

Content Management Systems Requirements

August 2003

The CMS will be deployed in a hosted environment, platform to be determined by the product selected. The customer organization comprises approximately 25 total staff, with 1 web master, 1 Chief Editor, 5 Editors, and 15 Content Managers. They are interested in a CMS that they can run by themselves with minimal development support once implemented. Key aspects include using a taxonomy in the product to organize the material, defining and managing workflows of publishing approval, and being able to “roll back” published documents after posting in the event of an error.

Functional Requirements

ID	Importance	Requirement
1	Critical	User Administrators (Chief Editor) shall have the ability to manage all user accounts and security permissions.
2	Critical	The system shall allow authorized users to designate appropriate roles and assign them separate privileges.
3	Critical	The system shall require that content managers authenticate themselves with a username and password.
4	Critical	The system shall allow an authorized content manager to define reporting periods for reports that show changes in content, and allow the authorized content manager to “revert” content to previous material –rollback.
5	Critical	The product shall provide for recovery and backup.
6	Critical	The product must be very easy to use.
7	Critical	The product must allow different User roles and access.
8	Critical	The product must allow for Review and Validation processes.
9	Critical	The product must have flexible templates/formats for presentation layouts.
10	Critical	Content Managers need to be able to add new topic areas if necessary, delete, modify and update content with approval by the Chief Editor.
11	Mandatory	Ability to have more than one content manager per topic area (and multiple topics per content manager).
12	Mandatory	Need to be able to assign expiration dates on content (conferences, etc.).
13	Mandatory	Need to be able to auto purge based on expiry dates or other criteria.
14	Mandatory	Modification of site and the taxonomy shall be flexible.
15	Mandatory	Modification of templates shall be controlled, but flexible.
16	Mandatory	The product shall have context- sensitive help.
17	Mandatory	The product shall be capable of performing periodic automatic validations of all links.
18	Mandatory	The product shall provide report output that is convenient for the web master.
19	Mandatory	The product shall be able to generate reports on contributor activity.
20	Mandatory	Any content manager posting information in an area such as “Policy” should be able to instantly push out a notification email when they post a change.
21	Mandatory	All general users shall have the ability to sign up for e- news mailings.
22	Desired	The system shall support triggered events when a contributor performs an action, such as sending an e- mail to a content

Content Management Systems Requirements August 2003

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		manager as soon as a new contribution is posted.
23	Desired	The system shall maintain a list of content owners. This list shall contain information about each content owner.
24	Desired	The template development feature shall allow developers to define templates that inherit features from other templates.
25	Desired	The system shall provide total counts of pages with different statuses.
26	Desired	The system shall have the ability to spell check.
27	Optional	The system shall have an auto save feature.

Content Management/Usability

ID	Importance	Requirement
28	Critical	The product itself and its output shall comply with the accessibility requirements of Section 508 - Electronic and Information Technology of the Rehabilitation Act at such time that the regulations are published.
29	Critical	Authorized users can request new taxonomy nodes and web pages outside of their authorized content areas to the Chief Editor but they cannot implement these items without approval by the Chief Editor.
30	Critical	The Chief Editor is the sole approving authority for new taxonomy nodes and web pages requested by authorized users that effect content areas outside of their authority.
31	Mandatory	The system shall be easy to learn, efficient, visually pleasing, and quick to recover from errors.
32	Mandatory	Even with limited technical knowledge, content managers will be able to submit and edit different types of data objects. (i. e. HTML text, Word documents, PDFs, images, PowerPoint briefs, etc.).
33	Mandatory	Content Managers shall maintain ownership of their contributions.
34	Mandatory	The user administrator (Chief Editor) can transfer ownership of data objects from one content Manager to another contributor.
35	Mandatory	Content Managers shall be able to preview content before publishing.
36	Mandatory	Content Managers shall be able to schedule content by adding a start and/ or end date/ time and be able to "renew" content when expired.
37	Mandatory	Editors shall have the ability to accept or deny a Content Managers submitted data object.
38	Mandatory	Chief Editor shall have the ability to run a periodic report on who made changes and when the changes were made.
39	Mandatory	The system shall provide the ability to create a workflow for review and approval of data objects at multiple levels.
40	Mandatory	The system shall store unique data objects once, but allow contributors to reuse them in different areas of the site. If the data object is modified, it will be updated everywhere it is referenced.
41	Mandatory	The product shall allow the customer's authorized users to define and change process workflows and security settings.
42	Mandatory	The product shall simply track what was changed, when, and by whom.
43	Mandatory	The system shall have the ability to restore archived data objects from previous versions.

Content Management Systems Requirements August 2003

Interoperability and Support

ID	Importance	Requirement
44	Mandatory	The product shall support HTML.
45	Mandatory	The product shall transact data with popular relational DBMS's.
46	Mandatory	The product and content management system shall support remote system management.
47	Mandatory	The product shall offer web- based user technical support.
48	Mandatory	The product must be well established (i. e. not in its first generation).
49	Mandatory	The product must have a demonstrable installation and user base.
50	Mandatory	Ability to have the number of user request forms and the subject areas tracked in a report.
51	Mandatory	Ability to have a form available for users to send questions to content owners (SMEs).
52	Desired	The product user interface shall use object and menu nomenclature common to the Microsoft Office User Interface.
53	Desired	The product shall be able to integrate or easily work with MS Office/ Back Office (Word, Excel, PowerPoint, Access, and Outlook).
54	Desired	The system shall send an e- mail notification to the appropriate contributors when a data object is about to expire and give them the option of resetting the expiration date.
55	Desired	The system shall record information about when a data object was last saved.
56	Desired	The system shall have a check- in/ check- out data object feature to prevent the editing of data objects simultaneously.
57	Desired	The product shall support use of XML.
58	Desired	The content management system shall be capable of importing content from existing applications.
59	Desired	Ability for a database to be available to capture web site user requests. For anyone with proper rights to gain access, as opposed to depending on email requests.

Web Site Requirements (Possibly handled by CMS)

ID	Importance	Requirement
60	Desired	Content that needs to be deleted from the website will be performed by the content owner.
61	Critical	Word and PDF files under revision need to be archived.
62	Critical	Ability to allow the content owner to delete, and update content anytime (with ability to delegate to an authorized and trained person).
63	Mandatory	Will need to be prepared for upcoming newsletter, for (monthly/quarterly) pushes.
64	Mandatory	Allow certain users access to specific site areas.
65	Mandatory	Install mandated renewal of password on a regular basis (e.g. 6 months) to ensure that only current training representatives (or others as appropriate) have access.
66	Mandatory	Ability to have admin staff trained to make changes for content owner or management's request.
67	Mandatory	Ability to have a private collaboration site (e.g. for 150 Training Representatives). The site must be account and password protected. Allow only proper representatives have rights to upload documents or to make changes.
68	Mandatory	Have an area for the latest and greatest news: Hot Topics.