
<EVOLUTION OF THE ROMED AND ROMACT WEBSITES>

BUSINESS REQUIREMENTS

CONTENTS

| | | |
|----------|--|-----------|
| 1 | INTRODUCTION..... | 3 |
| 1.1 | Purpose of the document | 3 |
| 1.2 | Reference Documents..... | 3 |
| 1.3 | Lexicon / Glossary..... | 3 |
| 2 | EXECUTIVE SUMMARY | 4 |
| 3 | BACKGROUND INFORMATION | 5 |
| 3.1 | Project scope and Objectives | 5 |
| 3.2 | Presentation of the relevant directorates / departments | 5 |
| 3.2.1 | Existing (AS IS) processes | 5 |
| 3.2.2 | Future (TO BE) processes | 5 |
| 3.3 | Identified stakeholders, users, roles & responsibilities | 6 |
| 3.4 | Interaction with other systems | 6 |
| 3.5 | Replacement of existing / older systems | 6 |
| 4 | BUSINESS REQUIREMENTS | 7 |
| 4.1 | Detailed business requirements | 7 |
| 4.2 | Interface requirements | 9 |
| 4.3 | User profiles..... | 9 |
| 5 | TECHNICAL REQUIREMENTS | 10 |
| 5.1 | Operational environment Standards | 10 |
| 5.2 | Hardware and infrastructure requirements | 10 |
| 5.3 | Access modes and security requirements | 10 |
| 5.4 | Operational Security..... | 10 |
| 5.5 | Business Continuity plan (Disaster recovery) | 10 |
| 5.6 | Backup and Archiving | 10 |
| 5.7 | Service level: availability, performance and support | 10 |
| 5.8 | System Documentation..... | 10 |
| 6 | CRITICAL CONSIDERATIONS..... | 11 |
| 7 | DATA REQUIREMENTS | 11 |
| 7.1 | Data inputs | 11 |
| 7.2 | Data migration | 11 |
| 8 | USER DOCUMENTATION AND TRAINING REQUIREMENTS..... | 11 |

1 INTRODUCTION

1.1 Purpose of the document

This document presents the detailed business requirements for the *Evolution of the ROMED and ROMACT* websites that will be delivered by the *SRSG Roma Team* project.

1.2 Reference Documents

| Name/Description | Link to the document |
|-------------------------|---|
| ROMED website | http://coe-romed.org |
| ROMACT website | http://coe-romact.org |
| Online reporting system | http://coe-romact.org or http://coe-romed.org (restricted access) |

1.3 Lexicon / Glossary

| Term | Definition |
|----------------|---|
| DIT | Directorate of Information Technology |
| SLA | Service Level Agreement |
| SRSG Roma Team | Support Team of the Special Representative of the Secretary General for Roma Issues |
| NST | National Support Team (ROMED and ROMACT national coordination) |
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2 EXECUTIVE SUMMARY

The ROMED website was created in 2011, when the ROMED Joint Programme of the Council of Europe was first initiated. The ROMED programme consisted at that time in a series of national trainings for mediators, a network of mediators and trainers, and a curriculum as a basis for the trainings. The programme was implemented in 22 countries.

For the communications purposes of the Programme, a website was created (on a Drupal basis) containing the necessary information on implementation, news, materials, reference documents, a map of implementation in the 22 countries with contacts in each country as well as a trainers' directory.

Since 2013, ROMED moved to another phase (ROMED2), starting with 11 countries with progressive inclusion of new countries, but with a very different action. The activities are now municipality/community-based, where mediators together with other actors establish community action groups and try to create a solid link through participation with local authorities. The project taking an entirely new shape, the problem identified was that the website does not reflect the reality of implementation and that it should be restructure so as to follow this evolution.

However, the important part is to keep the first phase of ROMED1 visible, as a precursor of current activities, and as a basis for the implementation of the ROMED method. Some ROMED1 trainings still take place occasionally in certain countries.

At the same time that the ROMED2 programme was launched, a new joint programme working on the basis of ROMED2 was created – ROMACT. ROMACT intends to work on the capacity building for local authorities to be able to respond to the needs of the community action groups and find the necessary funds at the same time. The implementation of the two Programmes is done in a very articulate way in the same locations of ROMACT. At this moment there are 76 municipalities in ROMED, out of which 40 are also in ROMACT.

As a consequence, in spring 2014, the ROMACT website was created - on a shared platform with the ROMED website, as a new online reporting system was created by our previous provider to respond to our needs. In this respect, prior to the launching of ROMED2 and ROMACT, it was agreed that data collection and reporting would become an important part not only of the evaluation and monitoring of the programmes, but also of the process itself (where community action groups are sensitised to the importance of data and are taught how to look into the work of local authorities so as to gain information).

The online reporting system as a data collection system, was finalised during the months of April and May 2014. The system will require in the future the development of a data processing tool as well as an availability of flexibility for maintenance and adaptation to make the system as user friendly as possible.

An additional tool is envisaged to be attached to the shared platform of the ROMED and ROMACT websites – an e-learning tool for facilitators, mediators as well as for interested local authorities. The e-learning tool would be based on the data collected through the online reporting system. For the present call, we are only requesting a feasibility study and a proposal of architecture.

A second offer, including hosting, improvement of google indexation of the two website, and other maintenance procedures is equally expected, in a separate form.

The translation of the ROMACT website in French is also necessary, as well as development of a basic feature allowing for the uploading of photos on each national page.

3 BACKGROUND INFORMATION

3.1 Project scope and Objectives

The objective is to adapt one of the main communication tools for the two joint programmes so as they reflect the reality of implementation. The maintenance and possible upgrading of the online reporting system is absolutely necessary, as well as the capacity to respond quickly to the needs of the SRSG Team when dysfunctionalities are detected.

Beneficial results can be identified at all levels: the SRSG team in its daily work on the two programmes, the National teams (National Project Officers and National Focal Point, and Facilitators in the field) who have been trained to use the online reporting system and expect results from the information they are providing us with, external actors who need and request more transparency from the two programmes, particularly the European Commission and the member states. There is no possibility for a different project, the needs to which it responds are very specific.

3.2 Presentation of the relevant directorates / departments

Impact takes place within the SRSG Team and the coordination of the programme, who have a better visibility of the implementation on the ground of the programmes through the online reporting system. A tool for processing the data collected will help interpret in the most efficient way possible the results of the data collection system.

Also, the improvement of the ROMED website will help communicate better on the activities of the programme.

3.2.1 Existing (AS IS) processes

At the moment, the ROMED and ROMACT websites are built in Drupal, on a shared database for storing reference documents, articles, media and online reporting system. The ROMACT website is finalised in form, as it was designed in the beginning of 2014. The ROMED website is however completely outdated in terms of content and architecture and need a thorough and thought-through adaptation (please see 2. Executive Summary) so as they reflect the evolution of the two Programmes.

An online reporting system was finalised and underwent a testing period from March to May 2014. The system is completely functional and is being used by national support teams (implementers in each country) for their Monthly, Trimestrial report as well as for data collection through a Municipality File and Feedback on facilitation processes.

3.2.2 Future (TO BE) processes

By the end of the project, the ROMED website will be reshaped to reflect the reality of implementation (ROMED2, with a part still reserved to ROMED1). A data processing tool will be developed so as to be able to interpret the quantity of information collected from the field. On this basis, the future provider will study the feasibility of an e-learning tool that would serve national teams and other stakeholders in studying the processes in ROMED and ROMACT and provide the SRSG Roma Team with a report based on his/her conclusions. The e-learning tool could be subject to a different project, once the data collection is completed.

3.3 Identified stakeholders, users, roles & responsibilities

User: SRSG Roma Team

The SRSG Team uses the two websites for communication purposes on the one hand, and for data collection on the other. The data processing tool will help the SRSG Team interpret the data collected through the online reporting system. The processed data could be used for a future e-learning tool, but also for SRSG Roma Team reports to the SG and to the external stakeholders – as transparency is an important part in the two programmes.

User: National Support Teams

National Support Teams will be able to redirect interlocutors to the two up-to-date websites so as to have a better image of what is being done through the two programmes. The online reporting provides them with the templates for reporting, and at the same time, the results of the data collection will be available for them so as to make the best use of it in their dialogue with local authorities – thus playing an important part in strengthening their position.

User: External stakeholder

External stakeholders are a wide variety of profiles: staff of municipalities, partner organisations, NGOs from the sector, activists for Roma rights, Roma people themselves. An up-to-date website is essential for the outside comprehension of the achievements of the two programmes. Part of the data collected will be used for external reports, which can help activists argument their position and other organisations to evaluate or coordinate their actions according to the ROMED and ROMACT programmes.

The European Commission as main partner in the two Joint Programmes has access to the online reporting and uses it as a base for their monitoring of the implementation of the programme.

3.4 Interaction with other systems

The ROMED and ROMACT websites should be linked to the Roma portal on the official Council of Europe website as well as to the DGII portal of the Council of Europe.

The websites should be linked to European Commission websites: DG Employment, DG Justice, DG Education, and DG Regio.

No other connections with external systems was identified.

3.5 Replacement of existing / older systems

The project aims to adapt an existing system, not to replace it.

4 BUSINESS REQUIREMENTS

4.1 Detailed business requirements

BR1 – Business Requirement 'Creation of the ROMACT website' (for your information only, no bid on this section – this project is completed)

- Description – creation of a “sister” website to the ROMED website to reflect the link between the two Programmes. ROMACT is implemented in 5 of the 11 countries in ROMED.
- Priority: provide a communication tool to the ROMACT Programme
- Scope – the tool allows to provide information and news on a per country and on a per municipality basis. Each country page contains relevant information concerning the bodies/organisms who provide grants or financial instruments for Roma inclusion, the situation of Roma in the respective country, contact persons for the ROMACT programme in the country, and other structures that can be relevant to the users. The website is mostly intended for the use of local authorities (from the programme or interesting in joining the programme). The stakeholders are thus the SRSG Team as Project Leader, the local authorities as target groups and potentially subjects of the information provided on the website. Etc. More details in BR2 – “Creation of an online reporting and data collection tool”.
- Benefits – ensuring visibility to the ROMACT Programme, as a JP that goes hand in hand with ROMED.
- Need – essential to the implementation of the Programme
- Test Approach and Acceptance Criteria – Being a visibility item, the user is bound to see the end result. The website is also promoted via different channels (facebook page of the ROMED programme, ROMED website, European Commission website)
- Business rules – no business rules

BR2 – Business Requirement 'Creation of an online reporting and data collection tool' (for your information only, no bid on this section – this project is completed)

- Description – A means for NSTs to report on their activities and for the Programme to collect detailed information on the implementation of the programme.
- Priority
- Scope – The tool consists in two parts: a database for reporting with 4 different forms for NSTs to fill in and a mapping system which is visible on the ROMACT website. The online reporting is done via 4 different forms: A Monthly Report, a Trimestrial Report, a Feedback on facilitation/training form and a Municipality File. The latter is done on a per municipality basis, and is linked via google geolocalisation to the mapping system appearing on the ROMACT website. A part of the information provided by NSTs via this particular form is made public and appears under each municipality on the ROMACT website. The stakeholders are manifold. First, the SRSNG Team will be able through this tool to measure the impact of the programmes in each country. The NST are provided with a framework and templates in which they can report in a coherent manner and on the same specific points that are essential for the understanding of progress in each country. The European Commission uses this basis as well for their own reporting.
- Benefits – improved reporting, improved transparency (when more data is collected it will give a clearer account via the ROMACT website on the implementation of the programme).
- Need – Important to have: given the large amount of reports we would receive otherwise in very different shapes and sizes, it would be impossible to process the information in a coherent manner. The tool provides a basis for the next need we foresee: a data processing tool.
- Test Approach and Acceptance Criteria – users were trained to use the online reporting system. Log in accounts specific for NSTs with different levels of access to the forms according to their position in the programme were created. They are aware of the parts that are public and those that are private and are to remain for the internal information of the SRSNG Team.
- Business rules – no business rules.

BR3 – Business Requirement “ROMED website”

- Description: reshaping of the ROMED website following the architecture provided by the SRSG Roma Team
- Priority: reflect the reality of implementation on the ROMED website
- Scope: the website should store reference documents, articles, reports, curricula, media concerning the ROMED2 programme and incorporate existing systems in the best possible manner.
- Benefits: improved communication and storage of media concerning ROMED2
- Need: imperative for the image of the ROMED Programme and as an implementation tool
- Test Approach and Acceptance Criteria: Being a visibility item, users will be aware that the update has been conducted.
- Business Rules: no business rules.

BR4 – Business Requirement “Development of a data processing tool on the ROMED-ROMACT platform”

- Description: Based on the already existing online reporting and data collection system, a data processing tool will have to be developed by the provider, to help the SRSG Roma Team interpret accurately the information collected.
- Priority: ensure optimal processing of the data collected.
- Scope: the tool will allow for the processing of the information that is being collected now through an existing system.
- Benefits: the processing of the data will allow for a more precise image of implementation and will give a clear image of the impact of the two programmes in the field – a requirement of the SG of CoE.
- Need: imperative for the implementation of the two programmes and for the previous investments done (online reporting and data collection)
- Test Approach and Acceptance Criteria: Users will be informed of the outcomes of the data collection and will have access to reports with various degrees of content according to their legitimacy to this information.
- Business Rules: no business rules.

4.2 Interface requirements

The interface will not change. Most likely the online reporting – which is the most used by external users (national support teams) will require minor adjustments so that it becomes fully user-friendly and exploitable in terms of data processing.

4.3 User profiles

User profiles already exist as they were developed for the online reporting and data collection system.

5 TECHNICAL REQUIREMENTS

The up-to-date Developers Standards and Good Practices Set describes the Process and IT Norms and Standards of the Council of Europe and is available at: <http://vdd.coe.int>.

5.1 Operational environment Standards

No exceptions

5.2 Hardware and infrastructure requirements

No hardware changes. Changes in the infrastructure of the ROMED website was detailed above. No changes foreseen as concerns the online reporting and data collection system. The data processing tool has to be developed on this basis.

5.3 Access modes and security requirements

Internet, through either websites, through already existing user profiles.

5.4 Operational Security

Administration access is granted to the provider and one member of the SRSG Roma Team in charge of following the online reporting and data collection tool. The other members of the SRSG Roma Team have extended access with some administration features. Basic users in national support teams only have access to the online reporting forms. Users outside of the programmes are considered visitors and are not granted access to the online reporting system.

Exception: part of the municipality files is public on the ROMACT website. Users filling in these forms are aware of this.

5.5 Business Continuity plan (Disaster recovery)

The project is entirely online. The provider will have to give the SRSG Roma Team a back-up version of the websites in case of force majeure.

5.6 Backup and Archiving

The reports and data collection should be downloadable and stored in a different location than the website as a backup.

5.7 Service level: availability, performance and support

The service level should be flexible, responsive (fast) and reliable. Security of data should be ensured in as much as possible. The length of use is estimated at five years, with possibility of extension according to the developments in the programmes.

5.8 System Documentation

The documentation should include a user manual, known errors and workarounds, and specifications (functional and technical).

6 CRITICAL CONSIDERATIONS

The only known constraint that might occur is budget – as the SRSG Roma Team disposes of a limited budget for these procedures.

7 DATA REQUIREMENTS

7.1 Data inputs

The online reporting and data collection system is made up of four forms, out of which only the content of one is partially public. These are: Monthly reports (of the National Project Officers), Trimestrial Reports (of the National Project Officers), Municipality files (partially public) and Feedback for training/facilitation form (for trainers/facilitators).

Other content includes reference documents, material concerning the programmes such as the curriculum of ROMED1 and ROMED2, and other relevant material. Articles, media, videos produced at different moments are also stored on the websites.

7.2 Data migration

Data Migration would be part of the data processing tool – as the information contained in the data collection system will have to be processed through migration in different formats and analysed accordingly.

However, a migration of the data stored in the online reporting system should be envisaged by the SRSG Roma Team so as to safely store this data in casa of force majeure. Paper versions of the reports are already stored systematically.

8 USER DOCUMENTATION AND TRAINING REQUIREMENTS

The users have already been trained and received a users' guide which potentially needs to be updated. The training was done by the provider who designed the online reporting system in cooperation with the SRSG Roma Team.

New trainings will be required as the programme expands to new countries and brings in new users.

End of Document