

International Networks

Needs & Features

April 2020

User Needs

UN1	Understand the benefits of joining upfront
UN2	Get easy access to the network
UN3	Having a fuller picture of a GlobalScot
UN4	Belong to a diverse, inclusive network
UN5	Interaction options with other network members
UN6	Be able to interact and collaborate with network members
UN7	Being able to share and manage sensitive information securely
UN8	Access to information relevant to me
UN9	Access to specific advice and guidance
UN10	Become a GlobalScot
UN11	Feeling valued and utilised
UN12	Feeling connected
UN13	Be able to provide advice and guidance
UN14	Having easier access to network members
UN15	Manage all network members accounts
UN16	Assigning an Engagement Partner
UN17	Facilitating network activity
UN18	Monitoring network activity
UN19	Maintain human contact
UN20	Get off-line help
UN21	Migrate from old site

User Needs		Feature
UN1	Understand the benefits of joining upfront	SEPFEAT0009: Homepage Content
UN2	Get easy access to the network	SEPFEAT0010: Registration
UN3	Having a fuller picture of a GlobalScot	SEPFEAT002: Member Profiles SEPFEAT0013: Case Studies (Spotlight)
UN4	Belong to a diverse, inclusive network	NFR
UN5	Interaction options with other network members	SEPFEAT0023: User Messaging SEPFEAT0015: Community Feed (Pulse) SEPFEAT006: Events SEPFEAT0014: Projects (Challenge)
UN6	Be able to interact and collaborate with network members	SEPFEAT0023: User Messaging SEPFEAT0015: Community Feed (Pulse) SEPFEAT006: Events SEPFEAT0014: Projects (Challenge)
UN7	Being able to share and manage sensitive information securely	SEPFEAT0023: User Messaging SEPFEAT0015: Community Feed (Pulse) SEPFEAT006: Events SEPFEAT0014: Projects (Challenge)
UN8	Access to information relevant to me	SEPFEAT0022: Login SEPFEAT007: Account Management SEPFEAT0021: User Dashboard SEPFEAT0017: User Notifications SEPFEAT00016: News
UN9	Access to specific advice and guidance	SEPFEAT002: Member Profiles SEPFEAT0013: Case Studies (Spotlight)
UN10	Become a GlobalScot	SEPFEAT0010: Registration
UN11	Feeling valued and utilised	NFR
UN12	Feeling connected	NFR
UN13	Be able to provide advice and guidance	SEPFEAT0023: User Messaging SEPFEAT0015: Community Feed (Pulse) SEPFEAT006: Events SEPFEAT0014: Projects (Challenge)
UN14	Having easier access to network members	SEPFEAT0023: User Messaging SEPFEAT0015: Community Feed (Pulse) SEPFEAT006: Events SEPFEAT0014: Projects (Challenge)
UN15	Manage all network members accounts	SEPFEAT0024: Account Management (Staff)
UN16	Assigning an Engagement Partner	SEPFEAT005 Assisted Digital
UN17	Facilitating network activity	SEPFEAT0023: User Messaging SEPFEAT0015: Community Feed (Pulse) SEPFEAT006: Events SEPFEAT0014: Projects (Challenge)
UN18	Monitoring network activity	SEPFEAT004: Reports
UN19	Maintain human contact	SEPFEAT005 Assisted Digital
UN20	Get off-line help	SEPFEAT005 Assisted Digital
UN21	Migrate from old site	SEPFEAT0018: GS Data Migration SEPFEAT0019: Domain Name / Beta Plan

Key



GlobalScot



Non GlobalScot



SE Staff



Stakeholder



Partner

Type

Stated

What the user says they need to do

Created

Result from the specific approach we have taken in designing the service

Intrinsic

What the user just assumes we are doing for them

Stated

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

GS

NGS

SEPFEAT003 Member Search	Membership
As a user I want to find people with the right knowledge and experience that I need So that they can help me	

SEPFEAT0020 HELP REQUEST	Request Help
As a user I want to be able to ask for help from GS/Business leaders So that I can get support to grow my business	

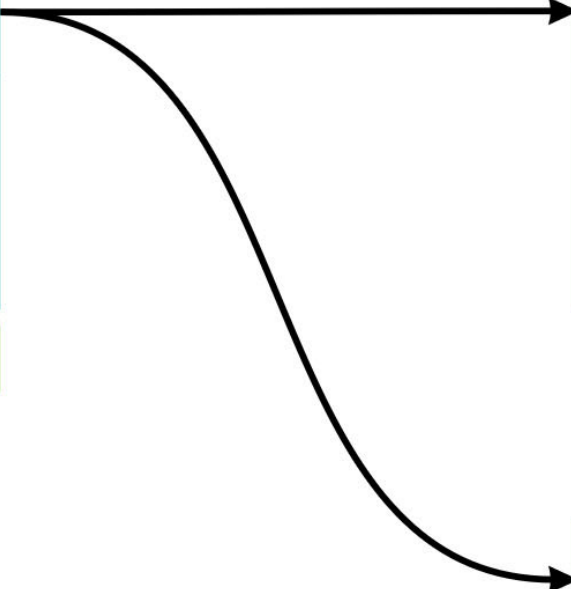
Created

UN3 - 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

GS

NGS



SEPFEAT002 Member Profiles	Membership
As a user I want to see details of members/gs experience and background So that I can know if they are the right person to help me.	

SEPFEAT0013 Spotlight (Case Studies)	Membership
As a user I want to see case study/deeper dive on GlobalScots that are relevant to me So that I can - Feel a more human connection with	

Created UN1 - Understand the benefits of joining upfront

As an unregistered user, I want to be able to understand what benefits I'll get from joining the GlobalScot network upfront, so that I can make an informed decision about whether to register or not

GS NGS

SEPFEAT009
Homepage Content.

As a GS/Non-GS
See information on the homepage
So that I understand what GS Network is and what is in it for me

Home \ Dashboard

Created UN2 - Get easy access to the network

As an unregistered user, I want to be able to join the network easily, so that I can access support as quickly as possible

GS NGS

Created UN10 - Become a GlobalScot

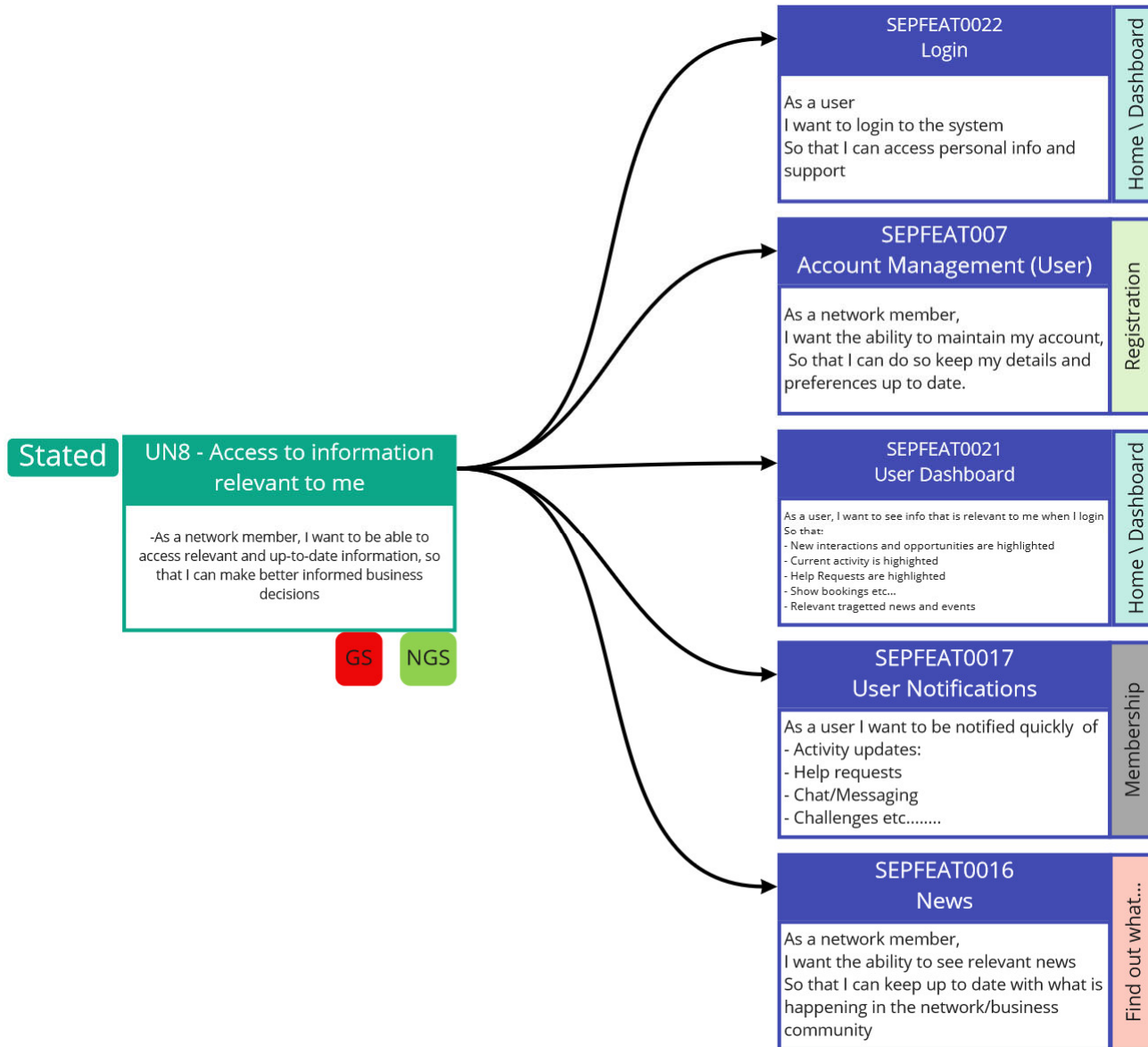
-As a network member, I want to become a GlobalScot, so that I can elevate my business and professional profile internationally

NGS

SEPFEAT0010
Registration

I want to be able to register.
So that I can be part of the network.

Registration



Stated

UN19 - 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'

P S SE GS NGS

Stated

UN20: Get Off-Line help

-As a user
I want to be able to contact someone by phone to help with a network registration or interaction
So that I am not restricted from participating by not having internet access (or wanting to use the Internet)

GS NGS

Created

UN16 - Assigning an Engagement Partner

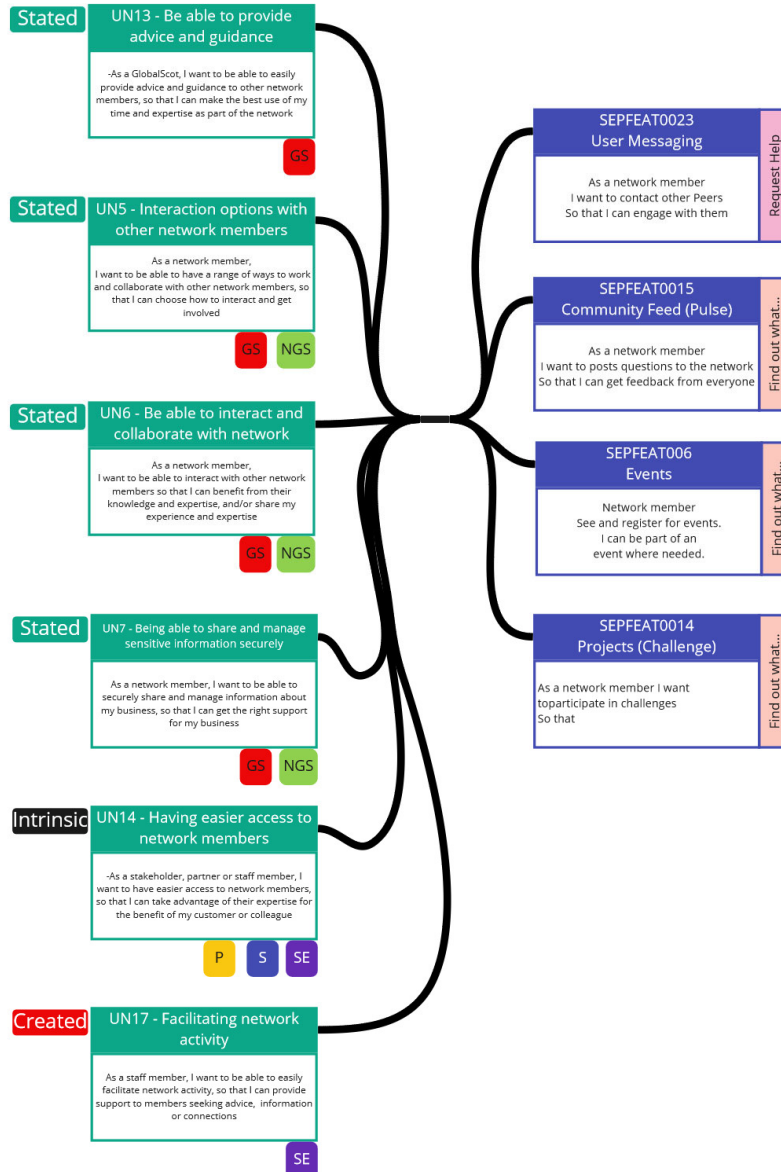
-As an administrator, I need to be able to assign an Engagement Partner to a newly appointed GlobalScot, so that the GlobalScot receives the correct level of introduction and service management

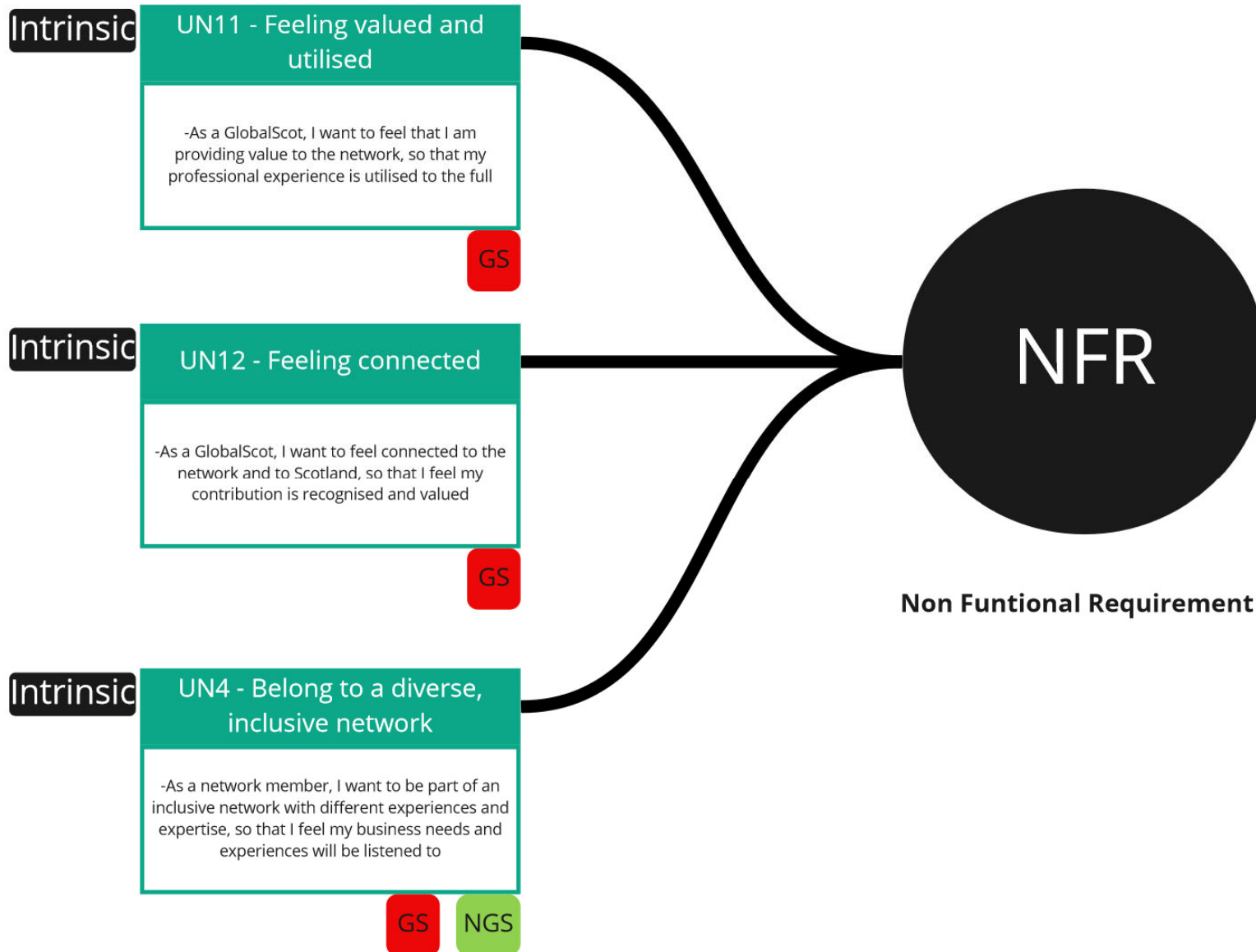
SE

SEPF005 Assisted Digital

Network member
Access the network easily irrespective of any disability I might have
Get assistance if I'm unable to access the network digitally.

Registration





Stated

UN18- 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

SE

SEPFEAT004 Reports

- Staff member
- report on network activities
- to measure things

Reporting



Created

UN15 - Manage all network members accounts

As a staff member, I make necessary updates to users' accounts to help them use the network more effectively and maintain the integrity/credibility of the network

SE

SEPFEAT0024 Account management (staff)

-As a staff member
I need to manage all aspects of user accounts
So that the system can be managed and maintained

Reporting



Created

UN21: Migrate from old site

As Staff/Stakeholder/Partner
I need the relevant information migrated
from the old platform onto the new one.

SE

S

P

SEPFEAT0018 GS Data Migration

- This is the body text

GS MIGRATION

SEPFEAT0019 Domain Name / Beta Plan

Options for domain names researched
Plan for switch over at private beta

GS MIGRATION

fin