Requirements for New Collab Service

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# 1. Project Initialisation

## 1.1 Introduction

The Digital Enablement, Development (DED) is working on an initiative to rebuild the GCTools, moving towards its next phase, an open and accessible digital workspace (OADW). As part of this rebuild, the current suite of tools is being reviewed and evaluated to determine how DED can best improve the tools in terms of usability, accessibility, scalability and overall user experience.

This requirements document is prepared by the Digital Enablement, Development for the future OADW collaboration service.

## 1.2 Purpose of the Project

The new collaboration service is intended to provide users with an online collaboration workspace, allowing them to connect and share information, leveraging the power of networking towards a more effective and efficient public service.

## 1.3 Users of the tool

The collaboration application will be accessible (view, create, edit) to all users with a GCaccount. Existing registered GCcollab users will automatically have access to the collab app once released, and new users will be required to register for a GCaccount.

Specific access level to content within the collab app will be covered in this documents, as part of the user requirements.

### 1.3.1 Audiences

This collaboration application is being built for federal public servants to empower them to work with whoever they need to work with (within or outside of the PS), to provide efficient services to Canadians.

## 1.4 Research Activities

A number of UX research activities were undertaken to better understand the users’ online collaboration needs and the ways in which the collaboration application would be used. The findings from the following research activities informed the user requirements of the new collaboration application.

### 1.4.1 Online consultation

An online consultation was conducted with existing GCconnex and GCcollab users. The consultation focused on the ways in which teams currently work, the difficulties they encounter in collaboration, and personal experiences with working remotely.

This shed a light on aspects of the platforms that are beneficial, cumbersome or a hindrance to collaboration and working efficiently. Most of the comments referred to issues related to the user interface of GCconnex and GCcollab, the lack of integration between tools, and the multi-step notifications.

### 1.4.2 User story mapping workshop

The workshop was conducted over two days (a total of 6 hours), with six members of the DED team and one member of the Department of Defence (DND) working with DED as a partner in developing the Collaboration service.

Collaborative personas were used for this story mapping exercise as tools to help design for groups and to help designers create collaboration tools that are better targeted to the goals, needs, and interactions between members of collaborative groups. The workshop resulted in a detail user story map for two types of collaborative personas; Dynamic project team and community, which were identified as the critical collaborative user types for the collaboration service. The story map provided DED with user stories outlining the activities and detailed user tasks used to develop user requirements.

### 1.4.3 Validation of Collab service user stories

An online workshop was conducted with external stakeholders, including participants within and outside of the GC (Ontario government, as well as private sector) who had a vested interest in the outcome of the collaboration service, to validate the user stories outlined in the story mapping workshop done by DED. Through WebEx, DED presented the story maps developed for the Community collaborative persona. This validation exercises allowed DED to confirm the user tasks and activities that emerged from the story mapping workshop and to add additional tasks presented by the stakeholders, giving the opportunity to express their views about the information collected so far, and offer insight or criticism on the direction of the service.

The result was supportive and provided additional input with the recommendation of additional user stories to include in the user story map.

### 1.4.4 Data Analysis

A data analysis of the most commonly used features of GCconnex and GCcollab was performed, which was used to validate the results from the story mapping workshop and to identify priorities for the new collab service. The analysis was based on various reports, including; metrics on GCconnex and GCcollab usage from the past 2 years (2018), help desk top features and priorities (2018), feature usage on GCconnex (2017), and GCconnex Recommendations (2015).

# 2. Business Requirements

This section outlines the goals, objectives, and needs to successfully connect and share information through collaboration.

The collaboration service shall:

* Follow the [Government of Canada Digital Standards](https://www.canada.ca/en/government/publicservice/modernizing/government-canada-digital-standards.html).
* Be usable and accessible to all (including those with disabilities)
* Be available in both official languages (English and French)
* Be accessible within and outside of the GC firewall
* Use and leverage open source technology to develop software and make the source code available to others, to promote collaboration and sharing.

## 2.1 Non-functional requirements

The collaboration application shall:

* Have the ability to provide service to all federal public servants and external communities
  + The ability to support a user base size of 500,000 (100% of public service + public)
  + The tools must be scalable to accommodate increased usage (i.e. Database size, number of pages, etc.)
  + The ability to provide collaboration between users within and outside of the GC firewall
  + The tools must allow for verified GCaccount users to directly engage and create content without additional approval required.
  + No desktop software installation required (web-based client), and works with all major browsers (IE, Chrome, etc.)
* Use the Aurora design system to ensure consistency across all OADW apps and help with learnability.
* Have the ability to provide a service with high availability and reliability
  + The ability to provide a service with high availability (24/7/365 or 99.9%)
  + Software that has code that must be reliable and well tested
* Have the ability to extract/retrieve data (ATIP purposes)
  + The ability to import/export data to an open or standard format (from backend or DB to facilitate migration to another tool
* Hosting
  + The hosting environment must be stable, responsive, and be backed-up for recovery purposes
  + The ability to schedule administration tasks (back-up and restore) both automatically (e.g. based on a predetermined schedule) and manually (e.g. as initiated by an authorized system user)

## 2.2 Functional Requirements

The collaboration application must do:

*Note: Functional requirements will be developed by DED following approval of user requirements.*

## 2.3 Policy Compliance

* The ability to meet policy requirements
  + The ability to meet the Official Languages Act - Allow users to access the application through an interface in the Official Language of choice and create content in the Language of choice
  + The ability to meet the [Standard on Web Accessibility](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601)
  + The ability to meet the [Standard on Web Usability](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=24227)
  + The ability to meet [Federal Identity Program (FIP) requirements](https://www.canada.ca/en/treasury-board-secretariat/topics/government-communications/federal-identity-requirements.html)
  + Comply with Access to Information and Privacy requirements

## 2.4 Mobile

* The ability to support mobile platforms
  + All functionality and content shall be available through a web-app, on a variety of devices and screen sizes through responsive web design.

# 3. User Requirements

This section outlines the user expectations for the collaboration applications, based on UX research and data analysis.

The collaboration service shall:

* Have the ability to create and join a space or environment to gather people:
  + with whom you need to work
  + based on interest
  + for communities
* have the ability to find a space, community, topic of interest
* have the ability to find people, based on interest, expertise
* have the ability to create official spaces, certified by the organization
* have the ability to restrict spaces or content to specific audiences
* have the ability to accept, deny and revoke membership rights to spaces or environments
* have the ability to assign audiences (or roles) to members of a space
* have the ability to choose access levels (audience) when posting content
* have the ability to identify spaces that are official (i.e. visual queue for users)
* have the ability to delegate management rights to specific members of a space
* have the ability to reference users in conversations and notify them
* encourage dialogue (2-way conversation)
* have the ability to post content, comment and reply
* have the ability to upload files
* have the ability to tag files and organize them
* have the ability to share content with a customized audience (not necessarily to a specific space)
* have the ability to co-create content
* have the ability to do version control of documents
* have the ability to gain access to content locked by owner
* have the ability to subscribe to a hashtag, discussion or people
* have the ability to search for information with keywords and filters
* have the ability to filter content
* have the ability to customize a central hub or feed to aggregate all the activities and information that are relevant to a the user, with control of what the user sees
* have the ability to brand a space or environment with the look and feel of the organization
* have the ability to organize content within a space, by themes or project
* have the ability to see all the topics, issues or event that require my attention
* have the ability to view the latest activities
* have the ability to view analytics
* have the ability to onboard new users to the application
* have the ability to onboard users to a space or environment
* have the ability to build strong online communities

## 3.2 Other User Requirements – Out of Scope for Collab app

This section outlines user expectations that should be considered as part of the OADW, which are complementary to the new collaboration service, based on DND use case.

With the functionalities of the collaboration service, OADW shall:

* allow each participant to have a profile with some basic information
  + The user profile should allow users to identify each audience they belong to.
* allow anyone to create an account to access the new collab app (public access to create an account)
* have the ability to create, join and manage events, or link to a third party app that connects with the OADW.

# 4. OADW Dependencies:

This section outlines the dependencies from other OADW services required for the development and release of the collaboration application.

* GCaccount – The account service must be in place and fully functional to allow users to login and connect to the collaboration application.
* GCprofile – the directory profile must be completed and fully functional to use the user’s profile information to populate user information on the app and provide access level rights.
  + Basic contact info
  + Organization and team information – this will be used by the collaboration app to define work spaces/groups and content access
  + Colleague recommendations

# 5. Minimal Viable Product (MVP)

## 5.1 User Requirements

This section outlines the user expectations for the MVP of the collaboration application.

The MVP of the collaboration service shall:

* have the ability to post content and add comments
* have the ability to search for information with keywords and filters
* have the ability to see all the topics, issues or event that require my attention

## 4.1 Dependencies for Collab MVP

This section outlines the dependencies from other OADW services required for the development and release of the collaboration MVP.

* GCaccount – The account service must be in place and fully functional to allow users to login and connect to the collaboration application.
* GCprofile – the directory profile MVP must be completed and fully functional to use the user’s profile information to populate user information on the app and provide access level rights.
  + Basic contact info