

International Networks

D1 Assessment

20th November 2019

Criterion:

User Centred

Evidence:




International Networks User
Needs

IN User Needs



Users:

GS = GlobalScot NGS = non-GlobalScot SE = staff P = partner S = stakeholder



UN1 - Having a fuller picture of a GlobalScot
As a network member, I want to be able to understand the full breadth of a GlobalScot's experience and interests, so that I can better identify contacts that can help my business




UN2 - Feeling valued and utilised
As a GlobalScot, I want to feel that I am providing value to the network, so that my professional experience is utilised to the full





UN3 - Become a GlobalScot
As a network member, I want to become a GlobalScot, so that I can elevate my business and professional profile internationally



UN4 - Belong to a diverse, inclusive network
As a network member, I want to be part of an inclusive network with different experiences and expertise, so that I feel my business needs and experiences will be listened to




UN5 - Having easier access to network members
As a stakeholder, partner or staff member, I want to have easier access to network members, so that I can take advantage of their expertise for the benefit of my customer or colleague




UN6 - Feeling connected
As a GlobalScot, I want to feel connected to the network and to Scotland, so that I feel my contribution is recognised and valued




UN7 - Interaction options with other network members
As a network member, I want to be able to interact with other network members in a variety of ways, so that I can benefit from their knowledge and expertise, and share my experience and expertise



UN8 - Access to information relevant to me
As a network member, I want to be able to access relevant and up-to-date information, so that I can make better informed business decisions



UN9 - Access to specific advice and guidance
As a network member, I want to be able to request advice or assistance from a GlobalScot or other network member, so that I can get specific, targeted advice for my business




UN10 - Monitoring network activity
As a staff member, I need to be able to monitor network activity, so that I can prompt action and updates if needed




UN11 - Assigning an Engagement Partner
As an administrator, I need to be able to assign an Engagement Partner to a newly appointed GlobalScot, so that the GlobalScot receives the correct level of introduct...



UN12 - Be able to interact and collaborate with network members
As a network member, I want to be able to have a range of ways to work and collaborate with other network members, so that I can choose how to interact and get involved



UN13 - Being able to share sensitive information securely
As a network member, I want to be able to securely share information about my business with other network members, so that I can get the right support for my business



UN14 - Be able to provide advice and guidance
As a GlobalScot, I want to be able to easily provide advice and guidance to other network members, so that I can make the best use of my time and expertise as part of the network

UN15 - Facilitating network activity
As a staff member, I want to be able to interact easily with network members, so that I can provide support to members seeking advice, information or connections

UN16 - Verify and accredit high-tier GlobalScots
As a staff member, I need to be able to verify high-tier GlobalScots before they are appointed, so that I can maintain the credibility of the network

UN17 - Maintain human contact
As a network user, I want to know that I can interact with a human being if I want to, so that I feel part of a human-centred network and not just a 'platform'

