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Website of the Committee on National Minorities

Buisness requirements

Other detail

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# Introduction

## Purpose of the document

This document presents the detailed business requirements for the “Website of the Committee on National Minorities” system that will be delivered by the Advancing the Protection from Discrimination in Albania project.

## Reference Documents

|  |  |
| --- | --- |
| Name/Description | Link to the document |
| Business requirements FO EN 2771-8507-9813.1 |  |
| Decision no. 782 dated 18.12.2024Definition of detailed rules for access to official websites of public authorities | https://qti.al/legjislacion/ |
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## Lexicon / Glossary

|  |  |
| --- | --- |
| Term | Definition |
| CMS  | CONTENT MANAGEMENT SYSTEM |
| SEO  | SEARCH ENGINE OPTIMIZATION |
| WAF | WEB FIREWALL  |
| VPN  | VIRTUAL PRIVATE NETWORK |
| WCAG  | WEB CONTENT ACCESSIBILITY GUIDELINES |
| SQL  | STRUCTURED QUERY LANGUAGE |
| SSD  | SOLID STATE DRIVE |
| PHP  | HYPERTEXT PREPROCESSOR |
| RAM  | RANDOM ACCESS MEMORY |
| RACI | RESPONSIBLE, ACCOUNTABLE, CONSULTED, INFORMED |
| CNM | COMMITTEE ON NATIONAL MINORITIES |
|  |  |

# Executive summary

This project aims to enhance the online presence and visibility of the Committee on National Minorities in Albania by designing and developing an updated website. The new website will serve as a vital tool for raising awareness about the Committee's role, activities, and the protection of national minorities' rights in Albania. The website will be accessible in both English and Albanian, ensuring wider reach and inclusivity.

Currently, the Committee on National Minorities in Albania lacks an updated and accessible online platform to effectively communicate its mandate and engage with the public. The existing web page is insufficient for raising awareness about the Committee’s work and the rights of national minorities, limiting its ability to protect vulnerable groups and foster broader engagement with key stakeholders.

The issue stems from the underdevelopment of the Committee's existing online presence, which has not been optimized to meet the growing needs of digital communication and awareness-raising. As Albania continues to advance its alignment with European standards, particularly in the context of anti-discrimination and minority rights, there is a pressing need for a comprehensive digital platform to address these challenges.

# Background Information

## Project scope and Objectives

The primary objectives this project will help achieve include:

1. **Improving Customer Service and Stakeholder Engagement**

By creating a more accessible and informative website, the Committee on National Minorities will improve communication with national minorities, vulnerable groups, and the general public. This will foster better engagement, facilitate information sharing, and strengthen transparency in their work.

1. **Enhancing Operational Efficiency**

A well-designed, bilingual(multilingual) website will streamline the Committee's online presence, making it easier to access and manage relevant information, which will improve the overall workflow for internal teams responsible for maintaining the platform.

1. **Aligning with Modern Standards and Technology**

The development of a new website will replace the outdated and insufficient current platform(website), incorporating modern web technologies and ensuring compliance with European standards.

**Why Now?**

The need to undertake this project now is driven by the following factors:

* **Alignment with EU Accession Process:** The ongoing reforms and Albania's EU accession negotiations require up-to-date digital tools to support anti-discrimination efforts, ensuring that the Committee is effectively communicating and advancing minority rights.
* **Raising Awareness:** The Committee's current lack of a comprehensive online presence limits its ability to raise awareness about the rights of national minorities in Albania. Addressing this now will enhance its outreach and improve public understanding of its mandate.
* **Missed Opportunity if Delayed:** Delaying the project would result in continued reliance on an inadequate online presence, hindering progress on public awareness, engagement, and the protection of minority rights. The lack of a modernized platform may also diminish the Committee’s credibility and influence in the EU accession process.

**Consequences of Not Doing the Project**

If the project is not implemented, the Committee will continue to operate without an efficient online platform(website) to raise awareness and share information. This will limit public access to vital resources and hinder engagement with stakeholders, which could ultimately affect the effectiveness of anti-discrimination efforts and Albania's compliance with European standards.

**Who Will Benefit?**

* **National Minorities and Vulnerable Groups:** They will have better access to information regarding their rights and protections, improving their ability to advocate for themselves.
* **General Public and Stakeholders:** The broader public will benefit from increased awareness of minority rights and the Committee’s work.
* **The Committee on National Minorities:** Improved digital presence will enhance its operational capacity, transparency, and outreach.

**Importance of the Improvement**

For the Committee and its stakeholders, this project is crucial for strengthening the protection and promotion of minority rights. Given the current technological gap, this is a high-priority improvement that directly impacts the Committee's ability to carry out its mandate effectively.

## Out of Scope

The following are explicitly out of scope for this project:

1. Development of mobile applications.
2. Integration with third-party payment systems.
3. Custom development of plugins or modules not specified in the requirements.
4. Offline functionality or standalone desktop applications.
5. Extensive redesign of branding or logo.

## Presentation of the relevant directorates / departments

**Committee on National Minorities** oversees the protection of the rights of Albania's national minorities, including the Greek, Macedonian, Romanian, Bulgarian, Bosnian, Rome, Egyptian, Montenegrin, and Serbian communities. The Committee, formed under Law 96/2017, works closely with various government departments to ensure that minority rights are upheld in line with national and international standards. The project involves several key departments: **IT** (for technical development), **Legal** (for compliance), **Content Creation** (for accurate representation), **Design Team** (for user-friendly interface), **Communications** (for outreach), and **Stakeholder Engagement** (for ensuring inclusivity). These departments ensure the website meets legal standards while advocating for cultural preservation and integration of minority communities. Key impacted teams include those in legal compliance, content creation, and communications, ensuring adherence to laws and addressing issues related to minority protection. These groups are recognized and protected under Albanian law and international agreements, with specific attention to their rights, cultural preservation, and integration. The Committee on National Minorities plays a crucial role in advocating for these communities and ensuring that their rights are respected and promoted within Albanian society.

##  Business processes

### Existing (AS IS) processes

Currently, the website of the Committee on National Minorities may be using an outdated and limited platform that lacks many modern features and optimizations. The following issues exist in the current business process:

1. **Content Management and Updates:**
	* Website content is updated manually with limited functionality. There is no CMS platform for easily updating and managing articles, categories, or multimedia content.
	* Content updates are not frequent enough, potentially affecting the timeliness of information.
2. **User Experience and Accessibility:**
	* The website may not be responsive or optimized for mobile devices, leading to a poor user experience across different platforms (PCs, Tablets, Smartphones).
	* Navigation and content presentation might not be structured in an intuitive way.
3. **System Capacity and Scalability:**
	* The website may not be scalable to handle increasing traffic or expanding needs for functionality.
	* User access management and privileges may not be well-defined, leading to inefficiencies in content publication and system access.
4. **Data Security and Backup:**
	* The website may lack robust security features, increasing the risk of cyberattacks and data breaches.
	* Backups are performed inconsistently, risking data loss in case of failures or system malfunctions.
5. **Search Engine Optimization (SEO) and Performance:**
	* The current website may not be optimized for search engines, resulting in lower visibility in search results and poor performance across search engines like Google, Bing, or Yahoo.
6. **User and Admin Access:**
	* User roles and permissions might not be clearly defined, leading to potential security risks and confusion in content management.

### Future (TO BE) processes

Once the new website is implemented with the features outlined in the technical specifications, the business process will undergo several key changes to address the issues above:

1. **Content Management and Updates:**
	* A **CMS platform** will be implemented, enabling easy updates to articles, categories, and multimedia content. This system will allow multiple users to update content simultaneously without impacting system performance.
	* Content will be updated as needed, ensuring the latest information is available to users/viewers in a timely manner.
2. **User Experience and Accessibility:**
	* The website will be **responsive** and compatible with PCs, tablets, and smartphones, ensuring optimal user experience across all devices.
	* The website will be **structured with intuitive navigation**, including a **site map** and clear grouping of sections, making it easier for users to find information.
	* There will be **dual-language support** (Albanian and English), improving accessibility for a wider audience. The platform will be designed to **support multiple languages**, with the potential for additional language integration in the future.
3. **System Capacity and Scalability:**
	* The new system will be **scalable** both horizontally and vertically, allowing it to handle increased traffic and capacity needs in the future.
	* The system will allow for secure **user privilege management**, including the ability to create a **user hierarchy**, ensuring that only authorized personnel can update and manage content.
4. **Data Security and Backup:**
	* The website will be secured with **SSL certificates**.
	* **Weekly/monthly backups** of the website and its database will be performed and stored in a secure environment. Additionally, **unscheduled backups** will be taken before any major changes to the site.
	* A **system for user authentication and authorization** will ensure that only authorized individuals have access to sensitive data and functionalities.
5. **Search Engine Optimization (SEO) and Performance:**
	* The website will be optimized for search engines, ensuring better visibility in search results on Google, Bing, and other search engines.
	* **Indexing pages** for optimal SEO will be implemented, along with **performance optimization** to improve load times and overall site speed.
6. **User and Admin Access:**
	* A **restructured user management system** will define and enforce user roles, ensuring that only authorized users can perform specific actions on the website (e.g., content updates, data retrieval).
	* The website will feature **custom modules**, including tools needed, providing enhanced functionality for administrators and users alike.

**Value Proposition for the Business Process Change**

The implementation of the new website will result in significant improvements in both user experience and operational efficiency. The CMS will make content management easier, while SEO optimizations will increase site traffic and visibility. Enhanced security features will protect both user data and website integrity. The scalable infrastructure will ensure the site remains effective and reliable as traffic grows. Additionally, training for system users and the delivery of a user manual will ensure smooth transitions and ongoing usability.

This future business process will enable the Committee on National Minorities to engage more effectively with the public, promote minority rights more transparently, and improve the overall functioning and security of the website.

## Identified stakeholders, users, roles & responsibilities

**1. Administrator**

* **Responsibilities:**
	+ Oversee the website’s operation and ensure everything runs smoothly.
	+ Manage user roles and privileges, controlling access to different sections of the website.
	+ Ensure website security, including backups, maintenance, and monitoring.
* **Tasks:**
	+ Managing user access (assigning roles to Content Managers, etc.).
	+ Performing regular security checks and backups.
	+ Implementing system updates and optimizations.
	+ Overseeing the performance and functionality of the website.
	+ Monitoring website traffic and handling any server-related issues.

**2. Content Manager**

* **Responsibilities:**
	+ Upload and manage website content, including text, images, videos, and other materials.
	+ Ensure that content is up-to-date, relevant, and aligned with the Committee's goals.
	+ Organize content into categories and ensure the website structure is intuitive for users.
* **Tasks:**
	+ Creating and editing articles, news, and announcements.
	+ Categorizing and tagging content for better navigation.
	+ Ensuring content meets SEO standards and is accessible in both English and Albanian.
	+ Collaborating with Translators to ensure accurate translations for all content.
	+ Managing multimedia content (images, videos) and ensuring proper formatting.

**3. End Users/Viewers**

* **Responsibilities:**
	+ Access the website to view content, engage with information, and use the tools available (e.g., contact forms, search functionality).
	+ Provide feedback or request further information from the Committee, if necessary.
* **Tasks:**
	+ Browsing the website and using the search function to find relevant information.
	+ Accessing and reading the content related to national minorities, rights, and Committee activities.
	+ Submitting contact forms or other requests for more information or support.
	+ Engaging with multimedia content such as photos, videos, and documents.

**Workflow and Task Relationships**

Here’s how tasks interact between the different user roles:

* **Content Update:**
	1. **Content Manager** uploads new content and categorizes it.
	2. **Content Manager** ensure the content is available in both English and Albanian.
	3. The **Administrator** manages user access to the content and ensures proper system backups.
* **Website Security and Performance Monitoring:**
	1. The **Administrator** monitors security and performance.
	2. If any issues are identified (e.g., downtime, slow performance), the **Administrator** coordinates with the technical team (if applicable) to resolve them.
* **User Engagement:**
	1. **End Users** browse content, use the search functionality, and submit contact forms.
	2. **Content Manager** ensures the content is regularly updated and relevant to user needs.
	3. **Content Manager** ensure that End Users can access content in their preferred language.

**RACI Table**

Here’s a simplified RACI table for this project, showing how responsibilities are distributed among the user roles:

| **Task** | **Administrator** | **Content Manager** | **End Users** |
| --- | --- | --- | --- |
| Manage user access and privileges | A/R | I | I |
| Upload and update content | I | A/R | I |
| Translate content | I | R/C | I |
| Perform security and performance checks | A/R | I | I |
| Provide feedback on content | I | I | A/R |
| Maintain website (backups, updates) | A/R | I | I |
| Access website content and resources | I | I | A/R |

* **R** = Responsible: The person(s) performing the task.
* **A** = Accountable: The person who is ultimately accountable for the task.
* **C** = Consulted: The person(s) whose input is sought.
* **I** = Informed: The person(s) who need to be kept informed.

**User Roles Interaction and Timing**

* **Daily Tasks:** Content Managers upload new content, while internal staff work on translating articles. End Users interact with content on a daily basis.
* **Weekly Tasks:** The Administrator monitors security and performance, and performs backups. Content Managers review and refresh website content.
* **Monthly Tasks:** Internal staff review existing translations, and updates (through content managers) to content or structure may be planned based on user feedback.

## Interaction with other systems

Integration with social medias like Facebook, Instagram.

E-mails from the contact form will be sent from users to CNM account.

## Replacement of existing / older systems

To ensure a smooth transition from the existing website to the newly developed CMS, the following actions will be required:

**Backup of Existing System:**

* + The current website's data, including content, files, and system configurations, will be backed up to a remote storage device (e.g., USB drive, external hard drive, cloud storage) to ensure that no critical information is lost during the migration process.

**Removal of Old System:**

* + Once the backup is successfully completed, the old system will be securely deleted from the server to prevent any conflicts with the new CMS and to free up resources for the new installation.

**Installation of New CMS:**

* + A fresh installation of the new CMS will be set up on the server, ensuring that the latest version with all required configurations is in place to support website functionalities.

**Upload of Source Code and Content:**

* + The source code, including all content, modules, plugins, and configurations from the backup, will be uploaded to the new CMS platform.
	+ Content will be carefully migrated to ensure that it remains consistent with the existing data and properly formatted according to the new system’s standards.

## Production rollout considerations

**Pre-Rollout Activities:**

* + **System Testing:** Ensure the system has undergone thorough testing, including functional, performance, and security tests.
	+ **Backup Existing Data:** As outlined previously, backup all data and configurations from the existing system to a remote storage solution.
	+ **Final Data Migration:** Migrate any remaining data from the old system, if needed, to the new CMS.
	+ **User Training:** Provide training to all stakeholders (Administrators, Content Managers,) on using the new system before it goes live.
	+ **Final Review:** Conduct a final review of the new website, checking all elements (content, functionality, design) for consistency and correctness.

**Rollout Process:**

* + **Deployment:** Deploy the website to the live production environment. This could involve installing the CMS on the final server, setting up necessary security measures, and finalizing configurations.
	+ **Content Population:** Upload and organize the finalized content in both English and Albanian, ensuring it is categorized, tagged, and optimized for search engines.
	+ **Activation of User Roles:** Ensure that the appropriate user roles (Admin, Content Manager) are assigned and active on the system.
	+ **Initial User Access:** Provide access to the website for all users, starting with a controlled group for initial feedback before opening it to all end users.

**Post-Rollout Activities:**

* + **Monitoring and Performance Tracking:** Continuously monitor the system's performance to ensure everything is functioning as expected (load times, security, uptime, etc.).
	+ **Bug Fixes and Immediate Support:** Address any post-launch issues quickly, providing hot fixes or updates as needed.
	+ **Gather Feedback:** Solicit feedback from end users and internal stakeholders to identify any potential improvements.
	+ **Ongoing Data Backup:** Set up regular, automated backups of all system data to ensure future data integrity.

**Populating System Data for Rollout**

* **Existing Data Migration:** During the pre-rollout phase, the existing content, including articles, images, and other media, should be transferred to the new system. Data should be cleaned, formatted, and structured according to the new CMS requirements.
* **Data Volume Consideration:** Estimate the volume of data (e.g., number of articles, images, multimedia files) that will need to be transferred. If the volume is significant, consider using data migration tools to facilitate the process.
* **Data Validation:** Once the data is uploaded, perform a thorough validation to ensure that the transferred content is accurate, complete, and properly formatted.

**Expected Data and Transaction Volume**

* **Data Volume:** Based on the expected number of articles, documents, and other media, estimate the amount of data that will be stored in the CMS. This includes the text, images, videos, and downloadable resources.
* **Transaction Volume:** Estimate the number of transactions (e.g., website visits, user logins, form submissions, content updates) that the website is expected to handle daily or monthly. Ensure that the CMS can scale accordingly to handle these loads.

## Method of requirements capture used

To ensure a thorough understanding of the requirements for the new **Committee on National Minorities (CNM) website**, the following methods were employed:

1. **Online Meeting with IT Colleagues:** Held an online meeting with IT colleagues from the **Council of Europe headquarters** to align on internal technical requirements, security protocols, and compliance standards.
2. **Needs Assessment Visit:** Conducted an on-site visit to the CNM Institution to evaluate the current website, gather feedback on its limitations, and discuss expectations for the new website’s design and functionality.
3. **Stakeholder Discussions:** Engaged with CNM representatives to understand their specific needs, accessibility requirements, and preferred features for the redesigned website.
4. **Regulatory & Internal Policy Review:** Analyzed existing guidelines, best practices, and legal frameworks that must be respected in the website’s development.
5. **Iterative Feedback Process:** Gathered input from CNM staff and the Council of Europe IT team to refine requirements and ensure alignment with institutional needs.

This structured approach ensures that the new website will meet both **beneficiary expectations** and **technical/regulatory requirements** while enhancing functionality and accessibility.

# Business Requirements

## Detailed business requirements

**BR1 – Total Redesign of the Entire Website**

* **Description:** The website will undergo a complete redesign to improve its aesthetics, functionality, and overall user experience.
* **Scope:** A full overhaul of the website’s layout, colors, fonts, graphics, and structure will be implemented. The new design will be responsive and compatible with mobile devices.
* **Benefits:** A modernized and more user-friendly website that reflects the organization's current goals and improves user engagement.
* **Test Approach and Acceptance Criteria:** Design prototypes should be tested in multiple browsers and devices. User acceptance testing will focus on the ease of use, responsiveness, and design aesthetics.
* **Business Rules:** The design must be compatible with accessibility standards and responsive across all devices.

**BR2 – CMS Platform with User-Friendly Interface to Update Information**

* **Description:** A CMS platform will be implemented to allow easy updates and modifications to the website’s content, ensuring content management is intuitive and straightforward.
* **Scope:** The CMS should enable administrators/content managers to update text, images, and multimedia content on the site without technical expertise. It should support the easy creation and management of articles, menus, categories, and subcategories.
* **Benefits:** Increased efficiency in content management, enabling faster updates and better content accuracy across the website.
* **Test Approach and Acceptance Criteria:** The CMS interface should be tested by end users for usability. Successful demonstration will include the ability to update text, images, and media without the need for developer support.
* **Business Rules:** Content updates must be tracked with version control. Only authorized users (with correct permissions) should be able to modify content.

**BR3 – Support for Apache, PHP, MySQL**

* **Description:** The platform must support the Apache server, PHP, and MySQL database technologies.
* **Scope:** The system should be compatible with these technologies to ensure smooth integration and operation.
* **Benefits:** Ensures compatibility with the preferred technology stack and maximizes the system's flexibility and scalability.
* **Test Approach and Acceptance Criteria:** The system will be tested to verify it works with Apache, PHP, and MySQL and handles all tasks smoothly.
* **Business Rules:** The application must be able to run on the specified technologies without any compatibility issues.

**BR4 – Reprocessing of Materials According to Specified Requirements**

* **Description:** Existing content must be reprocessed to meet the new formatting and content requirements set by the stakeholders.
* **Scope:** All articles, images, and media must be reviewed, reprocessed, and formatted according to the latest content guidelines.
* **Benefits:** Ensures consistency and professional appearance across all content. This improves readability and meets the organization’s brand standards.
* **Test Approach and Acceptance Criteria:** Reprocessed content will be reviewed by content managers and stakeholders for accuracy and formatting consistency.
* **Business Rules:** Content should be reviewed by subject matter experts before being published.

**BR5 – Reconfiguration of Menus, Submenus, Articles, Categories, Modules, Plugins**

* **Description:** The new website will require a complete reconfiguration of existing menus, submenus, articles, categories, modules, and plugins to ensure they are logically organized and aligned with new business requirements.
* **Scope:** All existing menus, submenus, and categories must be reorganized. New categories and modules may need to be added as per stakeholder requirements.
* **Benefits:** Improved user experience through easier navigation and an intuitive structure that matches user needs.
* **Test Approach and Acceptance Criteria:** Users will test the new navigation structure through user acceptance testing, ensuring all categories and pages are easily accessible and logically grouped.
* **Business Rules:** Menu and category updates should not disrupt existing content. All links should redirect correctly.

**BR6 – Indexing Pages for Their Best Possible Performance**

* **Description:** Each page on the website will be indexed to ensure fast loading times and optimized for search engines.
* **Scope:** Pages should be indexed with optimized metadata and structured content. Tools such as Google Analytics and Google Search Console might be possibly integrated for tracking.
* **Benefits:** Improved page load speed and search engine visibility, leading to a better user experience and higher website ranking on search engines.
* **Test Approach and Acceptance Criteria:** Performance testing will be conducted on page load times, and a review of SEO indexing will be done to ensure it meets industry best practices.
* **Business Rules:** All pages must adhere to SEO best practices, including the use of keywords, meta descriptions, and proper URL structures.

**BR7 – The System Should Allow for the Retrieval, Storage, and Use of Data Even When Several Users Are Working Simultaneously, according to the National Agency for Information Society (NAIS) cloud-hosting**

* **Description:** The system should enable multiple users to retrieve, store, and use data concurrently without data loss or corruption.
* **Scope:** The platform must handle simultaneous access by multiple users, ensuring data integrity and efficient real-time access.
* **Benefits:** Enhances collaboration among users and ensures that all users can interact with the system without performance issues.
* **Test Approach and Acceptance Criteria:** Concurrent user tests will be performed to assess system performance during high usage. Data consistency must be verified during simultaneous operations.
* **Business Rules:** Data should be locked when in editing mode to avoid conflicting updates.

**BR8 – The System Should Serve for Internal Use, Where Access Will Be Allowed Only to Those Who Generate the Data**

* **Description:** Access to the system should be restricted to internal personnel authorized to generate and manage data.
* **Scope:** Only specific internal users (defined by roles) will have access to the system. Permissions will be granted based on user roles and responsibilities.
* **Benefits:** Enhances data security and prevents unauthorized access to sensitive or private data.
* **Test Approach and Acceptance Criteria:** User role validation tests will ensure only authorized users can access sensitive parts of the system. This will include testing user authentication and role-based access control.
* **Business Rules:** Access control should be implemented and strictly followed. Unauthorized access attempts should be logged and monitored.

**BR9 – Optimizing Pages to Be as Understandable as Possible for Search Engines**

* **Description:** The system must include SEO optimization techniques to improve visibility and ranking on search engines.
* **Scope:** The website's pages will be optimized using SEO best practices, including the use of meta tags, keywords, and alt text for images.
* **Benefits:** Improved search engine rankings lead to higher visibility, attracting more visitors to the website.
* **Test Approach and Acceptance Criteria:** SEO tools will be used to test the site’s SEO performance, ensuring all pages are optimized for search engines.
* **Business Rules:** All content and media must be SEO-friendly, and all pages must pass a basic SEO audit.

**BR10 – Increased Application Security and Protection from Various Attacks**

* **Description:** The system must have robust security measures to prevent attacks such as SQL injections, cross-site scripting (XSS), and denial of service (DoS).
* **Scope:** Security protocols and measures such as firewalls, encryption, and regular vulnerability assessments will be implemented to ensure the application’s safety.
* **Benefits:** Enhances trust and protects sensitive data from unauthorized access, maintaining compliance with security standards.
* **Test Approach and Acceptance Criteria:** Penetration tests and vulnerability assessments will be conducted to ensure the system is secure. The system should pass all security audits.
* **Business Rules:** Security logs should be maintained, and access to sensitive information should be strictly controlled.

**BR11 – Restructuring of User Privileges Regarding Publications on the Website**

* **Description:** User privileges related to content publication will be restructured to ensure proper access control.
* **Scope:** The platform will allow for the segregation of duties regarding content creation, approval, and publishing, based on user roles.
* **Benefits:** Prevents unauthorized publication of content and ensures accountability.
* **Test Approach and Acceptance Criteria:** Role-based access control (RBAC) tests will verify that users can only perform tasks within their permissions.
* **Business Rules:** All changes to published content must be logged and require approval from the designated user roles.

**BR12 – Weekly/monthly Backups of the Website and Data Stored in a Secure Environment**

* **Description:** Backups will be taken weekly/monthly and stored securely to ensure data recovery in case of a disaster.
* **Scope:** Automated weekly backups will be performed on both the website’s files and the database, with backups stored securely offsite or in cloud storage.
* **Benefits:** Ensures business continuity and data recovery in the event of data loss, server failure, or cyber-attacks.
* **Test Approach and Acceptance Criteria:** Backup processes will be verified by conducting restore tests to ensure data integrity and availability.
* **Business Rules:** All backup data should be encrypted and retained according to the organization’s retention policy.

**BR13 – Custom Module Programming**

* **Description:** The system must support custom module programming to cater to unique requirements.
* **Scope:** Custom modules will be developed to support specific functionality as required by the stakeholders, such as specific forms, reports, or features.
* **Benefits:** Tailors the website to the specific needs of the users, providing a unique and enhanced user experience.
* **Test Approach and Acceptance Criteria:** Each custom module will be tested for functionality, security, and integration with existing systems. Acceptance will be based on meeting the agreed-upon specifications.
* **Business Rules:** Custom modules must follow the coding standards and security guidelines established for the project.

**BR14 – Responsive, openable on PCs, Tablets, and Smartphones**

* **Description:** The website must be fully responsive and accessible on various devices, including PCs, tablets, and smartphones.
* **Scope:** The system will automatically adjust the layout, content, and functionality to fit the screen size and capabilities of the device being used.
* **Benefits:** Provides a seamless user experience across different devices, improving accessibility and user engagement.
* **Test Approach and Acceptance Criteria:** The website will be tested on a variety of devices to ensure it is responsive and renders correctly.
* **Business Rules:** The layout should adapt dynamically to screen sizes, ensuring no content is lost or inaccessible.

**BR15 – Grouping of Sections in the Form of a Menu with Sub-sections**

* **Description:** The website will feature a structured menu with sections and sub-sections for easy navigation.
* **Scope:** The menu will include clear links to key areas of the website, with dropdowns for sub-sections to improve usability.
* **Benefits:** Enhances user experience by making content easy to find and navigate.
* **Test Approach and Acceptance Criteria:** The navigation structure will be tested for ease of use, and links must be functional and lead to the correct pages.
* **Business Rules:** Menu items must be reviewed and updated as new sections or content is added to the site.

**BR16 – Taking Information from the Existing Page to the New Page**

* **Description:** Content and data from the existing website will be migrated to the new system.
* **Scope:** The migration process will ensure that all relevant content (texts, images, videos, etc.) is transferred to the new site without data loss or corruption.
* **Benefits:** Ensures continuity and maintains existing content while upgrading to a more modern system.
* **Test Approach and Acceptance Criteria:** The migration will be tested by comparing the content on both the old and new systems for consistency and integrity.
* **Business Rules:** All migrated content must meet the new system’s format and layout requirements.

**BR17 – Site Map (Presentation of the Site Structure with Links to Each Page)**

* **Description:** A comprehensive site map will be generated to showcase the main site’s structure, with links to all key pages.
* **Scope:** The site map will allow both users and search engines to easily navigate and index the website’s pages.
* **Benefits:** Improves usability and search engine indexing, making it easier for users to find information.
* **Test Approach and Acceptance Criteria:** The site map will be tested to ensure it accurately reflects the website structure and includes all essential pages.
* **Business Rules:** The site map must be updated whenever new pages or sections are added.

**BR18 – Contact form (List of Contacts and a Map of the Office Location)**

* **Description:** The website will feature a dedicated section with a list of contacts and an interactive map showing the office location.
* **Scope:** The contacts page will include essential contact information (e.g., phone, email) and an interactive map with the office's geographical location.
* **Benefits:** Makes it easy for users to contact the organization and locate its physical office.
* **Test Approach and Acceptance Criteria:** The contact form and map will be tested for functionality and accuracy.
* **Business Rules:** The contact information must be kept up to date, and the map must be accurate.

**BR19 – Work Schedule**

* **Description:** The website must feature a work schedule section displaying office hours and other related information.
* **Scope:** The work schedule will be displayed on a dedicated page, showing opening hours, office closures, and any special announcements.
* **Benefits:** Provides users with clear information about when the office is open or closed, ensuring better communication.
* **Test Approach and Acceptance Criteria:** The schedule will be tested for accurate display of the timings and clarity in presentation.
* **Business Rules:** The schedule must be updated in real time to reflect any changes in office hours.

**BR20 – Must Have Universal Data Access**

* **Description:** The system must support universal data access, compatible with all major database management systems.
* **Scope:** The system must integrate with databases such as AS/400 & IBM i, Oracle, SQL Server, MySQL, PostgreSQL, and others.
* **Benefits:** Ensures flexibility in data storage, access, and migration across different platforms.
* **Test Approach and Acceptance Criteria:** The system will be tested for compatibility with various database systems, ensuring seamless data retrieval and storage.
* **Business Rules:** Data must be stored securely and be accessible according to user permissions.

**BR21 – Social Media Connections**

* **Description:** The website will include connections to major social media platforms like Facebook, Instagram, and other.
* **Scope:** Integration with social media accounts will allow for easier reading of content and interaction with users.
* **Benefits:** Increases engagement with a broader audience through social media.
* **Test Approach and Acceptance Criteria:** Social media integration will be tested for seamless sharing and updates.
* **Business Rules:** The integration must comply with social media platform guidelines and privacy policies.

**BR22 – Mobile-Friendly Website**

* **Description:** The website must be mobile-friendly, providing a responsive design that adjusts for mobile users.
* **Scope:** The website layout will automatically adapt to mobile devices for ease of use.
* **Benefits:** Improves user engagement and accessibility across mobile devices.
* **Test Approach and Acceptance Criteria:** The mobile version of the site will be tested for functionality on different mobile devices.
* **Business Rules:** Mobile design must maintain functionality and visual integrity across various devices.

**BR23 – SSL Security Certificate**

* **Description:** The website will be secured with an SSL certificate to ensure encrypted communication between users and the site.
* **Scope:** The SSL certificate will encrypt data transmitted between users and the website.
* **Benefits:** Enhances user trust and security, particularly for sensitive transactions or information.
* **Test Approach and Acceptance Criteria:** SSL encryption will be tested to ensure data is securely transmitted.
* **Business Rules:** SSL certificates must be valid and maintained regularly.

**BR24 – The Page Opens on Any Platform and in Any Browser**

* **Description:** The website must be compatible with all popular browsers and platforms.
* **Scope:** The website will be designed to function seamlessly across major platforms and browsers (Chrome, Firefox, Safari, Edge, etc.).
* **Benefits:** Maximizes accessibility for all users, regardless of their browser or platform.
* **Test Approach and Acceptance Criteria:** Cross-browser testing will ensure compatibility with all major browsers and platforms.
* **Business Rules:** No essential features should be browser-dependent, ensuring consistency across platforms.

**BR25 – Search Engine Optimization (SEO)**

* **Description:** The website will be optimized for search engines to achieve high rankings for targeted keywords.
* **Scope:** SEO strategies will be employed to improve visibility on search engines like Google, Bing, and Yahoo.
* **Benefits:** Increases the likelihood of attracting organic traffic from search engines.
* **Test Approach and Acceptance Criteria:** SEO tools will be used to monitor keyword rankings and website performance.
* **Business Rules:** The website must be periodically updated to keep up with evolving SEO practices.

**BR26 – Creating Statistical Reports**

* **Description:** The system should generate statistical reports on site visits, user behavior, and other performance metrics.
* **Scope:** The system will track key performance indicators (KPIs) and generate detailed reports for analysis.
* **Benefits:** Provides insight into user engagement and site performance, enabling data-driven decisions.
* **Test Approach and Acceptance Criteria:** Report generation will be tested to ensure accuracy and usability of data.
* **Business Rules:** Reports must comply with privacy standards and be easy to interpret for non-technical users.

**BR27 – Information Search Button**

* **Description:** A search button will be added to the website for users to find information within the site.
* **Scope:** The search button will be prominently displayed and search results will be relevant to the user's query.
* **Benefits:** Improves user experience by making information easier to find.
* **Test Approach and Acceptance Criteria:** The search function will be tested for accuracy, speed, and ease of use.
* **Business Rules:** The search must return results from the indexed content only and display them in an accessible manner.

**BR28 – Security Mechanism for User Authentication and Authorization**

* **Description:** The website will implement secure user authentication and authorization mechanisms.
* **Scope:** User login, registration, and role-based access control will be implemented to protect sensitive content.
* **Benefits:** Increases security by ensuring only authorized users can access specific content or perform certain actions.
* **Test Approach and Acceptance Criteria:** The security system will be tested for robustness and to ensure unauthorized users cannot bypass access controls.
* **Business Rules:** User access will be strictly controlled based on defined roles.

**BR29 – Ability to Create User Hierarchy**

* **Description:** The system will allow the creation of a user hierarchy for different levels of access.
* **Scope:** Different access levels will be created, enabling administrators to control permissions for various user roles.
* **Benefits:** Ensures a structured and controlled environment for managing content and user interactions.
* **Test Approach and Acceptance Criteria:** User roles and permissions will be tested to ensure correct access rights are enforced.
* **Business Rules:** User roles must be defined clearly, with appropriate permissions granted according to responsibilities.

**BR30 – The Website Must Offer the Possibility of Creating Pop-Ups**

* **Description:** The system must allow administrators to create pop-up windows for announcements or notifications.
* **Scope:** Pop-ups will be customizable for various use cases, such as alerts or special announcements.
* **Benefits:** Provides an effective way to communicate urgent or important information to users.
* **Test Approach and Acceptance Criteria:** Pop-up functionality will be tested for ease of use and non-intrusiveness.
* **Business Rules:** Pop-ups must be user-friendly and comply with accessibility standards.

**BR31 – Multi-Language Support (ALB and ENG)**

* **Description:** The website must support two languages: Albanian and English.
* **Scope:** The website will have language toggle functionality, allowing users to switch between languages.
* **Benefits:** Expands accessibility to both local and international audiences.
* **Test Approach and Acceptance Criteria:** Language switching functionality will be tested for accuracy and smooth transitions.
* **Business Rules:** Content in both languages must be consistent and updated simultaneously.

**BR32 – Ability to Upload Various Files**

* **Description:** The system should allow users to upload different types of files to the website.
* **Scope:** Users will be able to upload documents, images, and other files through a secure interface.
* **Benefits:** Facilitates sharing of content such as forms, reports, and other resources.
* **Test Approach and Acceptance Criteria:** File uploads will be tested for compatibility with various file formats and size limitations.
* **Business Rules:** Uploaded files must be scanned for viruses and handled according to security protocols.

**BR33 – Separate System for Information Management (Maintenance Actions)**

* **Description:** A dedicated system for managing all information and ensuring proper maintenance actions, including backups, restore, and performance control, will be implemented.
* **Scope:** The system will handle all aspects of information management, ensuring optimal website performance.
* **Benefits:** Ensures the integrity and reliability of the website's data and performance.
* **Test Approach and Acceptance Criteria:** The information management system will be tested for proper backup, restore, and maintenance functionality.
* **Business Rules:** Regular maintenance actions must be carried out, and data integrity must be preserved.

**BR34 – Code Package Security and Licensing**

* **Description:** All code packages (plugins) used in website development must be verified for security and functionality, and licensed from reputable sources.
* **Scope:** The website will utilize plugins and packages that are secure, functional, and properly licensed.
* **Benefits:** Reduces security risks and ensures compliance with legal requirements.
* **Test Approach and Acceptance Criteria:** All plugins will undergo security and functionality testing before use.
* **Business Rules:** Only reputable and licensed plugins will be accepted.

**BR35 – Testing Phase: Tests Will Be Performed According to a Predetermined Plan for the System**

* **Description:** A thorough testing plan will be developed and executed to ensure the system is functioning as expected.
* **Scope:** This testing should include functional, security, and performance tests. Each part of the system must be evaluated against the predetermined test cases.
* **Benefits:** Ensures the system operates correctly and securely before deployment, reducing risks and increasing user confidence.
* **Test Approach and Acceptance Criteria:** The system will be tested in different stages (unit tests, integration tests, user acceptance tests). All bugs must be fixed, and the system must meet the acceptance criteria for performance and security.
* **Business Rules:** Testing must cover all business requirements and be documented if needed.

**BR36 – Final Delivery of the System Along and 2 day trainings**

* **Description:** After testing, the final version of the system will be delivered.
* **Scope:** The system will be fully implemented and delivered to the organization.
* **Benefits:** Ensures the end users are equipped with the knowledge to operate and maintain the system.
* **Test Approach and Acceptance Criteria:** User training and a demonstration will ensure the system is correctly used.
* **Business Rules:** The trainings must be provided in Albanian language and kept up to date with any future changes or system updates.

**BR37 – Intellectual property**

* **Description:** The delivered website content must comply with intellectual property laws, ensuring the protection of copyrights, trademarks, and proprietary rights.
* **Scope:** The requirement applies to all digital assets, including text, images, videos, and scripts, ensuring compliance with national regulations.
* **Benefits:** Protecting intellectual property minimizes legal risks, enhances credibility, and safeguards the rights of the authority.
* **Test Approach and Acceptance Criteria**: The website content will be reviewed for proper licensing, attribution, and compliance, with acceptance criteria ensuring only authorized materials to be published.
* **Business Rules**: All content must be reviewed before publication, unauthorized use is prohibited.

## Interface requirements

The CNM platform/website must adhere to best practices in usability and accessibility to ensure an inclusive, user-friendly experience for all stakeholders. The interface design should comply with industry standards, enabling users to efficiently access, navigate, and interact with the website.

* The website should be intuitive and easy to navigate, following modern UX/UI design principles.
* Content should be structured clearly, using a logical information hierarchy and well-defined categories.
* The interface should support multiple languages (Albanian and English), with a seamless toggle between language versions.
* Interactive elements such as menus, buttons, and forms should provide clear visual cues and affordances.
* A search function should be implemented to allow users to quickly locate relevant information.
* Load times should be optimized to ensure pages render within seconds on standard broadband connections.
* Forms and data entry fields should include inline validation to improve the accuracy and efficiency of user inputs.
* All website functionalities must be accessible via keyboard commands without requiring a mouse.
* All content should be readable by screen readers, ensuring visually impaired users can navigate the site effectively.
* Descriptive alt text should be added to all images to provide context for visually impaired users.
* Text should have a high contrast ratio against background colors to accommodate users with visual impairments.
* Users should be able to resize text up to 200% without loss of functionality.
* Multimedia content, including videos, should have subtitles or transcripts for accessibility.
* The website must be **fully responsive**, adapting seamlessly to desktops, tablets, and smartphones.
* It must function properly on major browsers, including **Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge or others.**
* A progressive enhancement approach should be used to ensure compatibility with older browser versions while leveraging modern web technologies.
* Before launch, the website must undergo **usability testing** with real users, including individuals with disabilities, to ensure compliance with accessibility and usability standards.
* Performance testing should be conducted to confirm site responsiveness and reliability under expected user loads.

By implementing these interface requirements, the CNM platform/website will ensure a **user-friendly, accessible, and efficient** digital experience for all stakeholders.

## User profiles

**Administrator**

* Authorized Access: Full access to all functionality and data within the system.
* Circumstances of Access: Admin users have unrestricted access to all areas of the system, including management of user roles, content, system settings, and server configurations.
* Access Rights:
	+ Can create, update, and delete content across the website.
	+ Can manage user roles, permissions, and security settings.
	+ Has full control over website design, modules, and settings.
	+ Can perform technical maintenance tasks (e.g., updates, backups).
	+ Can view and generate reports on website performance, user activity, and statistics.

**Content Manager**

* Authorized Access: Access to content management tools and the ability to manage site content, but limited access to system configuration and user management.
* Circumstances of Access: Content Managers have access to update and organize website content, including text, images, and multimedia. They do not have access to system settings or user roles.
* Access Rights:
	+ Can create, edit, and delete articles, categories, and menus.
	+ Can upload and manage multimedia content (e.g., photos, videos).
	+ Can organize content into categories and subcategories.
	+ Cannot access system configuration, server settings, or user management.
	+ Can monitor content performance but cannot access backend reports beyond content-related analytics.

# Technical Requirements

## Operational environment Standards

**Hosting Requirements** Servers with **Apache** or **NGINX** and **PHP 7.4**+ with **MySQL** or **MariaDB**.

**PHP Version** PHP 7.4 or higher.

**SSL Security** is required for secure user connections.

**Performance Optimization** caching and CDN for better performance

## Hardware and infrastructure requirements

**Server Requirements**

* **Minimum:** Dedicated server with at least **2 CPU cores, 2GB RAM, and SSD storage** for optimal performance.

**Operating System**

* **Linux (Preferred):** Ubuntu, CentOS, Debian with Apache or NGINX.
* **Windows:** Windows Server with IIS (less recommended due to performance limitations).

**Database and Storage**

* **Database:** MySQL 5.7+ or MariaDB 10.4+.
* **Storage:** SSD-based storage for faster read/write operations.

**Network and Connectivity**

* **Uptime Requirement:** 99.9% availability through reliable hosting providers.
* **Bandwidth:** Minimum **10Mbps** for regular traffic, scalable for high-load environments.
* **CDN Support:** Recommended for improved load times and global content delivery.

**Backup and Disaster Recovery**

* **Automated weekly/monthly Backups** stored on a separate cloud or local server.
* **Remote Storage Options:** External hard drives, cloud services (AWS, Google Drive, etc.).
* **Disaster Recovery Plan:** Includes full-site restoration within **4 hours** in case of failure.

**Security Measures**

* **SSL Certificate** for encrypted connections (HTTPS).
* **Regular Updates** for CMS core, plugins, and server software.

## Access modes and security requirements

**VPN Access:** Administrative users will require a **VPN connection** to securely access the server for maintenance, backups, and configuration.

## Operational Security

Access to the hardware should be authorized only on behalf of the beneficiary's.

## Business Continuity plan (Disaster recovery)

**Data Backup and Recovery**

* **Backups:** Automatic backups of the website data (files and database) will be made and stored in **secure off-site cloud storage**.
* **Backup Retention:** Backups should be retained for a minimum of **30 days** to allow for multiple restore points.
* **Backup Verification:** All backups will be tested regularly for completeness and the ability to restore the website and database in the event of data loss.

**Disaster Recovery Site:**

* **Off-site Storage:** An off-site location (cloud service or physical data center) will host replicated copies of the website and critical databases. This ensures that the site can continue running even if the primary data center is affected by disaster.

## Backup and Archiving

**Regular Backups**

* **Frequency:** Backups of the website, database, and any other critical systems will be performed **weekly** to ensure minimal data loss.
* **Backup Types:**
	+ **Full Backups:** Full backups of all system data will be performed.
	+ **Incremental Backups:** Incremental backups of the data will be performed to capture any changes or additions made since the last full backup.

**Backup Retention**

* **Retention Period:** Backups will be retained for a minimum of **30 days** for immediate recovery. Older backups will be archived for longer periods (e.g., 1 year) depending on regulatory or business needs.
* **Automated Cleanup:** After the retention period expires, automated processes will delete old backups to ensure storage efficiency and avoid unnecessary costs.

## Service level: availability, performance and support

Ensure that all availability, performance, and support requirements for the system fill the requirements that might include:

* **Speed and Latency**: Expected response times and acceptable latency thresholds.
* **Safety**: Measures to ensure the system operates safely and does not pose risks to users or data.
* **Accuracy**: Precision and correctness of system outputs and processes.
* **Reliability and Availability**: Uptime guarantees (e.g., 99.9% availability) and system reliability metrics.
* **Robustness or Fault Tolerance**: Ability to handle errors, failures, or unexpected conditions without significant disruption.
* **Capacity-Users & Data**: Maximum number of users and data volume the system can support.
* **Scalability**: Ability to scale up or down based on demand or growth.
* **Length of Expected Use**: Expected lifecycle or duration of system usage.
* **Security**: Measures to protect the system from unauthorized access, breaches, or vulnerabilities.
* **Governance Issues**: Compliance with confidentiality, integrity, and availability principles, as well as other regulatory or organizational policies.

## System Documentation

Complete and comprehensive documentation is essential to support the ongoing use, maintenance, and future enhancement of the system. The documentation will cover all relevant aspects of the system and be accessible to authorized personnel, ensuring that the system can be properly managed, utilized, and modified as necessary.

Types of Documentation:

Specifications (Functional and Technical)

* + Functional Specifications: These will detail the system's expected functionality, including user roles, features, and processes that the system will support.
	+ Technical Specifications: This will include technical architecture, system design, hardware/software dependencies, and system requirements, covering both server-side and client-side technologies.

User Manual

* + End-User Documentation: Detailed guides on how to use the system, covering all user roles (e.g., administrators, content managers, translators, end users).
	+ Training Materials: Documentation and materials for training users on system functionality, including workflows and best practices for using the system.
	+ FAQ Section: A frequently asked questions section to address common user queries and troubleshooting advice.

# Critical considerations

## Risks

Here is a list of structured Risk Assessment Table for the CNM Website Development:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Category** | **RISK** | **Impact** | **Probability** | **Overallgravity** | **Proximity** | **Current Mitigation** | **Assigned to** |
| What type of risk this is? | 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 |
| **Technical** | **INFRASTRUCTURE INTEGRATION ISSUES** – Challenges in integrating the new website with existing IT systems of CNM and National Agency for Information Society (Albania) | 4 | 4 | 16 | 3 | Involve IT teams early, conduct feasibility assessments, and test integrations before deployment. | IT of Beneficiary IT of National Agency for Information Society |
| **Stakeholder** | **MISALIGNMENT OF EXPECTATIONS** – Differing views between CNM, IT teams, and stakeholders may cause delays in decision-making. | 3 | 3 | 9 | 2 | Regular stakeholder meetings, clear documentation, and requirement validation. | CNM representatives |
| **Operational** | **DELAYED CONTENT DELIVERY** – Slow content creation and approval processes could impact the launch timeline. | 3 | 2 | 6 | 4 | Define content governance policies, assign content owners, and set clear deadlines. | CNM representativesIT of Beneficiary |
| **Security** | **CYBERSECURITY RISKS** – Potential threats such as hacking, data breaches, or unauthorized access to sensitive information. | 4 | 2 | 8 | 2 | Implement robust security measures, conduct penetration testing, and ensure regular system updates. | IT Security Team |
| **User Experience** | **LOW USER ADOPTION** – The website may not fully meet user needs, affecting usability and engagement. | 2 | 3 | 6 | 3 | Conduct user testing, follow accessibility guidelines, and gather feedback for improvements. | UX/UI Team |

#

# Data Requirements

## Data inputs

The system will record and manage various types of data that are necessary for the website and CMS platform/website functionality. The following data categories will be recorded, along with the respective business areas responsible for entering the data:

* **Content Data:** Articles, images, videos, and/or other multimedia content.
	+ **Business Areas:** Content Managers, Admins
	+ **Details:** Content will be recorded via the CMS, enabling easy management and updates.
* **User Data:** User information for both internal administrators and public users (if applicable).
	+ **Business Areas:** Admin, User Management Team
	+ **Details:** Data will include registration details, roles, permissions, and user preferences.
* **System Configuration Data:** Settings related to site structure, appearance, functionality, and system configurations.
	+ **Business Areas:** Web Admins, System Administrators
	+ **Details:** Configuration options will define the layout, plugins, and specific features for the website.
* **Security Data:** Logs related to security, including user activity logs, login attempts, and other system access events.
	+ **Business Areas:** IT Support, Admin
	+ **Details:** The security system will track access events, storing relevant details about login attempts, IP addresses, and unauthorized access attempts.

## Data outputs and reporting requirements

The system will generate specific reports to analyze performance, user activity, content status, and other critical data. These reports are crucial for monitoring and evaluating the website's functionality and its users. Key reports and the associated business areas are as follows:

* **Website Analytics Report:** Insights into user traffic, popular content, and engagement.
	+ **Business Areas:** Content Managers
	+ **Details:** These reports will provide valuable information on the site's performance, including page views, bounce rates, and user engagement.
* **User Activity Report:** A record of users' interactions, content modifications, and login patterns.
	+ **Business Areas:** Admin, User Management Team
	+ **Details:** This report will help monitor user behavior and the usage of the website, especially for identifying unusual activity or security concerns.
* **System Error and Activity Logs:** Reports on errors, downtime, and unusual system activities.
	+ **Business Areas:** IT Support, Admin
	+ **Details:** These reports will ensure system uptime and help the IT team address any technical issues quickly.

## Data migration

As the new system is implemented, data migration from legacy systems to the new CMS platform may be required. This process will involve transferring various types of data to ensure seamless integration with the new platform, and will include the following:

* **Content Migration:** Migrating all existing content, including text, images, videos, and/or other media, from the old system to the new CMS.
	+ **Analysis:** Content must be reviewed to ensure that it meets the new CMS format and is properly indexed.
* **Backup of Legacy Data:** Before migration, a full backup of the legacy system will be made to prevent data loss during the transition.
	+ **Analysis:** Backup procedures will be defined and verified, and testing will be performed to ensure data integrity after migration.
* **Testing and Validation:** After migration, thorough testing will be conducted to ensure all data is successfully transferred, is accurate, and functions correctly in the new system.
	+ **Analysis:** A detailed verification and validation plan will be created to check data accuracy and system performance.

# User Documentation and Training Requirements

**Simple User Manual**

* + **Purpose:** To provide end-users with a comprehensive guide on how to use the system, detailing all system features, tasks, and user-specific instructions.
	+ **Target Audience:** End-users (content managers, administrators, etc.)
	+ **Maintenance:** The user manual will be maintained by the system administrator or designated content manager, updated after major system updates or when new features are added.
	+ **Access Control:** Restricted access to administrative sections, while general user guidelines will be available to all relevant roles.
	+ **Protection / Procedure Requirements:** Sensitive data, such as system credentials or security-related information, will be omitted or replaced with generic terms.

**Training Materials**

* + **Purpose:** To prepare end-users and administrators for the system’s functionality, workflows, and best practices.
	+ **Target Audience:** End-users and administrators who will be involved with day-to-day operations of the system.
	+ **Maintenance:** Updated after significant system updates or feature changes to ensure users are properly trained on the latest functionalities.
	+ **Access Control:** Training materials should be accessible to all end-users, with administrator-specific documents kept in a secure, internal location.
	+ **Protection / Procedure Requirements:** Training documents should include sections on how to handle sensitive data, ensuring that all user roles are aware of their data access and responsibilities.

**Training Overview:**

1. **Training Materials**
	* **Purpose:** Training materials will provide comprehensive information to help users understand the system’s features, tools, and functionality. This includes simple manuals, tutorials, and guides for both administrators, content managers and end-users.
	* **Target Audience:** End-users, system administrators and content managers.
	* **Maintenance:** These materials will be updated regularly after each update or feature enhancement.
	* **Access Control:** Access to general training materials will be open to all users, but more advanced training for administrators or sensitive content will be restricted.
	* **Protection / Procedure Requirements:** Sensitive information regarding user management, security practices, or confidential project details will be omitted or handled separately.
2. **Training Format**
	* **Type of Training:**
		+ **Onboarding training** for, administrators, and technical staff.
		+ **Role-specific training** for different user groups, such as administrators, content managers, and translators.
		+ **Workshops and hands-on sessions** to ensure users can effectively apply their knowledge.
		+ **Online tutorials or video-based materials** for on-demand reference.
	* **Who Will Design the Training?** The training will be designed by a collaboration between the project team (content managers, system developers) and the training department (if available). IT support or external consultants may also contribute.
	* **Who Will Provide the Training?** Internal staff, such as system administrators, content managers, or external training providers, will provide the training. In some cases, the training could be delivered via video conferencing or in-person sessions.

# Critical Success Factors (CSF) and measurements

**This chapter will be excluded from a Call for Tender document**

Critical Success Factor (CSF) is a Business term for an element which is necessary for an organisation or project to achieve its mission. Please provide the criteria / factors that must be met in order for the project to be successful.

How will we know if the CSF has been met? For each criteria/factor identified you must provide a SMART measurement against it. Get the CSF validated by the business so as to be used as acceptance criteria.