SEP - Service Content manager

General	Onboarding	Login	Add new service	Modify existing service	Feedback - Customer and partners	Search	Reporting & Analytics	Alerts / Notifications	Logout	End

1 — 'easy' out of the box

- **General:** SEP admin portal webpage hidden from search engines; view dashboard with key functionalities; can find the details of a service owner to contact them (name + email); regular meeting for partners to agree content alignment - potential crossover
- **Onboarding:** Get an account; Get style guide for SEP content
- **Login:** Can login; Can reset password; "Remember Me": For non single sign on instances
- **Add new service:** discuss service off line with team; complete template relevant to my service; set publish/expiry date (not more than 6months in the future); preview my service content; can copy existing content of a service to then edit and create a new one
- **Modify existing service:** delete service -> inform KB and EFRS; Edit service -> inform KB and EFRS; Content auto expire
- **Search:** service overview; Content Reporting; can search all the services by: tags, authors, keywords, dates, expiry date; Can compare /contrast similar services in one partner catalogue
- **Reporting & Analytics:** KPIs/Metrics: Need to know performance against; audit trail report on system access and Service editing
- **Alerts / Notifications:** can get notification when a specific service they are interested in changes; can get notification when a service expire or is published (28d - 14d - 7d -48h - 24h - final state); Receive alerts from system about any problems
- **Logout:** Can log out of SEP on the current device; Can log out of SEP on all devices (that they may be currently logged into); System will log me out if I forget - session time out should be 30min
- **End:** Can't access the portal when my role ends - but my content stays

2 — dev (or other) work needed but high for partners

- **General:** spell checker for UK English; confidence that there is a plan in place for maintenance of Umbraco is there is a technical problem - quick resolution of issues; shared definition of terms and products / services
- **Add new service:** Specify a routing for webform; Set right tag/category for my service; training needs / KB content to add

3 — dev (or others) work needed but Really good to have for partners

- **General:** Activity stream view since last login
- **Login:** Single sign on with related SEP services such as Knowledgebase
- **Add new service:** preview my service content in situ (can use filters etc...); system to require peer review before content go live; Get inline tips when adding new content
- **Search:** can find/filter all the services matching some tags to be able to compare /contrast similar services for all partner; can search all the services by how much time the content has been live (is this possible?)
- **Reporting & Analytics:** View back-office reporting of service and enquiries (google analytics); For ALL services Need input/review on site usage and how many people are using my services drop off, what is accessed number of views / enquiry submission; For big services Need input/review on site usage and how many people are using my services drop off, what is accessed number of views / enquiry submission
- **Alerts / Notifications:** Can specify their preferences for receiving SEP alerts. Email or ?; Receive alerts for issues raised

? — out of scope or not sure it's needed

- **General:** post beta: monthy round up of projects, what's new, what people are planning (more for comms); I want a manual and or training to learn how to use the CMS (skype sessions or face to face)
- **Onboarding:** Single sign on with my own EIS account supported systems
- **Add new service:** Suggestion: to avoid duplication of content could partner put content from the portal for their own website? (H4) - if some content template for example; Respect partners workflow processes; Specify an SLA for my service - discussions ongoing might not be doing that and have a single SLA for all?
- **Feedback - Customer and partners:** can see customer feedback on my service
- **End:** partner leaving SEP - remove all related content; partner can extract their content to reuse elsewhere

reviewed since meeting with partners on the 09/09/19