

Appendix B. Functional Requirements: Web Content Management

Web Content Management technology addresses the content creation, review, approval, and publishing process of Web-based content. Key features include creation or authoring tools or integrations, input and presentation template design and management, content reuse management, and dynamic publishing capabilities.

GENERAL QUESTIONS *(If possible, please limit responses to one page or less.)*

- A. Describe your philosophy on the relationship between web content and presentation. Please include a concise statement of your company's philosophy on the web content management system's role in determining site design.
- B. Concisely describe the benefits of your proposed solution for the stakeholders in this system (Content creators, site designers, site programmers/developers, approving managers and end-users).
- C. Briefly describe your web content management capabilities related to content publishing and quality control.
- D. Briefly describe how your web content management solution addresses personalization and the ability to customize content presentation by user role or profile.
- E. Briefly describe how your web content management solution integrates with other enterprise content management components.
- F. What features/benefits set your products/services apart from your competitors in the area of web content management? Provide specific examples and explain why your solution is the "right" solution for the California AOC, Courts of Appeal and Supreme Court.

DETAILED REQUIREMENTS

Response Key:

1	Item is "Out Of Box"- indicate module
2	Item will be included in future release - specify version and date
3	Item addressed by 3rd party integration- specify partner
4	Item requires customized code to be written- estimate level of effort and cost
5	Item not addressed by solution

B1. Content Creation

B1.1	REQUIREMENT	NUMERIC RESPONSE	ADDITIONAL INFORMATION/COMMENTS
B1.2	System shall support tools to facilitate metadata generation during content item creation, including keyword "pick lists" to allow metadata to be chosen from a pre-defined schema.		
B1.3	System shall provide the ability to create a number of predefined and/or customizable templates using a combination of elements including: navigational elements driven out of a metadata repository and defined taxonomy, static links to other internal/external sites, pages or applications, plain/formatted text elements, images and aggregated content items.		
B1.4	System shall provide the ability to create and edit site links using a simple browser template option.		
B1.5	System shall provide the ability to create an automated "breadcrumb" trail.		
B1.6	System shall provide the ability to create new navigation structures with a minimum of effort.		
B1.7	System shall provide the ability to create, edit and spell check text using a simple browser template option.		

B1.1	REQUIREMENT	NUMERIC RESPONSE	ADDITIONAL INFORMATION/COMMENTS
B1.8	System shall provide the ability to easily create web-based forms (e.g. Feedback, Notification, membership registration). The forms will validate input data within the form. If possible, this shall be a "wizard" like tool usable by non-technical users.		
B1.9	System shall provide the ability to build navigation structures in languages other than English (LOTE).		
B1.10	System shall provide the ability to import and manage images using a simple browser template option		
B1.11	System shall provide the ability to import content items or attachments from the AOC standard operating environment using a simple browser template option.		
B1.12	System shall provide the ability to automatically generate and update a site map for each website.		
B1.13	System shall provide the ability to automatically set or change dates for review, publication and expiry of a content item dependent on AOC business rules (e.g. author, content item type or site standard/policy for review dates).		
B1.14	System shall provide the ability to manually set overrides for content review, publication and expiry dates.		
B1.15	System shall provide the ability to review/approve content and metadata within a single workflow process.		
B1.16	System shall provide the ability to create chunks of content that can be published in multiple site locations.		
B1.17	System shall provide or integrate		

B1.1	REQUIREMENT	NUMERIC RESPONSE	ADDITIONAL INFORMATION/COMMENTS
	with tools used to author web based programs that can generate dynamic content in several formats (e.g. pdf, html, xml, rtf).		
B1.1	System shall provide the ability to create items of content for delivery in multiple environments and for multiple files in a single environment.		

B2. Content Publishing and Quality Control

ITEM	REQUIREMENT	RESPONSE	COMMENTS
B2.1	System shall support central and decentralized role-based content publishing.		
B2.2	System shall support automatic publication of content items based on completion of review/approval workflow processes.		
B2.3	System shall provide a link checking utility able to detect, notify, manage and allow maintenance of broken links.		
B2.4	System shall provide the ability to easily/automatically maintain the integrity of internal site links.		
B2.5	System shall provide the ability to automatically check for, identify, notify and update/refresh links that reference content that has been moved, removed or expired.		
B2.6	System shall provide the ability to maintain synchronization, automatically updating appropriate content used by multiple pages or sites so that it remains consistent.		
B2.7	System shall provide the ability to manage versions of individual content items and pages (e.g. including details of records such as publishing and revision dates, activities, content creator).		

ITEM	REQUIREMENT	RESPONSE	COMMENTS
B2.8	System shall provide the ability to manually override automatically generated review and expiry dates for content items based on role.		
B2.9	System shall provide the ability to migrate content and links to another CMS.		
B2.10	System shall provide the ability to migrate existing web content and structure into the CMS from legacy sites, systems and data repositories.		
B2.11	System shall provide the ability to publish/unpublish a single item of content in multiple delivery environments with the option of different delivery requirements/templates (e.g. displayed on Intranet, Extranet and Internet sites).		
B2.12	System shall provide the ability to publish multiple variations of a single content source to a variety of web page contexts on the same website or to different websites (e.g. for different audiences, languages, summary or full version of the content item).		
B2.13	System shall provide the ability to schedule the automatic publication or removal of content items within a single site or across more than one website generated by the CMS.		
B2.14	System shall provide the ability to publish/unpublish content items to more than one website generated by the Web CMS.		
B2.15	System shall provide the ability to publish/unpublish content items to one or many locations within a single site.		
B2.16	System shall provide the ability to search, preview and replace a content item across the site or sites		

ITEM	REQUIREMENT	RESPONSE	COMMENTS
	managed by the Web CMS based on AOC business rules.		
B2.17	System shall provide the ability to view content items in-context via a browser, to see how the content item will appear in the website- (what you see is what you get) preview. The browser option shall ensure the preview pages are not exposed to external search engines.		
B2.18	System shall provide the ability to view a list of content items based on status of review and expiry dates.		
B2.19	System shall provide the ability to view all changes of content in previous version.		
B2.20	System shall provide the ability to view history of all template changes.		
B2.21	System shall provide the ability to view history of content changes.		
B2.22	System shall provide check-in/check-out control for each content item stored in the content repository.		
B2.23	System shall support delivery of content items to a range of delivery channels and technologies, covering both on-line and off-line and including SMS/Mobile Phones, WAP, Palmtops, Interactive Digital TV, Interactive Voice Recognition, fax and print.		
B2.24	System shall support automatic updating of navigation structures as the site structure, predefined templates and content items are updated.		
B2.25	System shall provide the ability to publish content in Languages other than English (LOTE).		
B2.26	System shall provide the ability to		

ITEM	REQUIREMENT	RESPONSE	COMMENTS
	edit content items and route for review/approval without affecting the published work.		
B2.27	System shall provide the ability to set, validate and enforce mandatory compliance and performance standards/rules (e.g. accessibility compliance, page size and speed or broken links).		
B2.28	System shall provide the ability to import/export associated content records (eg metadata).		
B2.29	System shall provide reports on associated content records.		

B3. Content Presentation

ITEM	REQUIREMENT	RESPONSE	COMMENTS
B3.1	System shall provide the ability to modify a navigation menu look and feel via templates.		
B3.2	System shall provide the ability to modify the navigation structure while automatically maintaining links to published content items.		
B3.3	System shall provide the ability to select from a number of predefined and/or customizable templates to control the visual presentation of content items.		
B3.4	System shall provide the ability to separate design from content through the use of templates.		
B3.5	System shall provide the ability to generate delivery templates and published content using Cascading Style Sheets (CSS).		
B3.6	System shall adhere to section 508 standards for disabilities. Standards shall apply to both CMS output and to the solution interface used by administrators and content developers. (1194.21 and 1194.22)		
B3.7	System shall comply with W3C web standards.		

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B3.8	System shall provide the ability for users to personalize the look of the entry page (e.g. My Page concept) and choose to add a number of links/services to their customized page.		
B3.9	Ability to display content items and search for content in languages other than English (LOTE).		
B3.10	System shall support explicit customization of information delivery by user and/or user role. The system shall have the ability to tailor content and content presentation based on data provided by the user, an established/stored user profile or user type (e.g. presiding judge, attorney, AOC Manager) or logged by the system for anonymous site visitors or guests.		
B3.11	System shall have the ability to save data entered by users in context of the site or web based program (and associate with user profile, if available).		
B3.12	System shall provide logging/tracking tools to support customization, e.g. the delivery of tailored or specific information and services to an anonymous site visitor.		
B3.13	System shall provide the ability to generate a plain English URL for key web pages for easy referencing by non-technical end users and search engines.		
B3.14	System shall enable administrators to manually create a specific URL link for a site page.		

B4. Interdependencies

ITEM	REQUIREMENT	RESPONSE	COMMENTS
B4.1	Web content management component shall integrate seamlessly with other key modules of the ECM solution, including digital asset management, document management, learning content management and business process management.		
B4.2	System shall support content contribution from external (non-network) parties.		
B4.3	System shall provide the ability to integrate with site analytics and reporting tools and services (e.g. WebTrends).		
B4.4	Ability to integrate with third party workflow processes for cross-system workflow management (example: ability to integrate with Peoplesoft for recruiting workflow management).		
B4.5	System shall provide the ability to interface with the AOC MS Exchange systems for workflow tasking, scheduling and collaboration.		
B4.6	System shall have the ability to integrate with Appellate Court Case Management System for e-filing; system shall support programmatic retrieval of documents via the case management system and document management system.		
B4.7	System shall support both inbound and outbound content syndication (e.g. inbound: news, weather, police alerting services; outbound: RSS feeds).		
B4.8	System shall have the ability to receive chunks of content,		

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	aggregate and/or present content from external sources (e.g. California Trial Court websites), and make that content available for reuse (via RSS feeds or other mechanisms).		

B5. Technical

ITEM	REQUIREMENT	RESPONSE	COMMENTS
B5.1	System shall provide a reliable and stable CMS with a proven capability and continuous high levels of up-time based on AOC service level agreement (SLA).		
B5.2	System shall provide an open Application Programming Interface (API) and standard architecture to connect and interact with external systems.		
B5.3	System shall provide a site page authoring system that requires minimal training and can be used by non-technical users.		
B5.4	System shall provide the ability to integrate with products included in AOC standard operating environment (SOE) (eg MS Office, Exchange, reporting tools, search tools).		
B5.5	System shall integrate with SiteMinder, the chosen AOC authentication tool.		
B5.6	System shall provide the ability to integrate with Active Directory (AD) for workflow routing and notifications.		
B5.7	System shall provide monitoring of deployment to production and notification of deployment failures or system problems.		
B5.8	System shall provide navigation		

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	menus that support a minimum of four levels of template-driven navigation.		
B5.9	System shall support scalability of sites and system as AOC sites, content, workflow and usage increases or decreases.		
B5.10	System shall support development, testing / staging and production environments, and control of movement between each.		
B5.11	System shall support automatic and manual creation/management of versions or snapshots of individual components, site sections or entire web sites.		
B5.12	System shall provide tools to compare, track and roll back individual components, site sections or entire web sites to a prior version or “snapshot.”		
B5.13	System shall provide version control management for content and templates in development, test/stage and production environments.		
B5.14	System shall provide tools to support deployment of sites, including externally hosted sites, across a number of internally and externally hosted servers.		
B5.15	System shall support storage and retrieval of a wide range of common and AOC standard content types: structured content (e.g. database data, Microsoft Excel spreadsheets, forms and transactions); documents (e.g. Microsoft Word, Acrobat PDF, RTF, TXT, XML and HTML pages); presentations (e.g. Microsoft PowerPoint presentations, drawings, plans and maps, images, audio, video) and		

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	other "rich" media.		
B5.16	System shall provide the ability to import/export content items into an agreed markup language (e.g. to make a copy of the website on CD-ROM).		

END OF APPENDIX