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Audiovisual Council of Republic of Moldova Website

BUSINESS REQUIREMENTS

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1. Introduction

1.1 PURPOSE OF THE DOCUMENT

This document presents the detailed business requirements for the development of the Website of the Audiovisual Council of the Republic of Moldova, that will be delivered by the Council of Europe Support for Media Pluralism and Freedom of Expression in the Republic of Moldova project.

1.2 REFERENCE DOCUMENTS

The list of reference documentation provided in the table below.

NAME/DESCRIPTION	LINK TO THE DOCUMENT
N/A	

1.3 LEXICON / GLOSSARY

The list of the specific terms and abbreviations used in the document.

TERM	DEFINITION
DIT	DIRECTORATE OF INFORMATION TECHNOLOGY
SLA	SERVICE LEVEL AGREEMENT
AC	AUDIOVISUAL COUNCIL
STISC (ITSCS)	INFORMATION TECHNOLOGY SERVICE AND CYBER SECURITY

2. Executive summary

The project "Support for Media Pluralism and Freedom of Expression in the Republic of Moldova" supports the implementation of activities addressing the need for legislative reforms in the audiovisual field, capacity-building for media professionals and content diversification within the National Public Broadcaster. Within this specific objective, the Project aims to assist the national regulatory authority, the Audiovisual Council to improve and strengthen its communication with the public and transparency.

3. Background Information

3.1 PROJECT SCOPE AND OBJECTIVES

The Audiovisual Council is an autonomous public authority, with the status of a legal entity of public law that regulates the field of audiovisual communication. The mission of the Audiovisual Council is to contribute to the development of audiovisual media services in accordance with the principles of audiovisual communication provided by the Code of Audiovisual Media Services, with the norms, standards and international best practises in the field. The public interest in the audiovisual field is the interest in ensuring a pluralistic and objective information of the population, a higher interest in relation to political, economic, commercial, ideological or other interests.

In accordance with its authority and responsibilities, the Audiovisual Council is informing the public of the activities, decisions, competitions and monitoring carried out. One of the main sources of informing the public is the website of Audiovisual Council that is expected to allow the representatives of the council to manage the entire website content thus the information presented is the most relevant and actual to the public. On the website of Audiovisual Council the public is expected to find the most actual information in regards with:

- Entire archive and the latest decisions of the Audiovisual Council
- The agenda of the past and future meetings of the Audiovisual Council including the minutes for the meetings that took place
- The registers of TV and Radio service providers
- The archive and all the latest reports of the Council activity and monitoring including verification activities reports and recommendations
- The legal framework documentations
- Career open positions including results of the interviewing process
- Press releases and Council announcements, like competitions for the distribution of available radio frequencies and TV channels
- and other

Beside the above, the Audiovisual Council is planning to include on the website the online broadcasting of meetings that will be also available in their archive and accessible from the website.

3.2 OUT OF SCOPE

The Audiovisual Council actual website is hosted and administered by a service provider that also handles the content management queries due to system limitations in the content management area. All the content currently available on the website www.audiovisual.md will be rigorously reviewed and processed by the Council representatives on their own therefore any automated migration of content or media is out of scope of the current project.

3.3 PRESENTATION OF THE RELEVANT DIRECTORATES / DEPARTMENTS

In accordance with Article 39 from the Audiovisual Code of the Republic of Moldova nr.260-XVI from 27 July 2006, the Audiovisual Coordinating Council is an autonomous public authority in the audiovisual

field in the Republic of Moldova, representative and guarantor of the public interest in the audiovisual field. The Audiovisual Council is directed by the President of the Council, who also coordinates the work of its members within the limits of the authority established by the Audiovisual Code. During the development of the website of Audiovisual Council the service provider will be collaborating closely with the President of the Council and members that may be also delegated by the President.

In regards to website infrastructure setup, hosting and maintenance the Audiovisual Council will be supported by the government institution STISC, therefore the service provider will be also coordinating the technical aspects of website architecture with the technical support of the institution.

3.4 BUSINESS PROCESSES

In accordance with the regulations of the code of audiovisual media services of the Republic of Moldova, nr. 174 from 8 November 2018, the Audiovisual Council is administering its official website and presents actualised information regularly in compliance with a number of legal provisions:

- The Audiovisual Council, at least once a year, compiles and publishes on its official website the list of national, regional and local media service providers. (*Article 4 p13*)
- Within 30 days of the date of submission of the application, the Audiovisual Council shall issue or refuse the issuance of the retransmission authorization by a reasoned decision, which shall be published on the official website of the Council. (*Article 54 p3*)
- For the purpose of notification, the applicant shall submit a statement, a model of which may be accessed on the official website of the Audiovisual Council. (*Article 58 p2*)
- Non-linear audiovisual media service providers shall submit to the Audiovisual Council an annual report by 1 February on the European audiovisual works broadcast during the previous year. The report model can be accessed on the official website of Audiovisual Council. (*Article 60 p1*)
- The Audiovisual Council elaborates and updates the list of free audiovisual media services for retransmission and the "must carry" ones and publishes it on the official website of the Audiovisual Council. (*Article 75 p4d*)
- The Audiovisual Council announces a public competition for the selection of candidates proposed by civil society organisations, making public on the official website of the Parliament and on the official website of the Audiovisual Council the rules for organising and conducting the competition and the deadline for submitting applications, depending on position whose entity becomes vacant. (*Article 76 p3b*)
- The debates within the meetings of the Audiovisual Council and the results of the voting shall be recorded in the minutes, signed by the president of the Audiovisual Council. The decisions together with the minutes shall be published on the official website of the Audiovisual Council within 10 working days from the date of adoption of the respective decisions. (*Article 80 p5*)
- During the election campaigns, the decisions regarding the examination of the appeals by the Audiovisual Council are published on the official website within 2 days from the date of the adoption of the decision. (*Article 80 p6*)
- The Audiovisual Council publishes the decisions on its official website and in the "Monitorul Oficial" of the Republic of Moldova (*Article 80 p8*)
- The Audiovisual Council approves the annual report on its financial activity, which is published in the "Monitorul Oficial" of the Republic of Moldova and on the official website of the council. (*Article 81 p4*)
- By March 1 of the following year, the Audiovisual Council submits the annual activity report to the parliamentary committee, and publishes it on its official website. (*Article 87 p2*)

The developed website will have the main usage to store and present the information related to the activity of Audiovisual Council, and is not expected to deliver any automated processes or integration with any other third party services. The management of the content on the website should be

completely administered by the Audiovisual Council via an intuitive and user-friendly interface without interfering with any of the business processes currently existing within the Council.

3.5 IDENTIFIED STAKEHOLDERS, USERS, ROLES & RESPONSIBILITIES

The Audiovisual Council official website will be managed by the Audiovisual Council and maintained by the governmental institution STISC. Within the website content management panel, the system will not offer access control based on the user permission, thus all users with the access to the website content management panel are able to perform the available actions, despite role and responsibilities within the Audiovisual Council departments.

3.6 INTERACTION WITH OTHER SYSTEMS

The Audiovisual Council official website is not designed to interact with any of the already existing systems within the Audiovisual Council or any other institutions.

3.7 REPLACEMENT OF EXISTING / OLDER SYSTEMS

The purpose of the Audiovisual Council official website developed under this project, is to completely replace the existing website, www.audiovisual.md, that due to a series of technical and business constraints does not have a continuity and cannot be used to reflect Audiovisual Council activity related information.

3.8 PRODUCTION ROLLOUT CONSIDERATIONS

For the production rollout of the website it is expected that the website is enriched with the most important content pages and reports that can be accessed from the website navigation menu and footer. The initial setup of the website content, including navigation menu and creation of pages, will be fulfilled by the Audiovisual Council representatives with the support of the development company. The level of website readiness for production rollout will be established by the Audiovisual Council during the content preparation phase. Following the production rollout the Audiovisual Council will continue adding the missing information to the website without disrupting the website functioning.

3.9 METHOD OF REQUIREMENTS CAPTURE USED

The Business Requirements Document is elaborated based on the information gathered from a number of meetings conducted with the President of the Audiovisual Council.

4. Business Requirements

Under the current part of the requirements document are stated all the business requirements and the acceptance criteria for the delivery of the Audiovisual Council website.

4.1 DETAILED BUSINESS REQUIREMENTS

Each identified business requirement is provided within the following table with a title, short description, detailed description of the scope and a list of acceptance criteria that should be the main reference for user acceptance testing and validation of the developed website.

BR1 - The system ensures a secured access to the website administration panel
Description: The content presented on the website is managed within the website administration panel and the access to this area should be highly secured.

Scope: The system will require authentication for accessing the administration panel. The user accounts are created by the system administrator user by defining next information:

- First name
- Last name
- Email address (unique)

When an account is created, the system will be generating an email notification to the specified email address with a link to activate the account. Within the account activation form the user will be requested to enter a strong password that will meet next validation rules:

- Password length is more than 8 characters
- Password contains at least one lowercase letter
- Password contains at least one uppercase letter
- Password contains at least one digit
- Password contains at least one special character

Acceptance Criteria:

1. The system allows creation of new accounts within the website administration panel
2. The system generates email with the account activation link when a new account is created in the system
3. The system requires a secured password to be introduced when user accessed the activation link
4. The system requires login after the account successful activated
5. To access the website administration panel the user is requested to provide their email address and the password
6. The system validates the login credentials and only allows access in the system if the credentials are correct

BR2 - The system allows to reset password for the access to the website administration panel

Description: A content manager with the access to the website administration panel may request password reset from the login form.

Scope: To ensure that an existing system account can recover his access into the administration panel, the system provides the ability to reset the password. The reset password function is accessed from the login form and requires a valid email address to be submitted. The system generates a reset password link that is valid 24 hours and can be only used once. On the password reset form the user is requested to provide a secure password that complies with the validation rules described in the BR1.

Acceptance Criteria:

1. An existing user account ca reset his password using the reset password link received on his email address
2. A reset password link is valid for 24 hours and can be only used once
3. On the password reset form the user is requested to provide a strong password that complies with the system password validation rules

BR3 - The system administrator can deactivate a user account

Description: The administrator user has the ability to deactivate an existing account thus it will not be allowed to login into the website administration panel anymore.

Scope: From the perspective of an enhanced security and control over the accounts already created in the system, the administration user is able to deactivate an existing account. An account that was deactivated will not be allowed to login into the administration panel and the system will ignore sending the reset password links if requested by the user from the login form.

Benefit: Once an account is created in the system, there will be multiple records and audit logs generated for the user activities. Deleting an account may cause issues to the related entities therefore the recommendation is to deactivate an account instead of deleting it completely.

Acceptance Criteria:

1. Administrator user has the ability to change the user account status into deavated thus his access into the website administration panel is denied
2. Administrator user can activate back an account that was previously deactivated
3. A user account that is deactivated cannot login into the website administration panel and cannot request password reset link

BR4 - A content manager is able to manage with the navigation menu items

Description: A content manager user is able to access the list of menu items and to perform updates.

Scope: All the content created by the content management team will be categorised thus it can be properly displayed on the website user interface under a defined section in the menu. The list of initial menu items is the next:

- Council
- AC Meetings
- Decisional transparency
- Regulation (or Media services)
- For media consumers
- For audiovisual industry
- Media

Within the website administration panel the content manager is allowed to view, edit , delete and create new menu items. Deleting an item is only allowed if there are no content entities referenced to it. When creating a new menu item next information will be provided:

- Menu item unique id
- Menu item title
- Menu item order

When a content type is created the system is also recording the create date and the name of the user account who created it.

Acceptance Criteria:

1. A logged in content manager can access the list of menu items
2. A logged in content manager can create a new menu item
3. A logged in content manager can edit an existing menu item

4. A logged in content manager can delete an existing menu item only if it is not referenced to a content item

BR5 - A content manager is able to manage with the navigation sub-menu items

Description: Under each menu item configured in the system a content manager is able to define sub-menu items that will be referencing different types of the information.

Scope: The sub-menu items will include links to the content pages that are categorised under relevant sub-section by a content manager at the time a page is created. The list of initial sub-menu items is the next:

- Council
    - Activity of the Council
    - Members
    - Organisational chart
    - Council legal framework
    - Contacts
    - Cooperation
- AC meetings
    - Agenda
    - Online meetings
    - Archive
- Decisional transparency
    - Decisions
    - Minutes
    - Public consultations
    - Public procurement
    - Activity reports
    - Financial reports and budget
    - Careers
    - Announcements
    - Statement of managerial responsibility
- Regulation (or Media services)
    - Transparency of ownership
    - Registers
    - Must Carry
    - List of media services providers
    - Thematic monitoring reports
    - Inspection activity reports
    - Elections
- For media consumers
    - Online petition
    - FAQ
- For audiovisual industry
    - For media services providers
        - Sample documents
        - Advisory support
        - Rules of professional conduct
    - For media services distributors
        - Sample documents
- Media

- ○ Press releases
- ○ Photo gallery

Within the website administration panel the content manager is allowed to view, edit , delete and create new sub-menu items. When creating a new sub-menu item next information will be provided:

- ● Menu item unique id
- ● Menu item title
- ● Menu item order

When a content type is created the system is also recording the create date and the name of the user account who created it.

Acceptance Criteria:

5. A logged in content manager can access the list of sub-menu items
6. A logged in content manager can create a new sub-menu item
7. A logged in content manager can edit an existing sub-menu item
8. A logged in content manager can delete an existing sub-menu item only if it is not referenced to a content item

BR6 - A content manager is able to create and manage rich text content pages

Description: On the website of AC will be present a number of pages with informational content that once added by the content manager can be updated time to time to ensure that information is up to date.

Scope: Content manager creates pages with informational content to present different aspects of Council responsibilities and activities. Some of pages with informational content may include:

- ● Activity of the Council
- ● Members
- ● Council legal framework
- ● Cooperation
- ● Transparency of ownership
- ● Registers
- ● Must Carry
- ● List of media services providers
- ● Contacts
- ● Organisational chart
- ● FAQ
- ● Sample documents
- ● Advisory support
- ● Rules of professional conduct

Within the website administration panel the content manager is allowed to view, edit , archive and create new content pages. When creating a new page next information will be provided:

- ● Page reference with the sub-menu item
- ● Page title
- ● Page keywords

Within the informational content page content manager via a rich text edit component is allowed to introduce styled text, insert images, upload files (.pdf, .doc, .xls, jpeg), embed multimedia, hyperlinks.

Uploaded files will be represented in a list view with next information:

- Icon that is representing that is a file that can be downloaded
- File title (entered by content manager)

Clicking on the file title will download the file.

On a single content page content manager can create two or more chapters with uploaded files, for example on Legal framework page it can be two chapters:

- Legal framework files
    ○ list with uploaded files
- Normative decisions files
    ○ list with uploaded files

This way files can be organised and easier found by the site visitors.

Acceptance Criteria:

1. A content manager can access the list of content pages
2. A content manager can create a new content page and reference it with a sub-menu item which is not referenced with any other page
3. A content manager can edit an existing content page
4. A content manager can mark as archived a content page so it does not display on the website
5. A content manager can add hyperlinks to content pages
6. A content manager can add embedded multimedia to content pages (i.e: Youtube videos)
7. A content manager can upload files by provind file title and a file
8. The system supports the following file types for upload: pdf, doc, docx, xls, xlxs, jpg, jpeg.
9. On the website the uploaded files are presented in a listview with an icon and title entered by the content manager
10. Website visitors can download files by clicking on the file title

BR7 - A content manager is able to manage page of type Careers

Description: On the website page Careers the Audiovisual Council is informing the public about any open positions and also is reflecting all the results of the interviews including who were admitted and who passed the interviews. This information should remain on the website as a historical record, thus it should be properly structured so that website visitors clearly see what are the actual open positions and what are the closed, outdated positions.

Scope: On the Careers page a content manager can create a new announcement about open position providing next information:

- Open position announcement title
- Open position description (rich text area)
- Due date for application
- Uploaded files

For an open position record in the system, content manager is able to update three next content sections as the process of election and interviewing evolves:

- List of candidates admitted to the competition (rich text area)
- List of candidates admitted to the interview (rich text area)
- List of candidates passed the interview (rich text area)

Every time a section is updated it will be displayed on the page with appropriate content provided by the content manager.

On the Careers page the open position announcements are presented in a grid view with next information:

- Open position announcement title
- Due date for application
- Status:
    - Open - until due date
    - In progress - after due date
    - Closed - set by content manager

The gridview component supports next features for improvement usability and accessibility:

- pagination
- search by title, status
- searching by due date providing start and end time

Acceptance Criteria:

1. A content manager can create a new open position announcement by providing title, description, due date and upload files.
2. A content manager can view, edit, delete an existing open position announcement
3. A content manager can update an existing open position announcement with the information about interviewing steps in a predefined section on the announcement page.
4. A content manager can update open position announcement to status Closed
5. A content manager can update content on the Careers page which is available on the page above the list of the announcements.
6. The system displays all existing open position announcements on the Careers page in a grid view with possibility to search
7. The system set status "Open" for open position announcements that did not pass due date
8. The system automatically updates the open position announcement to "In Progress" a day after the due date.

BR8 - A content manager is able to manage pages of type Reports

Description: The Audiovisual Council as part of multiple activities under his duty is elaborating a series of decisions, minutes and reports that have to be published on the website and stored for historical tracking.

Scope: Because the AC is elaborating multiple types of reports, decisions, minutes that have to be clearly organised on the website, a content manager should be able to create pages where a specific set of reports can be uploaded. Pages should be referenced with sub-menu items so these can be accessed from the navigation menu. The list of initial pages of type reports is the next:

- Decisions
- Minutes
- Financial reports and budget
- Monitoring reports
- Thematic monitoring reports
- Inspection activity reports
- Activity reports
- Agenda

When creating a page of type Reports, a content manager will provide the following information:

- Page title
- Page description (rich text area)

Once page is created content manager can upload files to that page providing next information:

- File title (to be displayed on the website)
- Report type
- Date of the report
- File upload (pdf, doc, docx, xls, xlxs, jpg, jpeg.)

The reports section is displayed below the page description section, in a gridview with possibility to search by title and to filter by report type, period of time and by year. The gridview component should also support pagination.

The reports are ordered by "Date of the report" date descending, thus the most recent report is on top.

Acceptance Criteria:

1. A content manager can create page of type reports and reference it with a sub-menu item which is not referenced with any other page
2. A content manager can access and edit pages of type reports
3. A content manager can upload files to a page of type reports
4. The system displays all uploaded files on the related page of type Reports in a gridview with pagination and with possibility to search by title
5. The system allows the list of reports to be filtered by report type and by date
6. A website visitor is able to download files from the pages of type Reports

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BR9 - A content manager is able to manage pages of type News

Description: The AC is regularly communicating via press releases the decisions that the Council is adopting or any other important activities or events related to audiovisual domain. These communications have to be published on the website and stored for historical tracking.

Scope: A content manager should be able to create a page of type News and to regularly update it with relevant information. The list of initial pages of type News is the next:

- Press releases
- Announcements

When creating a page of type Reports, a content manager will provide the following information:

- Page title
- Page description

Once page is created content manager can create News article with pages next information:

- Date of the article
- Title of the article
- Article type (press release, news or announcement)
- Image of the article
- Article content (rich text area)

All articles created within a particular page are displayed in a list with the image , title and a short summary from the description, and on click can be opened to display the entire content.

The list of articles contains a paginator and can be searched by title and filtered by article type, by period of time and by year.

Acceptance Criteria:

1. A content manager can create page of type News and reference it with a sub-menu item which is not referenced with any other page
2. A content manager can access and edit pages of type News
3. A content manager can create articles on pages of type News
4. A content manager can edit, delete articles on pages of type News
5. The system displays all articles on the related page of type News in a listview with pagination and with possibility to search by title and filter by date field
6. A website visitor is able search through the list of articles on a page of type News
7. A website visitor is able to access and read full article content by clicking on the article tile on the page of type News

BR10 - A content manager is able to manage the photo gallery

Description: The AC may also post on the website photo reports from events or activities the Council is organising or attending.

Scope: A content manager should be able to create photo albums in the system thus these are all represented on the Photo Gallery page on the website. When creating a new photo album, content manager will be providing next information:

- Album date (date of the event)
- Album title
- Cover image

Once an album is created, the content manager is able to upload multiple images to the album.

On the Photo Gallery page the albums are displayed with the cover image and title under it, ordered by album date. The list of albums supports pagination.

Acceptance Criteria:

1. A content manager can create new album on Photo Gallery page
2. A content manager can edit, delete an existing album from Photo Gallery page
3. The system displays all existing photo albums on the Photo Gallery page order by album date

	4. A website visitor can access a photo album and visualise images
BR11 - A content manager is able to manage the page of type Elections	

Description: The AC is monitoring the activities of the TV and Radio providers during the elections and all related documentation should be uploaded to the website and stored in an organised view.

Scope: A content manager should be able to create a new page of type Elections by providing next information:

- Page title
- Page description

Once the page is created the content manager can update it by including all documentation that is related to that particular round of elections. Uploaded files will be represented in a list view with next information:

- Icon that is representing that is a file that can be downloaded
- File title (entered by content manager)

Clicking on the file title will download the file.

On a single election page manager can create two or more chapters with uploaded files, for example:

- TV Declarations
  - list with uploaded files
- Radio Declarations
  - list with uploaded files
- Monitoring
  - list with uploaded files

Each page of type Elections will be displayed on the Elections parent page in the form of a tile with the related page title.

Acceptance criteria:

1. A content manager can create a new page of type Elections
2. A content manager can edit,delete an existing page of type Elections
3. A content manager can upload multiple files to a page of type Elections by providing files and title for each file being uploaded.
4. The system displays all pages of type Elections on parent page Elections
5. A website visitor can view and access files from an elections page

BR12 - A content manager is able to manage the online meetings

Description: The AC is regularly organising online meetings that need to be live broadcasted on the website. Also the recordings should be stored in the archive of the AC and available on the website.

Scope: On the Online Meetings page, the system provides a player for live broadcasting, that can play the live events of the AC. In case there are no live events the player is showing the latest recorded event. On the Archive page, the visitors can access and play the recordings of events from the past.

Acceptance Criteria:

1. A content manager can manage with the recording to be displayed on the live broadcasting player
2. A content manager can add past live meetings recordings to the Archive page
3. A website visitor can play live meetings when available
4. A website visitor can play recorded meetings from the Archive page

BR13 - A website content manager is able to configure live streaming on the website

Description: A website content manager is able to do the setup for a player that allows to play .m3u8 streaming video links.

Scope: A content manager can promote live events on the website by configuring the media player with the live streaming and enabling the link for accessing the player to be visible in the website header. By default the link for accessing the live streaming player is not visible in the website header.

Acceptance criteria:

1. A logged in content manager is able to configure live streaming player
2. A logged in content manager is able to enable the live streaming access link
3. The system displays the live streaming access link in the website header when the setting is enabled
4. The system hides the live streaming access link from the website header when the setting is disabled

BR14 - A website visitor is able to submit an online petition

Description: On the website of AC there should be a possibility for the visitors to send online petitions so these can be processed by the AC representative.

Scope: The online petition page can be accessed by any website visitator from a link on the homepage. On the page the website visitor will be presented with a form that should be completed with a set of data then submitted. The fields for online petitions are the following:

- First Name and Last Name
- Address
- Phone number
- Email (optional)
- TV/Radio Name
- TV/Radio Show Name (optional)
- Date and time of transmission (optional)
- Subject of petition
- Attachments (screenshot, JPG, JPEG, PDF)

The form should be secured with a captcha mechanism thus a visitor will complete all the fields with information, pass the captcha validation and only after that can submit the form.

Once the form is submitted the visitor is informed with a message that the petition was sent and will be analysed by the representatives of AC.

Acceptance Criteria:

1. A website visitor can access Online petition page from the website homepage

2. A website visitor can submit an Online petition only after introducing data in required fields and passing the captcha check
3. The system ensures the data entered in the form fields is not compromising website security and does not cause data breach or any other vulnerability to the system.

BR15 - A content manager is able to manage with the online petitions

Description: All the online petitions submitted by the website visitors will be stored in the website database and can be accessed by a moderator manager from the administration panel.

Scope: A moderator manager should be able to access the list of online petitions with all the data submitted by the website visitors. The responsibility of a moderator is to analyse the petitions and to decide on next actions on each particular case. Petitions are ordered by create date and with status Open. Moderator manager after analysing a particular petition can update its status to closed, thus it will be possible to filter and see the petitions that were not analysed.

Acceptance Criteria:

1. A moderator manager can access the list of online Petitions submitted by the website visitors
2. The system presents the petitions ordered descending by create date and with status Open
3. A moderator manager can only update a petition status from Open to Closed
4. The system allows to search through Petitions and to filter by status

BR16 - The website homepage includes reference to different site resources for a quick access

Description: The website homepage should be designed to be user friendly, intuitive in usage, clean and attractive. The homepage should be elaborated in collaboration with the AC so the most important and relevant site resources can be quickly accessed by the website visitors.

Scope: The website homepage should include in the body area of the page a number of references to resources available on the website. The design of each resource reference display is to be suggested by the development company and agreed with the AC. Resources for quick access from the homepage can be:

- Latest decisions
- Latest meeting (agenda)
- Latest press releases
- Latest Announcements
- Career Open positions
- Online Petition

The above list is not final and it can be reduced or increased based on design and decisions made by AC.

Acceptance criteria:

1. The website homepage includes reference to a predefined set of site resources that can be quickly accessed by the website visitors

| | 2. A website visitor clicking on a resource reference from homepage is directed to related page |

BR17 - The website presents the header section on all pages

Description: The website should have a header section that is designed by the development team in collaboration with the AC.

Scope: The header section is an important element of every website therefore it should be designed following the best practises for being user friendly and intuitive. The header section should be the same on all pages of the website. In the header section there should be available quick links to a set of resources that should be revised by the development team and agreed with the AC. Possible set of quick links in the header section:

- Online Meetings
- Online Petition
- Decisions
- Sign In to the administrator panel
- Search (global search)

The above list is not final and it can be reduced or increased based on design and decisions made by AC.

Also some quick links can be added for a short period of time, for instance during elections, a link to Elections page should be possible to be added by the content manager.

Acceptance criteria:

1. The website header is displayed on all pages across the site
2. The website header contains a predefined list of quick links
3. The website header contains the global search bar
4. A website visitor can access resources from quick links in the header
5. A website visitor can search through site resources from the search bar in the header

BR18 - The website presents the footer section on all pages

Description: The website should have a footer section that is designed by the development team in collaboration with the AC.

Scope: The footer section is an important element of every website therefore it should be designed following the best practises for being user friendly and intuitive. The footer section should be the same on all pages of the website. In the footer section there should be available quick links to the most of the resources available on the website. The list should be revised by the development team and agreed with the AC. Possible set of quick links in the footer section:

- Activity of the Council
- Organisational chart
- Public procurement
- Council legal framework
- Contacts
- Careers
- Decisions and minutes

- Registers
- Transparency
- Public consultations
- Must Carry
- Monitoring reports
- Activity reports
- Inspection activity reports
- Advisory support
- Elections
- Press releases
- Announcements
- Photo gallery
- Meetings
- Links to AC official pages on social networks with appropriate icons

The above list is not final and it can be reduced or increased based on design and decisions made by AC.

The footer should be also considered for placing images and references about other state institutions and other information regarding website development support and partners.

Acceptance criteria:

1. The website footer is displayed on all pages across the site
2. The website footer contains a predefined list of quick links
3. The website footer contains sections with information about partners and support of website development
4. A website visitor can access resources from quick links in the footer

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BR19 - The website global search functionality

Description: Within the website header there should be available a search bar that visitors are able to use for searching the entire website. The search results are displayed on a common page with reference to the pages where the search term was identified.

Scope: Content manager will be creating on the website different types of pages and the system should support identifying the most relevant pages per the search term introduced by a visitor in the search bar. For search indexing next pages and fields should be considered:

- Title of the press releases
- Title of the announcements
- Title of open positions
- Title of content pages
- Titles of the reports

The search result page should present the results in a listview in a unified format with possibility for visitors to access the related content by clicking on it. The search results page should also support pagination.

Acceptance criteria:

1. A website visitor can run a search from header of the website
2. A website visitor is direct to search results page after introducing and submitting a search term

3. A website visitor is able to navigate through the search results and access the content of any item from the list
4. The website displays the search results in a unified view and enables pagination when there are more than 20 results.

BR20 - The website is developed in compliance with the Web Accessibility Initiative

Description: To ensure the possibility of interacting with the AC official website for people with limited abilities, the site must comply with the recommendations of Web Accessibility Initiative (WAI)

Scope: Accessing the website of AC, users are able to easily and without restrictions to navigate and access the public content available on the website. The User Interface elements and content pages should be built following the accessibility standards that in a summary should be covering:

- Perceivable information and user interface
  - Text alternatives for non-text content
  - Captions and other alternatives for multimedia
  - Content can be presented in different ways
  - Content is easier to see and hear
- Operable user interface and navigation
  - Functionality is available from a keyboard
  - Users have enough time to read and use the content
  - Content does not cause seizures and physical reactions
  - Users can easily navigate, find content, and determine where they are
  - Users can use different input modalities beyond keyboard
- Understandable information and user interface
  - Text is readable and understandable
  - Content appears and operates in predictable ways
  - Users are helped to avoid and correct mistakes

Acceptance criteria:

1. The website is built in compliance with the recommendations of Web Accessibility Initiative.

4.2 INTERFACE REQUIREMENTS

The website design requirements are elaborated by a service provider in collaboration with the Audiovisual Council representatives and will include the design mockups, recommendations for a user experience aligned with the target audience of the website and references to the usability and accessibility standards. Some of the main aspects covered in the design requirements are the following:

- Website mascot
- Icons and logos
- Website page layout (for all existing page types)
- Style and positioning of the elements within website pages (images, links, buttons, forms, grid, player etc.)
- Colour schema and fonts definition
- Animations and sound effects

The website design is also covering the requirements for the website mobile view thus all the page elements are aligned and positioned accordingly to the device screen size.

There are no specific requirements to the design of the website administration panel, however this area should be developed following the best approaches of making it simple and intuitive to the content managers.

4.3 USER PROFILES

Based on the user responsibilities within the system, there are next distinct user profiles:

- Website administrator: The administrator user has full access to the system resources and configurations. One of the main responsibilities of an administrator user within the system is managing the content manager accounts as described in the business requirements BR1 and BR3.
- Website content manager: A content manager has full access to the website content administration and in his responsibilities is the creation and management of content of all types available within the system as described in the business requirements table of the document.
- Website visitor: A website visitor represents any person that is accessing the website user interface from a browser. The system does not provide user registration functionality therefore there are no visitors of different types. Any person that is accessing the website user interface can navigate through the website pages and access all the content available on the website without any restrictions or limitations.

The access to the website administration panel is authorised only for the Website administrator and Website content manager users as described in the business requirement BR1.

5. Technical Requirements

5.1 OPERATIONAL ENVIRONMENT STANDARDS

There are no operational environment standards specific to the current system.

5.2 HARDWARE AND INFRASTRUCTURE REQUIREMENTS

In accordance with the government decision nr. 128 from 2014, the Audiovisual Council is addressing a request to the agency of informational technologies and cybersecurity (STISC) for being part of the MCloud platform which is a common government information infrastructure, operating on the basis of cloud computing technology hosted in the consolidated data centre infrastructure. Based on this premise, the Audiovisual Council will not require any specific hardware for setup and maintenance of their office website.

The STISC can offer both Windows either Linux virtual machines for hosting the website, however due to the fact that Windows machines will require a licence the recommendation is to build the website on technologies that are Linux compatible, as a reference next technology stack should be considered:

- Platform: Drupal 7 (or newer version)
- WEB Server: Apache 2.2.2 (virtualhosts) + Tomcat 5.0.27 (JDK 1.4.2.) or other freeware solutions (e.g. SUN Application Server etc.).
- SGBD: MySQL.

The development company will be coordinating directly with the STISC technical support for clarifying the requirements of the configuration for the virtual machine needed for the website hosting, also for getting access to the administration control panel to perform the setup of the database and any other services needed for the operation of the website.

5.3 ACCESS MODES AND SECURITY REQUIREMENTS

The system is not intended to collect user sensitive information and does not provide the possibility for creating website user accounts. For the website administration panel, the system ensures a secured access for the authorised accounts only, per the business requirement BR1. The content management and administrator user accounts are only used to access and manage the website content and user accounts.

5.4 OPERATIONAL SECURITY

The security means of the website of Audiovisual Council are covered by the security policy of the MCloud Platform that is under administration of STISC.

5.5 BUSINESS CONTINUITY PLAN (DISASTER RECOVERY)

The system information backup and restore functionalities in the event of some technical problems leading to losing or deteriorating the current information should be configured and documented by the development company in collaboration with the STISC.

5.6 BACKUP AND ARCHIVING

Within the MCloud Platform there is provided a mechanism for configuring backup policies for virtual machines that should be performed by the development company in collaboration with the STISC.

5.7 SERVICE LEVEL: AVAILABILITY, PERFORMANCE AND SUPPORT

The developed system should provide a reliable level of service to both, website visitors and website content management users. The website reliability and availability, same as data integrity, capacity and scalability will be managed within the MCloud Platform per the existing policy for the web services support and maintenance.

The performance of the website, same as the performance of the administration panel, will depend on a number of factors including network performance, media server specification, application and database server specification, client computer specification and system load. In a suited environment the target page load time for the website pages should be considered within a range of 3 - 5 seconds.

In the development of the website should be considered technics and best practises to improve the website speed metrics, as per examples provided in the next list:

- Lazy loading technique could be used on the images and video files where files can be loaded to the user's browser when a particular set of images or particular video file is accessed, thus not delaying the entire page load waiting for all content items to be loaded.
- Caching - specify appropriate caching time for the static resources like website logo, icons, styles on the browser level.
- Use of SVGs over PNGs for logo, icons and simple animations to reduce the overall size of the page.

It is important to make it visible and clear when some content takes time to load and update so the user understands that he has to wait before interacting again with the page.

5.8 SYSTEM DOCUMENTATION

As part of the developed system it is expected to deliver a set of system documentation for the different aspects of the website which will include administration guides, setup guides and technical documentation.

- Guide for the installation of scheduled assistance - the document must contain the description of the following compartments:
  - general information:

- - - system requirements (platform);
    - specification of the scheduled assistance required for software operation;
    - particularities of standard software configuration for software operation;
  - ○ installation mode - in that compartment, it is necessary to describe successively the steps that should be taken to install the scheduled assistance.
  - ○ software preparation for operation - in that compartment, it is necessary to describe the place of insertion and the content of files necessary for adjustment and configuration and how to edit them.
- ● Developer's guide - the scheduled assistance of the site developed must be qualitative and sufficiently documented, so that it is possible to maintain and develop the source code based on it. Requirements regarding the composition of the documentation:
  - ○ system requirements - presenting the requirements for the composition and characteristics of the technical means, including the requirements for the composition and characteristics of the technical means, operating system, including the need to install additional software (support for network protocols etc.);
  - ○ specifications for scheduled assistance - presenting the composition of the scheduled assistance required for operating the software, the main development tool, the tool for creating the help systems, the means of installation and the particularities of setting them up;
  - ○ software description - must consist of:
    - structure of the project and the catalogues used to develop the software;
    - description of software, procedures-functions, procedures stored in the section: destination, input and output data, algorithm, values of process status indices and modified parameters in the process of processing and recording in tables/files.
  - ○ description of system architecture - must consist of:
    - system components - presenting the specification of scheduled and information assistance at the level of objects, functions, place in the system;
    - the application program project - describes the technology of the implementation of the applicative software, the means of realisation and the description of the algorithm for each component;
    - interfaces and interaction procedures - describes the functionality and structure of interfaces and the interaction of components.
  - ○ description of the database - must consist of:
    - database object specification - describes the database object type, database object name, destination of the database object;
    - description of the table structure - is shown separately for each table in the composition by the item number, item identifier, item name, item type.
- ● The source code - the project source code should be available as a repository with restricted access on the internet within a hosting service for software development and version control. The source code and ownership remains with the beneficiary at the end of the project's finalisation.

6. Critical considerations

6.1 ASSUMPTIONS

Next list of the assumptions must be considered:

- ● The Audiovisual Council have finalised all the procedures for getting access to a dedicated virtual machine in the MCloud Platform

6.2 CONSTRAINTS

Next list of the constraints must be considered:

- The Audiovisual Council ensures that STISC technical support makes available the virtual machine for configuration, installation of necessary software and production rollout preparation.
- The Audiovisual Council ensures that a dedicated internal team will collaborate closely with the development team for validating the requirements, attend training and to perform the content management.

6.3 RISKS

Category	RISK	Impact	Probability	Overall gravity	Proximity	Current Mitigation	Assigned to
What type of risk is this?	RISK TITLE in capitals followed by the risk description (Risk is a specific situation in the future which is undesirable, can be avoided or mitigated and is measurable)	Severity of the risk occurring (from 1=Low to 4=High)	Likelihood of the risk occurring (from 1=Low to 4=High)	Overall rating reflects the combination of Probability and Impact	When is the risk likely to occur (in X months)	Specific measures in place to counter the risk	The person appointed to keep an eye on the risk
Tendering	There are no sufficient Bidders to validate the tender	4	2	3		The tender files are well documented and submitted to multiple service providers available on the market	
Tendering	The Bidders offers are above the allocated budget	4	2	3		Specify in the tender file the project estimated cost	
Development	The developed website does not fully comply with the business requirements	2	2	2		The developed website should be checked against the Acceptance Criteria of each business requirement stated in the document of Business Requirements	
Timing	The website is not complete developed by the project deadline	3	3	3		Conduct regular meetings with the development team management to check the progress and address in time any potential blockers.	

Operation	The beneficiary did not finalise the procedure of getting access to the MCloud Platform	2	1	2		Coordinate internally with the beneficiary the progress on receiving access to MCloud Platform to ensure it is scheduled to complete before the project development ends.	
Operation	The content management team does not feel comfortable with the website content management	2	3	3		Ensure that the content management team is involved in the training sessions and are clear about the delivered user guides.	

7. Data Requirements

7.1 DATA INPUTS

The system is designed to store in present to the public documents, image and video files uploaded to the website only via the administration panel by the content managers, therefore this type of data is reviewed and selected rigorously by the content managers.

Interacting with the website user interface the website visitors are able to submit data into the system through one interactive form:

- Online petition - within this form the user is able to submit a set of personal data, information related to the petition and attachments. All the information should be stored in the system database and available for internal processing by a content manager (business requirement BR14)

7.2 DATA OUTPUTS AND REPORTING REQUIREMENTS

The online petition is the only data form that will be collected by the website and presented to the content managers within the administration panel for analysis.

The system is not supposed to automatically generate reports. All the collected information will be available for content managers to be processed outside of the system.

7.3 DATA MIGRATION

There are no requirements for data migration.

8. User Documentation and Training Requirements

Before the production rollout of the developed website it is important to ensure that the website content management team is well familiarised with the website structure and content management tooling. For this the content management team should attend a number of training sessions provided by the development company. The purpose of the training sessions is to explain functionalities of managing with user accounts, with the website content, with all the collected data, and to clarify any questions

that may appear, so at the end, the persons who attend the trainings, should be able efficiently to deal with tasks like:

- creating new user accounts within the system
- creating and managing pages of different content type available in the system
- managing the website navigation menu in the header
- managing the website quick links in the header
- managing the website quick links in the footer
- processing the collected online petitions

The format and number of training sessions to be determined by stakeholder based on personnel availability. All the training sessions should be planned efficiently by creating a training schedule before the development of the website completes.

The training sessions should be also delivered with the next user documentation:

- Website administration user guide - the document describes configuration settings of the website and the step by step guidelines on how to manage with the content manager user accounts.
- Website content management user guide - the document describes how a content manager can interact with the website administration portal for managing the website content of all available types. The document should clearly specify the configuration steps for the available components with examples of possible results. It is also important to specify the dependencies within the system components thus the assignments and relations are performed correctly.

The development company is responsible for preparation of the documentation however the beneficiary will take the responsibility on maintenance and further update of the documentation.

[End of document]