

ULCC Customer Portal

Focus Group Requirements Gathering

28/2/2013

MoSCoW	Requirement Statement
Must have	provide the ability to raise support tickets / requests with ULCC
Must have	Allow ULCC customers to view progress / status of existing support enquiries, issues, request's etc
Must have	Moodle Service analytics (which can be exported to XLS , PDF etc) <ul style="list-style-type: none"> o Storage / Space quota o Bandwidth o Concurrent users (Peak / average / daily / weekly / monthly)
Must have	Live service status / information with status indicator i.e. R.A.G
	Reporting dashboard for SLA reports
Must have	Links in ULCC emails to portal and specific call records within portal site
Must have	Pro-active infrastructure monitoring - thresholds; CPU, Memory, Networking, Storage, Archiving
Must have	Pro-active updates (explaining issues)
Must have	PW recovery function for portal end-users
Must have	News and events (ULCC Feed)
Must have	Request update on ticket (one click option)
Must have	Basic version ASAP
Must have	Advisory notifications regarding change
Must have	Scheduled alerting regard downtime / maintenance
Must have	Ability to log development requests
Must have	Easy use
Must have	Clear communication
Must have	Less jargon
Must have	Documented service definitions
Must have	Invoicing
Must have	Documented Service Agreements specific to customers services
Must have	Contractuals visible through portal
Must have	Clear categorization of enquiry types, issues, requests, changes etc -easy to follow procedures and processes.
Must have	Who's who (roles)
Must have	Escalation points
Must have	Approved features and requestable features specific to each service and service version
Must have	Transparency regarding: Changes / projects/ service management actions
Should have	User group information / forum
Should have	Services roadmap

Should have	Collaboration space for, current projects, other news and blogs
Should have	Access to utility servers via portal interface
Should have	Service reporting exportable to common file types (XLS,PDF,etc)
Should have	List of approved plug-ins (see ref: 24) with related version specific detail
Should have	Wish list / idea submission function
Should have	Amazon style recommendations (self diagnostic)
Should have	Generic accounts by institution
Should have	Knowledge base: Follow conversion / topic, Voting option Useful / not useful, ideas incubator
Should have	Release notes / documentation on plug-ins
Should have	Impact analysis notes
Should have	Live chat - support /IM Support
Should have	Shared Knowledge, how to guides
Should have	Articles on related services
Should have	Screen cast's / video of "How to resolve " known issues
Should have	Announcement functionality / important issues
Should have	Warnings about resource issues
Should have	ULCC wide SLA comformity statistics
Should have	Top 5/10 widget for Knowledge base (most read/most commented on / latest)
Should have	Development pipeline, past / rejected, current (whats are we working on at present), future.
Could have	Record of historical changes
Could have	Ability to personalize portal news feeds
Would Like to have	List of common issues
Would Like to have	Course level moodle reporting
Would Like to have	Moodle reporting for managers
Would Like to have	Pull in/plug in feeds monitored
Would Like to have	Monitoring of 3rd party issues affecting the services (JANET,TURNITIN,etc)
Would Like to have	Customer satisfaction surveys