

Addendum #3 Full Copy of Use cases

It was brought to our attention that the original RFP had truncated some of the words in the Use Cases. Please find the updated version below. Please accept our apologies.

2.7 Use Cases:

Using these six Use Cases, the Bidder must explain within their RFP response how they intend to satisfy the requirements (as previously listed in section 2.5) for a particular functionality (Use Case).

Search

SCENARIO 1 : SEARCH

START USE CASE

The client enters a search term into the search engine.



The system retrieves a list of results based on the keyword used for searching and populates the page. The system displays the results in order of relevance. The system displays the list of results with associated type (ie. PDF), title (links to the result), and short description.



[ALT 1] The client can further narrow down their search results by selecting a date, date range, a type, a topic, or a department, to filter the list (opt)

[ALT 2] The client can enter another keyword into the search field to retrieve another list of results. The system generates a list of related items applicable to the client's search criteria



The client selects a result to view.



The system takes the client to the desired result to view in full.



The client has ability to go back to the Search results with any applied filters previously set.



The client can change the view of results to view by most recently published as opposed to relevant (optional)

END USE CASE

[ALT 1]

If there are no matches, the system displays a message indicating no results were found. End use case.

[ALT 2]

If there are more matches than the user can view, system will provide capability to display more results.

News

SCENARIO 2 : MAIN NEWSROOM

START USE CASE

The client selects Visit the Newsroom link.



The system retrieves a predefined list of recent news and populates the page. The system displays the news search mechanism. The system displays feature news items on the page in rotating area. The system displays the list of recent news with news type (ie. Press release), photo (optional), title, date, and short description.



The client selects a date, a date range, a type, or inputs a keyword, to filter the list (optional).



The client selects a news article to view.



The system takes the client to the page of the news article to view in full.



The client has ability to go back to the newsroom with any applied filters previously set.



The client can subscribe to a news feed (optional).

END USE CASE

[ALT 1]

If there are no matches, the system displays a message indicating that no news was found. End use case.

[ALT 2]

If there are more news matches than the user can view, the system will provide the capability to display multiple pages or news items.

Main Navigation

SCENARIO 3 : MAIN NAVIGATION

START USE CASE

The client selects a main navigation link.



The client lands on an Segment page. The system displays featured or popular information and services for the chosen Segment and general topics associated with the chosen Segment.



[ALT 1] The client selects a topic. The system generates a view of subtopics based on the selected topic

[ALT 2] The client selects a featured or popular content item or service. The system displays the requested page.



[ALT 1] The client selects a subtopic. The system generates a view of related content and services based on the subtopic.



[ALT 1] The client selects a related piece of content or service. The system displays the requested page.



The client has ability to go back to the previous page viewed or select another related piece of content or service that is associated with the content being viewed (optional)



The client has ability to choose another segment from the main navigation and repeat this process (optional)

END USE CASE

Alerts & Advisories

SCENARIO 4 : Alerts/Advisories

START USE CASE

The client enters the Portal and sees an Alert on the page.



The client selects the Alert. The system generates a detailed view of the Alert.



The client has ability to choose to see “All Alerts” (optional)



The client has ability to subscribe to all Alerts or specific Alert levels (optional)

END USE CASE

Complete Online Service Delivery Experience

SCENARIO 5 : Online Service Delivery Experience

START USE CASE

The client enters the Portal with the desire to execute a service outcome (e.g make a payment, request, report or registration) .



The client lands on the Home page and uses one of 2 methods to find the service. They use the Search tool to find the content associated with the service they seek OR they see the Online Services box.



[ALT 1] The client searches for the specific outcome or topic. The search returns the relevant topics or content items associated with specific online services.



[ALT 2] The client views the most popular services within the box and may click on the link to directly go to the service process. If not visible they can click on "All Services" to go to the Service Directory



[ALT 1] The client selects a subtopic. The system generates a view of related content and services based on the subtopic.



[ALT 2] Within the Service Directory they can use a number of search filters to find available online services.



[ALT 1] The client selects a related piece of content or service. The system displays the requested page. The content page contains a link to the service process for the client execute the service.



[ALT 2] They find the desired service and click on a link to the service process to execute the service.



The service process uses the ready-set-go approach to execute the service



Step 1 indicates the information and items to prepare to have on hand to execute the service process.



The client confirms that they are set to start the service process



The client starts the process and follows the steps to completion



The process ends with an email (optional) confirmation of completion and a service promise if applicable on how long the expected outcome of the service will take.

END USE CASE

ePayment

SCENARIO 6 : ePayment

START USE CASE

The client enters the Portal with the desire to execute an ePayment. They find and access the specific payment service outcome as described in Scenario 5: Complete Online Service Delivery Experience.



The client follows the steps within the process to the point of making the payment and clicks on “Make Payment”. The system accesses the Payment Gateway showing a message that the client is entering the secure Payment Gateway..



The client makes their payment through the gateway receiving any pertinent information to complete the payment or service process that required the payment



The client completes the service process.

END USE CASE