

**SPECIFICATIONS**  
**for the elaboration of the Intranet System of the**  
**Centre for Human Rights of Moldova**

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## **2. GENERAL REQUIREMENTS**

Full name: *Intranet System of the Centre for Human Rights of Moldova*

Short name: *IS of the CfHRM or IS*

The project aims at contributing to the prevention of the domination of torture and other assaults, inhuman treatment and punishment by consolidating the National Mechanism for the Prevention of Torture according to the requirements of the United Nations Convention against Torture (CAT) / Optional Protocol to the Convention against Torture and under the protection of the national system for protection and promotion of human rights.

Within this project, an analysis of the CfHRM's and the NMPT's tasks was carried out and a range of recommendations regarding the improvements of their institutional capacity for the exercise of the tasks of work were elaborated, these also comprising the support for the improvement and implementation of the legal framework in the domain of human rights protection. One of the main responsibilities of the CfHRM is the acceptance, analysis and processing of the petitions from different categories of natural and legal persons, which covers the most part of the center's occupation and that have registered a growth during the last for years. Under these conditions, the implementation of an automated system of documents' registration, management and processing is absolutely necessary.

The National Mechanism for the Prevention of the Torture (NMPT) was created as a consulting council under the CfHRM which is designated to give consultation and assistance in the exercise of the parliamentary lawyers' attributions in problems connected to the involvement of the civil society in the national torture eradication process, as well as the direct attributions wile monitoring the phenomenon of torture and other cruel or inhuman punishments or treatments.

The system to be implemented aims at the creation of an environment of collaboration and documents' exchange inside the CfHRM and NPM and also at uniting all subdivisions and their representatives into a unique informational system, regardless of their geographical situation. The implementation of such a system would lead to the improvement of the processes of work within the organization, would open the extended possibilities over the skills of information analysis and reference, the control over the documents' flows.

In order to assure the verity of the decisions and judgments taken by the persons with decisive positions, the Digital Signature will be applied to the Intranet System documents.

## **3. REFERENCES**

The technical requirements are elaborated according to the Intranet System Concept of the Centre for Human Rights of Moldova. All references to the regulatory enactments and guide books of international practices and general ideas about the system are specified in the Concept.

## 4. TERMINOLOGY AND ABBREVIATIONS

### 4.1. Abbreviations

**COTS** - Commercial Off-The-Shelf Software

**EDMS** – Electronic Document Management System

**ERMS** – Electronic Record Management System

**IS** –Intranet System

**CfHRM** – Centre for Human Rights in Moldova

**NMPT** – National Mechanism for the Prevention of Torture

**WAN** – Wide Area Network

### 4.2. Key Terms

**Classification** (*data management*) – The identification and systematic arrangement of business activities and/or the data into categories, according to the logically structured conventions, methods and procedure rules, presented in a classification system.

**Classification schemes** – Hierarchic arrangement of classes, files, sub-files, volumes and data.

**Document** – Registered information or object that can be treated as a whole.

**Electronic Record** – *Record* presented in *electronic form*.

**File** – An organized unit of *data* grouped according to the principled of connection to the same subject, activity or transaction.

*Note: This is the definition of file in the Data Management. As it can be seen, this definition differs from that used in the sphere of Informational Technologies.*

**Metadata** – Data describing the context, contents and structure of data and their management in time.

**Data** – Information created, received and kept as proof by an organization or person for the fulfillment of the legal liabilities or business transactions.

## 5. SYSTEM'S USAGE

The **Intranet System** is elaborated for the employees of the Centre for Human Rights of Moldova for the internal use and meant to implement a modern solution of collaboration between the subdivisions of the Centre aiming at the improvement of information processing, decision-making, workflows definition and management, drawing up documents, which as a result would lead to the increase of the of the quality of public services provided and to the transparency of decision-making. The IS stimulated the use of informational technologies and communications (ITC) for the more efficient and transparent exercise of the tasks.

The Intranet System is defined as the totality of information storage and organization procedures, definition and management of workflows, measures of storage and use of the information meant to contribute to the fulfillment of the CfHRM and NMPT objectives.

The major objectives of the Intranet System of the CfHRM:

- The creation of a medium of collaboration and information within the CfHRM and NMPT which would include not only the subdivisions of the central office but also the branches in the territory.
- The clear and unique structuring according to the hierarchy defined by the Center's employees
- The improvement of the work within the organization, the transparency of decision-making, the monitoring of tasks' fulfillment
- The implementation of a reliable and efficient system of documents' circulation, extended to a set of procedures of workflow automation, which would assure the rapid delivery of documents and the monitoring of deadlines' observing;
- The reduction of the effective time to answer to interpellations
- The formation of a data repository for the storage and versioning of documents executed within the CfHRM as well as the documents borrowed from external systems
- The homogenization of the information, messages and actions in the central office and the branches in the territory
- Guaranteed rapid access to the data and information regardless of the location according to the access rights and pre-defined roles
- The fulfillment of an advances and facile in use mechanism of information searching according to different criteria and key words.

## 6. BUSINESS MODEL OF THE OBJECT OF AUTOMATION

The business model to be automated includes:

- The totality of tasks and processes that are at present defined at the Centre for Human Rights of Moldova
- The staff engaged at present in the Center's activity (including the staff in the territory)
- Other potential roles identified in the process of Intranet System's implementation, which at present are not part of the Centre

The Intranet system must create conditions of work for:

- **50** users - workers in the central headquarters of the CfHRM
- **50** users in the Center's branches in the territory or NMPT employees.
- The number of petitions which should be processed – **3500-4000** petitions a year.
- The number of documents of input-exit – **20-30** a day

### 6.1. Basic Processes of the Automated Object

Amongst the business processes that must be implemented are the following:

- Petitions' recording and examination
- The receipt and rendering of the correspondence

- Internal flow of documents and records
- The recording of an addressing via „Green Line”
- Audiences’ recording

## 6.2. Business Roles

### 6.2.1. Intranet System Actors

uc Intranet System Actors

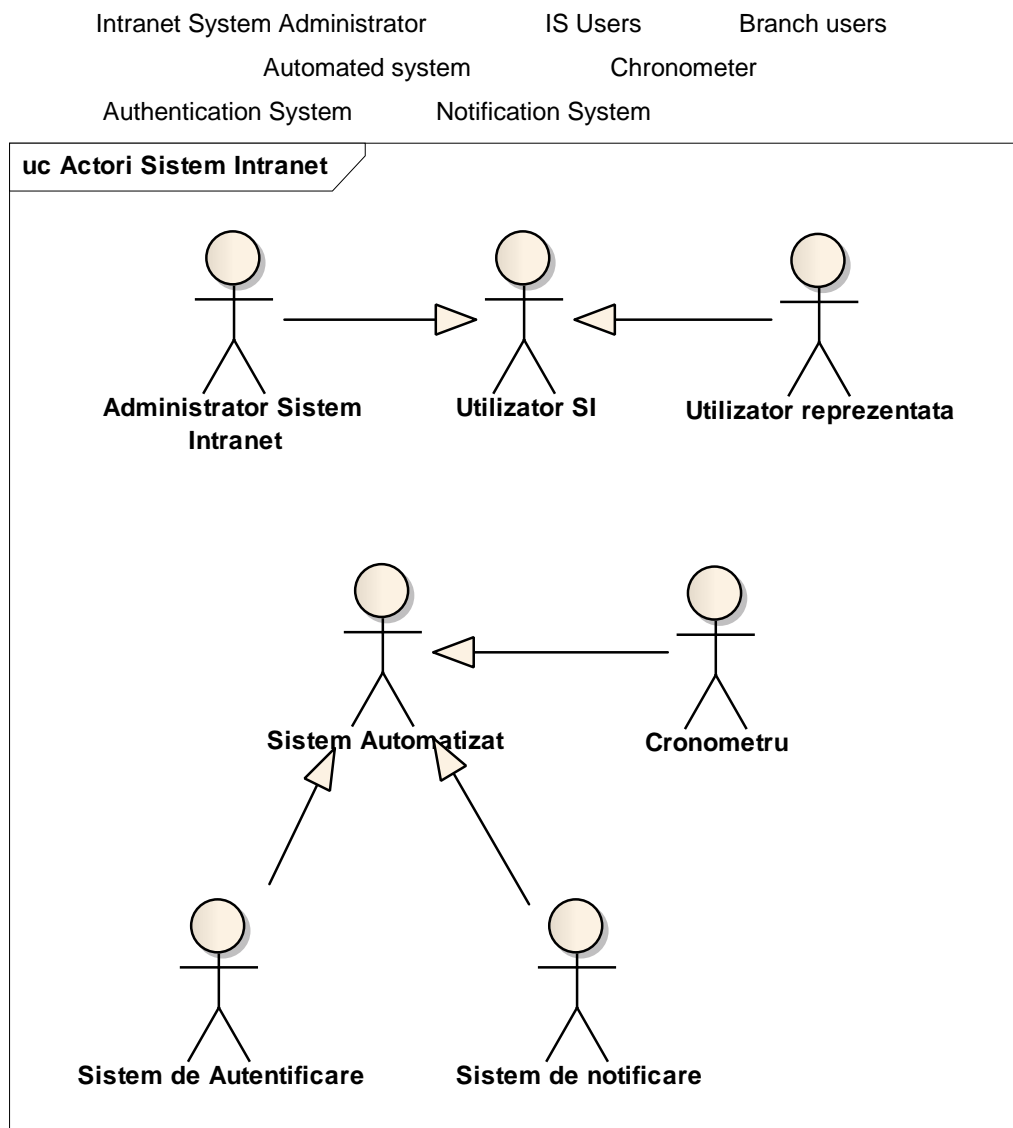


Fig 6.2.1-1 Intranet System Actors

Actor	Description
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<b>Intranet System Manager</b>	
	The person with management roles within the system at informational level, the system entity's management, the conferring of roles and rights.
<b>Chronometer</b>	
	<p>A system actor that takes care of the lapse of time, receives orders and activities for execution at different moments of time in the future, regardless of the fact that these have periodical or one-time character.</p> <p>The periodical character consists in the fact that the same action will take place at predefined intervals of time, while the activity with one-time character will be consumed at the defined moment of time.</p> <p>The actor at the moment of lapse of time creates an event or rules and application.</p>
<b>Automated System</b>	
	The automated system is a virtual role that includes all system roles, which act automatically and are guided and initiated depending on certain events taking place in the system or after the lapse of time (in the case of Chronometer role)
<b>Authentication System</b>	
	A unique system that manages the users in the domain preserves the information about the system users, the personal data, and the methods of authentication. It is referred to as Domain Controller.
<b>Notification System</b>	
	An automated system that aims at delivering messages to the Intranet system users by e-mail or by creating messages in their workspaces.
<b>Branch User</b>	
	The user that accesses the Intranet System within the branches in the territory of the CfHRM or which are part of the NMPT. The user can access the system by Internet connection.
<b>IS User</b>	
	The informational entity having a record in the system of users' management, has assigned two or more roles in the system and he is entitles to access to other system functional objects

### 6.2.2. Business Roles

uc Business roles

IS User (From Intranet System Actors)

Chief of the Organization

Coordinator

Executor

Chief

Parliamentary Lawyer

Chancellery Executor NMPT Executor Department Executor

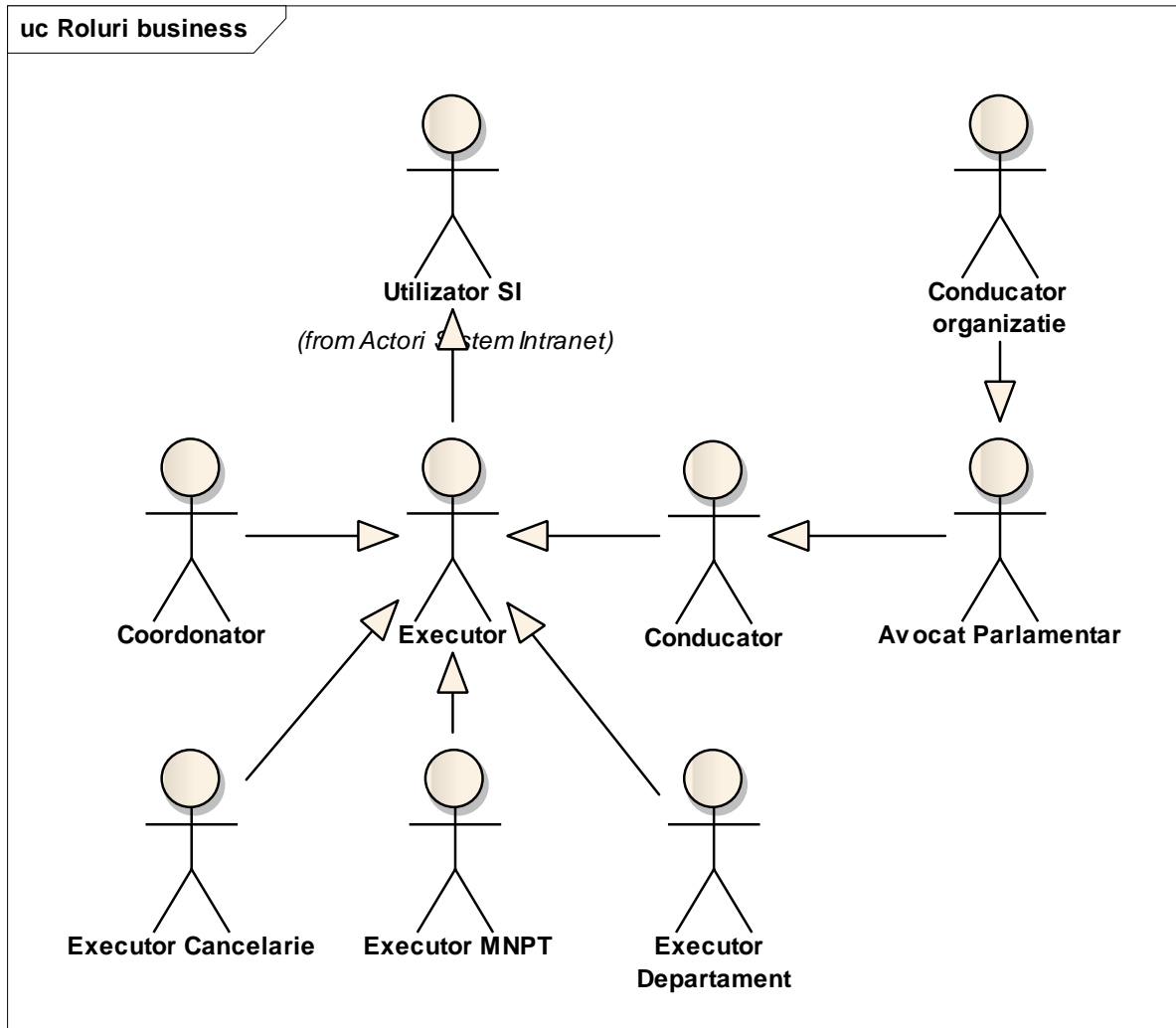


Fig 6.2.2-1 Business Roles

Actors	Description
<b>Parliamentary Lawyer</b>	
	The person in charge with the ability to give notice of documents, approve documents in the final variant, examine and investigate petitions, issue orders and dispositions.
<b>Chief</b>	
	The chief is the role entitled to view all activities and entities in the subdivision under control. It has extended rights to view and intervene with the subdivision's process of



	work, and it is also entitled to manage the workspaces created in the subdivision under control.
<b>Chief of the Organization</b>	
	The person that is entitled to give final approval to the decisions taken in the organization that are connected directly to the administrative positions.
<b>Coordinator</b>	
	The person with extended tasks aiming at the approval of certain actions fulfilled by an Executor. The coordinator inherits all Executor's tasks.
<b>Executor</b>	
	The IS used that deals with the execution of a task or fulfills any action in the System on a document, the modification of the properties of an entity, the addition of a new entity.  The executor may be part of different subdivisions and departments within the Centre.
<b>Chancellery Executor</b>	
	IS user, employee of the Chancellery that aims at the recording of the correspondence and its rendering based on the competence within the CfHRM and outside it.
<b>Executor Department</b>	
	IS user, that is employee of a subdivision within the CfHRM, works in the Center's branches in the territory, or is employee of the NMPT
<b>NMPT Executor</b>	
	Executor of the Monitoring Committee within the National Mechanism for the Prevention of Torture.
<b>Person</b>	
	The Person actor represents any natural or legal person that addressed with a request or interpellation to the Centre for Human Rights in Moldova. The person from the outside has in no way access to the Intranet System.

### 6.3. Services

Nr.	Name of the Service	Notes
1.	Intranet	The unique point of entry in the Intranet system. It is preserved as a web application with the internal use available for all CfHRM employees in the central office and those working in the Center's branches in the territory and the NMPT. Authorization restrictions will be applied when accessing certain Intranet parts.
2.	Document Management	The service allowing to the users the management of electronic

			documents in a centralized manner.
2.1.	Documents' control	versioning	After each document's modification the system will store the new version and will allow the posting of comments regarding the fulfilled changes.
2.2.	Workflows		The definition of the steps / persons that must transmit the document for examination, to add modifications, notes, signature when necessary.
2.3.	Search and identification		Allows to the users the localization of metadata, classes, sub-files, volumes and records.
2.4.	Presentation		The system must be capable to present the contents of the classes, files, sub-files, volumes, documents or records.
2.5.	Referencing		The system must allow to the users the processing, extraction, referencing and the use of entities.
3.	Data Capture and Statement		The capture of the information (data, metadata, and documents, in some cases) and saving it in the system according to the classification scheme.
3.1.	Files classification and organizing scheme		Allow the storage of an electronic record together with other data assuring its context, by defining the method of organization of electronic data into electronic files and the relations between the files.
3.2.	Retention and destruction		Defining the duration of system data life and the method of their destruction.
4.	Tasks management		The service that will treat the non-finished processes as tasks assigned to the staff.
4.1.	Monitoring the modification of statutes and notifying the users regarding the tasks statutes' modification		The system will record any change of the task statute, to help the superiors to monitor its progress, The superiors will be notified at each modification of the statute.
5.	Users and groups management		The security service defining the authorized staff, their credentials and the levels of access.
6.	E-mail		Helps the users to manage transparently and efficiently large email amounts, web forms and to send documents (as messages or attachments) within the CfHRM and/or outside this.

## 6.4. Service Provider Scripts

### 6.4.1. Intranet

The Intranet Service is meant to offer a single access point to the common workspace. The Intranet offers a web interface accessible to ALL CfHRM employees.

The Intranet service is also available to authorized employees situated in other offices of the CfHRM and the branches in the territory by Internet connection. The available information will be meant for

the internal use and confidential security levels, usually templates, documents and document projects that will later become public.

Besides the web interface, the Intranet will offer a way of access to the file systems by means of a LDAP protocol to allow the employees the access as they got used to – by creating and storing files on a file service.

**REQ6.4.1.1. Creation of new workspaces**

The new workspaces are necessary for the organization of the common work on a problem or the assignation of an ad-hoc working group, such as setting out the opinion on certain problems, creating informational notes, delegation, conference etc. At this moment:

- The ruling establishment of the CfHRM issues/approves an order regarding the designation of a working group and its tasks,
- The system administrator creates a working group and a new workspace,
- The manager assigns the workflow and templates of the necessary records,
- When necessary, the system administrator assigns administrative roles to the leaders of the working groups.

**6.4.2. Document and Data Management**

One of the main functions to deliver an Intranet system consists in the creation, grouping, presentation and classification of the information. These peculiarities represent functionalities for the:

- a. Document Management System, allowing the creation and distribution of documents.
- b. Data Management System, allowing the differentiated data management, due to their constant nature.

Both the Document and Data Management Systems must:

- Assure a friendly interface and easy to use by means of easily identifiable system functions,
- Impose restrictions to the unauthorized users or having a limited access, by means of security policies,
- Keep audit records of the users’ and system’s actions for administrative reasons.

The following table exhibits the typical differences between a EDMS and a ERMS:

Document Management	Data Management
Permits the modification of documents;	Prevents the modification of the records;
Permits the existence of documents in several versions;	Permits the existence of a final version of a record;
Permits to the author to delete the documents ;	Prevents the deletion of the record, except for several strictly controlled circumstances;
May include some retention controls;	Must include thorough retention controls;
May include a document storage structure, which may be managed by the users ;	Must include a thorough data structure (classification scheme) that is preserved by an administrative role;
Is designated, first of all, to offer support in the everyday work with documents.	May support daily work, but is meant first of all to offer s secure data storage.

**Table 1 – Document and Record Management**

### **6.4.3. Electronic Document Management**

Electronic Data Management Systems (EDMS) are widely used for the control and management of electronic documents. An ESMS includes, as a rule:

- The identification and creation of workspace to allow to working groups have access to the same set of documents and this way have access to the latest information
- The creation of a unique template of the input documents.
- The use of a control and versioning system to have access to the previous versions and to monitor the modification fulfilled in the document during its life cycle.
- The indexation of documents to facilitate the search and extraction of information
- The accessibility to information and the possibility of controlling the progress

### **6.4.4. Electronic Record Management**

When a document is finished and approved, this document becomes a record and is captured by the system. The records cannot be edited and they are used as reference within the CfHRM or are distributed outside the Centre.

The storage and classification of records must comply with the internal procedures of the CfHRM. The Intranet system must allow the classification of records according to the Centre's norms and to allow their editing and modification just for certain roles having some allowances.

These procedures are fulfilled in the Electronic Record Management System (ERMS), which includes, as a rule:

- The capture of objects, documents, informational records, that is declaring the object's version final so that this shall be entered as a system record. During the capture, it is grouped (aggregated) into a whole package record, which may include the contents of one or several documents, metadata, digital signatures, notices and decision signed eventually etc.,
- A rigid classification scheme to classify the data according to their nature and implications,
- Records identifiers' assignation, for references,
- Record retention control, to assure the preservation of a record according to the legal and business practice,
- Archiving and destruction of the record, to assure the correct archiving or the destruction of the record, once it is no longer used,
- Record editing, to allow distributing just several parts of the record and hiding other more sensitive parts. The editing is fulfilled by the administrative roles, and represent, in their turn, records.

### **6.4.5. Workflow Management**

The Intranet system will have a workflow management component, which will allow to a great amount of records and documents to pass through certain stages of development and approval until they become final.

The system will have a mechanism for the workflows creation, where its stages, roles, executors, types of documents, time limits, documents templates and notifications are defined.

The interface of the workflow management and definition must be user-friendly, the flows must be easily configured and when necessary to present a graphic visualization of the passing points for the documents and this document's life cycle stages.

## 7. FUNCTIONAL REQUIREMENTS FOR THE SYSTEM

### 7.1. System's Functional Model

#### 7.1.1. UC 01 Intranet System's Use

UC 01 Intranet System's Use

UC 01.01 The user is authenticated in the system

*Precedes* UC 01.02 The user accesses the Intranet system

UC 01.05 The user is authenticated within the IS

IS User *Precedes* UC 01.03 The user looks for Information in the Intranet

UC 01.08 The user

UC 01.07 The user

UC 01.03 The user

UC 01.06 The user requires access rights to the

creates reports

creates workspaces

accesses IS resources

informational resources

uc UC 01 Utilizare Sistem Intranet

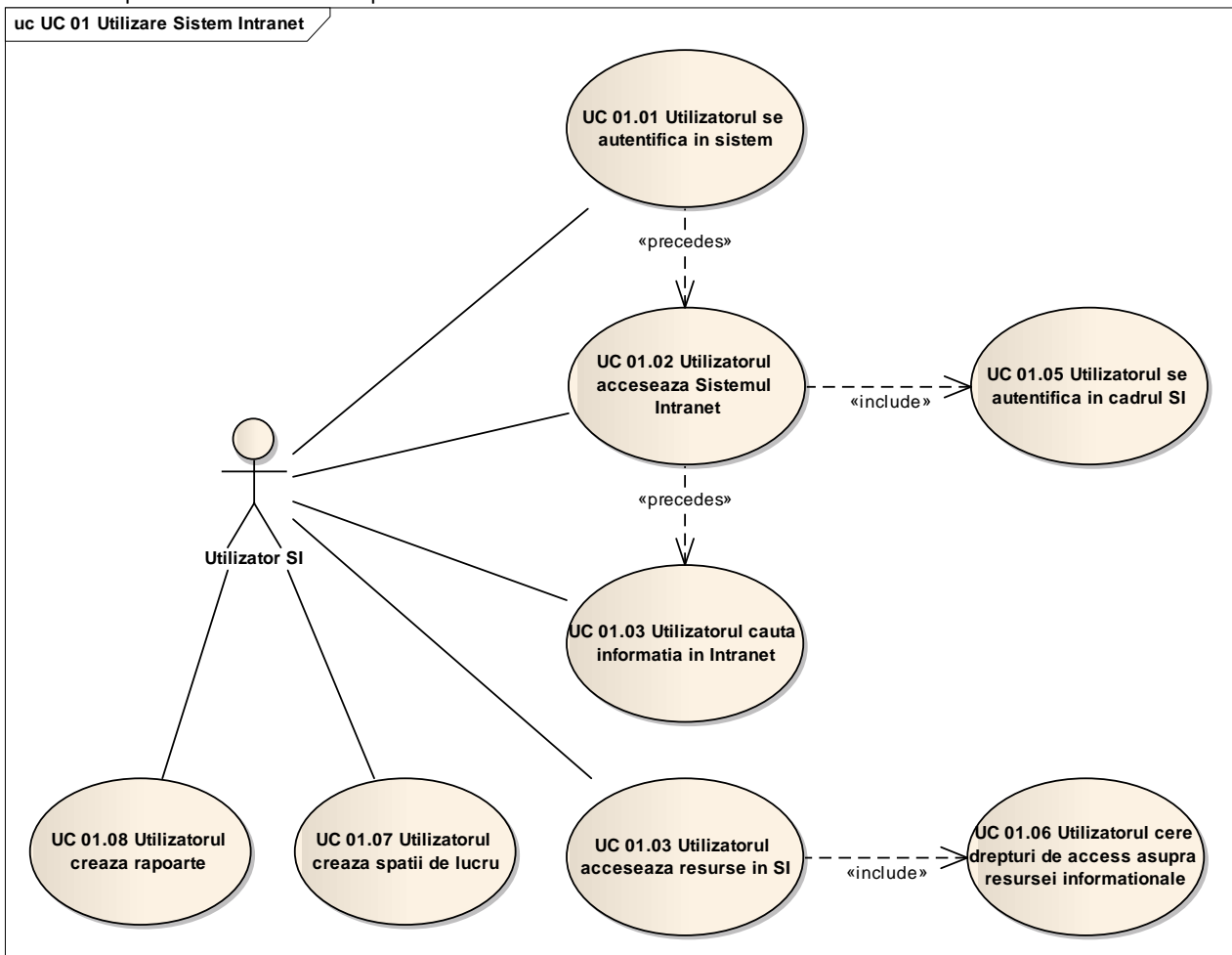


Fig7.1.1-1UC 01 Intranet System Use

Use Case	Description
<b>UC 01.01</b>	<b>The user is authenticated in the system</b>
	<p><b>Actor:</b> IS user</p> <p><b>Aim:</b> Authentication in the system aiming at the acknowledgment of a person and the fulfilment of certain activities and tasks.</p> <p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The user must have a prior record in the system</p> <p><u>Post-condition:</u> The user accesses the informational resources within the Intranet system</p> <p><u>Basic script:</u> <b>Authentication in the Intranet System</b></p> <ol style="list-style-type: none"> <li>1. The user turn on the computer</li> <li>2. The user enters the user name and the domain password and presses the button for the confirmation of the inserted information</li> <li>3. The Authentication System checks the user name and the password in the Domain repository</li> <li>4. The Authentication System records the information about the system login event</li> <li>5. The Authentication System records the person as logged into the system and grants the credentials to the user</li> <li>6. Success</li> </ol> <p><u>Alternative Script:</u> <b>5a. The system does not recapture the information about the user</b></p> <ol style="list-style-type: none"> <li>.1 The system makes a record about the incident</li> <li>.2 The system need the repeated insertion of the login information</li> </ol> <p><i>SRQ 001 The Intranet System is accessed from any computer within the CfHRM -</i></p> <p>The user may get access to the Intranet system (with the use of the personal authentication) from any computer within the organization including the offices of the branches</p> <p><i>SRQ 002 The Intranet System has a unique Authentication System -</i></p> <p>The information about the Intranet System's users must be kept by an external system (Domain Controller) to preserve the user's uniqueness in the system even if different sub-systems need additional authentication and identification</p>
<b>UC 01.02</b>	<b>The user accesses the Intranet System</b>

	<p><b>Actor:</b> IS User</p> <p><b>Aim:</b> Getting access to the unique Interface of the Intranet System</p> <p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The IS user must be authorized in the system</p> <p><u>Post-condition:</u> The Intranet System opens the main personalized page according to the role and access rights of the IS User</p> <p><u>Basic Script:</u> <b>The IS User accesses the Intranet System</b></p> <ol style="list-style-type: none"> <li>1. The IS user opens an Internet Browser accessible in the system (preferably Internet Explorer)</li> <li>2. The IS user SI types the Intranet System (ex. http://intranet) in a Web Browser</li> <li>3. The Intranet System checks the credentials of the IS User in the Domain</li> <li>4. The Intranet system checks the access rights of the IS User</li> <li>5. The system opens the personalized Intranet System interface according to the access rights of the IS User.</li> </ol> <p><u>Alternative Script:</u> <b>3a. The system does not validate the information about the person</b></p> <p>.1 The system fulfils "UC 01.05 The User is authenticated within the IS"</p> <p><u>Alternative Script:</u> <b>4a. The User has no access rights on the resource</b></p> <p>.1 The Intranet System suggests for execution "UC 01.06 The user needs access rights to the informational resource"</p> <p><i>BR 002 The Main Page of the Intranet System must be accessible via Web Browser</i></p> <p><i>BR 003 The Main Page must be personalized -</i></p> <p>The Main Page of the Intranet System must be personalized depending on the role of the IS User that accesses this page and on his/her access rights. Such a person must view only those elements of the page to which he would further have access for viewing.</p>
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Activity	Description
<b>The model of the Main Page of the Intranet System</b>	
	The model of the main page of the Intranet System includes the main arias and their place on the page.

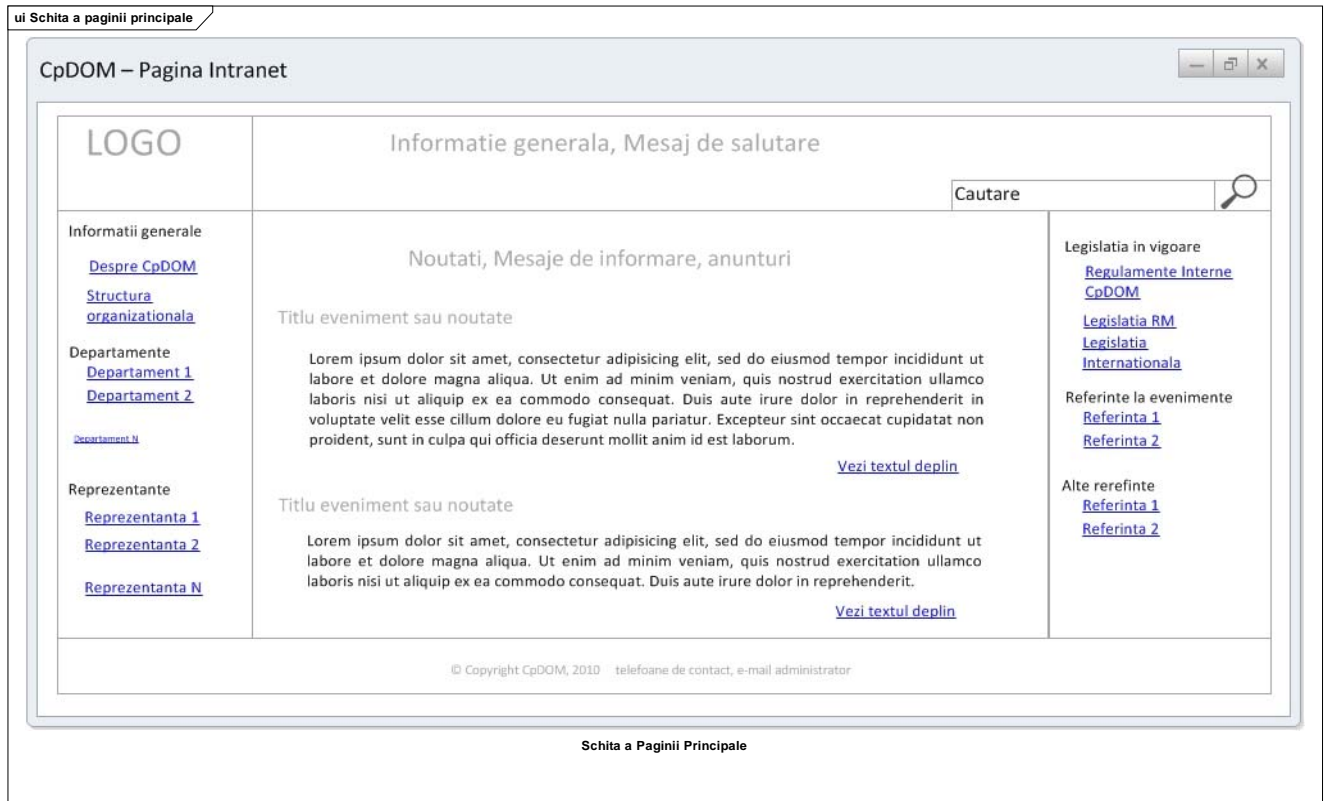


Fig 7.1.1-1: The design of the main page

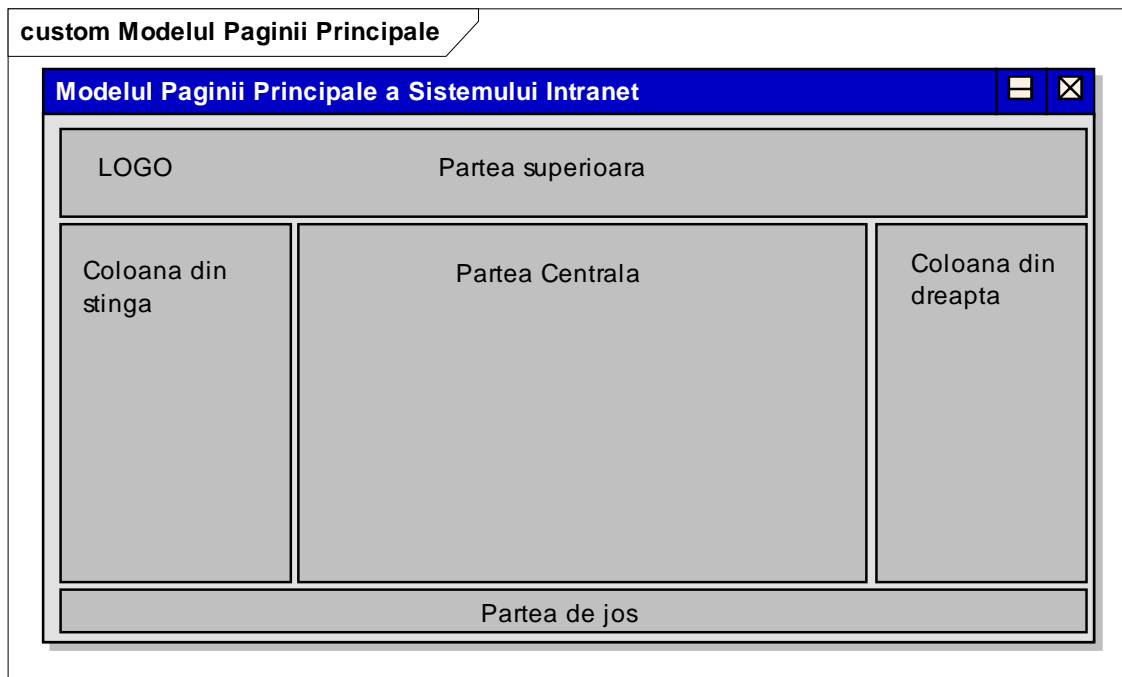


Fig 7.1.1-2: Model of the Main Page



Aria	Description
<b>The right column of the Main Page</b>	
	The right column of the site is the place, where useful references for the CfHRM employees are published. These references may lead to internal resources as well to external ones of the intranet system (ex. references from the site of the Parliament of RM, the Government, and other state institutions of the RM).
<b>The left column of the Main Page</b>	
	It contains a List of Workspaces that have general designation and contains useful information for all Centre users. As a rule here can be found references to the pages of the departments, sections, branches in the territory.
<b>The Central Part of the Page</b>	
	The central part of the site's page where the information with CfHRM employees' notification character will be viewed, such as events, news, announcements, etc.
<b>The lower part of the Page</b>	
	The lower part of the Intranet page will contain information about the copyright of the page, the contact telephone numbers of the support service, the email address of the system's manager
<b>The upper part of the Page</b>	
	It contains general information about the Centre, Centre's Logos, Messages of Salutation

Activity	Description
<b>UC 01.03 The User accesses the IS resources</b>	
	<p><b>Actor:</b> IS User</p> <p><b>Aim:</b> Getting access to the informational resources within the Intranet System from the main Interface or by the transmission of its reference through a communication system or accessing it by means of some references from certain documents.</p> <p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The User must be authenticated in the system</p> <p><u>Pre-condition:</u> The User must have access rights to this informational resource</p> <p><u>Post-condition:</u> The informational resource is undertaken by an application within the soft package installed on the IS User's computer</p> <p><u>Basic Script:</u> <b>The IS User accesses the informational resource</b></p>

	<ol style="list-style-type: none"> <li>1. The IS user accesses the reference to the informational resource from the IS interface.</li> <li>2. The Intranet System checks the user's credentials</li> <li>3. The Intranet System checks the access rights to this resource</li> <li>4. The Intranet system renders to the user the informational resource.</li> <li>5. The Informational Resource is overtaken by an application on the user's computer set up to process this type of informational objects</li> </ol> <p><b>Alternative Script: 2a. The is not duly authenticated in the system</b></p> <p>.1 The system suggests UC 01.05 The User is authenticated within the IS</p> <p><b>Alternative Script: 4a. The User has no access rights on the resource</b></p> <p>.1 The Intranet System suggests for execution "UC 01.06 The user needs access rights to the informational resource"</p> <p><i>BR 004 The Intranet System resources must have different access options -</i></p> <p>The Intranet System Resources have as access options:</p> <ul style="list-style-type: none"> <li>- Document's editing</li> <li>- Accessing the resource properties</li> <li>- Accessing the revision history</li> <li>- Elements of the versioning system (Check In, Check Out, Revision Log, etc)</li> <li>- Possibilities to transmit a document to an email recipient</li> <li>- Possibility to print a document</li> <li>- Adding comments to the informational resource</li> </ul>
<p><b>UC 01.03 The User searches for information in Intranet</b></p>	
	<p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>• &lt;Functional&gt; The search takes place not only in the resource title but in its text as well</li> <li>• &lt;Reporting&gt;The list of resources found as a result of the search must include a set of metadata such as: title, section, data of publishing, author, extract from the resource text</li> <li>• &lt;View&gt;The search results are divided into pages and the number of results on the page is set up by the System Administrator at configuration</li> </ul> <p><b>Actor:</b> IS User</p> <p><b>Aim:</b> Searching the informational resources within the Informational System according to certain searching criteria.</p>

	<p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The User must be authenticated in the Intranet System</p> <p><u>Post-condition:</u> The results of the search must contain metadata of the informational resource as well</p> <p><u>Basic Script:</u> <b>The IS User searches for information in the Intranet system</b></p> <ol style="list-style-type: none"> <li>1. The IS User inserts the keywords in the search box</li> <li>2. The IS User selects the area in which the search will be executed</li> <li>3. The IS user presses the search button</li> <li>4. The Intranet System gets access to the database and fulfils the search</li> <li>5. The Intranet System gives the list of found resources</li> </ol>
<p><b>UC 01.05 The User is authenticated within the IS</b></p>	
	<p><b>Actor:</b> IS User</p> <p><b>Aim:</b> Authentication within the Intranet System</p> <p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The IS User must access the informational resource within the Intranet System</p> <p><u>Basic Script:</u> <b>The User is authenticated within the IS</b></p> <ol style="list-style-type: none"> <li>1. The Intranet System opens an interface where it demands that the IS User inserts the domain name, the user name and the password</li> <li>2. The IS User inserts the user name and the password in the proper boxes and presses the button for the confirmation of the information transmission</li> <li>3. The Authentication System checks the user name and the password and checks the access rights.</li> <li>4. The Authentication System grants the proper credentials to the IS User and gives the success code</li> </ol> <p><u>Alternative Script:</u> <b>3a. The system cannot validate the information rendered by the IS User</b></p> <ol style="list-style-type: none"> <li>.1 The Authentication system gives the "Insucces" code</li> </ol>
<p><b>UC 01.06 The User requests for access rights to the informational resource</b></p>	
	<p><b>Actor:</b> IS User</p> <p><b>Aim:</b> The recording of a request regarding the granting of the access rights to an</p>

	<p>informational resource</p> <p><b><u>Basic Script:</u> The User requests for the access rights to an informational resource</b></p> <ol style="list-style-type: none"> <li>1. The Intranet System opens a page in which it demands for the insertion of additional information about the need to access this resource</li> <li>2. The User fills in the application form for the access to this resource</li> <li>3. The User presses the button for the confirmation of the transmission of information</li> <li>4. The system logs in the incident and notifies the System Administrator about this incident</li> </ol> <p><b><u>Alternative Script:</u> 2a. The User does not fill in the proper application form</b></p> <ol style="list-style-type: none"> <li>.1 The Intranet System alerts the user about the need to fill in the application form.</li> </ol>
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**UC 01.07 The User creates workspaces**

	<p><b>Actor:</b> IS User</p> <p><b>Aim:</b> The creation of workspaces for the storage and accessing in common of the informational resources</p> <p><b>Constraints:</b></p> <p><b><u>Pre-condition:</u></b> The User must be authorized within the Intranet System</p> <p><b><u>Pre-condition:</u></b> The User must be a part of the users group having the permission to create workspaces in that site</p> <p><b><u>Post-condition:</u></b> The system creates workspaces and assures the dull rights to the users</p> <p><b><u>Basic Script:</u> The user creates a workspace</b></p> <ol style="list-style-type: none"> <li>1. The User accesses the parent site with parent workspace</li> <li>2. The User selects the option to create a new workspace</li> <li>3. The Intranet System checks the user’s permits to execute this action on the workspace</li> <li>4. The Intranet system puts at the User’s disposal a set of tools for the creation of the workspace</li> <li>5. The User fulfils the set of metadata of the new workspace (title, description, references on the page of the parent site, other metadata)</li> <li>6. The User selects the workspace template</li> <li>7. The User sets the users groups and their permits for this workspace</li> </ol>
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8. The User presses the button confirming the intent to save the information
9. The Intranet System saves the newly created workspace
10. The Intranet System notifies about the creation of a new workspace

**Alternative Script: 4a. The IS User does not have necessary permits**

- .1 The Intranet System suggests for execution "UC 01.06 The User request for access rights to the informational resource "
- .2 The Intranet System stops the fulfilment of the basic scripts.

**Alternative Script: 10a. The Intranet System does not have a notification system**

- .1 The Intranet System cannot notify the users about the creation of a new space
- .2 The Intranet system posts the note about the impossibility to notify the user in the page with workspace details

**Alternative Script: 10b. The User did not select the user notification option**

- .1 The Intranet System excludes the step where the users' notification is required from the basic scripts

***BR 005 The system must have a mechanism/interface for the creation of workspaces***

The Intranet System must have a mechanism for the creation of workspaces with the possibility to delegate access rights and editing within the created spaces. The workspaces may be created in hierarchies. The access rights will be granted to the users at the level of concrete space and not at the hierarchically upper.

***BR 006 The workspaces can be configured according to templates***

When creating a workspace the User may chose the template according to which this space can be created and later configured with the addition or exclusion of some functions

***BR 007 The workspaces are created of primitive elements***

The system will include templates for the following workspace elements:

- Lists,
- Event calendars,
- Notification pages,
- Tasks charts,
- Alerts,

	<ul style="list-style-type: none"> <li>-Agendas,</li> <li>-Discussions and Image Libraries</li> <li>-Predefined workflows,</li> <li>-Blogs and Wiki</li> <li>-Other primitive elements that may be used for the creation of workspaces</li> </ul>
<p><b>UC 01.08 The User created reports</b></p>	
	<p><b>Actor:</b> IS User</p> <p><b>Aim:</b> The running of reports regarding the activity results of institutions, departments, persons, reports according to the document type. The reports may be run by any roles in the system, but the information provided to this must correspond to the policy of security and roles' division.</p> <p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The User must be authorized</p> <p><u>Pre-condition:</u> The User must have the necessary permits for the running of reports</p> <p><u>Basic Script:</u> <b>The User runs reports</b></p> <ol style="list-style-type: none"> <li>1. The IS User accesses the page with reports</li> <li>2. The IS User runs a predefined report in the system</li> <li>3. The system displays a page with predefined parameters of the report</li> <li>4. The User presses the button for the confirmation of the report's running</li> <li>5. The system runs the report according to the input parameters</li> <li>6. The system displays the report data</li> <li>7. The IS User presses the button "Capture in the System"</li> <li>8. The system suggests the list of workspaces to save the report</li> <li>9. The User selects the workspace and presses the confirmation button</li> <li>10. The system displays the list of reports</li> </ol> <p><u>Alternative Script:</u> <b>4a. The User presses the creation of a New Report</b></p> <ol style="list-style-type: none"> <li>.1 The User presses the button "Save New Report"</li> <li>.2 The system checks the metadata in the new report</li> <li>.3 The system notifies the User about the errors committed when defining the report</li> <li>.4 The system displays the list of reports</li> </ol>

*BR 013 The system must allow the running of the reports:*

- The system must allow the running of the reports that are predefined at the initial configuration of the Intranet System (or later defined by the System Administrator), as well as the running of ad-hock reports according to the parameters.
- As input parameters to the running of reports (depending on the type of the entity) there may be:
  - Period of time (Registration Date)
  - Period of time (Date of last resolution)
  - Registration office (central office or branches in the territory)
  - Lawyer (person)
  - Executor (person)
  - Executor(CfHRM department or subdivision)
  - Entity status (registered, assigned, examined, etc)
  - Resolution ( to be examined, taken off the role, rendered according to the competence)
  - Topic (according to the list of topics approved by the CfHRM)
  - Notified body (according to the nomenclature of state institutions within the CfHRM)
- The reports may be run with the use of a single parameter and by the accumulation of several conditions by means of "AND/OR" conditions.

*BR 014 The reports may be capture as record*

The running reports must be able to be captured as records and stored in the workspaces.

*SRQ 003 The reports must conform to the principle of information's confidentiality*

The data that are part of the running reports and their input parameters must be limited to the data accessible to the role fulfilling the running of the report.

7.1.2. UC 02 Business Processes

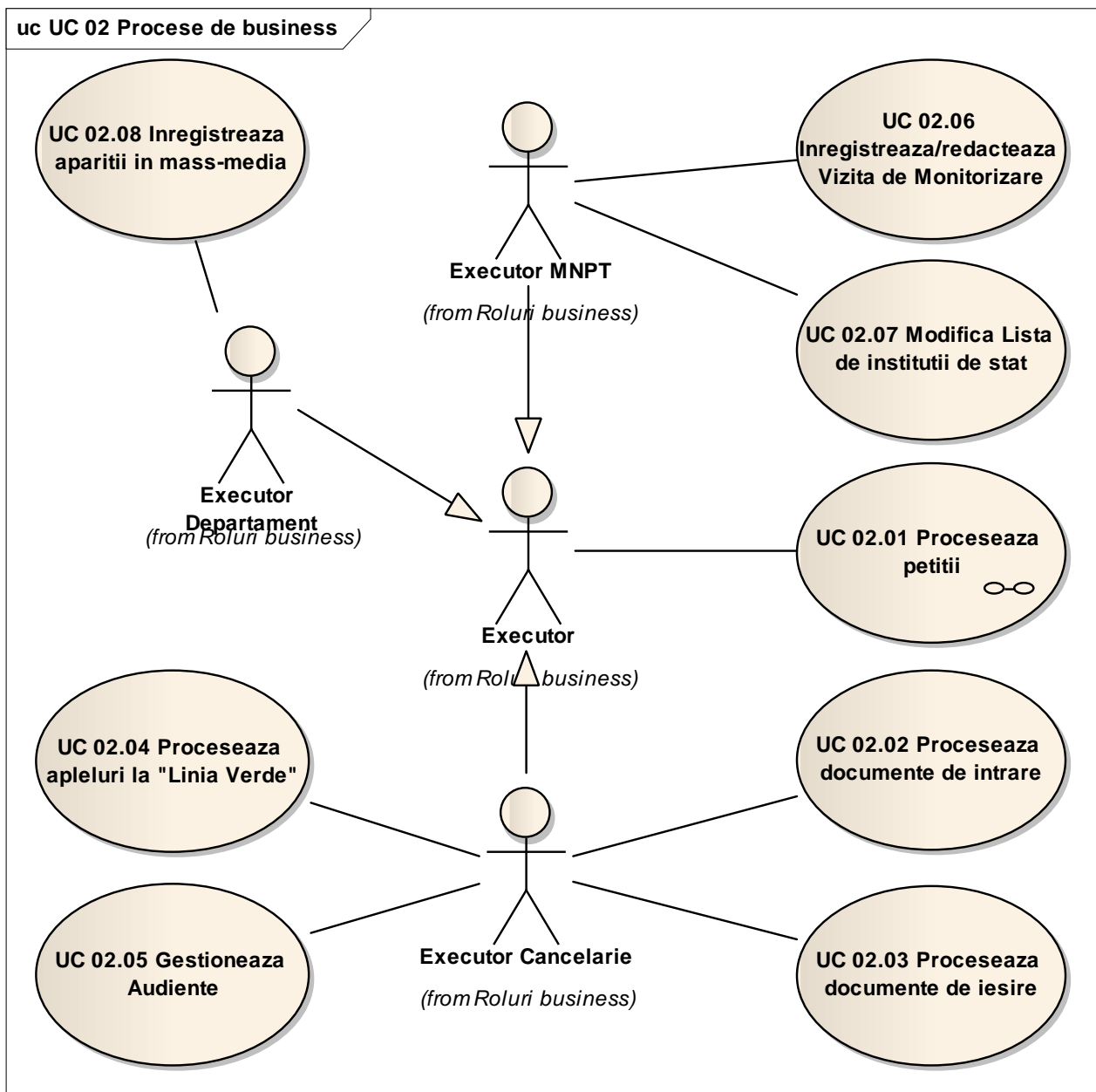


Fig 7.1.2-1.UC 02 Business Processes

Activity	Description
<b>UC 02.01 Processing petitions</b>	
	<p><b>Requirements:</b></p> <p>&lt;Functional&gt;The process of petitions' examination must have an automated system of registration of each decision and action undertaken about the file (The Journal of Petitions' Transmission)</p>



**Actor:** IS User

**Aim:** The registration and examination of petitions within the Centre for Human Rights of Moldova. In the petitioning process all branches of the CfHRM in the territory and the NMPT are involved.

**Basic Script: The process of petitions' registration and examination**

See 7.1.2.1 The process of petitions' registration and examination

*BR 009 The Intranet System must have a notification system.*

The notification system will send the messages regarding the undergoing changes during the works in the petitioning process, the message Template and the list of actors, to whom the messages will be delivered, will be defined at the moment of implementing the workflow.

*BR 015 Documents numbering system within the system*

For petitions: **05-444/10-A**

(05) – The code of section according to the schedule

(444) – Running number

(10) - Registration year

A – The petition came from the Audience

Entry document: **Nr 1426 of 30.10.2009**

(1426) – Running number

(30.10.2009) – Date of entry

Outgoing Document:

*In case of petitions* – petition's code (05-444/10-A)

*Other correspondence:* **01-05/04**

(01-05) – The code of the institution according to the schedule of the files sent to the state institutions

(04) – Running number

*BR 016 The deeds of reaction may be assigned to one or several petitions*

An deed of reaction may be assigned to one or several entities in the system. For example a deed of reaction solves several cases (petitions) addressed to the Centre. The User must have the possibility to connect this deed to several entities in the system. This will be done at the creation of references between for example a petition and an entry/issue document.

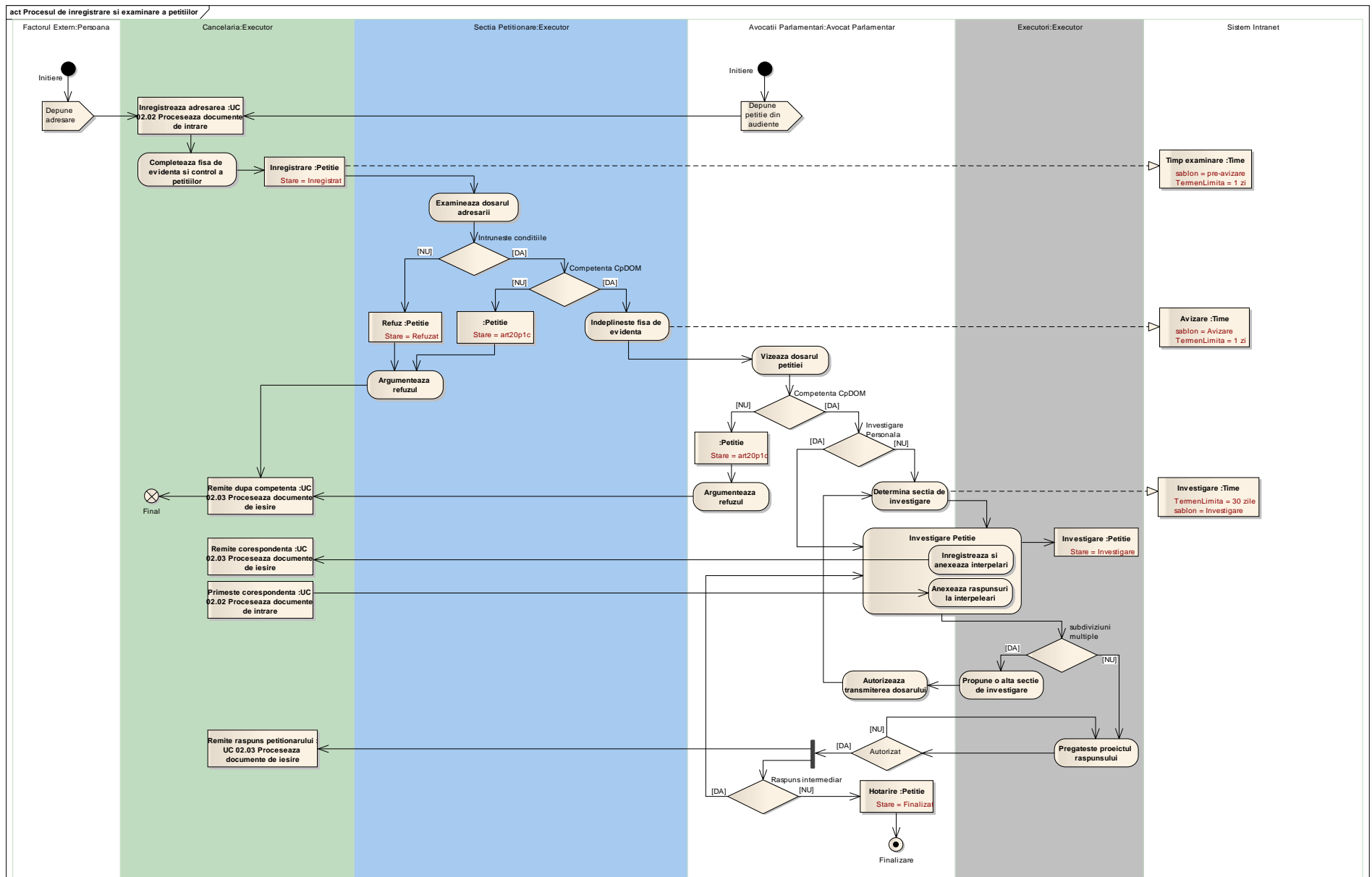
*NFR 002 The lists allow the personalization of columns*

The interface must allow to the Users to add or delete columns in the list of documents or records.

The interface allows sorting the documents in columns in ascending and descending manner

The lists have a function of paging (initially 20 records on the page) with possibility to modify this value

# Technical requirements for the elaboration of the IS of the CfHRM



**REQ7.1.2.1. The Process of Petitions' Registration and Examination**

The list of elements and activities within the petitioning process

Activity	Description
Grounding the refusal (Executor)	
	The executor elaborates messages of argumentation for the refusal to examine the petition or to deliver it according to the competence
Grounds the refusal (Parliamentary Lawyer)	
	The Parliamentary Lawyer opens the petition's account and control card to which the document grounding the refusal of examination/investigation is attached and delivers the file back to the Chancellery to be rendered to the competent bodies or the person
<b>Authorizes the transmission of the file</b>	
	The transmission of the petitions for examination, from an inner subdivision to another and from an executor to another is fulfilled exclusively with the authorization of the parliamentary lawyer through the chancellery, with the indication of the executor's last name and with the obligatory notification of these facts in the proper account cards.
<b>Fills in the petitions' account and control card</b>	
	<ul style="list-style-type: none"> <li>• The executor fills in the petitions' electronic account and control card according to the established rules.</li> <li>• The executor scans and annexes all documents received according to this appeal including the post envelope.</li> <li>• The executor refers to the already existing petitions of this applicant (in the event when these petitions are only on a paper mount)</li> <li>• The executor transmits these documents for examination to the Service of petitions' receipt and organization of audiences.</li> </ul> <p><i>BR 008 Basic elements of the petitions' account card</i></p> <p>The basic fields in the registration card are:</p> <ul style="list-style-type: none"> <li>- Petitioner</li> <li>- Previous petitions</li> <li>- Type of petition, number of files</li> <li>- Petitioner, data, cover letter's index</li> <li>- Data, entry index</li> <li>- Short petition's content</li> <li>- Executor</li> </ul>

	<ul style="list-style-type: none"> <li>- Resolution</li> <li>- Resolution's author</li> <li>- Solving term</li> </ul>
<b>Determines the section of investigation</b>	
	<p>The Parliamentary Lawyers transmit according to the section chief's competence those petitions which were not taken by them for personal investigation</p> <p>A petition may have several executors</p>
<b>Examines the file of appeal</b>	
	<p>The executor examines the file of appeal aiming at determining the appeal according to the competence</p>
<b>Fills in the account card</b>	
	<ul style="list-style-type: none"> <li>• The executor examines the petition aiming at determining the area of competence and of the Executor (Parliamentary Lawyer).</li> <li>• The Executor fills in the file's electronic account card: <ul style="list-style-type: none"> <li>- Topical index</li> <li>- Short content</li> <li>- Executor</li> <li>- Status</li> </ul> </li> <li>• The executor fills in the information regarding the previous resolution on the case.</li> </ul>
<b>Petition's investigation</b>	
	<p>The investigation of the petitions by the executors is fulfilled according to the provisions of the art. 20-32 of the Law of parliamentary lawyers</p>
<b>Annexes answers to interpellations</b>	
	<p>According to the paragraph 2 of the Art 25 of the Law regarding the parliamentary Lawyers – "The persons holding positions of responsibility of all levels are obliged to submit to the parliamentary lawyer the demanded materials and documents, any other information, necessary for the exercise of its attributions, within 10 days at most from the day of request, if the request does not provide for another term."</p> <p>The answers to interpellations will be registered in the Chancellery and will be annexed to the petition's file.</p> <p>The system will allow annexing an unlimited number of deeds of reaction to the petition's file.</p>

<b>Registers and annexes interpellations</b>	
	<p>According to the paragraph 1 of the Art.22 of the Law of Parliamentary Lawyers–“When receiving the application for examination, the parliamentary lawyer is entitled to request for the contest of the bodies and persons with the dull positions of responsibility in organizing the control of the circumstances which must be elucidated and to control the facts exposed in this application.”</p> <p>The information application will be made through interpellations notified by the parliamentary lawyer and sent through the chancellery.</p>
<b>Prepares the answer's project</b>	
	<p>After collecting the whole necessary information to take decisions regarding the petition, the executor prepares the project of the <b>judgement/answer</b>.</p> <p>After the parliamentary lawyer signs the answer, the executor transmits it to the chancellery to be sent, and if this has not been signed, the investigation is continues, or another answer project is prepared, taking into account the suggestions of the parliamentary lawyer.</p> <p>In the event if the executor or the chief of the section do not agree with the opinion of the parliamentary lawyer regarding the petition, a conclusion is fulfilled that is communicated to the parliamentary lawyer and that is attached to the petition's file.</p>
<b>It proposes another investigation section</b>	
	<p>In the case when for the examination several executors are appointed and there is a need to transmit the file from one section to the other.</p>
<b>Sets time for examination</b>	
	<p>The time for the petition's examination is fixed by the Parliamentary Lawyer in the notice regarding the petition examination set according to the legislation in force. When the Executor is not able to examine the petition within the established terms, this addresses in written to the organization's management with a reasonable request regarding the extension of the term.</p> <p>The application will be annexed later to the petition file.</p> <p>The absence of the executor/ the temporary incapacity to work, the departure with a delegation, leave of absence etc./ does not exempt the subdivision from the adequate examination of the petitions. In the case of the executor's absence for 10 days at most his petitions are distributed to other executors by the section chiefs.</p> <p>The system must transmit notifications in case no actions on the petition within 10 days have been undertaken. The notification is transmitted to the chiefs of the subdivisions where the petition is being examined and the Chancellery employees.</p>
<b>Records the petition file</b>	
	<p>The parliamentary lawyer examines the petitions file aiming at recording and distributing to the executors according to the responsible legal branches. The</p>

	Parliamentary Lawyers fulfil the petition's account and control card, filling in the sections : Resolution, Executors, Examination term
<b>Petition</b>	
	The Petition element represent the petition file and the status or in the process of its registration and examination.
<b>Time: (Chronometer)</b>	
	The system element keeping the time of activity's fulfilment under control, keeps in mind the lapse of time and creates an event consumed by other system for the beginning of the activity.
<b>CfHRM competence</b>	
	If the facts presented in the petition constitute a possible violation of the human rights, that is, the facts mentioned constitute a possible breach of the Constitution or the international treaties in the domain of human rights or are reference to the violation of the national legislation;
<b>Meets the conditions</b>	
	<p>The executor examines the petition aiming at identifying the fact if the conditions for the petition examination are met according to the law.</p> <p>When taking the decision regarding the petition received the following tasks must be elucidated:</p> <ul style="list-style-type: none"> <li>- If the facts exposed in the petition constitute a possible violation of the human rights, that is, the facts mentioned constitute a possible breach of the Constitution or the international treaties in the domain of human rights or are reference to the violation of the national legislation;</li> <li>- If the term of 12 months from the moment of the alleged violation of the rights is observed, a term in which the person may address a petition to the Centre, if for the problem under litigation the judgement of the court exists.</li> </ul> <p>Before taking the decision to start the petition examination regarding the possible violation of the human rights it is necessary to specify the following facts:</p> <ul style="list-style-type: none"> <li>- If the petition is motivated and if it contains the description of the situation, constituting the violation of the human rights and refers to the facts leading to the violation of the human rights;</li> <li>- If a specific indication to the subject and object of violation of the human rights;</li> <li>- If the petition was represented by the person, whose rights were violated or by his/her representative.</li> </ul> <p>The centre accepts for examination the petitions if their examination will not affect the procedure terms that must be observed by the applicant for the applications provided for in the art. 16 of the Law of Parliamentary Lawyers and the examination of the petition in the Centre will give effective results.</p>
<b>Personal Investigation</b>	

	The petitions' investigation is fulfilled by the Parliamentary Lawyer and the Executors. The element of Personal Investigation refers to the fact of the investigation of the case made personally by the Parliamentary Lawyer.
<b>Makes an appeal</b>	
	The person makes an appeal to the Centre or to one of its branches in the territory. The appeal may be submitted by post or personally.
<b>Submits an audience petition</b>	
	The petitions may be submitted as a result of the person's appeal during the audience. In this event the Parliamentary Lawyer fulfils the account and control card on paper mount, to which the set of documents necessary for the examination of the case is attached, which is later transmitted to the Chancellery to be dully registered.
<b>Recording</b>	
	<p>The registered petitions, together their files, are transmitted to the parliamentary lawyers to be recorded and distributed to the executors, according to the responsible legal branches.</p> <p>The Parliamentary Lawyers record the petitions and those that have not been taken for personal investigation, according to the importance of the problem, and transmit these to the section chiefs through the chancellery.</p>
<b>Judgement</b>	
	<p>Any judgement taken by the Centre in connection to the petition, must contain the following details:</p> <ul style="list-style-type: none"> <li>- data;</li> <li>- short description of the subject;</li> <li>- what possible violation of the human rights is suspected, include the reference to the proper article in the Constitution and the dull international treaty;</li> <li>- the petition's refusal must be grounded;</li> <li>- the references to the Law of Parliamentary Lawyers;</li> <li>- if the judgement constitutes a refusal, it must contain the information regarding the method the problem can be solved and the institution (address required) to solve it;</li> <li>- indicating the fact that this judgement cannot be appealed;</li> <li>- the signature of the parliamentary lawyer;</li> <li>- executor's signature.</li> </ul>
<b>Appeal's registration</b>	
	The Chancellery executor registers the appeal in the appeals' registration journal according to "UC 02.02 Processing of entry documents"



<b>Refusal</b>	
	The final condition of the petition's examination
<b>Delivering according to the competence</b>	
	<p>The Chancellery executor delivers the file to the competent bodies.</p> <p>The Chancellery executor delivers the answer in written to the petition's author where the petition's status is included.</p> <p>The Chancellery executor enters the data of the outgoing document (number of issue, date, executor)</p>
<b>Initiation</b>	
	The initiation of the procedure of petitions' registration and examination may take place in the result of an audience

Activity	Description
<b>UC 02.02 Processing of entry documents</b>	
	<p><b>Actor:</b> Executor (Chancellery employee)</p> <p><b>Aim:</b> Recording of documents in the Intranet system</p> <p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The User must be authorized</p> <p><u>Pre-condition:</u> The User must have the necessary permission to access the workspace of the Correspondence management</p> <p><u>Basic Script:</u> <b>The User records the entry documents</b></p> <ol style="list-style-type: none"> <li>1. The User opens the workspace "Documents of entry"</li> <li>2. The User clicks the reference "New document"</li> <li>3. The system opens the document's record card</li> <li>4. The User executes the fields that are marked as compulsory</li> <li>5. The User scans and annexes the documents of entry (including the envelope)</li> <li>6. The User executes the Executor field</li> <li>7. The User presses the button confirming the intent to insert the information into the database</li> <li>8. The system inserts the information into the database and sends notifications to the Executor</li> <li>9. The system displays the document's card (with no editing right) indicating the</li> </ol>

	<p>outgoing number</p> <p>10. The User presses the button for the confirmation of the fact of taking cognizance of the document's status</p> <p>11. The system displays the list of documents recorded in this folder arranged in descending manner to the date of registration.</p> <p><b><u>Alternative Script: 8a. The system did not validate the information inserted</u></b></p> <p>.1 The system displays the document's card indicating the fields to be filled in</p> <p>.2 The User executes the marked fields as incorrect</p> <p>.3 The user confirms the transmission of the information to be saved in the system</p> <p>.4 The continuous running by executing clause 8 from the basic script</p> <p><b><u>Alternative Script: 8b. The system identifies the duplication of the information</u></b></p> <p>.1 The system displays a list of documents already existing in the database</p> <p>.2 The User selects a similar document in the list (if this is the case) to which the recorded document will make reference.</p> <p>.3 The User presses the button confirming the transmission of the data in the system</p> <p>.4 The continuous running by executing clause 8 from the basic script</p> <p><i>BR 011 One or several persons may be appointed as Executor</i></p> <ul style="list-style-type: none"> <li>• One or several persons, as well as a group of people such as a department or section may be appointed as Executor.</li> <li>• In this case the notification system will send the message to all persons mentioned in the list and to those that are part of this group</li> </ul> <p><i>BR 012 The system will check the duplicity of the documents</i></p> <p>The system checks the registration data of the document to identify the existence of the previous documents with the same topic and the same event.</p> <p><i>BR 016 The deeds of reaction may be assigned to one or several entities</i></p> <p>A deed of reaction may be assigned to one or several entities in the system. For example, a deed of reaction solves several cases (petitions) addressed to the Centre. The User must have the possibility to connect this deed with several entities in the system. This will be done when creating references between, for example, a petition and an outgoing/entry document.</p> <p><i>NFR 001 The structure of the list of documents</i></p>
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- The list of documents has the following structure:
  - Registration number
  - Registration date
  - Title
  - Topic
  - Executor
  - Final registration date
- The interface must allow to the User the addition or deletion of columns in the list of documents.
- The interface allows sorting the documents in each column in ascending and descending order.

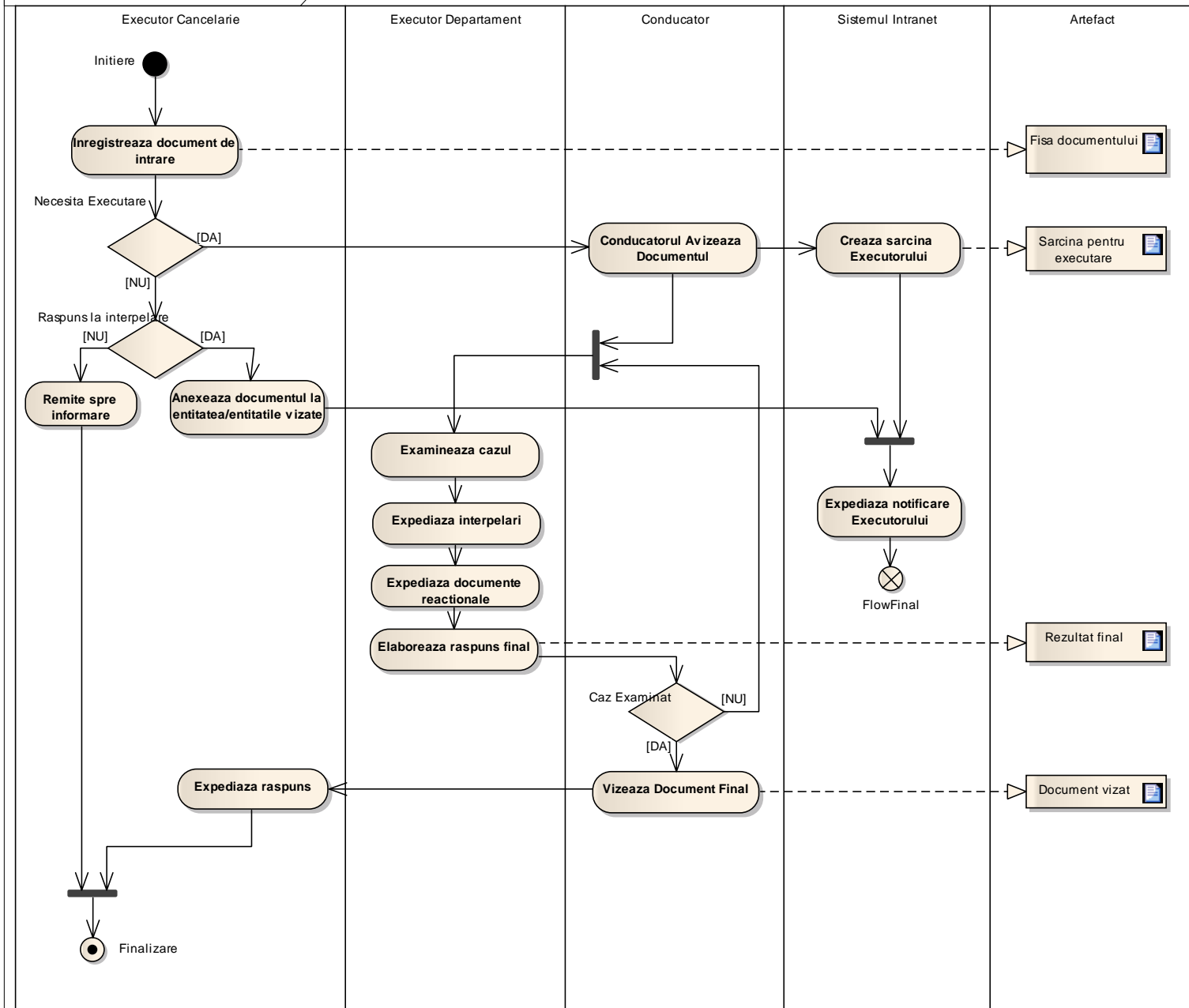
*NFR 002 The lists allow personalizing the columns*

The interface must allow to the User the addition or deletion of columns in the list of documents or records.

The interface allows sorting the documents in each column in ascending and descending order

The lists have a paging function (initially 20 inscriptions per page) with the possibility to modify this value

act UC 02.02 Proceeseaza documente de intrare



Entity	Description
<b>Annexes the document to the entity/entities in regard</b>	
	In case a document of entry is an answer to an interpellation within a process in the System, this document is annexed to the file from which the interpellation comes, but when this is a common interpellation for several files, these must contain references to the document (entry document card).
<b>The chief summons the document</b>	
	<p>The Chief of the Centre summons the document.</p> <ul style="list-style-type: none"> <li>- Appoints the Executor (person or department)</li> <li>- Fixes the examination term</li> <li>- Sets the resolution up</li> </ul>
<b>Creates tasks to the Executor</b>	
	The Intranet system creates a task for each execution in the database in the process of documents' summoning and is assigned to the executor.
<b>Elaborates the final answer</b>	
	The Executor creates the final set of documents that will be sent or attached to the file, appoints the person that shall approve this document and sets the file's status "To be approved".
<b>Examines the case</b>	
	<p>During the examination of the case, the Executor fulfills a range of activities that are not connected directly to the Intranet system, but the results of this exercise are attached to the document (case) card.</p> <p>As artifacts of such activities there may be:</p> <ul style="list-style-type: none"> <li>- Documents of reaction</li> <li>- Interpellations</li> <li>- Statistical reports</li> <li>- Notices</li> <li>- Other documents</li> </ul>
<b>Sends notification to the Executor</b>	
	The Intranet system sends notification to the Executor regarding the attributing of a task in the moment when this is created, but also in the period of time before the expiry of the term for the execution of the task.
<b>Delivered for notification</b>	
	The document is delivered for notification to all persons approved and is saved in the corresponding folder for entry documents
<b>Approves the Final Document</b>	

	The chief examines the materials of the case and sets the status “Approved”, the date and the hour. He also has the possibility to make some notes (instructions) for the Accounting Executor (in the event that this document will be sent)
<b>Answer to interpellation</b>	
	The document type is checked. The received document may be a notification document that needs no answer or any reaction from the Centre or the entry document may be an answer to an interpellation from other entities of the system (Petition Checking, Audience, etc).

Activity	Description
<b>UC 02.03 processing outgoing documents</b>	
	<p><b>Actor:</b> Executor</p> <p><b>Aim:</b> Execution and registration of outgoing documents</p> <p><b>Constraints:</b></p> <p><u>Pre-conditions:</u> The User must be authorized</p> <p><u>Pre-condition:</u> The User has full permission to register outgoing documents</p> <p><u>Post-condition:</u> The outgoing document was registered and the outgoing number was attributed</p> <p><u>Basic Script:</u> <b>Registration of the outgoing document</b></p> <ol style="list-style-type: none"> <li>1. The User opens the workspace "Outgoing Document Projects"</li> <li>2. The User clicks the title of the document and opens the document card</li> <li>3. The User executes the mandatory fields and executes the necessary documents according to the requirements presented in the document card.</li> <li>4. The User confirms the finishing and insertion of the data in the database</li> <li>5. The system checks the data transmitted by processing</li> <li>6. The system marks the document "Sent" and assigns to it an outgoing number</li> <li>7. The system sends notifications to the Initiator.</li> <li>8. The system displays the document card (with no editing right) indicating the outgoing number</li> <li>9. The User presses the button for the confirmation of the fact of taking cognizance of the document's status</li> <li>10. The system displays the list of documents in the workspace " Outgoing</li> </ol>

	<p>Document Projects"</p> <p><b><u>Alternative Script: 2a. The document does not exist in the list</u></b></p> <ul style="list-style-type: none"><li>.1 The User clicks the option "Create a new document"</li><li>.2 Continues with clause 2 in the basic script</li></ul> <p><b><u>Alternative Script: 5a. The system did not validate the transmitted information</u></b></p> <ul style="list-style-type: none"><li>.1 The User executes the corresponding marked fields and removes the errors.</li><li>.2 The continuous running by executing clause 5 in the basic script</li></ul> <p><b><u>Alternative Script: 9a. The User presses the "Print" button</u></b></p> <ul style="list-style-type: none"><li>.1 The system displays the window for the confirmation of document's printing that is specific for the operational system running on the client's computer</li></ul> <p><i>BR 010 The "remember" system - documents attached previously</i></p> <p>In the moment when the information transmitted from the document cards has not been totally validated by the Intranet System and the last suggests the editing of the information, the system must maintain the references to the documents attached in the preceding step without any need to attach these files repeatedly</p> <p><i>BR 016 The deeds of reaction may be assigned to one or several entities</i></p> <p>A deed of reaction may be assigned to one or several entities in the system. For example, a deed of reaction solves several cases (petitions) addressed to the Centre. The User must have the possibility to connect this deed with several entities in the system. This will be done when creating references between, for example, a petition and an outgoing/entry document.</p> <p><i>NFR 001 The structure of the list of documents</i></p> <ul style="list-style-type: none"><li>• The list of documents has the following structure:<ul style="list-style-type: none"><li>- Registration number</li><li>- Registration date</li><li>- Title</li><li>- Topic</li><li>- Executor</li><li>- Final registration date</li></ul></li><li>• The interface must allow to the User the addition or deletion of columns in the list of documents.</li><li>• The interface allows sorting the documents in each column in ascending and descending order.</li></ul>
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	<p><i>NFR 002 The lists allow personalizing the columns</i></p> <p>The interface must allow to the User the addition or deletion of columns in the list of documents or records.</p> <p>The interface allows sorting the documents in each column in ascending and descending order</p> <p>The lists have a paging function (initially 20 inscriptions per page) with the possibility to modify this value</p>
<p><b>UC 02.04 Processing the "Green Line" calls</b></p>	
	<p><b>Actor:</b> Executor</p> <p><b>Aim:</b> Receiving the calls coming from citizens by the telephone line</p> <p><b>Description:</b> The telephone calls received by the Centre for legal consultations are accepted only in exceptional cases when a disabled person, a very old pensioner or a seriously ill person makes the call, and the calls are readdressed to the employee of the audience offering the proper consultation or offers to the person the possibility of addressing a petition. The audience results are displayed in verbal audience cards.</p> <p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The User must be authenticated</p> <p><u>Pre-condition:</u> The User must have the necessary permission</p> <p><u>Basic Script:</u> <b>The User registers the telephone calls</b></p> <ol style="list-style-type: none"> <li>1. The User accesses the telephone calls page</li> <li>2. The User presses the "New Call" button</li> <li>3. The system opens the registration form for a telephone appeal</li> <li>4. The user fills in the fields in the telephone form.</li> <li>5. The User presses the "Registration" button</li> <li>6. The system records the call in the database</li> <li>7. The system assigns a registration number</li> <li>8. The system displays the summary form of the call by highlighting the registration number</li> <li>9. The User presses the "Close" button</li> <li>10. The system returns to the list of registered calls</li> </ol> <p><u>Alternative script:</u> <b>9a. The User presses the "Print" button</b></p> <ol style="list-style-type: none"> <li>.1 The system displays the printing dialogue specific for the operation system</li> </ol>



	<p>.2 The User executes the steps in the printing dialogue</p> <p>.3 The continuous running by executing the clause 9 in the Basic Script</p> <p><i>NFR 002 The lists allow personalizing the columns</i></p> <p>The interface must allow to the User the addition or deletion of columns in the list of documents or records.</p> <p>The interface allows sorting the documents in each column in ascending and descending order</p> <p>The lists have a paging function (initially 20 inscriptions per page) with the possibility to modify this value</p>
<p><b>UC 02.05 Audience Managing</b></p>	
	<p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• &lt;View&gt; The audience form contains compulsory and optional parameters</li> <li>• &lt;Functional&gt; The form has the functions of annexing the additional documents</li> <li>• &lt;View&gt; The Audience List must sustain the possibility of sorting according to certain columns</li> </ul> <p><b>Actor:</b> Chancellery Executor</p> <p><b>Aim:</b> The registration of Audiences and information received by it. Records the results of the audience and the answers communicated to the person in audience</p> <p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The User must be authenticated in the Intranet System</p> <p><u>Post-condition:</u> The system creates an inscription in the IS of Audience type</p> <p><u>Basic Script: 0. The User registers the Audience</u></p> <ol style="list-style-type: none"> <li>1. The US User accesses the functionality of recording the Audiences in the IS</li> <li>2. The system displays the electronic form for the registration of audiences</li> <li>3. The User introduces the data about the Audience in the form</li> <li>4. The User presses the button for the confirmation for saving the form</li> <li>5. The system checks the correctness of Audience registration</li> <li>6. The system saves the data in the database</li> <li>7. The system displays the list of audiences</li> </ol>

	<p><u>Alternative Script: 6a. The system does not validate the correctness of data insertion</u></p> <ul style="list-style-type: none"> <li>.1 The system displays the pre-completed form with the Audience data and the errors committed</li> <li>.2 The IS User fills in the necessary data in the form</li> <li>.3 The script continues with the step 4 in the Basic Script</li> </ul> <p><i>NFR 002 The lists allow personalizing the columns</i></p> <p>The interface must allow to the User the addition or deletion of columns in the list of documents or records.</p> <p>The interface allows sorting the documents in each column in ascending and descending order</p> <p>The lists have a paging function (initially 20 inscriptions per page) with the possibility to modify this value</p>
<p><b>UC 02.06 Registers/edits the Monitoring Visit</b></p>	
	<p><b>Requirements:</b></p> <p>&lt;Functional&gt; The registration form of the visit contains optional and compulsory fields</p> <p><b>Actor:</b> NMPT Executor</p> <p><b>Aim:</b> Registration and editing of monitoring visits in the state institutions</p> <p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The User must be authorized in the system</p> <p><u>Pre-condition:</u> The User must have the necessary rights</p> <p><u>Post-condition:</u> The system registers the monitoring visit</p> <p><u>Basic Script: 0. The User registers the monitoring visit</u></p> <ul style="list-style-type: none"> <li>1. The User accesses the registration/editing function of the monitoring visit</li> <li>2. The system displays the registration of the monitoring visit</li> <li>3. The User fills in the fields in the form</li> <li>4. The User presses the visit saving button</li> <li>5. The system checks how correct the form has been filled in</li> <li>6. The system saves the visit in the database</li> <li>7. The system displays the list of monitoring visits</li> </ul>

	<p><b><u>Alternative Script: 6a. The system does not validate the inserted information</u></b></p> <ul style="list-style-type: none"> <li>.1 The system displays the form with the information inserted previously and the list of errors</li> <li>.2 The User corrects the mistakes</li> <li>.3 Continues by executing the clause 4 in the basic script</li> </ul> <p><i>BR 016 The deeds of reaction may be assigned to one or several entities</i></p> <p>A deed of reaction may be assigned to one or several entities in the system. For example, a deed of reaction solves several cases (petitions) addressed to the Centre. The User must have the possibility to connect this deed with several entities in the system. This will be done when creating references between, for example, a petition and an outgoing/entry document.</p> <p><i>NFR 002 The lists allow personalizing the columns</i></p> <p>The interface must allow to the User the addition or deletion of columns in the list of documents or records.</p> <p>The interface allows sorting the documents in each column in ascending and descending order</p> <p>The lists have a paging function (initially 20 inscriptions per page) with the possibility to modify this value</p>
<p><b>UC 02.07 Modifies the List with state institutions</b></p>	
	<p><b>Actor:</b> NMPT Executor</p> <p><b>Aim:</b> Modification of the list with state institutions that will be monitored</p> <p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The User must be authorized</p> <p><u>Pre-condition:</u> The User must have the rights necessary to modify the list of institutions</p> <p><u>Post-condition:</u> The User modifies the list of state institutions</p> <p><b><u>Basic Script: 0. The User modifies the list with state institutions</u></b></p> <ul style="list-style-type: none"> <li>1. The User accesses the function of modifying the list of institutions</li> <li>2. The system displays the list of state institutions</li> <li>3. The User chooses the function of adding a new institution</li> <li>4. The system displays the form for the registration of the institution</li> </ul>

5. The User fills in the fields in the form
6. The User confirms saving the data in the form
7. The system checks if the information and duplicity has been filled in
8. The system saves the data in the database
9. The system returns the list of registered institutions

**Alternative Script:3a. The User chose the functionality of editing an already existing institution**

1. The system displays the form with the institution's details
2. The User makes the necessary modifications in the data about the institution
3. Continues by executing the clause 6 in the basic script

**Alternative Script: 7a. The system does not validate the correctness of the information**

- .1 The system displays the form filled in with the inserted information and the list of errors
- .2 The User corrects the information
- .3 Continues by executing clause 6 in the basic script

### 7.1.3. UC 03 Intranet System Administration

Uc UC 03 Intranet System Administration

UC 03.01 The Administrator manages the system templates

Intranet System Administrator

(from Intranet System Actors)

UC 03.02 The Administrator manages the system permits

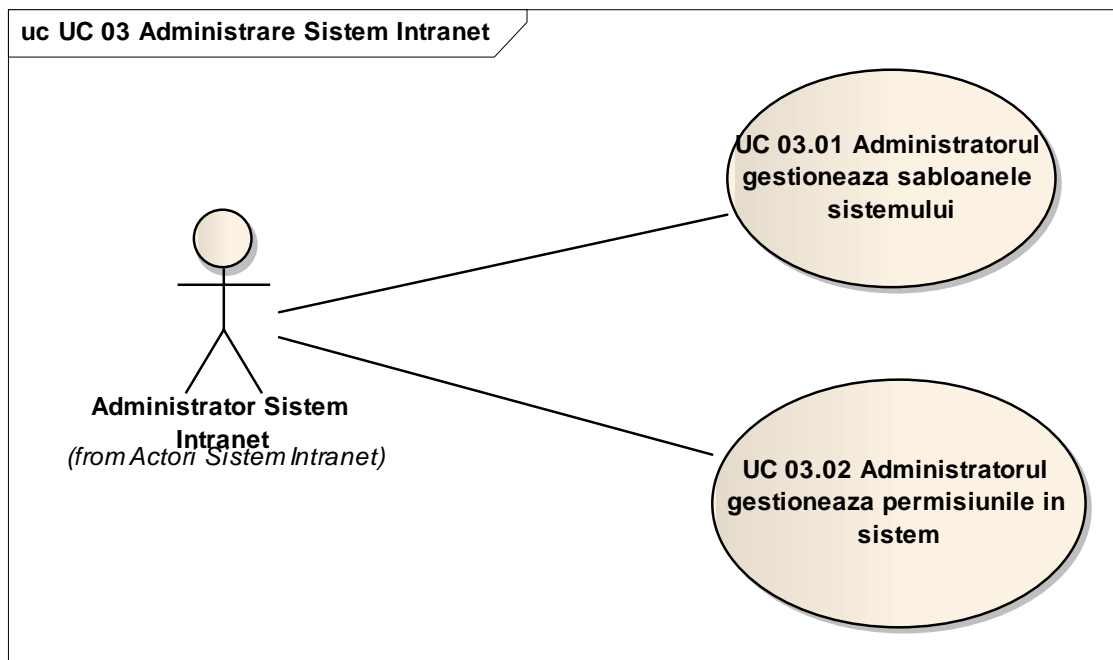


Fig 7.1.3-1UC 03 Intranet System Administration

Activity	Description
<b>UC 03.02 The Administrator manages the permits on different entities</b>	
	<p><b>Requirements</b></p> <p>&lt;Functional&gt; The system notifies the users for which permits were set up or revoked by indicating the affected areas</p> <p>&lt;Functional&gt; The system must have a graphic interface for the setting and revoking of permits</p> <p><b>Actor:</b> Intranet System Administrator</p> <p><b>Aim:</b> Management of permits on different system entities (Workspaces, lists of documents, parts of the system)</p> <p><b>Basic Script: Setting of Permits</b></p> <ol style="list-style-type: none"> <li>1. The Administrator accesses the entity that will be alerted</li> <li>2. The Administrator accesses the properties of this entity</li> <li>3. The Administrator adds the person (in the event when this is absent)</li> </ol>

	<ol style="list-style-type: none"> <li>4. The administrator sets the permits of this person on the entity according to its functional parameters.</li> <li>5. The Administrator confirms the intent of transmitting the data in the system</li> <li>6. The system registers the changes fulfilled</li> <li>7. The system notifies the persons approved</li> </ol>
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**UC 03.01 The Administrator manages the system templates**

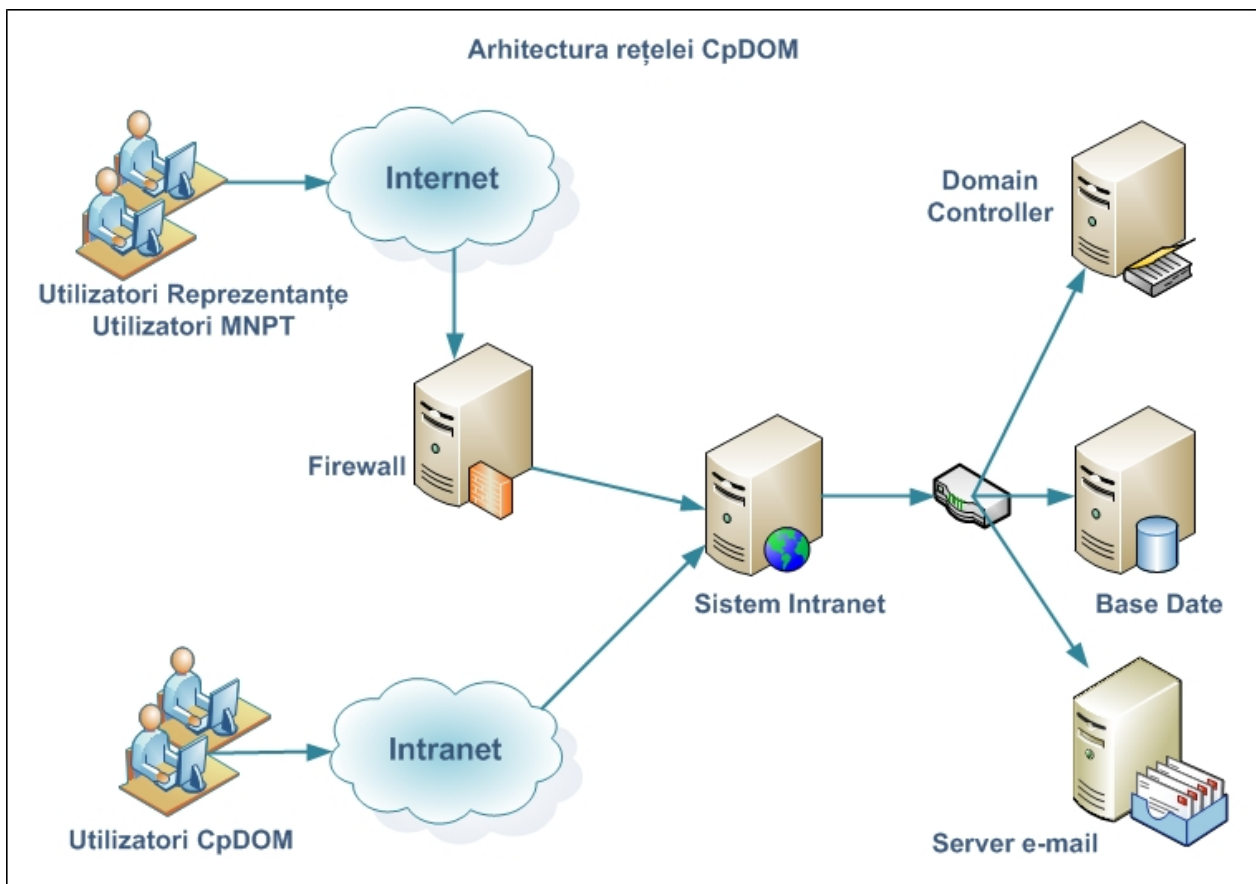
	<p><b>Requirements</b></p> <p>&lt;Functional&gt; The system must have an interface allowing viewing the result in the moment the template is edited</p> <p><b>Actor:</b> Intranet System Administrator</p> <p><b>Aim:</b> Managing workspace and page templates</p> <p><b>Description:</b> The templates are predefined formats containing the initial information specific to the given entity type and helping to a prompter creation of documents (entities) of the same type.</p> <p><b>Constraints:</b></p> <p><u>Pre-condition:</u> The User must be authenticated in the system and have the rights necessary for this type of activity</p> <p><u>Basic Script:</u> <b>Creating new templates</b></p> <ol style="list-style-type: none"> <li>1. The User accesses the page with predefined Templates</li> <li>2. The User clicks the "Create New" reference</li> <li>3. The system displays the template modeling interface</li> <li>4. The User posts the desired elements in the necessary places</li> <li>5. The User fills in the metadata regarding the new template (Title, Type, Description, Author, Date of creation)</li> <li>6. The User confirms the intent to save the template</li> <li>7. The system saves the created template</li> <li>8. The system displays the list of already existing templates</li> </ol> <p><u>Alternative Script:</u><b>1a. The User creates the template from an already existing entity</b></p> <ol style="list-style-type: none"> <li>.1 The User accesses the entity that will be transformed into a template</li> <li>.2 The User accesses the functionality "Save as a template"</li> <li>.3 The system displays the interface of template's editing pre-populated with the template details</li> </ol>
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.4 Continues by executing clause 5 in the basic script

## 8. REQUIREMENTS FOR THE SYSTEM AS A WHOLE

### 8.1. Requirements for the system's architecture

Since the CfHRM and NMPT is a geographically dispersed organization, that has branches in the territory (Balti, Cahul, Comrat) and also the Mechanism for the Prevention of the Torture being situated in another office, the requirements for the system architecture must allow the integration of all offices in an unique collaboration system. That is why the system would be implemented by setting a WAN network according to the architecture at a higher level that is presented in the following figure.



### 8.2. Requirements for the information security and protection

In their activity the employees of the Centre for Human Rights receive for examination and process a high amount of confidential information. That is why it is very important that the Intranet system, which will collect and save a big part of this information, has an increased degree of security against the outer accessing and the unauthorized accessing from the inner side of the system. Any action that will be fulfilled in the Intranet system will be controlled and authorized. In this respect, the equipping

of the Intranet System with authorization and authentication components is required, which will assure its informational security – the posting protection, the undesired modification or deletion of the confidential information. All users registered in the system, will be part of user groups. The user groups will be entitled to different information management rights in different system compartments, thus besides the fact that a more efficient management will be assured, a better protection of the information will also be guaranteed.

Any activity of the users in the system must pass through an early audit and information system in the case of accessing or attempt to access the confidential information.

The access from the CfHRM branches in the territory and within the NMPT must be a secured one.

The informational security also includes mechanisms for the protection of the information by creating the reserve copies and for the data recovery in case of failure in relatively short terms by maximal recovery of the information.

In order to assure a better protection, it is required that the Database is placed on a server other than the server of application.

Not to allow the infiltration of different outer programs designed to destroy, overtake the control upon the information, its distortion – the system must be protected by an antivirus system, which will scan the whole information entering and leaving the system.

### **8.3. The requirements regarding the information integrity;**

The information integrity is a subject covering the informational security (the application of the soft information protecting methods) and the physical security of the room in which the informational system is implemented.

CfHRM at present has no room with conditions of work adequate for keeping the Intranet system servers, neither has it a security system adapted for this respect, nor specialists in the information system that could overtake the maintenance and monitoring of the Intranet System. That is why the hosting, monitoring and support services will be included in the offers presented for examination.

The system must be equipped with information backup and restore functionalities in the event of some technical problems leading to losing or deteriorating the current information.

### **8.1. Requirements regarding the migration of the existing information**

At present the CfHRM has no desktop system for the petitions' recording. This system is old having limited possibilities in respect of attaching documents, the information structuring, reporting possibilities; moreover it cannot be accessed by the CfHRM employees from the branches in the territory.

All other activities, records, documents and reports of the CfHRM can be found on the employees' computers in different formats without being unified.

That is why it is important that the information in the database of the petitions' record system is migrated to the system that must be implemented, and this way to create conditions for the continuity



of CfHRM's activity. The existing system is created based on a relational database allowing its accessing through SQL interpellations.

The documents that are currently on the employees' computers will be transferred by their owners in the workspaces created in this respect. Their structure and hierarchy will be identified at the moment of their transfer. The system must allow the creation of at least 10 hierarchic levels from the graphic interface.

## 8.2. Requirements for the system performance

The time of response desired by the users also depends on outer system factors, including:

- Width of the network band;
- Network's use;
- Network's latency;
- Configuration and use of different server recourses.

The performance requirements will be checked on a clean medium used at large scale, using modern browsers agreed with the recipient.

Ref	Requirement
PRQ001	The system must offer adequate response time to satisfy the business needs, for the tasks frequently fulfilled under standard conditions, for example: <ul style="list-style-type: none"> <li>• &lt;50&gt; authenticated and active users;</li> <li>• &lt;50%&gt; of the total anticipated amount of managed system documents;</li> <li>• The performance must be consistent for at least &lt;ten&gt; transaction attempts.</li> </ul>
PRQ002	The system must be capable to display the results of a simple search in a period of <5 seconds> and a complex search (which combines four or several terms) within <10 seconds>, regardless of the depositing capacity or the numbers of system files and records.
PRQ003	The system must be able to overtake and display in <5 seconds> the first page of a record that have been accessed in the last <2> months.
PRQ004	The system must be able to overtake and display within <20 seconds> the first page of a record that has not been accessed in the last <6> months, regardless of the capacity of depositing or the numbers of system files/records.
PRQ005	The system must offer comparable response when the classification scheme grows significantly in size, in order to adjust to the needs.
PRQ006	<i>The requirements above are not applied for the editing of media files, big files downloads, reports elaboration. These are not considered "typical scripts of use".</i>

## 8.3. Requirements for the hardware and the communication channel;

The Hardware equipment must allow the good functioning of the system in the limits of performance parameters exposed in this document. Since the CfHRM has no existing infrastructure on which the intranet system could be set up, this should be proposed for implementation within this project.

## 8.4. System Reliability

The implementation of the Intranet system will increase the dependence of the IT network users, to the extent to which these will not have the possibility to work if the system becomes unavailable. That is why measures must be taken, so that the system's availability is as big as possible. Besides that, the system must correspond to a series of characteristics allowing to the users the fulfillment of ordinary tasks offline – the same as with the distance users.

Ref	Requirements
PRQ007	The system must be at the user's disposal for <15> hours during <5> working days.
PRQ008	The planned unavailability of the system must not exceed <5> hours a day, and be done in the period of time 22.00-7.00, or during the weekend, with the preventive coordination of the CfHRM's management.
PRQ009	The unplanned unavailability of the system must not exceed <3> hours within a period of <three> months.
PRQ010	The number of unplanned unavailability incidents must not exceed <3> hours within a period of <three> months.
PRQ011	In case of software or hardware failure, the system recovery must be possible in a functioning condition within a term of <1 hour> at most.

## 8.5. Obsolescence Technologies

Long-term electronic records are confronted with technological risks of three kinds:

- Media support degradation;
- Hardware obsolescence;
- Formats' obsolescence.

The details may be found in ISO 18492, and in great amount of published guides, produced by the institutions for the storage of the cultural thesaurus and others.

The risks of the media support's degradation and hardware's obsolescence must be attenuated by the dependence of external procedures, processes and decisions. One of the attenuation measures is to be based on the archive media and hardware, use on a large scale, as well as with the smallest degree of obsolescence.

The most difficult problem for a longer period of several years consists in the format's obsolescence. In present, there exists **no** simple, generic method that would guarantee access to the long-term electronic registrations. The consensus could be obtained by an information storage strategy only in largely accepted, stable, open (for example, formats that are completely documented in publically available specifications) having a long lifetime such as XML and PDF/A.

## 8.6. Method of Testing and Acceptance;

The system's testing will be fulfilled in two phases (methods):

- The testing in the process of system's implementation by the implementing company, with the application of the rigors specific to the software development's methodology in the company.
- The testing by the CfHRM employees aiming at accepting the system.

The Centre for the Human Rights must have the possibility to present their opinion about the correctness of the system's implementation by the early opinion (known as "early feedback"), this allowing to diminish the effort to correct errors or configure some components of the system at an early stage of product's implementation, also some modules of the system may be tested by the CfHRM's employees while other functionalities are in process of implementation. This would lead to the diminishment of the total time of system's implementation.

The system's acceptance will be fulfilled as a result of UAT exercise (User Acceptance Testing). As a result of this exercise, the implementing company, in common agreement with the persons in charge for the implementation of the intranet system within the CfHRM, defines a series of critical scripts which will be run later when delivering the system and in case of their successful running, the system is considered accepted from the functional point of view. The non-functional defects will be categorized separately and the acceptance will undergo the general acceptance procedure.

The general acceptance procedure is developed by the implementing company, coordinated and approved later by the CfHRM.

The acceptance procedure must contain quantitative parameters for the system's quality. As a rule, these parameters must be categorized and later agreed at the level of defects (defects of 1, 2, 3 category etc). The number of accepted defects according to the categories must be mentioned in the acceptance criteria.

## **8.7. Documentation and Training**

It is important to assure the persons' training concerning the information management principles at all levels, especially concerning the subject of capture of records, documents' control and management of their lifecycle.

The training is also necessary, for the elucidation of the aspects connected to the service of the relationships with clients' type (green line) and providing information and also connected to the standards of information management. This thing extensively involves the administrative staff at the first stages of IS implementation.

In the case when external trainings for the system's COTS components exist, these should be enumerated and estimations of their costs offered.

Aiming at assuring an adequate level of competence, it is necessary to execute intensive trainings for a group of employees from different departments, including for the system administrators. The training will be mad in the Romanian language, but it is expected that the formatters will be able to communicate in the Russian language. The following training sessions are necessary:

- Formatters' formation – extended training for a user group (2-3 people), so that these could transfer the knowledge to the other colleagues.
- Users' formation – basic training to cover the most of the CfHRM's staff, regarding the basic characteristics of the system and the users' roles. (2 groups of 8-10 persons). The training sessions, will be actually extended for a longer period of time, so that the staff could participate without disturbing the basic activities and so that in this session the employees of the branches in the territory of the CfHRM could also participate.

- Administrators formation – extended training for a group of 3-5 interne/administrative functions of the system and its components.
- Manager’s formation – short-term sessions, that will initiate the managers at different levels into the character of the basic analysis, approval and signing tasks.

The documentation will include:

- User guidebooks – these will describe to the user the characteristics of the system they interact with. In the case when the solution is based on several components, a user guide for each of them will exist.
- Administration guides – these will describe the system’s administration, configuration and maintenance functionality. In the case when the solution is based on several components, a user guidebook for each of them will exist.
- Set-up guides and also the general set-up guide, in the case whn the dolution is based on several components.
- Training materials prepared for the training sessions mentioned above.
- Basic knowledge, including answers to frequent questions (FAQ), best practices, etc.

The documentation will be prepared in one language and must include an electronic format as well. The documentation on paper mount is optional and may be included as a part of the offer.

Any source code and set-up configuration developed during this project will be transferred to the CfHRM, so that this is capable to continue the development and configuration in the future.

Petitions' account and control card (frontal side)

<b>ACCOUNT AND CONTROL CARD</b>			
Applicant (Last name, first name, residence, electronic address, telephone)			
Previous petitions	nr.	of	nr.
Type of petition	on		pages
Author, indices of the cover letter			date,
Date, nr. of entry	Thematische index		
Short content			
Executor			
Resolution			
Resolution's author			
Term of solving			

Petitions' account and control card (verso)

PROCESS OF FULFILMENT			
Date of delivery to be solved	Executor	Notes regarding the intermediary answers or the additional interpellation	Notes regarding the control
Date, solving index (answer)			
Addressee			
Content			
Taken off the control		Signature	
Case	Vol. file	fund inv. case	