

**BUSINESS REQUIREMENTS DOCUMENT (BRD)**

**Fasset Website & Content Management System**

**Version 1.1**

**14 November 2023**

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**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Name** | **Description of Change** |
| **0.1** | **15 November 2023** | **`Themba Makamu** | **Initial Draft** |
|  |  |  |  |

**Definition of Terms and acronyms relevant to this document:**

|  |  |
| --- | --- |
| **Acronym/Term** | **Definition** |
| BRD | Business Requirements Document |
| CMS | Content Management System |
| SDLC | Software Development Life Cycle |
| LR | Learner Recruitment |
| Fasset | Finance and Accounting Services Sector Education and Training |
|  |  |
|  |  |
|  |  |
|  |  |

**Stakeholders**

|  |  |  |
| --- | --- | --- |
| **Stakeholder Name** | **Title** | **Email** |
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# INTRODUCTION

Fasset consistently updates its website. Presently, there is no centralized system that enables departments to independently modify website content; instead, each update necessitates involvement from a developer to implement new coding changes.

The proposed system should possess the capability to autonomously update website content, ensuring that any modifications made are seamlessly reflected on the website.

## Business and program benefits of the project

**The following benefits have been identified:**

* Automatic removal of positions after closing date.
* Ability of adding, editing, and deleting banners, board, and committees.
* Ability of adding, editing, and deleting downloads and notices.
* Ability of adding, editing, and deleting annual reports and annual reports.
* Ability of adding, editing, and deleting positions.
* Ability of adding, editing, and deleting tenders.

## High-Level Requirements

**SDBMS** must include the following:

* Ability to allow internal users to access the application without downloading any software.
* Ability to add internal users.
* Ability to update website content.

## Assumptions

**The following project risks have been identified:**

* The ICT Department will conduct a comprehensive review of the website, identifying elements that require dynamic functionality to facilitate seamless content updates.

# Functional Requirements

## Functional requirements for administrator

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement ID** | **Description** | **Priority** | **Stakeholders Affected** |
| **ADM001** | Add internal users | High | System Administrator |
| **ADM002** | Edit internal users | High | System Administrator |
| **ADM003** | Delete internal users | High | System Administrator |
| **ADM004** | Add departments | High | System Administrator |
| **ADM005** | Edit departments | High | System Administrator |
| **ADM006** | Delete departments | High | System Administrator |
| **ADM007** | Add system role | High | System Administrator |
| **ADM008** | Edit system role | High | System Administrator |

## Functional requirements for CSE/PQA

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement ID** | **Description** | **Priority** | **Stakeholders Affected** |
| **FS001** | Upload and delete Fasset website banners | High | CSE/PQA |
| **FS002** | Upload/Edit/Delete Fasset website board members | High | CSE/PQA |
| **FS003** | Upload/Edit/Delete Fasset website committee members | High | CSE/PQA |
| **FS004** | Upload/Edit/Delete Fasset website downloads documents | High | CSE/PQA |
| **FS005** | Update & Delete Website notice board | High | CSE/PQA |
| **FS006** |  | High | CSE/PQA |
| **FS007** | Add/Edit/Delete Fasset annual reports | High | CSE/PQA |
| **FS008** | Add/Edit/Delete Fasset research reports | High | CSE/PQA |

## Functional requirement for HUMAN RESOURCE

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement ID** | **Description** | **Priority** | **Stakeholders Affected** |
| **FR001** | Users should be able to self-register on the system | High | Employers, Assessors, Moderators, Skills Development Providers, Skills Development Facilitators, SETA Staff and Researchers |
| **FR002** | Users should be able to manage their passwords | High | Employers, Assessors, Moderators, Skills Development Providers, Skills Development Facilitators, SETA Staff and Researchers |
| **FR003** | Users should be able to maintain their profile including deleting the account | High | Employers, Assessors, Moderators, Skills Development Providers, Skills Development Facilitators, SETA Staff and Researchers |
| **FR004** | Users should be able to Subscribe/Unsubscribe to Newsletters | High | Employers, Assessors, Moderators, Skills Development Providers, Skills Development Facilitators, SETA Staff and Researchers |
| **FR006** | Users should be able to Subscribe/Unsubscribe to receive SMS communication | High | Employers, Assessors, Moderators, Skills Development Providers, Skills Development Facilitators, SETA Staff and Researchers |
| **FR007** | Users should able to Subscribe/Unsubscribe to receive push notifications | High | Employers, Assessors, Moderators, Skills Development Providers, Skills Development Facilitators, SETA Staff and Researchers |
| **FR008** | Users should be able to accept/reject invitations to group chats | High | Employers, Assessors, Moderators, Skills Development Providers, Skills Development Facilitators, SETA Staff and Researchers |
| **FR009** | Users should be able to exit group chats | High | Employers, Assessors, Moderators, Skills Development Providers, Skills Development Facilitators, SETA Staff and Researchers |
| **+-** |  |  |  |

# Non-Functional Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirement ID** | **Requirement Category** | **Priority** | **Description** |
| **NFR001** | Performance | High | System should load Home Page in 5 – 8 seconds |
| **NFR002** | Access Security | High | The System should not allow anonymous users access. All users should register. |
| **NFR003** | Segregation of Duties | High | The System should be secure and have capabilities to segregate duties. Staff Members and Stakeholders should not have the same access to the system. |
| **NFR004** | System Availability | High | System Uptime should be 99.98 %. The 0.02 is take into account maintenance and support to be conducted on the system. |
| **NFR005** |  | High | The System should have a look and feel that is aligned with Services SETA’s CI. |

# business rules

The Table below lists and describes the applicable business rules:

| **Rule ID** | **Traceability to FR** | **Business Rule** | **Rule Description** |
| --- | --- | --- | --- |
| R001 | FR | Message Delivery Confirmations | Functionality must be provided to track all the communication that has been sent to stakeholders |
|  |  |  |  |

# use case Models

## User account management

* **Use Case List:**

| Use Case # | Use Case Name | Description | Users |
| --- | --- | --- | --- |
| UCA-01 | *Register as User* | Users registers themselves online. | Staff, SDF, SDP, CAM, Employers |
| UCA-02 | *Activate Account* | Users clicks on an Email to activate their online account. | Staff, SDF, SDP, CAM, Employers |
| UCA-03 | *User Login* | Users should be able to login once their accounts are activated. | Staff, SDF, SDP, CAM, Employers |
| UCA-04 | *Reset Password* | Users should be able to reset their password when they forgot their current passwords. | Staff, SDF, SDP, CAM, Employers |
| UCA-05 | *Manage user Profile* | Users should be able to Update their Profile details at any time. | Staff, SDF, SDP, CAM, Employers |

* **Use Case Diagram:**



* **Use Case Description – Register as a user :**

| **Use Case Name** | **Register as a user** | | | **Use Case No.:** | **UC011** | |
| --- | --- | --- | --- | --- | --- | --- |
| **Description** | The Search Function is available for the user to search for any specific information related to CyberSecurity without having to go through each page. | | | | | |
| **Primary Actor** | User | | | | | |
| **Secondary Actor** | CyberSecurity Website | | | | | |
| **Goal in Context** | When the user searches for information, the required information is displayed. | | | | | |
| **Level of Complexity** | L = Low | M = Medium | | H -= High | | |
| Low |  | |  | | |
| **Pre-conditions** | The user must be on the internet. | | | | | |
| **Post-conditions** | The information relating to the searched text should be displayed. | | | | | |
| **Trigger** | The user requires information on CyberSecurity. | | | | | |
| **Normal course of action** | | | | | | |
| **Step** | **Action (by Actor)** | | **System Response** | | | **Ref** |
| **1.** | The user enters text and selects the search button on the CyberSecurity website. | | Information (hits) relating to the user’s search query is displayed. | | |  |
| **2.** | The user will select the links displayed on the screen. | | A new page will appear with the required information. | | |  |
| **Exception course of action 1** | | | | | | |
| **Step** | **Action (by Actor)** | | **System Response** | | | **Ref** |
| **1.** | The user enters text and the CyberSecurity website is unable to find information relation to the entered text. | | *Error message –* ***“No search results could be found for query”*** *will be displayed.* | | |  |
| **Exception course of action 2** | | | | | | |
| **1.** | The user clicks on the links displayed and not data is displayed. | | Display *“*404 error message page” | | |  |
|  | | | | | | |

* **Use Case Description – Activate account :**

| **Use Case Name** | **Activate account** | | | **Use Case No.:** | **UC011** | |
| --- | --- | --- | --- | --- | --- | --- |
| **Description** | The Search Function is available for the user to search for any specific information related to CyberSecurity without having to go through each page. | | | | | |
| **Primary Actor** | User | | | | | |
| **Secondary Actor** | CyberSecurity Website | | | | | |
| **Goal in Context** | When the user searches for information, the required information is displayed. | | | | | |
| **Level of Complexity** | L = Low | M = Medium | | H -= High | | |
| Low |  | |  | | |
| **Pre-conditions** | The user must be on the internet. | | | | | |
| **Post-conditions** | The information relating to the searched text should be displayed. | | | | | |
| **Trigger** | The user requires information on CyberSecurity. | | | | | |
| **Normal course of action** | | | | | | |
| **Step** | **Action (by Actor)** | | **System Response** | | | **Ref** |
| **1.** | The user enters text and selects the search button on the CyberSecurity website. | | Information (hits) relating to the user’s search query is displayed. | | |  |
| **2.** | The user will select the links displayed on the screen. | | A new page will appear with the required information. | | |  |
| **Exception course of action 1** | | | | | | |
| **Step** | **Action (by Actor)** | | **System Response** | | | **Ref** |
| **1.** | The user enters text and the CyberSecurity website is unable to find information relation to the entered text. | | *Error message –* ***“No search results could be found for query”*** *will be displayed.* | | |  |
| **Exception course of action 2** | | | | | | |
| **1.** | The user clicks on the links displayed and not data is displayed. | | Display *“*404 error message page” | | |  |
|  | | | | | | |

* **Use Case Description – Log into system :**

| **Use Case Name** | **Log into system** | | | **Use Case No.:** | **UC011** | |
| --- | --- | --- | --- | --- | --- | --- |
| **Description** | The Search Function is available for the user to search for any specific information related to CyberSecurity without having to go through each page. | | | | | |
| **Primary Actor** | User | | | | | |
| **Secondary Actor** | CyberSecurity Website | | | | | |
| **Goal in Context** | When the user searches for information, the required information is displayed. | | | | | |
| **Level of Complexity** | L = Low | M = Medium | | H -= High | | |
| Low |  | |  | | |
| **Pre-conditions** | The user must be on the internet. | | | | | |
| **Post-conditions** | The information relating to the searched text should be displayed. | | | | | |
| **Trigger** | The user requires information on CyberSecurity. | | | | | |
| **Normal course of action** | | | | | | |
| **Step** | **Action (by Actor)** | | **System Response** | | | **Ref** |
| **1.** | The user enters text and selects the search button on the CyberSecurity website. | | Information (hits) relating to the user’s search query is displayed. | | |  |
| **2.** | The user will select the links displayed on the screen. | | A new page will appear with the required information. | | |  |
| **Exception course of action 1** | | | | | | |
| **Step** | **Action (by Actor)** | | **System Response** | | | **Ref** |
| **1.** | The user enters text and the CyberSecurity website is unable to find information relation to the entered text. | | *Error message –* ***“No search results could be found for query”*** *will be displayed.* | | |  |
| **Exception course of action 2** | | | | | | |
| **1.** | The user clicks on the links displayed and not data is displayed. | | Display *“*404 error message page” | | |  |
|  | | | | | | |

* **Use Case Description – Reset password :**

| **Use Case Name** | **Reset password** | | | **Use Case No.:** | **UC011** | |
| --- | --- | --- | --- | --- | --- | --- |
| **Description** | The Search Function is available for the user to search for any specific information related to CyberSecurity without having to go through each page. | | | | | |
| **Primary Actor** | User | | | | | |
| **Secondary Actor** | CyberSecurity Website | | | | | |
| **Goal in Context** | When the user searches for information, the required information is displayed. | | | | | |
| **Level of Complexity** | L = Low | M = Medium | | H -= High | | |
| Low |  | |  | | |
| **Pre-conditions** | The user must be on the internet. | | | | | |
| **Post-conditions** | The information relating to the searched text should be displayed. | | | | | |
| **Trigger** | The user requires information on CyberSecurity. | | | | | |
| **Normal course of action** | | | | | | |
| **Step** | **Action (by Actor)** | | **System Response** | | | **Ref** |
| **1.** | The user enters text and selects the search button on the CyberSecurity website. | | Information (hits) relating to the user’s search query is displayed. | | |  |
| **2.** | The user will select the links displayed on the screen. | | A new page will appear with the required information. | | |  |
| **Exception course of action 1** | | | | | | |
| **Step** | **Action (by Actor)** | | **System Response** | | | **Ref** |
| **1.** | The user enters text and the CyberSecurity website is unable to find information relation to the entered text. | | *Error message –* ***“No search results could be found for query”*** *will be displayed.* | | |  |
| **Exception course of action 2** | | | | | | |
| **1.** | The user clicks on the links displayed and not data is displayed. | | Display *“*404 error message page” | | |  |
|  | | | | | | |

* **Use Case Description – Manage user profile :**

| **Use Case Name** | **Log into system** | | | **Use Case No.:** | **UC011** | |
| --- | --- | --- | --- | --- | --- | --- |
| **Description** | The Search Function is available for the user to search for any specific information related to CyberSecurity without having to go through each page. | | | | | |
| **Primary Actor** | User | | | | | |
| **Secondary Actor** | CyberSecurity Website | | | | | |
| **Goal in Context** | When the user searches for information, the required information is displayed. | | | | | |
| **Level of Complexity** | L = Low | M = Medium | | H -= High | | |
| Low |  | |  | | |
| **Pre-conditions** | The user must be on the internet. | | | | | |
| **Post-conditions** | The information relating to the searched text should be displayed. | | | | | |
| **Trigger** | The user requires information on CyberSecurity. | | | | | |
| **Normal course of action** | | | | | | |
| **Step** | **Action (by Actor)** | | **System Response** | | | **Ref** |
| **1.** | The user enters text and selects the search button on the CyberSecurity website. | | Information (hits) relating to the user’s search query is displayed. | | |  |
| **2.** | The user will select the links displayed on the screen. | | A new page will appear with the required information. | | |  |
| **Exception course of action 1** | | | | | | |
| **Step** | **Action (by Actor)** | | **System Response** | | | **Ref** |
| **1.** | The user enters text and the CyberSecurity website is unable to find information relation to the entered text. | | *Error message –* ***“No search results could be found for query”*** *will be displayed.* | | |  |
| **Exception course of action 2** | | | | | | |
| **1.** | The user clicks on the links displayed and not data is displayed. | | Display *“*404 error message page” | | |  |
|  | | | | | | |

## contacts management

* Use Case List

| Use Case # | Use Case Name | Description | Users |
| --- | --- | --- | --- |
| UCC-06 | *Capture Contacts Details* | Users should be able to capture their contact details if logged-in | Staff, SDF, SDP, CAM, Employers |
| UCC-07 | *Update Contact Details* | Users should be able to update their contain details if logged-in | Staff, SDF, SDP, CAM, Employers |
| UCC-08 | *Delete Contact Details* | Users should be able to delete their contact details if logged-in | Staff, SDF, SDP, CAM, Employers |
| UCC-09 | *Import Contact Details* | Users should be able to bulk import Stakeholder details | Staff, SDF, SDP, CAM, Employers, Provincial System Administrator |

* Use Case Diagram



## INESmass communication management

* Use Case List

| Use Case # | Use Case Name | Description | Users |
| --- | --- | --- | --- |
| UCM-10 | *Create SMS* | Users should be able to create and SMS messages | Staff |
| UCM-11 | *Send Bulk SMSes* | Users should be able to send bulk sms messages to a specified group of stakeholders | Staff |
| UCM-12 | *Create Email* | Users should be to create and send emails | Staff |
| UCM-13 | *Send Bulk Emails* | Users should be able to send bulk emails to a specified group of stakeholders | Staff |
| UCM-14 | *Activate Instant Messenger* | Users should be able to enable the functionality to send instant messages | Staff, SDF, SDP, CAM, Employers |
| UCM-15 | *Send Instant Messages* | Users should be able to send instant messages to other users | Staff, SDF, SDP, CAM, Employers |
| UCM-16 | *Create Push Notification* | Users should be able to create push notifications | Staff |
| UCM-17 | *Activate Push Notification* | Users should be able to specify which instant messages are active | Staff |
| UCM-18 | *Send Push Notifications* | Users should be able to send push notifications | Staff |
| UCM-18.1 | *View Push Notification* | Users should be able to view the published push notifications | Staff, SDF, SDP, CAM, Employers |

* Use Case Diagram



## events management

* **Use Case List**

| Use Case # | Use Case Name | Description | Users |
| --- | --- | --- | --- |
| UCE-19 | *Create an Event* | Users should be able to create an event | Staff |
| UCE-20 | *Send an Invitation* | Users should be able to send event invitation to stakeholders | Staff |
| UCE-21 | *Record Attendance* | User should be able to record event attendance on the system | Staff, SDF, SDP, CAM, Employers |

* **Use Case Diagram**



## Survey

* **Use Case List**

| Use Case # | Use Case Name | Description | Users |
| --- | --- | --- | --- |
| UCS-22 | *Create Survey* | Users should be able to create surveys | Staff |
| UCS-23 | *Publish Survey* | Users should be able to send surveys to Stakeholders | Staff |
| UCS-24 | *Capture Survey Response* | Users should be able to record survey responses | Staff, SDF, SDP, CAM, Employers |

* **Use Case Diagram**



## reporting management

* **Use Case List**

| Use Case # | Use Case Name | Description | | Users |
| --- | --- | --- | --- | --- |
| UCS-25 | *View Reports* | Users should be able to view pre-configure reports | Staff | |
| UCS-26 | *Create Custom Reports* | Users should be able to create custom operational reports | Staff | |
| UCS-27 | *Export Reports (PDF /Excel)* | Users should be able to export system reports | Staff | |

* **Use Case Diagram**

