Canadian Centre for Mental Health

Content Strategists for CCMH Depression Management Website

Functional Requirements

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# Purpose of the Project

## Background of Canadian Centre for Mental Health (CCMH)

The **Canadian Centre for Mental Health** (CCMH), established in 2010, is recognized as one of Canada’s most prestigious mental health NGOs and a leading expert in providing resources for personal management of depressive disorder (commonly referred to as “depression”). As a corporate nonprofit, CCMH forges and maintains sustainable partnerships with the public, private, and nonprofit sectors throughout Canada. CCMH’s vision is to create an online source of structured content to bring together adults who suffer from depression in an online community setting where education and support are crucial for cultivating personal management of depression.

CCMH’s mission statement is to improve the quality of life for adults diagnosed with depression. This includes advocacy for more government funding; providing a platform for sufferers of depression to share their stories with others in the country; improving access to treatment and informed research; and helping shape program development and government policies surrounding depression. Since 2012, CCMH has maintained an online presence through their corporate website <http://www.ccmh.ca/>, which includes multiple web pages geared toward specific mood or mental health disorders.

In 2014, CCMH created <http://www.wecanhelp.ccmh.ca/> (“*WeCanHelp*”), a website and online resource centre for individuals that suffer from a variety of depressive disorders and other depressive moods (s*ee 1.2.1*). The website provides resources and support for Canadian adults that suffer from depression, or who self-diagnose as being depressed and would like professional help.

*WeCanHelp* educates the public about the definitions, symptoms, and signs of various depressive moods and resulting mental health issues; and offers both print and online resources to educate website visitors, and encourages them to design a management plan for living with depression. The site also includes resources to educate the public about other mental health issues, symptoms and specifically, signs of depression. Additional information is provided about recent research studies conducted for the purposes of improving treatment of mental health issues and mood disorders. A list of support services and possible medical treatment options are made available to provide knowledge and support for patients seeking ongoing professional treatment.

In 2017, CCMH decided to create additional features and add resources to restructure the *WeCanHelp* website and improve its relevance and utility for website visitors.

## Goals of the New *WeCanHelp* Website

### Corporate Goals

The planned restructuring of the website *WeCanHelp*, sponsored by CCMH, has several key goals to encourage an attractive and useful product. CCMH would like to accomplish the following corporate goals:

##### Create A Website That Thoroughly Educates and Supports Those Suffering from Depression

The new version of *WeCanHelp* will define depression, its symptoms, and its potential impact on friends, family, and coworkers, including further information on the symptoms and signs of the subtypes of depression:

* + atypical depressive disorder
	+ catatonic depression
	+ disruptive mood dysregulation disorder
	+ major depressive disorder
	+ melancholic depression
	+ persistent depressive disorder (dysthymia)
	+ postpartum depression
	+ premenstrual dysphoric disorder
	+ substance/medication-induced depressive disorder
	+ seasonal affective disorder
	+ other specified depressive disorders

The website will also provide a checklist (“Symptoms and Signs of Depression”) for self-reflection and a means of self-diagnosis for website visitors wishing to confirm whether they are indeed suffering from depression or its subtypes.

##### Ease of Maintenance, Reliability, And Lower Costs

The new website will require less maintenance. *WeCanHelp* will be transferred to a Hypertext Transfer Protocol Secure (HTTPS) server to increase bandwidth limit and protect the site from Distributed Denial of Service (DDoS) attacks. The website will use the web hosting services of SiteGround, whose premium “GoGeek” package costs USD$11.95/month. SiteGround’s premium package is extensive, but includes the following crucial details:

* + 24/7 customer support;
	+ 30 GB of storage;
	+ bandwidth suitable for approximately 100,000 visits per month;
	+ free email accounts;
	+ free site transfer (stakeholders will be able to renovate website from original code);
	+ free daily backups;
	+ support for cPanel, which allows easy file maintenance through a File Transfer Protocol (FTP) server;
	+ support for HTTP Secure (HTTPS) protocol.

##### Improved User Experience (UX)

The new version of *WeCanHelp* will be easy to use and should require little or no training, with improved website navigation and usability, a better look and feel, and strengthened curation of relevant content. It will be based on the User-Centred Design (UCD) methodology where the emphasis is on improving the user experience of those using the website in support of CCMH’s goal to provide an improved quality of life for those suffering from depression. UCD can be characterized as a multi-stage problem-solving process that requires designers not only to analyze an interface and predict user behaviours, but also to test their assumptions about user behaviour the real world involving actual users. The result is a website feedback section where website visitors are invited to offer suggestions.

##### Increased Awareness of CCMH And Its Mission

Figure 1: An example donation button from Hospital for Sick Children.

CCMH seeks to be at the forefront of mood disorder awareness, research, treatment, and the development of support programs at the national level.

##### Increase Donations to CCMH Year-Over-Year.

As a nonprofit organization, CCMH relies on volunteers, donations, and government grants to fund its research and support awareness ventures. CCMH’s *WeCanHelp* website will contain a dedicated button (*See 1.3*) that visitors can click to select a donation amount. In addition, CCMH plans to host annual and bi-monthly fundraising events to raise awareness about *WeCanHelp* and its goals, resulting in additional funding.

##### Increase Website Traffic for WeCanHelp and CCMH.Ca

CCMH aims to reach a total of 1,000,000 hits on *WeCanHelp* by Q4 2018. Website traffic can be increased by using keywords within the website that are popular and searchable, meaning *WeCanHelp* will appear as one of the first options on a search results page from any popular web browser search engine.

# Charitable Goals

CCMH also seeks to include more valuable resources and support programs for Canadians suffering from depression. These include the following options:

##### Discussion Boards

Using the open source forum software phpBB (current release 3.2.0 “Rhea”), *WeCanHelp* will host an online discussion forum for users to communicate and get the mutual support they need to cope with their struggles with depression. This forum will have many subforums covering major depressive disorder and its subtypes, offering support from a community that understands.

##### Find-A-Specialist Search Feature

The projected restructuring of *WeCanHelp* will provide a search feature for website visitors to locate local psychologists, psychiatrists, therapists, counselors and doctors that can help with the treatment of depression.

##### Monthly Webinars

Interactive webinars, available to all visitors (upon logging in to the website), will allow them to get the support they need for their struggles with depression, moderated by Professionals in the field of improving mental health. Participants suffering from depression will get creditable, useful and appropriate suggestions to go about formulating a depression management plan.

##### Resource Guides

Lists of medication typically prescribed by doctors to treat depression is included in its own section to further educate website visitors about medication treatment options, the benefits, and side effects of each prescription. Furthermore, an introduction to holistic approaches to managing depression (*e.g.* guided meditation with Tibetan singing bowl background music, guided visualizations, calming music, deep breathing exercises) are also featured to appeal to individuals that do not wish to be medicated for their depression.

##### Self-Help Resources

CCMH aims to improve the quality of life for depression sufferers by providing resources to help them better manage their mood disorders and mental health issues. *WeCanHelp* will provide informative and helpful online and print materials for website visitors, to help them establish a personal management plan for their depression.

## System Components of the WeCanHelp Website

The **system** includes a group of interlocking components, as described in the Statement of Work:

##### AdminWeb

This service will allow CCMH administrative users to control user access to the system. Moderators will control what content is available for viewing, when and to whom – specifically, the public, cooperating partners, and CCMH’s own internal staff. System security will be managed by access profile: for instance, when a new resource is added to the system, the Administrator simply adds the resource to AdminWeb’s main server, and any user associated with the server will gain instant access.

##### Confidentiality and Secure Payment (Offered by PayPal)

##### ConstantContact

Used by CCMH’s technical communications team to keep track of subscribers to “bulletin” emails and send bulletins *en masse*. Same method is used to send e-newsletters containing information about upcoming Webinars, fundraising events and donation process to *WeCanHelp* website subscribers.

##### Database Access Layer (Dal)

The DAL lies at the core of the system and enables all the functionality listed in this document.

##### Depression Management Programs

A wide variety of Depression Management Programs will be offered and facilitated through weekly, online webinars. A Mental Health Professional will run the program (lasting from 4 weeks to 6 months) for participants through the *WeCanHelp* website. Participants are encouraged to sign-up early for each program as a cap of 20 participants is enforced. Online discussion takes place in real-time during each program Webinar session, and the program group has its own confidential (members-only) topic thread on the website’s online discussion forum.

##### Donation Button

Used to initiate the process of collecting online payments from website visitors who want to donate funds and support CCMH.

##### External Link Validation Manager

This feature sends an automatic email to a specified system administrator if any of the hyperlinks listed in the system fail to work.

##### Fundraising Campaign Manager and Charities Customer Relationship Management (CRM)

The Fundraising Campaign Manager and Charity CRM features are closely integrated into the system:

* + Detailed information is collected about registrants and the contacts that have been made with them, including an open-ended notes area for each.
	+ The system supports reports that show interaction histories, as well as contact lists and mail-merge-ready spreadsheets.
	+ Users can create and modify Notes to Self, and set them to recur on an annual or other recurring basis.

##### Holistic Approach to Depression Treatment Information Database

Access to print and online resources to further educate and help website visitors engage in holistic approaches/practices to help them cope with their depression. Examples include links to YouTube guided meditation videos, meditation music, videos on guided visualizations, relaxation breathing techniques, etc.

##### Information Database

Access to print and online resources to further educate and help website visitors understand what depression is and how to develop a personal management plan. Also included are treatment options (medication options, professional talk-therapy, holistic approaches, etc.).

##### Online Discussion Forum and Topic Threads

Overseen by CCMH *WeCanHelp*’s website administrators to facilitate appropriate conversation about depression and its subtypes. All comments will be monitored closely, and administrators have the right to block website visitors that abuse the online discussion forum.

##### Public Website

The system provides significant power to the public without requiring a log-in, including sophisticated searching functionality, the opportunity to contact a CCMH representative at any time and by a means convenient to the user, and even the ability to make donations online, paying the initial deposit by credit card. This site will be CCMH’s face to the world, 24 hours a day, 7 days a week, providing valuable information on depression management.

##### QuickBooks Account

QuickBooks will be used to manage CCMH’s donation charity bank account via PayPal. QuickBooks is necessary for facilitating online payment in the form of charitable donations.

##### Replace All Adobe Flash Objects with Equivalents

Support for Adobe Flash will end in Q1 2020 – all Flash objects on the original *WeCanHelp* site must be replaced by an equivalent written in HTML5 supported by XML, CSS3, and JavaScript.

##### Replace SiteMeter With Equivalent

The website traffic monitoring software SiteMeter used by the old *WeCanHelp* site was deprecated in 2015. A replacement should be found that can be used to track website traffic and collect personal contact information from website visitors. This will allow CCMH to send targeted email advertisements about its fundraising events and provide tax return receipts for website visitors who make online donations.

In addition, tracking how website visitors interact with the *WeCanHelp* website will provide further insight for what areas of the website are most profitable and require more maintenance and additional resources to keep visitors interested and loyal.

##### Search Feature for Professional Help with Depression

A search feature to locate local professionals that can diagnose or help with the treatment of depression will be provided for website visitors. This feature will advertise the location and contact information of local Doctors, Psychiatrists, Psychologists, Therapists and Counselors for website visitors to contact and reach-out to for help with managing their depression.

##### Security Control Manager

Functional security allows CCMH administrators to specify the features to which system users will have access.

##### Webinar Interactive Sessions

Weekly webinar sessions that cover a new topic in depression management. Hosted by a mental health professional.

## Benefits of the new CCMH WeCanHelp Website

The System will bring the following benefits to CCMH:

##### Increased Website Traffic and Online Presence

Accomplished by using key search words within the website to have website URL appear near the top of search results pages on popular web search browsers.

##### Improved Quality of Life for All Adults Who Suffer from Depression

Accomplished by providing them with 24/7 support resources, thereby increasing customer (website visitor’s) satisfaction.

##### Differentiates CCMH As a Leader in The Mental Health Care and Support Services Field

Accomplished by providing interactive Webinar support sessions, Programs for Depression Management and useful online community support forum (in the form of an online discussion forum).

##### Improved Look, Feel, Readability and Accessibility of WeCanHelp Website to Better Suit the Needs of Visitors

Website visitors can now receive additional help and resources for managing their depression and its subtypes. Quickly locating relevant resources for depression management is improved with better search filters built into the information databases.

##### Increased Flexibility in Management of Website Services

Website administrators can work from home if they can access the *WeCanHelp* website 24/7 to help resolve problems website visitors may come across.

##### Integration with Centre for Addiction and Mental Health Depression Support Services

Partnering with CAMH allows for cross-referencing of help resources to better meet the needs of website visitors.

##### Generates Additional Funding For CCMH, Its Website and Resource Compilations

With an option for online donations (clicking the donation button), and e-newsletters sent to subscribers to notify them of upcoming CCMH fundraising events, profits can be increased to support CCMH’s mission in improving the quality of life for Canadians that suffer from depression.

##### Lowers the Costs of System Maintenance

Three website administrators have unlimited access to the *WeCanHelp* website and can work from home. No need to hire more support staff to deal with or troubleshoot problems in navigation or access that Website visitors may encounter.

##### Provides A Search Engine

This search engine allows website visitors to easily find Professional help for their depression (access to contact information of local doctors, psychiatrists, psychologists, therapists, counselors).

##### Provides A Compiled Resource for Medication Typically Prescribed by Doctors to Treat Depression

These resources will expand upon dosage suggestions, side effects, benefits, warnings and cautions that come with each medication suggestion.

##### Provides A Holistic Approach to Depression Treatment Information Database

Access to print and online resources to further educate and help website visitors engage in holistic approaches/practices to help them cope with their depression. Examples include links to YouTube guided meditation videos, meditation music, videos on guided visualizations, relaxation breathing techniques, etc.

# WeCanHelp’s Users

This section consists of descriptions of the **sponsor**, **customers** and other **stakeholders** of the overall system, and profiles of the user types that will interface with the application.

The roles described in this section are defined as follows:

* The **sponsor** is the organization that is ultimately responsible for the development and acceptance of a new system. CCMH (Canadian Centre for Mental Health) is the sponsor and owner behind the depression help website *WeCanHelp*. CCMH is a nonprofit organization that relies fully on government funding, charitable donations (online) and profits raised from fundraising efforts to sustain its services available to its website visitors.
* A **customer** is an organization that purchases the application or — for internal products — uses the application. In the context of the website *WeCanHelp*, the customer is a website visitor who we assume to be self-diagnosed or professionally diagnosed as being depressed and would like to access further resources to help them better cope with their depression.
* A **stakeholder** is any other person or organization who is affected by the application or whose input is required to build the application.

## Stakeholders

### Joseph Stanski

Mr. Stanski is President of the CCMH’s National Board of Directors, familiar with the current system and excited by the possibilities of the new one.

### Dr. Maya Johansson

Dr. Johansson is the head of the Project Trauma Support Team. She is a Subject Matter Expert on Depression. Maya is the Mental Health Professional who conducts the Depression Management Programs available on the *WeCanHelp* website through webinar sessions.

### Andy Osborne

Andy is the site coordinator (*WeCanHelp* site administrator) based in Calgary who will be working remotely with the technical writing team to create content and control the look and feel of the *WeCanHelp* website. Andy will also oversee the operations of the online discussion forum.

### Norah Epstein

Norah is the site coordinator (*WeCanHelp* site administrator) based in Montreal who will be working remotely with the technical writing team to create content and control the look and feel of the *WeCanHelp* website. Norah will also oversee the operations of the online discussion forum.

### Shelley Reagan

Shelley is the site coordinator (*WeCanHelp* site administrator) based in Toronto who will be working directly with the technical writing team to create content and control the look and feel of the *WeCanHelp* website. Shelley will also oversee the operations of the online discussion forum.

### Anthia Pun

Anthia is a content strategist based in Toronto who will be working directly with all the other stakeholders to develop the look, feel and content of the new *WeCanHelp* website. She is also the Head of Quality Assurance for the *WeCanHelp* website project.

### Noah Tomlin

Noah is a content strategist based in Toronto who will be working directly with all the other stakeholders to develop the look, feel and content of the new *WeCanHelp* website. He is also the Project Manager for the *WeCanHelp* website project.

## Sponsors

### Canadian Centre for Mental Health (CCMH)

As a non-profit organization, CCMH forges and maintains sustainable partnerships with the public, private and nonprofit sectors throughout Canada. Eventually, the company saw a need for online structured content to bring consumers of mental health services together in an online community setting where education and advocacy at the national level is crucial for cultivating personal management of mood disorders and mental health issues.

CCMH’s corporate website was formally launched in 2010 with the overall objective of providing adults with mood disorders and mental health issues with a strong, cohesive voice at the national level to improve access to treatment, informative research, and shape program development and government policies with the goal of improving their quality of life.

In 2014, CCMH created *WeCanHelp*, a website for individuals that suffer from depression and/or its subtypes. Originally, the website aimed to educate the public about the definition of depression, the symptoms and signs of depression, and to offer print and online resources to educate individuals and encourage them to design a depression management plan for everyday living.

Currently, CCMH is in the process of restructuring *WeCanHelp* to include more resources for depression management including an active online discussion forum, webinar sessions, programs for depression management planning and additional holistic resources for depression treatment.

## Customers/Website Visitors

This section refers to the hands-on users of the target application: in other words, adults who will interface directly with the application.

### Ronald McDonald

##### Profile

Ronald McDonald is 45 years old. He is single and recently unemployed. He currently resides in Victoria, British Columbia. English is his third language and he is currently taking ESL classes. He also suffers from visual impairment; staring at the computer screen for too long aggravates his existing condition of eye strain.

Previously, he had worked 15 years in the fast food industry as a store manager. A bad altercation with a frequent customer cost him his job. He suffers from a multitude of health complications including Type 2 diabetes, hypertension and obesity. With his low job salary and previously hectic work lifestyle (and great food discounts at work), he consumed a lot of fast food. Due to these factors, he suffers from bad health and chronic depression.

He is seeking free support from the online discussion forum and webinar sessions on the CCMH’s *WeCanHelp* website. He is also making use of the free resources (meditation videos, free PDF downloads for depression management). Ronald likes the holistic approach towards depression treatment. He is working on becoming healthier and does not prefer to take medication to cope with his depression symptoms.

##### Role

Ronald McDonald is a single man who is currently unemployed.

##### Frequency of Access

Three times per day (morning, afternoon and evening time slots). Ronald has a lot of free time and survives off E.I.

##### Influence Factor

Ronald McDonald would benefit from a user-friendly, easy-to-navigate interface for CCMH’S *WeCanHelp* website. Font size should be big (size 14 at least) and colour contrast can be increased to help with his visual impairment issues. Customer support should be available 24/7 as Ronald tends to frequent the website multiple times throughout any given day.

##### Subject Matter Experience

Intermediate. Ronald is depressed, but hesitant to see a Mental Health Professional to get a proper diagnosis.

##### Technology Experience

Competent.

##### Other Characteristics

Ronald appreciates a smooth-functioning website system and being able to access a plethora of information and help resources on the topic of depression (all free resources).

##### Project Involvement

Ronald’s user analysis will be used as a main source of information for requirements gathering and website restructuring.

### Betty Boop

##### Profile

Betty Boop is a 29-year-old single mother with three children ages 2, 4, and 6. She resides in Regina, Saskatchewan. She is currently on the welfare system and frequently uses food banks to make ends meet and feed her children. Her husband recently passed away from a workplace accident. Betty loves to read self-help books that she borrows from the library or purchases from Used Bookstores for discount price.

Betty is also an active member of the LGBTQ community and identifies as being bisexual. One of her close friends who identifies as lesbian, introduced Betty to CCMH’s W*eCanHelp* website, seeing as her friend needed additional support.

##### Role

Betty works from home as a freelance editor. Work is not always steady. Sometimes her mother in-law will come babysit the children, so Betty can get her work done on time.

##### Frequency of Access

Twice per week.

##### Influence Factor

Betty does not have an emotional support system; she only has a handful of friends. She rarely has the free time to interact with her friends. With her recent financial hardships and her husband’s passing, she is depressed and still in the process of grieving.

Betty uses the *WeCanHelp* website to access print and online resources for self-help purposes as she is struggling to manage her depression, while juggling the demands of being a single parent.

Betty is thinking about receiving medical treatment for her depression symptoms. She would like to research more about depression medication options, side-effects, benefits, etc.

##### Subject Matter Experience

Intermediate. Betty’s father committed suicide after a long battle with chronic depression, anxiety and drug abuse. She is familiar with the concept of suicide, but is not an expert on this mental health issue and how depression can be a cause. Betty realizes she suffers from depression, but is unsure of how bad her symptoms have become.

##### Technology Experience

Competent.

##### Other Characteristics

Betty appreciates a smooth-functioning website system. She does not have much free time as a single mother who is taking care of 3 children. She needs to be able to quickly navigate the *WeCanHelp* website and pinpoint useful depression management resources immediately.

Betty likes to read online help content (for depression management) on her laptop, cell phone or tablet, so she can carry these devices anywhere in the home and have her reading not be interrupted too much with motherly duties (taking care of the children).

##### Project Involvement

Betty’s user analysis will be a main source of information considered for requirements gathering and the *WeCanHelp* website restructuring.

### Burger Saint-George

##### Profile

Burger Saint-George is a successful criminal defense lawyer situated in Chicoutimi, Quebec. He is part of the First Nations community. Burger is 45 years old. He has been married for 20 years to his wife Jeanne, and has 2 sons who attend an FNEC school in Chicoutimi. Burger and Jeanne decided to have kids later in life, as Burger was pre-occupied with building his career and law firm practice. Burger works long hours and always overtime as he runs his own law firm. His wife is threatening to divorce him as he is never home until 9 p.m. on most week days.

 Burger rarely spends time with his wife or kids and is absent for most of the week and weekends. During the weekends, Burger prefers to spend his free time in the golf range with his fellow lawyer buddies. Burgers’ parents have both passed away, and he does not make the effort to keep in touch with his extended family. Being an only child, Burger has always lonely.

Even though Burger is successful in the areas of his career and finances, he is depressed. He finds himself at a loss and is experiencing a mid-life crisis. He has been making six-digit figures (in income) for a decade now and has enough money to retire, but finds that life is empty without ambition and on-going career success. He is good at what he does (criminal defense), but life has gotten too predictable and boring for him lately.

Outside of hanging out with his lawyer buddies on the weekends, Burger does not have much else going on in his life except work. With a lack of purpose in life, Burger is depressed.

##### Role

Burger is a father of two, and works as a Criminal Defense Lawyer.

##### Frequency of Access

Sundays only (once per week).

##### Influence Factor

Burger has the financial resources required to purchase therapy or counseling services from Mental Health Professionals. He uses the *WeCanHelp* website for the search engine that locates local Mental Health Professionals.

Burger also uses the *WeCanHelp* website to find out more about Depression and is self-diagnosed, by taking the Depression Symptoms and Signs checklist available on the website.

Burger does not prefer to be medicated for Depression symptoms. He is more interested in researching and implementing the holistic approaches towards Depression management. He frequently looks up and downloads the YouTube meditative music files onto his phone and practices guided meditation and deep breathing exercises at work.

##### Subject Matter Experience

Beginner. Burger uses the *WeCanHelp* website to gain more knowledge about Depression as a mood disorder and he appreciates the compilation of resources, so he can begin to formulate a Depression Management Plan. Burger is self-motivated, committed and focused. He wants to make a full recovery from Depression, but does not realize (yet) that it is not curable – only treatable.

Burger is too arrogant to participate in the online discussion forum on *WeCanHelp*’s website and would prefer to manage depression on his own, in secret.

##### Technology Experience

Expert.

##### Other Characteristics

Burger appreciates a simple lay-out when it comes to website design and navigation between webpages. Burger also likes the extensive compilation of resources, so he can independently treat his depression.

##### Project Involvement

Burger’s user analysis will be a main source of information for requirements gathering and the *WeCanHelp* website restructuring.

### Site Administrators and CCMH Representatives

The site administrators and CCMH representatives typically work from the CCMH headquarters (company building) located in Toronto, Ontario. Working from home is also an option if there is optimal internet connection.

CCMH currently uses an outdated content management system that cannot keep up with their data files and online documentation. This outdated content management system is also being used for recording daily activities (registrations and sales).

##### Role

Enter details of registrants who sign-up for webinar sessions or the e-newsletter; actively monitor the online discussion forum; available 24/7 for customer support in case of website errors.

##### Frequency of Access

Daily. Multiple times.

##### Influence Factor

Important (opinion has a moderate effect on the long-term success of the CCMH website).

##### Subject Matter Experience

High.

##### Technology Experience

Expert.

##### Other Characteristics

Views system as an important part of their job, but not a part that provides direct benefit. The site administrators would appreciate increased automation to reduce data entry.

##### Project Involvement

Ancillary source of information for requirements gathering.

### Partner Representatives

Partner representatives use the system to get information about the fundraising events that CCMH organizes, to collaborate with them to encourage more attendees and larger profits in overall money raised during these events.

The Centre for Addiction and Mental Health (CAMH) collaborates with CCMH for many fundraising events and shares resources for mental health disorders, including help for Depression Management. Together, CCMH and CAMH can provide further awareness about mental health issues or mood disorders on a national level, reaching out too many more Canadians who may be seeking help.

##### Role

View information about CCMH fundraising events and collaborate in a partnership to raise more funds and awareness about mental health issues facing Canadians. Grants permission for CCMH to use external online links to share resources on Depression Management.

##### Frequency of Access

Bi-weekly.

##### Influence Factor

Low (opinion has little effect on the long-term success of the *WeCanHelp* website). CAMH’s resources are redundant and overlap many existing resources that CCMH has already included in their online resource databases.

##### Subject Matter Experience

High.

##### Technology Experience

Mixed.

##### Other Characteristics

Important partner in increase of fundraising events profits.

##### Project Involvement

Resource compilation and supportive partner in fundraising events to bring awareness to mental health issues and mood disorders.

### Public

**The public (website visitors) use the CCMH public website for various purposes:**

* To view information about depression, access online and print resources about depression management strategies.
* To participate in the online discussion forum (support service).
* To participate in the online webinars and programs developed for depression management.
* To gain a better understanding about CCMH’s goals and mission.
* To support the company’s cause by making charitable online donations and participating in fundraising events to bring awareness to mental health issues (like depression).

##### Role

Viewing information, registering to receive information, and requesting contact with site administrators to troubleshoot user experience problems with the *WeCanHelp* website.

##### Frequency of Access

Frequent.

##### Influence Factor

High. Their opinion has a strong effect on the long-term success of the *WeCanHelp* website that advocates for its visitors who struggle with depression and its subtypes.

##### Subject Matter Experience

Mixed.

##### Technology Experience

Mixed.

##### Other Characteristics

Adults ranging from late teens to 69 years of age. Both Male and Female audience. From all income brackets. Website visitors from different provinces across Canada.

##### Project Involvement

Feedback will be gathered in survey format to gain a better understanding about what program objectives should be established to help with depression management. The new services like the database of information about holistic approaches to depression treatment, the new online discussion board and use of the donations button will be tested on website visitors; resulting feedback will be implemented by site administrators and CCMH’s technical writing team to continually improve upon the *WeCanHelp website*.

## Stakeholders

### Joseph Stanski

Joseph Stanski is President of the CCMH’s National Board of Directors, familiar with the current system and excited by the possibilities of the new one.

### Maya Johansson

Dr. Maya Johansson is the head of the Project Trauma Support Team. She is a Subject Matter Expert on Depression. Maya is the Mental Health Professional who conducts the Depression Management Programs available on the *WeCanHelp* website through webinar sessions.

### Andy Osborne

Andy is the site coordinator based in Calgary who will be working remotely with the technical writing team to create content and control the look and feel of the *WeCanHelp* website. Andy will also oversee the operations of the online discussion forum.

### Norah Epstein

Norah is the site coordinator based in Montreal who will be working remotely with the technical writing team to create content and control the look and feel of the *WeCanHelp* website. Norah will also oversee the operations of the online discussion forum.

### Shelley Reagan

Shelley is the site coordinator based in Toronto who will be working directly with the technical writing team to create content and control the look and feel of the *WeCanHelp* website. Shelley will also oversee the operations of the online discussion forum.

### Anthia Pun

Anthia Pun is a content strategist based in Toronto who will be working directly with all the other stakeholders to develop the look, feel and content of *WeCanHelp*. She is also the Head of Quality Assurance for the *WeCanHelp* website project.

### Noah Tomlin

Noah Tomlin is a content strategist based in Toronto who will be working directly with all the other stakeholders to develop the look, feel and content of *WeCanHelp*. He is also the Project Manager for the *WeCanHelp* website project.

# Assumptions

**This section lists assumptions that have been made during the development of this document. All assumptions should be carefully validated during the review process.**

* Credit card processing to be handled by a third-party processor.
* Only site administrators can view existing e-newsletter, online discussion forum, webinar session and webinar-facilitated depression management program subscribers. CCMH’s partner, CAMH has no right to buy contact information of *WeCanHelp*’swebsite visitors that subscribe to services.
* All website visitors can access and view all resources uploaded onto the *WeCanHelp* website for their own purposes.
* Website visitors are encouraged to contact mental health professionals to explore medical and talk-therapy treatments for their depression. CCMH’s site administrators will not contact local mental health professionals or set-up appointments for *WeCanHelp*’s website visitors.
* The compilation of resources describing popular medication prescribed by doctors to help patients cope with their depression symptoms is to be taken as a suggestion. A Warning and Caution notice will be attached at the end of each medication’s description (on the website) to encourage website visitors to seek professional guidance and diagnosis for their depression.
* Although external links to other resources regarding Suicide prevention will be provided on *WeCanHelp,* website visitors are encouraged to call the Suicide Prevention and Distress Services hotline number to receive proper and immediate attention for their problems.
* All website users must subscribe to and fill-in contact information to receive the e-newsletters and participate in the online discussion forum or the webinar sessions and online programs for Depression Management. All other resources available on the *WeCanHelp* website are openly accessible without subscription.
* *WeCanHelp* website content will be presented in English and French. The Webinar sessions and online programs for Depression Management will be conducted in English, with the option of closed captioning available in French or English.
* All website visitors must have internet access to access the *WeCanHelp* website and its free online resources (i.e. YouTube videos demonstrating meditation practices, deep breathing exercises, guided visualizations, calming music, etc.). The print resources are presented in external links where the purchase of such materials is encouraged.
* Online print materials come in pdf files that can be downloaded. These print materials are free.
* All website visitors must be 18 years or older to access *WeCanHelp’s* resources, due to sensitive subject matter.
* 24/7 online help from site administrators is available, where website visitors can contact site administrators by email to notify them of any problems in the operations of the *WeCanHelp* website.
* Online donations towards CCMH are optional. Visitors to the *WeCanHelp* website are not obligated to donate.

# Scope of Work

## Work context

The CCMH *WeCanHelp* website system and its interfaces will allow website visitors to subscribe to the e-newsletter, online discussion forum and programs for depression management by logging into the system and setting a password.

Also, in collecting donations online through the *WeCanHelp* website system, the donation button and credit card payment process will be run by a third-party credit card processor (PayPal).

## Use case diagrams

These UML (Unified Modeling Language) diagrams show the use cases involved in the CCMH system and its interfaces. Actors are indicated by stick figures, interface boundaries by rectangles, and use cases by ovals. Folder icons indicate packages and similar use cases that have been grouped together.

Each diagram is labelled with the interface it describes and how users go about utilizing the system components on the CCMH *WeCanHelp* website.

### CMMH WeCanHelp website login and password process.

**Context:** This process is necessary for website visitors to access the online discussion forum, sign-up for online webinar sessions, sign-up for programs for Depression Management and subscribing to e-newsletters for updates about fundraising events and ongoing research about treatment of mood disorders and mental health issues. Website visitors also have to login to make online donations to CCMH.



* TO DO: create new use case diagrams.



Edit. What does this use diagram illustrate?
-Context is supposed to be contributing to a topic thread in website’s online discussion forum.

-Only 2 use cases are required, according to Anna. Are these use cases the same as business cases? Because then, we would be repeating ourselves in this section and the next.

1.) Logging into the system.

2.) Participating in the online discussion forum.

## Business Events Introduction

**Definition:**

Events that take place during normal operations for a business that reoccur as business processes are executed. Business events must be defined in the process of automating business practices, to set up notifications, reports, alerts, and other business process automation features.

## Business Events

This section describes two of the business events to which the system responds. The response to each event represents a portion of work that contributes to the total functionality of the work. These provide the basis for expanding the use cases.

### Event

1. Login with username and password into CCMH *WeCanHelp* website to access online discussion forum, programs for Depression Management, subscribe to e-newsletters and participate in informative webinar sessions for depression management.

**Sub-events:**

* access an online information database (*e.g.* the holistic approaches to Depression Management).
* Log-out of the *CCMH* *WeCanHelp* site.

### Event

1. Login with username and password into CCMH *WeCanHelp* website to access the online discussion forum. Participate in a topic thread and make a post.

**Sub-events:**

* Access the online discussion forum on the CCMH *WeCanHelp* website and view the topic threads.
* Participate by posting a response to a topic thread discussion.
* Navigate back to the main webpage of *WeCanHelp* website.

## Possible future work

**There are several items that are not in scope for the system as designed, that may be considered for future enhancements. Some examples:**

* ***Future work.*** As the number of external (non-CCMH) users on the system increases, CCMH will need to provide a better organizational system for the online discussion forum and topic threads.
* Also, multiple opportunities (buttons) on the *WeCanHelp* website and attached to the e-newsletter (linked) will make it easier for website visitors to make online donations to CCMH.
* The website content will be presented in more languages than just English and French. Translations in Spanish, Chinese (Simplified and Traditional), Arabic, Hindi, etc. will be explored.

**\*It should also be noted that as per the Statement of Work, data migration from the current system is not included in this project.**

# Use Cases

**This section describes the user-system interactions for each business event detailed in the Scope of Work.**

For all use cases and use case extensions involving a builder, partner agent, CCMH agent, or administrator, the *standard pre-conditions* are that the user be logged in, and that the task in question be allowed under the user’s functional profile.

The owner of all use cases is **Jesus of Nazareth.**

## User Tasks

### UC1-1: NAME

Logged-out user logs in to system.

##### Actors

Logged-out user.

##### Pre-Conditions

User has an existing account.

User not logged in to system.

##### Trigger

User logs out of application OR

Logged-out user chooses to log-in to application.

##### Main Flow

User enters username and password.

System strips leading and trailing whitespace from username.

##### Exceptions to The Above:

* Username is blank. System requests username.
* Password is blank. System requests password.
* If username and password combination is valid, then system logs user in.
* Username and password combination is invalid. System requests valid username and password combination. User is allowed three attempts, after which system locks them out for 30 minutes.
* User currently locked out. System does not log user in.
* If user is builder user, then system presents current reports and a list of their properties.
* If user is a partner agent, then system presents a list of hot properties.
* If user is a CCMH agent, then system presents their default phase.

#### Alternate Scenarios

If user forgets password, user requests password reset (see UC1-2).

#### Post-Conditions

User logged in to system.

User has access to functions per functional security.

User has access to reports per reporting security.

User has access to properties per property security.

#### Data

In:

Username.

Password.

Out:

None.

# Functional Requirements

Functional requirements are associated with specific functions, tasks, or behaviours that the system must support. For non-functional requirements, constraints on the various attributes of these functions or tasks, (*See Non-Functional Requirements, pg. 28*).

The requirements in this section have been prioritized as follows:

#### Priority 1 — MUST HAVE

Reflects current functionality or new functionality required to support the main objectives of CCMH’s business strategy for *WeCanHelp*.

1. Information Databases for depression treatment medication.
2. Information Databases for online and print materials regarding depression management plan.
3. Search feature for website visitors to locate local Professional Mental Health experts and services.
4. Online Discussion forum (phpBB) to create a supportive online community for Depression sufferers.
5. Donation button.
6. E-newsletter subscription opportunity to allow website visitors to keep-up with latest news regarding CCMH, upcoming fundraising events, encourage online donations, sign-up for upcoming webinar Depression Management Programs.
7. Run Webinar sessions (sign-up only) facilitated by a Mental Health Professional to help participants design and act upon a Depression Management Plan.

#### Priority 2 — SHOULD HAVE

Reflects best practices or functionality expected to be found in most systems (CCMH website for Depression management titled *WeCanHelp*).

1. Weekly Webinar sessions to help inform website visitors about Depression and Depression treatment options.
2. An opportunity (a link) in the e-newsletters to encourage subscribers to make online donations to CCMH.
3. A feedback session on the CCMH *WeCanHelp* website to allow website visitors to address functionality and accessibility issues with the website and receive immediate response from IT (site administrators).

#### Priority 3 — NICE-TO-HAVE

Reflects optional functionality (of *WeCanHelp* CCMH website for Depression management).

1. Links to other vendor sites where website visitors can purchase print materials regarding Depression Management.
2. A well-organized online discussion forum with different topic threads and subsets.
3. External links to Suicide Prevention help resources.

## Online sales

### Public Website

#### FR1.1-1 ONLINE DONATION

* Member of the public donates online through PayPal facilitated on WeCanHelp website.
* Members of the public must create an account, login with username and password before making an online donation to CCMH’s WeCanHelp purposes.
* Relationship building, impression of trustworthiness and security.

# Non-Functional Requirements

**The requirements in this chapter have been prioritized as follows:**

### Priority 1 — MUST HAVE

* Reflects current functionality or new functionality required to support the main objectives of the business strategy (CCMH’s *WeCanHelp* website).
1. Partnership with CAMH for cross-reference links and supply information databases with more content regarding Depression Management.
2. Larger overall text on the ***WeCanHelp*** website to accommodate website visitors with visual impairment.
3. Use high-contrast colours on the ***WeCanHelp*** website to accommodate website visitors with visual impairment.

### Priority 2 — SHOULD HAVE

* Reflects best practices or functionality expected to be found in most systems (CCMH’s *WeCanHelp* website).
1. Language translations of website content in languages other than English and French to accommodate website visitors of different cultures that speak different native languages (*e.g.* Mandarin, Arabic, Hindi, Spanish, etc.)
2. Weekly informative webinars (depending on Mental Health Professional’s availability) to provide additional supportive material for website visitors suffering from Depression.

### Priority 3 — NICE-TO-HAVE

* Reflects optional functionality (CCMH’s *WeCanHelp* website).
1. Visitors outside of Canada that frequent the CCMH *WeCanHelp* website
2. A varying demographic of website visitors so site administrators can learn how to improve the look, feel and usability of the website to better serve the public (improve the content and services for a global audience)
3. Have pre-determined donation amounts to make the online donations process easier and more efficient for website visitors
4. Allow for online donations to be made using debit and credit options
5. Hold fundraising events outside of Canada to reach-out to website visitors on a global level, started with the USA

## Security requirements

### Auditing

#### NFR1.1-1

The system will track the ID and date/time stamp for all updates, deletions, and changes made by users of the system. This will be available as a log file. There will be no user interface in the CCMH Content Management System to view the log file.

This supports troubleshooting activities and provides an audit trail on changes to the system.

#### NFR1.1-2

The database will use logical data deletion. Deleted data will not be removed from the database, but will instead be hidden from view.

This supports troubleshooting and error-correcting activities.

# Glossary

**This section provides definitions of all terms, including acronyms, used in the project.**

The intention of this goes beyond ensuring that readers of this document are familiar with the terms used. It is also intended to be used by the designers and developers of the target system to ensure that terms used in the interface and database schema are consistent with those expected by the ultimate end users of the system.

This is very important. Names invoke meanings that, if carefully defined, can save hours of explanations and enhance the usability of the product.

All definitions for mental disorder are made with consultation of DSMV[[1]](#footnote-1).

|  |  |
| --- | --- |
| Term | Definition |
|  |  |
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|  |  |
| atypical depressive disorder | A manifestation of major/persistent depressive disorder with the ability to briefly experience positive events with an improved mood. |
| CAMH | Acronym for Centre for Addiction and Mental Health (mental health teaching hospital, founded 1998) |
| catatonic depression |  |
| CCMH | Acronym for Canadian Centre for Mental Health (mental health NGO, founded 2010) |
| Depression Management | Approaches to helping someone suffering from depression, *e.g.* medication, behavioural therapy, or medical devices. |
| disruptive mood dysregulation disorder |  |
| Holistic Approaches to Depression Management | Non-medicated options for depression treatment |
| Information Database | A collection of online resources and external links to print resources (for purchase on other vendor sites) regarding Depression Management |
| major depressive disorder |  |
| melancholic depression |  |
| persistent depressive disorder (dysthymia) |  |
| postpartum depression |  |
| premenstrual dysphoric disorder |  |
| seasonal affective disorder |  |
| System | CCMH *WeCanHelp* website (operations) |

# Security

## Functional security

**A functional security profile will be made up of combinations of various items. Each item may be allowed, forbidden, or not included in the profile.**

A user’s own functional security will be based on the profiles that have been assigned to that user (either directly or via their employer) for use in logging into the *WeCanHelp* site, participating in the online forum, making online donations to CCMH through the *WeCanHelp* website, signing up for weekly informative Webinar sessions and signing up for programs delivered. If any of the profiles assigned to the user allows an item, then the user will have access to it. The exception is that if any of the profiles assigned to the user forbids that item, then the user does not have access. CCMH site administrators control or audit who can view what information on the *WeCanHelp* website and how visitors go about using the online discussion forum.

**The charts below list the items that can make up a Functional Security Profile, along with the interfaces that support each item:**

|  |
| --- |
| **List of Item(s)** |
| **Set contact request e-mail address** |  |  |  | ✓ |
| **View deleted items** |  |  |  | ✓ |
|  |
| **Site Administration and Access Management** |
| **Search for users** |  |  |  | ✓ |
| **Set user active** |  |  |  | ✓ |
|  |
| **Assignment** |
| **Assign functional profile to users** |  |  |  | ✓ |
| **Assign reporting profile to users** |  |  |  | ✓ |
| **Assign property profile to users** |  |  |  | ✓ |
| **Assign bulletin to users** |  |  |  | ✓ |
| **Assign report schedule to users** |  |  |  | ✓ |
|  |
| **User Management** |
| **Create user** |  |  |  | ✓ |
| **View user** |  |  |  | ✓ |
| **Edit user** |  |  |  | ✓ |
| **Delete user** |  |  |  | ✓ |
|  |
| **Profile Management** |
| **Create functional profile** |  |  |  | ✓ |
| **View functional profile** |  |  |  | ✓ |
| **Edit functional profile** |  |  |  | ✓ |
| **Delete functional profile** |  |  |  | ✓ |
| **Create reporting profile** |  |  |  | ✓ |
| **View reporting profile** |  |  |  | ✓ |
| **Edit reporting profile** |  |  |  | ✓ |
| **Delete reporting profile** |  |  |  | ✓ |
| **Create property profile** |  |  |  | ✓ |
| **View property profile** |  |  |  | ✓ |
| **Edit property profile** |  |  |  | ✓ |
| **Delete property profile** |  |  |  | ✓ |
|  |
| **Bulletin Management (Online Discussion Forum)** |
| **Create bulletin** |  |  |  | ✓ |
| **View bulletin** |  |  |  | ✓ |
| **Edit bulletin** |  |  |  | ✓ |
| **Delete bulletin** |  |  |  | ✓ |
|  |
| **Phase Management** |
| **Enter phase** |  |  |  | ✓ |
| **View phase** | ✓ | ✓ | ✓ | ✓ |
| **View phase’s confidential information** | ✓ | ✓ | ✓ | ✓ |
| **Edit phase** |  |  |  | ✓ |
| **Update sales incentives to CCMH agents** |  |  |  | ✓ |
| **Update sales incentives to partner agents** |  |  |  | ✓ |
| **Update site administrator** |  |  |  | ✓ |
| **Update phase status** |  |  |  | ✓ |
| **Update price points** |  |  |  | ✓ |
| **Remove phase** |  |  |  | ✓ |
|  |
| **Model Management** |
| **Enter model** |  |  |  | ✓ |
| **View model** | ✓ | ✓ | ✓ | ✓ |
| **Edit model** |  |  |  | ✓ |
| **Remove model** |  |  |  | ✓ |
|  |
| **Unit Management** |
| **Enter unit** |  |  |  | ✓ |
| **View unit** | ✓ | ✓ | ✓ | ✓ |
| **View unit’s confidential information** | ✓ | ✓ | ✓ | ✓ |
| **Edit unit** |  |  |  | ✓ |
| **Remove unit** |  |  |  | ✓ |
|  |
| **Registrant Management** |
| **Enter registrant** |  | ✓ | ✓ | ✓ |
| **View registrant** |  |  | ✓ | ✓ |
| **Edit registrant** |  |  | ✓ | ✓ |
| **Update notes on registrant** |  |  | ✓ | ✓ |
| **Remove registrant** |  |  | ✓ | ✓ |
|  |
| **Contact with Registrant Management** |
| **Enter contact with registrant** |  |  | ✓ | ✓ |
| **View contact with registrant** |  |  | ✓ | ✓ |
| **Edit contact with registrant** |  |  | ✓ | ✓ |
| **Update notes on contact with registrant** |  |  | ✓ | ✓ |
| **Remove contact with registrant** |  |  | ✓ | ✓ |
|  |
| **Sale Management** |
| **Enter sale** |  | ✓ | ✓ | ✓ |
| **View sale** | ✓ |  | ✓ | ✓ |
| **Edit sale** |  |  | ✓ | ✓ |
| **Approve sale** |  |  | ✓ | ✓ |
| **Add sale status** |  |  | ✓ | ✓ |
| **Update notes on sale** |  |  | ✓ | ✓ |
| **Remove sale** |  |  | ✓ | ✓ |
|  |
| **Note to Self Management** |
| **Create note to self** |  |  | ✓ | ✓ |
| **View note to self** |  |  | ✓ | ✓ |
| **Edit note to self** |  |  | ✓ | ✓ |
| **Delete note to self** |  |  | ✓ | ✓ |
|  |
| **Report Management** |
| **Create report definition** |  |  |  | ✓ |
| **View report definition** |  |  |  | ✓ |
| **Edit report definition** |  |  |  | ✓ |
| **Delete report definition** |  |  |  | ✓ |
|  |
| **Report Running** |
| **Run predefined report** | ✓ |  | ✓ | ✓ |
| **Run *ad hoc* report** |  |  | ✓ | ✓ |
|  |
| **Report Schedule Management** |
| **Create report schedule** |  |  |  | ✓ |
| **View report schedule** |  |  |  | ✓ |
| **Edit report schedule** |  |  |  | ✓ |
| **Delete report schedule** |  |  |  | ✓ |
|  |
| **Contract/Form Management** |
| **Upload contract/form** |  |  |  | ✓ |
| **View/download contract/form** |  | ✓ | ✓ | ✓ |
| **Replace contract/form** |  |  |  | ✓ |
| **Remove contract/form** |  |  |  | ✓ |
|  |

# Document Approvals

## Approved by:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Department:** |  |  |  |  |
| **Project Management:** |  |  |  |  |
| **Quality Assurance:** |  |  |  |  |
| **Department:** |  |  |  |  |
| **Project Management:** |  |  |  |  |
| **Quality Assurance:** |  |  |  |  |

## Reviewed by:

|  |  |  |  |
| --- | --- | --- | --- |
| **Department:** |  |  |  |
| **Project Management:** |  |  |  |
| **Quality Assurance:** |  |  |  |

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| --- | --- | --- | --- | --- |
| **Department:** |  |  |  |  |
| **Project Management:** |  |  |  |  |
| **Quality Assurance:** |  |  |  |  |

1. American Psychiatric Association. (2013). *Diagnostic and statistical manual of mental disorders* (5th ed.). Washington, DC: Author. [↑](#footnote-ref-1)