

Annex H – Scenario for award criterion 1 -Lot 1 – Livelink
“From Request To Response” Management system
A Livelink system to manage requests and ensure proper follow-up

Purpose:	The system manages the list of internal requests and helps their follow up until a satisfactory response is produced for every request.
Terms:	<p>Requests An internal user will create a request (i.e. a question, or a request to do) and send it to another internal user or group of users.</p> <p>Responses Can be actions, creation of outgoing or internal documents, answers, etc.</p> <p>Incident (or support ticket) The complete package of request, response, attached content and recorded dates of actions.</p>
Requirements needed:	<p>The system should be based on Livelink.</p> <p>The request can have attachments (documents, emails, scanned images, etc).</p> <p>The requests should have deadlines.</p> <p>The requests can be assigned to one or many users, or to a whole department.</p> <p>A request can be “returned” to the sender, stating the reason of return (e.g. irrelevant question, wrong assignment, etc).</p> <p>The requests can be forwarded or delegated to other assignees, and an audit trail must show all the history of assignments.</p> <p>Each user should be able to see the requests he participated in, and the status of the request (closed, pending answer from such person, etc.)</p> <p>A global report only for supervisors should show all “open requests”, their statuses, relative dates, and their audit trail.</p> <p>Assignees should be notified by e-mail when they are assigned a request.</p> <p>Requests should have a set of metadata (e.g. sender, subject, critical Y/N, status Open/Closed/Late, etc).</p>
Requirements optional:	<p>The requests should allow the ad-hoc creation of sub-requests. Sub requests can be in their turn assigned to other users.</p> <p>The user should have the ability to file any specific request-response in a knowledge base repository (in Livelink). The knowledge base should allow easy retrieval of the information in similar incidents.</p> <p>If the sender of the request is not satisfied with the response given, he should be able to continue the incident, or start a different one in reference to the previous incident.</p>
Permissions:	<p>Each request should be permission controlled and restricted to only the users that were involved with it (they were assigned the request).</p> <p>After the request is stored into the system, changes should be audited.</p> <p>After a request is created, and the request is marked as CLOSED, no modifications should be allowed.</p>