

5 Non – Functional Requirements

OVERVIEW

- 5.1 As stated previously, the nature of this document means that the requirements contained in this section concentrate on external requirements (such as interoperability, legislative requirements and general standards) and a number of “good practice” requirements (such as training and documentation).
- 5.2 Public authorities should consider their own processes, procedures and standards when extending these generic requirements to meet their own needs. The following is a non-exhaustive list of other areas that should be considered:
- System Availability
 - Normal “Hours of Service” (i.e. allowing for backups etc.)
 - Remote Access
 - Performance Requirements
 - Speed of Response
 - Anticipated volume of data
 - Number of users (now/future)
 - Maintenance & Support Arrangements
 - In-house standards for Database / Operating System / Programming Language etc.

DETAILED REQUIREMENTS

Security

ID	Description	Priority
N-SC-01	The system must require each user to enter a User ID & Password to gain access and allow an effective audit trail of how RFIs are processed to be maintained. <i>This may be achieved via a separate login or via the user's network login details.</i>	E
N-SC-02	The system must be capable of supporting different types of users, who have associated permissions within the system	E

Language

ID	Description	Priority
N-LG-01	The system shall be compliant with requirements laid down in the Welsh Language Act 1993 i.e. full provision for support of the Welsh Language This shall include: <ul style="list-style-type: none"> ▪ Acceptance of RFIs that have been submitted in Welsh ▪ The user interface of the system (<i>where applicable</i>) ▪ Production of correspondence for the applicant 	E
N-LG-02	The system shall support receipt of RFIs in languages other than English i.e. to cater for public authorities "audience". <i>In the case of automated correspondence, this may entail use of automated translation services – normal business processes for translation could be employed to address this requirement.</i>	D

Documentation / Online Help

ID	Description	Priority
N-DC-01	A System Administration manual shall be provided that covers all system administration functions of the system.	HD
N-DC-02	An extensive online help facility shall be provided that covers all user functions, is indexed and fully searchable. <i>Ideally the help facility should be context sensitive.</i>	HD

Training

ID	Description	Priority
N-TR-01	Users will require training in how to use the system; training must be tailored to match the different roles of the users. <i>Ongoing training is needed to cater for staff turnover and changes in role.</i>	HD

Usability

ID	Description	Priority
N-US-01	The system shall provide a consistent user interface, menus and commands across all parts of the application to assist new users in getting "up to speed". <i>This is particularly important where public authorities have areas of high-staff turnover.</i>	HD
N-US-02	The system shall produce meaningful error messages that give users a clear prompts as to how to take corrective action	HD

Compliance with Standards

ID	Description	Priority
N-ST-01	<p>The system shall comply with the Office of the e-Envoy's e-Government Interoperability Framework (e-GIF) standards.</p> <p>The key elements of e-GIF include:</p> <ul style="list-style-type: none"> ▪ universal adoption of common specifications used on the Internet and World Wide Web ▪ adoption of XML as the primary standard for data integration ▪ adoption of the browser as the key user interface ▪ addition of metadata to government information resources ▪ development and adoption of the e-GMS (e-Government Metadata Standard) based on the international Dublin Core model ▪ development and maintenance of the GCL (Government Category List) 	E
N-ST-02	<p>The system shall comply with the Office of the e-Envoy's e-Government Metadata Standard (e-GMS).</p> <p>e-GMS provides a common base standard for metadata, by defining a superset of metadata terms (elements, refinements and encoding schemes) used by the public sector for a wide range of information systems.</p> <p>Mandatory elements within e-GMS include:</p> <ul style="list-style-type: none"> ▪ Accessibility: Indicates the individual piece of information's availability & usability to specific groups. ▪ Coverage: The extent or scope of an individual piece of information (this could either on a temporal or spatial basis). ▪ Creator: The individual contributor responsible for adding the information to the system. ▪ Date: A date associated with an event in the lifecycle of a specific piece of information. ▪ Identifier: An unambiguous reference to a piece of information within a given context. ▪ Language: Used to specify the language associated with a specific piece of content. ▪ Publisher: An entity/organisation responsible for making the information available. ▪ Subject: The topic(s) that piece of information relates to (this is also related to the GCL – see above). ▪ Title: A name given to an individual piece of information. <p>It should be noted that some of the information types defined in Appendices A, B and C will address some of these metadata elements.</p>	E
N-ST-03	<p>The system shall comply with the UK Government Data Standards Catalogue (GDSC) that specifies standard format and validation rules for those information types indicated in Appendices A, B and C.</p>	E
N-ST-04	<p>The system shall comply with the National Archives' Requirements for Electronic Records Management Systems, 2: Metadata Standard.</p>	HD

ID	Description	Priority
N-ST-05	<p>The system shall have a user interface that provides accessibility for visually / physically impaired users, including requirements specified in the Disability Discrimination Act 1995.</p> <p><i>It should be noted that government websites are required to be universally accessible, by ensuring compliance with the World Wide Web Consortium's (W3C's) Web Accessibility Initiative (WAI). This policy is interpreted as meaning that all new or redesigned UK government websites should achieve a minimum A rating (all Priority 1 checkpoints are satisfied), which is the lowest level of WAI compliance.</i></p>	E
N-ST-06	<p>The system shall store all dates in a format compliant with ISO 8601</p> <p>Dates shall be formatted as YYYY-MM-DD where YYYY is the year in the usual Gregorian calendar, MM is the month of the year between 01 (January) and 12 (December), and DD is the day of the month between 01 and 31</p> <p>Time shall be formatted as hh:mm:ss where hh is the number of complete hours that have passed since midnight (00-24), mm is the number of complete minutes that have passed since the start of the hour (00-59), and ss is the number of complete seconds since the start of the minute (00-60)</p>	E
N-ST-07	If the system uses an underlying relational database, it must conform to the SQL standard ISO/IEC 9075.	E
N-ST-08	The system must conform to BS7799 Information Management Security.	E

Backup & Recovery

ID	Description	Priority
N-BR-01	The system shall provide back-up and recovery facilities for all data held within the underlying database.	E