Advances in Intelligent Systems and Computing 1238

Javier Prieto António Pinto Ashok Kumar Das Stefano Ferretti *Editors* 

# Blockchain and Applications

2nd International Congress



#### Advances in Intelligent Systems and Computing

Volume 1238

#### **Series Editor**

Janusz Kacprzyk, Systems Research Institute, Polish Academy of Sciences, Warsaw, Poland

#### **Advisory Editors**

Nikhil R. Pal, Indian Statistical Institute, Kolkata, India

Rafael Bello Perez, Faculty of Mathematics, Physics and Computing, Universidad Central de Las Villas, Santa Clara, Cuba

Emilio S. Corchado, University of Salamanca, Salamanca, Spain

Hani Hagras, School of Computer Science and Electronic Engineering, University of Essex, Colchester, UK

László T. Kóczy, Department of Automation, Széchenyi István University, Gyor, Hungary

Vladik Kreinovich, Department of Computer Science, University of Texas at El Paso, El Paso, TX, USA

Chin-Teng Lin, Department of Electrical Engineering, National Chiao Tung University, Hsinchu, Taiwan

Jie Lu, Faculty of Engineering and Information Technology, University of Technology Sydney, Sydney, NSW, Australia

Patricia Melin, Graduate Program of Computer Science, Tijuana Institute of Technology, Tijuana, Mexico

Nadia Nedjah, Department of Electronics Engineering, University of Rio de Janeiro, Rio de Janeiro, Brazil

Ngoc Thanh Nguyen<sup>(D)</sup>, Faculty of Computer Science and Management, Wrocław University of Technology, Wrocław, Poland

Jun Wang, Department of Mechanical and Automation Engineering, The Chinese University of Hong Kong, Shatin, Hong Kong

The series "Advances in Intelligent Systems and Computing" contains publications on theory, applications, and design methods of Intelligent Systems and Intelligent Computing. Virtually all disciplines such as engineering, natural sciences, computer and information science, ICT, economics, business, e-commerce, environment, healthcare, life science are covered. The list of topics spans all the areas of modern intelligent systems and computing such as: computational intelligence, soft computing including neural networks, fuzzy systems, evolutionary computing and the fusion of these paradigms, social intelligence, ambient intelligence, computational neuroscience, artificial life, virtual worlds and society, cognitive science and systems, Perception and Vision, DNA and immune based systems, self-organizing and adaptive systems, e-Learning and teaching, human-centered and human-centric computing, recommender systems, intelligent control, robotics and mechatronics including human-machine teaming, knowledge-based paradigms, learning paradigms, machine ethics, intelligent data analysis, knowledge management, intelligent agents, intelligent decision making and support, intelligent network security, trust management, interactive entertainment, Web intelligence and multimedia.

The publications within "Advances in Intelligent Systems and Computing" are primarily proceedings of important conferences, symposia and congresses. They cover significant recent developments in the field, both of a foundational and applicable character. An important characteristic feature of the series is the short publication time and world-wide distribution. This permits a rapid and broad dissemination of research results.

\*\* Indexing: The books of this series are submitted to ISI Proceedings, EI-Compendex, DBLP, SCOPUS, Google Scholar and Springerlink \*\*

More information about this series at http://www.springer.com/series/11156

Javier Prieto · António Pinto · Ashok Kumar Das · Stefano Ferretti Editors

## **Blockchain and Applications**

2nd International Congress



*Editors* Javier Prieto BISITE Research Group University of Salamanca Salamanca, Spain

Ashok Kumar Das Center for Security, Theory and Algorithmic Research IIIT Hyderabad, Telangana, India António Pinto Politecnico do Porto and INESC TEC Porto, Portugal

Stefano Ferretti Department of Pure and Applied Sciences University of Urbino Urbino, Italy

ISSN 2194-5357 ISSN 2194-5365 (electronic) Advances in Intelligent Systems and Computing ISBN 978-3-030-52534-7 ISBN 978-3-030-52535-4 (eBook) https://doi.org/10.1007/978-3-030-52535-4

© The Editor(s) (if applicable) and The Author(s), under exclusive license to Springer Nature Switzerland AG 2020

This work is subject to copyright. All rights are solely and exclusively licensed by the Publisher, whether the whole or part of the material is concerned, specifically the rights of translation, reprinting, reuse of illustrations, recitation, broadcasting, reproduction on microfilms or in any other physical way, and transmission or information storage and retrieval, electronic adaptation, computer software, or by similar or dissimilar methodology now known or hereafter developed.

The use of general descriptive names, registered names, trademarks, service marks, etc. in this publication does not imply, even in the absence of a specific statement, that such names are exempt from the relevant protective laws and regulations and therefore free for general use.

The publisher, the authors and the editors are safe to assume that the advice and information in this book are believed to be true and accurate at the date of publication. Neither the publisher nor the authors or the editors give a warranty, expressed or implied, with respect to the material contained herein or for any errors or omissions that may have been made. The publisher remains neutral with regard to jurisdictional claims in published maps and institutional affiliations.

This Springer imprint is published by the registered company Springer Nature Switzerland AG The registered company address is: Gewerbestrasse 11, 6330 Cham, Switzerland

#### Preface

The 2nd International Conference on Blockchain and Applications 2020 (BLOCKCHAIN'20), held in the Heritage city of L'Aquila (Italy), has been a meeting point for both experienced and young researchers investigating in the areas of blockchain and artificial intelligence (AI). The conference has acted as a forum at which the attendees listened to lectures, and shared and discussed ideas, projects and advances associated with these technologies and their application domains. Within the scientific community, blockchain and AI are viewed as a promising combination that will transform the production and manufacturing industry, media, finance, insurance, e-government, etc. Nevertheless, there is no consensus with schemes or best practices that would specify how blockchain and AI should be used together. Combining blockchain mechanisms and artificial intelligence is still a particularly challenging task, and the BLOCKCHAIN'20 conference has been a milestone towards its achievement.

The BLOCKCHAIN'20 conference has been devoted to promoting the investigation of cutting-edge blockchain technology, exploring the latest blockchain- and AI-related ideas, innovations, guidelines, theories, models, technologies, applications and tools for the industry. Critical issues and challenges have been identified so that researchers and practitioners may address them in future research. The technical programme has been carefully designed to offer a fresh and balanced selection of advances and results in blockchain and AI, encouraging focus on novel and interdisciplinary topics.

The technical programme has been diverse and of high quality, and it focused on contributions to both well-established and evolving areas of research. More than 40 papers have been submitted to 20 from over 20 different countries (Canada, France, Germany, India, Ireland, Italy, Jordan, Luxembourg, Malaysia, Malta, Morocco, Netherlands, Oman, Portugal, Slovenia, Spain, Sweden, UAE and USA).

We would like to thank all the contributing authors, the members of the Programme Committee, the sponsors (IBM, Indra, EurAI, AEPIA, AFIA, APPIA and AIR Institute) and the Organizing Committee for their hard and highly valuable work. We thank the funding supporting with the project "Intelligent and sustainable mobility supported by multi-agent systems and edge computing" (Id. RTI2018-095390-B-C32); their work contributed to the success of the BLOCKCHAIN'20 event, and finally, we thank the Local Organization members and the Programme Committee members for their hard work, which was essential for the success of BLOCKCHAIN'20.

Javier Prieto António Pinto Ashok Kumar Das Stefano Ferretti

### Organization

#### **General Chair**

Javier Prieto Tejedor	University of Salamanca, Spain and AIR Institute, Spain			
Advisory Board				
António Pinto	Instituo Politécnico do Porto, Portugal			
Programme Committee Chairs				
Ashok Kumar Das	IIIT Hyderabad, India			
Abdelhakim Hafid	Université de Montréal, Canada			
Local Chair				
Stefano Ferretti	University of Bologna, Italy			
Programme Committee				
Amr Youssef	Concordia University, Canada			
André Zúquete	University of Aveiro, Portugal			
Andrea Omicini	Alma Mater Studiorum–Università di Bologna, Italy			
Anne Laurent	LIRMM - UM, France			
Arnaud Castelltort	Montpellier University, France			
Chhagan Lal	University of Padova, Italy			
Daniel Jesus Munoz Guerra	University of Malaga, Spain			
David Rosado	University of Castilla-La Mancha, Spain			
Fengji Luo	The University of Sydney, Australia			

Fernando De La Prieta Francisco Luis Benítez Martínez Georgios Samakovitis Giovanni Ciatto Hélder Gomes

Imtiaz Ahmad Akhtar João Paulo Magalhaes Josep Lluis De La Rosa Joshua Ellul Kaiwen Zhang

Kashif Zia Luis Carlos Martínez Manuel E. Correia Marc Jansen

Marco Vitale Massimo Bartoletti

Matthias Pohl

Miguel Frade Mirko Zichichi Mohamed Laarabi

Odelu Vanga

Raja Jurdak

Ricardo Alonso Ricardo Santos Roberto Di Pietro

Roberto Zunino Roberto Casado-Vara Rogério Reis Sami Albouq Stefano Mariani

Subhasis Thakur Vasilios Siris

University of Salamanca, Spain University of Granada, Spain University of Greenwich, UK University of Bologna, Italy Escola Superior de Tecnologia e Gestão de Águeda, Universidade de Aveiro, Portugal Higher Colleges of Technology, Qatar ESTGF. Porto Polytechnic Institute, Portugal EASY Innovation Center, UdG & RPI, Spain University of Malta, Malta École de technologie supérieure de Montréal, Canada Sohar University, Oman University of Salamanca, Spain CRACS/INESC TEC; DCC/FCUP, Portugal University of Applied Sciences Ruhr West, Germany Foodchain Spa, Italy Dipartimento di Matematica e Informatica, Università degli Studi di Cagliari, Italy Otto-von-Guericke-Universität Magdeburg, Germany Instituto Politécnico de Leiria, Portugal Universidad Politécnica de Madrid, Spain Mohammadia School of Engineering Rabat, Morocco Birla Institute of Technology & Science (BITS), Pilani, Hyderabad Campus, India Commonwealth Scientific Industrial and Research Organization, UK University of Salamanca, Spain ESTG/IPP, Portugal Hamad Bin Khalifa University - College of Science and Engineering, Saudi Arabia University of Trento, Italy University of Salamanca, Spain University of Porto, Portugal Islamic University of Madinah, Saudi Arabia Università degli Studi di Modena e Reggio Emilia, Italy National University of Ireland, Galway, Ireland Athens University of Economics and Business, Greece

Vicente Traver	Universitat Politècnica de València, Spain
Yuansong Qiao	Athlone Institute of Technology, Ireland

#### **Organizing Committee**

Juan M. Corchado Rodríguez University of Salamanca, Spain AIR Institute, Spain Javier Prieto Tejedor University of Salamanca, Spain AIR Institute, Spain Roberto Casado Vara University of Salamanca, Spain Fernando De la Prieta University of Salamanca, Spain University of Salamanca, Spain Sara Rodríguez González Pablo Chamoso Santos University of Salamanca, Spain Belén Pérez Lancho University of Salamanca, Spain Ana Belén Gil González University of Salamanca, Spain Ana De Luis Reboredo University of Salamanca, Spain Angélica González Arrieta University of Salamanca, Spain Emilio S. Corchado University of Salamanca, Spain Rodríguez Angel Luis Sánchez Lázaro University of Salamanca, Spain Alfonso González Briones University Complutense of Madrid, Spain Yeray Mezquita Martín University of Salamanca, Spain Enrique Goyenechea University of Salamanca, Spain AIR Institute, Spain Javier J. Martín Limorti University of Salamanca, Spain Alberto Rivas Camacho University of Salamanca, Spain Ines Sitton Candanedo University of Salamanca, Spain Elena Hernández Nieves University of Salamanca, Spain Beatriz Bellido University of Salamanca, Spain María Alonso University of Salamanca, Spain Diego Valdeolmillos AIR Institute, Spain Sergio Marquez University of Salamanca, Spain Jorge Herrera University of Salamanca, Spain Marta Plaza Hernández University of Salamanca, Spain Guillermo Hernández AIR Institute, Spain González Luis Carlos Martínez University of Salamanca, Spain AIR Institute, Spain de Iturrate Ricardo S. Alonso Rincón University of Salamanca, Spain Javier Parra University of Salamanca, Spain Niloufar Shoeibi University of Salamanca, Spain Zakieh Alizadeh-Sani University of Salamanca, Spain

#### Local Organizing Committee

Pierpaolo Vittorini	University of L'Aquila, Italy
Tania Di Mascio	University of L'Aquila, Italy
Giovanni De Gasperis	University of L'Aquila, Italy
Federica Caruso	University of L'Aquila, Italy
Alessandra Galassi	University of L'Aquila, Italy

#### **BLOCKCHAIN'20** Sponsors



#### Contents

#### **BLOCKCHAIN-MainTrack**

Sandboxes and Testnets as "Trading Zones" for Blockchain     Governance      Denisa Reshef Kera	3
Functional Differences of Neo and Ethereum as Smart   Contract Platforms   Marco Bareis, Monika di Angelo, and Gernot Salzer	13
Sandbox for Minimal Viable Governance of Blockchain Servicesand DAOs: CLAUDIAIsmael Arribas, David Arroyo, and Denisa Reshef Kera	24
A Study on Recent Trends of Consensus Algorithms for Private Blockchain Network Prasad B. Honnavalli, Ajaykumar S. Cholin, Athul Pai, Achuta D. Anekal, and Aditya D. Anekal	31
A Fair and Anonymous Payment System for the Onion Relays Debasish Ray Chawdhuri	42
A Blockchain-Based Approach for Cross-Ledger Reconciliation Adriano Ribeiro, Luiz Santos, Alexandre Furtado, Bruna Schroder, Daniel Vidaletti, and Mariangela Vanzin	52
Towards a Secure Data Exchange in HoT	61
An Architecture for Sharing Cyber-Intelligence Based on Blockchain Rui Gonçalo, Tiago Pedrosa, and Rui Pedro Lopes	71

Envisioning the Digital Transformation of Financial Documents: A Blockchain-Based Bill of Exchange Andrea Ponza, Simone Scannapieco, Anna Simone,	81
and Claudio Tomazzoli     Data Protection Compliance Challenges for Self-sovereign Identity     Alexandra Giannopoulou	91
Revisiting Blockhain Use in Notary Services:     An European Perspective     António Pinto and Jorge Silva	101
Qualified Targeting Through Data Aggregators in Permissioned Blockchain Settings: A Model for Auditable Transactions Miguel-Angel Sicilia, Pedro Garrido, Salvador Sánchez-Alonso, Marçal Mora-Cantallops, Elena García-Barriocanal, Salvador Casquero, Lino González, and Alberto Ballesteros	111
A Brief Review of Database Solutions Used within Blockchain Platforms Blaž Podgorelec, Muhamed Turkanović, and Martina Šestak	121
A Framework for On-Demand Reporting of Cryptocurrency Ownership and Provenance	131
Transaction Costs and the Influence of New Technologies on Organizational Models Javier Parra-Domínguez, Jorge González, María E. Pérez-Pons, Juan Manuel Corchado, and Sara Rodríguez-González	144
BLOCKCHAIN-DC	
Analysis of Costs for Smart Contract Execution	153
Privacy in Financial Information Networks: Directions for the Development of Legal Privacy-Enhancing Financial Technologies	157
Energy Markets with Blockchain Technology	161
Data Management Applied to Service Provision     in Banking Environments     Elena Hernández Nieves	165

An Intelligent Platform for the Monitoring and Evaluation of Critical	
Marine Infrastructures	171
Marta Plaza-Hernández	
Author Index	177

## **BLOCKCHAIN-MainTrack**



#### Sandboxes and Testnets as "Trading Zones" for Blockchain Governance

Denisa Reshef Kera<sup>( $\square$ )</sup>

BISITE, University of Salamanca, Edificio I+D+i - C/Espejo s/n, 37007 Salamanca, Spain denisa.kera@usal.es

Abstract. FinTech regulatory sandboxes and testnets use cases offer a hybrid model for integrating blockchain technologies with governance, connecting code with regulations, on-chain infrastructure with off-chain institutions. The hybrid models are an alternative to the reduction of governance to consensus mechanisms in the present libertarian but also anarcho-capitalist and communitarian blockchain projects. Inspired by the concepts of "innovation through dissonance" in the so-called "trading zones," we claim that the regulatory sandboxes can integrate all four regulatory forces (law, social norms, market, and technical infrastructure) rather than only two (FinTech insistence on markets and technology). This evaluation criterium for sandboxes was defined and tested with a simulated ledger (testnet) for exploring near-future scenarios of blockchain governance. In 2019, we conducted five workshops with 35 participants using templates of smart contracts to decide upon regulations of novel services that use satellite data to trigger automatic transactions (change of ownership). In the workshop and following questionnaire, the participants expressed need for a better integration of their natural language, regulations, and code without prioritizing any regulatory force or domain (market, culture, technology, or law), but supporting what we describe as a playful "regulation through dissonance."

Keywords: Blockchain · Governance · Regulatory sandbox

#### 1 Introduction

Blockchain applications are often embraced, but also rejected for their ability to disrupt existing institutions and regulations in the financial services, land registries, and various industries. Bitcoin cryptocurrency, self-regulating and anonymous DAOs (Decentralized Autonomous Organizations), and smart contracts promise a more efficient, transparent, and decentralized governance reduced to algorithms. They claim to embody various libertarian [4], but also communitarian values and aspirations [1], such as "credible neutrality" [3] or "Ostrom's eight principles for commons stewardship" [11], but it remains unclear who decides on the values and how exact should be their mapping to the algorithms and code which are prone to changes.

Like any software, blockchain technologies suffer from security flaws and they need occasional maintenance. Any change in the code makes essential the coordination between the stakeholders, such as developers, miners, and users. Paradoxically, the

J. Prieto et al. (Eds.): BLOCKCHAIN 2020, AISC 1238, pp. 3–12, 2020. https://doi.org/10.1007/978-3-030-52535-4\_1

technology that is supposed to disrupt all governance has severe governance deficit when it comes to responding to the everyday challenges (common in every infrastructure) of maintenance, scaling or security flaws.

This lack of management of the actual software by its stakeholders leads to crises, and different fractions split to make their own version of the ledger and this weakens the original network. These so called "forks" of the mainnet (the main network of nodes that form the distributed ledger and the core functionality), but also testnets (simulated ledgers for testing of new applications) further erode the trust in the blockchain platforms.

There are many critiques of the governance by blockchain idea that expects algorithms or consensus mechanisms to mature and replace all existing institutions [6, 13]. What is often neglected in these discussions is the emergence of an alternative to these purist and reductionist views of governance by algorithms and code. It introduces a more hybrid model for convergence of blockchain technology with governance institutions, markets etc. via the regulatory sandboxes. Sandboxes defy the reductionist view of "governance-by-design" and introduce a more pragmatic model for adoption of blockchain technologies that can extended to other than FinTech domains.

#### 2 Regulatory Sandboxes, Testnets, and Other Simulators

Regulatory sandboxes, but also testnets use cases, and simulators offer an alternative to the exaggerated social and political promises and threats of the blockchain technologies. They replace the discourse on disruption with actual experiments in contained and supervised environments that support stakeholder negotiations. Their goal is to integrate technology with governance that avoids the pitfalls of technocratic determinism and reductionism or equally restrictive dream of ex-ante regulations preventing any innovation in the name of "slow" governance.

The hybrid and alternative model of blockchain sandboxes was pioneered in the FinTech domain in 2015 by the UK Financial Conduct Authority as part of their innovation program (Innovate).<sup>1</sup> FCA's goal was to create a FinTech "ecosystem" that can negotiate and supervise the interactions between stakeholders and their interests. In the "sandbox," the innovators, existing financial institutions, but also government regulators negotiate and experiment with new services and combine various agendas: regulatory compliance, innovation, but also inclusivity and diversity.

The regulatory sandboxes simply extended the concept of a testing environment commonly used in software development and computer security to explore the interaction between emerging technology and society, regulations and code. In software development and security, a sandbox usually means a virtual server or other isolated and controlled environment, in which we can test how a piece of code interacts with a given operating system or various programs. In the case of a regulatory sandbox,

<sup>&</sup>lt;sup>1</sup> FCA 'Regulatory Sandbox' https://www.fca.org.uk/firms/regulatory-sandbox.

multiple regulators set up an environment by "relaxing" the rules to "live-test" the emerging technologies on a limited sample of users.

The sandbox is usually set up by the provider of the platform (or regulations) to support better integration and symbiosis with something developed by "third parties" or private companies. The purpose is to mitigate the risks on all sides and anticipate the changes that will support the adoption without disruption and instability. The hybrid model of connecting regulations and code then offers some unique possibilities how to avoid the paradoxes of blockchain governance, but also the extremes of the "governance by design" [10] or regulatory moratoria.

#### **3** CC License as the Origin of the "Regulatory Sandbox"

The search for pragmatic rather than reductionist solutions to the dilemmas of code and regulations started in the late 1990s with discussions on the "invisible regulation" by code (emerging technology platform or "architecture") in Lawrence Lessig's writing popularized as a "pathetic dot theory" [8].

According to Lessig, the individuals ("pathetic dots") are subjected to four regulatory forces (law, social norms, market, and architecture or technical infrastructure) that are not equally visible and negotiable. Lessig provides many examples of such regulatory (in)visibility to find a way to bridge the divide between code and law. Instead of making "better" code or more strict regulations, he proposed a hybrid initiative that connects these four forces by making them not only visible, but also negotiable to the stakeholders.

The 2001 CC license suite<sup>2</sup> is a simple tool and platform backed by an independent non-profit organization, Creative Commons (CC). It started as a proposal for regulation of digital content, but also a piece of reusable "code" included on various websites that offers a model (and license) for sharing and managing intellectual property. The CC license offered an alternative to the strict copyright model that was not working for digital content. It defined not only a new decentralized market for digital content without a "middleman" (copyright owners organizations), but also created new social norms around sharing online content by artists and creators.

In this sense, it impacted all four regulatory domains with a simple, but hybrid structure of regulation, code, and transformed social customs. The license empowered the citizens and stakeholders to engage with regulation, market, culture, and technology over simple icons and code that define what is a fair use for particular item, such an image, text or data. In this sense, it is a model for successful engagement with technological governance that is neither only about governance of technology nor only about reduction of governance to technology.

The regulatory sandboxes and examples of use cases based on the testnets extend these hybrid efforts for technological governance. They make the interaction between the four regulatory forces visible and negotiable to the stakeholders involved in the issue of blockchain adoption. The value of a sandbox for a blockchain governance

<sup>&</sup>lt;sup>2</sup> Creative Commons website http://creativecommons.org/licenses/.

depends directly on how visible and negotiable it makes the four forces (regulation, market, technology, or culture) to the various stakeholders. Rather than reducing the impact to only one domain (better technology or market), sandboxes make use of the full spectrum of possibilities and connect them in novel ways.

#### 4 Evaluation Criteria for Sandboxes and Hybrid Governance

Currently, the main criterium of regulatory sandbox success seems to be their ability to translate innovation to markets. This raises criticism and suspicion about their independence on the market and technology forces. To avoid this issue, we decided to define sandboxes more broadly as any institution, space, framework, method, or even a tool that makes the interaction between the four regulatory forces visible and open to experiments, discussion, and negotiation between different stakeholders.

Instead of insisting that code is an absolute law or that sacred laws should manage innovation by blocking certain code and making it compliant "by design," the purpose of a sandbox for blockchain governance is to support participatory experiments leading to integration and transformation of all four domains and forces of change.

Regulatory sandboxes, hybrid simulators, or certain uses of testnets have the potential to foster a symbiotic rather than antagonistic relation between code and regulations, platforms and institutions. They offer a practical alternative to the ex ante or ex post regulations coming too late to catch up with scandals and misuses of technology (Facebook, Cambridge Analytica, various Google services).

The few existing examples of regulatory sandboxes in the UK, but also Singapore and Australia, work mainly with FinTech projects. There are also many emerging sandboxes, such as the US-based sandbox set up by the Consumer Financial Protection Bureau (CFPB) for cryptocurrencies and blockchain technology in 2018 or 2019 Reserve Bank of South Africa sandbox. This makes it difficult to assess their value by independent sources, but according to the white papers and reports published about the first regulatory sandbox in UK, Financial Conduct Authority's (FCA) "Innovation" program enabled 11 blockchain and distributed ledger technology-related companies between 2015 and 2018.

Their narrow definition of success (market) raises doubts whether the purpose of sandboxes is actually to protect and improve the regulations. The emphasis on market can easily destabilize the existing public institutions in favor of the new businesses. To respond to these doubts, we are proposing a more inclusive criteria of success that relate to all four regulatory forces rather than two (technology and markets). The criteria include values such as visibility of the four forces shaping the future services, but also visibility and empowerment of the stakeholders by giving them a voice in the future development of the service. Regulatory sandbox success depends on how participatory and transparent the decision making, but also prototyping processes and how they can open they are to forces beyond the market.

Sandboxes should offer rich feedback on the type of issues, hopes, and fears the various stakeholders experience while engaging with the new service rather than only a