# **Appointment Booking Service**

## Functional Requirements

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| **#** | **User Needs** | **Examples and clarifying points** |
| **1** | **Appointment Booking** | |
| 1.1 | For the service to prevent any member of staff being booked with an appointment type that they have not been trained to handle. During the setting up of Staff, appointments they are trained to handle will be defined |  |
| 1.2 | For the service to understand that a single appointment type can have multiple possible durations. Once an appointment type has been selected, only the valid possible set of durations will be made available for selection |  |
| 1.3 | For the service to allow different sites to have different appointment durations for the same appointment type |  |
| 1.4 | For the service to find availability by the following criteria:  - Job Centre  - Channel - (Value: On Phone / Digital / In Job Centre)  - Appointment Type  - Named member of staff  - Appointment Length  - Start and End date to search for availability  - Staff Attributes  The above parameters are all mandatory for this search  The service will return all time slots that the named member of staff is available |  |
| 1.5 | For the service to find availability by the following criteria:  - Job Centre  - Channel - (Value: On Phone / Digital / In Job Centre)  - Appointment Type  - Named member of staff  - Appointment Length  - Start and End date to search for availability  - Room required  - Room attributes specified   The service will return all time slots that the named member of staff is available |  |
| 1.6 | For the service to find availability by the following criteria:  - Job Centre  - Channel - (Value: On Phone / Digital / In Job Centre)  - Appointment Type  - Appointment Length  - Staff Attributes  - Start and End date to search for availability  The parameters are all mandatory  The service will return all time slots for all members of staff that are available. |  |
| 1.7 | For the service to find availability by the following criteria:  - Job Centre  - Channel - (Value: On Phone / Digital / In Job Centre)  - Appointment Type  - Appointment Length  - Staff Attributes  - Start and End date to search for availability  - Room Required   - Room attributes specified   The parameters are all mandatory, last 2 parameters will be specified as documented  The service will return all time slots for all members of staff that are available. |  |
| 1.8 | For the service to record in the booking all of the criteria used in making the original booking | **Attributes:**  - Job Centre  - Channel  - Appointment Type  - Appointment Length  - Staff Attributes selected  - Date and time of the appointment  - Member of staff handling the appointment  - Claimant attending the appointment  - Room (If applicable) (Person who Booked) |
| 1.9 | For the service, once an available time has been selected, to book the appointment. The member of staff’s calendar, within the appointment book service, is blocked and the appointment details captured in the appointment. |  |
| 1.10 | For the service, where a room has been selected, to block the time from the rooms calendar. The calendar is the room calendar held within the appointment booking service |  |
| 1.11 | For the service to allow an appointment in the future to be cancelled. The appointment will be deleted from the member of staffs calendar and room (if applicable). NOTE: The calendars are the calendars within the appointment booking service |  |
| 1.12 | For the service to allow an appointment in the future to be rescheduled |  |
| 1.13 | For the service to prevent two appointments overlapping in a member of staffs calendar when booking an appointment. NOTE: The calendars are the calendars within the appointment booking service |  |
| 1.4 | For the service to allow a timeslot to be "reserved". Once a slot has been selected, this is reserved and will not allow a second user to select the same slot. The "reservation" will expire automatically after a period of time if the booking is not completed.  Only a single slot can be reserved at a time. | The objective here is to ensure that an agent or a claimant will be able to successfully complete their booking even if it takes a few minutes to complete the actual journey (NOTE: A time slot has to be selected first to reserve the time)  To avoid a single user holding many slots that prevent other users selecting those slots |
| **2** | **Appointment Check In** | |
| 2.1 | For the service to allow a claimant to be marked as "arrived" for their appointment. | For Job Centre appointments, the claimant will arrive at Reception, Reception will mark the claimant as Arrived  For Phone / Digital appointments, the DWP member of staff meeting the claimant will mark the claimant as arrived |
| 2.2 | For the service to allow an appointment to be marked as started. The DWP member of staff handling the appointment will access the service to mark the appointment as started. The service will not assume the appointment has started otherwise. | The DWP member of staff meeting the claimant will take the action. |
| 2.3 | For the service to allow an appointment to be marked as completed. The DWP member of staff handling the appointment will access the service to mark the appointment as completed. The service will not assume the appointment has finished otherwise. | The DWP member of staff meeting the claimant will take the action. |
| 2.4 | For the service to allow an appointment to be marked as did not attend when the claimant does not attend. The DWP member of staff handling the appointment will access the service to mark the claimant as Did Not Attend. The service will not assume the claimant failed to attend | The DWP member of staff meeting the claimant will take the action. |
| **3** | **Multi-attendee Appointments** | |
| 3.1 | For the service to allow a multi-attendee Appointment to be created. A lead for the multi-attendee is selected and will be reflected in their calendar. NOTE: Calendar is the calendar held within the appointment booking service | **Attributes:**  - Member of staff leading the event (Mandatory) - Contact person not necessarily a DWP member of staff  - Maximum number of attendees (Mandatory)  - Length of meeting (Mandatory)  - Location of the event  - Start / End Time |
| 3.2 | For the service to allow members of staff to be added and removed to the multi-attendee appointment. Their calendar will become blocked at this time. 0, 1 or many members of staff can be added to the multi-attendee appointment |  |
| 3.3 | For the service to allow claimants to be added and removed to the multi-attendee appointment |  |
| 3.6 | For the service to allow a room to be booked for a multi-attendee appointment and included in the event details |  |
| 3.7 | For the service to provide a waitlist capability for a multi-attendee appointment. | **Example:**  - Allow people on the waitlist to be removed and added to a new event that has been organised |
| **4** | **Stand-alone Room Booking** | |
| 4.1 | For the service to find availability by the following criteria:  - Job Centre  - Room in the location  - Room attributes  - Start and End date to search for availability  The service will return all time slots for all rooms that are available and that meet the room attributes specified |  |
| 4.2 | For the service to allow a room booking to be deleted |  |
| 4.3 | For the service to allow the booking to be updated |  |

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| **5** | **Appointment Prioritisation** | | |
| 5.1 | For the service to allow a location to block a time period for one or more appointment types. The service will only allow those appointment types to be booked in that time slot.   When selecting an appointment type, the channel will also need to be specified (Phone, In Job centre, Digital). Time will be blocked for the appointment type and channel (if specified)   Time period can be whole days or hour(s).  Where a member of staff is not trained to handle that specific appointment type, this restriction is ignored and any appointment type that the member if staff is trained to handle can be booked for that member of staff | **Example:** Initial appointments are time bound, they need to occur within a specific time period after the claim has been submitted.  To assist Job Centres ensuring there is sufficient availability for these appointments, there is a need to block time that only these types of appointments can be booked into.  There is no restriction on which appointment types can have time reserved for them.  **Worked example including staff:**  - Staff 1 - Can do appt types, A, B, C and D - Staff 2 - Can do appt types B, C and D but not A - On Monday DWP wants to prioritise appointment A  So on Monday Staff 1 is only booked for appt type A Staff 2 is booked for B, C and D  **Example 2:**  - Monday Job Centre 1 wants to reserve time for Appointment Type A between 8am and 9am. This is for telephone calls only. The office is not fully staffed so only phone call appointments can be booked   - Claimant asks for an Appointment Type A, in Job Centre 1 as a face to face meeting at 8:30am. The system will not allow the booking to be completed unless it is a phone call appointment  - Claimant asks for an Appointment Type A, in Job Centre 1 as face to face at 9am - the system allows the booking to be completed | |
| 5.2 | For the service to allow the restriction to be applied to 1, many (up to all) members of staff in the location  Where a member of staff is not trained to handle that specific appointment type, this restriction is ignored and any appointment type that the member if staff is trained to handle can be booked for that member of staff |  | |
| 5.3 | For the service to allow a "until time" to be specified. This means that time is blocked for any other appointment type until a period of time | **Example:**  - Location 1 blocks 2 hours every day for Appointment Type A  - The service is configured to keep this time "blocked for any other appointment type" until 24 hours before that time  - Within the 24 hour window, it is possible to book any appointment type in that window | |
| 5.4 | For the service to allow appointment prioritisation to be setup on a repeating basis |  | |
| **6** | **Search and View** | | |
| 6.1 | For the service to allow a search for a claimant by Name. The service will allow information about the claimant to be viewed including all historic and future appointments | |  |
| 6.2 | For the service to allow a search for a claimant by "URL". The service will allow information about the claimant to be viewed including all historic and future appointments | | There are only 3 pieces of information that can be stored in the appointment booking system:  First Name  Last Name  URL.  URL is ambiguous and not identifying in anyway. The URL is a link back into UCFS and is the Agents View of a Claimant. Only authorised people would be able to successfully access the link |
| 6.3 | For the service to allow a search for a claimant by Name. The service will return a list of possible claimants (if required) and the job centres they are linked to. The service will further allow the names in the list to be selected and a view of all historic and future appointment will be shown. | |  |
| **7** | **Location Configuration** | | |
| 7.1 | For the service to allow locations to be created and attributes be captured and stored about the location | | **Attributes:**  Name (Mandatory)  DWP Code (Mandatory)  Address (Optional) |
| 7.2 | For the service to allow for attributes about locations to be updated | |  |
| 7.3 | For the service to allow for locations to be deleted | |  |
| 7.4 | Within each location, for the service to allow rooms that can hold appointments to be recorded and attributes about the room to be captured and stored | | **Attributes:**  Name (Mandatory)  Identifier (Mandatory) |
| 7.5 | For the service to allow the size of the room (in terms of the number of people it can hold) to be recorded as a separate attribute | |  |
| 7.6 | For the service to allow the Telephone facilities available in a room to be recorded as a separate attribute | |  |
| 7.7 | For the service to allow the Video Conference facilities available in a room to be recorded as a separate attribute | |  |
| 7.8 | For the service to allow the floor level of a room to be recorded as a separate attribute | |  |
| 7.9 | For the service to allow the Hearing Loop facilities available in a room to be recorded as a separate attribute | |  |
| 7.10 | For the service to allow the room to be identified as a Safe Room and recorded as a separate attribute | |  |
| 7.11 | For the service to allow a description about a room to be recorded as a separate attribute | |  |
| 7.12 | For the service to allow the wheelchair accessibility to be recorded as a separate attribute | |  |
| 7.13 | For the service to allow for attributes about rooms to be updated | |  |
| 7.14 | For the service to allow rooms to be deleted (Assumption is that the historic data will continue to exist in DWP data warehouse for reporting purposes) | |  |
| 7.15 | For the service to allow locations to be put into a hierarchical structure, up to 4 levels deep | | 3 Levels potentially would be:  - Country  - Region  - Specific Location  Fourth level is to allow flexibility for the future |
| **8** | **Appointment Configuration** | | |
| 8.1 | For the service to allow appointment types to be created and stored | | **Attributes**  Appointment Id (Unique reference - Mandatory)  Title (Mandatory)  Description (Mandatory)  Appointment Duration (Mandatory) |
| 8.2 | For the service to allow appointment types to be created and stored with multiple possible durations. The actual duration is selected during the appointment booking process | | **Attributes**  Appointment Id (Unique reference - Mandatory)  Title (Mandatory)  Description (Mandatory)  Appointment Duration - Multiple (Mandatory) |
| 8.3 | For the service to allow different appointment types to be visually represented differently on the calendar views. This will be defined when the appointment type is created or updated and is specific to that appointment type | |  |
| 8.4 | For the service to allow an appointment type to be deleted (Assumption is that the historic data will continue to exist in DWP data warehouse for reporting purposes) | |  |
| 8.5 | For the service to allow the appointment type attributes to be updated | |  |
| 8.6 | For the service to record pre and / or post meeting time allowances that will be added to the meeting duration.  This is at an appointment type level and hence applied to every single appointment of this type | | **Example**  10 Minutes preparation time, before the meeting time **Meeting**  5 Minute post meeting wrap up time |
| 8.7 | For the service to allow appointment types to be marked as inactive. This enables or disables an appointment with immediate affect | |  |
| 8.8 | For the service to allow appointment types to be marked as inactive until a specific date | | **Example:** Appointment type becomes active automatically on the 1-Jan-2018 |
| 8.9 | For the service to allow appointment types to be marked as inactive after a specific date. | | **Example:** Appointment type automatically marked as inactive on the 1-Jan-2018 |
| 8.10 | For the service to recognise that a location can run 0, 1, up to all, appointment types. | | **Example:**  - There are 3 appointment types created in the service  - Job Centre 1 is capable of running Appointment Type 1 and 2 but not Appointment type 3 |
| 8.11 | For the service to allow an Appointment type to be marked as inactive / active at a Location Level | |  |
| **9** | **Staff Configuration** | | |
| 9.1 | For the service to allow members of staff to be created within the service. The attributes listed are the only mandatory attributes that will be stored about a member of staff. | | **Attributes:**   - Staff Name (First and Last - Mandatory)  - Staff Id (Unique Identifier - Mandatory)  - Staff Email Address (Mandatory)  - Role (Mandatory) |
| 9.2 | For the service to allow details about a member of staff to be updated | |  |
| 9.3 | For the service to be configurable to record 0, 1 or more languages a staff member can speak / write | | **Attributes:**  Spoken / Written Language / Sign |
| 9.4 | For the service to recognise that only a subset of people have a calendar. There are DWP staff who require access to the service for administrative purposes or only ever book appointments. These staff members should not have a calendar to prevent appointments being booked against them. | |  |
| 9.5 | For the service to allow the member of staff to setup with a calendar across 0, 1 or many (up to all) job centres defined in the service | |  |
| 9.6 | NOTE: Not all members of staff are trained to handle every single appointment type defined in the service.  For the service to provide a mechanism for recording which appointment types a member of staff has been trained to handle | |  |
| 9.7 | For the service to allow the availability of a member of staff with a calendar to be created and stored | | **Example:**  **Staff Member 1 W/C 3rd Jan :**   Mon 9am - 5pm  Tues 9am - 5pm  Wed 10am - 6pm  Thur 8am - 3pm  Fri 8am - 3pm  **Staff Member 1 W/C 10th Jan:**   Mon 9am - 5pm  Tues 9am - 5pm  Wed 10am - 6pm  Thur 8am - 3pm  Fri 8am - 3pm |
| 9.8 | For the service to allow a member of staffs availability to be applied to future weeks on a repeating pattern basis | | **Example:  Staff Member 1 W/C 3rd Jan :**  Mon 9am - 5pm  Tues 9am - 5pm  Wed 10am - 6pm  Thur 8am - 3pm  Fri 8am - 3pm **Staff Member 1 W/C 10th Jan:**    Mon 10am - 6pm  Tues 9am - 5pm  Wed 9am - 5pm  Thur 10am - 6pm  Fri 8am - 3pm |
| 9.9 | For the service to allow a member of staff to have a calendar in more than one location. In each of these calendars, the members of staff availability in that location will be specified. | | **Example:  Staff Member 1 - W/C 3rd Jan - Job Centre 1**  Mon - 9am - 5pm  Tues - 2pm - 5pm  **Staff Member 1 - W/C 3rd Jan - Job Centre 2**  Tues - Job Centre 2 9am - 1pm |
| 9.10 | Where a member of staff has more than one calendar, any appointment booked in one calendar is automatically blocked off in all other calendars | |  |
| 9.11 | For the service to allow the availability of a member of staff to be set for a minimum period of up to 12 months in advance of today | |  |
| 9.12 | For the service to record non available time in a staff members calendar. This is time within their working day when they are unavailable. | |  |
| 9.13 | For service to allow the non-available time to be categorised | | **Example Non available time categories:**  Holidays  Training  Team meetings  Breaks |
| 9.14 | For the service to allow categories for non-available time to be created and maintained | |  |
| 9.15 | For the service to make it mandatory to specify a category for "non-available" time | |  |
| 9.16 | For the service to allow multiple people to be selected and their calendars blocked. This is within a single location | | **Example:**  Job Centre 1: Block 1 hour in the following work coach's calendar for a team meeting  Work Coach 1  Work Coach 4  Work Coach 20 |
| 9.17 | For the service to allow a member of staff to view their calendar. The calendar will show working hours, appointments, location of appointments, non-available times | |  |
| 9.18 | Where a member of staff has more than one calendar, a single view will be shown, combining all appointments, location of appointments, non-available times, working hours | |  |
| 9.19 | For the service to allow one or more staff members calendars to be viewed within a single location | |  |
| 9.20 | For the service to allow a member of staff to be marked as inactive - i.e. Their account is locked and they cannot login | |  |
| 9.21 | For the service to allow a member of staff to be deleted | |  |
| 9.22 | For the service to allow staff availability to be automatically uploaded from an external system | |  |
| **10** | **Claimant Configuration** | | |
| 10.1 | For the service to allow new claimants to be created. Besides the attributes identified, no other attributes about a claimant can be captured or stored. The service will prevent entry of any other attributes | | **Attributes:**  - Name (first and Last - Mandatory)  - Ambiguous URL (Mandatory)   URL is ambiguous and not identifying in anyway. The URL is a link back into UCFS and is the Agents View of a Claimant. Only authorised people would be able to successfully access the link |
| 10.2 | For the service to allow a claimant record to be deleted | |  |
| 10.3 | For the service to allow the claimant record to be updated. | |  |

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| **11** | **Reporting** | |
| 11.1 | For the service to provide the ability to extract all appointment data in a format that can be easily consumed into DWP data warehouse / data lake | **Basic example reports** - MI is expected to be provided by internal reporting system  - Report on appointment type and volume by Job Centre   - Report on availability by Job Centre |
| **12** | **General Configuration** | |
| 12.1 | For the service to optimise availability to reduce "dead" time in members of staffs calendars | **Example:**  - Load balance meetings across available agents in the selected location where no specified is specified  -Within a one hour slot, don’t offer to put a 10 min appointment in the middle of the one hour slot |
| 12.2 | For the service to allow notifications to claimants and DWP members of staff to be disabled. It is clear that no notifications should ever be sent to claimants from the service. Notifications to staff may be required but optionality required to enable / disable |  |
| 12.3 | For the service to allow who can configure and adjust settings to be limited via roles. |  |

## **Non Functional Requirements**

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| **#** | **User Needs** | | | **Examples and clarifying points** |
| **1** | **Service Availability** | | | |
| 1.1 | For the service to be available 99.90% 24 / 7 /365 | | | This requirement is to support claimant’s ability to book their own appointments. |
| **2** | **Support / Incident SLA's** | | | |
| 2.1 | For the service to be supported 24 / 7 / 365 for Priority 1 issues | | | Priority 1 issues are defined as an agent or claimant unable to create / update an appointment due to the service being unavailable |
| 2.2 | For the service to be supported 07:00 - 21:00 for all other priority issues | | | DWP Agent hours are:  Mon – Fri 07:00 – 21:00 and   Sat – Sun 07:00 – 18:00 |
| 2.3 | Security incidents related to the service to be reported to DWP within 24 hours of identification | | |  |
| 2.4 | For the service to adhere to DWP terms and conditions as they relate to priorities and response times to prioritised issues | | |  |
| 2.5 | For the vendor to use DWP Incident Management system for issues raised by DWP | | |  |
| **3** | **Monitoring** | | | |
| 3.1 | For the service to be actively monitored 24 / 7 / 365. | | |  |
| 3.2 | For the Service to automatically generate alerts to DWP in the event the system is unavailable or degrading | | |  |
| 3.3 | For the service to provide a Dashboard, accessible to DWP to allow DWP to view the system performance | | |  |
| 3.4 | For the service to provide an API Endpoint that will allow DWP to integrate service monitoring into DWP internal dashboards / monitoring | | |  |
| 3.5 | For the service to be actively security monitored 24 / 7 / 365. The service will alert on:  - any security incidents | | |  |
| **4** | **Service Recovery** | | | |
| 4.1 | For the service to have disaster recovery plans describing how the system will be restored within 15 Minutes  Data will be up to date and in a consistent state  Vendors to provide details information for each of the restoration periods identifying processes involved and any cost implications. | | |  |
| 4.2 | The service must secure data at rest and be documented within the scope of ISO27001. | | |  |
| **5** | **Service Performance** | | | |
| 5.1 | For the service to have a maximum response time of 2.5 seconds for the Service's own pages 99% of the time. The timing is at the Vendor platform boundaries | **Metrics:**  - DWP have ~750 Job Centres  - DWP have 10 service centres  - A job centre can have up to 120 work coaches  - Work coaches are mainly based in job centres. Work coaches will require diaries  - ~23k DWP staff will have access to the service and will be booking and amending appointments  - ~11k DWP staff will have calendars  - estimated 30 million appointments per annum  - 30% of these appointments will be initial appointments. When searching for availability, availability for all work coaches will be searched for and returned  - 90% of the appointments will be booked Mon - Fri - 07:00 and 21:00 | | |
| 5.2 | For the service API's to provide response times of < 500ms at the vendors boundary | **Use Case:** When booking an appointment for a new claimant, a search of all work coach's within a specified Job centre will be made to find all possible available times.  **Use Case:** Work Coach Manager pulls up a list of all calendars for all of the people they look after.   **NOTE:** In both cases this could be up to 120 work coaches.  These are the known heaviest requests and the expectation is a sub 500ms response | | |
| 5.3 | For the service to be capable of handling 6k concurrent users booking appointments  - 50% booking appointments  - 30% completing admin tasks, calendar views | Estimated 30 million appointments per year provides   - an average of ~108k appointments per working day.  - ~7.7k per hour  These number are based on the assumption 90% of appointments will be booked between 7:00 and 21:00 Mon - Fri  - 27m appointments is 90% of 30m  - 27m / 250 days to obtain average expected per day  - 27m / 250 days / 14 hours to obtain average per hour | | |
| **6** | **Browser / Device Support** | | | |
| 6.1 | For the service to support access from the following Browser and Version:  - Safari  - Chrome  - Edge /IE  - Firefox  - Mobile / Tablet | | |  |
| **7** | **Upgrade and Version Support** | | | |
| 7.1 | For the service to have a documented upgrade process which the vendor follows for each release | | |  |
| 7.2 | For the service to have an upgrade path and process that can be handled outside of DWP hours with minimal downtime. | | |  |
| 7.3 | For the service to provide backward compatibility across all API's for all minor upgrade releases | | |  |
| 7.4 | For the service to provide backward compatibility across all API's for all major upgrade releases | | |  |
| 7.5 | For the service to provide vulnerability management and ensure service is patched to DWP policy | | | This is currently set at N-1 for standard patches. Critical and High Vulnerability to be remediated within 6 weeks identification. |
| 7.6 | For the service to provide a minimum window of 9 months before forcing an API Upgrade or other forced change | | |  |
| **8** | **Audit** | | | |
| 8.1 | For the service to audit every action that is taken, tracking  - Name of person taking action  - Action taken  - Time action taken | | |  |
| 8.2 | For the service to provide and forward audit logs to DWP Strategic SOC | | | The level of audit provided will be commensurate to the service. |
| **9** | **Integration and API Support** | | | |
| 9.1 | For the service to expose all functionality via the service's API's. | | | Although administrative functions will likely remain in the service and be accessed by DWP staff, optionality is required to replace 100% of the appointment booking service UI via UCFS |
| 9.2 | For the service to be able to generate "push" notifications on events to allow UCFS to action. | | | **Example Events:**  - New Booking created in the service  - A booking is updated in the service  - A booking is cancelled / deleted in the service |
| 9.3 | For the service to provide a unique ID for main data and as a minimum:  - Every single appointment booking  - Claimant record  - Member of staff  - Appointment Type  - Office Location | | |  |
| 9.4 | For the service to provide the ability for DWP data to be extracted on a regular basis (minimum daily) in a readable format (i.e. JSON, MySQL etc.) at any time | | |  |
| 9.5 | For the service to capture sufficient information in the transactional datastore to allow an appointment to be tracked :  - From the initial booking  - Through any amendments and cancellations  - From check-in (i.e. the claimant arriving at the job centre for their appointment)  - To the time the appointment started  - Ending with the time the appointment ended | | |  |
| 9.6 | For the service to make the service logs available for ingesting into DWP data warehouse | | |  |
| 9.7 | For the vendor to provide a detailed set of documentation or in person support that describes the data and how it is structured | | | The objective here is so that DWP can understand the data from a business perspective, what it means and how to consume the data so that it makes sense for subsequent reporting. |
| 9.8 | For the service to be developed using Open-sourced technology | | |  |
| 9.9 | For the service to provide detailed API documentation, demonstrating how the API should be used and how it works | | |  |
| 9.10 | For the service to be available as Software as a Service | | |  |
| **10** | **User Authentication** | | | |
| 10.3 | The service will support claimant use of the service via API's. Claimants will not have credentials to access the service and will use a generic set of credentials | | |  |
| 10.1 | For the service to allow a single set of credentials to be used when calling the API's. The member of staff triggering the action will be passed on the API's call. For auditing, the member of staff’s details passed on the API call will be used, not the generic credentials | | |  |
| 10.2 | For the service to provide a Single Sign On capability. A member of staff will login into the UCFS service using the DWP credentials. There will be no need for re-entering their credentials to log into the Appointment Booking Service | | |  |
| **11** | **Archiving & Retention** | | | |
| 11.1 | The service must comply with Data Protection Act and DWP Data Retention Policy | | | DWP Data Retention Policy will be provided |
| **12** | **Security NFR's** | | | |
| 12.1 | The service must be ISO27001 Certified and have an ISMS for auditing – or equivalent | | |  |
| 12.2 | The service must only allow authorised personnel have access to the live environment and underlying data | | |  |
| 12.3 | The service must meet HMG Cloud Security Principles | | |  |
| 12.4 | The Service must support DWP Enterprise Security and Risk Management process. | | |  |
| 12.5 | The service must be subject to external CHECK IT Health Check | | |  |
| 12.6 | All data must be securely held in a datacentre / locations based in United Kingdom | | |  |
| **13** | **Usability / Accessibility** | | | |
| 13.1 | The end to end solution must meet level A and AA of the Web Content Accessibility Guidelines Version 2 | | | This includes: Admin and reporting functionality, the end to end business process, all inputs and outputs, all learning and guidance, and communications.  NOTE: The booking journey and WC calendar activity are integrated into UCFS and hence the products UI will not be used |
| 13.2 | The end to end solution must be compatible with the assistive technologies used across DWP | | | This includes: Admin and reporting functionality, all inputs and outputs, all learning and guidance, and communications.  Currently testing is required with current versions of JAWS, Dragon, Read and Write Gold TextHelp and Zoomtext ( both magnification and screen reader functionality) |
| **14** | **Access Permissions and Constraints** | | | |
| 14.1 | For the service to allow users to be categorised by roles and permissions configurable for that role. | | **Examples:**  - Superuser - Ability to manage all configurations options  - Manager - Ability to manage user calendar, move meetings around  - User - Ability to have a calendar in the service, create and manage their own calendar and appointments  - Limited User - Ability to create and manage appointments only, no calendar  - Reception - Ability to check in claimants  - Claimant - No access to the service | |
| **15** | **Future Service development** | | | |
| 15.1 | The vendor will have a process for accepting requests from clients for new requirements that will be considered for inclusion in the development / roadmap of the service | | |  |
| 15.2 | The vendor will have a process for providing customised requirements to DWP if the requirement is not deemed a core requirement | | |  |