

# 1. Must Have features

Here are the top "Must Have" features for the site:

1. Search & Navigation
  - Prominent search bar at the top of each page with bilingual support (English/French)
  - Persistent floating menu combining PSB guides, pricing info, job aids, and TELUS apps/tools
  - Persistent breadcrumb trail for navigation
2. Homepage Essentials
  - Today's Hot Offers section
  - Recent technical bulletins and HBR policy changes
  - Hardware Business Rules
  - PSB Rules updates section
  - System outages and service alerts banner (to be displayed when there is an alert required)
3. Content Management
  - Mini-table of contents (visible while scrolling through long articles)
  - Last updated date on all documentation
  - Clear identification of new/updated content at top of page to show if page/document is new or updated. If updated then add a summary of updates
  - Flexible content detail levels for on-the-job support learning
  - Job aids section for technicians
  - Billing content grouped by job type, product type, and work type
4. Security & Authentication
  - Streamlined VPN authentication process on mobile devices
  - Persistent authentication across internal sites
  - VPN session expiration notifications
5. Language & Regional Features
  - Automatic content display based on language preferences
  - Separate French and English versions of technical documentation
  - Quebec-specific installation requirements and building codes
  - Region-specific billing rules
6. Technical Documentation
  - Step-by-step installation guides with photos
  - QA checklist for each job type
  - BAU equipment/hardware installation rules
  - Visual diagrams of equipment/hardware network topology
  - Quick access to support numbers
7. Communication Features
  - Ability to share learning content via Google chat, email, or SMS

- Feedback/comments option that will automatically tag feedback to the content owner
- Ability to ask questions within Articles/pages and tag others
- Ability to notify audience with new communications/offers/updates - priority message alert (mobile app)

## 2. Web Page types

Based on the user stories and essential features, this site would likely have the following types of pages:

1. Homepage
  - Main landing page with search bar, hot offers, recent updates, and alerts
2. Navigation Pages
  - Site map or menu structure page
  - Category landing pages for different sections (e.g., Technical, Sales, Billing)
3. Documentation Pages (On the job support)
  - Job aids and quick reference guides
    - i. Technical guides and manuals
    - ii. Installation guides with step-by-step instructions and photos
    - iii. Hardware and equipment documentation
  - Product pricing and offers
  - Billing rules and procedures
  - Policy documents
4. Learning and Training Pages
  - Learning Paths - Curriculum training content
    - i. New Hire - Copper
    - ii. New Hire - Fibre
    - iii. New Hire - SmartHome Security and SmartHome+
    - iv. Value Centre
    - v. Value Generation
    - vi. Reliability
    - vii. Customer First
    - viii. Aerial Outside Plant
    - ix. Safety
  - Learning Library - Self-directed learning/training content
    - i. Courses/Videos/Simulations by length
    - ii. Content filter by type/modality( eLearning, videos, simulations)
    - iii. Content by topic/skill
    - iv. Content by role for personalization:
    - v. Manager learning corner - KPI improvement topic pages (Five Star, Value Generation, Repeats, Completion)
  - Scheduling & Reporting

- i. Safety training calendar with available monthly courses (e.g. defensive driving, working aloft)
  - ii. Request training form (link to Google form to request tenured training) - request TSIPP
  - iii. Training Hours spreadsheet - Spreadsheet with available training hours broken down by GM region
  - iv. Training Hours Report - link to tableau report (go/threport)
  - v. Training completion report for Manager to self-serve training compliance reports (e.g. COC attestation, safety compliance - working aloft, defensive driving, first aid. etc.)
- New Hire Training
  - i. New hire onboarding checklist (for New Hire, Mentor and Manager) in Google sheets (makes a copy)
  - ii. Request training form (link to Google form to request new hire)
  - iii. Generic New Hire training schedule spreadsheet
  - iv. New Hire Programs (each program gets its own page, 15 pages that will contain direct links to TeamHub Programs)
  - v. New Hire Playbook - manager process documents (google doc)
- 5. Search Results Page
  - Displaying results from the site-wide search function
- 6. Regional-Specific Pages
  - Quebec-specific (InfoTech)
  - Region-specific billing rules and procedures
- 7. Tools and Resources Pages
  - TELUS apps and tools directory
  - QA checklists for different job types
  - Job specific tools
- 8. Support Pages
  - Contact information and support numbers
  - FAQ or Help section
- 9. User Profile/Preferences Page
  - Language preferences settings
  - Personalization options
- 10. Feedback and Communication Pages
  - Feedback submission form
  - Comments sections on relevant pages
- 11. Authentication Pages
  - Login page
  - VPN authentication page
- 12. Mobile-Optimized Versions
  - Mobile-friendly versions of key pages for field force access
- 13. Offline Access Pages
  - Pages designed for offline viewing or easy downloading

## 3. Menu

Based on the user stories, here's a recommended menu structure:

1. Home
  - Today's Hot Offers
  - Critical Alerts/Updates
  - Recent Technical Bulletins
  - Billing Rules Updates
  - News Ticker (for urgent updates)
2. Technical Resources
  - Installation and Repair Job Aids
  - Hardware Business Rules
  - Equipment/Hardware Network Topology
  - Technical Documentation
  - QA Checklists
  - Support Numbers
3. Training
  - Learning Paths
  - Learning Library
  - Scheduling & Reporting
  - New Hire Training
4. Value Generation
  - Current Pricing & Promotions
  - Sales Resources (Sales Aids, Sales Collateral, Coach Sales training videos, sales investigations, Solicitation Policy)
  - Home Team Sales Incentives and SIP (Sales Incentive Program)
  - Programs (Presidents Club, Referral program, Business Sales Leads)
  - Regional Offers
5. Billing & Rules
  - National Billing Rules
  - Quebec-Specific Rules
  - PSB Guides
  - Building Codes
  - Regional Requirements
6. Products & Services
  - GPON (Fibre)
  - SHS (Smart Home Security)
  - FFH (Future Friendly Home)
  - TV
  - Wi-Fi
  - Copper
  - SmartHome+
  - wHSIA
  - Satellite

- Mascon Cable
- MicroDPU
- New Products
- 7. Support & Resources
  - Policies
  - Contact Information
  - Emergency Procedures
  - Safety Information
  - Feedback Forms
  - Help Documentation
  - TELUS Customer Apps Directory
  - Job-Specific Tools
- 8. Regional Content
  - Quebec Resources (InfoTech)
  - Province-Specific Content
  - Regional Updates
  - Local Requirements

Key Features to Include:

- Persistent floating menu (as per F7)
- Breadcrumb navigation (F16)
- Language toggle (French/English)
- Search bar in prominent location

The menu should be:

- Mobile-responsive
- Collapsible for easy navigation
- Accessible both online and offline
- Customizable based on user role/region
- Available in both French and English

## 4. Back End Features and Functionality

Based on the provided backend user stories, here are the main types of features and functionalities the site would need:

1. Content Management & Authoring
  - Rich text editing with WYSIWYG functionality (B10)
  - Multiple content types support (text, images, videos, PDFs, etc.) (B64)
  - Templating system for various content types (B9, B38, B51, B67)
  - Mobile-optimized content creation (B19, B96)
  - Multimedia library for reusable assets (B100, B101)
  - Custom page layouts (B45, B67)

2. Metadata & Taxonomy
  - Robust tagging system for content categorization (B1, B2, B3, B26, B111)
  - Role-based and audience-based content organization (B84, B87, B91, B92)
  - Multi-language support (French and English) (B5, B103)
  - Predefined tag sets for consistent categorization (B111, B112)
3. Workflow & Publishing
  - Content versioning and history tracking (B53, B73)
  - Scheduled publishing (B16)
  - Draft previews before publishing (B62, B69)
  - Selective publishing of individual pages (B63, B70)
  - Automated content review cycles (B17)
  - Feedback and approval workflows (B113)
  - Real-time publishing for urgent updates (B78)
4. Analytics & Reporting
  - Page view tracking and reporting (B8, B32, B37, B108)
  - Content usage analytics (B40, B52)
  - User feedback tracking (B41, B88)
  - Custom report generation (B107, B108)
  - Content audit reports (B54, B55)
  - Requirements for export capabilities
  - Load times for search
  - Page load time
5. Integration & Technical
  - API access for content (B120)
  - Integration with external systems (e.g., chatbots, learning management systems) (B50, B86, B89)
  - Mobile and offline access support (B56)
  - User authentication and permission levels (B76, B116)
  - Staging environment for testing (B119)
6. Communication & Notifications
  - Push notifications for new content (B33)
  - Email notifications for content updates (B75)
  - Automated notifications for content authors (B60)
7. Other Features
  - Feedback mechanisms for users (B97)
  - Social/community learning features (B102)
  - Data retention and archiving policies (B109, B124)
  - Site architecture documentation (B117, B118)

This backend structure would support a comprehensive content management system with robust authoring tools, advanced metadata and taxonomy capabilities, flexible workflows, detailed analytics, and various integrations to support the needs of different teams and user roles within the organization.

## 5. Gaps

Here are the key gaps identified in your feature set and user stories:

1. Security & Compliance Gaps
  - No user stories about content encryption
  - Missing stories about data privacy compliance (PIPEDA)
  - No mention of security audit logging
  - Missing requirements for secure file uploads
  - No stories about backup and recovery processes
2. Performance & Scalability
  - No performance requirements or metrics defined
  - Missing stories about content delivery optimization
  - No mention of caching strategies
  - Missing requirements for handling peak loads
  - No stories about content migration from existing systems
3. Search Functionality
  - Limited stories about advanced search capabilities
  - No mention of search result optimization
  - Missing stories about search analytics
  - No requirements for faceted search
  - Missing stories about search personalization
4. Accessibility
  - No specific stories about WCAG (Web Content Accessibility Guidelines) compliance
  - Missing requirements for accessibility testing
  - No mention of screen reader compatibility
  - Missing stories about keyboard navigation
  - No requirements for color contrast and text sizing
5. Content Lifecycle Management
  - Limited stories about content deprecation
  - No clear content retirement strategy
  - Missing stories about content duplication detection
  - Limited version comparison features
  - No mention of content restoration processes
6. Integration Gaps
  - Limited stories about third-party tool integrations
  - No mention of SSO implementation
  - Missing stories about API rate limiting
  - Limited integration with existing TELUS systems
  - No mention of monitoring and alerting systems
7. Collaboration Features
  - Limited stories about concurrent editing
  - No mention of content review workflows
  - Missing stories about team collaboration tools

- Limited features for content sharing between teams
  - No mention of change notification systems
8. Localization
- Limited stories about content translation workflows
  - No mention of regional content variants
  - Missing stories about language-specific SEO
  - No requirements for character set support
  - Limited stories about multilingual search
9. Analytics & Reporting
- Limited stories about user behavior tracking
  - No mention of real-time analytics
  - Limited stories about A/B testing
10. Mobile Experience
- Limited stories about offline content synchronization
  - No mention of progressive web app features
  - Missing stories about mobile-specific layouts
  - Limited requirements for mobile performance
  - No mention of device-specific content optimization
11. User Management
- Limited stories about role-based access control
  - No mention of user activity logging
  - Missing stories about user preference management
  - Limited features for team management
  - No mention of user onboarding processes
12. Error Handling & Support
- No stories about error logging and monitoring
  - Missing requirements for system status updates
  - Limited stories about user support features
  - No mention of automated error reporting
  - Missing stories about system health monitoring

#### Recommendations:

1. Add user stories for each identified gap area
2. Prioritize security and compliance stories
3. Develop specific performance metrics and requirements
4. Create detailed integration requirements with existing systems
5. Add accessibility requirements aligned with WCAG standards
6. Develop comprehensive mobile experience stories
7. Create detailed analytics and reporting requirements
8. Add stories for system monitoring and maintenance