

New Zealand Government Common Web Platform Requirements (Version 1.2. Updated: 5 September 2014)

This document presents an update to Annexure 1 (Requirements) in the CWP Lead Agency Agreement, signed December 2012 between SilverStripe Ltd and the Department of Internal Affairs. Reference numbers have not been changed.

The requirements listed will be delivered in the first launch of the Common Web Platform. The set of requirements will grow as the product is developed, and the information presented will be updated. The document includes comments on how, and to what extent, the requirements have been delivered. Vendor Response refers to C (Compliant) or P (Partially Compliant).

Content management

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR1	The product shall enable the creation of websites with multiple levels of content, with the number of levels supported being configurable on a site-by-site basis.	To allow agencies to optionally provide site users with an initial summary of content from which they can drill down (potentially several times) to access increasingly detailed material.	C	
HLR2	The product shall enable content authors to create websites containing a range of content types, including attached documents, images, multi-media clips and other content types required by standard informational websites. Examples of required content templates include (but are not restricted to) the following: <ul style="list-style-type: none"> Articles Fact sheets Calendar of events Lists and indexes Guidelines Media releases Legislation, regulations and legal documents Policy statements Content in open data formats Attached documents in common document formats (e.g. PDF, MS Word, MS Excel). Maps Audio files, podcasts 	To allow agencies to build sites that contain many types of content where templates can be customised and configured to provide consistency and simplify data entry processes.	P	The product shall enable content authors to create websites containing a range of content types, including attached documents, images, multi-media clips and other content types required by standard informational websites. The product shall provide templates (see HLR84) for: <ul style="list-style-type: none"> Homepage Generic page News (list) News story Search results – see HLR66 Sitemap iFrame wrapper Events (list) – see HLR80 Events page Forms - see HLR27 Blog (list) – see HLR82 Blog item Registry Page (Search Form & List) – see HLR26.1 Registry Item

Ref#	Description	Rationale	Vendor Response	Additional Comment
	<ul style="list-style-type: none"> • Images • Image libraries • Presentations and slideshows • Video • Publication library • Reports, manuals and other 'book' style content • Statistics, data tables, charts and diagrams 			<ul style="list-style-type: none"> ▪ Other templates can be created as part of website implementation projects. <p>Documents, images, hosted videos and other embedded multimedia files can be inserted into a content page.</p>
HLR3	The product shall provide a configurable site-wide or agency-wide document library to manage all attachments, PDFs, images, style sheets, and multi-media files.	To assist content authors to generate non-HTML content, and to support collaboration between content authors across the full web presence of an agency.	C	Stylesheets are handled separately in a theme, and existing functionality will be used to meet this high level requirement.
HLR4	The product shall allow content authors to sort the contents and configure the structure of a document library.	To ensure that the document library structure, including library contents, meets the needs of the associated organisation.	C	

Content lifespan management

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR6.1	The product shall enable content authors to specify a publication date and time (i.e. the earliest date that content may be published).	Specific content may be "embargoed" from being published until a specific date and time in the future. Enables large and/or complex content items to be worked on well in advance of the publishing date.	C	Embargo/Expiry applies to page content rather than files (Word, PDF, images) however access restrictions on files can be configured. See NFR25.
HLR6.2	The product shall automatically publish approved content to the associated website once the publication date of the content has passed.	To ensure that content publication occurs at the desired time with minimal human intervention.	C	
HLR7	The product shall enable content authors to define the expiry date of content up to a maximum period which is	To increase the confidence of site users that content they find on a site is up to date, by	C	The product allows individual pages to be given an Expiry Date, at which point the content is automatically removed

Ref#	Description	Rationale	Vendor Response	Additional Comment
	configurable by agency or by site (with optionally, on a site-by-site basis, the ability to specify automatic default expiry dates or to choose never to remove the content).	ensuring that content that is published on a site cannot be “forgotten” and remain live after it is out of date.		from public view on the website. Expired content remains privately stored by the system as per HLR9. The optional requirement to set an automatic expiry date is not included.
HLR8	The product shall allow content authors to extend the expiry date of content at any time.	To ensure that content that remains valuable to site users can remain available as long as it is required.	C	
HLR9	The product shall automatically remove content from the associated website where the expiry date of the content has passed, configurable on a site-by-site basis.	To support the automatic removal of published content that is no longer required.	C	“Removed” content remains stored by the product to meet archival requirements but is removed from public view.

Content approval

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR10	The product shall enable content authors to create and edit non-approved draft content for new pages or new versions of published pages without it becoming “live” on a site.	Content may require significant editing and review before it can be published and made available to the public; this “draft” content must not be visible to users of the live site, and must be clearly identified as draft to other content authors.	C	Applies to pages. Content approval does not apply to files (Word, PDF, Images, etc). Files can be stored in private folders where they need to be protected or embargoed; they are otherwise published immediately – see NFR25.
HLR10.2	The product shall enable a content author, when draft content is ready for approval, to initiate workflow to route the content to another user for approval.	To ensure that the routing of work from an author to an approver, including the management of approval queues, and the transition between “draft”, “approved” and “published” content is managed within the product.	C	
HLR10.3	The product shall support the site-by-site configuration of content approvers for publication of content; configuration shall enable an authorised approver to: <ul style="list-style-type: none"> • Approve all content for a site. • Approve all content of a specified type or subject matter for a site. • Approve all content for a specified user or user group for a site. 	To ensure that there is sufficient flexibility within the approvals process to support the different business needs of the range of participant agencies.	C	Assumption: Approvers can be given the right to approve parts of the site based on page groupings in information architecture, and that this meets the requirement.
HLR10.4	The product shall support the site-by-site configuration of the number of levels of approval that are required to approve an item of content for publication.	To ensure that the number of levels of approval required before content can be published can be configured differently for each site.	C	
HLR10.1	The product shall enable content to be reviewed and approved by reviewers that are not members of the agency that owns the site, without giving the external approver access to other content management functions.	To support the specific needs of different agencies that require non-agency employees to approve some items of content before publication (An example of this is a member of the general public approving the look of their NZ Gazette notice before the notice is published)	C	Assumption: it is acceptable for such reviewers to be able to access the Draft Site but have no CMS access whatsoever. This would mean any ‘approval’ would be manual (e.g. by email, not a button click.) This could be enhanced as a subsequent piece of work which would be the subject of a subsequent Change Request if required.
HLR10.5	The product shall require content to be approved before the content can be published to the associated website.	To ensure that unauthorised or unapproved content is never visible to users of the live site.	C	

Versioning/auditing (required to support compliance with the Public Records Act)

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR11	The product shall create and store a historical version of content when any updates to an item of content are made. If the content change includes changes to attached files, historical versions of the attached files will also be created and stored.	To allow any earlier version of content to be retrieved. To provide an audit trail of what content changes were made at what time.	P	All types of page content are versioned, and can be reviewed. The product can also compare two versions and highlight the changes. Files, where overwritten/replaced, are also versioned. Certain types of content/data are not versioned – for example relationships between pages where parts of the page are system generated at the time the page is rendered. An audit trail for items such as images and files is created when uploaded in many but not all situations.
HLR12	The product shall, for every System Event, record the time, date and ID of the user who triggered the event.	To capture an audit trail of every action that causes a change to the data record stored by the product.	C	Compliant, where System Event is: <ul style="list-style-type: none"> • Pages added, edited, and published • Files added and changed, when managed in the File and Assets area • Unsuccessful login attempts and successful logins and logout processes to the CMS • Users added and changed Further recording can be added as part of a website implementation project.
HLR13	The product shall, by default, display the latest version of content on a live site.	To ensure that site users are presented with the latest approved content.	C	
HLR14	The product shall optionally allow content authors to incorporate archived content and/or an earlier version of content into the live display of a site.	To give content authors the flexibility to use relevant content as needed, Depending on circumstances, earlier versions of content may be more applicable to being made available to the public.	C	Through rolling back to an older version.
HLR15	The product shall enable an authorised user to revert the publication of an item of content to a previous version of that content item.	To assist in quickly reversing publication errors.	C	

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR15.1	The product shall enable an administrator to revert an entire website to show the content of that website at a specific date and time.	To ensure that agencies have the ability to show the content that was visible on a site at a given date to answer known queries of this type that are received from clients.	C	
HLR16	The product shall enable an administrator to delete a version of content.	To reduce the likelihood of erroneous content being accidentally made visible to the public. Note: An audit trail of any deletion of a version of content would be required, as per HLR12.	C	Content can be deleted and unpublished however remains stored by the CMS. Such content is not visible to public and does not clutter the CMS interface. Content remains stored to comply with archival requirements including NFR59.1
HLR16.1	The product shall enable the decommissioning of a website in a manner that enables the archiving of website content and metadata to open data standards, and the subsequent removal of the website from the Common Web Platform.	To ensure that agencies are able to appropriately manage the decommissioning of websites.	C	Provided by providing database dump, code base, assets, and where required a full rendered HTML copy of the website. Production environments (including files, database) are backed-up daily and stored for 7 years, until the removal of the website from the Common Web Platform.

Content structure

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR19	The product shall provide a configurable information architecture that can be defined at a site-by-site level.	To give an agency control of the data structure of each of their sites, including the ability to add or delete sections of the structure; and display the structure to users.	C	
HLR20	The product shall enable configurable metadata fields to be embedded in the HTML head of pages, including but not limited to controlled vocabulary keywords, content categories and text summaries. Metadata can be defined for each item of content, including stub pages for non-HTML content and attached documents. Metadata schemas are configurable at a site-by-site level, schemas could be reused by more than one site where appropriate.	To give an agency site-by-site control of the indexing of content.	C	Configuring meta-data fields/schemas are done via code not via a graphical user interface.

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR20.1	The product shall support the auto-generation of standard metadata fields for all content items at the time content is both created and edited. Metadata fields captured automatically shall include, but is not limited to: <ul style="list-style-type: none"> • Created date • Created by user • Last updated date • Last updated user 	To streamline and standardise the capture of metadata.	C	
HLR20.2	The product shall provide the capacity for sharing of metadata fields and controlled vocabulary keywords across the sites of one agency.	To allow an agency to apply common practices and standards across its entire web presence.	C	Supported by importing of Taxonomies in a specific (text) file format.
HLR22	The product shall enable authorised users to add, edit, or delete taxonomy terms without requiring special training. Only administrators must be able to configure, add or remove entire taxonomies.	To ensure that a content author with standard computer skills can maintain taxonomies without having to first undergo specialist training.	C	
HLR23	The product shall allow the copyright status, (including creative commons license status), of content and attachments to be specified on a page-by-page and on a file-by-file basis if necessary.	To highlight to users what copying and distribution rules exist for specific files.	P	Achieved only by manually writing into the content of a webpage.
HLR24	The product shall support the ability to associate content; both across one agency's web presence, and across the whole CMS.	To support the principle that one item of content may be used in many places, but should be stored and maintained in only one place.	C	
HLR25	The product shall support on a site-by-site basis flexible navigation options that include both hierarchy-driven and taxonomy-driven navigation.	To ensure that an agency can best support the nature of content and the purpose of the site.	C	

External content

Ref#	Description	Rationale	Vendor Response	Additional Comment
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Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR26	The product shall enable the upload of multiple content items, including attached documents and associated metadata, in one action.	To save time when preparing large amounts of content for web publication. An example of this requirement in practice is the case of Treasury, which requires the preparation and migration of hundreds of offline files and HTML pages as part of the government's Budget.	C	Uploading multiple files (e.g. PDFs) to the files section of the CMS will be provided as out of the box functionality. Uploaded files can be saved to a folder of choice by the CMS user. Importing HTML content to create new web pages when using the HTML-based scraper provided will support standard-named HTML Title, Keywords and Description metadata elements. (Importing batches of binary files into the CMS and attaching associated metadata in a single step is currently not supported out of the box but can be added as a Common Web Platform feature in the future, or created during a website implementation project.)
HLR26.1	The product shall provide the ability for a content author to import an external dataset and expose the data set for browsing on the web.	To enable an agency to use the product to construct websites that display searchable lists of imported content. Example: A DIA community operations group create a website that imports and displays a list of community organisations.	C	Requires website implementation project work. A 'Registry Module' is provided to make this a small technical task.

Web forms

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR27	The product shall enable authorised users to create and edit forms (including secure (SSL/HTTPS) forms) to support the submission of data, including personal data, by end users.	To ensure that participant agencies can collect information from users, including personal information, if required. An example of this requirement in practice is the case of an agency providing a form to collect required contact information to enable the Site user to request that printed material be posted to them. (Note that any data collected will be exported for further work – integration with other systems is out of scope: see HLR28).	C	The default website must provide a graphical user interface allowing basic types of forms to be built without technical knowledge. More complex forms must be supported but will be created using technical (development) skills. Enabling secure forms requires purchasing of a SSL certification and labour to configure.

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR28	The product shall have the ability to store data submitted by site users, using forms described in HLR27.	To ensure that data collected from site users is captured and held by the product until such time as the agency chooses to export the data for further processing (see HLR 28).	C	
HLR28.1	The product shall enable captured and/or stored data to be exported in a standard formats for external use, this includes an ability to export data on submission without storing data in the product (eg email on form submission).	To support the scope of the current project, this includes the collection of site user data via forms and storage of that data in simple databases; but which excludes the provision of further processing or analysis tools, which participant agencies shall achieve by exporting the data out of the product for further manipulation by other applications.	C	

Standard Templates

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR84	The Common Web Platform shall provide a default website or default configuration that is available to all participant agencies as the starting point for every new website, and that it contains any required all-of-government branding, and a range of standard page templates.	To enable agencies to go live with a basic standard website with a minimum of effort.	C	Default website code is publicly available to developers to access, learn from, and customise. List of templates defined in HLR2.
HLR84.1	The product shall enable a new website to be created using either the default website or configuration (described in HLR84), or by copying any existing website that is within the Common Web Platform domain.	To ensure that participant agencies can use the best possible fit as the starting point of their new website; either the default website that is the usual default, or an existing website which they have already customised from the default website, and which more closely meets their needs.	C	
HLR85	The product shall enable non-technical content authors to prepare content without coding in HTML using pre-defined templates.	To reduce reliance on specialist web developers for basic website creation.	C	Requirement 'description' shall be met. Examples of this are include: A rich-text 'WYSIWYG' content editor (as per HLR60) Embedding of images, links, and videos using a graphical user interface (GUI).

Ref#	Description	Rationale	Vendor Response	Additional Comment
				Automatically clean up imported content (e.g. remove Javascript and CSS from HTML pasted in by a content editor) Support the display of the last updated date for any content Automatic display of file size and file format.
HLR86	The product shall enable an administrator to add, update, or remove a template from a website or a section of a website.	To give agencies control of the ongoing evolution of their websites on a site-by-site basis.	C	An activity conducted by a developer rather than a content author.

Custom Templates

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR87	The product shall, once a new website has been created, enable an agency to edit in any way and to any extent any of the standard page templates contained within the default website (see HLR84), on a site-by-site basis.	To ensure that an agency can fully meet its requirements for any website by enhancing the default website and any templates it contains as much as is needed to meet the specific need of the agency.	C	
HLR88	The product shall enable an agency on a site-by-site basis to create new content templates. Any new template can be optionally submitted for inclusion (after review and approval) in the "default" website as described in HLR84	To provide consistency in design of agency websites that require a common look and feel not supported by "standard" templates, and to enable the capabilities and functionality of the Common Web Platform to expand and evolve over time.	C	A Shared Code Repository is provided to enable the capabilities and functionality of the platform to expand and evolve over time. Agencies can share content templates and other resources such as modules and documents to this, and these can optionally be made part of the "default" website as described in HLR84.

Author tools

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR30	The product shall enable administrators to create and edit	To allow administrators to have control over the	C	An activity conducted by a developer rather than a content

Ref#	Description	Rationale	Vendor Response	Additional Comment
	style sheets.	way content will display.		author.
HLR48	The product shall ensure that any content that is affected by the update or removal of a template can be identified and migrated to the new template version(s).	To ensure that content authors have control over content continuing to display correctly over the lifespan of the content.	C	Provided through use of code tools, however specific interaction unnecessary due to software architecture.
HLR60	The product shall provide content authors with appropriate tools to produce a range of content. This includes, but is not limited to, the following: <ul style="list-style-type: none"> • Optional plain text or WYSIWIG editor. • Spell check. • Import documents and multi-media. • Preview content as it would appear on the website when published. • In-line editing of live web pages. 	To ensure that content authors are able to create and manipulate all types of content without having to buy in specialised expertise to build content.	C	Rich text 'WYSIWYG' editor preconfigured and working. In-line editing is provided by showing content editor and web page preview 'side by side' in a single browser tab. Spell check as of August 2014 has English and te reo Māori dictionaries installed. Other language packs can be installed for the spell check.
HLR65	The product shall enable a content author to have two or more items of content open on-screen at the same time, eg two browser tabs open with a content item in each.	To allow a content author to copy-and-paste content from one page to another.	C	
HLR65.1	The product shall enable a content author to view two versions of the same content on-screen at the same time, eg two browser tabs open with a version of a content item in each.	To allow a content author to compare versions and copy-and-paste content from an older version to the current version.	C	
HLR64	The product shall allow a content author to add any of the following items into a page of content: <ul style="list-style-type: none"> • hand coded HTML • scripts • embedded objects, • embedded code from other websites 	To facilitate the creation of enhanced site content.	C	CMS enables various embedding capabilities; <ul style="list-style-type: none"> • Iframes (using Iframe Page Type) • Images and Videos easily embedded by CMS authors. • Developers can embed custom items and enable CMS authors to embed these using ShortCodes.

Reporting/Analytics

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR55	<p>The product shall automatically generate and send a range of reports to pre-defined groups of recipients. Examples of reports include but are not limited to:</p> <ul style="list-style-type: none"> • System “event” and error reports • Workflow alerts • Broken link reports <p>These reports are in addition to any analytics data made available either by the product directly, or via integration with a 3rd-party analytics tool – see NFR90</p>	To ensure that data is circulated in a timely manner to all relevant members of an agency.	C	Broken Link report checks internal links. Broken Link report checks external links

Content authoring

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR57	The product shall enable each agency to configure user roles on a site-by-site basis, including the ability to configure multiple levels of content author roles for any site.	To support each agency having control of the authoring process and having the ability to create roles for each site that support this process.	C	

Search

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR66	The product shall support searching across a site or across all the sites of an agency (even if those sites are not all on the Common Web Platform)	To ensure that the search needs of site users are fully supported.	P	<p>Provided using software solution called Solr. Solr is preconfigured with all new websites and runs within the Common Web Platform infrastructure.</p> <p>Should on-boarding agencies wish to use another search engine this would need to be funded as part of their own migration activities.</p>

Ref#	Description	Rationale	Vendor Response	Additional Comment
				Searching sites not on the Common Web Platform or on other agency's sites requires configuration or development work as part of a website project.
HLR67	The product shall support the weighting of search results being configurable on a site-by-site basis.	To ensure that each agency has control over the fine-grain configuration of search results to best suit their business need, and the content and purpose of each site.	C	
HLR68	The product shall provide search tools that are configurable on a site-by-site basis, including but not limited to: <ul style="list-style-type: none"> • metadata searching • keyword searching • taxonomy searching • full text searching • the optional search for versions 	To enable customisation of search tools to meet differing agency and user needs.	C	Capability exists in the search engine that will be provided. Each site being deployed onto the System will need to be configured as per agency requirements.
HLR69	The product shall provide the capability for an agency to give site users access to both basic and advanced versions of the search interface, on a site-by-site basis.	To further give each agency control over the search tools they choose to offer on each site they create.	C	Creating an Advanced Search form is a website implementation task.
HLR70	The product shall ensure that each agency can configure the search results display on a site by site basis.	To give each agency control over the data displayed to site users as part of a search results, and to support, for instance, an agency choosing to display the content type and content format of each search results hit.	C	Supported, however such configuration is a website implementation task.

Content sharing

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR71	The product shall enable administrators to establish RSS/Atom feeds of content or predefined search queries,	To give content authors the ability to create content that supports web feeds.	C	RSS feeds are provided out of the box for search results.

Ref#	Description	Rationale	Vendor Response	Additional Comment
	and allow site users to subscribe to the defined feeds.			Other RSS feeds are described in HLR81. Further functionality can be added as a website implementation task.
HLR75	The product shall provide the capability for site users to circulate links to content, using e-mail, and standard social media sharing widgets.	To enable a site user to pass on a link to content to any other user of the internet.	C	
HLR76	The product shall provide the capability for site users to export content in a variety of formats, including download of any documents that are part of the content.	To enable site users to save content for reference, or to use the content offline.	C	Users can access the HTML and download files (e.g. PDFs, Doc, images) on the website. The following are also provided as part of a default website: 1. Webpages can be exported to PDF files by the public. 2. Webpage and other website data can be accessed via a public readonly RESTFul API .

Additional CMS features

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR80	The product shall support a configurable calendar function that enables upcoming events/critical dates to be defined in a publicly available calendar on an agency-by-agency, or site-by-site basis.	To enable an agency to manage one calendar that allows the critical dates for each business unit to be distinguished from each other, and filtered separately when viewed.	C	Provided by default templates (see HLR2)
HLR80.1	The product shall enable site users to view the public-facing calendar of an agency, and filter the view to see only dates relevant to their need.	To allow a site user to either view the whole calendar for an agency, or filter their view to see only the critical dates for one business unit or workstream at a time. (An example of this in practice would be a member of the general public who wished to see the application opening and closing dates for a grant. This information would be easy to find by filtering the calendar on the "grants" workstream.)	C	

Ref#	Description	Rationale	Vendor Response	Additional Comment
HLR81	The product shall provide the capability to agencies to offer site users self-service subscription to alerts/notifications that are available in a variety of formats (eg email) on a site-by-site basis.	To allow site users to generate alerts or reminders relating to content on a site. Example of this are: <ul style="list-style-type: none"> Reminders of upcoming dates in an agency calendar (see HLR80). Alerts when content on a specified page has changed. 	C	RSS Feeds provided out of the box will be at least: <ul style="list-style-type: none"> Page content changes News items Events items Search results Further RSS feeds may also be provided by other modules and more can be added as a website implementation task.
HLR82	The product shall provide the capability to agencies to offer methods of interaction between site users and content authors or other site users, including: <ul style="list-style-type: none"> Forums Blogs Client feedback Live chat Instant messaging 	To facilitate effective communication between agencies and site users.	C	Modules for forums, blogs, and client feedback (i.e. user forms module) already exist and can be used by agencies needing this functionality. Live Chat and Instant Messaging would rely on a Website Implementation Process as no modules exist as of 2012 to provide this functionality.
HLR63	The product shall periodically* run an automated check of all links within a site and generate an alert to the appropriate content owners for any links that are identified as broken. *Note: the period of this check shall be a user updatable parameter (administrator level only).	To ensure that links to external sites remain active for use by site users.	P	Provided only as a report which must be manually visited inside of the CMS. No automatic check or notification is provided.

Performance and capability

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR1	The Common Web Platform (CWP) shall provide storage capacity and performance to concurrently maintain several hundred Agency websites of varying sizes and usage patterns. The size/complexity of sites that may use the platform is	To ensure the product can efficiently meet user needs.	C	Provided by the 'Small', 'Medium', and 'Larrge' Instances described by the Service Catalogue. Extra functionality:

Ref	Description	Rationale	Vendor Response	Additional Comment
	<p>estimated as:</p> <ul style="list-style-type: none"> • 75% of CWP hosted sites will be small sites • 20% of CWP hosted sites will be large/high traffic sites • 5% of CWP hosted sites will be extremely large/ very high traffic sites <p>The following volumes should be accommodated for a small Agency site:</p> <ul style="list-style-type: none"> • An average of 1,000 site visits per site per day • An average of 8,000 Page Views per site per day • An average of 500mb of site traffic per site per day • An average of 2 GB of site content (including stored documents) per site <p>The following volumes should be accommodated for large/high traffic sites:</p> <ul style="list-style-type: none"> • An average of 20,000 site visits per site per day • An average of 100,000 page views per site per day • An average of 15GB of site traffic per site per day • An average of 10GB of site content (including stored documents) per site <p>The following volumes should be accommodated for extremely large/very high traffic sites:</p> <ul style="list-style-type: none"> • An average of 150,000+ site visits per site per day • An average of 750,000+ page views per site per day • An average of 25GB of site traffic per site per day • An average of 50GB of site content (including stored documents) per site <p>The Common Web Platform shall support an average of 50 concurrent agency users performing content management functions on each site.</p> <p>The product will support the expected volumes while maintaining an average page response time of 1 second.</p>			<p>An Instance is to support the running of multiple related websites subject to the overall limitations of traffic, disk, and other technical constraints listed in the Service Catalogue.</p> <p>Sites running on the same Instance must support having different templates and features visible to visitors, and must support running on different full domain names (e.g. www.site1.govt.nz and www.site2.govt.nz). Sites running on the same Instance shall support sharing of CMS users, page content, uploaded files, and website templates and logic.</p> <p>Sites running on the same Instance shall run on the same code/installation and this will reduce isolation of security and performance between those specific websites.</p>
NFR1.1	The product shall support the following performance standards, measured from the time the action is initiated to when it is completed:	To ensure the product can efficiently meet user needs.	C	

Ref	Description	Rationale	Vendor Response	Additional Comment						
	<table border="1"> <thead> <tr> <th>Action</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Display public webpage</td> <td>2 seconds for 95% of page retrievals 5 seconds for 100% of page retrievals</td> </tr> <tr> <td>Save Content Update</td> <td>2 seconds for 95% of page saves 5 seconds for 100% of page saves</td> </tr> </tbody> </table>	Action	Target	Display public webpage	2 seconds for 95% of page retrievals 5 seconds for 100% of page retrievals	Save Content Update	2 seconds for 95% of page saves 5 seconds for 100% of page saves			
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NFR2	The product shall be capable of supporting changing workload patterns and increasing visitor volumes over time, including an estimated growth of 25% per year in the first 3 years.	Future growth in usage must be catered for in the design of the product.	C							
NFR3	The product shall allow Agencies to adjust the performance and capacity they require to support increases or decreases in demand (both visitor volumes and content storage).	To ensure that computing resource is matched appropriately with individual Agency needs.	C	Agencies can request to upgrade and downgrade between Small, Medium, Large Instance types, and shall be billed on a daily basis for the plan they were on, together with applicable setup fees.						
NFR4	The product shall be capable of balancing Agencies' processing and storage demands across a common infrastructure platform.	To ensure that computing resource is shared between Agencies.	C							
NFR5	The product shall be capable of measuring Agencies usage of the Common Web Platform service (such as tracking computing power, bandwidth or storage used).	To ensure that resource consumption can be traced to individual Agency use.	C							
NFR6	The product shall be capable of deploying new content and content updates to websites within 60 seconds, measured from when the content author/approver confirms publication of the content* to when the content is available on the live website. *Note: Where content is embargoed (i.e. has a publication	To allow critical notices or content updates to be posted immediately	C							

Ref	Description	Rationale	Vendor Response	Additional Comment
	date in the future at the time of approval) the deployment time is measured from the time the content becomes eligible for publication (i.e. the publication date is passed).			
NFR7	The product shall have the capability to cache content items and allow authorised users to force cache updates.	To provide efficient, rapid delivery of content.	C	<p>Caching can be configured;</p> <ol style="list-style-type: none"> 1. On the web server using SilverStripe “partial” and full page “static” caching 2. On a cache server hosted within Infrastructure as a Service, between the webserver and the internet 3. On a Content Delivery Network (CDN) hosted in a distributed network of nodes around the planet, see NFR8. <p>Rebuilding of each of the above caches, where used, can be carried out by authorised users.</p> <p>Technical Details.</p>
NFR8	The product shall support delivery of content over a Content Delivery Network (CDN).	To provide efficient, rapid delivery of content.	C	<p>(From 1 July 2014)</p> <p>All website traffic is configured by default to be distributed over a global Content Delivery Network operated by Incapsula. Domestic traffic is served from an Auckland, New Zealand node. International traffic is distributed to one of several dozen nodes around the world. Fine-grained rules can be configured to provide balance between performance, traffic, security, and personalised content.</p>
NFR8.1	The product shall support caching and compression techniques to be used in delivering content (such as CSS/JavaScript aggregation, GZIP compression, pre-rendering)	To provide efficient, rapid delivery of content.	C	Certain techniques are not merely supported but also preconfigured and in use when a default website is created.
NFR9	The product shall ensure that routine system administrative activities do not impact day to day use of the product by site users and content authors.	System maintenance activities must be conducted whilst still maintaining system performance levels set in the defined Service Level Agreement.	C	

Agency Self Service & Maintainability

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR10	The product shall enable Agencies to subscribe to the Common Web Platform service through an online channel.	To streamline the process of on-boarding a new Agency customer.	C	Subscription entails signing of two legal documents (Memorandum of Understanding, Participating Agency Agreement) and submission of further contact details for staff at the agency. This can be provided electronically, e.g. over email.
NFR11	The product shall enable agencies to provision and configure new sites through an online channel	To streamline the process of establishing and configuring Agency sites.	C	A set of secure online forms in the Service Desk available at www.cwp.govt.nz is provided to agencies to enable this.
NFR12	The product shall allow Agencies to configure either third or fourth-level domain names when establishing their site. It is highly desirable that all sites resolve to a .govt.nz domain name even if various other domains are configured for the same site (eg sitename.co.nz and sitename.org.nz would resolve and display to the user as sitename.govt.nz).	To ensure that Agencies can use appropriate domain names for their sites.	C	An online Service Desk available at www.cwp.govt.nz is provided to agencies to enable this.
NFR13	The product shall enable Agencies to select features and service levels required for their sites.	To ensure available product features are matched appropriately with individual Agency needs.	C	A set of secure online forms in the Service Desk available at www.cwp.govt.nz is provided to agencies to enable this. Features and Service Levels are described by the Service Catalogue and the Service Levels agreed in this Lead Agency Agreement.
NFR14	The product shall enable Agencies to perform the following user management functions: <ul style="list-style-type: none"> • add users • edit users • remove users • set associated system roles and system privileges. 	To streamline Agencies User Access Management.	C	Standard feature in the content management system.
NFR15	The product shall enable authorised agency users to view the operational status and configuration of their sites.	To streamline Agency self management of sites.	C	Information will be updated no less frequently than monthly and found online in the Service Desk available at www.cwp.govt.nz .

Operational environment

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR18	Where the vendor provides data centre hosting facilities the product shall operate on reliable and fault tolerant infrastructure complying with at least a Tier 2 Data Centre rating and provide a minimum of to 99.7% availability- Tier ratings are as defined by The Uptime Institute (TUI) data centre standards	To support availability and performance requirements.	n/a	Delivered by Revera using Government Infrastructure as a Service offering.
NFR19	Where the vendor provides data centre hosting facilities the vendor shall ensure that the facility and its associated infrastructure are managed appropriately including provision for: <ul style="list-style-type: none"> server hosting (physical space, power, HVAC), network equipment and circuits, system administration, monitoring and provisioning, disaster recovery and back up, site security. 	To support availability and performance requirements.	n/a	Delivered by Revera using Government Infrastructure as a Service offering.

Security and access management

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR21	The product shall use a web browser as the only client delivery mechanism for agency staff and external users.	To allow broad Agency access over the internet.	C	Provisioning of code repositories using GIT is acceptable. The requirement is aimed more at content management and publishing activities, not design and development which would take place off the production environment
NFR22	The product shall control access to functionality and data within the product based on user roles and organisation affiliation. This includes the ability for the product to be configured to logically segregate Agency data and apply distinct access controls.	To prevent unauthorised access to data and functionality within the product. To enable users to have different roles based on which organisation they are affiliated with.	C	See list of agency roles and responsibilities at https://www.cwp.govt.nz/guides/operating-guides/roles-and-responsibilities/roles-and-responsibilities-for-agencies/

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR24	The product shall ensure that any Agency administrative functions or content editing transactions are performed over secured channels such as TLS, SSLv3.	To protect the confidentiality of the content the system maintains.	C	<p>Content editing transactions and Service Desk access is provided by a wildcard SSL certificate (https://*.cwp.govt.nz) although an agency can arrange for a specific certificate for Content editing transactions at their expense (e.g. to enable https://www.AgencyName.govt.nz)</p> <p>Access to admin functions can be locked down to specific IP addresses, within the agencies' network.</p> <p>Agencies can optionally pay for administrative functions to occur more securely via a Virtual Private Networking (VPN) End-Point.</p>
NFR25	The product shall be capable of restricting site content or functions to access by authenticated public users only.	Some types of site content may be made available online to authorised users.	C	<p>Web-pages can be configured on a page-by-page basis to be viewable publicly or restricted to groups of users. Page security and the the management of groups and users is configurable by CMS administrators using a graphical user interface.</p> <p>Update May 2014: Files (Word Documents, PDFs, images, and the like) can be stored in folders, and folders can be given the same group-based permission structure as pages. Files inherit the permission structure from files rather than having granular access rights of their own.</p>
NFR26	The product shall be capable of supporting SSL/HTTPS secure channels for Agency sites.	To enable secure transmission of data, such as when public users submit online forms.	C	<p>All administrative access uses HTTPS by default. Agencies need to purchase an SSL certificate to make access to their public website use HTTPS.</p> <p>Agencies can optionally pay to have site access or API integrations to occur more securely via a Virtual Private Networking (VPN) connection.</p>
NFR27	The product shall allow a site to be accessed and maintained by users from multiple Agencies.	To allow cross agency sites to be maintained.	C	
NFR28	The product shall protect the privacy and integrity of any personal data captured and stored by a site, including when public users submit data via online forms.	To comply with the Privacy Act and security guidelines.	C	

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR29	The product shall provide the ability for each Agency to customise server exception and response messages for their pages (such as HTTP 404 pages)	To reinforce site branding and the improve customer service.	C	<p>Messages can be self-managed and customised in a CMS GUI. This includes but is not limited to</p> <ul style="list-style-type: none"> · 403 Permission Denied, · 404 Page Not Found, · 503 Service Unavailable (displayed when Deployments from UAT to Production environments are made.) <p>Some circumstances may show uncustomised messages (e.g. Web Application Firewall errors, unscheduled outages of gateway or the Instance, or where the web-browser forces its own error message to be displayed.)</p>
NFR30	The product shall protect content from unauthorised access and modification by means of appropriate security safeguards applied to network, infrastructure and application software.	To ensure the product maintains the privacy and confidentiality of the content it holds.	C	Example capability provided: CMS sessions automatically log users out after inactivity. (From November 2014, automatic logouts will gracefully restore to prior state in CMS application)
NRF30.1	<p>Vendors providing Common Web Platform hosting shall provide a secure environment for the hosting and delivery of the service. Appropriate security controls, policies and procedures shall be in place covering:</p> <ul style="list-style-type: none"> • Security planning and governance, • Personnel vetting and training, • Systems accreditation and certification, • Incident monitoring and reporting, • Platform configuration and maintenance, • Software applications use and access, • Data facilities access, • Information archiving/retention and disposal 	To ensure the product maintains the privacy and confidentiality of the content it holds.	C	
NFR31	<p>The product shall implement safeguards to ensure the availability and integrity of the sites it maintains including countermeasures to common attacks e.g.</p> <ul style="list-style-type: none"> • SQL injection, • cross site scripting, • directory browsing, • session hijacking, 	To ensure the product maintains the privacy and confidentiality of the content it holds.	C	<p>A Layer-7 (HTTP/S) Web Application Firewall (WAF) mitigates malicious attacks including OWASP Top 10 Threats and Distributed Denial of Service (DDoS) attacks. The firewall is designed to automatically block such attacks.</p> <p>Product as of August 2014 is Incapsula.</p>

Ref	Description	Rationale	Vendor Response	Additional Comment
	<ul style="list-style-type: none"> • buffer overflow, • DoS. 			
NFR32	<p>The vendor shall ensure that all systems undergo a security certification and accreditation process prior to operation as part of the services being provided and be subject to an accreditation framework that ensures the ongoing accreditation of all systems.</p>	<p>To ensure the product complies with security standards and guidelines.</p>	C	<p>DIA and SilverStripe each commissioned independent security vulnerability assessments with specialist suppliers mid 2013 for the launch of the platform.</p> <p>DIA manages a security roadmap for ongoing certification and security activities. This includes a periodic vulnerability assessments. Information about the security roadmap and security documentation is available to participating agencies through the CWP Workspace.</p> <p>Resolution of code or security issues in third-party software such as GitLabs, Solr, etc, is not within scope of this requirement.</p>
NFR33	<p>The vendor shall have in place a proactive information security management framework that includes, as a minimum, the following:</p> <ul style="list-style-type: none"> - Cyber Security Policy (CSP) describing the cyber security policies, standards and responsibilities of the vendor - Security Risk Management Plan (SRMP) describing the results of risk assessment of the system(s) and corresponding mitigation strategies - System Security Plan (SSP) specifying the security functionality and security control requirements of the system(s) and how these requirements are met - Standard Operating Procedures (SOPs) specifying how the system(s) is managed and administered - Incident Response Plan (IRP) describing the identification, management, response, mitigation and escalation and communications for security and other incidents affecting the system(s) 	<p>To ensure that appropriate security practices are being followed to protect Agency data.</p>	C	
NFR34	<p>The vendor providing the product shall implement and maintain tools and procedures covering the detection of potential cyber security incidents, including:</p>	<p>To ensure the product is used in an appropriate manner by Agency and public users.</p>	C	<p>Example tools include an Intrusion Detection System (IDS), and SilverStripe CMS providing mime-type validation of uploaded files.</p>

Ref	Description	Rationale	Vendor Response	Additional Comment
	<ul style="list-style-type: none"> counter measures against malicious code, intrusion detection strategies, audit analysis, system integrity checking, vulnerability assessments. 			
NFR35	The vendor providing the product shall notify Agencies when a cyber security incident occurs.	To ensure that incidents are reported and managed appropriately.	C	
NFR36	<p>The vendor shall ensure the that any facility containing the product or its associated infrastructure is managed according to a site security plan covering:</p> <ul style="list-style-type: none"> controlled access to buildings, servers rooms , cabinets and network equipment, tracking of access, removal and installation of infrastructure equipment, roles and responsibilities of facility and security personnel, personnel security clearances and administrator system access , personnel security awareness training and briefings, secure transfer, storage, sanitisation and disposal of removable media. 	To ensure that only authorised access is permitted to Agency data and associated infrastructure.	C	

Reliability

Ref	Description	Rationale	Vendor Response	Additional Comment						
NFR37	<p>The product shall support the following availability metrics:</p> <table border="1"> <thead> <tr> <th>Functional Area</th> <th>Minimum Availability</th> <th>Maximum Downtime (per month)</th> </tr> </thead> <tbody> <tr> <td>Public access to the website</td> <td>99.7%, 24 hours a day, 7 days a week</td> <td>1 hour 10 minutes</td> </tr> </tbody> </table>	Functional Area	Minimum Availability	Maximum Downtime (per month)	Public access to the website	99.7%, 24 hours a day, 7 days a week	1 hour 10 minutes	<p>To provide information to the public when they want to access it.</p> <p>To allow content to be updated in accordance with an agency's business needs.</p>	C	Service Levels and Service Level Credits apply to this requirement.
Functional Area	Minimum Availability	Maximum Downtime (per month)								
Public access to the website	99.7%, 24 hours a day, 7 days a week	1 hour 10 minutes								

Ref	Description	Rationale	Vendor Response	Additional Comment			
	<table border="1"> <tr> <td>Content management for the website</td> <td>99.7%, 24 hours a day, 7 days a week</td> <td>1 hour 10 minutes</td> </tr> </table>	Content management for the website	99.7%, 24 hours a day, 7 days a week	1 hour 10 minutes			
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NFR38	<p>The vendor shall maintain the product infrastructure and operating platform following a structured systems maintenance programme that includes:</p> <ul style="list-style-type: none"> operating system patching and updates security patching firmware updates repairs and updates to hardware 	To ensure the product infrastructure environment is maintained appropriately	C				
NFR39	The vendor shall maintain the product software following a structured software maintenance plan including appropriate patching and software upgrades.	To ensure the product is maintained appropriately.	C				
NFR40	The vendor shall maintain the product following a structured software development roadmap that includes consideration for product development and enhancement.	To ensure the product continues to deliver features and functionality required by Agencies.	C	The Cofunded Development Pool also contributes to delivering features and functionality required by Agencies.			
NFR41	The product shall allow Agencies to select from a range of availability and support packages appropriate to the criticality of their websites.	To allow Agencies to receive the level of support appropriate to their needs.	C	<p>See Service Catalogue. Three packages are available:</p> <ul style="list-style-type: none"> Back-up Only Passive Disaster Recovery Active Disaster Recovery (geographically load balanced between Auckland and Wellington) <p>See NFR44.</p>			
NFR42	The product shall allow Agencies to monitor the availability of the Common Web Platform including details of the general health status of their sites.	To allow Agencies to track Service Level Agreement and performance levels.	C				
NFR43	The vendor shall notify Agencies if the product goes offline or there is a degradation of the service.	To ensure Agencies are kept informed of the availability of their sites.	C	Service level SL13 requires automated email sent to affected agencies within 30 minutes.			

Recoverability

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR44	The product shall have Disaster Recovery (DR) capability that will support mean time to recovery to full service availability of no more than four (4) hours and a maximum data loss of no more than twenty four (24) hours following a relevant incident.	In the event of an unplanned outage, the product must be restored to normal operations with limited business impact	C	<p>An optional Active DR tier is available to agencies with high availability needs, and comes at a higher monthly cost. This is architecturally designed to survive an outage to the Wellington or Auckland datacentre with no impact to visitors, and is achieved by geographically balancing website visitor load between the two cities.</p> <p>Contractually, this tier states an outage following a datacentre is permitted so long as recovery to full service occurs within 4 hours.</p> <p>Agencies who do not use Active DR shall receive a mean time to recovery of more than 4 hours.</p> <p>Active DR and Passive DR ensure maximum data loss of under 5 minutes (where the maximum rate of data change over the preceding 5 minutes is less than 0.4%) and are governed by Service Levels.</p>
NFR45	The product shall allow Agencies to select from a range of Disaster Recovery and support packages appropriate to the criticality of their websites.	To allow Agencies to receive the level of support appropriate to their needs.	C	<p>Options are detailed in Service Catalogue.</p> <ol style="list-style-type: none"> 1. Backup Only (lowest cost, best-effort recovery) 2. Passive DR (minor cost increase; 20 hour recovery) 3. Active DR (higher cost; geographical load balancing provides fastest recovery – see NFR44)

Usability

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR46	The product shall support responsive design and enable	Mobile devices are an increasingly-popular	C	Default templates support responsive design.

Ref	Description	Rationale	Vendor Response	Additional Comment
	website content to be optimised for display and navigation on a wide-range of devices (e.g. smart phones, tablet devices such as iPads).	method of accessing online content.		
NFR47	The product shall provide an intuitive, simple to use interface for users to maintain content.	To minimise the training required for content authors to use the product effectively.	C	SilverStripe CMS out of the box features deemed to deliver this.
NFR48	The product shall provide an intuitive, simple to use interface for users to perform administrative functions.	To minimise the training required for administrators to use the product effectively	C	SilverStripe CMS out of the box features deemed to deliver this.
NFR49	The product shall allow authorised users to edit content directly in HTML and will optionally save or render 'cleaned' HTML.	To provide flexibility in the design of Agency sites while ensuring consistent quality of rendered content.	C	'HTML Cleaning' is forced and not optional.
NFR50	The product shall provide flexible site presentation and layout capabilities.	To ensure that agencies are able to retain and/or update the look and feel of their original websites, including branding. To ensure that existing Agencies sites can be migrated appropriately.	C	
NFR51	The product shall provide accessibility help functions (e.g. prompt to supply image alt tags) when updating content.	To ensure that sites comply with accessibility guidelines.	C	
NFR52	The product shall generate short, human-readable, and canonical 'friendly' URLs for all content automatically	To optimise access and discovery of sites.	C	
NFR53	The product shall provide multi language support including Māori language and diacritical marks.	To enable content to be writing in te reo, to correctly reference NZ citizens and place names that are in Māori	C	<ol style="list-style-type: none"> 1. Each page can be available in various versions for different languages (e.g. New Zealand English, te reo Māori, Chinese Mandarin, etc.) 2. Macron feature contained in CMS editor makes it easy for content authors to type characters not found on most keyboards. 3. The CMS software interface used by content authors is able to be used in other languages including te reo Māori. 4. A te reo Māori dictionary is available in the CMS spellcheck.
NFR54	The product shall support localisation of content based on	To allow content to be presented in a manner	C	

Ref	Description	Rationale	Vendor Response	Additional Comment
	language or geographic region.	most appropriate to users.		
NFR55	The product shall support producing HTML that complies with the New Zealand Government Web Standards including the W3C Content Accessibility Guidelines . For NZ Government Web Standards, see: http://webstandards.govt.nz/standards/nzgws-2/	To ensure that sites comply with accessibility guidelines.	C	Default templates underwent testing of these requirements. (Independently conducted reports of accessibility testing of www.cwp.govt.nz and of CWP default templates, dated August 2013 can be made available upon request) See also NFR63.
NFR57	The product shall allow authorised users to report on and monitor the level of standards compliance of sites.	To validate that style guides and web standards are being met.	C	Testing is not provided by the platform; a third party tool must be used such as a public validation service at www.w3.org .

Audit and archive

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR58	The product shall maintain an audit log of administrative changes and updates.	To ensure a history of changes to content are stored. To comply with the Public Records Act.	C	Delivered via HLR12. Some logged changes are visible in the CMS. Others can be accessed through a Service Desk request.
NFR59	The product shall automate the process of archiving expired or replaced web site content.	To streamline the process of archiving site content and ensure an accurate record history is kept.	C	
NFR59.1	The product shall record complete copies of all historical website content updates, including file attachments.	To comply with the Public Records Act.	C	Assumption: To the extent explained in RFP NFR72 is sufficient. Some types of data changes are not versioned, however will be covered by daily backups (E.g. homepage carousel banner images) Timestamp and user of file uploader would be recorded (and logged if wished) but not versioned. An image added to a carousel and removed within 24 hours may not enter a backup and therefore the image would not be archived.
NFR61	The product shall contain the following audit logging	To support fault investigation and resolution.	C	Extensive normal processing activity is limited to extreme

Ref	Description	Rationale	Vendor Response	Additional Comment
	<p>functions:</p> <ul style="list-style-type: none"> • System access including failed access attempts. • System processing exceptions • Instances of extensive normal processing activity (i.e. load spikes) • Security exceptions 			<p>low/high thresholds of CPU, RAM, Disk, Network</p> <p>Improved monitoring and reporting would be the subject of a subsequent Change Request if required.</p>
NFR62	<p>The product shall protect all archived copies of historical website content updates from alteration or deletion. Historical content can only be deleted from the Common Web Platform platform if the whole site is being migrated to another hosting platform, or if the entire site has been archived and submitted to the government digital archive (GDA) for preservation.</p> <p>Note: Data capture and inclusion in the GDA will be managed by the GDA.</p>	<p>To ensure integrity of archived records.</p> <p>To enable auditing of the product.</p>	C	

Compliance

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR63	<p>The product design shall be consistent with the current version of the New Zealand Government Web Standards. http://webstandards.govt.nz/standards/</p>	Cross-departmental requirement.	C	See also NFR55
NFR64	The product shall provide support for common mark-up languages and document formats (i.e. HTML4, HTML5, CSS2, CSS3, XHTML).	To ensure that common industry web standards and protocols are supported.	C	
NFR65	The product shall support the IPv4 Internet Protocol standard for Internet connectivity.	IPv4 is the current dominant Internet Protocol.	C	New websites preconfigured to be accessible over IPv4; only DNS 'A' record needs to be manually configured by agency to use.
NFR66	The product shall support the IPv6 Internet Protocol standard for Internet connectivity.	IPv4 is to be deprecated worldwide in favour of IPv6, due to the exhaustion of available IP addresses under IPv4.	C	New websites preconfigured to be accessible over IPv6; only DNS 'AAAA' record needs to be manually configured by agency to use.

Ref	Description	Rationale	Vendor Response	Additional Comment
				Note: From 1 July 2014 to 31 December 2014, all IPv6 traffic is blocked. This is due to a limitation of the Web Application Firewall (see NFR33). IPv6 traffic shall be restored when the Web Application Firewall supports mitigation of malicious traffic and DDoS over the IPv6 internet protocol.
NFR67	The product should align with the New Zealand E-Government Interoperability Framework (e-GIF) http://ict.govt.nz/guidance-and-resources/standards-compliance/e-gif for any integration with external systems	To ensure appropriate integration with external systems.	C	
NFR68	The product shall support the use of JavaScript either in templates or by allowing authorised users to insert scripts into content	To provide flexible presentation of content.	C	
NFR69	The product shall support technology agnostic URLs, for example by avoiding inserting platform details into page references (such as “aspx”, “jsp” in URLs).	To support consistent referencing of web site content.	C	
NFR70	The product shall enable compliance with the NZ Public Records Act 2005. http://www.legislation.govt.nz/act/public/2005/0040/latest/DLM345529.html?search=ts_act_Public+Records_resel&p=1&sr=1	Legal Requirement impacting data storage and archiving	C	
NFR72	The product shall comply with the Recordkeeping Metadata Standard of June 2008 or later. http://archives.govt.nz/s8-electronic-recordkeeping-metadata-standard	Required government standard.	C	
NFR73	The product shall comply with the Digital Recordkeeping Standard (August 2010 or later). http://archives.govt.nz/advice/continuum-resource-kit/continuum-publications-html/s5-digital-recordkeeping-standard	Required government standard.	C	

Implementation

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR74	The product shall provide secure test environment(s) for proto-typing and acceptance testing.	Acceptance testing for updates and significant configuration changes to the product must be carried out without interfering with operational users of the product.	C	UAT (Testing) Environment is bundled with all Instances.
NFR75	The product shall provide the ability to transfer content and resources (such as templates, widgets, and code components) between testing and production environments.	To streamline the delivery of site content and changes.	C	<p>Extra functionality: The platform will also provide a powerful source code management tool (GitLab) to enable team collaboration, an audit trail for code changes, and support best proactive software development.</p> <p>All source code running website Instances shall be stored in a Gitlab server held within the Common Web Platform. This is also used for the Shared Code Repository described in NFR81.</p> <p>Update: From August 2014, transfer of database content, assets (files uploaded by Content authors using the CMS), and code between live, UAT, and development environments is provided by a graphical user interface. This supports:</p> <ul style="list-style-type: none"> • “Smoke testing” of deployments to automatically check they are successful. • Copying of production data back to UAT/dev • Snapshots and restoration of snapshots (a snapshot refers to database/assets at a point in time) • Production Deployments (and rollback) [capability planned for late 2014] <p>Because access to these tools can allow modification of or access to production data, access is privileged to specific privileged users, nominated by the agency.</p>

Training/support

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR76	The vendor responsible for delivery of the product shall provide appropriate induction / help guide(s), administration documentation and training.	Agencies must possess sufficient documentation and skill to use the product effectively.	C	A documentation and guide website is publicly available at www.cwp.govt.nz Training of developers and CMS users is available; see silverstripe.com/training
NFR77	The vendor responsible for delivery of the product shall provide customer support services including a service desk for managing Agency service requests, queries and faults.	To ensure that any operational issues are addressed promptly.	C	

Portability and re-use

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR78	The product shall provide a means of importing external content from existing Agency sites.	To streamline migration of existing Agency sites.	C	Content connector and migration tools tested and working for HTML scraping and Drupal. Additional connectors are out of scope but are technically modest tasks to build. See also NFR88.
NFR79	The product shall provide the ability to export content using open formats.	To enable sites be ported to alternative platforms or archives.	C	Read only RESTful API is provided and preconfigured for default websites. Code and database content running an Instance can be provided to an agency upon request.
NFR80	The product shall provide the ability to create sites by cloning existing sites.	To enable rapid deployment of sites.	C	GUI-based cloning within an installation will be possible if site has subsites module installed. GUI-based cloning from one installation to another can be conducted using GitLab (the Online Code Repository), assuming the agency has access to the code that is to be cloned.

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR81	The product shall provide the ability for Agencies to share, adapt and re-use common CMS components or features (such as templates, code components and widgets).	To enable re-use and collaboration between Agencies. Includes HLR89	C	An open and public directory of resources is provided, to enable cross government sharing of code, templates, modules, widgets, and documents relevant to the building of websites. This also serves to enable the capabilities and functionality of the platform to expand and evolve over time. This system is known the Shared Code Repository and makes use of Git as a source code management technology.
NFR82	The product shall provide the ability to share taxonomy and digital assets within an agency.	To enable re-use and collaboration between an agency's sites.	C	Taxonomies and digital assets can be used and shared within sites running on an instance. (This is achieved via a subsites module) Assets can be shared between instances by storing/sharing them using Gitlab.

Interoperability

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR83	The product shall provide support for content aggregation and syndication via RSS and ATOM.	To enable flexible sharing and consumption of content.	P	RSS format available from CWP launch. Update: ATOM format made available from August 2014.
NFR85	The product shall allow sites to be configured to use internally hosted and/or externally hosted analytics reporting tools.	To facilitate monitoring of site performance metrics.	C	CMS administrators can enter a Google Analytics key into the settings page.
NFR86	The product shall provide standards based API (e.g. utilising REST services) for accessing content management and content delivery functions or site content.	To provide extensibility points for integrating with Agency in-house systems or toolsets.	C	RESTful API is in the default install. It supports open data initiatives by allowing public content and data to be accessed. API allows integrations to read from or write to the website.

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR87	The product shall contain a development framework (e.g. through provision on an API and SDK) for authorised Agency users to develop or enhance product functions.	To ensure that the product can be customised to meet unique Agency needs. For example, to allow an agency to develop e-commerce functions, such as a shopping cart.	C	Technical note: Supported by use of 'SilverStripe Framework', a PHP-based Model View Controller (MVC) framework. The framework is open source with public developer documentation.
NFR88	The product shall provide adapters to connect to multiple data sources to source content, such as Digital Asset Management systems, Enterprise Content Management systems and CRM systems.	To facilitate integration with Agency datasets and in-house systems.	C	Adapters to be provided are those provided in NFR78; further adapters can be added to the platform or commissioned in a website implementation project.

Reporting and monitoring

Ref	Description	Rationale	Vendor Response	Additional Comment
NFR89	The product shall be capable of providing regular reporting to Agencies on operational service levels (e.g. uptime), health status, capacity and web site performance.	To facilitate confirmation that Agency site performance is consistent with their Service Level Agreement.	C	Reports are available inside the Service Desk at www.cwp.govt.nz and are generated on a monthly basis. Agencies accept that report generation may, in the first instance, be manual (at the Service Provider end) rather than fully automated.
NFR90	The product shall provide or integrate with analytics tools to enable administrators to create and edit detailed reports that present analysis of an agency's web presence, either for an agency as a whole, or on a site-by-site basis. Examples of this include but are not limited to: <ul style="list-style-type: none"> • site visitor numbers • most popular pages • user agent details. 	To allow Agencies to monitor usage trends for future website planning, and to ensure that content is presented in an effective and usable way.	C	Where a third-party analytics tool such as Google Analytics is not being used, information will be updated and provided to the Participating Agency no less frequently than monthly.
NFR91	The product shall provide regular reporting to Agencies on the cost of web channels.	To enable Agencies to track their usage of the Common Web Platform service.	C	
NFR92	The product shall provide regular reporting to Agencies of planned maintenance and service availability.	To facilitate confirmation that Agency site availability is consistent with their Service Level	C	CWP follows a written Change Management Process requiring 3 days business notice for all except Emergency

Ref	Description	Rationale	Vendor Response	Additional Comment
		Agreement.		<p>Changes. Changes must occur during prescribed intervals based on the duration and nature of the change.</p> <p>Documented at https://www.cwp.govt.nz/guides/operating-guides/procedures-for-cwp-team/change-management/</p>

Requirements taken out of scope for Day 1

The following requirements have been taken out of scope for the launch of the Common Web Platform. They have been added to the CWP product backlog, and will be prioritised along any new requirements identified. Some of them may be delivered through other project work being undertaken by Internal Affairs.

The requirements were selected by Internal Affairs in order to deliver a minimum viable product. The effort required and known applicability were the factors considered. future.

Ref	Description	Rationale	Vendor Response	Additional Comment
HLR8.1	The product shall automatically issue reminders to content authors every "x" days prior to the expiry date, where "x" represents a parameter configurable on a site-by-site basis.	To allow content authors to make a positive decision to extend the content expiry date or allow the content to be removed.	NC	
HLR18	The product shall optionally, on a site-by-site basis, provide the capability for a content author to make an edit to content that does not generate an alert to a site user, even when such an alert has been defined in HLR81.	To allow a content author to correct a simple error in content without drawing the attention of all subscribed site users to a non-substantive or non-material change.	NC	
HLR77	The product shall display a warning to a content author if a document uploaded by the content author has been uploaded already and provide the option to overwrite an already-uploaded document with a newer version	To improve the quality of content presented, and to prevent any confusion of site users when faced with two seemingly identical items of content,.	NC	
HLR58	The product shall ensure that each item of content identifies an "owner" of the content; the owner being one of the following: <ul style="list-style-type: none"> • a specified content author, • a specified role, or • a specified group of roles. 	Every item of content must have one user or role that is responsible for the content..	NC	Functionality has been partially developed by SilverStripe and could be re-used or enhanced for other agencies. Contact SilverStripe for details about the 'content review' module.
HLR58.1	The product shall enable an authorised user to perform bulk re-assignment of content from one "owner" to another.	To facilitate content owner change when staff change roles or leave the organisation.	NC	
HLR72	The product shall optionally, on a site-by-site basis, enable logged-on site users to save, retrieve, and re-run searches.	To ensure that the product is able to meet the known need of some agencies to allow site users to save and re-run searches.	NC	

NFR23	The product shall utilise the igovt logon service for web user authentication, including Agency content management functions.	To comply with Government single sign-on requirements.	NC	igovt (RealMe) support is planned.
NFR60	The product shall allow authorised users to archive complete copies of all historical website content updates that are older than a predetermined (configurable) age.	To ensure that server space used by the product is not unnecessarily taken up by historical records.	NC	Historical content is not considered to take up much disk space.
HLR74	The product shall provide an option to enable logged-on site users to customise their experience/interface.	To enable an agency to allow their clients to save preferences, settings, and other customisations if applicable to their site.	NC	
NFR84	The product shall utilise the NZ Government Feed standard (http://ict.govt.nz/guidance-and-resources/standards-and-compliance-requirements/atom-rss-feed-standard) for all RSS/ATOM feeds.	To meet New Zealand Government standards for all online users.	NC	Common RSS format is delivered, which does not fully meet the requirement as written. Update: Now available. Added in August 2014 release.