Serving Government Modernization Project

Minimal Viable Product (MVP) High-level Business Requirements

July 2023

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# Purpose

This document acts as the central repository for capturing the high-level business requirements linked to the minimal viable product (MVP) of the Serving Government modernization project. These requirements were derived from consultations with the client executive team during Phase 3 of the initiative. To ensure their accuracy, the service design team at SSC will directly validate these requirements with the clients as part of a business validation exercise. Adjustments that can be seamlessly incorporated without significantly affecting the MVP's scheduled delivery date will be promptly implemented. However, any remaining modifications will be prioritized for the continuous improvement phase, which takes place after the MVP launch.

**In the early fall of 2023, an extensive business analysis exercise will commence, aiming to elaborate further on the high-level business requirements presented in this document.** As part of this exercise, user stories will be developed in greater detail, facilitating a comprehensive understanding of the MVP's scope and objectives.

# Development streams

In an effort to compress the project schedule, feature development will take place in two parallel streams. The following are the streams for MVP:

* **Stream one** would include transforming the site into a powerful information site that meets client needs. This includes building all the features associated with the anonymous section of the site.

**This stream will run from Oct 2023 until June 2024**.

* **Stream** **two** will include building the foundation for the personalization and all the MVP features listed below.The following is the target MVP functionality:
  + Building the required infrastructure and enabling GC-wide **single-sign on (SSO)**
  + Designing and implementing a **simplified and basic** role model which will provide basic common functionality to all user types within each department. *Developing a more sophisticated roles and access model that personalizes the information by personas will be done in continuous improvement.*
  + Implementation of **scaled down version** of the [news & communiques](#_News_&_communiques) functionality
  + Implementation of **basic inquiry** feature that allows clients to send inquiries to SDMs and receive responses through the application. Inquiries will be queued into the **Client 360** application for SDMs to action.
  + Implementation of **basic business requests** **(BR)** inquiry functionality, which includes showing all BRs associated with each client and allowing **some filtering capabilities** and ability to see **tombstone information**, **including BR status**.
  + Building basic reporting functionality by leveraging the EDR and embedding reports into the authenticated section of the *Serving Government* portal.

**This stream will run in parallel to stream 1 with a forecasted target completion date of June 2024.**

The business requirements below will be structured under each of the two streams above.

# High-level business requirements

## Requirements grouping

The table below groups the high-level business requirements into requirements grouping and outlines which of them will be either included, not included or partially included in MVP scope.

|  |  |  |  |
| --- | --- | --- | --- |
| **Client Need** | **Requirements Grouping** | **In MVP Scope** | **Description** |
| Information | General information | **Yes** | **This represents majority of the functionality in the existing SG extranet website**, providing information about SSC, services (including service catalogue), policies, contact information and other. |
|  | News & communiques | **Yes** | Provides general and targeted news and communiqué to all or specific clients. |
| Services | Service requests (SRs) | No | Provides authenticated users data related to service requests to SSC, primarily through reports |
|  | Business requests (BRs) | **Partially** | Provides authenticated users access to business requests (BRs) related information |
| Guidance | General inquiries | **Partially** | Provides a method for authenticated and anonymous users to get answers to their questions and inquiries |
| Change management | Change management | No | Provides authenticated users access to information related to client change management requests to SSC, primarily through reports |
| Incident Management | Incident management | No | Provides authenticated users access to information related to client incidents, primarily through reports |
| Portfolio | Portfolio | No | Provides authenticated users access to view information related to client services with SSC |
| Various | Personalized reports | **Partially** | Provides authenticated users access to a variety of reports related to services and service management |

## Stream one (anonymous features)

The requirements pertaining to this stream encompass both new features and existing functionalities that will be incorporated into the new partner information site, currently being developed alongside the Drupal upgrade project. The site serves as a client-facing platform, presenting general information about SSC, services, news, policies, and more. It is accessible anonymously to users within partner departments. The process of extending the site's functionality in line with the specified requirements can commence right away, as the design of the authenticated component of the solution is already underway.

General information (GIN)

|  |  |  |
| --- | --- | --- |
| **BR#** | **Portal Component** | **Description** |
| GIN1 | Anonymous | The portal would have all the information that users need in one place, with special focus on services through a simplified service catalogue. The portal should present the service catalogue in a simplified way and with enough information to provide the clients with the one-stop-shop effect. |
| GIN2 | Anonymous | Services section of the portal is designed around service delivery addressing the following primary needs of users seeking this type of information:   * What service does SSC provide? * Are there any restrictions for my department to consume this service? * How would my department go about initiating a service request? * What’s the rough estimated time for delivery? * What is the cost of the service? |
| GIN3 | Anonymous | Provide advanced search and filtering capabilities that allows users to search portal content effectively. |

News & communiques (NC)

|  |  |  |
| --- | --- | --- |
| **BR#** | **Portal Component** | **Description** |
| NC1 | Anonymous | Provide users the ability to subscribe and unsubscribe to SSC communications targeted to all departments. |
| NC2 | Anonymous | Communicate service portfolio changes prepared by SSC service lines and service portfolio manager. |
| NC3 | Anonymous | Publish **CIO Communiqué**[[1]](#footnote-2) applicable to **all clients**. |
| NC4 | Anonymous | Publish **CIO Communiqué** applicable to **specific clients**. This may be incorporated into the anonymous or authenticated component of the *Serving Government* portal[[2]](#footnote-3). If detailed design deems this to be more suitable for authenticated site, this requirement should be moved to stream two.  *Unless if there are privacy or security implications to making this information available to all users of the site, this should be a consideration for the anonymous component of the site.* |
| NC5 | Anonymous | Publish **service line messages** advising **all clients** of operational changes[[3]](#footnote-4). |
| NC6 | Anonymous | Publish **service line messages** advising **specific clients** of operational changes. This may be incorporated into the anonymous or authenticated component of the *Serving Government* portal[[4]](#footnote-5). If detailed design deems this to be more suitable for authenticated site, this requirement should be moved to stream two.  *Unless if there are privacy or security implications to making this information available to all users of the site, this should be a consideration for the anonymous component of the site.* |
| NC7 | Anonymous | Publish **gateway newsletters**[[5]](#footnote-6) to all clients. |

Service requests (SR)

Not in scope of MVP and for consideration for the continuous improvement phase.

Business requests (BR)

|  |  |  |
| --- | --- | --- |
| **BR#** | **Portal Component** | **Description** |
| BR1 | Anonymous | Offer the ability to start a new BR by referring users to the enterprise solution that handles business requirements intake (currently GC EPM based on Broadcom Clarity PPM solution). |

General inquiries (GI)

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| **BR#** | **Portal Component** | **Description** |
| GI1 | Anonymous | Build-in feedback and features suggestion to ensure that when users have something to say, they have a reliable voice with which to say it. |

Change management (CM)

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| **BR#** | **Portal Component** | **Description** |
| CM1 | Anonymous | Refer clients to the change management system to initiate a new change request, see the list of change requests or inquire about the status of client-initiated or SSC-initiated service requests. |
| CM2 | Anonymous | Provide a list of high-impact change requests impacting all clients. |

Incident management (IM)

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| --- | --- | --- |
| **BR#** | **Portal Component** | **Description** |
| IM1 | Anonymous | Refer clients to the incident management system to report a new incident, see a list of incidents or inquire about the status of client-reported or SSC-reported incidents. |
| IM2 | Anonymous | Provide a list of high-impact incidents impacting all clients. |

Portfolio (PO)

Not applicable as there are all portfolio features are part of authenticated features.

Personalized reports (PR)

Not applicable as there are all portfolio features are part of authenticated features.

## Stream two (authenticated features)

The requirements pertaining to this stream pertains to the future authenticated component of the SG portal. This component will be accessible from the Serving Government portal, by extending a login option to **a subset of pre-authorized users.** This new section or component of the portal, referred to as the **authenticated component,** will be designed to provide information to clients using the following three patterns:

1. API integration into downstream SSC systems
   1. In the MVP phase, the application will **only integrate with Client 360.**
2. A Visualization component embedded into the authenticated Drupal application, such as PowerBI, leveraging the data stored in SSC’s Enterprise Data Repository (EDR)
3. New features built into the Drupal application.
   1. In the MVP phase, the only new component built fully within Drupal will be the news and communique

News & communiques (NC)

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| --- | --- | --- |
| **BR#** | **Portal Component** | **Description** |
| NC8 | Authenticated | Communicate **infrastructure change notices (ICNs)** to clients if they are impacted by these ICNs. This covers two types of ICNs:   1. **Planned Infrastructure Changes:** When a planned infrastructure change is scheduled, an ICN is sent to the impacted customer’s Chief Information Officer (CIO). 2. **Emergency Infrastructure Changes:** In the event of an emergency infrastructure change (less than 48 hours notice), an ICN is sent to the impacted customer’s CIO. |
| NC9 | Authenticated | Publish **risk notifications (RNOT)** and **incident notifications (INOT)** to notify **specific clients**, SSC Senior Management, Client Executives of critical incidents that represent a risk to the continuity of IT service delivery. |
| NC10 | Authenticated | Send **other** directed messages and communiqué to specific clients. |

This component should be included in scope of client engagement to **validate and elaborate** on business requirements associated with this component.

The section below outlines the assessment that was conducted in the [integration assessment document](https://163gc.sharepoint.com/sites/SGModernization/Shared%20Documents/Phase%203/Working%20Paper%20%235%20SG%20Integration%20Assessment/SG%20Modernization%20Initiative%20-%20Integration%20Assessment.docx?web=1) and provides useful information for requirements associated with news and communiques:

| Related System | Client Need Pillar | Business Function | Proposed Plan |
| --- | --- | --- | --- |
| [Infrastructure Change Notices (ICNs)](https://gcdocs.gc.ca/ssc-spc/llisapi.dll?func=ll&objaction=overview&objid=32857257&logStopConditionID=2761849_1435436619_3_open) | Information  Services | This cover both types of ICNs:   1. Planned Infrastructure Changes: When a planned infrastructure change is scheduled, an ICN is sent to the impacted customer’s Deputy Minister (DM) and to the Chief Information Officer (CIO). 2. Emergency Infrastructure Changes: In the event of an emergency infrastructure change (less than 48 hours notice), an ICN is sent to the impacted customer’s DM and to the CIO. | SG will need to include functionality to support broadcast messages (general and directed to specific audience), newsletter (or the like) and the ability to subscribe as well as other methods for addressing these requirements. |
| [CIO Communiques](https://gcdocs.gc.ca/ssc-spc/llisapi.dll?func=ll&objaction=overview&objid=95762622) | Information  Services | CIO Communiqué is the main vehicle to inform CIOs and their teams about new and updated service offerings. Typically, it involves content where a CIO needs to action or respond and is less frequently used for critical updates and outages.  These messages are prepared by the Client Service and Delivery Management Branch (CSDMB) team and follows an approval chain all the way up to the president. | SG will need to include functionality to support broadcast messages (general and directed to specific audience), newsletter (or the like) and the ability to subscribe as well as other methods for addressing these requirements. |
| Service Line Messages | Information  Services | To advise CIOs of operational changes that are typically approved by the service line and client executive ADMs prior to publishing. These messages are sometimes tailored to specific clients. | SG will need to include functionality to support broadcast messages (general and directed to specific audience), newsletter (or the like) and the ability to subscribe as well as other methods for addressing these requirements. |
| Gateway newsletter | Information | The SSC Gateway is an email newsletter that summarizes links to news items, success stories, and updated content posted to the Serving Government website, SSC’s Canada.ca presence, and occasionally GCPEDIA links.  It is one of the few means we have to reach directly into departments to people who are interested in IT at SSC, most of our other methods go to the CIOs and further sharing is up to them. | SG will need to include functionality to support broadcast messages (general and directed to specific audience), newsletter (or the like) and the ability to subscribe as well as other methods for addressing these requirements. |
| [Risk Notifications (RNOT)](https://gcdocs.gc.ca/ssc-spc/llisapi.dll?func=ll&objaction=overview&objid=26495540) | Information  Services | Notify SSC Senior Management, Client Executives and customer departments of incidents that represents a risk to the continuity of IT service delivery. | SG will may include functionality to support broadcast messages (general and directed to specific audience), newsletter (or the like) and the ability to subscribe as well as other methods for addressing these requirements. |
| Incident Notifications (INOT) | Information  Services | Notify SSC Senior Management, Client Executives and customer departments of critical incidents that represents a risk to the continuity of IT service delivery. | SG will may to include functionality to support broadcast messages (general and directed to specific audience), newsletter (or the like) and the ability to subscribe as well as other methods for addressing these requirements. |
| Cyber Incidents (CNOT) | Information  Services | Cyber incidents are circulated internally within SSC and shared as required with Canadian Centre for Cyber Security (CCCS) and TBS. | Due to the precise audience for CNOTs, this will not be in scope for SG modernization. |

Service requests (SR)

No authenticated features in scope of MVP.

Business requests (BR)

|  |  |  |
| --- | --- | --- |
| **BR#** | **Portal Component** | **Description** |
| BR2 | Authenticated | Offer the ability to see a list of **active business requests** and the ability to see related information including the status and estimated delivery dates and additional delivery details such as issues, risks and activities. |
| BR3 | Authenticated | Offer the ability to see a list of **historic business requests** and the ability to see related information. |
| BR4 | Authenticated | Offers the ability to run reports against current and historic BRs. |

This component should be included in scope of client engagement to **validate and elaborate** on business requirements associated with this component.

General inquiries (GI)

|  |  |  |
| --- | --- | --- |
| **BR#** | **Portal Component** | **Description** |
| GI2 | Authenticated | The portal should offer the ability for clients to send an inquiry to the **service delivery management (SDM) team** to get guidance on business requests, service requests as well as general questions and inquiries. |
| GI3 | Authenticated | **More discussions** are required around the need and possibility of extending direct interaction between clients and SSC service lines in relation to **service requests**. |

This component should be included in scope of client engagement to **validate and elaborate** on business requirements associated with this component.

Change management (CM)

Not in scope of MVP and for consideration for the continuous improvement phase.

Incident management (IM)

Not in scope of MVP and for consideration for the continuous improvement phase.

Portfolio (PO)

Not in scope of MVP and for consideration for the continuous improvement phase.

Personalized reports (PR)

|  |  |  |
| --- | --- | --- |
| **BR#** | **Portal Component** | **Description** |
| PR1 | Authenticated | Provide additional reports based on consultations with client needs, such as informing clients on specific risks to them and providing reports showing summary of operations on a monthly basis (BRs, incidents, etc). Detailed business requirements will be confirmed during the project launch. |

This component should be included in scope of client engagement to **validate and elaborate** on business requirements associated with this component.

1. CIO Communiqué is the main vehicle to inform CIOs and their teams about new and updated service offerings. Typically, it involves content where a CIO needs to action or respond and is less frequently used for critical updates and outages. These messages are prepared by the Client Service and Delivery Management Branch (CSDMB) team and follows an approval chain all the way up to the president. [↑](#footnote-ref-2)
2. This will be a decision made during the detailed design phase. [↑](#footnote-ref-3)
3. Service line messages are typically approved by the service line and client executive ADMs prior to publishing. [↑](#footnote-ref-4)
4. This will be a decision made during the detailed design phase. [↑](#footnote-ref-5)
5. The SSC Gateway is an email newsletter that summarizes links to news items, success stories, and updated content posted to the Serving Government website, SSC’s Canada.ca presence, and occasionally GCPEDIA links.

   It is one of the few means we have to reach directly into departments to people who are interested in IT at SSC, most of our other methods go to the CIOs and further sharing is up to them. [↑](#footnote-ref-6)