SEP - Service Content manager

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

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- General: SEP admin portal webpage hidden from search engines; Get style guide for SEP content; shared definition of terms and products / services; view dashboard with key functionalities
- Onboarding: Get an account
- Login: Can login; Can reset password
- Add new service: discuss service off line with team; Set right tag/category for my service; complete template relevant to my service type (E.g. webform, simple rerouting); set publish/expiry date; Respect partners workflow processes; preview my service content
- Modify existing service: delete service -> inform KB and EFRS; Edit service -> inform KB and EFRS
- Reporting & Analytics: Content Reporting; KPIs/Metrics: Need to know performance against; audit trail report on system access and Service/Event editing (BG)
- Alerts / Notifications: Receive alerts for issues raised; 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)
- End: Can't access the portal when my role ends - but my content stays

2

- General: Activity stream view since last login
- Login: "Remember Me": For non single sign on instances; Set up enquiry routing data per service
- Reporting & Analytics: For my services Need reports/view on site usage and flow (many people are using my services/events) drop off, what is accessed (number of views / enquiry submission); For ALL services Need reports/view on site usage and flow (many people are using my services/events) drop off, what is accessed (number of views / enquiry submission)
- Alerts / Notifications: Receive notifications for actions and content changes
- Logout: System will log me out if I forget

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- Login: Single sign on with related SEP services such as Knowledgebase; Robust support for quick issues resolution
- Add new service: 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; service overview
- Reporting & Analytics: View back-office reporting of service and enquiries (google analytics)
- Alerts / Notifications: Can specify their preferences for receiving SEP alerts. Email or ?

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- General: I want a manual; can watch a service and be alerted when something changes; regular meeting for partners to agree content alignment; spell checker
- Login: Single sign on with my own EIS account supported systems
- Add new service: Content auto expire; Suggestion to avoid duplication of content: could partner pull content from the portal for their own website? (HIE); Specify a routing for webform; Specify an SLA for my service; training needs / KB content to add
- Modify existing service: can duplicate an existing content and edit it for similar service so I can gain time
- Feedback - Customer and partners: can see customer feedback on my service
- Reporting & Analytics: reports on site usage and how many people are using my service/events
- End: partner leaving SEP - remove all related content?

KEY

- Epics
- need - well defined
- Need? to be refined
- to discuss