| **Culture Area** | **P** | **REQUIREMENTS** |  | **STAKEHOLDERS** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Values** | Child / Adolescent | | Health professionals | | CONANDA | | Health ministry |
| **Interaction** | - | A solution must presuppose understanding and respect for the identity of children and adolescents as beings with their own desires, experiences, opinions and needs, leaving aside an idea that the child is just someone to be controlled or dominated by an adult | Identity | X | |  | |  | |  |
| - | A solution must reinforce organizational norms and procedures to be followed that prevent a problem from being underreported, as in cases where health professionals do not do the notification in a system because they think they can solve the problem on their own | Norms |  | | X | |  | |  |
| - | A solution must align with the norms and values ​​associated with an equitable vision of gender and justice, communicating this to users and not condone with practices that promote violence through of this solution | Norms |  | |  | | X | | X |
| **Association** | - | A solution must not tolerate violent conversations, dialogues and information sharing practices | Conversation | X | |  | |  | |  |
| - | A solution must encourage the collective participation of users in reporting violence, communicating that violence is everyone's problem and action by those who witness violence is necessary | Relationship | X | | X | | X | | X |
| - | A solution must interoperate its information with institutions fighting the problem to strengthen detection and prevention, respecting people's anonymity and privacy | Relationship |  | |  | | X | | X |
| - | A solution must promote users' trust and safety in its mechanisms for reporting and combating violence , through its design, aesthetics and functionalities | Trust | X | | X | |  | | X |
| - | A solution must sensitize professionals (health, education) about the importance of listening to the victim of violence, making them feel validated and continuing the report of violence in the appropriate channels and mechanisms | Relationship | X | | X | |  | |  |
| **Learning** | - | A solution must encourage users with violent behavior to learn or raise awareness about these behaviors as soon as they occur and are detected by the solution | Meta communication | X | |  | |  | |  |
| - | A solution can present information and other organizations that deal with more egalitarian social norms and how to support the fight against violence | Meta communication |  | |  | | X | | X |
| - | A solution can raise awareness of the importance of reporting, of not remaining silent and not tolerating violence, through people's reports of the serious and lasting effects of violence on the victim's life and on several related people | Meta communication | X | |  | |  | |  |
| - | A solution can, through a dialogue or interaction with a user, classify the type of violence that this user suffers or wants to report. | Meta communication | X | |  | |  | |  |
| - | A solution can visually, auditory and sensorially raise awareness that violence is not just physical aggression, but involves psychological violence, neglect and other types. | Meta communication | X | | X | |  | |  |
| **Play** | - | A solution can sensitize children and adolescents through games about the effects, risks and reporting channels of digital violence, in which a virtual character can feel the effects of violence in their daily lives, so that children and adolescents can feel empathy | Emotion and Affection | X | |  | |  | |  |
| - | If involving digital spaces for reporting or learning about violence, a solution should ensure that a feeling or experience of safety, trust and protection is maintained. | Emotion and Affection | X | |  | |  | |  |
| - | A solution must maximize the human characteristics of reception and acceptance, through features that make the human factor present in relationships explicit, preventing human beings from being hidden behind technical forms and technological resources | Emotion and Affection | X | | X | | X | | X |
|  | A solution must prevent users from feeling pleasure and fun arising from harmful violent practices | Emotion and Affection | X | | X | | X | | X |
| **Defense** | - | The solution, if it involves reporting violence, must respect the privacy of the person making the report and others related to it, such as those who suffer and those who receive the report. | Privacy |  | |  | |  | |  |
| - | A solution must guarantee the use of security mechanisms throughout the life cycle of sensitive information that involves reporting and reporting violence | Security |  | |  | |  | |  |
| - | The solution must show confidence and security for a health professional who uses the solution to assist or receive reports or complaints from the victim, clearly and explicitly guiding procedures, rules, steps and helping to recover from errors | Security |  | | X | |  | |  |
| - | The solution must ensure that only authorized people have access to sensitive information stored | Security |  | |  | | X | | X |
| **Exploitation** | - | The solution, if it involves a complaint, must request only the most relevant information, leaving aside some information without urgency to be filled in at another time, especially in cases where the victim can perform the report from home | Property | X | |  | |  | |  |
| - | The solution can collect the location information of the report and send a notification information to guardianship councils and/or police in order to notify possible emergency care | Object |  | |  | | X | | X |
| - | The solution can map violence risk factors to indicate regions where these factors are present for the development of focused public policies | Object |  | |  | |  | | X |
| - | The solution must be accessible for people with disabilities (Sign language option for the deaf, a screen reader for the blind), only have essential fields that are easy to answer and interact with for people with reduced mobility, have an audio report for illiterate people | Accessibility | X | |  | |  | |  |
| - | The solution must work on low-performance devices and preferably with low bandwidth mobile internet | Accessibility | X | |  | |  | |  |
| - | The solution can explore physical aspects of the social world to combat violence, such as location, climate, sound, temperature, spatial organization, modifying the norms and social practices of violence that accompany these physical spaces | Object | X | |  | |  | |  |
| - | A solution can explore physical and physiological aspects of people for the detection and prevention of violence, as long as respecting autonomy and privacy, such as movement, gestures, facial expressions, pressure, sound, body temperature, and sweat. | Object | X | |  | |  | |  |
| **Temporality** | - | The solution can present an estimate of time for the answer of a service or return of a complaint to avoid anxiety and lack of trust | Awareness | X | |  | |  | |  |
| - | The solution must be available when someone needs it. If necessary, it must be available 24 hours, 7 days a week | Availability | X | |  | |  | | X |
| - | The solution must show that there are professionals, institutions, organizations and government sectors responsible for and concerned with ending violence and that users can count on them | Presence | X | | X | | X | | X |
| **Territoriality** | - | The solution must make visible the necessary actions, the necessary fields, the form of interaction and the flow of actions, what the information is being collected for and what the impacts of the action are on the system, so that it does not cause doubts or confusion for whoever uses the solution | Visibility | X | | X | | X | | X |
| - | The solution must work and have integration in several different technological devices, exploring and enhancing the resources of each device | Portability | X | |  | |  | | X |
| - | The solution must support the access of hundreds of thousands of people to the same time | Scalability | X | |  | |  | | X |
| **Classification** | - | The solution must not in any way cause, promote or tolerate defamation of anyone. | Reputation | X | | X | |  | |  |
| - | The solution can adapt its content and form according to the victim's needs in order to be more understandable or not show content that may be offensive or cause anxiety | Adaptability | X | |  | |  | |  |
| - | The solution can help children, teenagers and people of the surroundings to classify actions carried out in their daily lives as actions of violence | Reputation | X | |  | |  | |  |
| **Subsistence** | - | The solution must ensure that the necessary infrastructure resources to function are available, such as server and storage, with reserve resources and load balancing if necessary | - |  | |  | | X | | X |
| - | The solution must permit users to contribute information to combat violence autonomously, without being impeded by bureaucratic issues or registration forms with confirmation | Autonomy | X | |  | |  | |  |
| - | The solution can share general information about the situation of the problem in the country to support the take decision | Sharing |  | |  | | X | | X |
| - | The solution must avoid sharing informations that perpetuate violence and monitor this sharing if it occurs | Sharing |  | | X | |  | | X |
| - | The solution can create a space for collaborative practice between professionals responsible for identifying violence and receiving the report, so that they can exchange experiences, learn together and strengthen their practices | Collaboration |  | | X | |  | |  |