Functional requirement	Description	Use Cases
Requirement 1: Capture and maintain documents in the central platform	Business needs to have all documents accessible from one platform to mitigate risk of missing or lost records. That would require efficient capturing documents from various sources: hard copies and electronic document, and storing them into the central platform. Document management system needs to capture hard copies using scanners and electronic document using user friendly functionalities. Any document has to be classified with metadata.	Scan hard copy documents into EDM with full meta data. Save electronic documents into EDM with full meta data from various sources: desktop, mail, network folders, Microsoft teams, Microsoft office and other applications. Upload document efficiently for example using 'drag and drop'. Upload batch of documents to EDM with full meta data. Split batch of different documents based on the define rules with document page numbering. For example, upload 5 different invoices as one batch splits them to 5 documents, with meta data and page numbering per document. Track documents with unique EDM reference.
Requirement 2: Ability to define document types and its meta data	Business needs to be able to automatically and easily identify document types with predefined level of security and access control. Document management platform should have ability to define the document types with their meta data model. Meta data could be used to determine different rules within the system. For example, documents that are sensitive and confidential should have restricted access. Once documents are captured within the document management platform they need to have meta data updated for that document based on the document type.	Define document types in EDM including meta data model. Predefine vocabularies for meta data attributes in the drop-down lists. Classify documents and extract the meta data using predefined document type templates and/or machine learning during document upload. For example, upload an invoice and classify as invoice document type and extract meta data. Or for machine learning recognise meta data on the second upload for example recognise vendor name for any sequential invoice from that vendor. Automatically populate meta data based on the predefined rules or triggers in the system. Validate document meta data during upload per predefined validation rules. Adjust or complete not fully recognised or failed meta data
Requirement 3: Improved records management and governance to ensure compliance with any necessary regulatory requirements	Document management platform needs to efficiently enforce compliance and manage national legal retention regulations, donor requirements and IUCN requirements. The retention processes need to be triggered based on the predefined system rules related to national records regulations for retention and disposal.	Define and manage multiple retention policies, which could be related to the local legislation. Declare document as record based on the retention rules at the upload automatically. For example, when uploading an invoice document type apply the retention rules defined in the system Declare existing document as record manually for example failed automated records declaration for any reason.

Functional requirement	Description	Use Cases
	Also, it needs to be ensured that data collection and usage is in line with the GDPR.	Execute document disposal based on the predefined policies and rules at the specified date for multiple records Keep an audit trail of the disposal process, for example date and time stamp, user List all the content of an individual to ensure data kept is compliant with GDPR in European Union Replace document and maintain the link or relationship between them.
Requirement 4: Enable efficient documents collaboration	Business needs a platform that would enable efficient document collaboration with simultaneous editing where desirable, automatic versioning control and document internal and external sharing.	Comment and edit the document simultaneously by multiple users. Manage and control document versions. Notify users on the editing collision and suggest the possible resolution for example merge all changes in the word document. Check out document, use it offline and check it in again Preview document versions with visual difference between versions. This is 'nice to have' Share documents/folders links external, respecting the security aspects Share documents/folders links internally Combine multiple documents into one compound document. For example, employee file with different documents such as contract, reference checks, acceptance letter etc. This is 'nice to have'. Keep an audit trail of the document life cycle
Requirement 5: Efficient and user-friendly records search	Business need quick, reliable and flexible way to find document with capabilities to search documents based on the meta data and other defined criteria with user friendly display of the search data.	Search document using full text search with preview of the search results Search documents using meta data with preview of the search results for example search all documents related to one donor account
Requirement 6: Ability to define the workflows for documents review and approval	Ability to handle workflow processes based on the events and rules defined in the system. As this is not identified as the high priority requirement it will not be in the range of the higher scored requirements. However, selected	Define one simple internal review and approval workflow for example review of the consultancy contract by different roles, project manager, finance, legal and unit manager

Functional requirement	Description	Use Cases
	<u>system must demonstrate ability to integrate well with add on workflow product.</u>	
<u>Requirement 7:</u> Integrate with other software solutions being used: NAV, Project Portal, DocuSign, e-Tendering Portal, Outlook.	Business need automated interfaces between different system to create efficient working environment with digitalised processes. Inbound and outbound integration with the NAV ERP, Project Portal, e-Tendering Portal, Outlook and other systems as might be appropriate.	**Details in the answer under reference 16 in RfP EDM Q&A document.**
<u>Requirement 8:</u> Provide a mechanism of securing the documents, controlled access and security	Business need to ensure documents access is controlled in the secure environment. Define different access and permission levels to the system and high level of the document security.	Security control settings for read, edit and delete permission for example finance employee in Sri Lanka can see all the documents with read access, but can only edit certain documents meta data s/he uploaded. Define access control based on the geo location, document types, user roles, for example finance user in Sri Lanka can only access documents in Sri Lanka except for document types with restricted access (confidential document). Use meta data security label (i.e. secret, sensitive etc.) to have access control for example HR employees in Sri Lanka are the only authorised users for the HR contract document types. Share documents externally as link with password protection , for example if external audit team needs to review the document during the audit process.
<u>Requirement 9:</u> Supply audit data and platform administration	Business need the system should be easy to audit for any system changes. Also, should be able to provide the history of the changes to the document.	Extract all activities of system administrator in given time period in order to audit. Keep and extract the audit data. For example, log of all users who have changed retention policy data elements in last 6 months.
<u>Requirement 10:</u> Productivity capabilities and analytics reports	Define the analytical reports and ensure synchronisation to enhance the system productivity. Flexible and user-friendly dashboard management.	Produce analytical reports on system usage. Define user friendly dashboards to track user pending actions. For example, validate failed document upload, review document as part of the workflow etc. Present documents with flexible UI in structured way, for example meta data view, folders.

Functional requirement	Description	Use Cases
Requirement 11: Platform that supports integration, security, back up and support	High level data security and protection.	