**Appendix 1**

**RELEVANT FOR PHASE 1 OF PROJECT ONLY**

BUSINESS REQUIREMENT DOCUMENT

ACCELERATE MHN**\***

**VERSION** 1.0

**STATUS:** Approved

# 20/10/2023

\* Tentative name. Final project name being currently decided.

**DOCUMENT GOVERNANCE**

VERSION CONTROL

This details the changes between versions:

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author (s)** | **Revision** |
| **0.1** | 24/03/2023 | Rafael Aura Larios de M. | First draft |
| **0.2** | 13/10/2023 | Rafael Aura Larios de M. | Feedback included from 1st review row |
| **1.0** | 20/10/2023 | Rafael Aura Larios de M. | Document Approved |

DISTRIBUTION

This document has been distributed to:

|  |  |  |  |
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| **Name** | **Organization** | **Team** | **Position** |
| **WALTER, Benedicte** | WHO | HQ/UHL/MCA/MAH | Consultant |
| **LOPEZ, Gerard William** | WHO | HQ/UHL/MCA/EME | Data Manager |
| **AURA, Rafael** | WHO | HQ/BOS/IMT/BRM | Business Analyst |

REFERENCE DOCUMENTS

References may be made in this document to other documents. All such documents are referenced

below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Type** | **Version** | **Status** |
| **Terms of Reference for web developer** | ToR | N/A | DRAFT |
| **Concept note ENAP EPMM Website** | Concept Note | N/A | DRAFT |

**CONTENT**

[**DOCUMENT GOVERNANCE 2**](#_bookmark0)

[Version Control 2](#_bookmark1)

[Distribution 2](#_bookmark2)

[Reference Documents 2](#_bookmark3)

[**CONTENT 3**](#_bookmark4)

1. [**PURPOSE 5**](#_bookmark5)
   1. [APPROACH 5](#_bookmark6)
2. [**REQUIREMENTS GATHERING SCOPE 6**](#_bookmark7)
   1. [In Scope 6](#_bookmark8)
   2. [Out of Scope 7](#_bookmark9)
3. [**KEY USERS AND USE CASES 7**](#_bookmark10)
   1. [Key Solution Users / Actors 7](#_bookmark11)
   2. [Business Use Cases 8](#_bookmark12)
      1. [UC001 – Access Content pages 9](#_bookmark13)
      2. [UC002 – Access News info 9](#_bookmark14)
      3. [UC003 – Access Event Info 9](#_bookmark15)
      4. [UC004 – Use Global Search 10](#_bookmark16)
      5. [UC005 – Browse resources by Language 10](#_bookmark17)
      6. [UC006 – Browse resources by Country 11](#_bookmark18)
      7. [UC007 – Browse resources by TAG 11](#_bookmark19)
      8. [UC008 – Manage Content Pages 12](#_bookmark20)
      9. [UC009 – Create new “Health Resource” content 12](#_bookmark21)
      10. [UC010 – Create new “news” content 13](#_bookmark22)
      11. [UC011 – Create new “Event” content 13](#_bookmark23)
      12. [UC012 – Manage Content Pages 14](#_bookmark24)
      13. [UC013 – Create new “Health Resource” Content 14](#_bookmark25)
      14. [UC014 – Create new “news” content 15](#_bookmark26)
      15. [UC015 – Create new “Event” content 15](#_bookmark27)
      16. [UC016 – Update website branding elements 16](#_bookmark28)
      17. [UC017 – Visualize statistics 16](#_bookmark29)
4. [**REQUIREMENTS 18**](#_bookmark30)
   1. [Business Requirements 18](#_bookmark31)
      1. [Functional Requirements 18](#_bookmark32)
      2. [Non-Functional Requirements 20](#_bookmark33)
5. [**ANNEXES 23**](#_bookmark34)
   1. [“Health Resource” Content type definition 23](#_bookmark35)
   2. [“News” content Type Definition 23](#_bookmark36)
   3. [“Events” content Type Definition 24](#_bookmark37)
   4. [“Country” content Type Definition 24](#_bookmark38)

**1. PURPOSE**

The first joint Every Newborn Action Plan Ending Preventable Maternal Mortality Progress report (2023) highlighted that maternal and newborn mortality reduction and prevention of stillbirths has plateaued since 2016, **with a total**

* 1. **million maternal and newborn deaths and stillbirths worldwide**. To achieve the United Nations Sustainable Development Goals targets and improve maternal and newborn health and wellbeing, **accelerated action is needed** from 2021-2030.

Increased investment and action require a comprehensive multi-stakeholder advocacy and communications strategy, which ENAP EPMM 1 is currently developing. A new website dedicated to maternal and newborn deaths and stillbirths reduction is a key component of this strategy. The proposed new website is an effort to position maternal and newborn survival and health as one movement.

ENAP and EPMM and mechanisms that support the achievement of the ENAP and EPMM goals and target such as MPDSR currently all have distinct webpages on the WHO website, with overlapping audiences, and no dedicated knowledge repository or community of practice.

This results in limited engagement with their audiences and to some extent a duplication of efforts in communicating the urgency, priority actions and impact of ending preventable maternal and newborn deaths and stillbirths. Additionally, the Quality of Care Network website is currently a separate entity and will be incorporated into the new website.

This new cobranded website (WHO, UNICEF and UNFPA) will collect and share the assets, progress, and experiences of all three initiatives (ENAP, EPMM and MPDSR2), as well as midwifery work and the Quality of Care Network to provide policymakers and programme managers with a single, consolidated tracking, learning and advocacy resource in their efforts to reduce preventable maternal and newborn deaths and stillbirths.

The whole task is divided into four phases:

* + 1. **PHASE 1 WORK: Launch a static website** with a database **listing a small number of publications and recordings** including news and events.
    2. **PHASE 2 WORK:** Further **migration of material** into the site from an existing quality of care site and all three initiatives: ENAP, EPMM and MPDSR.
    3. **PHASE 3 WORK:** Add a **Community of Practice** and **addition of the login protected area**.
    4. **PHASE 4 WORK: Expand** to child and adolescent health

The aim of this document is to list the Business Requirements of Phase #1 “**Launch a static website** with a database **listing a small number of publications and recordings**”. The other phases were described in this preface just for completeness purposes but are out of the scope of current document.

1.1 APPROACH

We used several techniques in order to elicit the Requirements for current document:

* + - * Interview sessions were held with stakeholders to capture the business requirements and to validate the business drivers of the solutions.
      * Interface Analysis: Current portals have been reviewed.
        + https:/[/w](http://www.who.int/teams/maternal-newborn-child-adolescent-health-and-)w[w.who.int/teams/maternal-newborn-child-adolescent-health-and-](http://www.who.int/teams/maternal-newborn-child-adolescent-health-and-) ageing/maternal-health/maternal-and-perinatal-death-surveillance-and-response
        + https:/[/w](http://www.who.int/initiatives/every-newborn-action-plan)w[w.who.int/initiatives/every-newborn-action-plan](http://www.who.int/initiatives/every-newborn-action-plan)
        + https:/[/w](http://www.who.int/initiatives/ending-preventable-maternal-mortality)w[w.who.int/initiatives/ending-preventable-maternal-mortality](http://www.who.int/initiatives/ending-preventable-maternal-mortality)
        + https:/[/w](http://www.qualityofcarenetwork.org/)w[w.qualityofcarenetwork.org/](http://www.qualityofcarenetwork.org/)

Document Analysis: We have reviewed the documents listed in [Reference Documents.](#_bookmark3)

1 EPMM = Ending Preventable Maternal Mortality ENAP = Every Newborn Action Plan

2 MPDSR = Maternal and Perinatal Death Surveillance and Response

**2. REQUIREMENTS GATHERING SCOPE**

As commented before in the [PURPOSE](#_bookmark5) section, the program is built up of four different phases, just the phase #1 is in the scope of this document, the phases #2, #3 and #4 are out of the scope of current document/project:

1. **PHASE 1 WORK: Launch a static website** with a database **listing a small number of publications and resources (documents).** The system will also be able to publish events and news.
2. **PHASE 2 WORK:** Further **migration of material** into the site from an existing quality of care site and all three initiatives: ENAP, EPMM and MPDSR. Out of the scope.
3. **PHASE 3 WORK:** Add a **Community of Practice**. Out of the scope.
4. **PHASE 4 WORK: Expand** to child and adolescent health and **addition of the login protected area**. Out of the scope.

2.1 IN SCOPE

This document covers the development of an IT solution to implement the Accelerate MNH website: List features, functions, business processes, IT systems, and other technology that will likely be affected by the project and was analysed as part of the detailed requirements gathering activities.

The following high level business processes were in scope for detailed analysis within this initiative:

* External User:
  + Access content pages.
  + Access news info
  + Access event info
  + Use global search
  + Search resources by language
  + Search resources by country
  + Search resources by tag
* Editor:
  + Manage content pages
  + Create a new health resource
  + Create a new news content.
  + Create a new event content.
* Admin:
  + Manage content pages
  + Create a new health resource
  + Create a new news content.
  + Create a new event content.
  + Update website branding elements (Name, logos, colour palette, fonts and imagery).
  + Visualize statistics

The features available to the users are incremental. Editor users will be able to perform any external user task besides the editorial tasks. As well Admins users will be able to perform any task (from External user, Editor user or Admin User).

The documentation of the system is also in the scope and must follow WHO policies. It must include at least:

* Administration manual.
* User manual.

The graphical design3 of the content pages will include:

* Dynamic home page with series of stories, infographics, and potentially animated background
* Visualization of data with embedded data from the MCA data portal - ENAP EPMM dashboard and upcoming MPDSR data component

2.2 OUT OF SCOPE

The following high level business processes will be out of scope for detailed analysis within this initiative:

* Community of practice (fore coming phase)
* Private area (fore coming phase)
* Self-registration form (fore coming phase)
* Training
* Communication campaign

**3. KEY USERS AND USE CASES**

This section identifies the key users of the solution, and identifies the key use cases that they will have for use of the solution.

3.1 KEY SOLUTION USERS / ACTORS

The following actors will use the system.

* **External User**: The person who access the Accelerate MNH to consult content and health resources stored there. External Users will not be requiring any signup or authentication mechanism.
* **Admin User**: The administrative users will be able to set up general parameters of the website and will be able to set up the content. Admin Users will also be able to access logs and statistics.
* **Editor:** The users in charge of uploading both content and new resources to the website. Editors will require an authentication mechanism.

3 The graphical design definition is out of the scope of the Business Requirements document, the mention is included here just for completeness.

3.2 BUSINESS USE CASES

|  |  |  |
| --- | --- | --- |
| **Use Case ID** | **Primary Actor** | **Use Case Name** |
| UC001 | External User | Access content pages |
| UC002 | External User | Access news info |
| UC003 | External User | Access event info |
| UC004 | External User | Use global Search |
| UC005 | External User | Browse resources by language |
| UC006 | External User | Browse resources by country |
| UC007 | External User | Browse resources by tag |
| UC008 | Editor | Manage content pages |
| UC009 | Editor | Create a new health resource |
| UC010 | Editor | Create a news content |
| UC011 | Editor | Create an event content |
| UC012 | Admin User | Manage content pages |
| UC013 | Admin User | Create a new health resource |
| UC014 | Admin User | Create a news content |
| UC015 | Admin User | Create an event content |
| UC016 | Admin User | Update website branding elements |
| UC017 | Admin User | Visualize statistics |

3.2.1 UC001 – ACCESS CONTENT PAGES

3.2.2 UC002 – ACCESS NEWS INFO

3.2.3 UC003 – ACCESS EVENT INFO

|  |  |
| --- | --- |
| **Actors** | External user |
| **Description** | As an end user I want to be able to browse the website pages to find out information about MHN. |
| **Preconditions** | N/A |
| **Normal Flow** | 1. The user will access the Portal URL. E.g. https://accelerateMHN.org/ 2. The user clicks on the menu to access any content page. E.g. “About us” page. |
| **Exceptions / Assumptions** |  |

|  |  |
| --- | --- |
| **Actors** | External user |
| **Description** | As an end user I want to be able to access the news page to find information about relevant MHN news. |
| **Preconditions** | N/A |
| **Normal Flow** | 1. The user will access the Portal URL. E.g. https://accelerateMHN.org/ 2. There will be a widget/section showing all published news. 3. The user clicks on any news piece, the system shows the news information. (e.g. News title, News body, News creator, News Image, etc) |
| **Exceptions / Assumptions** |  |

|  |  |
| --- | --- |
| **Actors** | External user |
| **Description** | As an end user I want to be able to access the news page to find information about relevant MHN events. |
| **Preconditions** | N/A |
| **Normal Flow** | 1. The user will access the Portal URL. E.g. https://accelerateMHN.org/ 2. There will be a widget/section showing all published events. 3. The user clicks on any event piece, the system shows the event information. (e.g. event title, event body, event date, event location, event image, etc) |

|  |  |
| --- | --- |
| **Exceptions / Assumptions** |  |

3.2.4 UC004 – USE GLOBAL SEARCH

3.2.5 UC005 – BROWSE RESOURCES BY LANGUAGE

|  |  |
| --- | --- |
| **Actors** | External user |
| **Description** | As an end user I want to be able to perform searches and retrieve relevant results. |
| **Preconditions** | N/A |
| **Normal Flow** | 1. The user will access the Portal URL. E.g. https://accelerateMHN.org/ 2. There will be a search control (usually a glance). The user will enter a search criterion and will click on Search button. 3. The system will show the results page. Showing the results that match the search criteria (sorted by relevance, divided into pages). 4. (optional) if the user clicks in one result the system will take the user to the result page. |
| **Exceptions / Assumptions** |  |

|  |  |
| --- | --- |
| **Actors** | External user |
| **Description** | As an end user I want to be able to browse all the resources available in a specific language of my interest. |
| **Preconditions** | N/A |
| **Normal Flow** | 1. The user will access the Portal URL. E.g. https://accelerateMHN.org/ 2. The user will click on the menu item “Browse resources by language”. 3. The system will show a list of all the languages of the resources uploaded. The user will lick in one language, 4. The system will show all the resources of the selected languages. (sorted by relevance, divided into pages). 5. The user will click on one resource, the system will show the result’s page showing all the resources metadata (e.g. Resource title, Resource Language, Resource country, Resource download URL, resource tags, etc) 6. (optional) if the user clicks on Resource download URL the resource will be downloaded. |

|  |  |
| --- | --- |
| **Exceptions / Assumptions** |  |

3.2.6 UC006 – BROWSE RESOURCES BY COUNTRY

3.2.7 UC007 – BROWSE RESOURCES BY TAG

|  |  |
| --- | --- |
| **Actors** | External user |
| **Description** | As an end user I want to be able to browse all the resources available for a specific country of my interest. |
| **Preconditions** | N/A |
| **Normal Flow** | 1. The user will access the Portal URL. E.g. https://accelerateMHN.org/ 2. The user will click on the menu item “Browse resources by country”. 3. The system will show a list of all the countries of the resources uploaded. The user will lick in one country, 4. The system will show all the resources of the selected country. (sorted by relevance, divided into pages). 5. The user will click on one resource, the system will show the result’s page showing all the resources metadata (e.g. Resource title, Resource Language, Resource country, Resource download URL, resource tags, etc) 6. (optional) if the user clicks on Resource download URL the resource will be downloaded. |
| **Exceptions / Assumptions** |  |

|  |  |
| --- | --- |
| **Actors** | External user |
| **Description** | As an end user I want to be able to browse all the resources available tagged with a specific tag of my interest. |
| **Preconditions** | N/A |
| **Normal Flow** | 1. The user will access the Portal URL. E.g. https://accelerateMHN.org/ 2. The user will click on the menu item “Browse resources by tag”. 3. The system will show a list of all the tags of the resources uploaded. The user will lick in one tag, |

|  |  |
| --- | --- |
|  | 1. The system will show all the resources of the selected tag. (sorted by relevance, divided into pages). 2. The user will click on one resource, the system will show the result’s page showing all the resources metadata (e.g. Resource title, Resource Language, Resource country, Resource download URL, resource tags, etc) 3. (optional) if the user clicks on Resource download URL the resource will be downloaded. |
| **Exceptions / Assumptions** |  |

3.2.8 UC008 – MANAGE CONTENT PAGES

3.2.9 UC009 – CREATE NEW “HEALTH RESOURCE” CONTENT

|  |  |
| --- | --- |
| **Actors** | Editor |
| **Description** | As an editor I want to be able to create, update and delete content pages to put relevant information available to the end users. |
| **Preconditions** | The user has access rights as an Editor. |
| **Normal Flow** | 1. The editor will access the Administration Module URL. E.g. https://accelerateMHN.org/AdminModule using their credentials (user&password) 2. The editor clicks on the button “Create new content page”. The system will take the user to an editorial page where the Editor will be able to compose the content page in a WYSIWYG editor. 3. The editor will be able to preview a stagging version of the page just created. 4. If needed, the editor will be able to update the page. Once the page is fully correct, the editor will be able to publish the content page. |
| **Exceptions / Assumptions** | There will be the possibility to update a previously created content pages and to delete already published content pages. |

|  |  |
| --- | --- |
| **Actors** | Editor |
| **Description** | As an editor I want to be able to create, update and delete health resources to put relevant information available to the end users. |
| **Preconditions** | The user has access rights as an Editor. |
| **Normal Flow** | 1. The editor will access the Administration Module URL. E.g. https://accelerateMHN.org/AdminModule using their credentials (user&password) |

|  |  |
| --- | --- |
|  | 1. The editor clicks on the button “Create new health resource”. The system will take the user to a resource detail page where the Editor will be able to add the resource metadata4. 2. Once all the mandatory metadata has been properly added, the editor will be able to publish the health resource. |
| **Exceptions / Assumptions** | There will be the possibility to update a previously created health resource and to delete already published health resource. |

3.2.10 UC010 – CREATE NEW “NEWS” CONTENT

3.2.11 UC011 – CREATE NEW “EVENT” CONTENT

|  |  |
| --- | --- |
| **Actors** | Editor |
| **Description** | As an editor I want to be able to create, update and delete news to put relevant information available to the end users. |
| **Preconditions** | The user has access rights as an Editor. |
| **Normal Flow** | 1. The editor will access the Administration Module URL. E.g. https://accelerateMHN.org/AdminModule using their credentials (user&password) 2. The editor clicks on the button “Create new “News” content”. The system will take the user to a resource detail page where the Editor will be able to add the news metadata5. 3. Once all the mandatory metadata has been properly added, the editor will be able to publish the news content. |
| **Exceptions / Assumptions** | There will be the possibility to update a previously created piece of news and to delete already published piece of news. |

|  |  |
| --- | --- |
| **Actors** | Editor |
| **Description** | As an editor I want to be able to create, update and delete events to put relevant information available to the end users. |
| **Preconditions** | The user has access rights as an Editor. |
| **Normal Flow** | 1. The editor will access the Administration Module URL. E.g. https://accelerateMHN.org/AdminModule using their credentials (user&password) |

4 Please check Annex [“Health Resource” Content type definition](#_bookmark35) for details on the Health Resource’s metadata.

5 Please check Annex [“News” content Type Definition](#_bookmark36) for details on the News’ metadata.

|  |  |
| --- | --- |
|  | 1. The editor clicks on the button “Create new “Event” content”. The system will take the user to a resource detail page where the Editor will be able to add the event metadata6. 2. Once all the mandatory metadata has been properly added, the editor will be able to publish the event content. |
| **Exceptions / Assumptions** | There will be the possibility to update a previously created event and to delete already published event. |

3.2.12 UC012 – MANAGE CONTENT PAGES

3.2.13 UC013 – CREATE NEW “HEALTH RESOURCE” CONTENT

|  |  |
| --- | --- |
| **Actors** | Admin |
| **Description** | As an Administrator I want to be able to create, update and delete content pages to put relevant information available to the end users. |
| **Preconditions** | The user has access rights as an Administrator. |
| **Normal Flow** | 1. The admin will access the Administration Module URL. E.g. https://accelerateMHN.org/AdminModule using their credentials (user&password) 2. The admin clicks on the button “Create new content page”. The system will take the user to an editorial page where the admin will be able to compose the content page in a WYSIWYG editor. 3. The admin will be able to preview a stagging version of the page just created. 4. If needed, the admin will be able to update the page. Once the page is fully correct, the admin will be able to publish the content page. |
| **Exceptions / Assumptions** | There will be the possibility to update a previously created content pages and to delete already published content pages. |

|  |  |
| --- | --- |
| **Actors** | Admin |
| **Description** | As an admin I want to be able to create, update and delete health resources to put relevant information available to the end users. |
| **Preconditions** | The user has access rights as an Administrator. |

6 Please check [“Events” content Type Definition](#_bookmark37) for details on the Event’s metadata.

|  |  |
| --- | --- |
| **Normal Flow** | 1. The admin will access the Administration Module URL. E.g. https://accelerateMHN.org/AdminModule using their credentials (user&password) 2. The admin clicks on the button “Create new health resource”. The system will take the user to a resource detail page where the admin will be able to add the resource metadata. 3. Once all the mandatory metadata has been properly added, the admin will be able to publish the health resource. |
| **Exceptions / Assumptions** | There will be the possibility to update a previously created health resource and to delete already published health resource. |

3.2.14 UC014 – CREATE NEW “NEWS” CONTENT

3.2.15 UC015 – CREATE NEW “EVENT” CONTENT

|  |  |
| --- | --- |
| **Actors** | Admin |
| **Description** | As an Administrator I want to be able to create, update and delete news to put relevant information available to the end users. |
| **Preconditions** | The user has access rights as an administrator. |
| **Normal Flow** | 1. The admin will access the Administration Module URL. E.g. https://accelerateMHN.org/AdminModule using their credentials (user&password) 2. The admin clicks on the button “Create new “News” content”. The system will take the user to a resource detail page where the admin will be able to add the news metadata. 3. Once all the mandatory metadata has been properly added, the admin will be able to publish the news content. |
| **Exceptions / Assumptions** | There will be the possibility to update a previously created piece of news and to delete already published piece of news. |

|  |  |
| --- | --- |
| **Actors** | Admin |
| **Description** | As an administrator I want to be able to create, update and delete events to put relevant information available to the end users. |
| **Preconditions** | The user has access rights as an Administrator. |
| **Normal Flow** | 1. The admin will access the Administration Module URL. E.g. https://accelerateMHN.org/AdminModule using their credentials (user&password) |

|  |  |
| --- | --- |
|  | 1. The admin clicks on the button “Create new “Event” content”. The system will take the user to a resource detail page where the admin will be able to add the event metadata. 2. Once all the mandatory metadata has been properly added, the admin will be able to publish the event content. |
| **Exceptions / Assumptions** | There will be the possibility to update a previously created event and to delete already published event. |

3.2.16 UC016 – UPDATE WEBSITE BRANDING ELEMENTS

3.2.17 UC017 – VISUALIZE STATISTICS

|  |  |
| --- | --- |
| **Actors** | Admin |
| **Description** | As an administrator I want to be able to customize the branding elements of the website to update the look&feel of the website without developing it from scratch. |
| **Preconditions** | The user has access rights as an Administrator. |
| **Normal Flow** | 1. The admin will access the Administration Module URL. E.g. https://accelerateMHN.org/AdminModule using their credentials (user&password) 2. The admin clicks on the menu item “Branding”. The system will take the user to a detail page where the admin will be able to update the branding element (logo, font, colour palette, etc). 3. The admin will be able to save the updated branding elements. These elements, once updated will apply to the whole website. |
| **Exceptions / Assumptions** | The exact list of branding elements available to be customized will vary depending on the CMS used. |

|  |  |
| --- | --- |
| **Actors** | Admin |
| **Description** | As an admin user I want to be able to consult the website statistics to study the usage of the website. |
| **Preconditions** | The user has access rights as an Administrator. |
| **Normal Flow** | 1. The admin will access the Administration Module URL. E.g. https://accelerateMHN.org/AdminModule using their credentials (user&password) 2. The admin clicks on the menu item “Statistics”. The system will take the user   to a detail page where the admin will be able to access website statistics:   * 1. Number of unique users in a specific time period. |

|  |  |
| --- | --- |
|  | 1. Origin of the users that are accessing the website in a specific time period. 2. Most popular pages. 3. Most popular resources. |
| **Exceptions / Assumptions** | The exact list of statistics report available will vary depending on the CMS used. |



**4. REQUIREMENTS**

4.1 BUSINESS REQUIREMENTS

4.1.1 FUNCTIONAL REQUIREMENTS

The high-level use cases described in the previous section are expanded into a series of business requirements.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Req ID\*** | **Category** | **Name\*** | **Description\*** | **Priority\*** | **Use Case #** |
| **BRQ-001** | | Portal features | Access Portal | It will be possible for an external user access the website without any  registration process. | 3 - high | UC001 |
| **BRQ-002** | | Portal features | Social sharing | The website will have a widget to share content in the following social networks: Instagram, Linked-in, Facebook and X. | 2 – Medium | All UCs |
| **BRQ-003** | | Portal features | Search for resources (global  search) | The system will allow the external user to search for health resources  by type of resource. | 3 - High | UC004 |
| **BRQ-004** | | Portal features | Browse for resources by language | The system will allow the external users to browse resources by resource language | 3 - High | UC005 |
| **BRQ-005** | | Portal features | Browse for resources by  country | The system will allow the external users to browse resources by  resource country | 3 - High | UC006 |
| **BRQ-006** | | Portal features | Browse for resources by tag | The system will allow the external users to browse resources by  resource tag | 3 - High | UC007 |
| **BRQ-007** | | Supported technology | Embed tableau content | The system will allow the editors and admins to embed tableau dashboards (e.g. https://platform.who.int/data/maternal-newborn- child-adolescent-ageing/ENAP-EPMM-dashboard share embed  code ) | 3 - High | UC001 |
| **BRQ-008** | | Content creation | Menu hierarchy | The system will allow the editors and admins to place the content pages into a menu hierarchy (menu with submenu items). The menu hierarchy may have as many levels as needed (e.g.  HomepageCountriesBurkina FasoNewborn) | 3 - High | All UCs |

# \* Tentative name. Final project name being currently decided.

**19**

IT ARCHITECTURE

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| **Req ID\*** | **Category** | **Name\*** | **Description\*** | **Priority\*** | **Use Case #** |
| **BRQ-009** | Content Creation | Hero image7 | The system will allow the editors and admins to place a Hero Image in the content pages (e.g. Place a Hero Image in the homepage and  Area of Focus pages) | 2 – Medium | UC001 |
| **BRQ-010** | Supported technology | Embed animated infographics | The system will allow the editors and admins to place animated infographics made using scroll-driven animation API for CSS or  JavaScript | 2 – Medium | UC001 |
| **BRQ-011** | Content Creation | Latest Updates8/Upcoming events | The system will allow the editors and admins to place a widget to show the latest news and events. The widget will filter the content to  be shown by creation date, event date, and/or tag. | 3 - High | UC002, UC003, UC10, UC11, UC13, UC14 |
| **BRQ-012** | Content Creation | Latest resources | The system will allow the editors and admins to place a widget to show the latest resources. The widget will filter the content to be shown by creation date and/or tag. | 3 - High | UC001, UC009, UC013 |
| **BRQ-013** | Search | Pagination | When the rows to show on a grids are bigger than the page size the  grid will show a pagination feature. | 3 - High | UC001 |
| **BRQ-014** | Search | Sorting | All grids will be sortable. | 3 - High | UC002 |
| **BRQ-015** | Search | Full text search | The system will be able to perform also full text search in the  resources uploaded (e.g. pdf documents). | 3 - High | UC004 |
| **BRQ-016** | Webinar | Webinar | The system will be able to show webinar resources (e.g. https:/[/w](http://www.qualityofcarenetwork.org/webinarseries))w[w.qualityofcarenetwork.org/webinarseries)](http://www.qualityofcarenetwork.org/webinarseries)) | 2 – Medium | UC009, UC013 |
| **BRQ-017** | Contact form | Contact form (mailto) | The system will allow the editors and admins to create mailto links (links that once clicked opens the email default tool with an address  prefilled in the “to” field) | 3 - High | UC001 |
| **BRQ-018** | Admin features | Statistics | The system will allow the admin user to visualize portal statistics | 2 – Medium | All UCs |
| **BRQ-019** | Admin features | Update branding elements | The system will allow the admin to update the branding elements  (logo, colour palette, font type and size, etc.). | 3 - Medium | All UCs |
| **BRQ-020** | Portal features | Language support | Solution will be available in English. | 3 - High | All Ucs |

7 The term “hero image” in web design refers to a large, attention-grabbing picture with text typically shown in the above-the-fold area of the webpage, directly beneath the website header.

8 “Updates” is the generic term to call both “news” and “events” content types.

4.1.2 NON-FUNCTIONAL REQUIREMENTS

**20**

IT ARCHITECTURE

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| **Req ID\*** | **Category** | **Name\*** | **Description\*** | **Priority\*** | **Use Case #** |
|  |  |  | Solution will be able to admit and editor to create resources on any language (support entering data using other alphabets, e.g. Greek,  Chinese, etc) |  |  |
| **BRQ-021** | Admin features | Parameters | The system will allow the admin manage TAG list (CRUD operations) | 3 - High | UC007, UC009, UC03 |

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| --- | --- | --- | --- | --- |
|  | **Non-Functional Requirement Details** | | | |
| **Requirement** | **Req ID** | **Type** | **Description** | **Priority \*** |
|  | | | | |
| 1. Accessibility | WHO-IMT\_TEST\_ACC\_2 | Attribute | The solution must follow best practice to deliver interfaces that are clear, intuitive, consistent (standardised colour schemes, icons, placement of visual elements - titles, buttons, filters, navigation etc.) | Must |
| 1. Accessibility | WHO-IMT\_TEST\_ACC\_8 | Attribute | All WHO web content, including web pages, mobile applications and applications running on a computer and delivered via a browser, must conform to the latest Web Content Accessibility Guidelines (WCAG) Standards at Level "A" and "AA" as per WHO's own disability guidance at  https://intranet.who.int/homes/undis/globalguidance As of the time of writing this is WCAG v2.1 (v2.2 is due for release in June 2022). | Must |
| 2. Capacity, Current & Forecast | WHO-IMT\_TEST\_CAP\_42 | Function | At go live the system must be able to potentially support 50 concurrent users performing read and write operations during "business as usual". This metric will vary significantly between modules but should be used as  the capacity standard. | Must |
| 3. Availability (Service Level Agreement) | WHO-IMT\_TEST\_AVA\_48 | Function | The solution must be supported by a service level agreement which outlines the levels, responsiveness and nature of the support available. Details of the service agreement must be readily accessible from within  the tool so that they can be quickly referenced. | Must |

**21**

IT ARCHITECTURE

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| 4. Uptime (Disaster Recovery, Business Continuity,  Resilience) | WHO-IMT\_TEST\_UPT\_55 | Function | All data and derived analysis must be stored within an appropriate data architecture to ensure redundancy and rapid disaster recovery to eliminate the risk of data loss as per the business need. | Must |
| 4. Uptime (Disaster Recovery, Business Continuity,  Resilience) | WHO-IMT\_TEST\_UPT\_57 | Function | It must be possible to automatically log any periods of outage of the system and to supplement/update this record manually. | Must |
| 5. Performance & Response Time | WHO-IMT\_TEST\_PER\_65 | Function | The solution must provide optimisation for delivery to users with low bandwidth as WHO staff are often working in locations with limited (or intermittent) internet connectivity. | Must |
| 5. Performance & Response Time | WHO-IMT\_TEST\_PER\_66 | Attribute | The solution must follow best practice to deliver a highly responsive interface in which typical requests can be served (end to end interaction) in a maximum of two to three seconds on typical bandwidths.  Degradation to five seconds for limited bandwidth scenarios is acceptable. | Must |
| 6. Security & Privacy | WHO-IMT\_TEST\_SEC\_77 | CyberSec | Vendors must provide the WHO Cybersecurity Team their Cyber/Information Security Policy. | Must |
| 6. Security & Privacy | WHO-IMT\_TEST\_SEC\_78 | CyberSec | Vendors must provide a legal commitment to WHO's Cybersecurity requirements. (Usually found in the Services Management Agreement/Contract) | Must |

**22**

IT ARCHITECTURE

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| 7. Regulation & Compliance | WHO-IMT\_TEST\_REG\_108 | Function | The solution must be designed mindful of existing WHO reference architecture guidelines to use approved technology stacks, or seek an exception approval from IMT Architecture where the proposed solution  will deviate from the guidelines. | Must |
| 10.  Supportability | WHO-IMT\_TEST\_SUP\_124 | Attribute | It should be possible to configure system logging in a "verbose" and a "standard" format. Verbose will be used for periods of testing or bug fixing and standard for production use of a stable system in which smaller  log sized is prioritised over a high level of detail. | Should |
| 10.  Supportability | WHO-IMT\_TEST\_SUP\_125 | Function | It should be possible for technical support staff to filter and query system logs to quickly identify sections of interest. | Should |
| 11. Usability by Target Community | WHO-IMT\_TEST\_USA\_140 | Attribute | Any web components of the solution must be supported for access on the following browsers: -   * Google Chrome (latest version) * Mozilla Firefox (latest version) * Apple Safari (latest version) * Edge (latest version) | Must  For web apps |
| 11. Usability by Target Community | WHO-IMT\_TEST\_USA\_141 | Attribute | When the solution adapts for display on a Smartphone/Tablet, the interface must be designed mindful of touch screen interaction (Responsive design for access on different devices/screen sizes;) | Must  For web apps |



**5. ANNEXES**

**IMPORTANT NOTE**: Any screenshots shown in this section are just used to facilitate the understanding of the requirements. In case of misalignment between screenshots and requirements, requirements must prevail.

5.1 “HEALTH RESOURCE” CONTENT TYPE DEFINITION

Find below the metadata definition for “Health resource” content type:

|  |  |
| --- | --- |
| **Metadata** | **Comments** |
| Resource Title | Mandatory |
| Resource Type | List of values: Document, Webinar, Video, Other. |
| Resource Cover Image | Optional |
| Resource thumbnail | Optional |
| Resource summary | Rich Text, optional. |
| Publication date | Optional |
| Publishing organization | Optional |
| Language | Mandatory |
| Number of pages | Optional |
| TAGs | Mandatory at least 1 TAG. Up to 10 Tags. |
| Actual resource file | Or Actual resource file uploaded into the system or Links  to the resource file |
| Links to the resource file | Up to 80 links on each content type. Each link will be build of:   * Link URL * Link Description * Link thumbnail |

5.2 “NEWS” CONTENT TYPE DEFINITION

Find below the metadata definition for “News” content type:

|  |  |
| --- | --- |
| **Metadata** | **Comments** |
| News Title | Mandatory |
| News Cover Image | Optional |
| News thumbnail | Optional |
| News summary | Rich Text, optional. |
| Publication date | Optional |
| Publishing organization | Optional |
| Language | Mandatory |
| TAGs | Mandatory at least 1 TAG. Up to 10 Tags. |
| Links to the resource file | Up to 5 links on each content type.  Each link will be build of: |

# \* Tentative name. Final project name being currently decided.

**24**

IT ARCHITECTURE

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| --- | --- |
|  | * Link URL * Link Description * Link thumbnail |

5.3 “EVENTS” CONTENT TYPE DEFINITION

Find below the metadata definition for “News” content type:

|  |  |
| --- | --- |
| **Metadata** | **Comments** |
| Event Title | Mandatory |
| Event Cover Image | Optional |
| Event thumbnail | Optional |
| Event summary | Rich Text, optional. |
| Event date | Mandatory (date&time) |
| Event organiser | Optional |
| Language | Mandatory |
| TAGs | Mandatory at least 1 TAG. Up to 10 Tags. |
| Links to the resource file | Up to 5 links on each content type. Each link will be build of:   * Link URL * Link Description * Link thumbnail |

5.4 “COUNTRY” CONTENT TYPE DEFINITION

Find below the metadata definition for “Country” content type:

|  |  |
| --- | --- |
| **Metadata** | **Comments** |
| Country Name | Mandatory |
| Country Cover Image | Optional, can be a Hero Image |
| Country thumbnail | Optional |
| Country summary | Rich Text, optional. |
| Language | Mandatory |
| TAGs | Mandatory at least 1 TAG. Up to 10 Tags. |
| Links to the resource file | Up to 10 links on each content type. Each link will be build of:   * Link URL * Link Description * Link thumbnail |

Business Requirements - Accelerate MHN 24/24