

## **ANNEX 5: FUNCTIONAL AND NON FUNCTIONAL REQUIREMENTS**

The actual UNAIDS Publication Tracking System (PTS) which corresponds to a custom web portal does not answer IPU needs anymore. Collaboration, workflow, monitoring and activity tracking facilities are missing in the actual system.

After having redefined IPU requirements, the envisaged publication platform can be seen as three major components:

- An online request front end to replace the actual Document Production Form (DPF)
- A publication workflow system to handle DPF requests and coordinate tasks
- A dashboard interface to monitor, query and report on any activities handled in the system

All the functional and non-functional requirements below have been reviewed, approved and considered as high priority.

### **Component One: Document Production Form (DPF) front end**

#### **REQ1: Online Document Production Form (DPF)**

At the current situation, the DPF is a publication request form that has to be filled in on a paper format (Annex 1). It is a must that the DPF is accessible online and feed all its information into the new system (type of printing, edition required, number of translation required, linked documents for text, images, layout, number of copy, budget information, approval, etc). DPF can be seen as the main entry point (trigger) of the publication workflow at UNAIDS.

Also, its content could be revised later in case of request for changes. As of consequence, some part of the workflow may need to be restarted and be tracked.

All UNAIDS Staff are allowed to generate a DPF form. It could be a web portal or, for better service integration, a specific section of UNAIDS intranet site replacing the actual document link.

### **Component Two: Publication workflow system**

#### **REQ2: Approval process is online**

Department Manager can view, reject and approve the DPF request. The IPU responsible person can validate its content or ask for more details from the requestor. The editorial board can also approve / reject / ask for more info for each request. Incoming requests are flagged with different statuses such as "new request", "draft", "approved by".

### **REQ3: Mandatory fields**

Mandatory fields exist and the project cannot continue without them filled in, these fields depend on the type of project. Printing needs, translation needs, distribution needs and editorial information are mandatory at different steps within the workflow to go forward.

### **REQ4: Sub-process fork**

Some sub-parts of the process may not follow the same path, translation is one example. Translation depending on the targeted language may have different steps and different roles involved. It is important that the system be able to tackle different sub-processes depending on the selected language.

### **REQ5: Flexible workflow edition and modification**

The system should provide a flexible way to modify the internal steps of the workflow so that UNAIDS can manage and adapt its publication process to new situations or requests for change. Versioning of the publication processes would also be an asset.

### **REQ6: Email notification system on certain steps (workflow)**

The system should be able to track activities per user and inform them by email that a new pending task has arrived. Email alerts with direct link to the task can be seen as a solution. Or email reminders on some pending activities if they have exceeded a time limit.

### **REQ7: Document management at each stage**

At some stage of the process, support and work documents need to be uploaded and managed in a proper way. For instance, the translation team needs to hand over the latest version of their work to the graphic layout team. Therefore, the system should correctly flag each document at specific step of the process.

Versioning of documents could be an approach but is not mandatory. Documents could have different extensions based on its stage of the process as long as the correct version of the document can be downloaded at the requested step.

Easy upload: Some documents are quite heavy and can reach 100Mb, especially the graphical layouts. It is an asset that the system can offer some facilities other than manual web-site uploads.

Easy document management: Coordinators and users should be able to view the list of the latest documents of the process per activity (edition, translation, layout printing, etc.)

**REQ8: Being able to view the current step of the process for each request**

The IPU coordinator should be able to view and monitor the current situation of the process (current step of the process, people involved, deadline, bottle neck, etc.). The view could be a graphical representation of the process completed with some Performance Key Indicators (PKIs).

**REQ9: Being able to reassign/redirect task**

If some tasks are pending, the system should allow the manager or the IPU coordinator to redirect the task to another person or group. People responsible for the task should also be able to redirect tasks if they cannot handle them (people on leave for instance).

**REQ10: Search functionalities**

The system should allow the IPU coordinator to search and filter specific requests based on search criteria like: date, request ticket, type of requests, people, status, etc.

**REQ11: Dependencies based on UNAIDS data**

Some sections of the process depends on UNAIDS database (staff list, exchange rates, country list, ERP Purchase Order, Contract number, etc). The system should be able to query, retrieve and display UNAIDS reference data at specific stage of the process.

NOTE: UNAIDS TID unit will participate in this exercise for adapting and giving relevant information regarding the data access. Most of the data are located on Microsoft SQL Server databases.

**REQ12: Collaboration feature: notes, remarks, comments**

People involved in some tasks should be able to exchange comments, ideas, suggestions or any remarks at each point of the process. The thread of the conversation should retain in the system for monitoring purpose (potentially printed on a report for meeting). Exchange by email must be avoided.

**REQ13: Budget estimation & Quotes: Ability to give cost estimates**

Some budget estimation figures can be known in advance and some others cannot. The system should be able to use the generic and known figures to calculate some cost estimates. If figures are not available, the system should ask for project based ad-hoc figures at the corresponding level of the process (for example, after contracting a translator, the system should ask his daily/rate to calculate the average cost of the translation).

#### **REQ14: User authentication**

User authentication should be done automatically when accessing the system. UNAIDS staff use Windows account based on Microsoft Active Directory and should not be prompted to reenter any credentials.

If some contractors or external consultants have been engaged to collaborate on some work, they should also be able to log in remotely into the system according to their user rights. In such case, the system should provide a facility:

- to create ad-hoc new local user accounts
- to activate or deactivate accounts
- to attribute roles and permissions

Therefore, the administrator of the system should have control to both UNAIDS staff access and external partners access.

#### **REQ15: User group and user role-based authorization**

The system should allow users to play multiple roles and be part of several groups if need be. Group of users can be identified to classify users per area of work (For example, specialized group for Spanish translation). A person could act as an editor, a translation coordinator and a printer coordinator.

#### **REQ16: User interface design**

The user interfaces of the system should reflect UNAIDS visual identity and it should be flexible to change the branding easily.

### **Component Three: Publication Dashboard Platform**

#### **REQ17: Monitor PKIs**

The publication dashboard can be seen as a platform to measure some Performance Key Indicators (PKIs) that can give an overview of the situation in real time:

- Per team or person
- Per project
- Per publication activities (edition, translation, printing, distribution, etc.)

On top of predefined PKIs, the manager or the IPU coordinator may need to set up ad-hoc PKIs on a project for specific tracking.

### **REQ18: Logging & reporting features**

The system should be able to log relevant information at each step so that monitoring and reports can be generated and printed:

- Report that tracks relevant information of the requests: DPF initial data and its request for changes
- Report that tracks late/delayed project based on their deadlines
- Report that tracks volume of time, financial and human resources per activity of the project
- Reports that tracks activities per person or unit, number of projects handled by the person
- Reports that tracks cost estimates versus real costs (at global level, per type of project, per project)

### **REQ18: Stock management**

When publications have been printed and received at UNAIDS premises, IPU has to manage different stocks: Supplier stock (printers), WHO stock, UNAIDS stock and publications reserved for the website shopping cart. The system should offer a view to manage these four types of stocks per publication.