EBA Procurement Procedure for the Supply of Website Services 2016: Annex 2

Further Specifications

Additional Features

# Further Specifications: Additional Features

# Contents

# 1. Background

## 1.1 Scope

The D.MSAFD deliverable further analyses the requirements collected in the D.SRS document [reference document 1] and propose existing Liferay modules to implement each requirement. For requirements that do not correspond to an existing Liferay module, the use cases for the new module are presented. For requirements that partially correspond to an existing Liferay module, the selected module is presented and the additional functionality needed to address the requirements is described in the form of use cases.

# 2. Requirements Analysis

## 2.1 Extranet

### 2.1.1 FR.1 - Calendar

#### *2.1.1.1 General description*

The Liferay Calendar portlet will be used for the needs of the EBA website.

#### *2.1.1.2 Applicability to address the requirement*

Although Liferay Calendar satisfies most of the requirements of the EBA website, such as the creation of an event with particular name, start/end date, location, type and description, additional implementations will be made to fully meet the needs of EBA:

- Automatic creation of a document folder
- Link calendar event with documents of the created folder
- Share event information among different groups

| [UC-01] Create/Update Event (Extranet) | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.1 – Calendar |
| **Actors:** | EBA group coordinator |
| **Preconditions:** | - The user has logged in successfully |
| **Main Flow:** | 1. The user access the calendar portlet in its group area;<br>2. The user clicks on the 'Create event' option;<br>3. The user provides the following information:<br>a. Name; (mandatory)<br>b. Start date and time (mandatory) & End date and time; (optional)<br>c. Location; (optional)<br>d. Type of event (meeting or deadline); (mandatory)<br>e. Description; (optional)<br>f. Link to the event registration functionality (optional).<br>g. The user provides the folder name where the documents of the event will be kept<br>4. The user clicks on the 'Submit' option;<br>5. The system creates the event and a folder in the group's document library, under Calendar -> Event Type -> Year -> Folder name<br>6. The user is redirected to the Calendar generic view;<br>7. The user uploads documents in the created folder;<br>8. Documents are automatically linked to the event;<br>9. The user clicks on the event;<br>10. The user views the inserted values and modifies them;<br>11. The user saves the modifications. |

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| **Alternative Flows:** | None |
| **Notes:** | Each event is linked with the group that belongs.<br>Events without end date are considered as one day events. |
| **Issues:** | None |

| **[UC-02] View Calendar (Extranet)** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.1 – Calendar |
| **Actors:** | All actors in the Extranet |
| **Preconditions:** | - The user has logged in successfully |
| **Main Flow:** | 1. The user access the calendar of its group;<br>2. The user views all the Calendar entries from all the groups;<br>3. For each entry the user views:<br>a. Name;<br>b. Start date and time & End date and time;<br>c. Location;<br>d. Type of event;<br>e. Description;<br>f. Related documents;<br>g. Link to the event registration functionality.<br>4. The user views and downloads the documents related to the event; (User does not have access rights to view the documents)<br>5. The user changes the view of the Calendar to yearly, monthly, weekly, daily, or list view format;<br>6. The user prints the Calendar in any of the above formats;<br>7. The user exports the event entries to Outlook calendar format;<br>8. The user filters the events by group. Only the events of the selected group are displayed. |
| **Alternative Flows:** | User does not have access rights to view the documents<br>1. Documents are not visible to the users that do not have the rights to view/download the attached documents. |
| **Notes:** | Events' information is shared among all the groups of the member's area.<br>All users that have access to the group section should be able to view the documents. Therefore, it does follow the general rule set that a parent of a group should see the content of the child group(s) including the events. |
| **Issues:** | None |

## 2.1.2 FR.2 – Discussion Forums

### *2.1.2.1 General description*

The Liferay Message Board portlet will be used for the discussion forums required in the EBA website.

#### 2.1.2.3 Applicability to address the requirement

The message board portlet offers more features than required by EBA. The discussion forums portlet offers functionalities to create new threads add posts consisting of subject and body in threads, edit posts (by the person who created the post or an EBA group coordinator). Discussion forums are visible by the members of the group in which it belongs, members of the parent groups. Additional development is necessary to remove functionality that is not needed (e.g. report abuse, voting, ranking etc).

### 2.1.3 FR.3 - Document Register

For the document register functionality the Documents and Media Library Liferay portlet will be used.

#### 2.1.3.1 General description

Liferay's Documents and Media library provides a mechanism for storing files online using the same hierarchy-based folder structure that is used to store files locally in PC. It can be used to store files of any kind and serves as a virtual shared drive for all types of files. The Documents and Media library allows uploading and downloading files, creating folders and subfolders, setting access rights, searching for files and sorting file lists by filename, date of creation, date of modification or size. Multiple file uploads are allowed. The Documents and Media library supports tags and categories. Custom document types can be defined by the website administrators and assigned when uploading documents.

#### 2.1.3.2 Applicability to address the requirement

The Document and Media library portlet fits for the Document Register functional requirement. All necessary functionalities are included out of the box. Each workgroup will have their own instance of the Document and Media library portlet and a dedicated folder. The members of each group will be permitted to see only the documents and subfolders of their group's folder. The requirement to allow members of a group to access the documents of the child groups will be implemented

### 2.1.4 FR.9 – Account Management

For the Account Management functionality, the Manage My Account portlet will be leveraged. Several modifications will be made to support the necessary additional features.

#### 2.1.4.1 General description

The Manage My Account portlet allows registered users to modify their personal information (name, surname, password, address, etc).

#### 2.1.4.2 Applicability to address the requirement

The out of the box Manage My Account portlet does not support differentiated personal information based on the type of user. As additional information will be collected for different roles of users, the Manage My Account portlet will be extended to also allow the management of the additional fields (full membership/helper, if helper, of what full member, NSA / Observer Institution (selected from a list)). Furthermore, additional fields will be available if the person is an NSA member (Phone, Mobile phone, Postal address). Users will be informed to fill in the extra fields through a textual prompt, but no additional validation will be performed.
The following use case describes the behaviour of the modified my account portlet:

| **[UC-3] Manage my account** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.9 – Account Management |
| **Actors:** | All registered users of the Extranet |
| **Preconditions:** | – The user is logged in |
| **Main Flow:** | 1. The user opens the my account page<br>2. The user optionally edits the form with her personal information<br>a. First name (free text - mandatory)<br>b. Last name (free text - mandatory)<br>c. Email address (Not editable)<br>d. Country (drop down list - mandatory)<br>i. European Union (EU bodies)<br>ii. Austria<br>iii. Belgium<br>iv. Bulgaria<br>v. Croatia<br>vi. Cyprus<br>vii. Czech Republic<br>viii. Denmark<br>ix. Estonia<br>x. Finland<br>xi. France<br>xii. Germany<br>xiii. Greece<br>xiv. Hungary<br>xv. Iceland<br>xvi. Ireland<br>xvii. Italy<br>xviii. Latvia<br>xix. Liechtenstein<br>xx. Lithuania<br>xxi. Luxembourg<br>xxii. Malta<br>xxiii. Netherlands<br>xxiv. Norway<br>xxv. Poland<br>xxvi. Portugal<br>xxvii. Romania<br>xxviii. Slovakia<br>xxix. Slovenia |

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| | xxx. Spain<br>xxxi. Sweden<br>xxxii. United Kingdom<br>e. Organisation (Not editable)<br>f. Position (free text – non mandatory)<br>g. Phone (free text – non mandatory)<br>h. Mobile phone (free text – non mandatory)<br>i. Postal address (free text – non mandatory)<br>3. The user clicks the save button<br>4. The system saves the changes |
| Alternative Flows: | None |
| **Notes:** | The user is able to see the list of the groups to which he belongs and the lists of groups that he requested access. |
| **Issues:** | - Users will be able to retrieve/reset their passwords in case they forgot it<br>- Users will be prompted to change their password every 3 months |

The Manage My Account portlet will also be extended to support the following use case.

| **[UC-04] Request Group Membership** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.9 – Account Management |
| **Actors:** | Registered members of the Extranet, Authorising Member of the NSA, EBA group coordinator |
| **Preconditions:** | - The user has accessed the Manage My Account page<br>- The Authorising Member of the NSA has an account with the website<br>- The EBA Coordinator of the selected group has an account with the website |
| **Main Flow:** | 1. The user requests membership to a group<br>2. The user selects one of the following options:<br>a. Full Member<br>b. Helper<br>c. Alternate - For BoS and MB groups only (Choose Alternate)<br>d. Non Voting Member - For BoS and MB groups only<br>e. Observer - For BoS and MB groups only<br>3. The user sends his request<br>4. The Authorising Member(s) of the specific NSA/Observer receives an email notification. A predefined list with the association between authorising members and organisations exists. |

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| | 5. The Authorising Member logs into the Website<br>6. The Authorising Member clicks a specific URL link contained in the received email and accesses a website page listing candidate members asking for authorisation.<br>7. The Authorising Member confirms that the user is a member of the NSA/Observer and should be member of a specific group(s) by clicking the appropriate button on the interface<br>8. The EBA coordinator(s) of the specific group receive an email notification<br>9. An EBA coordinator of the specific group the user requests membership for, logs into the Website<br>10. The EBA group coordinator opens the request group management page<br>11. The EBA group coordinator validates the request<br>12. The system, transparently to the EBA group coordinator, assigns the role to the user.<br>13. The user becomes member of the common workspace 2. |
| **Alternative Flows:** | Choose Alternate<br>1. For BoS-MB only / The user selects from a drop down list the member of the group that he will represent (Mandatory) |
| **Notes:** | - All EBA group coordinators of the specific group will receive notification. Any one of them can perform the validation procedure.<br><u>- Bank of England and PRA share the same email domain. However, there are different Authorising members for each of them.</u><br><u>Request for Removal</u><br>Users or authorising officers can send an email to the EBA coordinator so that the EBA coordinator will remove the user from a group. Email address of the EBA coordinator will be visible and the process of removal will be clearly displayed. |
| **Issues:** | None |

## 2.1.5 FR.4 – Voting tool

### *2.1.5.1 General description*

The Polls portlet will be used to implement the voting tool. The voting tool will allow members of the BoS/Management board groups to vote on specific questions. Each group will run different campaigns. The first vote to be cast (should it come from the member or the alternate) will count. The available options will be Yes, No and Abstain and a free text box for comments. The question of the vote will be a textual description limited to a couple of paragraphs. Additional text and documents can be published in the page in which the portlet will be placed.

#### *2.1.5.2 Applicability to address the requirement*

The Polls portlet allows users with specific access rights (EBA votes coordinator) to create new polls and place them on a page of the Extranet. The question to be set consists of a piece of text. The available responses can be defined by the EBA votes coordinator. Voters can select one of the available options. Votes should not be visible for other users (except EBA vote legal responsible). At any time, or when the deadline to vote has passed, the EBA vote legal responsible will be able to extract an excel file with the results (number of votes for each option).
The Polls portlet will be modified so as to only take into account the first vote cast by member/alternate pair.

| **[UC-05] Create a voting** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.4 – Voting tool |
| **Actors:** | EBA Votes coordinator |
| **Preconditions:** | - |
| **Main Flow:** | 1. User logins to the EBA website and creates a page where the voting tool will be placed.<br>2. User provides the appropriate rights on that page so that only voting members can view that page.<br>3. The user adds the 'Vote' portlet in the page<br>4. The user defines the title and the question of the voting<br>5. The user defines the possible answers (Yes, No, Abstain)<br>6. A text area will be inserted automatically with every voting creation<br>7. The user defines the expiration date of the voting<br>8. The user saves the voting<br>9. The system stores the voting and displays the voting tool ready to accept the votes from the users. |
| **Alternative Flows:** | None |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-06] Extract results** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.4 – Voting tool |
| **Actors:** | EBA Votes coordinator |
| **Preconditions:** | - A voting campaign has been created |
| **Main Flow:** | 1. User logins to the EBA website and accesses the page where the voting campaign exists<br>2. At any time the user can click on the 'Export results' button in order to extract the results<br>3. The system produces an xls file which contains the title, the question, the expiration date of the voting and the results:<br>a. Column 1: Voter's firstname, lastname |

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| | b. Column 2: Voter's vote (yes, no, abstain)<br>c. Column 3: comments inserted by the voter<br>d. At the bottom of the xls, the total number of 'Yes', 'No', 'Abstain', as well as the total number of voters will be displayed. |
| **Alternative Flows:** | None |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-07] Cast a vote (Member)** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.4 – Voting tool |
| **Actors:** | Member (Extranet user) |
| **Preconditions:** | - A voting campaign has been created |
| **Main Flow:** | 4. User logins to the EBA website and accesses the page where the voting campaign is setup (Expiration date has been reached)<br>5. The user reads the question and clicks on one of the available options:<br>a. Yes<br>b. No<br>c. Abstain<br>6. The user insert a comment in the free text box<br>7. The user clicks on the 'Vote' option<br>8. The system saves user's option (Alternate of the user has already voted)<br>9. The system displays a confirmation message. |
| **Alternative Flows:** | <u>1. Expiration date has been reached: The user cannot vote. An informative message is displayed.</u><br>2. Alternate of the user has already voted<br>a) The system informs the user that his alternate has already voted. The vote of the user is not counted. |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-08] Cast a vote (Alternate)** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.4 – Voting tool |
| **Actors:** | Alternate (Extranet user) |
| **Preconditions:** | - A voting campaign has been created |
| **Main Flow:** | 1. User logins to the EBA website and accesses the page where the voting campaign is setup<br>2. The user reads the question and clicks on one of the available options: |

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| | a. Yes<br>b. No<br>c. Abstain<br>3. The user insert a comment in the free text box<br>4. The user clicks on the 'Vote' option<br>5. The system saves user's option (Member has already voted)<br>6. The system displays a confirmation message. |
| **Alternative Flows:** | 1. Expiration date has been reached: The user cannot vote. An informative message is displayed.<br>2. Member has already voted<br>a) The system informs the user that his member has already voted. The vote of the user is not counted. |
| **Notes:** | None |
| **Issues:** | None |

## 2.1.6 FR.6 – Forum on Supervisory practices

| **[UC-09] Access Forum on Supervisory practices** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.6 – Forum on Supervisory practices |
| **Actors:** | Extranet users |
| **Preconditions:** | - Query system has been placed in the common workspace of the extranet users. |
| **Main Flow:** | 1. Extranet User logins in the EBA website and accesses the page with the query system.<br>2. The query system consists of two main sections:<br>a. Search functionality to search in the existing questions (UC-11)<br>b. A list of all the submitted questions (paging is available)<br>3. The user is able to:<br>a. View an existing question (UC-12)<br>b. Create a new question (UC-10) |
| **Alternative Flows:** | |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-10] Create a question** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.6 – Forum on Supervisory practices |
| **Actors:** | Extranet users |
| **Preconditions:** | - Query system has been placed in the common workspace of the extranet users. |

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|---|---|
| | - Extranet user has accessed the query system |
| **Main Flow:** | 1. The user clicks on the 'Create' button to create a new question<br>2. The user provides the following information:<br>a. Topic (drop down list identical to the topics in the public website – mandatory)<br>b. Name of Institution and contact details of the user posting the question will be kept by the system.<br>c. Query title (free text – max 150 characters – mandatory)<br>d. Query (free text – mandatory – limited to 2000 characters)<br>e. Current practice of the authority asking the query (free text – limited to 2000 characters – mandatory)<br>f. Background information (free text – non mandatory – limited to 2000 characters)<br>g. Attached documents (ability to browse in the local directory and attach a single file (for more files a zip/rar file can be uploaded) – non mandatory)<br>h. Group where the question is addressed to (drop down list – mandatory). Only one group can be selected. List: SCREPOL, SCARA, SCOP, SCConFin. Others.<br>3. The user clicks on the 'Submit' button<br>4. The system stores the question<br>5. The system sends an email to all the Forum Managers. |
| **Alternative Flows:** | <u>Mandatory fields are not provided</u><br>The system informs the user accordingly. |
| **Notes:** | - The system assigns automatically the date of the creation and the deadline to submit responses (40 days after the date of creation). Users are able to provide an answer even after the deadline. The status of a query remains 'open' until the deadline is reached. Then it is modified automatically to 'closed'.<br>- The system links the question with the actual user posted the question |
| **Issues:** | None |

| **[UC-11] Search for a question** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.6 – Forum on Supervisory practices |
| **Actors:** | Extranet users |

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|---|---|
| **Preconditions:** | - Forum on Supervisory practices system has been placed in the common workspace of the extranet users.<br>- Extranet user has accessed the query system |
| **Main Flow:** | 6. The user searches using the following search criteria:<br>a. Topic<br>b. Date (from/to range)<br>c. Extranet group(s)<br>d. Keyword (searches in Question/Answer fields)<br>7. The user clicks on the 'Search' button<br>8. The Query System searches in the available questions connecting the criteria with the 'AND' operator.<br>4. The Query System presents the results using paging. The following columns are presented:<br>a. Topic, Date, Query title (first X words of the question), extranet group, status (open/closed)<br>5. The user is able to select a question and see all its details. Then the user can:<br>a. Reply to the question (UC-13)<br>b. Go back to the list of the results. |
| **Alternative Flows:** | If there are no results the system informs the user accordingly. |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-12] View an existing question** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.6 – Forum on Supervisory practices |
| **Actors:** | Extranet users |
| **Preconditions:** | - Forum on Supervisory practices has been placed in the common workspace of the extranet users.<br>- Extranet user has accessed the query system |
| **Main Flow:** | 1. The user selects one question from the questions list and clicks on the view option<br>2. The system presents the details of the question:<br>a. Topic<br>b. Date of creation<br>c. Name of Institution and contact details of the user posting the question<br>d. Query title<br>e. Query<br>f. Current practice of the authority asking the query<br>g. Background information<br>h. Attached documents |

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|---|---|
| | i. Group where the question is addressed to<br>j. Possible answers are displayed one after the other.<br>k. The user provided the answer is displayed next to each answer.<br>l. If summary exists, it is also displayed.<br>m. Status (open/closed) and Deadline to answer (automatic – 40 days after submission)<br>3. The user is able to:<br>a. Reply to the question (UC-13)<br>b. Go back to the list of questions<br>c. Extract/download a file containing all the information on the query (query, responses, summary)<br>4. If the user is the creator and a summary has not been provided yet then he can:<br>a. Provide a Summary of the answers (UC-14) |
| **Alternative Flows:** | |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-13] Reply to a question** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.6 – Forum on Supervisory practices |
| **Actors:** | Extranet users |
| **Preconditions:** | - Forum on Supervisory practices has been placed in the common workspace of the extranet users.<br>- Extranet user has accessed the query system and a particular question. |
| **Main Flow:** | 1. The user clicks on the 'Reply' option<br>2. The user provides his reply in the available text area<br>3. The user attaches a document (if relevant – only one document; users will be invited to attach a zip file in case they want to insert several documents)<br>4. The user clicks on the 'Save' button<br>5. The system stores the reply and shows the details of the questions, the provided answers and attachments and the reply just entered. |
| **Alternative Flows:** | |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-14] Provide Summary** | |
|---|---|
| **Version:** | 1.0 |

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|---|---|
| **Associated Functional Requirements:** | FR.6 – Forum on Supervisory practices |
| **Actors:** | Extranet users |
| **Preconditions:** | - Forum on Supervisory practices has been placed in the common workspace of the extranet users.<br>- Extranet user has accessed the forum on supervisory practices system and a particular question that does not have a summary<br>- The deadline to submit responses has been reached.<br>- Extranet user is the creator of the question |
| **Main Flow:** | 1. Once the deadline to submit responses has been reached, an email is sent to the user who asked the question inviting him to provide a summary + to the "forum managers" for info.<br>2. A reminder will be also sent to the creator of the question, 30 days after the deadline if summary has not been provided.<br>3. The user clicks on the 'Provide Summary' option<br>4. The user provides the summary in the available text area<br>5. The user clicks on the 'Save' button<br>6. The system stores the summary and shows the details of the questions, the provided answers and the summary just provided.<br>7. The system sends an email to the "forum managers" and users that replied to the questions to inform them that a summary has been provided. |
| **Alternative Flows:** | |
| **Notes:** | - Only one summary will be possible to be added. |
| **Issues:** | None |

| **[UC-16] Edit question** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.6 – Forum on Supervisory practices |
| **Actors:** | Forum Manager |
| **Preconditions:** | - Forum on Supervisory practices has been placed in the common workspace of the extranet users.<br>- A summary has not been provided for the edited question |
| **Main Flow:** | 1. The user selects a question<br>2. The user modifies one or more of the following fields:<br>a. Topic (drop down list identical to the topics in the public website – mandatory)<br>b. Query title<br>c. Query<br>d. Current practices of the authority asking the query |

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| | e. Background information<br>f. Attached documents (ability to browse in the local directory and attach a single file (for more files a zip/rar file can be uploaded) – non mandatory)<br>g. Group where the question is addressed to (drop down list – mandatory). One group can be selected.<br>3. The user clicks on the 'Save' button<br>4. The system stores the updated question<br>5. The system sends an email to all the Forum Managers. |
| **Alternative Flows:** | Mandatory fields are not provided<br>The system informs the user accordingly. |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-17] Delete question** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.6 – Forum on Supervisory practices |
| **Actors:** | Forum Manager |
| **Preconditions:** | - Forum on Supervisory practices has been placed in the common workspace of the extranet users. |
| **Main Flow:** | 1. The user selects a question<br>2. The user clicks on the 'Delete' button<br>3. The system deletes the question |
| **Alternative Flows:** | |
| **Notes:** | None |
| **Issues:** | None |

## 2.2 Public Website

### 2.2.1 FR.11 – Content Management

#### *2.2.1.1 General description*

The core Liferay content management services will be used. More specifically

- the Document and Media portlet will be used for the management of files to be available on the website (documents, images and other files)
- the Web Content portlet will be used for the management of articles

#### *2.2.1.2 Applicability to address the requirement*

The out of the box Liferay portlets for content management offer the required functionality (creating and editing articles, uploading documents and publishing them on the website. temporarily save draft articles before publishing them). Approval workflows will not be used. No customisations of the Liferay portlets are required.

## 2.2.2 FR.15 – Mailing tool

### *2.2.2.1 General description*

A custom portlet will be built to allow sending emails to users based on their role.

### *2.2.2.2 Applicability to address the requirement*

The use cases below describe the functionality of the mailing tool.

| **[UC-18] Custom emails to groups of users** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.15 – Mailing tool |
| **Actors:** | - EBA Communication team |
| **Preconditions:** | The user has logged in successfully |
| **Main Flow:** | 1. The user accesses the page where the mailing tool is available; Only EBA communication team can access this page;<br>2. The user provides the subject of the email (mandatory);<br>3. The user provides the main content of the email (body) using a rich HTML editor (mandatory);<br>4. The user selects one or more of the following groups:<br>a. Industry/National Authority-Governments/Individual citizens/Journalists/Academics/International institutions/NGO<br>b. recipients who have chosen the following:<br>i. Vacancy notices/Tender notices/Consultations/Latest news<br>c. recipients who have selected the 'Instant notifications' option during registration<br>d. (at least one group has to be selected);<br>5. The user provides any attachments that should be sent with the email (optional);<br>6. The user clicks on the 'Send' email button; (Invalid data)<br>7. A scheduler identifies the new email to be sent and sends the email to all the recipients. |
| **Alternative Flows:** | Invalid data<br>1. In case the user has not filled in all the mandatory fields (Subject, recipients, body) the system displays an error. |
| **Notes:** | - Each batch job has a unique id so that it can be traced later on.<br>- Undelivered emails will be recorded. |
| **Issues:** | None |

| **[UC-19] Monitoring emails** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.15 – Mailing tool |
| **Actors:** | - EBA Communication team |
| **Preconditions:** | The user has logged in successfully |

| | |
|---|---|
| **Main Flow:** | 1. The user accesses the page where the mailing tool is available;<br>2. The user accesses the specific tab with the information about the previous email batch jobs;<br>3. For each batch job the following information is available:<br>a. Unique id;<br>b. Sent date;<br>c. Subject;<br>d. Actual Message;<br>e. Recipients (selected groups)<br>4. The user is able to download a report for each batch job;<br>5. The report contains the following information:<br>a. Recipients (selected group and actual emails)<br>b. Undelivered emails |
| **Alternative Flows:** | None |
| **Notes:** | Undelivered emails will be fetched from a functional mailbox where all the bounced emails will be stored. |
| **Issues:** | None |

| **[UC-20] Email alerts** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.10 – Email alerts |
| **Actors:** | - EBA System |
| **Preconditions:** | |
| **Main Flow:** | 1. Every day at 17:00 UK time the system will construct an email with three sections (Latest news – Press Releases, Vacancy notices, Procurements);<br>2. Each section will include the vacancies, news, procurements respectively, that were created during the day;<br>3. If there are no latest items e.g. vacancies, the respective section will not be included;<br>4. Then the email will be sent to the users who selected those notifications;<br>5. If a user selected to retrieve only e.g. vacancy notices the email for that particular user will not include the rest two sections |
| **Alternative Flows:** | None |
| **Notes:** | None |
| **Issues:** | None |

## 2.2.3 FR.16 – RSS Feeds

### *2.2.3.1 General description*

The standard Liferay RSS feeds feature will be used to enable automatic generation of RSS feeds from lists of content.

#### 2.2.3.2 Applicability to address the requirement

The standard Liferay RSS feed feature (Web content feeds) is capable to address the requirement without modifications. Custom templates will be created to collect articles of particular types.

### 2.2.4 FR.17 – Social Media integration

#### 2.2.4.1 General description

An external service (AddThis) will be used for the purpose of the social media integration.

#### 2.2.4.2 Applicability to address the requirement

The social bookmarking AddThis service will be integrated into the website with the use of a web widget. Once the widget is added, visitors to the website can bookmark a page using a variety of services, such as Facebook, MySpace, Google Bookmarks, Twitter etc.

| [UC-21] Social media integration | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.17 – Social media integration |
| **Actors:** | - Any website visitor |
| **Preconditions:** | None |
| **Main Flow:** | 1. The user accesses any page of the EBA website;<br>2. The user clicks on a specific button available on the page to share the page on facebook/twitter or other social media platforms;<br>3. The user is redirected to the selected platform where the link and the title from the EBA website will be shared. |
| **Alternative Flows:** | None |
| **Notes:** | None |
| **Issues:** | None |

### 2.2.5 FR.18 – Calendar

#### 2.2.5.1 General description

The Liferay Calendar portlet will be used for the needs of the EBA website.

#### 2.2.5.2 Applicability to address the requirement

Although Liferay Calendar satisfies most of the requirements of the EBA website, such as the creation of an event with particular name, start/end date, location, type and description, additional implementations will be made to fully meet the needs of EBA:

- Automatic creation of a document folder
- Link calendar event with documents of the created folder
- Automatic creation of events

The following use cases describe the management of the public Calendar.

| [UC-22] Create/Update Event (Public area) | |
|---|---|
| **Version:** | 1.0 |

| | |
|---|---|
| **Associated Functional Requirements:** | FR.18 – Calendar |
| **Actors:** | - EBA communications team<br>- System<br>- Website maintenance team |
| **Preconditions:** | - The user has logged in successfully OR<br>- A consultation / meeting has been created |
| **Main Flow:** | 1. The user access the calendar portlet in the public area;<br>2. The user clicks on the 'Create event' option;<br>3. The user provides the following information:<br>a. Name; (mandatory)<br>b. Start date and time (mandatory) & End date and time; (optional)<br>c. Location; (optional)<br>d. Type of event (EBA official meeting, EBA Management speech, Public Hearing, Consultation, Discussion, Conference/workshop, EBA Public holiday, Other); (mandatory)<br>e. Description; (optional)<br>f. Link to the event registration functionality (e.g. meeting)<br>g. Link(s) to a page with more information (optional)<br>h. The user provides the folder name where the documents of the event will be kept.<br>4. The user clicks on the 'Submit' option;<br>5. The system creates the event and a folder in the public area document library, under Calendar -> Event Type-> Year -> Folder name directory<br>6. The user is redirected to the Calendar generic view.<br>12. The user uploads documents in the created folder;<br>7. Documents are automatically linked to the event;<br>8. The user clicks on the event;<br>9. The user views the inserted values and modifies them;<br>10. The user saves the modifications. |
| **Alternative Flows:** | None |
| **Notes:** | System automatically creates an event assuming that the information listed in bullet 3 is provided. |
| **Issues:** | None |

| [UC-23] View Calendar (Public area) | |
|---|---|
| **Version:** | 1.0 |
| **Associated Functional Requirements:** | FR.1 – Calendar |
| **Actors:** | All users |
| **Preconditions:** | - The user has logged in successfully |
| **Main Flow:** | 1. The user access the public calendar;<br>2. The user views all the public Calendar entries;<br>3. For each entry the user views:<br>a. Name;<br>b. Start date and time & End date and time;<br>c. Location;<br>d. Type of event; |

| | |
|---|---|
| | e. Description;<br>f. Related documents;<br>g. Link to the event registration functionality (e.g. meeting)<br>h. Link to a page with more information.<br>4. The user views and downloads the documents related to the event;<br>5. The user changes the view of the Calendar to yearly, monthly, weekly, daily, or list view format;<br>6. The user prints the Calendar in any of the above formats;<br>7. The user exports the event entries to Outlook calendar format; |
| **Alternative Flows:** | None |
| **Notes:** | None |
| **Issues:** | None |

## 2.2.6 FR.20 – Facility for Regulatory Activity

### *2.2.6.1 General description*

The core Liferay content management services will be used to implement this requirement as well as custom implementations:

- A custom portlet 'Regulatory Activity' will be used for the management of articles/documents presented in the Regulatory Activity pages
- The Site Pages portlet will be used for the addition of the new page in the sitemap
- The Web Content portlet will be used for the management of the content of the new page

EBA communications team will log into the website and follow the actions below:

- add a new page in the sitemap under a specific topic
- create a new Article (activity) in the Web Content portlet
- provide information for the activity (see UC-41 and onwards)

The new page will be created and put in place. From that point on, documents uploaded with the appropriate configuration and pages containing articles with the appropriate configuration, will appear in the predefined locations.

### *2.2.6.2 Applicability to address the requirement*

The core Liferay content management services and custom implementations will be utilised to support this requirement.

## 2.2.7 FR.21 – Document Library

For the management of the document library functionality the Documents and Media Library Liferay portlet will be leveraged. A custom portlet will be developed for the presentation of the Document Library.

### *2.2.7.1 General description*

Liferay's Documents and Media library provides a mechanism for storing files online using the same hierarchy-based folder structure that is used to store files locally in PC. It can be used to store files of any kind and serves as a virtual shared drive for all types of files. The Documents and Media library allows uploading and downloading files, creating folders and subfolders, setting access rights, searching for files and sorting file lists by filename, date of creation, date of modification or size. Multiple file uploads are allowed. The Documents and Media library supports tags and categories. Custom document types can be defined by the website administrators and assigned when uploading documents. For the presentation of the document library, a new portlet will be developed.

#### *2.2.7.2 Applicability to address the requirement*

The Document and Media library portlet fits for the management of the Document Library content. All necessary functionalities are included out of the box. EBA Communications team members will be able to upload documents and assign them appropriate tags and categories.
The presentation of the Document Library to the website visitors will be implemented according to the following use cases:

| **[UC-24] Search Document Library** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.21 –Document Library |
| **Actors:** | All visitors |
| **Preconditions:** | – The user has accessed the search document library page |
| **Main Flow:** | 1. The user enters values for at least one of the search criteria<br>a. Keyword(s) (free text)<br>b. Category & Product Type (multiple selection from a list)<br>c. Topic (Supervisory reporting, Transparency and Pilar 3, Own funds, Credit risk and large exposure etc.) (multiple selection from a list)<br>d. Document format (All, pdf, doc etc)<br>e. Date of publication (select range from/to)<br>2. The user clicks on the "Search" button<br>3. The system searches with the provided criteria in all the available documents<br>4. The system presents the list of results matching the desired criteria (No results)<br>5. The user clicks on a result to download the document |
| **Alternative Flows:** | No results<br>1. In case there are no results the system will inform the user that the criteria provided returned zero results. |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-25] Document Library Search Results** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.21 – Document Library |
| **Actors:** | All visitors |
| **Preconditions:** | – The user has accessed the search document library page and has executed a search action |
| **Main Flow:** | 1. The system presents the list of results matching the desired criteria<br>a. Each document is presented as a link to the |

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| | corresponding result<br>b. The file size is presented<br>c. The file format of the document is presented<br>d. A part of the document that contains the searched terms is presented, highlighting the matched terms<br>e. A list of facets (categories) is presented with the number of matching documents belonging to each facet<br>2. The user clicks on a result to download the document |
| **Alternative Flows:** | - |
| **Notes:** | - Categories with 0 results will be displayed in an inactive form (no link).<br>- The results of all child categories should be presented<br>- Keywords are applied to title, description, content, categories, and topic. |
| **Issues:** | None |

| **[UC-26] Document Library Search Results Drill-Down** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.21 – Document Library |
| **Actors:** | All visitors |
| **Preconditions:** | – The user has accessed the search document library result page |
| **Main Flow:** | 1. The user performs a search (Browse categories)<br>2. The user clicks on a faceted category that contains at least one result<br>3. The system narrows the results to the selected category<br>4. The user drills further down into the categories hierarchy by following the corresponding links<br>5. The user clicks on a result to download the document in the active language translation. |
| **Alternative Flows:** | Browse categories<br>1. The user clicks on a category to browse through the categories list without performing a search.<br>2. The system presents all results of the selected category and its subcategories<br>3. The system updates the categories list to display the subcategories of the selected category |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-27] Document Library Landing Page** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.21 –Document Library |
| **Actors:** | All visitors |
| **Preconditions:** | – The user has accessed the search document library landing page |
| **Main Flow:** | 1. The system displays a page consisting of the search form, |

| | |
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| | and the top category list<br>2. The user may select to:<br>a. Perform a search (**[UC-23] Search Document Library**)<br>b. Browse the categories list by clicking a category (**[UC-25] Document Library Search Results Drill-Down**) |
| **Alternative Flows:** | None |
| **Notes:** | None |
| **Issues:** | None |

## 2.2.8 FR.22 – Search

In order to provide both a flexible and a simple, easy to access search mechanism, the Search requirement will be expanded to include a simple search mechanism as well. The difference between the two is that the Advanced Search mechanism provides the options specified by the EBA (searching using keywords found in their content, their classification topic, date range of publication and document type, limit search to documents only, articles only or both) but requires a dedicated page, while the Simple Search mechanism only provides a search box but can be placed in a common location in all pages (i.e. the header).

### *2.2.8.1 General description*

Two new portlets will be implemented for the search mechanism. Underlying Liferay services will be used.

| **[UC-28] Perform Simple Search** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.22 –Search |
| **Actors:** | Any visitor |
| **Preconditions:** | – |
| **Main Flow:** | 1. The user focuses the cursor inside the search box<br>2. The user types a search query<br>3. The user clicks on the search icon or hits the enter key<br>4. The system performs a search comparing the search terms against the title, content, description or abstract of all documents and articles<br>5. The system displays the search results page |
| **Alternative Flows:** | 1. None |
| **Notes:** | - In the calculation of the results rating, the significance among the fields will be: title, topic, categories, content/summary.<br>- The empty search string will not be allowed<br>- Searching for content using keywords in a language other than English will yield results in that language, if any exist<br>- Responses to consultations should not be returned in the search results |
| **Issues:** | None |

| **[UC-29] Perform Advanced Search** |
|---|

| | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.22 –Search |
| **Actors:** | All visitors |
| **Preconditions:** | – |
| **Main Flow:** | 1. The user accesses the advanced search page by clicking the advanced search link<br>2. The user fills in at least one of the available search filters<br>a. Keywords (searched in title and content),<br>b. Category & Product Type (multiple selection from a list),<br>c. Topic (Supervisory reporting, Transparency and Pilar 3, Own funds, Credit risk and large exposure etc - multiple selection from a list),<br>d. Content Type (all/documents/web pages),<br>e. Document format (drop down list) – available if content type 'documents' is selected<br>f. Publication date (from-to)<br>3. The user clicks on search button or hits enter button while inside a search field<br>4. The system performs a search with the provided search criteria<br>5. The system displays the search results page |
| **Alternative Flows:** | - |
| **Notes:** | - In the calculation of the results rating, the significance among the fields will be: title, topic, categories, content/summary<br>- The empty search string will not be allowed<br>- Searching for content using keywords in a language other than English will yield results in that language, if any exist<br>- Responses to consultations should not be returned in the search results |
| **Issues:** | None |

| **[UC-30] View Search Results** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.22 – Search |
| **Actors:** | All visitors |
| **Preconditions:** | – The user has performed a simple or an advanced search |
| **Main Flow:** | 1. The system displays the results page<br>a. The total number of results and the number of results in that page are displayed. For each result the following information is displayed:<br>• title<br>• part of the matching content with highlighted matching terms<br>• last update date<br>• type of result (icon)<br>2. The user clicks on a result<br>3. The system displays the respective search result in full |
| **Alternative Flows:** | None |

| | |
|---|---|
| **Notes:** | None |
| **Issues:** | None |

## 2.2.9 FR.23 – Quick Links

### 2.2.9.1 General description

Quick links will be provided through a Liferay article that uses a particular html template.

### 2.2.9.2 Applicability to address the requirement

Liferay articles perfectly match the quick links requirement. The appropriate html template should be created though.

| **[UC-31] Manage Quick links** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.23 – Quick links |
| **Actors:** | - EBA Communication team |
| **Preconditions:** | - |
| **Main Flow:** | 1. The user accesses the homepage of the EBA website;<br>2. The user creates/edits the article containing the quick links;<br>3. The user removes a link from the article using the provided editor;<br>4. The user adds a new link by copying and pasting an existing one with the appropriate font;<br>5. The user marks the new link and clicks on the 'link' icon in order to provide the actual url that the link will point to. |
| **Alternative Flows:** | None |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-32] Access Quick links** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.23 – Quick links |
| **Actors:** | - Any website visitor |
| **Preconditions:** | - |
| **Main Flow:** | 1. The user accesses the homepage of the EBA website;<br>2. A dedicated area includes various words (keywords);<br>3. Each item in that area is displayed with different font to give emphasis;<br>4. The user clicks on one of the items and he is redirected to the corresponding page where more information about the selected keyword can be found. |
| **Alternative Flows:** | None |
| **Notes:** | None |
| **Issues:** | None |

## 2.2.10 FR.24 – Multilingual Support

The site will allow users to select one of the 22 official European languages. Selecting any non-English language will display a landing page in the selected language including some general information.

### 2.2.10.1 General description

The Liferay Language portlet will be used to allow users to select the active website language.

### 2.2.10.2 Applicability to address the requirement

The Liferay Language portlet is well suited to allow users to select the active website language from a drop down list of languages. However, the effect of a language selection will be modified to abide to the following use case.

| [UC-33] Change Language | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.23 – Multilingual support |
| **Actors:** | All visitors |
| **Preconditions:** | None |
| **Main Flow:** | 1. The user selects a language from the language drop down list<br>2. If the language is not English, the System presents a landing page displaying an article in the selected language (Language is English) |
| **Alternative Flows:** | Language is English<br>1. The system displays the homepage in English |
| **Notes:** | The contents of the landing page article will include links and text |
| **Issues:** | None |

## 2.2.11 FR.26 – Archiving

### 2.2.11.1 General description

Liferay's out of the box content management features will be used to support automated archiving of content.
Liferay supports the automatic expiration of articles; however some customisations are needed to keep the article visible in a separate list (archive list).

### 2.2.11.2 Applicability to address the requirement

Archiving will take advantage of the Liferay automatic expiration of articles. The appropriate templates shall be created to collect the archived articles. The following use case describes the creation of an article that eventually will be archived.

| [UC-34] Archiving | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.26 – Archiving |

| | |
|---|---|
| **Actors:** | All visitors |
| **Preconditions:** | None |
| **Main Flow:** | 1. The user creates an article;<br>2. The user sets the expiration date of the article;<br>3. The user assign the appropriate tag to that article (e.g. Job vacancy);<br>4. The system displays the article in the appropriate location (e.g. Job vacancies list) considering the tag and the expiration date;<br>5. When the expiration date is reached the system (a scheduler) gets the article and updates as follows:<br>a. It sets the expiration date to 'Never';<br>b. Changes the tag to the respective archive tag (e.g. Job vacancy archived);<br>6. The system displays the archived articles in the appropriate location (e.g. Archived Job vacancies list) considering the tag. |
| **Alternative Flows:** | None |
| **Notes:** | For Vacancies only, a status (on-going and closed) can be modified even if the vacancy is in the archive section. This status should be visible by visitors without having to click on a specific vacancy.<br>For procurement only, the EBA comms should be able to edit a procurement (to add a link to the contract award notice). |
| **Issues:** | None |

### 2.2.12 FR.27 – Account Management

For the Account Management functionality, the Manage My Account portlet will be leveraged.

#### 2.2.12.1 General description

The Manage My Account portlet allows registered users to modify their personal information (name, surname, password, address, etc). No modifications are envisaged.

#### 2.2.12.2 Applicability to address the requirement

The Manage My Account Liferay portlet allows any registered user to modify all information provided during registration. Furthermore, the members of the EBA Communications team will also be able to modify.

### 2.2.13 FR.7 – User Registration

#### 2.2.13.1 General description

The standard Liferay registration portlet will be used to register users. The portlet will be accessible through two separate links, one for public website registrations and one for Extranet registration. Two separate links will be available to follow for registration, one for public website registration and one for Extranet registration. Depending on the selection, different flows will be followed.

#### 2.2.13.2 Applicability to address the requirement

The standard Liferay portlet will be modified to implement the separate workflow depending on the type of registration. The final behaviour of the user registration portlet is described in the following use case:

| [UC-35] Register User | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.7 – User Registration |
| **Actors:** | All visitors |
| **Preconditions:** | – The user has opened the Create Account page |
| **Main Flow:** | 1. The user fills in the form with her personal information<br>a. First name (free text - mandatory)<br>b. Last name (free text - mandatory)<br>c. Email address (free text - mandatory)<br>d. Confirm Email address (free text - mandatory)<br>e. Country (drop down list - mandatory)<br>i. All countries plus the EU countries<br>f. Organisation (free text – non mandatory). Applicable for public users.<br>g. Selection between: Industry/National Authority-Governments/Individual Citizens/Journalists/Academics/ International institutions /NGO (radio button)<br>h. Phone (free text)<br>i. Mobile phone (free text)<br>j. Postal address (free text)<br>2. The user selects its preferences for the email alert/mailing tool.<br>k. Vacancy notices, Tender notices, Consultations, Latest news (boxes to tick)<br>l. One box to tick if users wants to receive instant notifications of EBA main news (These notifications would be sent to those users by the EBA comms team using the mailing tool)<br>3. If the link for NSA/Observers has been selected, the following field will also be required:<br>a. Organisation: NSA / Observer Institution (drop down list - mandatory)<br>b. Position (free text – non mandatory)<br>4. The system sends a validation email to the provided email address<br>5. The system sends in a different email the password for the user |

| | |
|---|---|
| | 6. The user clicks the link and a page on the website is opened<br>7. The system activates the account and presents a confirmation message |
| Alternative Flows: | If the registration is for the Extranet, the following steps will be carried out just before step 4 of the Main Flow:<br>1. The system compares the domain of the email account provided by the user against a list of email domains<br>2. If the check succeeds, the system grants the user access to the Extranet common workgroup 1 |
| **Notes:** | None |
| **Issues:** | - Users will be able to retrieve/reset their passwords in case they forgot it<br>- Users will be prompted to change their password every 3 months |

## 2.2.14 FR 12 – Single Rulebook implementation Q&As

### *2.2.14.1 General description*

A new portlet will be implemented for the Q&A system. The tool may use the Web Form Liferay portlet.

### *2.2.14.2 Applicability to address the requirement*

The functionality to be offered by the Q&A system is presented in the following use cases:

| **[UC-36] Submit a Question** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.12 –Q&A system |
| **Actors:** | Website visitor |
| **Preconditions:** | – |
| **Main Flow:** | 1. The user visits the Q&A page<br>2. The user creates a new question<br>3. The user provides the following information<br>a. Legal text (drop down list with two options: Capital Requirements Regulation (CCR), Capital Requirements Directive (CRD)) (mandatory)<br>b. Topic (dropdown list with predefined options – mandatory). Only one topic can be selected.<br>c. Legal reference (mandatory)<br>i. Article (free text)<br>ii. Paragraph (free text)<br>iii. Subparagraph (free text)<br>iv. Article/Paragraph (free text)<br>v. EBA Technical & Guideline (list with predefined options – mandatory) |

| | |
|---|---|
| | d. Date of submission (automatically completed)<br>e. Name of institution/entity (free text - mandatory)<br>f. Country of incorporation / residence (free text mandatory)<br>g. Email address (free text - mandatory)<br>h. Disclose name of institution /entity (Yes/No option - mandatory)<br>i. Subject matter (free text – limit 100 characters - mandatory)<br>j. Question (2000 characters of free text - mandatory)<br>k. Background on the question (2000 characters of free text - mandatory)<br>l. Proposed answer (2000 characters of free text - mandatory)<br>m. Document(s) (multiple file upload - optional)<br>n. CAPTCHA check (mandatory)<br>4. The user clicks the submit button<br>5. The system validates the provided information (Mandatory information is missing)<br>6. The system assigns the question a unique identifier of format YEAR_Number<br>7. The system stores the question<br>8. The system sends an email notification to the EBA Q&A manager(s) and to specific functional mailboxes, inviting them to visit the website and review the question. In the email the information from 'a' to 'i' is included. |
| **Alternative Flows:** | 2. Mandatory information is missing<br>1. The system informs the user about the mandatory fields that have not been filled in<br>2. The flow resumes from Main Flow, step 3 |
| **Notes:** | Created questions take the status 'Submitted' and cannot be seen by the public Q&A page unless they are approved. |
| **Issues:** | None |

| **[UC-37] Approve Question** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.12 –Q&A system |
| **Actors:** | EBA Q&A manager |
| **Preconditions:** | – A question has been posted<br>– No other Q&A manager has reviewed the question<br>– The Q&A manager has logged into the website |
| **Main Flow:** | 1. The user visits the detailed question view in the Q&A section<br>2. The user reviews the question<br>3. The user, optionally, modifies any of the provided information (Mandatory information is missing) |

| | |
|---|---|
| | 4. The user, optionally, uploads documents<br>5. The user, optionally, provides an answer (rich text editor)<br>6. The user classifies the question (Rejected questions/Questions under review/Final Q&As/ Private). Private questions will be kept in the system but not displayed anywhere. In the medium term they might be displayed only in the extranet.<br>7. The user clicks the Save button<br>8. The system publishes all fields of the question apart from the email and the proposed answer box, in the corresponding location of the public website. The answer (if any) is also published (Question is confidential)<br>9. The system sends a standard email notification to the person posted the question. |
| **Alternative Flows:** | 3. Mandatory information is missing<br>1. The system informs the user about the mandatory fields that have not been filled in<br>2. The flow resumes from Main Flow, step 3<br>4. Question is confidential<br>1. The system publishes all fields of the question, apart from the email, the proposed answer box and the name of institution<br>2. The flow resumes from Main Flow, step 9 |
| **Notes:** | - The email address field is never published to the public website<br>- Uploaded documents by the user (creator of the question) are not published to the public website.<br>- The user is able to export the question in xls format. |
| **Issues:** | None |

| **[UC-38] Edit Question** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.12 –Q&A system |
| **Actors:** | EBA Q&A manager |
| **Preconditions:** | – A question has been published<br>– The Q&A manager has logged into the website |
| **Main Flow:** | 1. The user visits the detailed question view in the Q&A section<br>2. The user reviews the question<br>3. The user, optionally, modifies any of the provided information (Mandatory information is missing)<br>4. The user, optionally, uploads more documents<br>5. The user, optionally, provides an answer (rich text editor)<br>6. The user optionally re-classifies the question (Rejected questions/Questions under review/Final Q&As/ Private)<br>7. The user clicks the Save button<br>8. The system publishes all fields of the question apart from the email and the proposed answer box in the corresponding location of the public website. The answer (if |

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| | any) is also published (Question is confidential) |
| **Alternative Flows:** | 5. Mandatory information is missing<br>1. The system informs the user about the mandatory fields that have not been filled in<br>2. The flow resumes from Main Flow, step 3<br>6. Question is confidential<br>1. The system publishes all fields of the question, apart from the email, the proposed answer box and the name of institution<br>2. The flow ends |
| **Notes:** | - The email address field is never published to the public website<br>- The user is able to export the question in xls format. |
| **Issues:** | None |

| **[UC-39] Delete Questions** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.12 –Q&A system |
| **Actors:** | EBA Q&A manager |
| **Preconditions:** | – Questions have been submitted<br>– The user has logged in the website<br>– The user has opened a question detail page |
| **Main Flow:** | 1. The system presents the question details<br>2. The user clicks the Delete button<br>3. The system asks the user for a confirmation<br>4. The user confirms the action (The user cancels the action)<br>5. The system deletes the question and answer. |
| **Alternative Flows:** | 7. The user cancels the action<br>1. Flow resumes from step 1 of the Main flow |
| **Notes:** | None |
| **Issues:** | None |

| **[UC-40] List Questions** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.12 –Q&A system |
| **Actors:** | Website visitor, EBA Q&A manager |
| **Preconditions:** | – Questions have been published |
| **Main Flow:** | 1. The user visits the Q&A section<br>2. The system presents the questions, grouped by classification (All, Questions under review, Final Q&As, Rejected questions). The following information will be displayed in the list view:<br>a. ID<br>b. EBA Technical & Guideline<br>c. Topic<br>d. Subject matter<br>e. Date of publication |

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| | f. First 3 lines of the question<br>3. The user selects a question<br>4. The system presents all details of the question, including the answer (Question is confidential) |
| **Alternative Flows:** | 8. Question is confidential<br>1. The system presents all details of the question, excluding the name of institution, the proposed answer box and email<br>2. The flow finishes |
| **Notes:** | The grouping of questions may be done using expand/collapse sections, tabs, or other similar mechanisms. |
| **Issues:** | None |

| **[UC-41] Search Questions** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.12 –Q&A system |
| **Actors:** | Website visitor |
| **Preconditions:** | – Questions have been published |
| **Main Flow:** | 1. The user visits the Q&A section<br>2. The system presents a search form<br>3. The user uses any combination of the following parameters to perform a search:<br>a. Legal act (dropdown with two values: Capital Requirements Regulation (CRR), Capital Requirements Directive CRD))<br>b. Topic (list of available options)<br>c. Period posted (from/to date)<br>d. EBA Technical & Guideline (List of values – more than one can be selected)<br>e. Keyword (searches in title, documents' title, question, answer)<br>f. Article (free text, searches in Article field)<br>4. The user clicks the search button<br>5. The system performs a search using the provided parameters<br>6. Four tabs are presented: All, Rejected questions/Questions under review/Final Q&As. In the 'All'' tab the status of each question is also visible. Clicking on one of the other tabs only the questions of the particular status are visible.<br>7. In each tab the system presents a list of all questions matching the provided parameters. For each result, the unique id, title, topic, legal text, date of publication and an excerpt of the question are presented<br>8. The user clicks on a result<br>9. The system opens the question in detailed view |
| **Alternative Flows:** | 9. None |
| **Notes:** | - The results include questions from all categories (All, Rejected questions/Questions under review/Final Q&As)<br>- Search can be triggered from the Topic pages. The parameter 'Topic' will be passed to the Q&A search so that the related results are displayed. |

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| | - Search can be triggered from the Guideline pages. The parameter 'EBA Technical & Guideline' will be passed to the Q&A search so that the related results are displayed.<br>- Q&A Manager can see two more tabs: Submitted and Private. |
| **Issues:** | None |

## 2.2.15 FR 19 – Facility for consultations

### *2.2.15.1 General description*

The facility for consultations functionality will be provided by the combination of the following elements:

- core Liferay services
  - sitemap management
  - adjusted content management
- modified Liferay dynamic lists portlet

The majority of the required actions are provided by Liferay. The flow below lists the actions carried out by the EBA Communications team through standard Liferay services:

| **[UC-42] Create Activity** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.20 – Facility for Regulatory Activity |
| **Actors:** | EBA Communication team, Website maintenance team |
| **Preconditions:** | – Regulation and Policy page exists displaying all the available topics. |
| **Main Flow:** | 1. The user creates a page (activity page) under the desired topic page (e.g. Supervisory reporting)<br>2. The user adds a Web Content article describing the activity<br>3. The article is placed at the top middle section of the activity page (see 04-Guideline-Press Release.jpg)<br>4. The user provides values for the following fields:<br>a. Title (e.g. CEBS Guidelines on supervisory disclosure)<br>b. Description/Summary<br>c. Main Content<br>d. Status for GLs/Rec:<br>i. Under development<br>ii. Final<br>iii. Repealed<br>e. Status for TS:<br>i. Under development<br>ii. Draft adopted by the EBA and submitted to the COM<br>iii. Adopted by the European Commission and under scrutiny by EU legislators (if RTS) OR<br>iv. Adopted by the European Commission and awaiting publication on the Official Journal (if ITS) |

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| | v. Final<br>5. The user marks the article with:<br>a. One or more topic (selection from a list)<br>b. A category for the product type (e.g. Guideline)<br>6. The user clicks the Publish button to publish the activity<br>7. The activity article is displayed on the top of the activity page (Add articles to the right column)<br>8. The user adds the Regulatory Activity portlet just below the activity article. This portlet manages the press releases/consultations/discussions of the activity. The ID of the activity is configured inside the Regulatory activity portlet.<br>9. Regulatory Activity portlet contains three buttons:<br>a. Create consultation<br>b. Create discussion<br>c. Create press release<br>10. The user can click on one of the above buttons in order to create a consultation/discussion/press release which will be linked automatically with the activity. |
| **Alternative Flows:** | 10. Add articles to the right column<br>11. At this time or any time later the user is able to add one or more additional Web Content articles to the right column of the page in order to link the supporting material & related links. Rich Editor templates are available to support quick and common layout for the right column articles (Supporting material & Related links). |
| **Notes:** | - The activity article summary automatically appears in the list of activities under the specific topic(s) in the "Technical Standards, Guidelines & Recommendations" section (03-Topic.jpg). The status and the publication date are also displayed. |
| **Issues:** | None |

| **[UC-43] Create Consultation/Discussion** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.19 – Facility for Consultations |
| **Actors:** | EBA Communication team, Website maintenance team |
| **Preconditions:** | – Activity page has been created (for consultations/discussions related to activities) |
| **Main Flow:** | 1. The user accesses an activity page<br>2. The user creates a consultation/discussion using the available buttons in the activity page<br>3. The user fills in the following fields:<br>a. Title (text field – mandatory)<br>b. Short summary (text area)<br>c. Text (rich editor)<br>d. Start date (date – mandatory)<br>e. End date (date – mandatory) |

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| | f. Type of event (dropdown list – mandatory). Consultation or Discussion should be selected<br>4. The user marks the consultation/discussion with:<br>a. One or more topic (e.g. Supervisory reporting)<br>b. One category for the type (e.g. Consultation or Discussion)<br>c. One or more categories to define additional display places:<br>i. News items<br>ii. Press release<br>5. The users Publishes the consultation/discussion<br>6. The system displays the consultation/discussion automatically in the:<br>a. Activity page under the consultations tab<br>b. In the Calendar an event using the end date (Wireframe 08-Calendar.jpg)<br>c. News items & Press release lists (if applicable). The title and the main content of the event will be used to create the news item/press release.<br>d. As long as the consultation is open, it will also appear in the Open Consultations list in the homepage<br>7. The user uploads any related documents to the consultation in the consultation folder created automatically with the creation of the consultation/discussion event. For an efficient search of the documents the following can be selected when uploading the documents:<br>a. One or more topic<br>b. One category for the type<br>8. The documents are automatically displayed next to the consultation (wireframe 09-Consutation.jpg)<br>9. If need be, the user creates another consultation/discussion by pressing the 'Create Consultation/Discussion' button available in the activity page. |
| **Alternative Flows:** | |
| **Notes:** | Related links (links to Public hearing & Press release) will be automatically generated if applicable – (UC-44) |
| **Issues:** | For a consultation that does not belong to an activity, the user will create a page under a specific topic, where the Regulatory activity portlet will be placed. A 'pre-activity' article will be created which may not be displayed anywhere. However this article will be linked to the Regulatory activity portlet in order to simulate the rest of the process as if it was a regular activity. Later on the 'pre-activity' article can be updated to an activity (by assigning the appropriate categories). Link to the page with the consultation will be placed in the topic page manually (e.g. below the opinions/reports boxes). |

| **[UC-44] Create Consultation form for comments** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.19 – Facility for Consultations |

| | |
|---|---|
| **Actors:** | EBA Communication team, Website maintenance team |
| **Preconditions:** | – |
| **Main Flow:** | 1. The user edits a consultation<br>2. The user clicks on the 'Create Consultation form' button<br>3. The user provides a name and a description for the form<br>4. The user creates a dynamic data definition (the lists of fields that are applicable to the form of the consultation/discussion). A default template contains the standard fields that will be used:<br>a. General comments (text area - mandatory)<br>b. Specific question 1 (text area - mandatory) (label can be modified)<br>c. Specific question 2 (text area - mandatory) (label can be modified)<br>d. Other specific comments (text area – non mandatory)<br>e. Upload files (file upload field – non mandatory)<br>f. Disclose comment (Radio button, Yes/No - mandatory)<br>g. Contact details<br>i. Name of organisation (text field - mandatory)<br>ii. Email (text field - mandatory)<br>iii. Contact name (text field - mandatory)<br>iv. Phone number (text field - mandatory)<br>5. The user can copy it and add any additional question text areas at any desired place within the existing form.<br>6. The user saves the consultation form<br>7. The system links the consultation with the consultation form<br>8. The 'Give your comments button' appears automatically in the consultation page while the consultation is open (Wireframes: 09-Consultation.jpg, 05-Guideline-Consultation 1.jpg) |
| **Alternative Flows:** | |
| **Notes:** | - Public users can provide their comments using the created form.<br>- Once the deadline of the consultation has passed, the 'Give your comments' button disappears automatically. Therefore, users are not able to use the form anymore. The responses, after being reviewed by EBA staff, are presented automatically on the consultation page (in accordance with the process described in (UC-48 UC-49) (Wireframe 05-Guideline – Consultation 1.jpg). |
| **Issues:** | None |

| **[UC-45] Create Public Hearing** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.19 – Facility for Consultations |
| **Actors:** | EBA Communication team, Website maintenance team |
| **Preconditions:** | – Consultation has been created |

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| **Main Flow:** | 1. In the consultation tab (Wireframe 05 – Guideline – Consultation 1.jpg) a button 'Create Public Hearing' is available.<br>2. The user clicks on the 'Create Public Hearing'<br>3. The user fills in the required fields:<br>a. Title (text field - mandatory)<br>b. Short summary (text area)<br>c. Text (rich editor – mandatory)<br>d. Start date (date – mandatory)<br>e. End date (date – mandatory)<br>f. Type of Event (dropdown list – mandatory). Public hearing should be selected<br>4. The user marks the event with:<br>a. One or more topic<br>b. One or more categories to define additional display places:<br>i. News items<br>ii. Press release<br>5. The user publishes the public hearing<br>6. The public hearing is automatically displayed in the:<br>a. consultation tab (wireframe 05-Guideline-Consulation 1.jpg)<br>b. Calendar (on Start date)<br>c. News items (if applicable)<br>d. Press releases (if applicable)<br>7. The user uploads any related documents to the public hearing (e.g. agenda) in the event folder created automatically. The documents are automatically displayed under the public hearing section of the consultation tab. For an efficient search of the documents, topic and category can be selected for the documents. |
| **Alternative Flows:** | |
| **Notes:** | |
| **Issues:** | None |

| **[UC-46] Create additional press release** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.19 – Facility for Consultations |
| **Actors:** | EBA Communication team, Website maintenance team |
| **Preconditions:** | – Activity page has been created |
| **Main Flow:** | 1. If needed an additional press release can be created at any time using the button available in the activity page.<br>2. The user access an activity page<br>3. The user clicks on the 'Create Press Release' button<br>4. The user fills in the following fields:<br>a. Title (text field – mandatory)<br>b. Summary/Description (text area)<br>c. Content (rich text editor)<br>5. The user marks the press release with:<br>a. One or more topic<br>b. One or more categories to define the display |

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| | places:<br>i. News items<br>ii. Press release<br>6. The user publishes the press release<br>7. The press release appears at:<br>a. Press release tab of the activity (04 - Guideline – Press Release.jpg). Only the latest press release appears in this tab. Older press releases are available in the news archives and press room.<br>b. News items<br>c. Press material |
| **Alternative Flows:** | |
| **Notes:** | The latest press release related to the activity is always displayed in the 'Press Release' tab of an activity. |
| **Issues:** | None |

| **[UC-47] Upload final document** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.20 – Facility for Regulatory Activity |
| **Actors:** | EBA Communication team, Website maintenance team |
| **Preconditions:** | – Activity page has been created |
| **Main Flow:** | 1. Once it is adopted, the final document of the activity is uploaded to the website.<br>2. The user uploads the document(s) in the document library<br>3. The user assigns to each uploaded document the correct topic and product type<br>4. The user accesses the activity page<br>5. The user manually creates a Web Content article in the activity page (top right column) using a "multilingual document" template.<br>6. The user provides the links to the multilingual documents |
| **Alternative Flows:** | |
| **Notes:** | |
| **Issues:** | None |

| **[UC-48] Add opinion/report on a topic page** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.20 – Facility for Regulatory Activity |
| **Actors:** | EBA Communication team, Website maintenance team |
| **Preconditions:** | – Topic pages have been created |
| **Main Flow:** | 1. The user uploads the opinion/report document in the document library<br>2. The user provides the appropriate categories (topic and document type)<br>3. The user creates an article with a short text or press release text<br>4. The user provides the appropriate categories to the article:<br>a. News item (if applicable)<br>b. Press release (if applicable) |

| | |
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| | c. Relevant topic<br>5. The user links the article with the uploaded documents (using Liferay related assets functionality)<br>6. The user publishes the article<br>7. The article and the documents appear automatically on the relevant topic page, the news page/homepage and press release page (if applicable) (wireframe 03 Topic.jpg) |
| **Alternative Flows:** | |
| **Notes:** | |
| **Issues:** | None |

#### *2.2.15.2 Applicability to address the requirement*

In order to support the consultations facility, a dedicated structure/template will need to be implemented, as well as a mechanism to publish new consultation events to the calendar.
The management of the responses will be implemented by modifying the Liferay dynamic lists portlet. The use cases below describe the behaviour of the modified portlet.

| **[UC-49] Manage consultation responses** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.19 – Facility for consultations |
| **Actors:** | EBA Communications team |
| **Preconditions:** | – The user has logged into the website<br>– At least one consultation exists |
| **Main Flow:** | 1. The user opens the list of consultations. The list contains the following information on each consultation<br>a. Consultation name<br>b. Consultation description<br>2. The user selects a consultation<br>3. The system displays two lists of responses for the selected consultation, one for confidential and one for non-confidential responses (The user downloads an export)<br>4. The user clicks on a response<br>5. <u>The user re-classifies a response</u><br>6. The system displays the response details |
| **Alternative Flows:** | 12. <u>The user downloads an export</u><br>1. The system produces a CSV file, compatible with Excel file, containing all responses, separated in confidential and non-confidential<br>2. The system produces an export of all attachments<br>3. The system creates a zip file of the CSV file and all attached documents<br>4. The user stores the zip file in the filesystem<br>13. <u>The user re-classifies a response</u><br>1. The user changes the confidentiality of the response<br>2. The system stores the modification |
| **Notes:** | The exported CSV file will contain the filename of the attachments, related to the responses |
| **Issues:** | None |

| [UC-50] Publish consultation responses | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.19 – Facility for consultations |
| **Actors:** | EBA Communications team |
| **Preconditions:** | – The consultation deadline has passed |
| **Main Flow:** | 1. The user opens the list of consultations<br>2. The user selects one consultation and clicks the "Publish" button<br>3. The System publishes the non-confidential responses of the selected consultation in a predefined location of the website |
| **Alternative Flows:** | None |
| **Notes:** | None |
| **Issues:** | None |

| [UC-51] View consultation responses | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.19 – Facility for consultations |
| **Actors:** | Website visitors |
| **Preconditions:** | – The consultation responses have been published |
| **Main Flow:** | 1. The user opens the list of consultations or click on a consultation in one of the regulatory activity page.<br>2. Responses are classified by name of the respondent organisation.<br>3. The user is able to click on a specific organisation<br>4. The system displays the details of the response (general comments, specific question 1, specific question 2, etc) |
| **Alternative Flows:** | None |
| **Notes:** | None |
| **Issues:** | None |

## 2.2.16 FR 25 – Facility for meeting registrations

### *2.2.16.1 General description*

The facility for meeting registrations functionality will be provided by the combination of the following elements:

- core Liferay services
  - sitemap management
  - user management
- modified Liferay Web form portlet

The majority of the required actions are provided by Liferay. The flow below lists the actions carried out by the Registration Manager through standard Liferay services:

Three types of meetings will be supported (1-internal, 2-public, 3-invitation only). For the invitation only registrations, a new user account will be created, unique to the event but common for all invited registrants.
The Registration Manager creating a meeting registration will do the following:
a) (for invitation-only meetings) create a new user account, specifically for the meeting
b) create a new page under the Meetings subsection and set a user friendly URL
c) add the Web Portlet in the new page
d) define the registration fields in the Web Portlet
e) Create an article in the page and add the related documents of the meeting.
f) set the access rights for the page, to allow access (1) to specific group(s) with the registered persons of the Extranet (2) to registered persons of the public website or (3) to the newly created user, for invitation only events
Registrants will login either with the newly created account (in case of invitation-only meetings) or with their credentials and fill in the registration form with their details. The defined page URL will be used to access each meeting registration.
Users are invited via email only in the cases (1) and (3). In case (2) the information will be published on the website (e.g. public hearing). So a disclaimer can be included in the email to remind people that they should be registered on the website. Clicking on the registration link, users will be prompted to login – or create an account with EBA.

### *2.2.16.2 Applicability to address the requirement*

The default Liferay services are sufficient to provide the described functionality without modifications. An extension will be implemented in the Web Form portlet to export the results in CSV file, compatible with Excel format, as described in the use case below:

| **[UC-52] Create meeting registration form** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.25 – Facility for meeting registrations |
| **Actors:** | Registration Manager |
| **Preconditions:** | – |
| **Main Flow:** | 1. The user creates a page and gives access to the appropriate users depending on the type of the meeting;<br>2. The user adds the meeting registration form portlet and defines the following:<br>a. Title<br>b. Description<br>c. Deadline (actual and presentable)<br>d. Contact email<br>e. Fields of the form:<br>i. Text<br>ii. Text box<br>iii. Drop down list<br>iv. Radio button<br>v. Check box<br>vi. Date<br>3. The user defines the text to be included in the confirmation emails sent to subscribers<br>4. The user defines the recipient (email) that will receive the information about each registration |

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| | 5. The user saves the form. |
| **Alternative Flows:** | None |
| **Notes:** | - The registration manager can modify the event registration information (title, description, expiration date, emails to be sent) even after it has been published. However, she cannot change the registration form fields, unless she deletes (she can export and then delete) the information provided by visitors already registered.<br>- After the actual deadline has expired, no registrations, modifications or cancellations are allowed. An informative message is displayed with a contact email.<br>- The registration manager can export the current state of registrations at any moment (See UC 52)<br>- The registration manager is able to delete all registration information related to a specific meeting, including the registrations. |
| **Issues:** | None |

| **[UC-53] Register using the registration form** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.25 – Facility for meeting registrations |
| **Actors:** | Extranet users, Public users, Visitors |
| **Preconditions:** | – The registration form has been created |
| **Main Flow:** | 1. The user accesses the page with the registration form (login is required for invitations and internal meetings)<br>2. The user fills in the form and clicks on the submit button<br>3. An email is sent to the registrant with a unique ID<br>4. The user provides his unique ID in order to retrieve his registration information<br>5. The user updates his registration information and submits the changes (The user cancels his registration) |
| **Alternative Flows:** | None |
| **Notes:** | <u>The user cancels his registration</u><br><u>The user is able to cancel his registration by retrieving his registration (using the unique ID) and then clicking on the Cancel option.</u> |
| **Issues:** | None |

| **[UC-54] Export meeting registrations to Excel** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.25 – Facility for meeting registrations |
| **Actors:** | Registration Manager |
| **Preconditions:** | – A meeting registration process has been created |
| **Main Flow:** | 6. The user visits the meeting registration page<br>7. The user selects the Export button<br>8. The System exports all registrations in a CSV file, compatible with Excel |
| **Alternative Flows:** | None |

| | |
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| **Notes:** | - The CSV export will include the timestamp of all registrations |
| **Issues:** | None |

### 2.2.17 FR 28 – Inquiry form

All visitors will be able to fill in an inquiry form in order to send an inquiry to EBA.

| **[UC-55] Inquiry form** | |
|---|---|
| **Version:** | 1.0 |
| **Associated Software Requirements:** | FR.28 – Inquiry Form |
| **Actors:** | All visitors |
| **Preconditions:** | – The inquiry form has been placed on a public page of the EBA website |
| **Main Flow:** | 1. The user accesses the page where the inquiry form has been placed;<br>2. The user provides the following information:<br>a. Full Name (free text – mandatory)<br>b. Email (free text – mandatory)<br>c. Type of inquiry (drop down list: General, Press, Website Issues - Mandatory)<br>d. Inquiry (text area – Mandatory)<br>e. CAPTCHA check (mandatory)<br>3. The user clicks on the Submit button<br>4. The inquiry is sent to the appropriate functional mailbox depending on the type of enquiry selected (each type has a different mailbox). |
| **Alternative Flows:** | None |
| **Notes:** | Functional mailboxes are configurable and can be edited by EBA Staff. |
| **Issues:** | None |

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