

<b>Description</b>	The automated system should provide the capability to monitor the implementation of NPM visits.
<b>Priority</b>	Necessarily
<b>Scope</b>	Visits
<b>Benefits</b>	Ensure data accessibility.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<p>The automated system should provide Representatives of the NPM Department:</p> <ol style="list-style-type: none"> <li>1. The automated system should provide Representatives of the NPM Department with the ability to enter data into the system regarding each stage of monitoring the implementation of recommendations: sending reports, other documents (response documents, explanatory notes, constitutional submissions, etc.), receiving responses from representatives of places of detention, letters regarding the list of provided/implemented recommendations, etc.</li> <li>2. Information regarding the status and deadline for the implementation of recommendations for a specific place of detention should be available, allowing for the planning of follow-up visits or meetings with the management of these facilities.</li> <li>3. The type of response form (the specific document created based on the visit results) should be recorded in the system and quantitatively calculated with reference to the facility (recipient).</li> </ol>

### BR-21 Records' search

<b>Description</b>	The automated system should provide the ability to search for documents/records.
<b>Priority</b>	Should have
<b>Scope</b>	Documents/Records
<b>Benefits</b>	Ensures information security.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	The automated system has to provide tools for searching documents and records based on their titles.

### BR-22 Integration with Megapolis

<b>Description</b>	The automated system can facilitate integration with the internal document management system of the NPM called "Megapolis."
<b>Priority</b>	Could have
<b>Scope</b>	Documents/Records
<b>Benefits</b>	Ensure data accessibility.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<p>Possible integration functions include:</p> <ul style="list-style-type: none"> <li>- Automatic Display of Submissions/Reports and Incoming Correspondence: The integrated system can automatically display all submissions and reports received from the NPM Department, as well as incoming correspondence (responses to them). This will ensure seamless information exchange and data accuracy in both systems.</li> <li>- Linking to the Respective Institution and/or visit: When sending documents through the Megapolis system, the integrated system can automatically link the relevant submissions, reports, and other correspondence to the corresponding entity in the system (institution, visit). This ensures complete data retention for analysis purposes.</li> <li>- Availability of Comprehensive Information about Sending and Receiving Documents: The integrated system can store data about the sender, recipient, and date of sending/receiving documents or other correspondence. This enables tracking important information for analysis purposes and creating reminders for sending/receiving subsequent correspondence.</li> </ul> <p>Integration of systems must be carried out in accordance with data security requirements, taking into account the protection of personal data and confidential information.</p> <p>Integration can be implemented using appropriate API.</p>

### BR-23 Integration with FSLAC (Free Secondary Legal Aid Center)

<b>Description</b>	The automated system can facilitate interaction with the database of Free Secondary Legal Aid Centers.
<b>Priority</b>	Could have
<b>Scope</b>	Documents/Records
<b>Benefits</b>	Ensure data accessibility.
<b>Test approach and acceptance criteria</b>	The implemented solution will be verified by the business team in a testing environment.
<b>Business rules</b>	<p>Possible integration functions include:</p> <ul style="list-style-type: none"> <li>- Before or after visits to places of detention by the National Police, users of the system could have the option to receive information from Free Secondary Legal Aid Centers about the number of reports submitted to the centers regarding individuals detained by the respective law enforcement agency. This information could include a list of the names of the detained individuals over a specified period of time.</li> </ul> <p>Integration of systems must be carried out in accordance with data security requirements, taking into account the protection of personal data and confidential information.</p> <p>Integration can be implemented using appropriate API.</p>

## Requirements for the public part of the system

### BR-24 User capabilities

<b>Description</b>	The automated system should provide an identification and control mechanism for users connecting to the administrative panel.
<b>Priority</b>	Necessarily
<b>Scope</b>	Users (roles)
<b>Benefits</b>	Provides a hierarchy of access levels to the system and ensures the security of information storage.
<b>Test approach and acceptance criteria</b>	The implemented solution will be reviewed by the business team in a testing environment.
<b>Business rules</b>	<p>The automated system should allow specific user roles within the public-facing system:</p> <ul style="list-style-type: none"> <li>- creating new users;</li> <li>- editing information of existing users;</li> <li>- deactivating users;</li> <li>- deleting users.</li> </ul> <p>Only users with an active profile should have access to the system.</p> <p>Access to the system should be through entering a login and password. Additionally, automatic session timeout and a logout function should be available in the system.</p>

### BR-25 Input, editing and publication of information

<b>Description</b>	The automated system should provide users with the ability to input, edit, and publish information.
<b>Priority</b>	Necessarily
<b>Scope</b>	General
<b>Benefits</b>	Provides the capability for information dissemination.
<b>Test approach and acceptance criteria</b>	The implemented solution will be reviewed by the business team in a testing environment.
<b>Business rules</b>	<p>The system should enable users to input, edit, and publish information in the form of statistics, text, and graphs:</p> <ol style="list-style-type: none"> <li>1. Number of active monitors and NPM staff (by regions);</li> <li>2. Number of places of detention (by types and supervisory bodies), including the number visited during the year and overall;</li> <li>3. Number of conducted visits with reference to NPMs and regions;</li> <li>4. Number of recommendations provided and executed, with reference to NPMs and ministries/departments;</li> <li>5. Number of identified violations of specific rights, categorized by regions, NPMs, and ministries/departments;</li> <li>6. Optionally, if needed, publish rankings of places of detention or regions based on the statistics <ol style="list-style-type: none"> <li>a. News;</li> <li>b. Other Documents;</li> <li>c. Section "How to Become a Monitor";</li> <li>d. Section "Monitors' Feedback";</li> <li>e. Section "About NPM"; <ol style="list-style-type: none"> <li>i. Content in Text - paragraphs, headings, lists, hyperlinks, quotes, photo/video embeds, viewing PDF files.</li> </ol> </li> </ol> </li> <li>7. Uploading annual and/or specialized reports on the results of NPM activities.</li> </ol> <p>The system should provide the ability to display part of this information related to NPM on an interactive map (visualized).</p>

### BR-26 Creation of new sections, menu items, and users.

<b>Description</b>	The automated system should allow users to create new entities and edit information about them.
<b>Priority</b>	Necessarily
<b>Scope</b>	Information
<b>Benefits</b>	Information management
<b>Test approach and acceptance criteria</b>	The implemented solution will be reviewed by the business team in a testing environment.
<b>Business rules</b>	The system should provide users with the ability to create:

	<ul style="list-style-type: none"> <li>- standard sections;</li> <li>- template pages;</li> <li>- menu sections/items;</li> <li>- new users with existing roles, etc.</li> </ul>
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#### BR-27 Information linkage

<b>Description</b>	The automated system should provide the ability for simplified publication of information from the closed part of the system to the open part.
<b>Priority</b>	Could have
<b>Scope</b>	General
<b>Benefits</b>	Information management
<b>Test approach and acceptance criteria</b>	The implemented solution will be reviewed by the business team in a testing environment.
<b>Business rules</b>	The automated system should allow users to publish data/reports/documents from the closed part of the system to the open part without the need for separate exporting. The system should be configured for automatic calculation of quantitative indicators (number of documents, visits, NM, monitors), and these statistics should be updated automatically in the public part of the system.

#### BR-28 Language version

<b>Description</b>	The automated system can introduce a bilingual interface (Ukrainian and English).
<b>Priority</b>	Could have
<b>Scope</b>	General
<b>Benefits</b>	Availability of content for English-speaking audience (international experts, foreign stakeholders).
<b>Test approach and acceptance criteria</b>	The implemented solution will be reviewed by the business team in a testing environment.
<b>Business rules</b>	The automated system should provide the ability to create/add/configure translations for all menus and parameters visible in the user interface from the primary language (Ukrainian) to English.

### Requirements for the learning component of the system:

#### BR-29 User capabilities

<b>Description</b>	The automated system should provide users with capabilities based on their level of access/role.
<b>Priority</b>	Necessarily
<b>Scope</b>	Users



<b>Benefits</b>	Ensures a hierarchy of access levels within the system and information storage security.
<b>Test approach and acceptance criteria</b>	The implemented solution will be reviewed by the business team in a testing environment.
<b>Business rules</b>	<p>The automated system should provide the capability to:</p> <ol style="list-style-type: none"> <li>Users should be able to register and authenticate themselves in the system.</li> <li>Authorized users should have access to participate in educational courses. <ol style="list-style-type: none"> <li>Basic courses - for the general public (all authorized users);</li> <li>Specialized courses - for active monitors (authorized users with monitor-level access and above in the closed system).</li> </ol> </li> <li>Administrators <ol style="list-style-type: none"> <li>To publish information about monitoring, educational materials, news, how to get involved in NPM activities, such as "how to become a monitor," "Frequently Asked Questions," and more.</li> </ol> </li> <li>Non-authorized users <ol style="list-style-type: none"> <li>To familiarize themselves with educational materials, news, and other sections.</li> </ol> </li> </ol>

#### **BR-30 Input, editing and publication of educational information**

<b>Description</b>	The automated system should provide users with the ability to input, edit, and publish information.
<b>Priority</b>	Necessarily
<b>Scope</b>	General, the educational system
<b>Benefits</b>	Ensure data accessibility.
<b>Test approach and acceptance criteria</b>	The implemented solution will be reviewed by the business team in a testing environment.
<b>Business rules</b>	<p>The automated system should provide users with an administrative panel the ability to create, edit, and publish educational materials (text, photo, and video formats), tests, exams, general course information, and platform details. It should also enable the issuance of certificates upon course completion.</p> <p>It might be possible to gather and publish statistics regarding users' progress through the courses, display ratings, and status bars.</p>

#### **BR-31 Completion of educational courses**

<b>Description</b>	The automated system should provide a tool for users to participate in educational courses/programs.
<b>Priority</b>	Necessarily
<b>Scope</b>	General, the educational system

<b>Benefits</b>	Ensure data accessibility.
<b>Test approach and acceptance criteria</b>	The implemented solution will be reviewed by the business team in a testing environment.
<b>Business rules</b>	<ol style="list-style-type: none"> <li>1. Authorized users <ol style="list-style-type: none"> <li>a. Access to educational courses with elements of moral encouragement (later reflected in the user's profile in the closed system and affecting their rating);</li> <li>b. Access to taking tests/exams;</li> <li>c. Ability to receive certificates;</li> <li>d. Ability to familiarize oneself with educational materials, news, and other sections (with open information).</li> </ol> </li> <li>2. HNon-authorized users <ol style="list-style-type: none"> <li>a. To familiarize themselves with educational materials, news, and other sections.</li> </ol> </li> </ol>

#### BR-32 Interconnection of systems

<b>Description</b>	The automated system should automatically indicate in the user's profile in the closed system that they have completed the course and received a certificate.
<b>Priority</b>	Could have
<b>Scope</b>	General
<b>Benefits</b>	Information management
<b>Test approach and acceptance criteria</b>	The implemented solution will be reviewed by the business team in a testing environment.
<b>Business rules</b>	The automated system should display in the user's profile in the closed part of the system the number of courses they have taken on the platform, along with the certificates they have received from the NPM courses, automatically.

### 4.3 Interface requirements

General design principles:

- Intuitiveness: The interface should be understandable and convenient for users without the need for consulting instructions.
- Consistency: All design elements should have a cohesive style and behavior across different parts of the system.
- Feedback: The user should receive clear feedback from the system on their actions.

Menu and navigation:

- Main menu with easy access to the core functions of the system.
- Administration interface with functions tailored to the role of the connected profile.

Search and filtering:

- Built-in tool for quick document and user search.

- Convenient filters for sorting search results

Data input forms:

- Data input validation.
- Clear and informative input field prompts.

Data visualization.

- Graphs, charts, and tables to present statistical data.
- Ability to view details by clicking on specific elements in the visualization.

Adaptive design:

- The interface has to display correctly on different devices such as computers, tablets, and potentially mobile phones.

Accessibility:

- The website must comply with accessibility requirements according to the standard [WCAG 2.0. or 2.1.](#)

Multimedia:

- Support for embedded images, videos, or audio.
- User-friendly player for multimedia content.

Other:

- The user interface should be compatible with modern browsers.
  - Opera
  - Google Chrome
  - Mozilla Firefox
  - Safari.
- The user interface should align with the developed branding, including style, color, and other attributes that reflect the organization's identity.
- The website design should adhere to the [design system of Ukrainian government websites.](#)

## 4.4 User profiles

### Roles for the closed system:

1. Administrator:
  - a. Authorization within the system with specified level of privileges;
  - b. Access to all documents and information;
  - c. Grant access to other users, edit their information;
  - d. Extend the term of assignments and access for monitors;
  - e. Edit all entities, including reports after their "closure".
2. Director and Deputy Director of the NPM Department, Representative of the Human Rights Commissioner in the Places of detention:
  - a. Authorization in the system with the given level of permissions;
  - b. Viewing all documents and information;

- c. Creating and editing plans for the NPM Department, recommending visits to MN representatives of regional NPM departments, viewing visit plans by regions;
  - d. Deleting, editing, creating any entities and documents;
  - e. (Possibly) viewing monitor ratings;
  - f. Creating visits according to the plan;
    - i. Appointing the head of an NPM group in it;
    - ii. Becoming the head of an NPM group in it, for a specific visit;
      - 1. Sending invitations to monitors;
      - 2. Adding monitors to a visit (among those who agreed);
      - 3. Creating, editing, and "closing" reports;
      - 4. Adding other documents to a visit (complaints, expert conclusions, etc.);
      - 5. Evaluating monitors after a joint visit;
      - 6. Entering information about the logistical specifics of the place of detention ("note");
      - 7. Adding information about recommendations (their essence, status, recipients);
      - 8. Receiving reminders about the deadline for implementing recommendations;
      - 9. (Possibly) providing an overall assessment of the NPM after the visit.
  - g. Adding, deleting, and/or modifying the following information:
    - i. Names of types of places of detention;
    - ii. Information about places of detention;
    - iii. Questionnaires (observation cards) for different types of places of detention;
    - iv. Criteria for assessing the state of human rights compliance;
    - v. List of human rights that are assessed during visits;
    - vi. Names of ministries/agencies to which places of detention are subordinate;
    - vii. Video lessons, other educational and methodological materials about visiting different types of places of detention.
  - h. All the capabilities that representatives of the Secretariat and the NPM Department have.
3. Staff of the Secretariat, NPM Department:
- a. Authorization in the system with the given level of rights;
  - b. Review information about all places of detention, conducted visits, and provided suggestions/recommendations;
  - c. View, create, and edit visit plans for NPM;
  - d. Create analytical reports and download them;
  - e. Complete the report section for visits in which they participated and inform the group leader about the completion of report filling;
  - f. Provide additional information about places of detention: reports from law enforcement agencies, media, statements, complaints;
  - g. (Possibly) view monitors' ratings;
  - h. Create visits according to the plan and/or become a group leader;
    - i. For this visit, it is possible to:

1. Send invitations to monitors;
  2. Add monitors to the visit (among those who agreed);
  3. Create, edit, and "close" reports;
  4. Add other documents to the visit (complaints, expert conclusions, etc.);
  5. Evaluate monitors after the joint visit;
  6. Input information about logistical specifics of the place of detention ("note");
  7. Input data about recommendations (their essence, status, addressee);
  8. Receive reminders about the completion deadline for recommendations;
  9. (Possibly) provide an overall rating for the detention facility after the visit.
- i. All the capabilities that representatives of regional departments have.
4. Representatives of regional departments of the NPM:
- a. Authorization in the system with the given level of rights;
  - b. Familiarize, create, and edit visit plans of the NPM for their region (taking into account the recommendations of the central office);
  - c. Review complete information about all places of detention and visits to them (in a non-editable format);
  - d. Edit information about visits they participated in;
  - e. Fill out the section of the report regarding visits they participated in, and inform the group leader about completing the report;
  - f. Review the visit plans (those to which they are planned to be involved by the Secretariat);
  - g. Inform the NPM Department about the implementation/non-implementation of recommendations (for follow-up visits) based on the results of visits they personally attended;
  - h. Inform the NPM Department about any violations, notifications in local media regarding places of detention;
  - i. Possibly: have a monitor rating, perform specific tasks, receive virtual rewards (a certain level of the monitor);
  - j. (Possibly) see monitor ratings;
  - k. Create visits according to the plan and/or become a group leader;
    - i. For this visit, it is possible to:
      1. Send invitations to monitors;
      2. Add monitors to the visit among those who have agreed to participate;
      3. Create, edit, and "close" reports related to the visit;
      4. Add other documents to the visit (complaints, expert conclusions, etc.);
      5. Evaluate monitors after the joint visit;
      6. Provide information about logistical specifics of the place of detention ("note");
      7. Input data about recommendations (their essence, status, recipients);
      8. Receive reminders about the completion deadline for recommendations;

9. (Possibly) give an overall rating to the place of detention after the visit.
- l. All possibilities for users of the open system (website).
5. "Public Monitors+"
  - a. Authorization in the system with the specified level of permissions.
  - b. To create visits according to the plan and/or become the leader of a group;
    - i. For this visit, it is possible to:
      1. Send invitations to monitors;
      2. Add monitors to visits (among those who have agreed);
      3. Create, edit, and "close" reports;
      4. Add other documents to visits (complaints, expert conclusions, etc.);
      5. Evaluate monitors after joint visits;
      6. Enter information about logistical peculiarities of the place of detention ("note");
      7. Input data about recommendations (their essence, status, recipient);
      8. Receive reminders about the completion deadline for recommendations;
      9. (Possibly) provide an overall rating for the monitored institution after the visit.
    - c. All the capabilities that public monitors of the NPM have.
  6. Public NPM Monitors
    - a. Authorization within the system with this level of rights.
    - b. Entering information about monitored institutions, even if there hasn't been an official visit - "history" (this information is available to the regional representative and the department staff concerned with the respective place of detention).
    - c. To monitors who have confirmed their participation in a visit (accepted the request sent by the group leader in the system and received access from the group leader).
      - i. Access the visit (provided by the group leader);
      - ii. Review information about logistical arrangements;
      - iii. Access educational materials (potential creation of educational videos about visits to each type of monitored institution);
      - iv. Review materials from past visits and methodological recommendations;
      - v. Send requests for official leave letters and/or clarifying logistical questions (via comments) - the request is sent to the group leader;
      - vi. Receive reminders about upcoming visits.
    - d. Fill out the report section for visits they participated in and inform the group leader once the report is completed.
    - e. Review the visit plan (for visits planned to be carried out by the Secretariat).
    - f. Inform the NPM Department about the completion or non-completion of recommendations (for follow-up visits) based on their personal visit experiences.

- g. Notify the NPM Department about any violations and communicate messages in local media regarding places of detention.
- h. Optionally: view their own monitor rating, perform specific tasks, and receive virtual rewards (monitor rank).

#### **Roles for managing the public system:**

1. Administrator - a person who has access to all content management and administrative panel functions, including adding/editing/deleting users.
2. Editor - a person who can publish and manage posts only.

#### **Roles for the courses system:**

1. Administrator - a person who has access to all functions of content management and administration, including the ability to add, edit, and delete users.
2. Editor - a person who can only publish and edit the content of courses and tests.

## **5 TECHNICAL REQUIREMENTS**

### **5.1 Operational Environment Standards**

Technical requirements for server hardware:

- Processor: Intel with a minimum of 4 cores.
- RAM: Minimum of 8 GB.
- Disk subsystem: Minimum of 2-3 TB or the ability to dynamically expand storage space for document storage.
- Operating System: Ubuntu®.
- Availability of additional management features:
  - Collecting server statistics;
  - Access to the graphical console of the server through a browser and the text console through a terminal emulator;
  - Server boot for configuration, deployment, and installation of the shared operating system without the need for additional media installation on the server;
  - Secure communication with the management panel using SSL, SSH, AES certificates;

### **5.2 Hardware and infrastructure requirements**

The database must be protected against unauthorized access and intrusion. Additionally, information should be backed up at least once a week to ensure data integrity and availability.

### **5.3 Access modes and security requirements**

Access to the restricted part of the system, as well as to the administration of the open part of the system, should only occur through entering the login and password of the account. Passwords should be of the highest level of complexity and stored in a secure password vault. Additionally, two-factor authentication should be configured.

Access to view and interact with the open part of the system (including course platforms) may occur without authorization.

## 5.4 Operational Security

- Regular updating of all system components.
- Protection against DDoS attacks

## 5.5 Business Continuity plan (Disaster recovery)

Create/provide a backup plan for system and data recovery.

During the first year from the system launch, the developer must provide technical support and bug fixes.

## 5.6 Backup and Archiving

- **Backup**
  - Partial: daily
  - Full: weekly
- **Archiving**
  - Daily for 1 month,
  - Monthly for 6 months,
  - Yearly without limitations.

## 5.7 Service level: availability, performance and support

- **Latency and speed:**
  - Page loading should occur within two seconds or less.
- **Accessibility:** the solution should be highly available.
  - Usability design
  - Versions for devices with different screen sizes
- **Reliability or fault tolerance:** the solution should be highly available and redundant.
  - automatic data saving
  - server configurations should self-start in case of errors
- **Capacity - Users and data:**
  - The solution should accommodate 1000 users (active profiles).
  - The solution should be able to store at least 1 million documents.



- **Scalability:** The solution should have the capability to accommodate an increase in data size, as well as the number of added users and functions.
- **Expected lifespan:** The expected service life of the system is anticipated to be over 10 years.

## 5.8 Request documentation

The documentation should cover the following aspects:

- The documentation related to the solution development project should include:
  - Description and specifications (functional and technical)
  - Installation files
  - Testing report
  - Source code
  - API documentation
- User guide for the closed system and administrative panel (dashboard) of the website.

## 6 CRITICAL CONSIDERATION

### 6.1 Assumptions

Technical assumptions:

- The system will be developed based on open technologies, ensuring ease with integration and compatibility with existing systems.
- It is expected that all necessary interfaces for integration with other systems are available and documented.
- It is expected that the developed system will have an API for convenient integration with other systems.

Resource assumptions:

- It is expected that the client will provide all the information specified in this document for design and system content within the allocated timeframe (the first month from the beginning of development).
- It is expected that the developer will provide all the necessary information (as described in section 3.8) and grant access to systems and data within the allocated timeframe.

Organizational assumptions:

- All key stakeholders will be available for consultations and meetings during the planning and project acceptance stages.
- The client will provide timely feedback and reviews at various stages of development.

Assumptions regarding collaboration:

- Communication between the development team and the client will be regular, open, and constructive.
- All conflicts or misunderstandings will be resolved through negotiations and consultations.
- It is expected that representatives of the development team will have a basic understanding of human rights and related topics relevant to the future system.

Assumptions regarding third-party services:

- Third-party services required for project implementation (such as cloud services, etc.) will be accessible, reliable, and compatible with the developed system.

## 6.2 Constraints

Time constraints:

- Estimated project start:
  - The project will start in October-November 2023.
- The estimated completion of the project:
  - Currently, there is no specific time constraint. However, the client expects that the development company:
    - during the design phase will provide a tentative plan for creating the system with approximate timelines
    - after completing the design phase, will provide a detailed plan with time constraints for each stage of the system development.
- It's possible that the work on the system will be conducted in multiple iterations.

Resource constraints:

- The client can provide consultations on average up to 5 hours per week throughout the entire development and support period.

Content constraints:

- The scope of the project is defined by the initial documents, and any addition of new features after the start of development will not be considered (or may be added to the contract through an additional agreement).

Legal constraints:

- The development and implementation of the system must comply with all legislative norms and security standards.

Access constraints:

- Access to certain parts of the client's existing system is restricted, therefore integration tests can only be conducted during specific time intervals.

Geographical constraints:

- All servers and infrastructure for the project must be located within the territory of Ukraine.

Constraints on the client's side:

- The client must provide all necessary information and documentation before starting work on the project.

## 6.3 Risks

The purpose of this section is to identify, analyze, and develop strategies for managing potential project risks.

The likelihood of risk is measured on a scale from 1 (lowest likelihood) to 4 (highest likelihood). The impact of the risk is also assessed on a scale from 1 (minimal) to 4 (critical).

The overall rating reflects the combination of likelihood and impact. By definition, unacceptable risks are almost certain to occur and will have a significant impact if not mitigated, affecting the successful completion of the initiative.

Category	RISK	Impact	Likelihood	Overall rating	Proximity	Possible mitigation measures	Assigned to
Technical	Incompatibility of integrations	4	3	7	Short	Audit compatibility	NPM
Technical	Inadequate productivity	3	3	6	Average	System optimization	Developer
Project	Deadline exceedance	3	3	6	Distant	Backup time	NPM

<b>Project</b>	<b>Budget overrun</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>Average</b>	<b>Budget reserve</b>	<b>Council of Europe</b>
<b>Organizational</b>	<b>Insufficient resources</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>Average</b>	<b>Additional resources</b>	<b>Developer</b>
<b>Organizational</b>	<b>Client requirement changes</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>Short</b>	<b>Requirements alignment</b>	<b>Developer</b>
<b>External</b>	<b>Legislative changes</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>Distant</b>	<b>Laws monitoring</b>	<b>NPM</b>
<b>Technical</b>	<b>Technical innovations</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>Distant</b>	<b>System update</b>	<b>Developer</b>
<b>Security</b>	<b>Data leaks</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>Average</b>	<b>Security measures</b>	<b>NPM</b>
<b>Security</b>	<b>DoS attacks</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>Distant</b>	<b>Security measures against attacks</b>	<b>Developer</b>
<b>Users</b>	<b>System abandonment (usability complexity)</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>Distant</b>	<b>Trainings, learning</b>	<b>Developer</b>
<b>Support</b>	<b>Post-implementation issues</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>Distant</b>	<b>Testing and bug fixing</b>	<b>Developer</b>

## **7 DATA REQUIREMENTS**

### **7.1 Data inputs**

User data:

- role
- personal information

- Deactivation date (for public monitors)
- Made changes

Entity data:

- entity type
  - place of detention
  - visit
  - document
- Template for completion
- Information about them
  - content/detailed information
- information about changes
  - information of changes
  - author of changes

Integration data:

- API keys
- Integration server URLs
- Authentication data

## 7.2 Data outputs and reporting requirement

What data needs to be obtained from the system for creating reports:

- Data about Places of Detention (visits, subordination, identified violations, provided recommendations, etc.);
- Data about users (region, number of visits, number of completed courses, etc.).

Departments that should have the ability to receive these reports:

- All departments of the NPM;
- The leadership of the Department;
- Representatives of the Ombudsman's Office.

Reporting requirements:

- accuracy of information;
- completeness;
- (possibly) spell check during data entry for reporting fields;
- ability to visually represent analysis results;
- capability to save the report in an editable format;
- ability to publish results in the public section of the system.

## 7.3 Data Migration

The development company should perform the data migration of NPM visits from the system that was used by the NPM Department from 2012 to 2018.

This system contains information about places of detention, conducted visits, violated rights, and reports. This information needs to be partially transferred to the new system in a way that it can be easily searched, filtered, and used for statistical purposes.

Access to the old system will be granted to the development company by the NPM Department.

The migration procedure:

- Preparatory Phase: Analysis of the structure of the old database and determination of parameters for their transfer.
- Test Migration: Performing a test data migration to identify potential issues and their resolution.
- Main Migration: The actual process of data transfer.
- Validation and Verification: After completing the migration, a comprehensive check of the data's integrity and accuracy is necessary.

## **8 USER DOCUMENTATION AND TRAINING REQUIREMENTS**

Below are the documents and services that should be provided as part of the work on the system:

Technical documentation:

- Description and specifications (functional and technical)
- Installation files
- Testing report
- Source code
- API documentation
- Possibly: recommendations for system configuration and data recovery procedures in case of emergencies.

Technical support and consultations:

- Providing contact information for the support service.
- Organizing periodic meetings with representatives of the development company to address complex issues and consultations.

Primary user training:

- Comprehensive usage instructions encompassing all functions of the closed system (with illustrated screen captures).
- Video tutorials demonstrating how to use the closed system for primary roles.
- Guides and video tutorials for managing content (administrative panel) on the public part of the system and the platform with courses.

## 9 REGULATORY REQUIREMENTS

### 9.1 Privacy Requirements

**Data Protection:** All personal user data and information related to national security must be protected using modern encryption methods. Access to this data should only be granted to authorized individuals with appropriate permissions.

**Storage:** Data should be stored in data centers located within the territory of Ukraine and compliant with national security standards.

**Data Deletion:** In cases where a user decides to delete their data or legal requirements mandate it, all their data must be erased from the system with no possibility of recovery.

**Information Leaks:** In the event of information leaks, government authorities must promptly inform relevant parties and respond according to national legislation.

### 9.2 Audit Requirements

**Regular Audits:** The system should allow for regular audits to be conducted in accordance with the requirements of Ukrainian state standards.

**Logging:** The system must maintain detailed records of user actions and other data-related events to ensure traceability and accountability

я ефективного контролю аудиту та можливості відстеження будь-яких дій у системі.

### 9.3 Legislation

**Law of Ukraine "On Personal Data Protection":** The system must adhere to the requirements of this law, which outlines rules for processing personal data of Ukrainian citizens. For instance, during user registration, there should be a field to obtain consent for the use of their personal data.

**Intellectual Property Rights:** Rights to software, content, design, and other elements of the system must be protected in accordance with Ukrainian laws on copyright and intellectual property.

**Privacy Policy:** The development company should have a clearly formulated privacy policy that aligns with all Ukrainian national standards.

## 10 CRITICAL SUCCESS FACTORS (CSF) AND MEASUREMENTS

### Adherence to deadlines and budget:

**Description:** The project should not exceed the allocated resources.

**SMART Indicator:** All project stages are completed on schedule with a variance of no more than 10% from the designated budget.

#### Minimization of security risks:

Description: Adherence to security standards to prevent data breaches and other potential threats.

SMART Indicator: Zero incidents related to data leaks or DoS attacks within the first year after the system's launch.

#### Efficiency of support and maintenance:

Description: Swift and effective resolution of identified issues after system deployment.

SMART Indicator: 80% of identified issues should be resolved within 2-4 days from the time of notification.

#### Positive user perception:

Description: Users should have a positive perception and interaction with the new system.

SMART Indicator: Over 80% of users express positive feedback about the new system during the first three months after its implementation.

#### Quality of training materials:

Description: Availability of accessible and comprehensible learning materials for users of the new system.

SMART Indicator: 90% of users confirm the comprehensibility of training materials within two weeks of receiving them.

#### Scalability:

Description: The system should have the capability to scale effectively based on the organization's needs.

SMART Indicator: The system maintains stable performance when subjected to a 25% increase in load compared to the initial level.

#### Backup and restoration:

Description: Ensuring the system's seamless operation through creating backup copies and efficient recovery procedures.

SMART Indicator: System recovery after any failure is achieved within 4 hours.

## **11 SIGN OFF AGREEMENT**

Before commencing any work related to the requirements outlined in this document, interested parties and business units must confirm that they have reviewed and approved this document by signing below.

This attests that:

- The requirements laid out in this document reflect the business needs as of the date of signing.



- It is understood that any changes to these requirements later may impact the cost and timelines.

Any relevant email exchanges related to the signatures need to be added.

Name	Role	Date	Signature

End of the Document