Business requirements document SWS global rollout

Document control

Version	Date	Author & Comment
0.1	14/10/2021	Stuart Lawson – Initial draft (content structure and requirements summary)
0.2	15/10/2021	Fiona McLennan – Full elaboration of requirements and project summary details
0.3	16/10/2021	Fiona McLennan – Final revisions to draft for distribution
0.4	25/10/2021	Fiona McLennan – Stakeholder review session feedback implemented
0.5	01/11/2021	Fiona McLennan – Accept all changes, for distribution as candidate for final document
1.0	04/11/2021	Fiona McLennan – Version number update as final document, for approval.

Project summary

Project details	
Business unit	Digital Experience Design
Key dates/triggers	TBC
Contacts	**Peter Buckmaster** Director Digital Services **Kaz Scott** Director Corporate and Internal Communications **Carmen Michael** Director Content and Digital **Darren Goodsir** ED Communications & Engagement **Ramanesh Chithravelu** Manager Digital Delivery
Objectives	To reduce the administrative burden on the content and communication teams when rolling out and managing content from the department to school websites.

Project purpose

School websites provided by the School Website Service (SWS) have a mix of local content that is created and maintained by the school, and global content that is created and maintained by the department.

The current processes to distribute and manage global content are:

- Inconsistent
- time-consuming and not user friendly
- can lead to system failures and performance issues.

The purpose of this project is to review and revise the global content rollout interface to:

- Make it a consistent process for all types of global content
- Improve authoring
    - make it faster to target specific schools and easier to manage the rollout process
    - allow content authors to edit and manage content (without needing to re-rollout)
    - improve reporting
- Make the system more resilient with
    - system managed batching and queuing, rather than manual
    - improved error handling (including some graceful failure scenarios).

Background

Global content may be any of the following:

- Alert banners
- News
- Events
- Page (including page content)
- Component (specific content on a specific page)

Global content is subject to established "Must", "Should" and "Could" publishing and editing rules:

- Must have: automatically published, cannot be hidden or edited
- Should have: automatically published (unless previously hidden), can be hidden but cannot be edited
- Could have: only automatically published if previously published, can be hidden or edited

The initial approach to rolling out global content involved minor customisation of the Adobe Experience Manager out of the box "blueprint" functionality, by introducing the "Must", "Should" and "Could" publishing rules. This proved to be unwieldy for content authors, and was not suitable to quickly target specific schools or even groups of schools, particularly in emergency comms situations.

Since then, a series of enhancements have been introduced to the targeting and rollout process, with varying levels of success. Some of these varying approaches are now legacy (no longer utilised by content authors), but remain available in the authoring interface which can cause confusion for authors.

Within the department, a wide variety of business users may be involved in the authoring and rollout of global content, depending on the context of the content that needs to be distributed. Authors are typically business users, rather than technical users, and come from across communication and engagement - including but not limited to the content team, internal and strategic communications and from the COVID task force.

As the department has a distributed content authoring model, the system must be user friendly as authors may have different levels of technical expertise, and different levels of authoring experience in Adobe Experience Manager (AEM). Global content authors do not have system administrator level permissions; and they are not expected to have a programming background and should not have to "decode" complex technical error messages.

Due to the nature of global content, rollouts often need to happen quickly (with very limited notice); and under extreme time pressure for example messages regarding school operationality. This increases the pressure on global content authors, so the interface needs to be simple to use, and give clear indications of status at all times. It must not rely on the manual batching of content. When mistakes happen, including those "upstream" from the global content authors – they are often highly visible. Accordingly, multiple paths to correct errors are needed, for example the ability to recall a rollout or edit a piece of global content once it has been distributed.

Stakeholders

Role	Name and/or business unit
Executive sponsor	Peter Buckmaster, Director Digital Services
Senior responsible owner	TBC
Senior supplier	Adobe
Senior users	Tim Rodgers Lucy Sutton
Business users	Ian Quintos Josh Armistead Kathy Ford Elisa Bland Adam Zein
Subject matter experts	Jinu Mathew Chris Denton Ramanesh Chithravelu
Project manager	TBC
Related project reps	Oscar Cortez Ben Cullen
Related business owners	Kaz Scott, Director Corporate and Internal Communications Carmen Michael, Director Content and Digital Darren Goodsir, ED Communications & Engagement
Related government agencies	N/A
Student cohorts	N/A
Customers	Communications & Engagement Corporate and Internal Communications Digital Services

Scope

Inclusions

Item	Description
1	Rollout of content to SWS school websites of: • Alert banners • News • Events • Page (including page content) • Component (specific content on a specific page) Rollouts may be: • individual– to a single school • in small, very targeted groups • in larger groups of schools or segments (for example all primary schools) • or to all schools All schools with an SWS website (including virtual schools and umbrella schools) must be catered for. It must also be possible to exclude specific schools or segments from a rollout.
2	Integration into a yet to be determined "source of truth system" (e.g. ED-Push or Shield) for alert banners. See also assumption 6, below.
3	Consideration for downstream use of department content (dynamic, static or video) – for example integration into the Parent App. See also exclusion 3, below.

Exclusions

Item	Description
1	Enhancements to AEM – including development of any templates and components beyond the specific requirements noted in this document.
2	Design – including any design enhancements or changes to the end user interface (including changes to existing components, templates or themes).
3	Development of any APIs or microservices for downstream use of content (for example the Parent App).
4	Emails to members of the general public, including but not limited to students, parents and carers.

Assumptions

Item	Description
1	Integration will exist with an agreed master dataset that includes a solution for school codes for umbrella schools.
2	That a school code look-up approach will be acceptable when targeting a small and precise group of schools.
3	The system can group schools in to larger, logical segments or groups based on yet to be determined classifications for the targeting of a rollout. For example, segments may be based on school type (for primary vs hospital school) or school performance directorate (for example Metropolitan North vs Rural North).
4	That any segments or groups used in the targeting of a rollout can be mapped either: ● using existing attributes already defined in the properties of each SWS site (e.g. the school code) ● or handled by the introduction of additional classification attributes (to be defined in the properties of each school as a one-off exercise).
5	Existing templates and components work well and are fit for purpose for the rollout of global content.
6	APIs exist and are fit for purpose for integration in to source of truth systems (such as ED-Push or Shield). See also dependency 4, below.
7	Content expiry can be set for all types of global content: ● Alert banners ● News ● Events ● Page (including page content) ● Component (specific content on a specific page) And that this will apply globally (i.e. will be expired from all schools after the Off time, rather than be configured on a school by school basis).
8	The process to be followed for a content rollout, including targeting and reporting, will be consistent regardless of the type of global content being rolled out.
9	The existing Must / Should / Could content rules shall continue to apply.
10	Post implementation of this project, only "working" interfaces for global rollout shall remain in AEM. Any legacy screens or interactions (from either the default "blueprint" process or prior customisations to global content rollout) will be either hidden, disabled or removed as appropriate (within the confines of not breaking the upgrade path with respect to out of the box behaviour).

Constraints

Item	Description
1	Content is managed by Adobe Experience Manager (AEM).
2	Customisations introduced by this project must not break the Adobe Experience Manager (AEM) upgrade path.

Dependencies

Item	Description
1	Master dataset decision and solution design for school codes for umbrella schools.
2	Downstream system content delivery of department content (e.g. Parent App - interfaces, APIs etc).
3	Business direction around the types of segments that schools should be grouped by for targeting. See also Appendix A - Staff noticeboard school targeting.
4	Solution design. including content rules and mapping, for integration with a (yet to be determined) "source of truth" system (e.g. ED-Push or Shield).

Requirements

Requirements summary

Req ID	Requirement	Must/ Should/ Could
BR-01	Business must still be able to rollout and publish content on an ad-hoc basis	Must
BR-02	Business must be able to rollout global content globally without impacting performance of systems	Must
BR-03	Business must be able to see the status of a rollout while it is in progress	Must
BR-04	System should not require that the global content author remains idle while a rollout is in progress	Should
BR-05	Business must have a simplified reporting process for successful or unsuccessful published content	Must
BR-06	The system must continue with the balance of the rollout when a problem is encountered	Must
BR-07	Business must be able to disable email notifications to the school for a specific rollout (without impacting the workflow notifications)	Must
BR-08	Business must have a simplified process for targeting schools when rolling out global content	Must
BR-09	Business should be able to publish news content globally (without the need to categorise schools)	Should
BR-10	Business must be able to exclude specific schools and/or school types from a rollout	Must
BR-11	Business must be able to roll back (or recall) global content from specific (individual) schools	Must
BR-12	Business must be able to roll back (or recall) a change to content globally	Must
BR-13	Business must be able to edit global content	Must
BR-14	Business must be able to remove rolled out published content from individual schools	Must
BR-15	Business must be able to remove rolled out published content from all schools globally	Must
BR-16	Business must be able to schedule content to be rolled out and published	Must
BR-17	Business must be able to schedule content expiry for global content	Must
BR-18	Business must be able to reschedule the expiry date (change the off time) on global content	Must
BR-19	Business must be able to get email alerts/notifications based on configurable settings	Must

BR-20	Business must be able to rollout videos as global content	Must
BR-21	Business should be able to rollout content, without needing to rollout the parent first	Should
BR-22	Alert banners must be generated from triggers in source of truth systems (e.g. ED-Push or Shield) and rolled out without the need for manual business user intervention	Must
BR-23	Business should be able to provide suggested content that schools can use	Should
BR-24	Must/Should/Could classifications should be applied to alert banners	Should

Requirements detail

BR-01: Business must still be able to rollout and publish content on an ad-hoc basis

The business must be able to rollout content on an ad-hoc basis, including rolling out:

- Alert banners
- News
- Events
- Page (including page content)
- Component (specific content on a specific page).

In this scenario:

- The content rollout shall commence from the time the global content author initiates the rollout, and shall only conclude when all targeted schools have been rolled out
- The global content author shall be able to target specific schools or all schools.

The global content author shall still be able to specify an "On" date and time during an ad-hoc rollout. In this scenario:

- The rollout shall commence immediately
- If the "On" time is in the future, the content shall remain unpublished with a scheduled publication workflow in the publishing queue that triggers when the "On" time is "now"
- If the "On" time is in the past, the content shall be published as soon as the rollout occurs on the given school (for example where the "On" time is scheduled to occur soon after an ad-hoc rollout is initiated)

Context note: In the current experience a scheduled time must be set for some types of content. If this on time is not sufficiently in advance, and the rollout has not concluded while the on time is still in the future, the rollout is abandoned; and any schools still in the queue are skipped.

See also:

- BR-08: Business must have a simplified process for targeting schools when rolling out global content)
- BR-16: Business must be able to schedule content to be rolled out and published.

BR-02: Business must be able to rollout global content globally without impacting performance of systems

The business must be able to initiate a rollout to any number of schools (up to and including all schools in SWS) without the need to manually "slice" the rollout in to smaller batches of schools. This must not impact the performance of the system (including system failures, failures with the publishing queue and speed/responsiveness).

In this scenario:

- The business shall be able to target the schools to be included in the rollout
- The system shall handle any necessary batching, sequencing and/or any other pauses during the rollout as is necessary to minimise impact to performance and to the publishing queue.

Context note: The current process is for the business to manually split the rollout of global content into smaller batches of approximately 300 schools. Batches larger than 300 schools can cause system failures and performance issues.

The process of manually creating and managing batches is cumbersome and causes significant "idle time" for the global content author, which affects productivity.

Another process issue is that when multiple manual batches are initiated at once or within too short a period of time (for example without allowing at least a 30 minute interval between each rollout) the publishing queue can fail, which in turn sends out multiple alerts if the system crashes.

See also:

- BR-03: Business must be able to see the status of a rollout while it is in progress
- BR-04: System should not require that the global content author remains idle while a rollout is in progress).

BR-03: Business must be able to see the status of a rollout while it is in progress

While a rollout is underway, the business must be able to see the status.

In this scenario, the business should be able to see:

- that the rollout is still actively running (i.e. that there hasn't been a system failure)
- the progress – for example the percentage complete (or which schools have been completed, and which schools are still pending)
- and when the rollout is complete, there shall be an easy path to the report (for example a link).

Context note: The current approach for global news (which shows the percentage complete) works well. This may be suitable to apply to all content rollouts.

See also:

- BR-05: Business must have a simplified reporting process for successful or unsuccessful published content
- BR-16: Business must be able to schedule content to be rolled out and published.

BR-04: System should not require that the global content author remains idle while a rollout is in progress

While a rollout is underway, the global content author who initiated the rollout should be able to navigate away from the screen, without causing the rollout to fail.

In this scenario:

- the global content author shall
    - author the global content
    - target the schools
    - and initiate the rollout as required by their content needs
- the system shall manage any performance mitigation strategies
- the global content author shall be able to navigate away from the screen without impacting the status of the rollout or causing a system failure
- the global content author shall be able to return to see the status

Context note: Currently while publishing multiple batches the global content author must remain on the screen until the active batch is running, before setting off the next batch. This can take over 4 hours, most of which the global content author is forced to be idle while the system is processing the rollout, which hampers productivity.

See also:

- BR-02: Business must be able to rollout global content globally without impacting performance of systems

- BR-03: Business must be able to see the status of a rollout while it is in progress.

BR-05: Business must have a simplified reporting process for successful or unsuccessful published content

The business must have a consistent report for all types of global content that allows the content author to see the status of each school included in a rollout. This report must be simple and easy for the business to understand.

In this scenario, the report shall have:

- an overview of the rollout scope and overall status – for example "103 schools, no errors" or "103 schools, 7 errors"
- An itemised list of each school targeted and whether it was successful or failed
- In the event of a failure, context as to why it failed (and this shall be human readable)
- In the event of a significant number of errors (for example in the event of a system failure, author restart, or conflict with a release) the structure of the report shall allow for easy re-targeting of the failed schools
- In the event of a recall, the report shall show the status of each recall - whether the school was:
  - cancelled (i.e. not rolled out)
  - or recalled (i.e. had been rolled out but subsequently removed)
- In the event of an edit, the report shall show the status of each edit – whether the school was:
  - unaffected (i.e. the school was still in the queue when the edit was applied)
  - or amended post rollout (i.e. had been rolled out with the initial content but subsequently updated)
- In the event of a removal, the report shall show the status of each removal - whether the school was
  - successful (i.e. the content was unpublished and removed)
  - or if it was skipped (i.e. due to an error or a local customisation - including detail as to the nature of reason)
- Shall be a single report for the entire rollout (i.e. not an individual email/report per school)

See also:

- BR-11: Business must be able to roll back (or recall) global content from specific (individual) schools
- BR-12: Business must be able to roll back or recall a change to content globally
- BR-13: Business must be able to edit global content
- BR-14: Business must be able to remove rolled out published content from individual schools
- BR-15: Business must be able to remove published content from all schools globally.

BR-06: The system must continue with the balance of the rollout when a problem is encountered

The system must be resilient enough that if a problem is encountered during a rollout the process does not fail, but rather progresses to the next school.

In this scenario:

- The system shall record the failure in the report

- Move to the next school in the rollout queue.

See also:

- BR-05: Business must have a simplified reporting process for successful or unsuccessful published content.

BR-07: Business must be able to disable email notifications to the school for a specific rollout (without impacting the workflow notifications)

The current experience is that, to prevent email notifications from generating to SWS users, a developer or system administrator needs to disable email alerts. This also disables alerts for workflows.

In this scenario:

- email notifications for content rollouts shall be "on" by default

- the global content author shall be able to disable the email alert for the specific content rollout they are initiating where:

    o this shall NOT require the intervention of a developer or system administrator (i.e. the global content author is self-sufficient and needs no special technical skills)

    o this shall apply to both ad-hoc and scheduled rollouts

    o this shall apply when content is:

        ▪ rolled out for the first time

        ▪ edited

        ▪ recalled

        ▪ removed

- workflow (and other system generated emails) shall be unaffected when a specific content rollout has email notifications disabled.

Context note: Some schools have complained about the number of email alerts and other schools have complained when they do not receive an alert.

See also:

- BR-01: Business must still be able to rollout and publish content on an ad-hoc basis

- BR-11: Business must be able to roll back (or recall) global content from specific (individual) schools

- BR-12: Business must be able to roll back (or recall) a change to content globally

- BR-13: Business must be able to edit global content

- BR-14: Business must be able to remove rolled out published content from individual schools

- BR-15: Business must be able to remove published content from all schools globally

- BR-16: Business must be able to schedule content to be rolled out and published.

BR-08: Business must have a simplified process for targeting schools when rolling out global content

Currently there are two different ways that global content authors can target schools – either by copy and pasting a list of domain names; or copy and pasting a list of school codes. This difference depends on the type of content being rolled out.

In this scenario, the system shall:

- Allow for the consistent targeting of specific schools, regardless of the type of content being rolled out
- Allow for content to be rolled out to:
  - All schools
  - All schools within pre-defined segments or classifications – for example:
    - 'primary' or 'secondary';
    - or schools in a given school performance directorate
    - or schools in a given local government area (LGA)
    - or schools in a given principal network
  - Specific schools – for example using the school code approach (on the assumption that this would be used only for relatively small targeted groupings – for example specific schools affected by a localised event not covered by either the classifications and/or "source of truth" operational status system integrations).

Context note: When rolling out content to all schools in manual batches, global content authors find both of the existing approaches extremely time consuming and cumbersome, although the school codes are considered to be less painful.

With respect to school code, one consideration is that umbrella schools (for example colleges where multiple campuses exist) do not have school codes in CESE. Rather, the school code entered in SWS is "unofficial" (these are recorded in Salesforce in addition to the CESE master dataset).

Some SWS sites (built in the Pario templates) are not in fact schools so should be excluded from receiving school specific messages and content.

Some schools (usually Pario sites - for example virtual schools; youth justice schools and hospital schools) should be excluded from specific types of messaging.

See also:

- BR-09: Business should be able to publish news content globally (without the need to categorize schools)
- BR-10: Business must be able to exclude specific schools and/or school types from a rollout
- BR-22: Alert banners must be generated from triggers in source of truth systems (e.g. ED-Push or Shield) and rolled out without the need for manual business user intervention
- Appendix A - Staff noticeboard school targeting options

BR-09: Business should be able to publish news content globally (without the need to categorise schools)

The current approach to rolling out news content is based on "blueprint" and relies on whether the school is primary, secondary; central or Pario. This means that if news is truly global (i.e. appropriate for all schools) it needs to be authored and rolled out four times.

In this scenario, the system:

- Shall allow for news to be targeted to all schools (regardless of the blueprint used)
- Shall allow for specific school types to be exclude

Context note: Some "global" news items may still not be appropriate for absolutely all schools – for example a 'learning from home' message is not appropriate for a hospital or youth justice school).

See also:

- BR-10: Business must be able to exclude specific school types from a rollout.

BR-10: Business must be able to exclude specific schools and/or school types from a rollout

The business must be able to exclude specific schools or types of schools from receiving specific pieces of content – for example, alert banners regarding non-operational status should be excluded from virtual schools or news items regarding a sports challenge should be excluded from hospital school etc.

In this scenario, the global content author must be able to

- Specify the pre-defined classifications that should be excluded from an "all schools" targeting

Context note: Students may be physically located in another school, but "at" or managed by a virtual school (e.g. Aurora college, or the conservatorium).

See also:

- BR-08: Business must have a simplified process for targeting schools when rolling out global content
- Appendix A - Staff noticeboard school targeting options.

BR-11: Business must be able to roll back (or recall) global content from specific (individual) schools

When an error is made with a rollout that is still in progress, the business must be able to roll back (or recall) global content from specific (individual) schools – for example when a school is incorrectly included in a rollout.

In this scenario

- the content shall NOT be rolled out to the school (if it is still pending in the rollout queue)
- the content shall be unpublished and removed from the school (if it had already been processed in the rollout)
- any other schools in the content rollout shall be unaffected
- the status of each recall shall be included in the report for the rollout, showing whether it was:
  - cancelled (i.e. not rolled out)
  - or recalled (i.e. had been rolled out but subsequently removed).

See also:

- BR-05: Business must have a simplified reporting process for successful or unsuccessful published content
- BR-12: Business must be able to roll back (or recall) a change to content globally
- BR-14: Business must be able to remove rolled out published content from individual schools

BR-12: Business must be able to roll back (or recall) a change to content globally

Where an error has been made with a rollout that is still in progress, the business must be able to roll back (or recall) global content in its entirety, i.e. from all schools included in the rollout.

In this scenario:

- the content shall NOT be rolled out to any further schools still pending in the rollout queue
- the content shall be unpublished and removed from the school (if it had already been processed in the rollout)
- the status of each recall shall be included in the report for the rollout showing whether it was:
  - cancelled (i.e. not rolled out)
  - or recalled (i.e. had been rolled out but subsequently removed).

See also:

- BR-05: Business must have a simplified reporting process for successful or unsuccessful published content
- BR-15: Business must be able to remove published content from all schools globally.

BR-13: Business must be able to edit global content

Where an error has been made (for example a typo) in content that has already been rolled out or is in the process of being rolled out, the business must be able to edit it without the need to re-rollout the change.

In this scenario:

- the business shall NOT have to initiate a new rollout
- the content update shall apply to all instances where it is used (i.e. the business shall NOT have to target the edit to specific schools)
- the amended content shall be rolled out to any schools still pending in the rollout queue
- the content shall be revised on the published page to reflect the amended content (if it had already been processed in the rollout or if the rollout in its entirety had completed)
- the business shall be able to disable notifications for the edit
- the status of each edit shall be included in the report for the rollout showing whether it was amended post rollout (i.e. had been rolled out with the initial content but subsequently updated)

See also:

- BR-05: Business must have a simplified reporting process for successful or unsuccessful published content)
- BR-07: Business must be able to disable email notifications to the school for a specific rollout (without impacting the workflow notifications)
- BR-18: Business must be able to reschedule the expiry date (change the off time) on global content

BR-14: Business must be able to remove rolled out published content from individual schools

The business must be able to unpublish and remove global content where it is no longer relevant for a specific school or schools.

In this scenario:

- the business shall be able to unpublish and remove (delete) the global content from a specific school
- the business shall be able to target multiple schools and be able to unpublish and remove (delete) the global content
- any other schools using the global content shall be unaffected
- the business shall be able to disable notifications for the removal, per BR-07: Business must be able to disable email notifications to the school for a specific rollout (without impacting the workflow notifications)

See also:

- BR-08: Business must have a simplified process for targeting schools when rolling out global content
- BR-15: Business must be able to remove published content from all schools globally
- BR-17: Business must be able to schedule content expiry for rolled out content.

BR-15: Business must be able to remove rolled out published content from all schools globally

The business must be able to unpublish and remove global content from all schools that are using it.

In this scenario:

- the content shall be unpublished and removed (deleted) from all school websites
- the business shall be able to disable notifications for the removal
- in the event of local customisation, the content shall NOT be unpublished and removed. Scenarios of local customisation may include, but not be limited to:
  - if inheritance has been broken and edits applied to a could component
  - if additional components have been applied to a page
  - if child pages exist for a page
- the status of each removal shall be included in the report for the rollout showing whether:
  - it was successful
  - or if it was skipped due to local customisation (including detail as to the nature of the local customisation)

Context note: One example of this is a page regarding bushfires that was rolled out in 2019 to all schools. It is no longer relevant, but cannot be unpublished and removed globally.

See also:

- BR-05: Business must have a simplified reporting process for successful or unsuccessful published content)
- BR-07: Business must be able to disable email notifications to the school for a specific rollout (without impacting the workflow notifications)
- BR-17: Business must be able to schedule content expiry for rolled out content.

BR-16: Business must be able to schedule content to be rolled out and published

In addition to rolling out on an ad-hoc basis, the business must be able schedule a content rollout, for example based on pre-planned announcements, or for non-urgent updates to rollout outside of peak periods (to help manage system performance).

In this scenario:

- The system shall commence the rollout at the scheduled time, and run until complete
- The status of the rollout shall be accessible to the global content author, including prior to the rollout and during it
- On completion of the scheduled rollout, the report shall be available
- The global content author shall be able to reschedule the rollout
- The global content author shall be able to cancel a scheduled rollout

The global content author shall be able to specify an "On" date and time (separate to scheduling the rollout).

In this scenario:

- The rollout shall occur per the schedule specified
- If the "On" time is in the future, the content shall remain unpublished with a scheduled publication workflow in the publishing queue that triggers when the "On" time is "now"
- If the "On" time is in the past, the content shall be published as soon as the rollout occurs on the given school (for example where the "On" time is scheduled to occur soon after the rollout scheduled commencement time)

Context note:

Under the current process the rollout runs until the scheduled on time; and any items in the queue are discarded after the on time is in the past.

In the existing system there is also a mix of date formats which can be confusing for content authors. These should be simplified and made consistent if possible (the options in the On/Off time page properties are agreed to work well so this approach may be appropriate.)

See also:

- BR-03: Business must be able to see the status of a rollout while it is in progress
- BR-05: Business must have a simplified reporting process for successful or unsuccessful published content.

BR-17: Business must be able to schedule content expiry for global content

The business must be able to schedule an expiry date and time ("Off" time) for global content.

In this scenario:

- Any type of global content can have an "Off" time specified – including content that displays on a page (i.e. a component or alert) in addition to a page (of content; news or an event)
- The expiry date and time should be configurable either
  - when the content is authored
  - and/or when the global rollout is initiated
- Once the expiry date and time is in the past the content is automatically unpublished

See also:

- BR-18: Business must be able to reschedule the expiry date (change the off time) on global content

- BR-19: Business must be able to get email alerts/notifications based on configurable settings.

BR-18: Business must be able to reschedule the expiry date (change the off time) on global content

The business must be able to reschedule the expiry date and time ("Off" time) for global content. In this scenario:

- A global content author can amend the "Off" time at any time – including to
  - bring the time forward (make it expire sooner);
  - extend it (make it expire later)
  - remove it (make the content "evergreen")
  - add one (make previously "evergreen" content expire at a determined time)
- Updates to the "Off" time shall apply without the need to re-rollout the content
- Updates to the "Off" time shall NOT trigger an email alert.

BR-19: Business must be able to get email alerts/notifications based on configurable settings

The business (global content authors) must be able to be notified of forthcoming content expiry dates.

In this scenario:

- Global content authors shall either receive a notification or have access to a report of forthcoming content expiry dates
- In the event of a notification, the reminder lead-time should be configurable – for example 1 week prior to content expiry
- In the event of a notification, the recipient of the reminder should be configurable – for example a specific author or group of authors
- School authors must NOT receive the notification

Additionally, the business should be able to configure other notifications, for example stale content.

In this scenario:

- The business would like to be able to schedule pre-determined review dates, for example to review a specific page on a specific date
- The business would like to receive reminders when content has not been edited within configurable parameters – for example, a reminder for a page to be reviewed 6 months after last updated
- As above, the recipient of the reminder should be configurable – for example a specific author or group of authors
- School authors must NOT receive the notification

See also:

- BR-17: Business must be able to schedule content expiry for global content
- BR-18: Business must be able to reschedule the expiry date (change the off time) on global content.

BR-20: Business must be able to rollout videos as global content

The business must be able to rollout video content as part of a global content rollout.

In this scenario:

- The video shall be embedded in an existing component (i.e. Brightcove or YouTube)
- The component shall be placed within a page context – for example, on a news item or page
- The video shall play as expected in the context of the SWS school website
- Consideration shall be given to the downstream experience for how this video content renders, for example integration into the Parent App. See also exclusion 4, above.

BR-21: Business should be able to rollout content, without needing to rollout the parent first

The system must handle the scenario where the business is rolling out a page that is a child; and the parent page has not yet been rolled out, for example the first news item in the month (and in some instances year) – i.e. the "yy/mm/" structure for a news item or an event; or a content page that is a child.

In this scenario:

- The system shall check if the content being rolled out has a parent page
- The parent page shall be included in the rollout as needed
- The rollout shall NOT fail when a parent page has not been rolled out (or fail gracefully)

Context note: The current experience is that the global content author needs to rollout the parent (or parents) first, the rollout fails when a page is rolled out to a school that does not already have the parent.

See also:

- BR-06: The system must continue with the balance of the rollout when a problem is encountered

BR-22: Alert banners must be generated from triggers in source of truth systems (e.g. ED-Push or Shield) and rolled out without the need for manual business user intervention

The system must integrate with a (yet to be determined) "source of truth" system regarding school operationality – for example ED-Push or Shield. When there is a trigger in that system, content should be rolled out to the affected school/s without the need for manual intervention by business users.

In this scenario:

- The triggers in the "source of truth" system shall map to pre-determined types of content – for example an alert banner and a news item in the event that a school is marked as non-operational due to flood
- The trigger type in the "source of truth" system shall map to pre-determined content templates – for example specific wording
- The rollout shall happen automatically to the affected school/s

Context note: Solution design, including content and alert rules, is needed for this, per dependency 4.

BR-23: Business should be able to provide suggested content that schools can use

The business should be able to define template-based "suggested" content that a school can pull from, and then edit to suit their individual needs.

In this scenario:

- Content shall be created by global content authors (this shall be "evergreen" in nature)

- School based authors could browse the "suggested" content and choose to initiate a rollout of it to their specific school website
- Suggested content could be edited by the local school at any time
- Updates to suggested content would NOT be rolled out

Context note: This is distinct from "could" content, that is rolled out to schools (but not published automatically) and then the inheritance can be broken to edit locally. There is some appetite from some schools to be able to pull from evergreen or department provided news items.

BR-24: Must/Should/Could classifications should be applied to alert banners

In the event that an alert has been mistargeted, or needs additional local context, a school based author should be able to unpublish or "switch off" the alert banner, subject to the existing rules and restrictions for Must/Should/Could content.

In this scenario:

- The global content author should be able to classify the alert banner as either:
    - Must (default)
    - Should
    - Could
- If an alert banner is set to Must
    - the school shall not be able to switch it off (unpublish)
    - the school shall not be able to apply any edits
    - and it shall be published as soon as the content is rolled out (subject to any scheduled On time)
- If an alert banner is set to Should
    - the school shall be able to switch it off (unpublish it)
    - the school shall not be able to apply any edits
    - and it shall be published as soon as the content is rolled out (subject to any scheduled On time)
- If an alert banner is set to Could
    - the alert shall NOT be published by default, but rather the school shall be able to choose whether to publish it or not
    - the school shall be able to break inheritance and apply edits if they wish

Context note: There are some situations (for example legal wording requirements) where an alert may be mandatory. Must should be used for these instances. It is assumed that business process shall preclude the email to the schools being disabled when an alert is set to Could, so that the authors are notified and can review and make a decision accordingly as to whether the alert is applicable to them.

Appendix

A - Staff noticeboard school targeting

The targeting for news to school-based audiences may be a useful source of inspiration for the targeting of global content to specific groupings of schools.

The tags used in Staff noticeboard as at 15-Oct are:

- School type:
    - All schools
    - Preschools
    - K-6 schools
    - 7-12 schools
    - Connected Community schools
    - Central and community schools
    - Schools in distinct settings:
        - Schools for specific purposes
        - Youth justice schools
        - Agricultural boarding schools
        - Intensive English Centres
        - Environmental education centres
        - Hospital schools
        - Distance education schools

- Operational directorate:
    - All directorates
    - Metropolitan North
    - Metropolitan South
    - Metropolitan South and West
    - Regional North
    - Regional North and West
    - Regional South
    - Rural North
    - Rural South and West
    - Connected Communities

In a requirements gathering workshop, the business team also discussed the desirability of being able to target:

- Local government area (LGA)
- Principal network