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**SADC - ICT Thematic Group Digital Platform**

**System and User Requirements Definition**

Checklist for developing the System and User Requirements

1. **Visitor Interaction:** what will visitors be able to do on this website/platform? List all the activities they will complete while visiting.
2. **Editing, Updates and Administration:** how will the platform/website be updated? Define the process for adding new content and making editorial changes.
3. **Sitemap and Navigation:** what is the structure of the platform/website? List the sections and content categories of the website.
4. **Content Management:** how will content be managed on a day-to-day basis? Is there a need for a Web Content Management System?
5. **Tracking:** what are the reporting needs of the platform/website? Define a list of Key Performance Indicators that stakeholders and other interested people need.
6. **Search Engine Optimization:** how will the platform/website be *'promoted'* in organic search results? List the items and activities to enable this, such as, a unique title and description tag on every page.
7. **Editor Interface:** how will editors update platform/website content? Define the editor environment and everything required to allow editors to do their job.
8. **Accessibility:** how will people with special needs use the platform/website? List the requirements to allow access by screen-readers etc.
9. **Styling and Design:** what is the look, feel and brand of the platform/website? Identify the broad styling and design considerations.
10. **Security:** what will be in place to make sure the platform/website is secure and safe for visitors to use? List all security considerations.
11. **Hosting:** how will the platform/website be hosted? Identify the type of hosting (cloud or physical servers) and the site (own hosting or third-party).
12. **Maintenance and Support:** what are the requirements for supporting the platform/website? Define the time periods and level of support needed, including disaster recovery and service continuity.
13. **Other Requirements:** list anything not covered in other sections of the document.
14. **Exclusions:** anything that will not be delivered as part of this project.
15. **Considerations:** list anything that needs accounting for as part of this work and any constraints that may exist.
16. **Assumptions:** list any assumptions made about the proposed platform/website.