

## **WoVG Web Content Management Requirements Definition Tool Version 1.0**

### **Using this Requirements Tool**

The Whole of Victorian Government (WoVG) Web Content Management Requirements Definition Report is presented as two components:

#### **1. WoVG Web Content Management Requirements Definition Context**

The associated Word document provides the Project and Victorian Government context for the Requirements Tool in terms of strategic direction, legislation, policies and standards.

#### **2. WoVG Web Content Management Requirements Definition Tool**

This Excel tool provides the set of core and optional requirements to assist Victorian Government agencies in the procurement of a Web Content Management System (Web CMS) for an Internet, Intranet, Extranet or Knowledge Management environment. In defining this comprehensive set of requirements it is important to note that not all requirements may be able to be satisfied by a single technology product/content management system. For example, search requirements may be met by a base content management product or through the application of a stand-alone search product.

**Note: The context and tool components are NOT standalone.**

The Context document and Requirements Tool must be used in conjunction with each other and are available at:  
<http://www.egov.vic.gov.au/Victoria/StrategiesPoliciesandReports/Reports/>

To request a working copy of the Requirements Tool (in Excel) for use in establishing Agency requirements for CMS procurement please email [cms@egov.vic.gov.au](mailto:cms@egov.vic.gov.au)

This project was sponsored by Multimedia Victoria (MMV) and managed by a WoVG Project Steering Committee. Leading project consultants were Chris Sampson (Parisfirst), Jonathan Roper (SKM Communications) and Vadim Simonov (Parisfirst). The Project Manager was Glenys Reid (MMV).

### **Structure of this Requirements Tool**

The Web Content Management Requirements Definition Tool is comprised of the following sections:

#### **Using this Tool**

This Introductory worksheet.

#### **A - Creation & Publishing**

This section deals with the process of web content delivery including content creation, approval, publishing and quality control.

#### **B - Presentation & Discovery**

This section describes the presentation of content and its discoverability in terms of navigation and searching.

#### **C - Technical**

This section summarises the technical aspects of the Web CMS product including compliance, security, reporting and monitoring.

#### **D - Interdependencies**

This section deals with interdependencies with internal and external systems, to ensure seamless planning, implementation and management.

#### **E - Support & Training**

This section deals with ongoing product technical support as well as staff training and support.

## **Terminology**

For the purposes of clarification some terms used in this document are described below:

**Content item** is used when referring to "document", "content", "content object" or "piece of content" managed within the Web CMS.

**Agency** is used when referring to Victorian Government Departments, Agencies and Statutory Bodies.

**Web CMS** is used when referring to the Web Content Management System.

**Core requirements** are requirements that must be met by any content management solution procured by a Victorian Government Agency. *Refer to the Context Word document for details.*

**Optional-high requirements** are requirements that are widely adopted (or should be in the near future) by Victorian Government Agencies. *Refer to the Context Word document for details.*

**Optional-low requirements** are requirements that are not widely adopted by Victorian Government Agencies. *Refer to the Context Word document for details.*

**Note:** To print the Tool select "Print Entire Workbook" from Printer options

### **© The Victorian Government - 2003**

*This publication is copyright. Other than for the purposes of and subject to the conditions prescribed under the Copyright Act, no part of it may be in any form or by any means (electronic, mechanical, microcopying, photocopying, recording or otherwise) be reproduced, stored in a retrieval system or transmitted without prior written permission.*

*Enquiries should be addressed to -*

*Executive Director, Multimedia Victoria*

*Department of Infrastructure*

*Government of Victoria*

*Level 10, 55 Collins Street*

*Melbourne 3000*

**WoVG Web Content Management Requirements Definition Tool Version 1.0**

**A Creation & Publishing**

<b>A1 Content Creation</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To enable Agency staff to effectively develop and maintain content for web services.			
A1.1	Ability to create, edit and spellcheck text using a simple browser template option which must support the Agency standard operating environment (SOE) browser version.	Core	
A1.2	Ability to import content items from the Agency standard operating environment (SOE) (eg Microsoft Office, Lotus Notes, HTML).	Core	
A1.3	Ability to import and manage images using a simple browser template option which must support the Agency standard operating environment (SOE) browser version.	Core	
A1.4	Ability to create and edit links using a simple browser template option which must support the Agency standard operating environment (SOE) browser version.	Core	
A1.5	Ability to import and manage attachments using a simple browser template option which must support the Agency standard operating environment (SOE) browser version.	Core	
A1.6	Ability to edit content items without affecting the published work.	Core	
A1.7	Ability to automatically replace a published version of content with a revised version of content following completion of the approval process.	Core	
A1.8	Ability to view content items in-context via a browser, to see how the content item will appear in the website - WYSIWYG (what you see is what you get) preview. The browser option must ensure the preview pages are not exposed to external search engines.	Core	
A1.9	Provide an authoring system that requires minimal training and is can be used by non-technical users.	Core	
A1.10	Support distributed content creation and contribution by a wide range of staff throughout the whole of Government including staff located in remote parts of Victoria.		Optional-high
A1.11	Support content contribution from external non-government parties.		Optional-high
A1.12	Ability to create customisable input forms (eg Feedback, Notification, membership registration). The forms will validate input data within the form.		Optional-high

<b>A2 Workflow Processes</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To ensure all web content has appropriate Agency approval. This is critical when managing the creation of content by multiple parties.			
<b>A2.1</b>	<b>Workflow Approval</b>		
A2.1.1	Ability to establish a variety of roles within a workflow process.	Core	
A2.1.2	Ability to assign workflow to classes of content items as well as roles and individuals.	Core	
A2.1.3	Ability to grant or withhold specific permissions based on role, type of content item and other criteria.	Core	
A2.1.4	Provide a workflow approval process that supports sequential approval steps.	Core	
A2.1.5	Provide a workflow approval process that supports parallel approval steps.		Optional-high
A2.1.6	Provide a workflow approval process that is configurable to support varying content item status during the authoring process (eg draft, awaiting approval, approved, published, archived etc)	Core	
A2.1.7	Provide a workflow that is configurable to allow different approval processes based on the type of content item/template being created (eg news or policy).		Optional-high
A2.1.8	Provide a workflow that is configurable to allow different approval processes based on where the content item is being published (eg Intranet, Extranet and Internet).		Optional-high
A2.1.9	Provide a workflow that is configurable to allow different approval processes based on how quickly the content item is to be published (eg routine or urgent).		Optional-high

**WoVG Web Content Management Requirements Definition Tool Version 1.0  
Creation and Publishing**

A2.1.10	Provide a workflow that is configurable to allow different approval processes if the content item is external (eg content received from external source may have a different approval cycle).		Optional-high
A2.1.11	Ability to review, approve and action content items held in any identified Web CMS repository, not just web page content for publication (eg review and approve images to be posted to an image library).		Optional-high
A2.1.12	Provide a workflow that is configurable to allow different approval processes for different businesses within the Agency.		Optional-high
A2.1.13	Provide a workflow approval process that is configurable to support review and approval of template and design creation.		Optional-low
A2.1.14	Provide preconfigured workflow options that allow for different approval processes depending on Agency requirements and business rules.		Optional-low
<b>A2.2</b>	<b>Workflow Management</b>		
A2.2.1	Ability for authorised non-technical users to create and manage workflow processes. No scripting or programming should be required.	Core	
A2.2.2	Ability to view the status of a content item through the workflow process.	Core	
A2.2.3	Ability to escalate workflow items.		Optional-high
A2.2.4	Ability to reassign workflow items.		Optional-high
A2.2.5	Ability to setup proxy workflow and have that proxy workflow invoked automatically based on Agency business rules.		Optional-high
A2.2.6	Ability to alter or override workflow dependencies to meet real-time needs (eg re-route workflow tasks).		Optional-high
A2.2.7	Ability to include authenticated external users in a workflow.		Optional-low
A2.2.8	Ability to manage user feedback generated through the submission of forms.		Optional-high
<b>A2.3</b>	<b>Notification</b>		
A2.3.1	Provide a workflow approval process that notifies the appropriate persons when they need to perform a task in relation to an item (eg approval required).	Core	
A2.3.2	Provide notification mechanisms that include email and integrate with Lotus Notes mail or Microsoft Exchange. Notification via email is optional for users.	Core	
A2.3.3	Ability for non-technical users to configure notifications to various roles/individuals based on workflow status.	Core	

<b>A3 Content Publishing &amp; Quality Control</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To ensure a streamlined publishing process, eliminating, where possible, manual handling of production drafts and facilitating online review and approval.			
A3.1	Ability to publish/unpublish content items to one or many locations within a single site.	Core	
A3.2	Ability to automatically publish/unpublish content items to one or many locations within a single site on a scheduled date and time.	Core	
A3.3	Support delivery of content items based on completion of review/approval workflow processes.	Core	
A3.4	Ability to set and change publishing, review and expiry dates of content items.	Core	
A3.5	Ability to manually override automatically generated review and expiry dates for content items based on role.	Core	
A3.6	Ability to view a list of content items based on status of review and expiry dates.	Core	
A3.7	Ability to maintain integrity of internal links within the CMS.	Core	
A3.8	Ability to check internal links in published content items and refresh across the website.	Core	
A3.9	Ability to detect, notify, manage and allow maintenance of broken links.	Core	
A3.10	Ability to view history of content changes.	Core	
A3.11	Ability to view all changes of content in previous version.	Core	
A3.12	Ability to publish/unpublish content items to more than one website generated by the Web CMS.		Optional-high

**WoVG Web Content Management Requirements Definition Tool Version 1.0  
Creation and Publishing**

A3.13	Ability to publish/unpublish content items to more than one website generated by the Web CMS on a scheduled date and time.		Optional-high
A3.14	Ability to publish/unpublish content items in bulk.		Optional-high
A3.15	Ability to automatically set or change dates for review and/or expiry of a content item dependent on Agency business rules (eg author, content item type or site standard/policy for review dates).		Optional-high
A3.16	Ability to search, preview and replace a content item across the site or sites managed by the Web CMS based on Agency business rules.		Optional-high
A3.17	Ability to publish a single item of content in multiple delivery environments with the option of different delivery requirements/templates (eg displayed on Intranet, Extranet and Internet sites).		Optional-high
A3.18	Ability to publish multiple variations of a single content source to a variety of web page contexts on the same website or to different websites (eg for different audiences, languages, summary or full version of the content item).		Optional-high
A3.19	Support delivery of content items to a range of delivery channels and technologies, covering both on-line and off-line and including SMS/Mobile Phones, WAP, Palmtops, Interactive Digital TV, Interactive Voice Recognition, fax and print.		Optional-high
A3.20	Ability to provide notification of details of links that will be affected by removal of an expired content item.		Optional-high
A3.21	Ability to apply mandatory validation processes (eg for accessibility compliance, page size (and speed) and broken links).		Optional-high

**WoVG Web Content Management Requirements Definition Tool Version 1.0**

**B Presentation & Discovery**

<b>B1 Content Presentation</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To ensure that information and services are presented in standard Agency styles.			
<b>B1.1</b>	<b>Templates</b>		
B1.1.1	Ability to separate design from content through the use of templates.	Core	
B1.1.2	Ability to select from a number of predefined and/or customisable templates to control the visual presentation of content items.	Core	
B1.1.3	Ability to generate delivery templates using Cascading Style Sheets (CSS).	Core	
B1.1.4	Ability to create a number of predefined and/or customisable templates using a combination of elements such as: navigational elements driven out of metadata repository and defined taxonomy, static links to other internal/external sites, pages or applications, plain/formatted text elements, images and aggregated content items.		Optional-high
<b>B1.2</b>	<b>Accessibility</b>		
B1.2.1	Ability of the Web CMS to support content development that is compliant with the Victorian Government Accessibility Policy.	Core	
B1.2.2	Provide prompts and tools for the creation and delivery of websites to comply with the Victorian Government Accessibility Policy.		Optional-high
<b>B1.3</b>	<b>Customisation and Personalisation</b>		
B1.3.1	Provide logging/tracking tools to support customisation, ie the delivery of tailored or specific information and services to an anonymous site visitor.		Optional-high
B1.3.2	Support explicit customisation of information, ie the delivery of tailored and specific information and services to a site visitor, based on an established user profile (eg specific content items presented to an Intranet user once they log in).		Optional-low
B1.3.3	Ability for users to personalise the look of the entry page (eg My Page concept) and choose to add a number of links/services to their customised page.		Optional-low
<b>B1.4</b>	<b>Multilingual Support</b>		
B1.4.1	Ability to deliver information and services in Languages other than English (LOTE).	Core	
B1.4.2	Ability to display content items and search for content in LOTE.	Core	
B1.4.3	Ability to build navigation structures in LOTE.	Core	

<b>B2 Content Discovery</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To ensure users are able to successfully find relevant information via searching or browsing, with a minimum of effort.			
<b>B2.1</b>	<b>Metadata Generation</b>		
B2.1.1	Ability to assign or generate content item keywords and Australian Government Locator Service (AGLS) metadata elements at the same time as content is created.	Core	
B2.1.2	Ability to review/approve metadata at the same time as the content item, as part of the one process/workflow.	Core	
B2.1.3	Support tools to facilitate metadata generation during content item creation, including keyword "pick lists" to allow metadata to be chosen from pre-established schema.	Core	
B2.1.4	Ability to interface with thesauri (eg Whole of Victorian Government and electronic document management thesauri).	Core	
B2.1.5	Ability to include required metadata elements other than AGLS eg custom extensions.	Core	
B2.1.6	Support mandatory Victorian Electronic Records Strategy (VERS) metadata elements as per "Public Records Office Standard (PROS) 99/007 Version 2, Specification 2: VERS Metadata Scheme". <i>This is a mandatory requirement where the Web CMS contains permanent records, as defined in any relevant Records Authorities.</i>		Optional-high

**WoVG Web Content Management Requirements Definition Tool Version 1.0  
Presentation and Discovery**

<b>B2.2</b>	<b>Search</b> - The search function may be part of the Web CMS or it may be a third party search engine. The following requirements will be provided or supported by the Web CMS.		
B2.2.1	Provide comprehensive search facilities across the entire website, multiple sites or sub sites to support content publishing.	Core	
B2.2.2	Support automatic indexing, keyword generation, and full-text indexing.	Core	
B2.2.3	Support indexing of text and common attachments (eg Microsoft Office, Adobe PDF etc) within the Web CMS.	Core	
B2.2.4	Support separate indexing of content items for each supported website.	Core	
B2.2.5	Ability for the Web CMS to control access to items of content from search and/or site map indexing based on Agency business rules (eg permissions).	Core	
B2.2.6	Support comprehensive external search facilities across the entire website, multiple sites or sub sites for end users.	Core	
B2.2.7	Ability for the Web CMS to integrate simple and advanced search screens and result screens into the user interface.	Core	
B2.2.8	Support the use of Boolean operators (and; or; not) and proximity operators (near; with) to refine searches and accept phrases for full-text searches.	Core	
B2.2.9	Ability for the Web CMS to control the discoverability of content items by external search engines.	Core	
B2.2.10	Support ability to query and retrieve AGLS metadata.	Core	
B2.2.11	Support the measurement of the use/effectiveness of each keyword search query entered by a user in searching the website. This capability may be provided by a third party web metrics facility.		Optional-high
B2.2.12	Support the automatic modification of search results based on site usage and search patterns (eg weighting the most popular sites/search results selected by the user to appear high in the search results list).		Optional-high
B2.2.13	Ability for the Web CMS to generate a plain english URL for key web pages for easy referencing by non-technical end users and search engines.		Optional-high
B2.2.14	Ability for the Web CMS to interface with thesauri or allow import of thesauri data into search engine thesaurus for browsing, selection and searching.		Optional-high
B2.2.15	Support indexing of text and common attachments (e.g Microsoft Office, Adobe PDF etc) across a number of repository types such as file systems and databases.		Optional-low
B2.2.16	Support "pre-processing" of all search terms against the thesauri and automatically include related terms in the search.		Optional-low
B2.2.17	Provide a soundex (sounds like) capability in the thesaurus function so that misspelled terms can be related to their correct spelling.		Optional-low
<b>B2.3</b>	<b>Navigation Structure</b>		
B2.3.1	Ability to create new navigation structures with a minimum of effort.	Core	
B2.3.2	Support automatic updating of navigation structures as the site structure and content items are updated.	Core	
B2.3.3	Ability to automatically generate and update a site map for each website.	Core	
B2.3.4	Ability to modify a navigation menu look and feel.	Core	
B2.3.5	Provide navigation menus that support a minimum of four levels of navigation.	Core	
B2.3.6	Ability to modify the navigation structure while automatically maintaining links to published content items.	Core	
B2.3.7	Ability to create automated breadcrumbs trail.		Optional-high

**WoVG Web Content Management Requirements Definition Tool Version 1.0**

**C Technical**

<b>C1 Compliance</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To ensure that the Web CMS complies with industry standards so that the system is robust and integrates with existing platforms and applications.			
C1.1	Provide or support standards-based development tools (eg XML, CSS, DHTML, XSLT and other open standards).	Core	
C1.2	Support Agency application servers and platforms.	Core	
C1.3	Support operating systems, browser and productivity applications included in Agency SOEs.	Core	
C1.4	Support current industry standard web programming frameworks (eg J2EE or Microsoft .NET).	Core	
C1.5	Support standard messaging protocols (eg SMTP, MIME).	Core	
C1.6	Support data exchange involving open standards and protocols for web services. This includes WSDL (web services definition language), UDDI (Universal Description, Discovery and Integration) and SOAP (Simple Object Access Protocol).		Optional-high

<b>C2 Product</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To ensure the product meets the Agency requirements.			
<b>C2.1</b>	<b>Testing, Staging &amp; Deployment</b>		
C2.1.1	Support development, testing / staging and production environments, and control of movement between each.	Core	
C2.1.2	Ability to view history of all template changes.	Core	
C2.1.3	Provide tools to support deployment of sites, including externally hosted sites.	Core	
C2.1.4	Provide tools to support deployment of sites, including externally hosted sites, across a number of servers.	Core	
C2.1.5	Provide monitoring of deployment to production and notification deployment if it fails.	Core	
C2.1.6	Support central or decentralised content publishing.	Core	
C2.1.7	Support the Agency disaster recovery plan (eg storage and backup of content on multiple servers).		Optional-high
C2.1.8	Ability to access all parts of the Web CMS via the web browser.		Optional-high
<b>C2.2</b>	<b>Reliability and Performance</b>		
C2.2.1	Provide a reliable and stable Web CMS with a proven capability and continuous high levels of up-time based on Agency service level agreement.	Core	
C2.2.2	Response time will meet Agency requirements for both Web CMS users and end users.	Core	
C2.2.3	Provide scalability as Agency sites, systems and site usage increases or decreases.	Core	
<b>C2.3</b>	<b>Audit Trail</b>		
<b>C2.3.1</b>	<b>Non-Permanent Records</b>		
C2.3.1.1	Ability to support audit logging of the history of content items after approval for publishing up until the content items, under control, are removed from the Web CMS.	Core	
<b>C2.3.2</b>	<b>Permanent Records - The following are mandatory requirements where the Web CMS contains permanent records, as defined in any relevant Records Authorities.</b>		
C2.3.2.1	Ability to support a sufficiently detailed audit trail for permanent records to meet the requirements of "PROS99/007 Version 2, Specification 1: System Requirements for Preserving Electronic Records" sections 3.1, 3.2, 3.5, 3.6.	Core	

**WoVG Web Content Management Requirements Definition Tool Version 1.0  
Technical**

C2.3.2.2	Ability to keep the audit trail within the Web CMS long enough to be available when permanent records are exported to the PROV or another system, as in "PROS99/007 Version 2, Specification 1: System Requirements for Preserving Electronic Records" section 3.9.	Core	
C2.3.2.3	Ability to support audit logging of the history of content items (that are permanent records) after approval for publishing up until the content items, under control, are removed from the Web CMS.	Core	
<b>C2.4</b>	<b>Version Control - Temporal</b>		
C2.4.1	Ability to manage versions of individual content items and pages (eg including details of records such as publishing and revision dates, activities, content creator).	Core	
C2.4.2	Provide tools to roll-back site to the chosen version.	Core	
C2.4.3	Provide version control management for content and templates in development, test/stage and production environments.	Core	
<b>C2.5</b>	<b>Electronic Records Management - The records management function may be part of the Web CMS or it may be part of the electronic document management system.</b>		
<b>C2.5.1</b>	<b>Non-Permanent Records</b>		
C2.5.1.1	Capability to identify and track content objects or collections of content objects that constitute electronic records.		Optional-high
<b>C2.5.2</b>	<b>Permanent Records - The following is a mandatory requirement where the Web CMS contains permanent records, as defined in any relevant Records Authorities.</b>		
C2.5.2.1	Ability to export permanent electronic records in accordance with "PROS99/007 Version 2, Specification 1: System Requirements for Preserving Electronic Records", section 3.9, Specification 3: VERS Standard Electronic Record Format" and Specification 5: Export of Electronic Records to PROV", where the Web CMS is not integrated with another Victorian Electronic Records Strategy (VERS) compliant system in the organization.	Core	
<b>C2.6</b>	<b>Content Aggregation and Syndication</b>		
C2.6.1	Ability to maintain synchronisation, automatically updating appropriate content used by multiple pages or sites so that it remains consistent.		Optional-high
C2.6.2	Ability for both inbound and outbound content syndication (eg news, weather, police alerting services).		Optional-high
C2.6.3	Ability to aggregate and/or present information from external sources.		Optional-high
<b>C2.7</b>	<b>Content Migration</b>		
C2.7.1	Ability to migrate existing web content and structure into the Web CMS from legacy sites, systems and data repositories with a minimum of effort and re-working.	Core	
C2.7.2	Ability to migrate content links to a new Web CMS.		Optional-high
C2.7.3	Ability to import/export content items into an agreed markup language (eg to make a copy of the website on CD-ROM).		Optional-high
C2.7.4	Ability to import/export associated content records (eg metadata).		Optional-high

<b>C3 Security</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To ensure the product meets Agency security standards.			
C3.1	Ability to integrate with Agency security requirements.	Core	
C3.2	Ability to provide role based security (based on roles as defined in the Web CMS) across all templates, content, processes and repositories (eg for individuals, groups of users, individual files, directories or sites).	Core	
C3.3	Provide flexibility and access to override all files and processes, given the rights to do this are limited to ensure compliance with "PROS99/007 Version 2, Specification 1: System Requirements for Preserving Electronic Records" sections 3.1, 3.2, 3.5, 3.6 and 3.7.		Optional-low

**WoVG Web Content Management Requirements Definition Tool Version 1.0  
Technical**

C3.4	Ability to interface with external directory services for security and authentication, using industry standard protocols (eg Lightweight Directory Access Protocol - LDAP).		Optional-high
C3.5	Ability to restrict access by end users to designated areas of a website using authentication mechanisms such as user name and password.		Optional-high
<b>C3.6</b>	<b>Permanent Records</b> - <i>The following is a mandatory requirement where the Web CMS contains permanent records, as defined in any relevant Records Authorities.</i>		
C3.6.1	Where the Web CMS contains or generates the only instance of a permanent record, provide the ability for security controls to support the requirements of "PROS99/007 Version 2, Specification 1: System Requirements for Preserving Electronic Records" sections 3.1, 3.2 and 3.5. The audit trail will also need to be kept within the system long enough to be available when the records are exported to the PROV or another system.	Core	

<b>C4 Content Repository</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To ensure the effective and controlled management of content.			
C4.1	Provide a repository and/or repositories that may be accessed as and when required, by authorised users. The repositories will be used as the central and definitive content source (eg a central image repository, metadata repository and other digital assets that can be reused for content creation and display).	Core	
C4.2	Support a wide range of common content types: structured content (eg database data, Microsoft Excel spreadsheets, forms and transactions); documents (eg Microsoft Word, Acrobat PDF, RTF, straight text, XML and HTML pages); presentations (eg Microsoft PowerPoint presentations, drawings, plans and maps, images, audio, video and other "rich" media).	Core	
C4.3	Provide check-in/check-out control for each content item stored in the content repository.	Core	
C4.4	Support storage and retrieval of content in Agency standard software products (eg DBMS, EDMS and text files).		Optional-low
<b>C4.5</b>	<b>Permanent Records</b> - <i>The following is a mandatory requirement where the Web CMS contains permanent records, as defined in any relevant Records Authorities.</i>		
C4.5.1	Ability to render all content elements or collections of content elements, that are permanent records and that are created, managed or delivered through the Web CMS into PDF format (for document type objects) or TIFF (for plans) in accordance with "PROS99/007 Version 2, Specification 4: VERS Long Term Preservation Formats", sections 3.2 and 3.3.	Core	

<b>C5 Reporting and Monitoring</b> - <i>The reporting function may be part of the Web CMS or it may be a third party product.</i>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To ensure comprehensive web metrics reporting on site usage and management.			
C5.1	Support Agency reporting tools to provide information and statistics on website usage by clients.	Core	
C5.2	Ability to monitor workflow approval and notification processes for all content items.		Optional-high

**WoVG Web Content Management Requirements Definition Tool Version 1.0**

**D Interdependencies**

<b>D1 Interfacing with External Systems</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To exchange information with other organisations, and to enable being part of a portal environment with other online service providers.			
D1.1	Provide an Application Programming Interface (API) and architecture to connect and interact with external systems.	Core	
D1.2	Ability to integrate with site analytics and reporting tools and services.	Core	
D1.3	Ability to integrate with link checking utility tools.	Core	
D1.4	Ability to interface with external search engines.	Core	
D1.5	Support content and metadata creation/contribution requirements for Victoria Online (www.vic.gov.au).		Optional-high
D1.6	Ability to integrate with personalisation engines (eg filter content, change presentation based user preferences).		Optional-high
D1.7	Ability to interface with Victorian Electronic Records Strategy (VERS) compliant systems within the organisation (eg: Electronic Records Management System) if the Web CMS itself is not fully VERS compliant. <i>This is a mandatory requirement where the Web CMS contains permanent records, as defined in any relevant Records Authorities.</i>		Optional-high

<b>D2 Interfacing with Internal Systems</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To provide seamless information exchange across internal systems and integrate with existing business processes and infrastructure.			
D2.1	Ability to integrate with Lightweight Directory Access Protocol (LDAP) directories, in particular information from underlying directories that may be used for workflow routing and notifications.	Core	
D2.2	Ability to integrate with products included in Agency standard operating environment (SOE) (eg MS Office, Lotus Notes, reporting tools, search tools).	Core	
D2.3	Ability to interface with Agency websites and portals through the exchange of metadata or equivalent process, in order to ensure that all published content is immediately discoverable.	Core	
D2.4	Ability to run on the platform chosen by the Agency.	Core	
D2.5	Provide open Application Programming Interfaces (APIs) for creation of custom connectors to other systems.	Core	
D2.6	Ability to interface with the Agency and WoVG messaging systems for workflow tasking, scheduling and collaboration (eg Agency SOE mail messaging).	Core	
D2.7	Ability to integrate with Agency Electronic Document Management System (EDMS) workflow and other document management components.		Optional-high
D2.8	Ability to use XML to interface with other products.		Optional-high
D2.9	Ability to operate with the Agency's chosen database products (eg Lotus Notes, Oracle and Microsoft SQL).		Optional-high
D2.10	Provide connectors to the Agency Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) or Human Resource (HR) systems.		Optional-high
D2.11	Ability to integrate with third party workflow processes.		Optional-high

**WoVG Web Content Management Requirements Definition Tool Version 1.0**

**E Support & Training**

<b>E1 Product Technical Support and Documentation</b>		Core Requirement	Optional Requirement
<b>Business Driver</b> - To ensure that the Web CMS continually performs at its optimal level, it has to be comprehensively supported.			
E1.1	The Web CMS will be well established in Australia and supported in Victoria, with good local technical capability to support implementation and future upgrade path.	Core	
E1.2	Provide system support options that meet Agency business needs. Support options may include a comprehensive phone and online help desk service 12x5, emergency support available 24x7 and service level agreements.	Core	
E1.3	Provide online contextual help available within the Web CMS at the time of content entry by users.	Core	
E1.4	Provide soft and/or hard copy user and technical documentation with the Web CMS.	Core	
E1.5	Provide documentation within the Web CMS of all customisation, version control changes or additional development of the Web CMS.	Core	
E1.6	The Web CMS will be supported by user groups and other non-official channels that the agencies and WoVG can access to provide additional support for the Web CMS.		Optional-low
E1.7	Provide wizards or walk-throughs to guide users through complex tasks or when first using the Web CMS. This is optional for the user.		Optional-low

<b>E2 Training</b>		Core Requirement	Optional Requirement
<b>Business Driver:</b> To ensure staff are proficient in contributing content and managing the site.			
E2.1	Provide training options for staff in technical and specialist areas such as site management, creating templates and workflows.	Core	
E2.2	Provide training options for staff to become proficient in the content creation, content maintenance, review and approval processes.	Core	
E2.3	Provide train-the-trainer options.		Optional-high
E2.4	Provide online training with the Web CMS.		Optional-high