

1 Executive Summary

PURPOSE

- 1.1 The purpose of this document is to provide public authorities with a generic user specification for a system (or systems) to manage Requests for Information (RFIs) under the Freedom of Information Act 2000 or Environmental Information Regulations and any subsequent appeals.
- 1.2 It cannot be seen as a full requirements specification, but it does lay out which aspects are **essential** and should form the baseline of what must be contained / delivered by such a system(s).
- 1.3 The document is not prescriptive about the way in which requirements should be delivered. This is because public authorities operate in different business environments with different IT strategies and architectures.
- 1.4 The requirements are divided into two main sections:
 - **Functional Requirements:** Statements that specify what the system(s) must be able to do.
 - **Non-Functional Requirements:** Covering the way in which the system(s) should behave in respect of the compliance to external requirements (e.g. interoperability, legislative requirements) and elements of “good practice”.

FUNCTIONAL REQUIREMENTS

- 1.5 The main functional categories associated with the system(s) include:
 - **Logging requests & appeals;** capture of information about applicants, RFIs and appeals;
 - **Workflow / process support;** assisting public authorities to follow their own processes for handling RFIs including assigning of requests, notification alerts, tracking and approval;
 - **Fees;** calculation and recording of fees associated with RFIs;
 - **Enquiries;** methods of locating RFIs and appeals that are held in the system and monitoring performance using a number of different views;
 - **Correspondence;** automatic generation of correspondence with the applicant at key stages in the handling process;
 - **Appeals;** assisting public authorities in managing each stage of the appeal process including internal reviews, appeals to the Information Commissioner and appeals to the Information Tribunal;
 - **Central Monitoring;** requirements for those public bodies covered by the central monitoring regime as specified by the Department for Constitutional Affairs;
 - **Reporting;** internal monitoring of performance using predefined reports, ad-hoc reports and the ability to export information;

- **Interfaces**; considerations in respect of possible interfaces with a public authority's own existing systems;
- **Online Access**; enabling applicants to make RFIs directly, track the progress of their requests, pay fees and view released information online;
- **Administration**; maintain access to the system, correspondence templates and business rules including those controlling data archiving.

NON-FUNCTIONAL REQUIREMENTS

1.6 The main non-functional categories associated with the system(s) include:

- **Security**;
- **Language support** (including the Welsh Language Act 1993);
- **Documentation / Online Help**;
- **Training**;
- **Usability**;
- **Compliance with Standards** (including e-GIF, e-GMS, GDSC & Disability Discrimination Act 1995);
- **Backup & Recovery**.