

ASK Website – Functional & Technical Specification (Cahier des Charges)

Project: ASKen Full-Stack Website Version: v1.1 (Final with Surveys) Date: 07 Sep 2025 Owner: Mustapha "Musse" Ben Messaoud Prepared by: Mustapha "Musse" Ben Messaoud

1. Mission & Objectives

Mission: Deliver a fast, bilingual (SV/EN), privacy-first website hosted at Arcada that replaces the current static asken.fi page. The new site will inform students, drive membership to Kide.app, enable Cor House booking requests, list events, show transport info, publish blog/news posts, collect surveys, and simplify internal admin tasks. Primary objectives: - Clear value proposition for new students; visible "Join" CTA (links to Kide.app). - Smooth booking request flow for Cor House with admin approval. - Reliable contact & anti-harassment reporting with strict privacy handling. - Collect and analyze member satisfaction through surveys. - Lightweight admin panel to manage all content (board, staff, associations, delegates, partners, events, bookings, applications, blog, surveys, transport info). KPIs: membership click-throughs to Kide, booking requests submitted/approved, contact SLA compliance, survey response rates & satisfaction scores, Core Web Vitals (LCP $\leq 2.5s$), accessibility (WCAG 2.2 AA), uptime $\geq 99.9\%$.

2. Scope

In scope (MVP): Public pages: Home, About ASK, Membership, Associations, Board, Staff, Delegates, Partners, Events, Booking (Cor House), Blog (news/statements), Surveys, HSL timetable, Contact, Policies, Applications. Admin panel with roles (Super Admin, Admin, Editor) and audit logs. Bilingual content (SV \rightarrow EN); SEO; analytics; cookie/consent banner. Email routing for contact & anti-harassment (updateable by Super Admin). Hosting on Arcada servers, replacing the current static asken.fi site. Out of scope (for now): Payments on site (membership stays on Kide.app). Full member CRM; SSO with student accounts. Native mobile apps.

3. Stakeholders & Governance

Sponsor: ASK Board Product Owner: Vice Chairperson (Musse) Contributors: Board members, Staff (Maria & Andreas), Associations (TLK, Hanse, HOSK, Commedia, Kult) RACI: - Responsible: Product Owner, Web Team - Accountable: Chairperson - Consulted: Staff, Associations - Informed: Members, partners SLA: General contact ≤ 3 working days; Anti-harassment $\leq 24h$; Survey results analyzed within 2 weeks of events.

4. Brand & UX

Colors: Gradient #A32F8E \rightarrow #CB52B5 Typography: Clean, sans-serif, accessible sizes Imagery: Student life, events, Cor House Interaction: Mobile-first, minimal motion Language toggle: Svenska (default) / English

5. Sitemap

Home, About ASK, Board, Staff, Associations, Delegates, Partners, Applications (Tutor, Delegate, Board), Events, Booking (Cor House), Membership, Blog (News/Statements), Surveys, HSL Timetable, Contact, Policies, Admin

6. Functional Requirements

Board, Staff, Associations, Delegates, Partners: Admin-editable. Applications: Configurable periods, forms, dashboard. Events: CRUD with external tickets, iCal. Booking: Request + workflow. Contact: Updateable routing, anonymous option. Blog: CRUD + feature. HSL Timetable: Configurable stops. Surveys: Admin-create, link/QR, results dashboard. Admin: Roles, audit logs, media manager, CSV export.

7. Non-Functional Requirements

Performance (LCP \leq 2.5s). Availability \geq 99.9%. Security (HTTPS, CSRF, sanitization). Privacy/GDPR compliance. Accessibility (WCAG 2.2 AA). Internationalization (SV default). SEO optimized.

9. Data Model (MVP)

Entities: User, BoardMember, StaffMember, Association, DelegateGroup, Partner, Event, Booking, ContactSubmission, BlogPost, HslStop, Application, ApplicationPeriod, Survey, SurveyQuestion, SurveyResponse, CmsBlock.

16. Open Questions

1. Cookie policy & legal text. 2. Swedish translations owner. 3. Public calendar source. 4. Final data retention rules. 5. Sponsor/press kit timing. 6. HSL API usage rights. 7. Blog editorial policy. 8. Application reviewer roles. 9. Arcada IT hosting stack (Node/PHP/Docker). 10. Survey anonymity policy.

End of v1.1 – Final Specification