

Intranet Training and Administrative documentation web site - Requirements Documentation

Introduction:

The Utilities Billing and Collections division is delegated with the responsibility of setting up utilities accounts, billing and collecting on those accounts, and answering customer questions that pertain to the services provided by the City. The rules and regulations of the division have, overtime, been strewn haphazardly across different individual and shared network drives. We need an intranet system set up to help, maintain, update, and search for particular documents or sections of documents that will help with training procedures.

Purpose:

The purposes of this request is to get a website set up, either internally or externally, that would allow users to search and bring up specific training and procedural documentation. This would consolidate all training documentation so that no matter which office a clerk is at, proper procedures will always be available.

Requirements:

Once the training documentation has been collected, they will be organized into sections and subsections. We require a website to manage those documents. The website should be designed so that:

- a user can search for a particular document from any page,
- bring up specific sections or pages,
- step through a particular sections/subsection.
- A plus would be the ability to add new documentation to existing sections without a need to recode

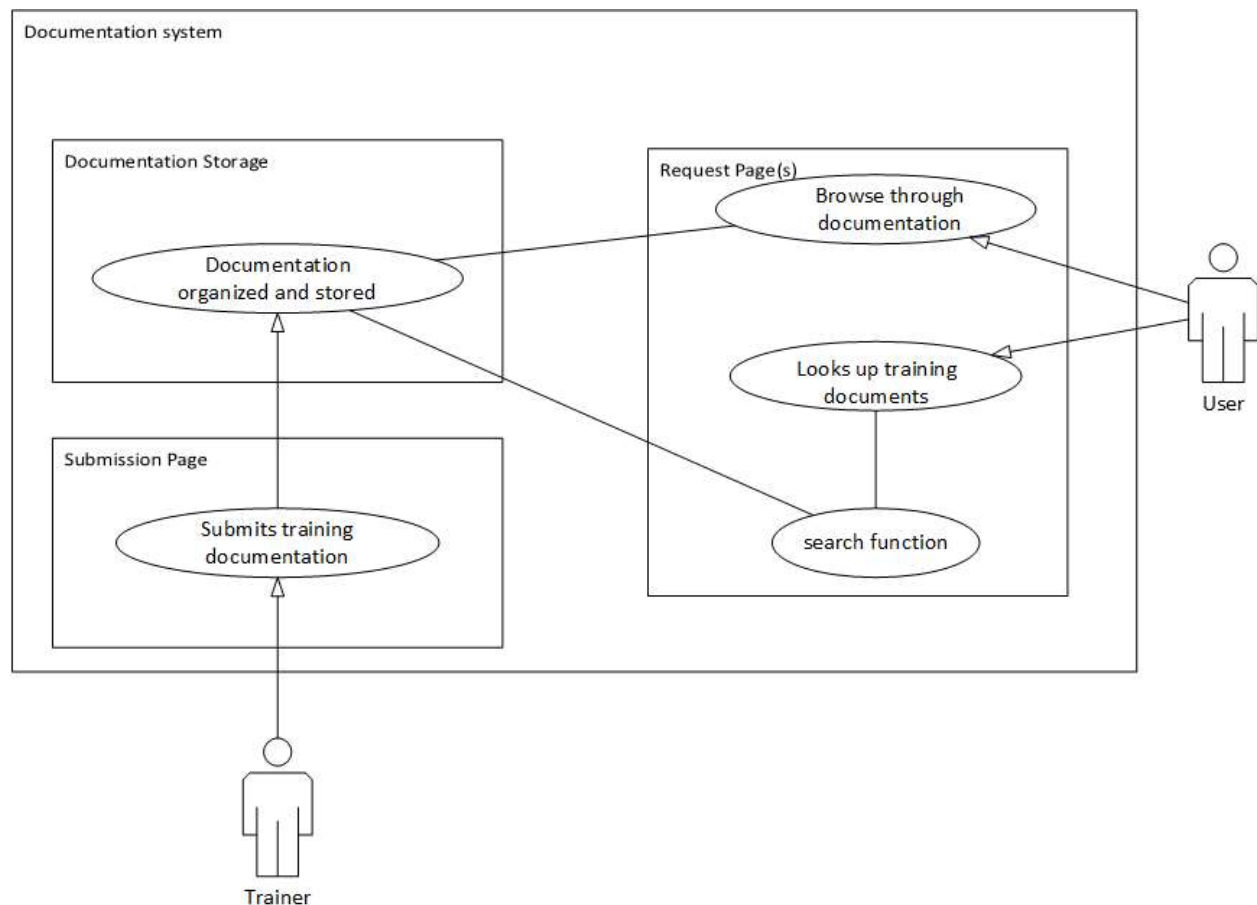
1. Functional Requirements

- a. Have 5 sections for training documentation plus Main page
 - i. Main Page
 - ii. Customer Service
 - iii. Collections
 - iv. Billing
 - v. Field Service
 - vi. Administration
- b. Allow user to search via keywords in documentations and bring back correct documents
- c. Allow user to add/delete/edit new documentation
- d. Automatically update Table of contents when new documentation is added
- e. Allow documentation to be moved from one section to another
- f. Integration of a calendar that allows additions of calendar items

2. Non-Functional Requirements

- a. Color must follow city guidelines
 - i. White and navy blue
- b. Have a common navigation bar
- c. Provide links to other pages on each page in the header
- d. Font must be Arial
- e. Links must be icon and text
- f. common footer must have contact information for the administrator of the site
- g. Menu items should drop down or appear upon click or hover over link
- h. Documents should open up in a different tab/window...user should not have to choose between 'download' and 'viewing'.
- i. Each page should include a picture.

Use Diagram:



General Page Layout:

