

New ACME Website – Website Frontend Requirement Specification

# Content

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# Introduction

The websites of ACME are outdated and need to be renewed. The following document describes the requirements posed to the new frontends and backend. It includes solely the initial requirements of the ACME communications department. These have to be further specified together with the provider in form of workshops and a detailed functional requirement specification.

Further documents complete the requirements:

* Information on ACME
* Benchmarking of Websites
* Content Structure
* Use Cases & Use Stories
* Market Data Requirement Specification

# Website Requirements

To be added together with provider in functional requirement phase.

## General Design / Responsive Design – Look and Feel

Requirement:

The new environments will appear in responsive design.

Description:

Responsive design will ensure the visibility of the new environments on desktop and mobile devices (smartphone, tablets).

A benchmarking of websites together with the provider will take place in a workshop so as to establish a common understanding of the likes and dislikes of designs. A first information on the benchmarking will be provided by ACME. The provider is expected to provide own ideas and suggestions within the workshop.

For each environment and feature/item, the design provider will establish a screen design for desktop, smartphone and tablet:

* 3.2 General Design / Responsive Design – Look and Feel
* 3.3 Website Click Dummy (HTML)
* 3.4 Image Design
* 3.5 Homepage
* 3.6 Detail Pages
* 3.7 Printable View of Pages
* 3.8 Languages (EN/FR/DE)
* 3.9 Navigation Types
* 3.10 Sitemap
* 3.11 Depiction of Market Data (Tables and Charts)
* 3.12 News / News Archive / Newsfeeds
* 3.13 Blog Functionality
* 3.14 Social Media Integration
* 3.15 Teasers on Detail Pages
* 3.16 Job offers
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* 3.24 Newsletter
* 3.25 List of Trading Participants, Brokers, Data Vendors, Regulators
* 3.26 Static Maps
* 3.17 Interactive Maps
* 3.27 Contacts Page & Contact Teaser
* 3.28 Imprint / Legal Mention

3.29 General Search Functionality

The screen design will be discussed in workshops including the provider, designer and ACME.

The designer is expected to provide three alternative designs for a homepage, a detail and market statistics pages. One of the designs will then be agreed upon and further developed. In their basis, all further views will be designed.

The design provider will deliver a design guide in Word and pdf-format including the screen designs for the environments, the formatting used in text editing, colour codes and the size of picture elements used in the environments. Ideally, this will be completed and delivered at the beginning of the implementation phase. Adjustments during the implementation phase may be necessary.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Website Click Dummy (HTML)

Requirement:

A website click dummy shall be provided during the design phase for ACME website.

Description:

The website click dummies shall make the look and feel of the new websites tangible, so that adjustments can be made before implementation.

The website click dummy shall show at least:

* Homepage with all its elements
* Detail page with all its possible elements
* Behavior of navigation
* Mouse effects
* Market data view
* Any other essential views defined in the design phase and agreed upon to be implemented in the website click dummies

The website click dummy will be discussed between the provider and ACME within a workshop.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Homepage

Requirement:

The website shall receive a modern homepage suited to the needs of the customers and reflecting the values of the respective company.

Description:

The following items shall appear on the homepage.

**ACME landing:**

* overview of the markets – for instance teaser to a map (e.g. map)
* product information (e.g. teaser announcing new products, showing the way to details of existing products and their specifications)
* social media references

**ACME:**

* Image and company profile
* News (press releases or any other news)
* Product teasers
* Teaser to GoO data (GoO = Guarantees of Origin)
* Teaser to membership
* Links to other group websites
* social media references

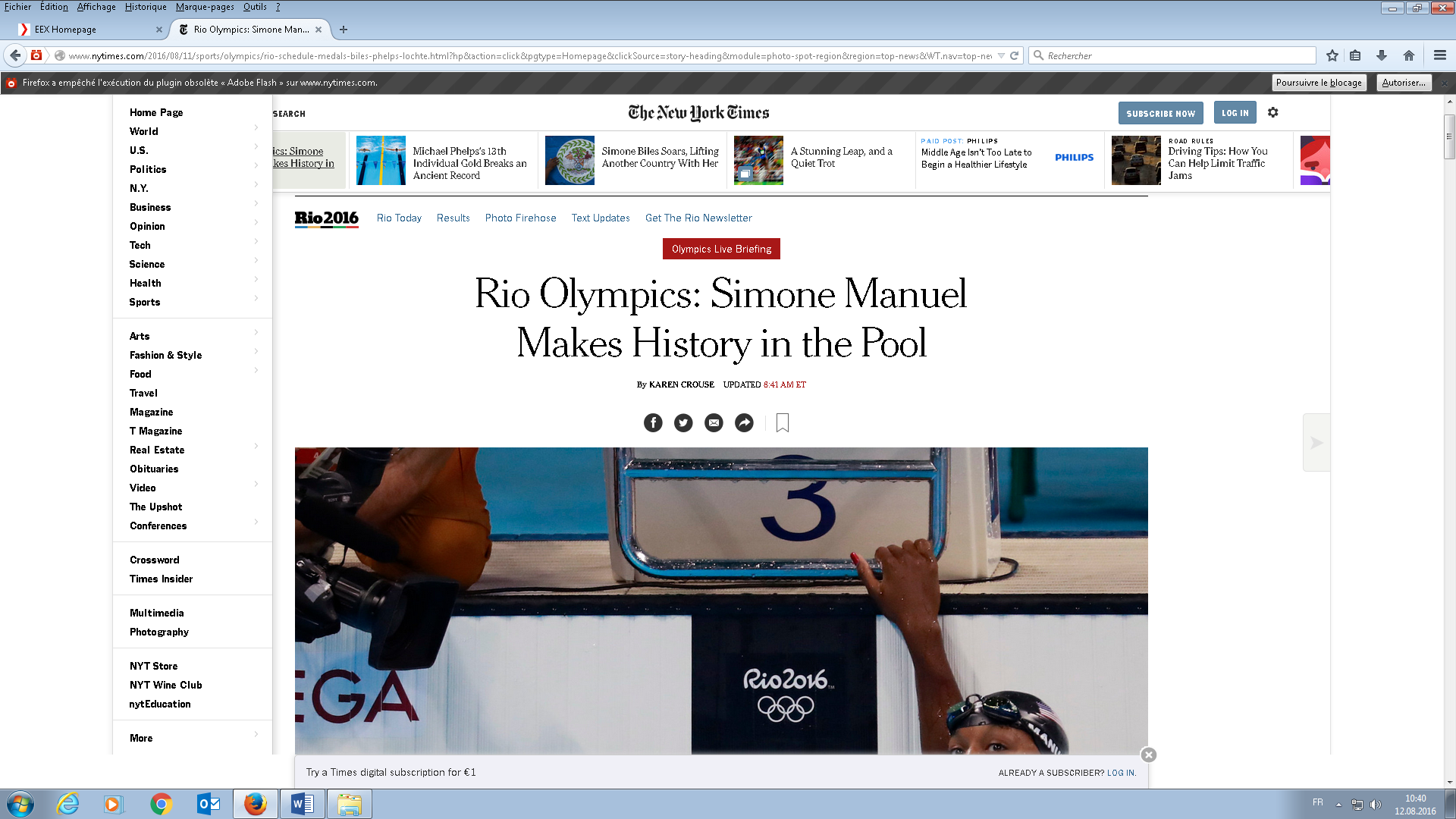
All elements of the homepage shall be editable by the editor in the CMS backend.

Notes:

Detailed screen design (desktop, smartphone, tablet) needs to be added by the provider and the functionality of each item be described in detail in a functional requirement specification.

The way of integrating social media functions of the New York Times is nicely done:

<http://www.nytimes.com/>



Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Detail Pages

Requirement:

Detail pages shall offer a main section for the content and a sidebar for additional information.

Description:

The main section of a standard page features:

* Texts (including tables) (see also section 3.20 Text Formatting – Rich Text Editor)
* Downloadable documents (see also section 3.21 Upload Function (Downloads, Pictures, …))
* Images (see also 3.11 Pictures)
* Videos (see also section 3.18 Video)

Additional information in the for instance sidebar can be:

* Contact information (teaser) (see also 3.25 Contacts Page & Contact Teaser)
* Teasers forwarding to related content (see also 3.14 Teasers on Detail Pages)

All elements on detail pages shall be editable by the editor in the CMS backend.

Notes:

Detailed screendesign (desktop, smartphone, tablet) needs to be added by the provider and the functionality of each item be described in detail.

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Printable View of Pages

Requirement:

The individual pages of the website can be printed out via the existing functionality of the bowser.

Description:

Every page can be printed out via the existing functionality of the bowser.

The printed version shows the title of the page, the content (main section and sidebar), the url and the company contact details.

Any breaks due to changeover in the printout concerning the content occur at sensible places. No content is clipped or hidden within the break.

A print icon will be provided on each page opening the print menu of the browser.

The following views shall have a readable print version:

* 3.5 Homepage
* 3.6 Detail Pages
* 3.10 Sitemap
* 3.11 Depiction of Market Data (Tables and Charts)
* 3.12 News / News Archive / Newsfeeds
* 3.13 Blog Functionality
* 3.15 Teasers on Detail Pages
* 3.16 Job offers
* 3.17 How to find us
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* 3.26 Static Maps
* 3.17 Interactive Maps
* 3.27 Contacts Page & Contact Teaser
* 3.28 Imprint / Legal Mention

3.29 General Search Functionality

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Languages (EN/FR/DE)

Requirement:

The website shall appear in three languages: English, French and German

Description:

The website shall appear in the three languages English, French and German.

The number of languages can be configured. In case, one of the three languages is not needed, it can be removed from the frontend and lie dormant in the backend.

The three language versions can be interconnected so that the user can decide via a navigation if he/she wants to read the current page in English, French or German.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Navigation Types

Requirement:

The website will offer the user various navigation opportunities.

Description:

* Main navigation shall be intuitive and easy to use
* Breadcrumb navigation on each detail page to show the user where he/she is
* Short navigation for mandatory and other important information (imprint, sitemap, contact, any other)
* Social media navigation as easy way to follow ACME or share information

Any other navigation form defined as suitable during the concept phase with the provider will be added.

All navigation types must be configurable by the editor. Changes or additions to their items/entries must be easily possible via the CMS backend.

For each navigation type, a screen design will be established by the provider for desktop, smartphone and tablet view. Their functionality will be described in detail in the functional requirement specification.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Sitemap

Requirement:

The website shall receive a sitemap to provide for an overview of its contents.

Description:

The sitemap of the website is configurable. It updates automatically as soon as a new page is published.

There shall be a user friendly html version of the sitemap as well as a search engine friendly one (xml-format).

The sitemap does not include content that was excluded from the search by editors.

A screen design of the html sitemap will be established by the provider for desktop, smartphone and tablet view. The functionality will be described in detail.

The provider sends ACME the url of the xml-sitemap.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Market Data Encryption

Requirement:

It shall be not possible to copy market data from the website.

Description:

The market data views on the websites shall be protected by a basic encryption which shall hinder third parties to copy data from the websites.

In the design phase, the provider will offer a suggestion how best to do this in an efficient way, and discuss it with ACME.

The final solution will be documented in the functional specification.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## News / News Archive / Newsfeeds

Requirement:

The website will feature a news archive, detailed views for news entries and newsfeeds (RSS).

Description:

The website shall show press releases, customer information and any other news.

Detailed View (HTML Page):

* The detailed view shall show the message with:
  + Headline
  + Text
  + Download link to PDF
  + Date of publication of the message
  + Type of the message (e.g.: press release, customer information or any other)

Top-X view:

* On the homepage, a short list of the most recent messages (press releases, customer information and other) shall be shown. The headlines shall be provided as links. 5 entries shall be shown without forcing the user to scroll.

Archive:

* An archive shall show the list of messages.
* The following columns are needed:
  + Title
  + Date of publication
  + Link to detailed message (to either a PDF document opening in a new window or to an html page)
* The archive shall have a simple search function including:
  + Text field for entering a search word
  + Function to limit the time frame the search shall cover (calendar function for from-date, calendar function for to-date, plus a field for each to enter the dates manually)
* The archive shall comprise all messages (press releases, customer information and any other). An additional filter shall allow to filter the search results entries for their message type, i.e. if they are a press release, customer information or any other type of message.
* The filter shall be an and-filter.

Ideally, everything is configurable.

Notes:

Further details to be considered will be defined in the functional specification. The provider is expected to provide counselling.

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Blog Functionality

Requirement:

The website shall have a blog functionality.

Description:

The blog functionalty shall have the following elements:

* Headline
* Rich text editor functions
* Include images and videos
* Opportunity to show a news item which then forwards to the full text (either opening within same page like a kind of drop-down navigation or on new detail page)
* Date of the blog entry

The design of the blog functionality shall be suggested by the provider.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Social Media Integration

Requirement:

The environments shall include social media functionalities.

Description:

The user shall be given the opportunity to:

* Share content from the website in his/her own profile
* Follow ACME on the social media platforms
* Icons shall be used for the social media channels as well as for the print icon (example: http://www.nytimes.com/)

The icons, links and necessary text shall be configurable by the editor via the CMS.

In the newsroom (section where all messages (press releases, customer information, any other news) are presented), it shall be possible to include the latest own entries from social media channels in a list.

Moreover, a page dedicated to presenting the availability of social media channels shall be established.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Teasers on Detail Pages

Requirement:

Teasers shall provide the opportunity to provide further information on detail pages.

Description:

A teaser function shall be provided. Each teaser is independent of the other. Ideally, one teaser can be used in multiple pages.

A teaser linking to further information on detail page shall show the following by elements configurable by the editor:

* Headline
* Text
* Link (configurable are: link text, link target, link behavior)

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Job offers

Requirement:

Job offers shall be presented in table form.

Description:

The overview of job offers is provided in table form. An entry of a job advertisement in the table shall show:

* Date of publication
* Title
* Place of employment
* Link to the full text of the job advertisement (either PDF opening in a separate window or html page)

All above mentioned elements are configurable by the editor.

Notes:

Requirements applying to downloads are valid here as well.

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## How to find us

Requirement:

There will be a page providing information on how to find the offices.

Description:

The contact page will include:

* Complete addresses and central phone number of the headquarter and other offices
* Google map showing the location of the headquarter and the other offices
* An image of the respective office

Offices can be added or removed easily by the editor via configuration in the CMS.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Glossary

Requirement:

A glossary will provide definitions of the terms frequently used in natural gas and commodity trading business.

Description:

A glossary entry shall have the following elements:

- headline

- text

- simple ACMEbetical search function

These elements can be edited by the editor in the CMS.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Video

Requirement:

It shall be possible to integrate videos on the homepage and the detail pages.

Description:

Videos shall have the following functionalities:

* Play
* Pause
* Stop
* Time bar
* Title (optional)
* Keywords (optional)
* Copyright (optional)
* alt-tag to provide a substitute text for images (optional)

Special case mobile devices:

If a video is used within the website, a mobile friendly way of displaying the video needs to be provided. When accessing the website via a mobile device, the user will not see the video immediately. A substitute image shall be shown. Only after clicking on a provided play-button, the video shall start.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Picture Galleries

Requirement:

The website shall have a picture gallery.

Description:

The picture gallery shall have two views:

* Picture overview with thumbnails
* Detailed view of Images

The pictures in the gallery have the same functions as described in pictures

The editor can easily add new galleries and edit or remove existing ones.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Pictures

Requirement:

The website shall show pictures.

Description:

It shall be easy to integrate pictures into the websites.

A picture shall have the following properties which can be edited by the editor via the CMS:

* Title (optional)
* Keywords (optional)
* Copyright (optional)
* alt-tag to provide a substitute text for images (optional)

The editor can easily add new pictures and edit or remove existing ones.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Text Formatting – Rich Text Editor

Requirement:

The website will use a rich text editor.

Description:

Following, the formats and functions of the rich text editor in the CMS that can be used by the editor are listed.

**General Formatting**

* Allot headlines H1 to H6
* Bold, italic
* Quotation marks
* Strike through
* Superscript
* Subscript
* Creating and editing a link to internal or external pages (configurability of link text, link target, link behavior)

**Alignment:**

* Left
* Right
* Center
* Increase and decrease indent
* Influence the spacing between paragraphs

**Others:**

* Include images
* Any additional formatting defined in the design phase
* Opportunity to:
  + remove formatting
  + adjust items in an html editor
  + integrate pictures
  + integrate downloads
  + include interactive images

**Tables:**

* All items defined in sections “General Formatting”, “Alignment” and “Other” can be used in tables
* Tables can be inserted via an insert function
* The widths of the individual columns and the general width of the table can be configured
* Merging and splitting of table cells is possible
* The design of tables can be influenced (which characteristics will be available will be defined in the design phase)

**Function to Import Text:**

* Ideally, the rich text editor has a function to include text from Microsoft Word via copy-paste. General formats will be recognized. Tables remain intact after the copy-paste-procedure.

**Applicability:**

The in this requirement mentioned formats and functions can be used in any place of the website, e.g. textpages, messages (such as press releases), any kind of teasers, tables etc. It lies within the power of the editor to decide whether a formatting is sensible or not.

The different formatting types can be used in a combined version (e.g. combine central text alignment with bold).

During the design phase, the provider will create in close cooperation with ACME a detailed depiction and description of above mentioned elements. Ideally, a matrix will show which formats and functions can be or might not be applicable in certain views. This information will be part of the design guide and user guide mentioned in this document.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Upload Function and Downloads

Requirement:

The content management system shall have an upload function.

Description:

The upload function in the content management system shall import any files easily.

Files to be imported are for instance:

* Pdf files
* Xls files
* Csv files
* Zip files
* Images
* Videos

It might be that other files not mentioned above will be imported. In this case, it is essential that the content management system does not reformat the file or the file extension. The file has to be preserved in its original version.

Ideally, the content management provides for a mass upload function that allows to import multiple files in one step.

If a download is included in a website as a list, the following information will be provided:

* File name
* Date
* Filetype
* Link (opens in a new window, link target and link text can be configured)

The elements can be edited by the editor via the CMS.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Newsletter

Requirement:

A newsletter function shall be provided.

Description:

It shall be possible to send out messages (e.g. press releases) in the corporate design of ACME.

A detailed description of the newsletter design and tool shall be established in the functional requirement specification by the provider in close cooperation with ACME.

Notes:

Examples of the currently used newsletter for ACME will be provided to the provider.

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## List of Trading Participants, Brokers, Data Vendors, Regulators

Requirement:

There shall be separate lists of trading participants for natural gas, participants for guarantees of origin, brokers and vendors.

Description:

The website will feature the following lists:

* Market members showing:
  + names
  + countries
  + possibility to add market segments (spot and derivatives column)
  + trading code – mouse-over or other depiction
  + simple search function
* Data vendor reference:
  + names
  + product codes
  + logo
* Registering brokers
  + names
  + countries
  + simple search
* Regulators:
  + names
  + url
  + logo

The simple search function includes:

* A text field to enter words or phrases
* A filter function by country based on DIN ISO 3166
* No apply button shall exist. Upon using the search functionality the list will automatically update.

All elements mentioned above shall be configurable by the editor via the CMS.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Static Maps

Requirement:

The environments shall be able to display maps.

Description:

The environments shall include maps. The maps shall show for instance the monthly volumes in the natural gas market areas.

Therefore, the following has to be configurable:

* Volume numbers
* Number of natural gas market areas shown
* market areas need to be independent and configurable in the file

The map shall be a static map of Europe in the sense of an image. It shall be prepared by a designer and provided as jpg, psd/ai; eps for further adjustments.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Interactive Maps

Requirement:

The website shall have an interactive map

Description:

The interactive map shall show the market areas covered by ACME.

An information on each market area will give concise information on the market area and product offer.

The information shall forward to a detail page explaining the offering in detail.

The market areas shall be easily configurable by editors. Editors shall be able to add or remove market areas.

Notes:

Further explanation of the idea:

* a map with markets/hubs on which you can click in order to receive more information
* For example:
  + click on the hub PSV, a box opens
  + a short text appears at the side saying for instance:   
    « The Italian hub is part of the ACME platform since YYYY. ACME offers Futures trading on both the exchange and the non-MTF. In addition, the hub is connected to the hubs A, B and C via spread products
  + a link is offered, e.g.: “learn more about spread products… »” / next click leads to a general page explaining spread products
  + contact to expert is given (e.g. with photo and contact information)
* click on the hub, a dynamic zoom-in into the map might be useful
* target groups of the map:
  + for people who want to know how the market work, e.g. journalists, regulators, energy economists, …
  + less for our direct clients
* Aim:
  + to explain with a map how ACME is building the internal market

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Contacts Page & Contact Teasers

Requirement:

The website shall have contacts pages each. Contact teasers on detail pages will be given.

Description:

**Contact page:**

The contact page shall show hotlines and direct contact details of colleagues in a list.

The entries shall include the following details:

* Picture (optional)
* name (optional)
* department
* phone number
* e-mail address

**Contact teasers:**

Contact teasers provided on detail pages shall show:

* Picture (optional)
* name (optional)
* department
* phone number
* e-mail address

**Maps:**

A Google Map shall show the location of and information on the offices (complete address, phone number).

**Configurability:**

All elements mentioned above shall be configurable by the editor via the CMS.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Imprint / Legal Mention

Requirement:

A page shall show the imprint / legal mention.

Description:

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## General Search Functionality

Requirement:

The website shall have a general search.

Description:

The general search function shall appear on the homepage as a text field for entering the search word or search phrase.

On a detail page, the user will see:

* A text field to enter the search word or search phrase (In case the user has already entered a search word or search phrase, this will be shown on top of the search results)
* Apply button
* Search results as list (will be shown after activating the apply button) with:
  + Headline linking to the complete entry on the respective page
  + Short information

The search shall take the following information into account:

* Textpages
* messages (press releases, customer information or any other messages)
* downloads (pdf etc.)
* no teasers

The design and functionality of the search function shall be defined together with the provider in the functional specification. Special care has to be taken so that reasonable search results will be presented to the user.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Browser Compatibility and Compatibility with Mobile Devices

Requirement:

The website shall be visible on current browsers and mobile devices (smartphones, tablets)

Description:

The website shall operate perfectly on the following browsers and mobile devices.

**Mobile Devices:**

|  |  |  |
| --- | --- | --- |
|  | Apple | Android |
| **Smartphone Model** | * iPhone SE (2016) * iPhone 6 (09/2014) * iPhone 6S (09/2015) * iPhone 6S Plus * iPhone 5S * iPhone 5 | * Samsung Galaxy S7, S7 edge and Note 7 (2016/17) * Samsung Galaxy S6 and S6 edge (2015) * Samsung Galaxy A3 und A7 (2016) |
| **Tablet Model** | * iPad Pro (11/2015) * iPad Air 3 (ab 2016) * iPad Mini 4 (10/2015) * iPad Mini 2 * iPad Air 2 (09/2014) | * Galaxy Tab A (2016/ 2015) * Galaxy Tab S (Sommer 2014) |
| **Operating System** | * iOS 10.x (August 2016) * iOS 9.x (2015/2016) * iOS 8.x (2014) | * Andoid 7.x.x (Juni 2016) * Andoid 6.x.x (November 2015) * Android 5.x.x (April 2015) * Android 4.1 bis 4.4.x (Juni 2014) |
| **Browser** | * Safari | * Android * Chrome |

**Desktop Browsers:**

* Internet Explorer :
  + 10 (2012 / support ended January 2016) (on Windows 7 and 8)
  + 11 (July 2015) (on Windows 7 and 8)
  + Edge (on Windows 10)
* Firefox – the latest version and the one before, the latest ESR version and the one before:
  + 54.x.x (January 2017)
  + 55.x.x (March 2017)
  + 45.x.x ESR (August 2016)
  + 38.x.x ESR (April 2016)
* Chrome – latest version (52.x.x in July 2016 / in development: 53.x.x, 54.x.x)
* Safari – latest version (9.x.x in July 2016)

The setting for the compatibility view in Internet Explorer shall have no impact on the depiction of the websites. No matter which configuration concerning the compatibility view the user uses, the pages shall load completely with all its features.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Configurability

Requirement:

Any labels and items used in the website shall be configurable.

Description:

The following overview shows the most important elements that shall be configurable by the editor and were not yet mentioned in this document.

**Labels:**

Any labels used in the website must be configurable. These include:

* navigation entries
* headlines
* texts
* table captions
* in certain cases mouse-over elements

**Links:**

Individually configurable shall be:

* the url and/or url-segment of a pages, downloads and images
* the mouse-over text of each individual link
* the target of a link

**Browser Tabs:**

* The text shown in browser tabs shall be configurable.
* A fav icon can be configured for each website that will be shown in the browser tabs.

**Others:**

* The format how dates are depicted in different views can be configured for each language version of the websites individually.
* The publication date to be shown in the frontend of an item (e.g. messages such as press releases) can be configured by the editor.
* The date and time when a website content shall be published or unpublished in the frontend can be configured in the content management system.
* It is possible to exclude content from the search and/or listing as a navigation entry (e.g. pages, texts, downloads, images, videos, …)

Which labels and items need to be configurable will be defined in the design and functional requirement specification phase together with the provider. A document (established by the provider and ACME) shall list all configurable labels.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Technical Search Engine Optimization

Requirement:

The website shall be optimized for search engines to ensure their visibility on search engines such as Google.

Description:

The following measures have to be taken in order to ensure search engine friendly website:

* Search engine friendly URLs
  + configured via the content managament system
  + no spaces or any other additional characters shall be used except for hyphen and underscore
  + numbers can be used in combination with text
* W3C-conformity
* valid html-syntax (templating)
* semantically correct tags
* inclusion of meta information (description, keywords) that can be configured by the editors in the CMS and descriptive tags in the html-structure (content management function)
* provision of a sitmap.xml via the content management system (for search engine structure)
* avoid table structures

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Content Management System and Technical Independence

Requirement:

The website shall receive a content management system.

If various environments are included in the same CMS, each environment shall be independent

Description:

To facilitate editorial processes, the website shall receive a content management system as backend.

The CMS shall offer a preview in which prepared content can be checked before publication.

The rights structure for editors shall be shallow. All editors can:

* generate new items and elements
* edit existing content items ore elements
* delete items and elements
* approve (only visible in preview of the CMS, but not in frontend) items and elements
* publish (item becomes visible in frontend) items and elements
* withdraw (unpublish) items and elements

The environments included in one CMS shall be independent. E.g.: In case the first environment is updated, no collateral damage shall appear on the second or any other website included in the same CMS.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Documentation and User Guide

Requirement:

The deliverables include a complete documentation and user guide for the website.

Description:

In order to facilitate website maintenance in the future, the provider will deliver a documentation of the system and a user guide. The documents shall describe how every item is configured. Best practices are included. The documents will be established in close cooperation with ACME.

The delivery of the documentation and User Guide as Word document is expected upon delivery of the new website.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## System Training

Requirement:

All editors shall receive a system training.

Description:

In order to ensure an optimal display and operability of the website, all editors will receive a profound system training on how to maintain and configure the websites by the provider.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Test Case Portfolio

Requirement:

A common test case portfolio shall be established between the provider and ACME to ensure the overall quality and understanding of the system.

Description:

The first draft of the test case portfolio shall be provided by the provider and be reviewed together with ACME. The common test case portfolio will be used by the provider and ACME during the test phase.

Notes:

The form of the document has to be agreed upon. An xls-file seems to be feasible.

Acceptance Criteria:

To be added together with provider in functional requirement phase.

## Prototype Testing

Requirement:

Prototype testing shall be done on the systems of the provider together with ACME to ensure the quality and common understanding of the new system before delivery.

Description:

Prototype tests shall be done on the providers systems together with ACME for all items ore features defined in the requirement specification.

Ideally, in such meeting, the developers are present for clarification of questions (from both sides: provider and ACME) and for agreeing upon necessary changes.

The prototype testing can be done step by step. As soon as one feature is ready, a prototype test for it can take place. The frequency of these prototype test meetings will be agreed upon within the project.

Notes:

Acceptance Criteria:

To be added together with provider in functional requirement phase.