



DLV03.01 – Functional requirements overview

Study on functional, technical and semantic interoperability requirements for the Single Digital Gateway implementation

16/07/2018

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1. Introduction

The present document is the second deliverable of the project "*Study on functional, technical and semantic interoperability requirements for the single digital gateway implementation*", and aims at identifying the functional requirements necessary to run the different services of the Single Digital Gateway (SDG). The SDG will be aligned with the proposal for a Regulation of 2 May 2017 [COM(2017)256]. The regulation aims at making it easier for EU citizens and businesses who need to navigate regulatory and administrative requirements to access the necessary information, procedures and assistance services online. The functional requirements have been identified following the business needs analysed in the business processes and sub-processes of the six SDG services¹.

The methodology followed to identify the functional requirements has been developed in two steps. First, user stories have been identified and described connecting business needs to users' needs; second, from the user stories, functional requirements have been developed as functionalities that the SDG System will perform to give response to the users' needs. The structure presents, first the user stories, and then the requirements, mirroring the business processes. Finally, in order to ensure a consistent match between user stories and functional requirements, a traceability method has been implemented linking them with identifiers.

A total of **673 functional requirements** have been identified that respond to **285 user stories**.

¹ See: *DLV02.01 – Business processes – Study on functional, technical and semantic interoperability requirements for the Single Digital Gateway implementation*.

2. Methodology

The methodology developed for the current document is structured in two steps: 1) definition of user stories and 2) identification of functional requirements. To ensure a consistent match between user stories and functional requirements, a traceability method has been implemented linking them with identifiers.

2.1. User stories

User stories have been used to state the needs from the different actors involved. The main reason behind this approach is that user stories are short and simple descriptions of a need from the perspective of the actor who requires a new capability. User stories were written in a business perspective and do not define much about how a certain functionality should be implemented and in some cases it even may cover large amounts of functionality.

To write the user stories, the following template was followed:

As a <type of user>, I want <to perform some action> so that I can <get some value>

2.2. Functional requirements

Functional requirements identify what the system does, they define a specific function that sets what the system is supposed to accomplish.

In the context of the current document, the functional requirements identified take into consideration the following characteristics:

- They provide a benefit to the SDG;
- They describe the capabilities the SDG System must provide in business terms;
- They are clear and stated in unambiguous words;
- They are verifiable, meaning that it will be possible to verify that each requirement has been implemented.

On the other hand, the functional requirements identified are limited and *do not* take into consideration:

- How the application provides the capabilities described in the requirements;
- Design considerations as computer hardware, operating system, and database design.

Additionally, in order to orient the purpose of each of the requirements, they are written in accordance to the following terminology:

- **Shall**: A requirement that must be implemented. Is a requirement that is contractually binding;
- **Should**: Used to indicate a goal which must be addressed by the design team;
- **Will**: Used to indicate a statement of fact, for example when giving a description of something that exists.

2.3. Traceability method

In order to ensure the match between user stories and functional requirements –and later on to support testing and traceability–, each user story and each requirement have received a unique identifier. Then, each requirement is traced to one or more user stories, showing that that requirement is answering the needs of the linked user stories.

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Each identifier is linked to the different services included in the SDG and mirrors the same structure of the business processes, e.g. the first User Story of the **Support Processes** is *US-D-1.001* and describes a user need of the **Login** process.

3. IT tools overview

Both the user stories and the functional requirements are identified and structured responding to the different services that are part of the SDG:

- Search facility, aims at linking to information and procedures located both in Commission and Member States websites. The linking information is to be kept in a central link repository;
- Common assistance service finder, similarly to the search facility it provides links to assistance and problem solving services offered by Commission and Member States authorities;
- User Feedback tool (quality), aims at assessing and improving the quality of information, procedures and assistance services;
- User Feedback tool (SM obstacles), aims at gathering feedback on obstacles to the Single Market – interoperability questions may be raised as regards the link to information collected by assistance and problem solving services;
- Statistics of use, aims at providing the statistics of use of the portal in order to give an overview of its functioning;
- Dashboard, provides supporting functionalities that are transversal to all the IT Tools of the SDG and they are necessary in order to enable the management of the platform at both national and EU level. The Dashboard also collects input from several sources (common and National user feedback tools, National user statistics collected by web analytical tools, case handling data from assistance services) and offers an interface for analysing and monitoring these data to Commission and Member States representatives.

4. User stories

The user stories analysed in the current section aim at responding to the needs identified in the business processes. Each user stories is described as a particular need and identified to a user.

From a high level perspective, each service responds to users' needs as follows:

- **Search facility:** from an End user perspective, the main purpose of the Search facility is to provide information on rights, obligations and rules laid down in Union and national law, information on and links to procedures established at Union or national level in order to exercise those rights and comply with those obligations and rules and information on and links to assistance and problem solving services.
The process of Search and access link is described through two alternative solutions, a **targeted solution and an interim solution**. The user stories presented in each of the two solutions are exclusive to each other since only one of the two alternatives will be implemented. In **4.1 Search facility** a total of **56** user stories have been presented, of which **13 for the targeted solution** and **15 for the interim solution**;
- **Common assistance service finder:** its mission is to allow users to search for the assistance and problem-solving services offered by the EC and the MS. The users can access these services to solve issues related to exercising their Single Market rights. Given that the Common assistance service finder works in a similar way to the Search facility, most of the user stories and the requirements presented are the same as in the Search facility, with the exception of the user stories of the **Guided search approach**.
The process of Assistance finder to access links presents two alternative solutions, **the Text search approach** and the **Guided search approach**. The user stories presented in each of the two solutions are exclusive to each other since only one of the two alternatives will be implemented. In **4.2 Common assistance service finder**, a total of **53** user stories have been presented, of which **13 for the Text search approach** and **11 for the Guided search approach**.
- **User feedback tool on quality:** the purpose of the user feedback tool is to enable End users to evaluate and provide feedback on the SDG tool and on the information, procedures, assistance and problem solving, and response time. The feedback can be provided anonymously and immediately after usage on quality and availability of the services offered through the SDG and of the common user interface. Feedbacks on the quality of national services will also be collected at national level and then shared with the SDG for consolidation with users' feedbacks received by the SDG directly. In the user feedback tool on quality **13** user stories have been identified in **4.3 User Feedback tool on quality**;
- **User feedback tool on Single Market obstacles:** the main purpose of the feedback tool on Single Market obstacles is to allow End users to signal obstacles encountered while exercising their Single Market rights. The feedback can be provided anonymously and the End user can, like the Commission Coordinator and the National Coordinators, access a summary report containing data and information on other users' feedbacks. In the feedback tool on Single Market obstacles **32** user stories have been identified in **4.4 User Feedback tool on SM obstacles**;
- **Statistics of use:** the main purpose of the Statistics of use tool is enabling the collection

of the statistics of use of both the SDG and its equivalent portals at national level from the different National Service Providers. These statistics will be used for the elaboration of an accurate overview of the evolution in the performance of the portal. In the Statistics of use **13** user stories have been identified in **4.5 Statistics of use**;

- **Dashboard:** the objective of the Dashboard is to support the management of the SDG. The users involved include those responsible for running and providing quality to the SDG. An important feature of the Dashboard is to render data and statistics on End users' feedbacks collected at SDG and National level on the quality of SGD tool and National services, and on Single Market obstacles encountered. The Dashboard will display feedback data with a different level of granularity according to the permission level of the user requiring access. The users that can require access to the feedback Dashboard are the Application Manager, the Commission Coordinator, the National Coordinator, the Commission Service Provider and the National Service Provider. These users can use the data for analysis and monitoring. In the Dashboard **118** user stories have been identified in **4.6 Dashboard**.

4.1. Search facility

4.1.1. Search and access links

The process of Search and access links is described through two alternative solutions, a **targeted solution and an interim solution**. The two solutions propose different approaches and are dependent on the format Service Providers provide and manage links.

In the targeted solution it is assumed that Service Providers provide metadata whereas in the interim solution it is assumed that Service Providers provide only links (root page) but no metadata:



Figure 1: Two alternative solutions to share links

The recommended solution, through which the queries can be executed with higher quality and relevancy results by the SDG, is the targeted solution, because the metadata associated with each link helps to provide more structured and reliable results.

Below, the user stories and the requirements are tailored to each scenario.

4.1.1.1. Targeted solution

In the targeted solution, the search facility relies on metadata associated to each link to execute queries with high quality and relevancy. By describing the content of the link, the metadata allows a faster query. This solution implies that the Commission and National Service Providers and Coordinators provide metadata together with each link.

ID	User	Description
US-SF-1.001-A	End user	As the End user I want to input a query expressed by providing relevant keywords so that I can get relevant results from the SDG.
US-SF-1.002-A	End user	As an End user I want to be able to use a list of autocomplete/suggestion keywords so that I can express my query.
US-SF-1.003-A	End user	As an End user I want to be able to use any of the 24 EU languages so that I can express my query.
US-SF-1.004-A	SDG System	As SDG System I want to translate the query into English so that I can provide better results to the user.
US-SF-1.005-A	SDG System	As SDG System I want to apply semantic expansion so that I can provide the users more relevant results.
US-SF-1.006-A	SDG System	As SDG System I want to return the results according with the relevancy ranking so that I can provide better results.
US-SF-1.007-A	End user	As an End user I want the results of my queries to be structured so that I get it in the shape of a result list that shows the metadata and links to the relevant web resource on a Service Provider website, ordered by relevancy.
US-SF-1.008-A	End user	As an End user I want to be able to use filters so I can query in a more specific way.
US-SF-1.009-A	End user	As an End user I want the results of my query to contain a link so that I can access the corresponding information at the relevant Commission and National websites.
US-SF-1.010-A	SDG System	As the SDG System I want to provide all the indexed pages as the result for querying the English index so that the user that elaborated the query can access them.
US-SF-1.011-A	SDG System	As the SDG System I want to access the link repository so that I have access to all the link sets contained in it.
US-SF-1.012-A	End user	As an End user I want to receive an "Error 404: Not found" in case the result of my query is a broken link so that I can be aware of that fact.

ID	User	Description
US-SF-1.013-A	End user	As an End user I want to be able to filter my query by any of the SDG registered classification so that I just retrieve the filtered information.

4.1.1.2. Interim solution

In the interim solution, the Commission and National Service Providers and Coordinators do not provide metadata together with the links. The query might be less efficacious, because it might produce also non-relevant results together with the relevant ones.

ID	User	Description
US-SF-1.001-B	End user	As the End user I want to input a query expressed by providing relevant keywords so that I can get relevant results from the SDG.
US-SF-1.002-B	End user	As an End user I want to be able to use a list of relevant keywords so that I can express by query.
US-SF-1.003-B	End user	As an End user I want to be able to use any of the 24 EU languages so that I can express my query.
US-SF-1.004-B	SDG System	As SDG System I want to translate the query into English so that I can understand the request.
US-SF-1.005-B	SDG System	As SDG System I want to translate the query from English into the targeted Member State's languages so that I can provide the relevant results.
US-SF-1.006-B	SDG System	As SDG System I want to be able to retrieve relevant results from the search index so that I can provide the relevant results to the query.
US-SF-1.007-B	SDG System	As SDG System I want to be able to order the relevant results retrieved according to pre-configured results sets so that I can return the results according to their relevancy.
US-SF-1.008-B	SDG System	As SDG System I want to be able to filter the results on the base of their language so that I can return only those in the target language.
US-SF-1.009-B	SDG System	As SDG System I want to be able to deliver the result list so that the End user can see the results of the query.
US-SF-1.010-B	SDG System	As End user I want to receive and read the results of the query so that I can assess if one of the results corresponds to what I was looking for.

ID	User	Description
US-SF-1.011-B	End user	As an End user I want the results of my queries to be ordered by relevancy so that I can perform a helpful search.
US-SF-1.012-B	End user	As an End user I want the results of my query to contain a link so that I can access the corresponding information at the relevant Commission and National websites.
US-SF-1.013-B	SDG System	As the SDG System I want to access the link repository so that I have access to all the link sets contained in it.
US-SF-1.014-B	End user	As an End user I want to receive an “Error 404: Not found” in case the result of my query is a broken link so that I can be aware of that fact.
US-SF-1.015-B	End user	As an End user I want to be able to filter my query by Service, Member State or Commission, last update date, type of document and language so that I just retrieve the filtered information.

4.1.2. Crawling and indexing

ID	User	Description
US-SF-2.001	SDG System	As SDG System I want to access stored links so that I can crawl the webpages.
US-SF-2.002	SDG System	As SDG System I want to crawl the URLs so that I can extract additional information to index in my system.
US-SF-2.003	SDG System	As SDG System I want to index a page so that information can be retrieved quickly by an End user.
US-SF-2.004	SDG System	As SDG System I want to index the most recent URLs so that I can have always the most updated content.

4.1.3. Manage link sets

ID	User	Description
US-SF-3.001	National Service Provider	As a National Service Provider I want to be able to manage the link repository so that the links can be crawled.
US-SF-3.002	Commission Service Provider	As a Commission Service Provider I want to be able to manage the link repository so that the links can be crawled.
US-SF-3.003	National Coordinator	As a National Coordinator I want to be able to manage the link repository so that the links can be crawled.
US-SF-3.004	Commission Coordinator	As a Commission Coordinator I want to be able to manage the link repository so that the links can be crawled.

ID	User	Description
US-SF-3.005	Application Manager	As an Application Manager I want to be able to manage the link repository so that the links can be crawled.
US-SF-3.006	SDG System	As SDG System I want to notify the National Coordinator on updates in the link sets at National Level so that it can approve the changes.
US-SF-3.007	SDG System	As SDG System I want to notify the Commission Coordinator on updates in the link sets at EU Level so that it can approve the changes.
US-SF-3.008	SDG System	As SDG System I want to notify the Application Manager on updates in the link sets so that it can approve the changes.
US-SF-3.009	Commission Coordinator	As a Commission Coordinator I want to approve the updated links sets at EU Level so that I can guarantee quality of the information.
US-SF-3.010	National Coordinator	As a National Coordinator I want to approve the updated links sets at National Level so I can guarantee quality of the information.
US-SF-3.011	Application Manager	As an Application Manager I want to approve the updated links sets so that I can guarantee quality of the information.
US-SF-3.012	National Service Provider	As a National Service Provider I want to receive a notification of approved link sets at National Level so that I can get information that my changes were approved.
US-SF-3.013	Commission Service Provider	As a Commission Service Provider I want to receive a notification of approved link sets at EU Level so that I can get information that my changes were approved.
US-SF-3.014	National Service Provider	As a National Service Provider I want to receive a notification of rejected link sets at National Level so that I can revise and change them.
US-SF-3.015	Commission Service Provider	As a Commission Service Provider I want to receive a notification of rejected link sets at National Level so that I can revise and change them.

4.1.4. Identify broken links

ID	User	Description
US-SF-4.001	SDG System	As the SDG System I want to be able to access all the link sets so that I can verify link by link.
US-SF-4.002	SDG System	As SDG System I want to crawl the links so that I can guarantee the URL is available.
US-SF-4.003	SDG System	As the SDG System I want to be able to notify the Application Manager, Coordinators and Service Providers when I find a

		broken link so that they can be aware of this fact and act in consequence.
US-SF-4.004	End user	As an End user I want to receive an “Error 404: Not found” in case the result of my query is a broken link so that I can be aware of that fact.

4.1.5. Search index management

ID	User	Description
US-SF-5.001	Application Manager	As an Application Manager I want to be able to access and update the configuration files of the search index so that they are always up-to-date.
US-SF-5.002	SDG System	As the SDG System I want to access all the link sets in the Link Set Repository so that I can check their content.
US-SF-5.003	Application Manager	As an Application Manager I want to be able to update the search index configuration files so that they are always up-to-date.
US-SF-5.004	Application Manager	As an Application Manager I want to be able to rebuild the whole search index so that it follows a certain structure.
US-SF-5.005	SDG System	As the SDG System I want to be able to update the search index in line with additions, updates and deletions to the Link Set Repository so that it represents a true image of this last.

4.2. Common assistance service finder

The Common assistance service finder allows users to search for the assistance and problem-solving services offered by the Commission and by the Member States. The users can access these services to solve issues related to exercising their Single Market rights.

4.2.1. Assistance finder to access links

In this process, the document presents two alternative solutions, reflecting a different approach to the End user’s search of assistance within the SDG.

4.2.1.1. Text search approach

In the text search approach, the End user submits a query with keywords and displays a list of assistance service links. Service Providers might provide metadata together with links for the assistance services in order to improve and allow the display of better results to the End user.

Given that the Text search approach of the Common assistance service finder works in the same way as the Targeted solution of the Search facility, the User Stories and the Requirements are the same as those already presented in *Targeted solution*

4.2.1.2. Guided search approach

In the Guided search approach, the End user does not have to submit a query, but rather navigate through a list of pre-defined taxonomy, hence going through few steps that allows the End user to identify the needed assistance service.

ID	User	Description
US-CA-1.001	End user	As End user I want to be able to search for assistance services through a list of pre-defined taxonomy so that I can identify the needed service.
US-CA-1.002	SDG System	As SDG System I want to be equipped with a pre-defined taxonomy that organises all the available links to assistance service so that the End user can identify the needed service.
US-CA-1.003	SDG System	As SDG System I want the pre-defined taxonomy to be defined as a hierarchy so that the End user can navigate through a structured set of results.
US-CA-1.004	End user	As End user I want to be able to visualise the taxonomy in any of the 24 EU languages so that I can understand all the lists.
US-CA-1.005	SDG System	As SDG System I want to be able to retrieve the results requested by the End user so that the End user can visualise them.
US-CA-1.006	SDG System	As SDG System I want to be able to deliver the results requested by the End user so that the End user can visualise them.
US-CA-1.007	End user	As End user I want to be able to receive and read the results of the query so that I can assess if they correspond to what I needed.
US-CA-1.008	End user	As End user I want to be able to return to previous levels of the taxonomy hierarchy so that I can re-submit the query if the results are not satisfactory.
US-CA-1.009	SDG System	As SDG System I want to be able to guide the End user to the Service Provider site so that it can access it.
US-CA-1.010	End user	As End user I want to be able to access the links included in the results obtained so that I can retrieve the information I need.
US-CA-1.011	End user	As an End user I want to receive an “Error 404: Not found” in case the result of my query is a broken link so that I can be aware of that fact.

4.2.2. Crawling and indexing

See [4.1.2 Crawling and indexing](#)

4.2.3. Manage link sets

See [4.1.3 Manage link sets](#)

4.2.4. Identify broken links

See [4.1.4 Identify broken links](#)

4.2.5. Search index management

See [4.1.5 Search index management](#)

4.3. User Feedback tool on quality

4.3.1. Report and store feedback

ID	User	Description
US-FQ-1.001	End user	As an End user I want to be able to provide my feedback on quality and availability of the services provided through the SDG and of the common user interface, so that my feedback can be taken into account for future improvements.
US-FQ-1.002	End user	As an End user I want to be able to provide my feedback anonymously so that I can protect my personal Information.
US-FQ-1.003	End user	As an End user I want to be able to provide my feedback in any of the 24 official languages of the EU so that I can use the language I feel more comfortable with.
US-FQ-1.004	Application Manager	As an Application Manager I want to be able to manage feedback so that the feedbacks can be analysed more easily.
US-FQ-1.005	SDG System	As the SDG System I want to be able to receive and store quality feedback received from End users on accessing the links to the web resource on a Service Provider website so that it can be further analysed.
US-FQ-1.006	SDG System	As the SDG System I want to have a <i>captcha</i> mechanism so that it can prevent machine input.

4.3.2. Receive feedback data collected at National level

ID	User	Description
US-FQ-2.001	National Service Provider	As a National Service Provider I want to be able to deliver to the SDG the user feedback data collected at National level, so that it can be taken into account to improve quality and availability of the National services.
US-FQ-2.002	SDG System	As SDG System I want to be able to receive and store feedback data that has been gathered at National level, so that it can be analysed along with the feedback data collected at SDG level.
US-FQ-2.003	SDG System	As SDG System I want to be able to consolidate feedback data collected at National level within the common feedback database, so that it can be analysed along with the feedback data collected at SDG level.

4.3.3. Create feedback report

ID	User	Description
US-D-1.001	SDG System	As SDG System I want to be able to retrieve feedback data so that I can calculate statistics.
US-D-1.002	SDG System	As SDG System I want to calculate statistics so that I can produce a report from that data
US-D-1.003	SDG System	As SDG System I want to render a report so that I can present it latter in a dashboard.
US-D-1.004	SDG System	As SDG System I want to be able to store the pre-processed report rendered so that it can be made available under request.

4.4. User Feedback tool on SM obstacles

4.4.1. Report and store feedback

Given that the Report and store feedback tool on SM obstacles works in the same way as the Report and store feedback tool on quality, the user stories are the same as those already presented in the [4.3.1 Report and store feedback](#).

4.4.2. Create feedback report

Given that the Report and store feedback tool on SM obstacles works in the same way as the Report and store feedback tool on quality, the User stories are the same as those already presented in the [4.3.3 Create feedback report](#).

4.4.3. Consult feedback on obstacles – End user

ID	User	Description
US-FO-3.001	SDG System	As the SDG System I want to be able to obtain information on the obstacles from the End users' feedbacks, so that I can provide data and statistics in a publicly available report.
US-FO-3.002	End user	As End user I want to be able to request access to the publicly available reports on SM obstacles so that I can keep myself informed.
US-FO-3.003	Commission Coordinator	As Commission Coordinator I want to request access to the publicly available reports on SM obstacles, so that I can check that the information is provided correctly to the End user.
US-FO-3.004	National Coordinator	As National Coordinator I want to be able to request access to the publicly available reports on SM obstacles, so that I can check that the information is provided correctly to the End user.
US-FO-3.005	SDG System	As the SDG System I want to be able to provide the publicly available reports on the obstacles to the End user and to the Coordinators in an online overview, so that they can consult the data and the statistics.

ID	User	Description
US-FO-3.006	End user	As an End user I want to be able to consult an online overview on the Single Market obstacles identified through the End users' feedbacks, so that I can keep myself informed.
US-FO-3.007	Commission Coordinator	As Commission Coordinator I want to be able to consult an online overview on the Single Market obstacles identified through the End users' feedbacks, so that I can verify that the information is provided correctly to the End users.
US-FO-3.008	National Coordinator	As National Coordinator I want to be able to consult an online overview on the Single Market obstacles identified through the End users' feedbacks, so that I can verify that the information is provided correctly to the End users.
US-FO-3.009	End user	As End user I want to be able to export the publicly available reports in a PDF format, so that I can save it for myself and share it.
US-FO-3.010	Commission Coordinator	As Commission Coordinator to I want to be able to export the reports in a PDF format, so that I can save it for myself and share it.
US-FO-3.011	National Coordinator	As National Coordinators to I want to be able to export the reports in a PDF format, so that I can save it for myself and share it.

4.4.4. Follow-up on feedback received

ID	User	Description
US-FO-4.001	Commission Coordinator	As Commission Coordinator I want to be able to request the latest feedbacks on obstacles stored by the SDG so that I can follow-up on each of them.
US-FO-4.002	National Coordinator	As National Coordinator I want to be able to request the latest feedbacks on obstacles stored by the SDG so that I can follow-up on each of them.
US-FO-4.003	SDG System	As SDG System I want to be able to deliver to the Commission Coordinator the latest feedbacks on obstacles stored so they can follow up on them.
US-FO-4.004	SDG System	As SDG System I want to be able to deliver to the National Coordinator the latest feedbacks on obstacles stored so they can follow up on them.
US-FO-4.005	National Coordinator	As National Coordinator I want to be able to consult the feedbacks on obstacles so that I can act if needed.
US-FO-4.006	Commission Coordinator	As Commission Coordinator I want to be able to forward the feedbacks on obstacles accessed to a Commission Service Provider so that it can take action.

US-FO-4.007	National Coordinator	As National Coordinator I want to be able to forward the feedbacks on obstacles accessed to a National Service Provider so that it can take action.
US-FO-4.008	Commission Service Provider	As Commission Service Provider, I want to receive a notification when the Commission Coordinator forwards me feedbacks on obstacles so that I can be informed.
US-FO-4.009	National Service Provider	As National Service Provider, I want to receive a notification when the National Coordinator forwards me feedbacks on obstacles so that I can be informed.
US-FO-4.010	SDG System	As SDG System I want to be able to notify the Commission Service Provider that feedbacks on obstacles have been forwarded to them so that it can be informed.
US-FO-4.011	SDG System	As SDG System I want to be able to notify the National Service Provider that feedbacks on obstacles have been forwarded to them so that it can be informed.

4.5. Statistics of use

4.5.1. Register and store SDG usage statistics

ID	User	Description
US-S-1.001	SDG System	As the SDG System I want to be able to register and store the number of visits and number of visitors of the SDG so that usage statistics can be further analysed.
US-S-1.002	SDG System	As the SDG System I want to be able to register and store the information on the origin country, the language and the acquisition channels of the SDG' users so that usage statistics can be further analysed.
US-S-1.003	SDG System	As the SDG System I want to be able to register and store the number of visits to the online procedure pages accessed through the SDG and the number of users who visited the procedure pages so that usage statistics can be further analysed.
US-S-1.004	SDG System	As the SDG System I want to be able to register and store the number of requests for assistance from Commission Service Providers, the subject matter of requests and the average and maximum response times so that usage statistics can be further analysed.
US-S-1.005	Application Manager	As an Application Manager I want to be able to CRUD (Create, Read, Update, and Delete) classifications of statistics so that the statistics can be analysed more easily.

4.5.2. Receive statistics elaborated at National level

ID	User	Description
US-S-2.001	SDG System	As the SDG System I want to receive and store the statistics collected at National level so that I can have aggregated national information.
US-S-2.002	SDG System	As the SDG System I want to receive and store the statistics of the top search terms on the National websites, collected at National level, so that the functionality of the gateway can be improved.
US-S-2.003	SDG System	As the SDG System I want to receive and store the statistics of the most visited pages on the National websites, collected at National level, so that the functionality of the gateway can be improved.
US-S-2.004	SDG System	As the SDG System I want to be receive and store the statistics on the number of requests for assistance from National Service Providers, the subject matter of requests and the average and maximum response times, collected at National level, so that statistics on feedbacks can be created.
US-S-2.005	SDG System	As the SDG System I want the statistics received from National Coordinators and National Service Providers, and collected at National level, to be validated so that it is ensured that they truly represent the behaviour of the gateway's users.

4.5.3. Create statistics report

ID	User	Description
US-S-3.001	SDG System	As SDG System I want to be able to retrieve the stored statistics so that I can consolidate it into a report.
US-S-3.002	SDG System	As SDG System I want to render a report so that I can present it latter in a dashboard.
US-S-3.003	SDG System	As SDG System I want to be able to store the report rendered so that it can be made available under request.

4.6. Dashboard

4.6.1. Login

ID	User	Description
US-D-1.001	Application Manager	As an Application Manager I want to be able to login into the SDG System so that I can have access to all functionalities associated to my role.

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US-D-1.002	Commission Coordinator	As a Commission Coordinator I want to be able to login into the SDG System so that I can have access to all functionalities associated to my role.
US-D-1.003	National Coordinator	As a National Coordinator I want to be able to login into the SDG System so that I can have access to all functionalities associated to my role.
US-D-1.004	Commission Service Provider	As a Commission Service Provider I want to be able to login into the SDG System so that I can have access to all functionalities associated to my role.
US-D-1.005	National Service Provider	As a National Service Provider I want to be able to login into the SDG System so that I can have access to all functionalities associated to my role.
US-D-1.006	Registered and valid User	As a registered and valid user in SDG, I want to be able to reset my password so that if I forget my login password, I can reset it and gain access to the site.
US-D-1.007	Registered and valid User	As a registered user in SDG, I want to be able to see the contacts of the assistance service so that if I had problems login in into my account, I can contact them to solve the issues.
US-D-1.008	SDG System	As SDG System I want to use an existent EU login system so that I can have all EU users managed centrally.

4.6.2. Manage role assignment (Application Manager)

ID	User	Description
US-D-2.001	Application Manager	As an Application Manager I want to be able to assign new users to SDG so they can be assigned to one role.
US-D-2.002	Application Manager	As an Application Manager I want to be able to view, create, delete or update role assignments for users recognised by the EU Login system so that the user's interaction with the system is controlled.
US-D-2.003	Application Manager	As an Application Manager I want to be able to export the complete user list, users' lists filtered by EU Service, by MS and by role so that I can store it locally.

4.6.3. Manage role assignment (Commission Coordinator and National Coordinator)

ID	User	Description
US-D-3.001	Commission Coordinator	As a Commission Coordinator I want to be able to view, create and delete role assignments for Commission Service Providers users recognised by the EU Login system so that the user's interaction with the system is controlled.

US-D-3.002	National Coordinator	As a National Coordinator I want to be able to view, create and delete role assignments for National Service Providers for users recognised by the EU Login system so that the user's interaction with the system is controlled.
US-D-3.003	Commission Coordinator	As Commission Coordinator I want to be able to export the complete or filtered user list existent in my EU Service so that I can have the information in a digital format.
US-D-3.004	National Coordinator	As National Coordinator I want to be able to export the complete or filtered users' lists existent in my country so that I can have the information in a digital format.

4.6.4. Manage registered classifications

ID	User	Description
US-D-4.001	Application Manager	As an Application Manager I want to be able to create, view update or delete the different topologies registered in the SDG System so that they will be available for classification.
US-D-4.002	Application Manager	As an Application Manager I want to be able to create, view update or delete languages so that can be available and used for categorisation by the system.
US-D-4.003	Application Manager	As an Application Manager I want to be able to create, view update or delete links classifications so that the classifications are available to be used by the system.
US-D-4.004	Application Manager	As an Application Manager I want to be able to create, view update or delete MSs so that the classifications are available to be used by the system.
US-D-4.005	Application Manager	As an Application Manager I want to be able to create, view update or delete links to a web resource on a Service Providers website so that the classifications are available to be used by the system.
US-D-4.006	Application Manager	As an Application Manager I want to be able to create, view update or delete classification of feedback on quality so that the classifications are available to be used by the system.
US-D-4.007	Application Manager	As an Application Manager I want to be able to CRUD (Create, Read, Update, and Delete) classifications of statistics so that the statistics can be analysed more easily
US-D-4.008	Application Manager	As an Application Manager I want to be able to CRUD (Create, Read, Update, and Delete) DG and EU Services on SDG so that used as a categorisation.

4.6.5. Download registered classifications

ID	User	Description
US-D-5.001	Registered and valid User	As a registered user in SDG I want to be able to download and store the registered classifications configured in SDG System so that I can store it in my local file.
US-D-5.002	Registered and valid User	As a registered user in SDG I want to be able to download the languages configured in SDG System so that I can store it in my local file.
US-D-5.003	Registered and valid User	As a registered user in SDG I want to be able to download links classifications configured in SDG System so that I can store it in my local file.
US-D-5.004	Registered and valid User	As a registered user in SDG I want to be able to download MSs configured in SDG System so that I can store it in my local file.
US-D-5.005	Registered and valid User	As a registered user in SDG I want to be able to download web resource on a Service Provider website configured in SDG System so that I can store it in my local file.
US-D-5.006	Registered and valid User	As a registered user in SDG I want to be able to download the list of feedback on quality configured in SDG System so that I can store it in a local file.
US-D-5.007	Registered and valid User	As a registered user in SDG I want to be able to download the list DG and EU Services configured in SDG System so that I can store it in a local file.

4.6.6. Translate document

ID	User	Description
US-D-6.001	National Service Provider	As a National Service Provider I want to be able to obtain a translation of any of the texts I am responsible for in any of the other 23 supported languages so that others can understand them.
US-D-6.002	Commission Service Provider	As a Commission Service Provider I want to be able to obtain a translation of any of the texts I am responsible for in any of the other 23 supported languages so that others can understand them.
US-D-6.003	National Coordinator	As a National Coordinator I want to be able to approve National Service Providers' requests for submitting a text for translation so that the translation can be performed.
US-D-6.004	Commission Coordinator	As a Commission Coordinator I want to be able to approve Commission Service Providers' requests for submitting a text for translation so that the translation can be performed.
US-D-6.005	National Coordinator	As a National Coordinator I want to be able to obtain a translation of any of the texts I am responsible for in any of the other 23 supported languages so that others can understand them.
US-D-6.006	Commission Coordinator	As a Commission Coordinator I want to be able to obtain a translation of any of the texts I am responsible for in any of the other 23 supported languages so that others can understand them.
US-D-6.007	National Coordinator	As National Coordinator I want to be able to be able to monitor the budget for translations so that I can prioritise translations.
US-D-6.008	Commission Coordinator	As Commission Coordinator I want to be able to monitor the budget for translations so that I can prioritise translations.
US-D-6.009	National Coordinator	As National Coordinator I want to be able to monitor coverage of set translation priorities so that I can assess that the prioritisation is respected.
US-D-6.010	Commission Coordinator	As Commission Coordinator I want to be able to monitor coverage of set translation priorities so that I can assess that the prioritisation is respected.
US-D-6.011	Application Manager	As Application Manager I want to be able to monitor the budget used per Member State for translation so that I can prioritise translations.
US-D-6.012	Application Manager	As Application Manager I want to be able to monitor the budget used per link to a web resource on a Service Providers website involved in SDG for translation so that I can prioritise translations.

ID	User	Description
US-D-6.013	Application Manager	As Application Manager I want to be able to monitor coverage of set translation priorities so that I can assess that the prioritisation is respected.
US-D-6.014	Application Manager	As Application Manager I want to be able to send messages to translators related to a particular document so that I do not need to use other systems.
US-D-6.015	SDG System	As SDG System I want to allow that messages can be shared between the translator and the Application Manager for a particular document so that I can facilitate communication.
US-D-6.016	SDG System	As SDG System I want to send automatically text to be translated to the translation service so that I do not need manual inputs.
US-D-6.017	SDG System	As SDG System I want to receive automatically text already translated from the translation service so I don't need manual inputs.
US-D-6.018	SDG System	As SDG System I should notify the National or Commission service provider that the translated document is available so the National or Commission Service Provider can be informed without the need of logging into the system.
US-D-6.019	SDG System	As SDG System I should keep all the history related with requested translations so I can keep information for traceability and audit proposes.
US-D-6.020	Commission Service Provider	As a Commission Service Provider I should be able to accept a translation so the translation can be archived in the system
US-D-6.021	National Service Provider	As a National Service Provider I should be able to accept a translation so the translation can be archived in the system
US-D-6.022	National Coordinator	As a National Coordinator I should be able to accept a translation so the translation can be archived in the system
US-D-6.023	Commission Coordinator	As a Commission Coordinator I should be able to accept a translation so the translation can be archived in the system

4.6.7. Information Management

ID	User	Description
US-D-7.001	Application Manager	As an Application Manager I want to be able to upload items that I wish to share and/or organise so that others can see them.
US-D-7.002	Commission Coordinator	As a Commission Coordinator I want to be able to upload items that I wish to share and/or organise so that others can see them.

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ID	User	Description
US-D-7.003	National Coordinator	As a National Coordinator I want to be able to upload items that I wish to share and/or organise so that others can see them.
US-D-7.004	Commission Service Provider	As a Commission Service Provider I want to be able to upload items that I wish to share so that others can see them.
US-D-7.005	National Service Provider	As a National Service Provider I want to be able to upload items that I wish to share so that others can see them.
US-D-7.006	SDG System	As SDG System I want to be able to store uploaded items so that registered users can see them.
US-D-7.007	SDG System	As SDG System I want to be able to create a notification when new items have been uploaded and stored so that registered users are informed.
US-D-7.008	Application Manager	As an Application Manager I want to be able to view items shared so that I can consult them.
US-D-7.009	Commission Coordinator	As a Commission Coordinator I want to be able to view items shared so that I can consult them.
US-D-7.010	National Coordinator	As a National Coordinator I want to be able to view items shared so that I can consult them.
US-D-7.011	Commission Service Provider	As a Commission Service Provider I want to be able to view items shared so that I can consult them.
US-D-7.012	National Service Provider	As a National Service Provider I want to be able to view items shared so that I can consult them.
US-D-7.013	Application Manager	As an Application Manager I want to be able to communicate with other users through a communication system.
US-D-7.014	Commission Coordinator	As a Commission Coordinator I want to be able to communicate with other users through a communication system so that I can exchange information.
US-D-7.015	National Coordinator	As a National Coordinator I want to be able to communicate with other users through a communication system so that I can exchange information.
US-D-7.016	Commission Service Provider	As a Commission Service Provider I want to be able to communicate with other users through a communication system so that I can exchange information.
US-D-7.017	National Service Provider	As a National Service Provider I want to be able to communicate with other users through a communication system so that I can exchange information.

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ID	User	Description
US-D-7.018	Commission Coordinator	As a Commission Coordinator I want to be able to track each Member State's progress towards full digitalisation so I can have that information.
US-D-7.019	National Coordinator	As a National Coordinator I want to be able to track each Member State's progress towards full digitalisation so that I can have that information.
US-D-7.020	Application Manager	As Application Manager I want to be able to create and delete indicators within the tracking tool, so that I can measure the status of digitalisation.
US-D-7.021	Application Manager	As Application Manager I want to be able to create and delete classifications within the tracking tool, so that I can measure the status of digitalisation.
US-D-7.022	National Coordinator	As National Coordinator I want to be able to update the tracking tool referring to the status of digitalisation for the MS and areas of my responsibilities.
US-D-7.023	Application Manager	As Application Manager I want to be able to filter within the status of digitalisation tracking tool by MS, by procedure, by status of digitalisation, and by indicator so that I can have that information.
US-D-7.024	Commission Coordinator	As Commission Coordinator I want to be able to filter within the status of digitalisation tracking tool by MS, by procedure, by status, and by indicator so that I can have that information.
US-D-7.025	National Coordinator	As National Coordinator I want to be able to filter within the status of digitalisation tracking tool by MS, by procedure, by status, and by indicator so that I can have that information.
US-D-7.026	Application Manager	As Application Manager I want to be able to export the tracking tool, with or without filters so that I can have the information locally.
US-D-7.027	Commission Coordinator	As Commission Coordinator I want to be able to export information on the status of digitalisation tracking tool, with or without filters so that I can have the information locally.
US-D-7.028	National Coordinator	As National Coordinator I want to be able to export data from the status of digitalisation tracking tool, with or without filters so that I can have the information locally.
US-D-7.029	Application Manager	As Application Manager I want to be able to print data from the status of digitalisation tracking tool, with or without filters so that I can have the information locally.
US-D-7.030	Commission Coordinator	As Commission Coordinator I want to be able to print data from the status of digitalisation tracking tool, with or without filters so that I can have the information locally.
US-D-7.031	National Coordinator	As National Coordinator I want to be able to print data from the status of digitalisation tracking tool, with or without filters so that I can have the information locally.

4.6.8. Consult statistics and feedback report

ID	User	Description
US-D-8.001	Application Manager	As the Application Manager I want to be able to request and have access to a report on statistics of use at EU and National level so that I can have information to support my decisions.
US-D-8.002	Application Manager	As the Application Manager I want to be able to request and have access to a report on feedbacks on quality of services at EU and National level so that I can have information to support my decisions.
US-D-8.003	Application Manager	As the Application Manager I want to be able to request and have access to a report on feedbacks on SM obstacles so that I can have information to support my decisions.
US-D-8.004	Commission Coordinator	As the Commission Coordinator I want to be able to request and have access to a report on statistics of use for the EU Services that I am responsible for so that I can have information to support my decisions.
US-D-8.005	Commission Coordinator	As the Commission Coordinator I want to be able to request and have access to a report on feedbacks on quality for the EU Service that I am responsible for so that I can have information to support my decisions.
US-D-8.006	Commission Coordinator	As the Commission Coordinator I want to be able to request and have access to a report on feedbacks on SM obstacles so that I can have information to support my decisions.
US-D-8.007	Commission Service Provider	As the Commission Service Provider I want to be able to request and have access to a report on statistics of use for the EU Service that I am responsible for so that I can have information to support my decisions.
US-D-8.008	Commission Service Provider	As the Commission Service Provider I want to be able to request and have access to a report on feedbacks on quality of the EU service that I am responsible for, so that I can have information to support my decisions.
US-D-8.009	Commission Service Provider	As the Commission Service Provider I want to be able to request and have access to a report on feedbacks on SM obstacles so that I can have information to support my decisions.
US-D-8.010	National Coordinator	As the National Coordinator I want to be able to request and have access to a report on statistics of use related with my MS so that I can have information to support my decisions.
US-D-8.011	National Coordinator	As the National Coordinator I want to be able to request and have access to a report on feedbacks on quality of the National services that I am responsible for so that I can have information to support my decisions.

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ID	User	Description
US-D-8.012	National Coordinator	As the National Coordinator I want to be able to request and have access to a report on feedbacks on SM obstacles so that I can have information to support my decisions.
US-D-8.013	National Service Provider	As the National Service Provider I want to be able to request and have access to a report on statistics of use related with my MS so that I can have information to support my decisions.
US-D-8.014	National Service Provider	As the National Service Provider I want to be able to request and have access to a report on feedbacks on quality of my National services so that I can have information to support my decisions.
US-D-8.015	National Service Provider	As the National Service Provider I want to be able to request and have access to a report on feedbacks on SM obstacles so that I can have information to support my decisions.
US-D-8.016	SDG System	As the SDG System I want to be able to retrieve the latest report on feedbacks on quality stored so that I can provide it.
US-D-8.017	SDG System	As the SDG System I want to be able to retrieve the latest report on feedbacks on SM obstacles stored so that I can provide it.
US-D-8.018	SDG System	As the SDG System I want to be able to retrieve the latest report on statistics of use stored so that I can provide it.
US-D-8.019	SDG System	As the SDG System I want to be able to respond to a request to access a report on statistics of use by providing the report in the dashboard so that it is delivered.
US-D-8.020	SDG System	As the SDG System I want to be able to respond to a request to access a report on feedback on quality by providing the report in the dashboard so that it is delivered.
US-D-8.021	SDG System	As the SDG System I want to be able to respond to a request to access a report on feedback on SM obstacles by providing the report in the dashboard so that it is delivered.
US-D-8.022	SDG System	As the SDG System I want to be able to provide the reports in a PDF format so that it can be downloaded.
US-D-8.023	Application Manager	As Application Manager I want to be able to print the reports and download the data so that I can work offline.
US-D-8.024	Commission Coordinator	As Commission Coordinator I want to be able to print the reports and download the data so that I can work offline.
US-D-8.025	Commission Service Provider	As Commission Service Provider I want to be able print the reports and download the data so that I can work offline.
US-D-8.026	National Coordinator	As National Coordinator I want to be able to print the reports and download the data so that I can work offline.
US-D-8.027	National Service Provider	As National Service Provider I want to be able to print the reports and download the data so that I can work offline.

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ID	User	Description
US-D-8.028	Commission Coordinator	As Commission Coordinator I want to be able to forward the feedbacks on obstacles accessed to a Commission Service Provider so that it can analyse them.
US-D-8.029	National Coordinator	As National Coordinator I want to be able to forward the feedbacks on obstacles accessed to a National Service Provider so that it can analyse them.
US-D-8.030	Commission Service Provider	As Commission Service Provider, I want to receive a notification when the Commission Coordinator forwards me feedbacks on obstacles so that I can analyse them.
US-D-8.031	National Service Provider	As National Service Provider, I want to receive a notification when the National Coordinator forwards me feedbacks on obstacles so that I can analyse them.
US-D-8.032	SDG System	As SDG System I want to be able to notify the Commission Service Provider that feedbacks on obstacles have been forwarded to them so that they are informed.
US-D-8.033	SDG System	As SDG System I want to be able to notify the National Service Provider that feedbacks on obstacles have been forwarded to them so that they are informed.
US-D-8.034	SDG System	As SDG system I want to present information on the feedback on SM obstacles framed with information on the assistance services so the users can analyse the information

5. Functional Requirements

The requirements presented in the current section describe the functionalities that are expected from the SDG System. Since requirements are based on user needs, each requirement presented is traced to one or several user stories.

The functional requirements identified, have been structured as follows:

- **Search facility and common assistance service finder:** a total of **125** requirements have been presented in **5.1 Search facility**, of which **18 for the targeted solution** and **20 for the interim solution**;
- **Common Assistance service finder:** a total of **118** requirements have been presented in **5.2 Common assistance service finder**, of which **18 for the Text search approach** and **13 for the Guided search approach**;
- **User feedback tool on quality:** **27** requirements have been identified in **5.3 User Feedback tool on quality**;
- **User feedback tool on Single Market obstacles:** **41** requirements have been identified in **5.4 User Feedback tool on SM obstacles**;
- **Statistics of use:** **46** requirements have been identified in **5.5 Statistics of use**;
- **Dashboard:** **316** requirements have been identified in **5.6 Dashboard**.

5.1. Search facility

5.1.1. Search and access links

5.1.1.1. Targeted solution

ID	User Story	Description
R-SF-1.001-A	US-SF-1.001-A US-SF-1.002-A	The SDG System shall allow the End user to input query in the shape of a sufficient and structured amount of data expressed as text.
R-SF-1.002-A	US-SF-1.003-A	The query shall be written in any of the 24 official languages of the EU.
R-SF-1.003-A	US-SF-1.004-A	The SDG System shall translate the query to English if any other of the 23 official languages of the EU was used.
R-SF-1.004-A	US-SF-1.004-A US-SF-1.010-A	The search shall be performed in English and in the queried language.
R-SF-1.005-A	US-SF-1.005-A	The SDG System shall perform semantic expansion for the English query.

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ID	User Story	Description
R-SF-1.006-A	US-SF-1.006-A US-SF-1.007-A	The SDG System shall take into consideration the relevancy ranking.
R-SF-1.007-A	US-SF-1.007-A	The SDG System shall extend the individual results to include results to links in the variant languages.
R-SF-1.008-A	US-SF-1.007-A US-SF-1.008-A	The SDG System shall allow to filter based on the metadata properties available.
R-SF-1.009-A	US-SF-1.008-A	The End user shall be able to filter data from the search results list.
R-SF-1.010-A	US-SF-1.009-A US-SF-1.010-A	The SDG System results list shall contain links to Commission and/or National websites.
R-SF-1.011-A	US-SF-1.010-A US-SF-1.011-A	The SDG shall return the results based on the indexed pages.
R-SF-1.012-A	US-SF-1.006-A US-SF-1.007-A	The End user shall see the results based on the relevancy ranking.
R-SF-1.013-A	US-SF-1.012-A	The SDG System should display an "Error 404: Not found" in case the result of the query is a broken link.
R-SF-1.014-A	US-SF-1.013-A	The End user shall be able to filter the query by DG or EU Service.
R-SF-1.015-A	US-SF-1.013-A	The End user shall be able to filter the query by Member State.
R-SF-1.016-A	US-SF-1.013-A	The End user shall be able to filter the query by last update date.
R-SF-1.017-A	US-SF-1.013-A	The End user shall be able to filter the query by type of document.
R-SF-1.018-A	US-SF-1.013-A	The End user shall be able to filter the query by language.

5.1.1.2. Interim solution

ID	User Story	Description
R-SF-1.001-B	US-SF-1.001-B US-SF-1.002-B	The SDG System shall allow the End user to input query in the shape of a sufficient and structured amount of data expressed as text.
R-SF-1.002-B	US-SF-1.003-B	The query shall be written in any of the 24 official languages of the EU.
R-SF-1.003-B	US-SF-1.004-B	The SDG System shall translate the query to English if any other of the 23 official languages of the EU was used.

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R-SF-1.004-B	US-SF-1.005-B	The SDG System shall translate the query from English into the targeted Member State's languages.
R-SF-1.005-B	US-SF-1.006-B	The SDG System shall retrieve relevant results from the search index.
R-SF-1.006-B	US-SF-1.007-B US-SF-1.011-B	The SDG System shall take into consideration the relevancy ranking.
R-SF-1.007-B	US-SF-1.007-B US-SF-1.011-B	The SDG System shall order the relevant results according to their relevancy.
R-SF-1.008-B	US-SF-1.008-B	The SDG System shall filter the results to return only those in the target language.
R-SF-1.009-B	US-SF-1.009-B	The SDG System shall deliver the results list.
R-SF-1.010-B	US-SF-1.010-B	The End user shall receive the results of the query.
R-SF-1.011-B	US-SF-1.010-B	The End user shall be able to read the results of the query.
R-SF-1.012-B	US-SF-1.012-B	The SDG System results list shall contain links to Commission and/or National websites.
R-SF-1.013-B	US-SF-1.013-B	The SDG System shall access the Link Repository to access the link sets.
R-SF-1.014-B	US-SF-1.014-B	The SDG System should display an "Error 404: Not found" in case the result of the query is a broken link.
R-SF-1.015-B	US-SF-1.015-B	The End user shall be able to filter the query by DG or EU Service.
R-SF-1.016-B	US-SF-1.015-B	The End user shall be able to filter the query by Member State.
R-SF-1.017-B	US-SF-1.015-B	The End user shall be able to filter the query by last update date.
R-SF-1.018-B	US-SF-1.015-B	The End user shall be able to filter the query by type of document.
R-SF-1.019-B	US-SF-1.015-B	The End user shall be able to filter the query by language.
R-SF-1.020-B	US-SF-1.015-B	The SDG system shall translate the query for the official languages of the query targeted country.

5.1.2. Crawling and indexing

ID	User Story	Description
R-SF-2.001	US-SF-2.001	The SDG System shall read all the URLs from the links set database.
R-SF-2.002	US-SF-2.002	The SDG System shall crawl each of URLs.
R-SF-2.003	US-SF-2.002	The SDG System shall crawl first new or updated URLs in the system.
R-SF-2.004	US-SF-2.002	The SDG System shall index page content for each crawled URL.
R-SF-2.005	US-SF-2.002	The SDG System shall index all existent metadata for each crawled URL.
R-SF-2.006	US-SF-2.003	The SDG System shall index a page in a centralised and fast accessible way.
R-SF-2.007	US-SF-2.004	The SDG System shall always store the most recent version of the crawled URL.

5.1.3. Manage link sets

ID	User Story	Description
R-SF-3.001	US-SF-3.001	The National Service Provider shall be able to add links to the repository.
R-SF-3.002	US-SF-3.001	The National Service Provider shall be able to edit links in the repository belonging to the MS of its responsibility.
R-SF-3.003	US-SF-3.001	The National Service Provider shall be able to delete links from the repository belonging to the MS of its responsibility.
R-SF-3.004	US-SF-3.001	The National Service Provider shall be able to list links from the repository belonging to the MS of its responsibility.
R-SF-3.005	US-SF-3.001	The National Service Provider shall be able to export links from the repository (belonging to the MS of its responsibility or not) in CSV format.
R-SF-3.006	US-SF-3.001	The National Service Provider shall be able to export links from the repository (belonging to the MS of its responsibility or not) in XLS format.
R-SF-3.007	US-SF-3.001	The National Service Provider shall be able to relate the links with same information and in different languages.
R-SF-3.008	US-SF-3.001	The National Service Provider shall provide metadata information with each link.

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ID	User Story	Description
R-SF-3.009	US-SF-3.001 US-SF-3.002 US-SF-3.003 US-SF-3.004 US-SF-3.005	The SDG System shall have a mechanism to batch upload links to the repository.
R-SF-3.010	US-SF-3.002	The Commission Service Provider shall be able to add links to the repository.
R-SF-3.011	US-SF-3.002	The Commission Service Provider shall be able to edit links in repository belonging to websites of its responsibility.
R-SF-3.012	US-SF-3.002	The Commission Service Provider shall be able to delete links repository belonging to websites of its responsibility.
R-SF-3.013	US-SF-3.002	The Commission Service Provider shall be able to list links from the repository belonging to websites of its responsibility.
R-SF-3.014	US-SF-3.002	The Commission Service Provider shall be able to export links from the repository (belonging to websites of its responsibility or not) in CSV format.
R-SF-3.015	US-SF-3.002	The Commission Service Provider shall be able to export links from the repository (belonging to websites of its responsibility or not) in XLS format.
R-SF-3.016	US-SF-3.002	The Commission Service Provider shall be able to relate the links with same information and in different languages.
R-SF-3.017	US-SF-3.002	The Commission Service Provider shall provide metadata information with each link.
R-SF-3.018	US-SF-3.003	The National Coordinator shall be able to add links to the repository.
R-SF-3.019	US-SF-3.003	The National Coordinator shall be able to edit links in the repository belonging to the MS of its responsibility.
R-SF-3.020	US-SF-3.003	The National Coordinator shall be able to delete links from the repository belonging to the MS of its responsibility.
R-SF-3.021	US-SF-3.003	The National Coordinator shall be able to list links from the repository belonging to the MS of its responsibility.
R-SF-3.022	US-SF-3.003	The National Coordinator shall be able to export links from the repository (belonging to the MS of its responsibility or not) in CSV format.
R-SF-3.023	US-SF-3.003	The National Coordinator shall be able to export links from the repository belonging to his MS repository (belonging to the MS of its responsibility or not) in XLS format.
R-SF-3.024	US-SF-3.003	The National Coordinator shall be able to relate the links with same information and in different languages.

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ID	User Story	Description
R-SF-3.025	US-SF-3.003	The National Coordinator shall provide metadata information with each link.
R-SF-3.026	US-SF-3.004	The Commission Coordinator shall be able to add links to the repository.
R-SF-3.027	US-SF-3.004	The Commission Coordinator shall be able to edit links in the repository belonging to websites of its responsibility.
R-SF-3.028	US-SF-3.004	The Commission Coordinator shall be able to delete links from the repository belonging to websites of its responsibility.
R-SF-3.029	US-SF-3.004	The Commission Coordinator shall be able to list links from the repository belonging to websites of its responsibility.
R-SF-3.030	US-SF-3.004	The Commission Coordinator shall be able to export links from the repository (belonging to websites of its responsibility or not) in CSV format.
R-SF-3.031	US-SF-3.004	The Commission Coordinator shall be able to export links from the repository (belonging to websites of its responsibility or not) in XLS format.
R-SF-3.032	US-SF-3.004	The Commission Coordinator shall be able to relate the links with the same information and in different languages.
R-SF-3.033	US-SF-3.004	The Commission Coordinator shall provide metadata information with each link.
R-SF-3.034	US-SF-3.005	The Application Manager shall be able to add links to the repository.
R-SF-3.035	US-SF-3.005	The Application Manager shall be able to edit links in the repository.
R-SF-3.036	US-SF-3.005	The Application Manager shall be able to delete links from the repository.
R-SF-3.037	US-SF-3.005	The Application Manager shall be able to list links from the repository.
R-SF-3.038	US-SF-3.005	The Application Manager shall be able to export links from the repository in CVS format.
R-SF-3.039	US-SF-3.005	The Application Manager shall be able to export links from the repository in XLS format.
R-SF-3.040	US-SF-3.005	The Application Manager shall be able to relate the links with the same information and in different languages.
R-SF-3.041	US-SF-3.005	The Application Manager shall provide metadata information with each link.
R-SF-3.042	US-SF-3.006	The SDG System shall notify the National Coordinator about any change introduced in the link repository at National level.

ID	User Story	Description
R-SF-3.043	US-SF-3.007	The SDG System shall notify the Commission Coordinator about any change introduced in the link repository at EU level.
R-SF-3.044	US-SF-3.008	The SDG System shall notify the Application Manager about any changes in the link repository.
R-SF-3.045	US-SF-3.009	The Commission Coordinator shall approve links changes introduced at EU level.
R-SF-3.046	US-SF-3.010	The National Coordinator shall approve all links changes introduced at National level.
R-SF-3.047	US-SF-3.011	The Application Manager shall have the possibility to approve all links changes.
R-SF-3.048	US-SF-3.012	The National Service Provider shall receive a notification if links were approved.
R-SF-3.049	US-SF-3.014	The National Service Provider shall receive a notification if links were rejected.
R-SF-3.050	US-SF-3.013	The Commission Service Provider shall receive a notification if links were approved.
R-SF-3.051	US-SF-3.015	The Commission Service Provider shall receive a notification if links were rejected.

5.1.4. Identify broken links

ID	User Story	Description
R-SF-4.001	US-SF-4.001	The SDG System shall retrieve all active link sets from the link set repository.
R-SF-4.002	US-SF-4.001	The SDG System shall iterate over the link sets.
R-SF-4.003	US-SF-4.002	The SDG System shall crawl every link.
R-SF-4.004	US-SF-4.003	The SDG System shall notify the Application Manager if a link is broken.
R-SF-4.005	US-SF-4.003	The SDG System shall notify the National Coordinator if a link under its responsibility is broken.
R-SF-4.006	US-SF-4.003	The SDG System shall notify the Commission Coordinator if a link under its responsibility is broken.
R-SF-4.007	US-SF-4.003	The SDG System shall notify the Commission Service Provider responsible for the link if the link is broken.
R-SF-4.008	US-SF-4.003	The SDG System shall notify the National Service Provider responsible for the link if the link is broken.

R-SF-4.009	US-SF-4.003	The SDG System shall flag the link as broken in the system.
R-SF-4.010	US-SF-4.004	The SDG System should display an “Error 404: Not found” in case the result of the query is a broken link.

5.1.5. Search index management

ID	User Story	Description
R-SF-5.001	US-SF-5.001	The Application Manager shall be able to add new terms to the semantic dictionaries.
R-SF-5.002	US-SF-5.001	The Application Manager shall be able to update terms in the semantic dictionaries.
R-SF-5.003	US-SF-5.001	The Application Manager shall be able to delete terms from the semantic dictionaries.
R-SF-5.004	US-SF-5.001	The Application Manager shall be able to list all the terms from the semantic dictionaries.
R-SF-5.005	US-SF-5.001	The Application Manager shall be able to filter terms from the semantic dictionaries.
R-SF-5.006	US-SF-5.001	The Application Manager shall be able to paginate the list of terms from the semantic dictionaries.
R-SF-5.007	US-SF-5.001	The Application Manager shall be able to export terms from the semantic dictionaries in CSV format.
R-SF-5.008	US-SF-5.001	The Application Manager shall be able to export terms from the semantic dictionaries in XLS format.
R-SF-5.009	US-SF-5.002	The Application Manager shall be able to perform a manual re-index of a selected link.
R-SF-5.010	US-SF-5.002	The Application Manager shall be able to perform a manual re-index of a selected link set.
R-SF-5.011	US-SF-5.003	The Application Manager shall be able to export all the link sets in CSV format.
R-SF-5.012	US-SF-5.003	The Application Manager shall be able to export all the link sets in XLS format.
R-SF-5.013	US-SF-5.003	The Application Manager shall be able to list all the link sets.
R-SF-5.014	US-SF-5.003	The Application Manager shall be able to filter link sets.
R-SF-5.015	US-SF-5.003	The Application Manager shall be able to paginate the list of the link sets.

ID	User Story	Description
R-SF-5.016	US-SF-5.004	The Application Manager shall be able to create new links in the repository.
R-SF-5.017	US-SF-5.004	The Application Manager shall be able to delete links in the repository.
R-SF-5.018	US-SF-5.004	The Application Manager shall be able to update links in the repository.
R-SF-5.019	US-SF-5.005	The SDG system shall be able to update the index constantly.

5.2. Common assistance service finder

Given that the Common assistance service finder works in a similar way to the Search facility, most of the requirements presented are the same as in [5.1 Search facility](#), with the exception of the requirements of the **Guided search approach**.

5.2.1. Assistance finder to access links

5.2.1.1. Text search approach

See [5.1.1.1 Targeted solution](#)

5.2.1.2. Guided search approach

ID	User Story	Description
R-CA-1.001	US-CA-1.001 US-CA-1.002	The End user shall search for assistance services through a pre-defined taxonomy.
R-CA-1.002	US-CA-1.001 US-CA-1.004	The taxonomy shall be available in any of the 24 official EU languages.
R-CA-1.003	US-CA-1.002 US-CA-1.003	The SDG System shall provide a pre-defined taxonomy.
R-CA-1.004	US-CA-1.003	The SDG System shall allow the user to navigate hierarchically in the available choices.
R-CA-1.005	US-CA-1.005	The SDG System shall retrieve the results requested by the End user.
R-CA-1.006	US-CA-1.006	The SDG System shall deliver the results requested by the End user.
R-CA-1.007	US-CA-1.007	The End user shall be able to receive the results of the query.
R-CA-1.008	US-CA-1.007	The End user shall be able to visualise the results of the query.

R-CA-1.009	US-CA-1.008	The End user shall be able to return to any point of the previous chosen hierarchy.
R-CA-1.010	US-CA-1.008	The End user shall be able to re-submit the query.
R-CA-1.011	US-CA-1.009	The SDG System shall include links to the Service Provider sites in the results.
R-CA-1.012	US-CA-1.010	The End user shall be able to access the links included in the results.
R-CA-1.013	US-CA-1.011	The SDG System should display an “Error 404: Not found” in case the result of the query is a broken link.

5.2.2. Crawling and indexing

See 5.1.2 Crawling and indexing

5.2.3. Manage link sets

See 5.1.3 Manage link sets

5.2.4. Identify broken links

See 5.1.4 Identify broken links

5.2.5. Search index management

See 5.1.5 Search index management

5.3. User Feedback tool on quality

5.3.1. Report and store feedback

ID	User Story	Description
R-FQ-1.001	US-FQ-1.001	The system shall allow the End user to input his feedback as a structured amount of data expressed as free text.
R-FO-1.002	US-FQ-1.001	The system should allow for the insertion of feedback.
R-FQ-1.003	US-FQ-1.001	The feedback provided shall have a classification type.
R-FO-1.004	US-FQ-1.001	The user shall be able to add free text.
R-FO-1.005	US-FQ-1.002	The system shall allow the End user to provide feedback anonymously.
R-FO-1.006	US-FQ-1.003	The system shall store all feedback data.

ID	User Story	Description
R-FO-1.007	US-FQ-1.003	The system shall allow to store information in any of the 24 official languages.
R-FO-1.008	US-FQ-1.004	The Application Manager shall be able to list all feedback received.
R-FO-1.009	US-FQ-1.004	The Application Manager shall be able to filter feedback received.
R-FO-1.010	US-FQ-1.004	The Application Manager shall be able to share feedback received with other user.
R-FO-1.011	US-FQ-1.004	The Application Manager shall be able to export feedback in CSV format.
R-FO-1.012	US-FQ-1.004	The Application Manager shall be able to export feedback in XLS format.
R-FQ-1.013	US-FQ-1.004	The Application Manager shall be able to archive old feedback.
R-FQ-1.014	US-FQ-1.004	The Application Manager shall be able to list the feedback with paginated results.
R-FQ-1.015	US-FQ-1.005	The system shall be able to receive quality feedback received from End users on accessing the links to a web resource on a Service Provider website.
R-FQ-1.016	US-FQ-1.005	The system shall be able to store quality feedback received from End users on accessing the links to a web resource on a Service Provider website.
R-FQ-1.017	US-FQ-1.005	The system shall be able to collect users' feedback and store it.
R-FQ-1.018	US-FQ-1.006	The system shall have a <i>captcha</i> mechanism.

5.3.2. Receive feedback data collected at National level

ID	User Story	Description
R-FQ-2.001	US-FQ-2.001	The system shall allow for the direct upload of user feedback data collected at National level by the National Service Providers.
R-FQ-2.002	US-FQ-2.001	The National Service Provider shall be able to edit feedback data.
R-FQ-2.003	US-FQ-2.002	The system shall be able to receive feedback data collected at National level.
R-FQ-2.004	US-FQ-2.002	The system shall be able to store feedback data collected at National level.

R-FQ-2.005	US-FQ-2.003	The system shall be able to consolidate feedback data collected at National level within the common feedback database.
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5.3.3. Create feedback report

ID	User Story	Description
R-D-1.001	US-D-1.001	The system shall have access to the feedback data.
R-D-1.002	US-D-1.002	The system shall calculate statistics from feedback data with different indicators.
R-D-1.003	US-D-1.003	The system shall create a report with different indicators.
R-D-1.004	US-D-1.004	The system shall store the report.

5.4. User Feedback tool on SM obstacles

5.4.1. Report and store feedback

Given that the Report and store feedback tool on SM obstacles works in the same way as the Report and store feedback tool on quality, the Requirements are the same as those already presented in the [5.3.1 Report and store feedback](#).

5.4.2. Create feedback report

Given that the Report and store feedback tool on SM obstacles works in the same way as the Report and store feedback tool on quality, the Requirements are the same as those already presented in the [5.3.3 Create feedback report](#)

5.4.3. Consult feedback on obstacles – End user

ID	User Story	Description
R-FO-3.001	US-FO-3.001	The system shall obtain information on the obstacles from the End users' feedbacks.
R-FO-3.002	US-FO-3.001	The system shall allow the information to be collected from feedbacks written in any of the 24 official languages of the EU.
R-FO-3.003	US-FO-3.001 US-FO-3.005	The system shall create a publicly available report from the information on obstacles obtained from the End users' feedbacks.
R-FO-3.004	US-FO-3.002 US-FO-3.005	The system shall allow the End user to request access the publicly available reports on SM obstacles.

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R-FO-3.005	US-FO-3.003	The system shall allow the Commission Coordinator to request access the publicly available reports on SM obstacles.
R-FO-3.006	US-FO-3.004	The system shall allow the National Coordinator to request access the publicly available reports on SM obstacles.
R-FO-3.007	US-FO-3.005 US-FO-3.006	The system shall allow the End user to view the publicly available reports on the feedbacks on the SM obstacles.
R-FO-3.008	US-FO-3.007	The system shall allow the Commission Coordinator to view the publicly available reports on the feedbacks on the SM obstacles.
R-FO-3.009	US-FO-3.008	The system shall allow the National Coordinators to view the publicly available reports on the feedbacks on the SM obstacles.
R-FO-3.010	US-FO-3.009 US-FO-3.010 US-FO-3.011	The system shall allow the export the publicly available reports in PDF format.
R-FO-3.011	US-FO-3.009 US-FO-3.010 US-FO-3.011	The system shall guarantee that the exported report only contains data available to the access level of the user that requested the report.

5.4.4. Follow-up on feedback received

ID	User Story	Description
R-FO-4.001	US-FO-4.001 US-FO-4.002	The Commission Coordinator and the National Coordinator shall be able to request the latest feedbacks on obstacles stored by the SDG System.
R-FO-4.002	US-FO-4.003 US-FO-4.004	The SDG System shall deliver the latest feedbacks on obstacles stored to the Commission Coordinator and to the National Coordinator.
R-FO-4.003	US-FO-4.005	The Commission Coordinator and the National Coordinator shall consult the feedbacks on obstacles accessed.
R-FO-4.004	US-FO-4.006	The Commission Coordinator shall forward the feedbacks on obstacles accessed to the Commission Service Provider.
R-FO-4.005	US-FO-4.007	The National Coordinator shall forward the feedbacks on obstacles accessed to the National Service Provider.
R-FO-4.006	US-FO-4.010 US-FO-4.011	The SDG System shall notify the Commission Service Provider and the National Service Provider that feedbacks on obstacles have been forwarded to them.
R-FO-4.007	US-FO-4.008	The Commission Service Provider shall receive a notification when the Commission Coordinator forwards feedbacks on obstacles.
R-FO-4.008	US-FO-4.009	The National Service Provider shall receive a notification when the National Coordinator forwards feedbacks on obstacles.

5.5. Statistics of use

5.5.1. Register and store SDG usage statistics

ID	User Story	Description
R-S-1.001	US-S-1.001	The system shall register the number of visits to the SDG.
R-S-1.002	US-S-1.001	The system shall register the number of visitors to the SDG.
R-S-1.003	US-S-1.002	The system shall register the information on the origin country of the SDG' users.
R-S-1.004	US-S-1.002	The system shall register the information on the language used by the SDG' users.
R-S-1.005	US-S-1.002	The system shall register the information on the acquisition channels of the SDG' users.
R-S-1.006	US-S-1.002	The system shall register the information on the origin country of the SDG' users.
R-S-1.007	US-S-1.002	The system shall register the information on the language used by the SDG' users.
R-S-1.008	US-S-1.002	The system shall register the information on the acquisition channels of the SDG' users.
R-S-1.009	US-S-1.003	The system shall register the number of visits to the online procedure pages accessed through the SDG.
R-S-1.010	US-S-1.003	The system shall register the number of users who visited the procedure pages.
R-S-1.011	US-S-1.003	The system shall register the number of visits to the online procedure pages accessed through the SDG.
R-S-1.012	US-S-1.004	The system shall register the number of requests for assistance from Commission Service Providers.
R-S-1.013	US-S-1.004	The system shall register the subject matter of requests for assistance from Commission Service Providers.
R-S-1.014	US-S-1.004	The system shall register the average time of response to requests for assistance from Commission Service Providers.
R-S-1.015	US-S-1.004	The system shall register the minimum time of response to requests for assistance from Commission Service Providers.
R-S-1.016	US-S-1.004	The system shall register the maximum time of response to requests for assistance from Commission Service Providers.
R-S-1.017	US-S-1.005	The Application Manager shall be able to create classifications of statistics.

R-S-1.018	US-S-1.005	The Application Manager shall be able to read classifications of statistics.
R-S-1.019	US-S-1.005	The Application Manager shall be able to update classifications of statistics.
R-S-1.020	US-S-1.005	The Application Manager shall be able to delete classifications of statistics.

5.5.2. Receive statistics elaborated at National level

ID	User	Description
R-S-2.001	US-S-2.001	The system shall receive the statistics collected at National level.
R-S-2.002	US-S-2.001	The system shall store the statistics collected at National level.
R-S-2.003	US-S-2.002	The system shall receive the statistics of the top search terms on the National websites, collected at National level.
R-S-1.004	US-S-2.002	The system shall store the statistics of the top search terms on the National websites, collected at National level.
R-S-2.005	US-S-2.003	The system shall receive the statistics of the most visited pages on the National websites, collected at National level.
R-S-2.006	US-S-2.003	The system shall store the statistics of the most visited pages on the National websites, collected at National level.
R-S-2.007	US-S-2.004	The system shall register the number of requests for assistance from National Service Providers.
R-S-2.008	US-S-2.004	The system shall register the subject matter of requests for assistance from National Service Providers.
R-S-2.009	US-S-2.004	The system shall register the average time of response to requests for assistance from National Service Providers.
R-S-2.010	US-S-2.004	The system shall register the minimum time of response to requests for assistance from National Service Providers,
R-S-2.011	US-S-2.004	The system shall register the maximum time of response to requests for assistance from National Service Providers.
R-S-2.012	US-S-2.004	The system shall store the number of requests for assistance from National Service Providers.
R-S-2.013	US-S-2.004	The system shall store the subject matter of requests for assistance from National Service Providers.
R-S-2.014	US-S-2.004	The system shall store the average time of response to requests for assistance from National Service Providers.

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R-S-2.015	US-S-2.004	The system shall store the minimum time of response to requests for assistance from National Service Providers.
R-S-2.016	US-S-2.004	The system shall store the maximum time of response to requests for assistance from National Service Providers.
R-S-2.017	US-S-2.005	The National Coordinator shall read the statistics collected at National level.
R-S-2.018	US-S-2.005	The National Coordinator shall filter the statistics collected at National level for the MS for which it is responsible.
R-S-2.019	US-S-2.005	The National Coordinator shall validate the statistics collected at National level.
R-S-2.020	US-S-2.005	The National Coordinator shall export the statistics collected at National level in CSV format.
R-S-2.021	US-S-2.005	The National Coordinator shall export the statistics collected at National level in XLS format.
R-S-2.022	US-S-2.001 US-S-2.002 US-S-2.003 US-S-2.004	The National Service Provider shall provide aggregated statistics at National level.

5.5.3. Create statistics report

ID	User Story	Description
R-S-3.001	US-S-3.001	The system shall have access to the stored statistics.
R-S-3.002	US-S-3.001	The system shall calculate consolidated statistics from the statistics registered and received by the SDG.
R-S-3.003	US-S-3.002	The system shall render a report.
R-S-3.004	US-S-3.003	The system shall store the report rendered.

5.6. Dashboard

5.6.1. Login

ID	User Story	Description
R-D-1.001	US-D-1.008	The SDG System will redirect the user to the EU login system.

ID	User Story	Description
R-D-1.002	US-D-1.008	A user shall receive visual information if a login fails.
R-D-1.003	US-D-1.001 US-D-1.002 US-D-1.003 US-D-1.004 US-D-1.005	The SDG System should keep a reference between the internal user and the user created in the central EU Login system.
R-D-1.004	US-D-1.006	A way to recover the password shall exist in the login screen.
R-D-1.005	US-D-1.007	The login page should have contact information of the help desk.
R-D-1.006	US-D-1.001 US-D-1.002 US-D-1.003 US-D-1.004 US-D-1.005	A registered and valid user with the right credentials, shall be able to login to the system.
R-D-1.007	US-D-1.001 US-D-1.002 US-D-1.003 US-D-1.004 US-D-1.005	The user shall be redirected to SDG after a successful login.
R-D-1.008	US-D-1.001 US-D-1.002 US-D-1.003 US-D-1.004 US-D-1.005	The user shall receive visual information after a successful login.
R-D-1.009	US-D-1.008	A registered and valid user should have its account blocked after 5 failed attempts to login to the system.

5.6.2. Manage role assignment (Application Manager)

ID	User Story	Description
R-D-2.001	US-D-2.001	The Application Manager shall be able to create new users in SDG.
R-D-2.002	US-D-2.001	The new user to be created in SDG will exist in a central EU Login system.

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ID	User Story	Description
R-D-2.003	US-D-2.002	The Application Manager shall be able to create a role assignment to a user.
R-D-2.004	US-D-2.002	The Application Manager shall be able to delete a role assignment from a user.
R-D-2.005	US-D-2.002	The Application Manager shall be able to change a role assignment to a user.
R-D-2.006	US-D-2.002	The Application Manager shall associate a user to a MS or to an EU Service.
R-D-2.007	US-D-2.002	The Application Manager shall be able to deactivate a user in SDG.
R-D-2.008	US-D-2.002	The Application Manager should be able to invoke a password reset to a user.
R-D-2.009	US-D-2.003	The Application Manager shall be able to export the user list in CSV format.
R-D-2.010	US-D-2.003	The Application Manager shall be able to export the user list in XLS format.
R-D-2.011	US-D-2.003	The Application Manager shall be able to export a filtered user list by MSs and/or by role in CSV format.
R-D-2.012	US-D-2.003	The Application Manager shall be able to export a filtered user list by MSs and/or by role in XLS format.
R-D-2.013	US-D-2.003	The Application Manager shall be able to export a filtered user list by EU Service and/or by role in CSV format.
R-D-2.014	US-D-2.003	The Application Manager shall be able to export a filtered user list by EU Service and/or by role in XLS format.
R-D-2.015	US-D-2.002	The Application Manager shall be able to filter users by role.
R-D-2.016	US-D-2.002	The Application Manager shall be able to filter users by MS or EU Service.
R-D-2.017	US-D-2.002	The Application Manager shall be able to filter users by any available parameter
R-D-2.018	US-D-2.002	The Application Manager shall be able to sort the users list.
R-D-2.019	US-D-2.002	The Application Manager shall be able to see the users in a paginate list.
R-D-2.020	US-D-2.002	The Application Manager shall be able to filter the number of records visible per page.

5.6.3. Manage role assignment (Commission Coordinator and National Coordinator)

ID	User Story	Description
R-D-3.001	US-D-3.001	The Commission Coordinator shall be able to create a Commission Service Provider role assignment to a user.
R-D-3.002	US-D-3.001	The Commission Coordinator shall be able to delete a Commission Service Provider role assignment from a user of the same EU Service.
R-D-3.003	US-D-3.001	The Commission Coordinator shall be able to change a Commission Service Provider role assignment from a user that belongs to the same EU Service.
R-D-3.004	US-D-3.001	The Commission Coordinator shall have access to Commission Service Providers that belongs to the same EU Service or to users with no roles assigned.
R-D-3.005	US-D-3.001	The Commission Coordinator shall be able to deactivate a Commission Service Provider user that belongs to the same EU Service from the system.
R-D-3.006	US-D-3.003	The Commission Coordinator shall be able to export the user list of the Commission Service Providers that belongs to the same EU Service in CSV format.
R-D-3.007	US-D-3.003	The Commission Coordinator shall be able to export the user list of the Commission Service Providers that belongs to the same EU Service in XLS format.
R-D-3.008	US-D-3.001	The Commission Coordinator shall be able to sort the users list.
R-D-3.009	US-D-3.001	The Commission Coordinator shall be able to see a paginate list.
R-D-3.010	US-D-3.001	The Commission Coordinator shall be able to filter the number of records visible per page.
R-D-3.011	US-D-3.002	The National Coordinator shall be able to create a National Service Provider role assignment to a user.
R-D-3.012	US-D-3.002	The National Coordinator shall be able to delete a National Service Provider role assignment from a user of the same MS.
R-D-3.013	US-D-3.002	The National Coordinator shall be able to change a National Service Provider role assignment from a user of the same MS.
R-D-3.014	US-D-3.002	The National Coordinator shall only have access to National Service Providers of the same MS or to users with no roles assigned.
R-D-3.015	US-D-3.002	The National Coordinator shall be able to deactivate a National Service Provider of the same MS user from the system.

ID	User Story	Description
R-D-3.016	US-D-3.004	The National Coordinator shall be able to export the complete user list of the National Service Providers of the same MS in CSV format.
R-D-3.017	US-D-3.004	The National Coordinator shall be able to export the complete user list of the National Service Providers of the same MS in XLS format.
R-D-3.018	US-D-3.002	The National Coordinator shall be able to sort the users list.
R-D-3.019	US-D-3.002	The National Coordinator shall be able to see a paginate list.
R-D-3.020	US-D-3.002	The National Coordinator shall be able to filter the number of records visible per page.

5.6.4. Manage registered classifications

ID	User Story	Description
R-D-4.001	US-D-4.001 US-D-4.004	The Application Manager shall be able to create new MSs.
R-D-4.002	US-D-4.001 US-D-4.004	The Application Manager shall be able to read the MSs.
R-D-4.003	US-D-4.001 US-D-4.004	The Application Manager shall be able to update MSs.
R-D-4.004	US-D-4.001 US-D-4.004	The Application Manager shall be able to delete MSs
R-D-4.005	US-D-4.001 US-D-4.004	The Application Manager shall be able to list MSs.
R-D-4.006	US-D-4.001 US-D-4.004	The Application Manager shall be able to filter MSs.
R-D-4.007	US-D-4.001 US-D-4.004	The Application Manager shall be able to paginate the list of MSs.
R-D-4.008	US-D-4.005	The Application Manager shall be able to create new links to a web resource on a Service Provider website.
R-D-4.009	US-D-4.005	The Application Manager shall be able to view a particular links to a web resource on a Service Provider website.
R-D-4.010	US-D-4.005	The Application Manager shall be able to update the existent links to a web resource on a Service Provider website.

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ID	User Story	Description
R-D-4.011	US-D-4.005	The Application Manager shall be able to list links to a web resource on a Service Provider website.
R-D-4.012	US-D-4.005	The Application Manager shall be able to filter links to a web resource on a Service Provider website.
R-D-4.013	US-D-4.002	The Application Manager shall be able to create languages.
R-D-4.014	US-D-4.002	The Application Manager shall be able to view a particular language.
R-D-4.015	US-D-4.002	The Application Manager shall be able to update languages.
R-D-4.016	US-D-4.002	The Application Manager shall be able to delete languages.
R-D-4.017	US-D-4.002	The Application Manager shall be able to list languages.
R-D-4.018	US-D-4.002	The Application Manager shall be able to filter languages.
R-D-4.019	US-D-4.002	The Application Manager shall be able to paginate the list of languages.
R-D-4.020	US-D-4.003	The Application Manager shall be able to create links classifications.
R-D-4.021	US-D-4.003	The Application Manager shall be able to view a particular link classification.
R-D-4.022	US-D-4.003	The Application Manager shall be able to update links classifications.
R-D-4.023	US-D-4.003	The Application Manager shall be able to delete links classifications.
R-D-4.024	US-D-4.003	The Application Manager shall be able to list links classifications.
R-D-4.025	US-D-4.003	The Application Manager shall be able to filter links classifications.
R-D-4.026	US-D-4.003	The Application Manager shall be able to paginate the list of links classifications.
R-D-4.027	US-D-4.006	The Application Manager shall be able to create classifications of feedback on quality.
R-D-4.028	US-D-4.006	The Application Manager shall be able to read classifications of feedback on quality.
R-D-4.029	US-D-4.006	The Application Manager shall be able to update classifications of feedback on quality.

ID	User Story	Description
R-D-4.030	US-D-4.006	The Application Manager shall be able to delete classifications of feedback on quality.
R-D-4.031	US-D-4.006	The Application Manager shall be able to list classifications of feedback on quality.
R-D-4.032	US-D-4.006	The Application Manager shall be able to filter classifications of feedback on quality.
R-D-4.033	US-D-4.007	The Application Manager shall be able to create classifications of statistics.
R-D-4.034	US-D-4.007	The Application Manager shall be able to read classifications of statistics.
R-D-4.035	US-D-4.007	The Application Manager shall be able to update classifications of statistics.
R-D-4.036	US-D-4.007	The Application Manager shall be able to delete classifications of statistics.
R-D-4.037	US-D-4.007	The Application Manager shall be able to list classifications of statistics.
R-D-4.038	US-D-4.007	The Application Manager shall be able to filter classifications of statistics.
R-D-4.039	US-D-4.008	The Application Manager shall be able to create classifications of DG or EU Service.
R-D-4.040	US-D-4.008	The Application Manager shall be able to read classifications of DG or EU Service.
R-D-4.041	US-D-4.008	The Application Manager shall be able to update classifications of DG or EU Service.
R-D-4.042	US-D-4.008	The Application Manager shall be able to delete classifications of DG or EU Service.
R-D-4.043	US-D-4.008	The Application Manager shall be able to list classifications of DG or EU Service.
R-D-4.044	US-D-4.008	The Application Manager shall be able to filter classifications of DG or EU Service.

5.6.5. Download registered classifications

ID	User Story	Description
R-D-5.001	US-D-5.001 US-D-5.004	A registered and valid user with the right credentials shall be able to export the complete list of MSs in CSV format.
R-D-5.002	US-D-5.001	A registered and valid user with the right credentials shall be able to export the complete list of MSs in XLS format.

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	US-D-5.004	
R-D-5.003	US-D-5.001 US-D-5.005	A registered and valid user with the right credentials shall be able to export the complete list of links to a web resource from a Service Provider website in CSV format.
R-D-5.004	US-D-5.001 US-D-5.005	A registered and valid user with the right credentials shall be able to export the complete list of links to a web resource from a Service Provider website in XLS format.
R-D-5.005	US-D-5.001 US-D-5.002	A registered and valid user with the right credentials shall be able to export the complete list of languages in CSV format.
R-D-5.006	US-D-5.001 US-D-5.002	A registered and valid user with the right credentials shall be able to export the complete list of languages in XLS format.
R-D-5.007	US-D-5.001 US-D-5.003	A registered and valid user with the right credentials shall be able to export the complete list of links classifications in CSV format.
R-D-5.008	US-D-5.001 US-D-5.003	A registered and valid user with the right credentials shall be able to export the complete list of links classifications in XLS format.
R-D-5.009	US-D-5.001 US-D-5.006	A registered and valid user with the right credentials shall be able to export the complete list of classifications of feedback on quality in CSV format.
R-D-5.010	US-D-5.001 US-D-5.006	A registered and valid user with the right credentials shall be able to export the complete list of classifications of feedback on quality in XLS format.
R-D-5.011	US-D-5.001 US-D-5.007	A registered and valid user with the right credentials shall be able to export the complete list of classifications DG and EU Services configured in SDG System in CSV format.
R-D-5.012	US-D-5.001 US-D-5.007	A registered and valid user with the right credentials shall be able to export the complete list of classifications DG and EU Services configured in SDG System in XLS format.

5.6.6. Translate document

ID	User Story	Description
R-D-6.001	US-D-6.001	The system shall allow the National Service Providers to submit a text for translation from any of the 24 EU languages.
R-D-6.002	US-D-6.001	The system shall notify the National Coordinator when a new translation is requested.
R-D-6.003	US-D-6.001	The system shall notify the Application Manager when a new translation is requested.
R-D-6.004	US-D-6.002	The system shall allow the Commission Service Providers to submit a text for translation from any of the 24 EU languages.

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ID	User Story	Description
R-D-6.005	US-D-6.002	The system shall notify the Commission Coordinator when a new translation is requested.
R-D-6.006	US-D-6.003	The National Coordinator shall approve National Service Providers' requests for translation.
R-D-6.007	US-D-6.004	The Commission Coordinator shall approve Commission Service Providers' requests for translation.
R-D-6.008	US-D-6.005	The system shall allow the National Coordinators to submit a text for translation from any of the 24 EU languages.
R-D-6.009	US-D-6.006	The system shall allow the Commission Coordinator to submit a text for translation from any of the 24 EU languages.
R-D-6.010	US-D-6.007	The National Coordinator shall be able to monitor the budget used for translations.
R-D-6.011	US-D-6.007	The National Coordinator shall be able to monitor the budget available for translations.
R-D-6.012	US-D-6.008	The Commission Coordinator shall be able to monitor the budget used for translations.
R-D-6.013	US-D-6.008	The Commission Coordinator shall be able to monitor the budget available for translations.
R-D-6.014	US-D-6.009	The National Coordinator shall be able to prioritise translations.
R-D-6.015	US-D-6.009	The National Coordinator shall be able to view the status of the translations requests from the MS of its responsibility.
R-D-6.016	US-D-6.010	The Commission Coordinator shall be able to prioritise translations for the MS of its responsibility.
R-D-6.017	US-D-6.010	The Commission Coordinator shall be able to view the status of the translations requests from the MS of its responsibility.
R-D-6.018	US-D-6.011	The Application Manager shall be able to monitor the budget used for translations for all MSs.
R-D-6.019	US-D-6.011	The Application Manager shall be able to monitor the budget available for translations for all MSs.
R-D-6.020	US-D-6.011	The Application Manager shall be able to change budget available for MSs.
R-D-6.021	US-D-6.011	The Application Manager shall be able to change budget available for DG or EU Service.
R-D-6.022	US-D-6.012	The Application Manager shall be able to monitor the budget used for translations for all DG or EU Services.
R-D-6.023	US-D-6.012	The Application Manager shall be able to monitor the budget available for translations for all DG or EU Services.

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ID	User Story	Description
R-D-6.024	US-D-6.013	The Application Manager shall be able to prioritise translations for MSs.
R-D-6.025	US-D-6.013	The Application Manager shall be able to prioritise translations for links to a web resource on a Service Provider website.
R-D-6.026	US-D-6.013	The Application Manager prioritisation shall have priority over the Commission Coordinator or National Coordinator prioritisation.
R-D-6.027	US-D-6.014	The Application Manager shall be able to send messages to translators related with a translation request.
R-D-6.028	US-D-6.014	The Application Manager shall be able to receive messages from translators related with a translation request.
R-D-6.029	US-D-6.014	The Application Manager shall receive a notification when a message is received.
R-D-6.030	US-D-6.015	The system shall be able to send text messages to the Translation Management System.
R-D-6.031	US-D-6.015	The system shall be able to receive text messages from the Translation Management System.
R-D-6.032	US-D-6.016	The system shall be able to send text to be translated to the Translation Management System.
R-D-6.033	US-D-6.017	The system shall be able to receive text to be translated to the Translation Management System.
R-D-6.034	US-D-6.017 US-D-6.018	The system shall notify the National Service Provider responsible for the translation request when the translated text is received.
R-D-6.035	US-D-6.017 US-D-6.018	The system shall notify the Commission Service Provider responsible for the translation request when the translated text is received.
R-D-6.036	US-D-6.017 US-D-6.018	The system shall notify the Commission Coordinator responsible for the translation request when the translated text is received.
R-D-6.037	US-D-6.017 US-D-6.018	The system shall notify the National Coordinator responsible for the translation request when the translated text is received.
R-D-6.038	US-D-6.017 US-D-6.018	The system shall notify the Application Manager when the translated text is received.
R-D-6.039	US-D-6.019	The Application Manger shall be able to see all the translations on the system
R-D-6.040	US-D-6.019	The Application Manager shall be able to filter translations
R-D-6.041	US-D-6.019	The Application Manager shall be able to see all the history for a particular translation

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ID	User Story	Description
R-D-6.042	US-D-6.019	The system shall keep the original documents requested for translation
R-D-6.043	US-D-6.019	The system should keep the translated documents
R-D-6.044	US-D-6.019	The National Service Provider shall be able to see all the translations requested by him
R-D-6.045	US-D-6.019	The National Service Provider shall be able to filter translations requested by him
R-D-6.046	US-D-6.019	The National Service Provider shall be able to see all the history for a particular translation requested by him
R-D-6.047	US-D-6.019	The Commission Service Provider shall be able to see all the translations requested by him
R-D-6.048	US-D-6.019	The Commission Service Provider shall be able to filter translations requested by him
R-D-6.049	US-D-6.019	The Commission Service Provider shall be able to see all the history for a particular translation requested by him
R-D-6.050	US-D-6.019	The National Coordinator shall be able to see all the translations approved by him
R-D-6.051	US-D-6.019	The National Coordinator shall be able to filter translations approved by him
R-D-6.052	US-D-6.019	The National Coordinator shall be able to see all the history for a particular translation that was approved by him
R-D-6.053	US-D-6.019	The Commission Coordinator shall be able to see all the translations approved by him
R-D-6.054	US-D-6.019	The Commission Coordinator shall be able to filter translations approved by him
R-D-6.055	US-D-6.019	The Commission Coordinator shall be able to see all the history for a particular translation that was approved by him
R-D-6.056	US-D-6.020	The Commission Service Provider shall be able to accept a received translation
R-D-6.057	US-D-6.021	The National Service Provider shall be able to accept a received translation
R-D-6.058	US-D-6.022	The National Coordinator shall be able to accept a received translation
R-D-6.059	US-D-6.023	The Commission Coordinator shall be able to accept a received translation
R-D-6.060	US-D-6.020 US-D-6.021	A translation that was accepted shall be archived in the system

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ID	User Story	Description
	US-D-6.022 US-D-6.023	
R-D-6.060	US-D-6.020 US-D-6.021 US-D-6.022 US-D-6.023	Archived versions shall keep all the history
R-D-6.061	US-D-6.020 US-D-6.021 US-D-6.022 US-D-6.023	Archived versions shall be accessible by the owners of the translation request and by the approvers

5.6.7. Information Management

ID	User Story	Description
R-D-7.001	US-D-7.001	The Application Manager shall be able to upload documents to a document repository.
R-D-7.002	US-D-7.001 US-D-7.008	The Application Manager shall be able to download documents existent in the document repository.
R-D-7.003	US-D-7.001 US-D-7.008	The Application Manager shall be able to filter documents available in the document repository.
R-D-7.004	US-D-7.001	The Application Manager shall be able to send messages to a particular user.
R-D-7.005	US-D-7.001	The Application Manager shall be able to post messages publicly available to all users.
R-D-7.006	US-D-7.001	The Application Manager shall be able to send message to a group of users.
R-D-7.007	US-D-7.001	The Application Manager shall be able to send message to all users of a particular role.
R-D-7.008	US-D-7.001	The Application Manager shall be able to upload information on meetings.
R-D-7.009	US-D-7.001	The Application Manager shall be able to edit information on meetings.
R-D-7.010	US-D-7.001 US-D-7.008	The Application Manager shall be able to view information on meetings.
R-D-7.011	US-D-7.001 US-D-7.008	The Application Manager shall be able to filter information on meetings.
R-D-7.012	US-D-7.001 US-D-7.008	The Application Manager shall be able to export information on meetings.
R-D-7.013	US-D-7.001	The Application Manager shall be able to upload promotion on activities/events.
R-D-7.014	US-D-7.001	The Application Manager shall be able to edit promotion on activities/events.
R-D-7.015	US-D-7.001 US-D-7.008	The Application Manager shall be able to view promotion on activities/events.
R-D-7.016	US-D-7.001 US-D-7.008	The Application Manager shall be able to export promotion on activities/events.
R-D-7.017	US-D-7.001 US-D-7.008	The Application Manager shall be able to filter information on promotion on activities/events.

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ID	User Story	Description
R-D-7.018	US-D-7.002	The Commission Coordinator shall be able to upload documents to a document repository.
R-D-7.019	US-D-7.002 US-D-7.009	The Commission Coordinator shall be able to download documents existent in the document repository.
R-D-7.020	US-D-7.002 US-D-7.009	The Commission Coordinator shall be able to filter documents available in the document repository.
R-D-7.021	US-D-7.002	The Commission Coordinator shall be able to send messages to a particular user.
R-D-7.022	US-D-7.002 US-D-7.009	The Commission Coordinator shall be able to view information on meetings.
R-D-7.023	US-D-7.002 US-D-7.009	The Commission Coordinator shall be able to filter information on meetings.
R-D-7.024	US-D-7.002 US-D-7.009	The Commission Coordinator shall be able to export information on meetings.
R-D-7.025	US-D-7.002	The Commission Coordinator shall be able to upload promotion on activities/events.
R-D-7.026	US-D-7.002 US-D-7.009	The Commission Coordinator shall be able to view promotion on activities/events.
R-D-7.027	US-D-7.002 US-D-7.009	The Commission Coordinator shall be able to export promotion on activities/events.
R-D-7.028	US-D-7.002 US-D-7.009	The Commission Coordinator shall be able to filter information on promotion on activities/events.
R-D-7.029	US-D-7.003	The National Coordinator shall be able to upload documents to a document repository.
R-D-7.030	US-D-7.003 US-D-7.010	The National Coordinator shall be able to download documents existent in the document repository.
R-D-7.031	US-D-7.003 US-D-7.010	The National Coordinator shall be able to filter documents available in the document repository.
R-D-7.032	US-D-7.003	The National Coordinator shall be able to send messages to a particular user.
R-D-7.033	US-D-7.003 US-D-7.010	The National Coordinator shall be able to view information on meetings.
R-D-7.034	US-D-7.003 US-D-7.010	The National Coordinator shall be able to filter information on meetings.

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ID	User Story	Description
R-D-7.035	US-D-7.003 US-D-7.010	The National Coordinator shall be able to export information on meetings.
R-D-7.036	US-D-7.003	The National Coordinator shall be able to upload promotion on activities/events.
R-D-7.037	US-D-7.003 US-D-7.010	The National Coordinator shall be able to view promotion on activities/events.
R-D-7.038	US-D-7.003	The National Coordinator shall be able to export promotion on activities/events.
R-D-7.039	US-D-7.003 US-D-7.010	The National Coordinator shall be able to filter information on promotion on activities/events.
R-D-7.040	US-D-7.004 US-D-7.010	The Commission Service Provider shall be able to download documents existent in the document repository.
R-D-7.041	US-D-7.004 US-D-7.010	The Commission Service Provider shall be able to filter documents available in the document repository.
R-D-7.042	US-D-7.004	The Commission Service Provider shall be able to send messages to a particular user.
R-D-7.043	US-D-7.004 US-D-7.011	The Commission Service Provider shall be able to view information on meetings.
R-D-7.044	US-D-7.004 US-D-7.011	The Commission Service Provider shall be able to filter information on meetings.
R-D-7.045	US-D-7.004 US-D-7.011	The Commission Service Provider shall be able to export information on meetings.
R-D-7.046	US-D-7.004 US-D-7.011	The Commission Service Provider shall be able to view promotion on activities/events.
R-D-7.047	US-D-7.004 US-D-7.011	The Commission Service Provider shall be able to export promotion on activities/events.
R-D-7.048	US-D-7.004 US-D-7.011	The Commission Service Provider shall be able to filter information on promotion on activities/events.
R-D-7.049	US-D-7.005 US-D-7.012	The National Service Provider shall be able to download documents existent in the document repository.
R-D-7.050	US-D-7.005 US-D-7.012	The National Service Provider shall be able to filter documents available in the document repository.
R-D-7.051	US-D-7.005	The National Service Provider shall be able to send messages to a particular user.

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ID	User Story	Description
R-D-7.052	US-D-7.005 US-D-7.012	The National Service Provider shall be able to view information on meetings.
R-D-7.053	US-D-7.005 US-D-7.012	The National Service Provider shall be able to filter information on meetings.
R-D-7.054	US-D-7.005 US-D-7.012	The National Service Provider shall be able to export information on meetings.
R-D-7.055	US-D-7.005 US-D-7.012	The National Service Provider shall be able to view promotion on activities/events.
R-D-7.056	US-D-7.005 US-D-7.012	The National Service Provider shall be able to export promotion on activities/events.
R-D-7.057	US-D-7.005 US-D-7.012	The National Service Provider shall be able to filter information on promotion on activities/events.
R-D-7.058	US-D-7.007	The SDG System shall notify the user when a message is received.
R-D-7.059	US-D-7.007	The SDG System shall notify all the registered and valid users when a new document was upload.
R-D-7.060	US-D-7.007	The SDG System shall notify all the registered and valid users when a new promotion activities/events is created.
R-D-7.061	US-D-7.013 US-D-7.014 US-D-7.015 US-D-7.016 US-D-7.017	The SDG System shall include a forum as communication tool available to Application Manager, Commission and National Coordinators and Commission and National Service Providers.
R-D-7.062	US-D-7.013	The Application Manager shall be able to initiate communication with the registered and valid users through the forum.
R-D-7.063	US-D-7.014	The Commission Coordinator shall be able to initiate communication with the registered and valid users through the forum.
R-D-7.064	US-D-7.015	The National Coordinator shall be able to initiate communication with the registered and valid users through the forum.
R-D-7.065	US-D-7.016	The Commission Service Providers shall be able to initiate communication with the registered and valid users through the forum.
R-D-7.066	US-D-7.017	The National Service Providers shall be able to initiate communication with the registered and valid users through the forum.

ID	User Story	Description
R-D-7.067	US-D-7.013 US-D-7.014 US-D-7.015 US-D-7.016 US-D-7.017	The SDG System shall notify that a new message is available in the forum to the recipients.
R-D-7.068	US-D-7.018 US-D-7.019	The SDG System shall have a tracking tool to monitor the status of digitalisation of administrative procedures ² in MS.
R-D-7.069	US-D-7.020	The Application Manager shall be able to create within the tracking tool a set of indicators to measure the status of digitalisation.
R-D-7.070	US-D-7.020	The Application Manager shall be able to delete within the tracking tool indicators to measure the status of digitalisation.
R-D-7.071	US-D-7.021	The Application Manager shall be able to create classifications in the tracking tool.
R-D-7.072	US-D-7.021	The Application Manager shall be able to delete classifications from the tracking tool.
R-D-7.073	US-D-7.022	The National Coordinator shall be able to update the tracking tool for the MS and area where it is responsible.
R-D-7.074	US-D-7.023	The Application Manager should be able to filter by MS the tracking tool.
R-D-7.075	US-D-7.023	The Application Manager should be able to filter by procedure the tracking tool.
R-D-7.076	US-D-7.023	The Application Manager should be able to filter by status of digitalisation the tracking tool.
R-D-7.077	US-D-7.023	The Application Manager should be able to filter by indicator the tracking tool.
R-D-7.078	US-D-7.024	The Commission Coordinator should be able to filter by MS the tracking tool.
R-D-7.079	US-D-7.024	The Commission Coordinator should be able to filter by procedure the tracking tool.
R-D-7.080	US-D-7.024	The Commission Coordinator should be able to filter by status of digitalisation the tracking tool.
R-D-7.081	US-D-7.024	The Commission Coordinator should be able to filter by indicator the tracking tool.
R-D-7.082	US-D-7.025	The National Coordinator should be able to filter by MS the tracking tool.

² Procedures defined in Annex 2 of the SDG Regulation.

ID	User Story	Description
R-D-7.083	US-D-7.025	The National Coordinator should be able to filter by procedure the tracking tool.
R-D-7.084	US-D-7.025	The National Coordinator should be able to filter by status of digitalisation the tracking tool.
R-D-7.085	US-D-7.025	The National Coordinator should be able to filter by indicator the tracking tool.
R-D-7.086	US-D-7.026	The Application Manager should be able to export the tracking tool, applying filters or not in CSV format.
R-D-7.087	US-D-7.026	The Application Manager should be able to export the tracking tool, applying filters or not in XLS format.
R-D-7.088	US-D-7.027	The Commission Coordinator should be able to export the tracking tool, applying filters or not in CSV format.
R-D-7.089	US-D-7.027	The Commission Coordinator should be able to export the tracking tool, applying filters or not in XLS format.
R-D-7.090	US-D-7.028	The National Coordinator should be able to export the tracking tool, applying filters or not in CSV format.
R-D-7.091	US-D-7.028	The National Coordinator should be able to export the tracking tool, applying filters or not in XLS formats.
R-D-7.092	US-D-7.029	The Application Manager should be able to print the tracking tool, applying filters or not.
R-D-7.093	US-D-7.030	The Commission Coordinator should be able to print the tracking tool, applying filters or not.
R-D-7.094	US-D-7.031	The National Coordinator should be able to print the tracking tool, applying filters or not.

5.6.8. Consult statistics and feedback report

ID	User Story	Description
R-D-8.001	US-D-8.001	The Application Manager shall be able to request the latest report on statistics of SDG usage stored by the SDG.
R-D-8.002	US-D-8.002	The Application Manager shall be able to request the latest report on feedbacks on quality stored by the SDG.
R-D-8.003	US-D-8.003	The Application Manager shall be able to request the latest report on feedback on obstacles stored by the SDG.
R-D-8.004	US-D-8.016	The SDG System shall retrieve the stored report on statistics of SDG usage.
R-D-8.005	US-D-8.017	The SDG System shall retrieve the stored report on feedbacks on quality.

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ID	User Story	Description
R-D-8.006	US-D-8.018	The SDG System shall retrieve the stored report on feedbacks on obstacles.
R-D-8.007	US-D-8.019	The SDG System shall deliver the report on statistics of SDG usage to the Application Manager.
R-D-8.008	US-D-8.020	The SDG System shall deliver the report on feedbacks on quality to the Application Manager.
R-D-8.009	US-D-8.021	The SDG System shall deliver the report on feedbacks on obstacles to the Application Manager.
R-D-8.010	US-D-8.001	The Application Manager shall have access to the report on statistics of SDG usage.
R-D-8.011	US-D-8.002	The Application Manager shall have access to the report on feedback on quality.
R-D-8.012	US-D-8.003	The Application Manager shall have access to the report on feedback on obstacles.
R-D-8.013	US-D-8.004	The Commission Coordinator shall be able to request the latest report on statistics of SDG usage stored by the SDG.
R-D-8.014	US-D-8.005	The Commission Coordinator shall be able to request the latest report on feedbacks on quality stored by the SDG.
R-D-8.015	US-D-8.006	The Commission Coordinator shall be able to request the latest report on feedback on obstacles stored by the SDG.
R-D-8.016	US-D-8.019	The SDG System shall deliver the report on statistics of SDG usage to the Commission Coordinator.
R-D-8.017	US-D-8.020	The SDG System shall deliver the report on feedbacks on quality to the Commission Coordinator.
R-D-8.018	US-D-8.021	The SDG System shall deliver the report on feedbacks on obstacles to the Commission Coordinator.
R-D-8.019	US-D-8.004	The Commission Coordinator shall have access to the report on statistics of SDG usage.
R-D-8.020	US-D-8.005	The Commission Coordinator shall have access to the report on feedback on quality.
R-D-8.021	US-D-8.006	The Commission Coordinator shall have access to the report on feedback on obstacles.
R-D-8.022	US-D-8.007	The Commission Service Provider shall be able to request the latest report on statistics of SDG usage stored by the SDG.
R-D-8.023	US-D-8.008	The Commission Service Provider shall be able to request the latest report on feedbacks on quality stored by the SDG.
R-D-8.024	US-D-8.009	The Commission Service Provider shall be able to request the latest report on feedback on obstacles stored by the SDG.

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ID	User Story	Description
R-D-8.025	US-D-8.019	The SDG System shall deliver the report on statistics of SDG usage to the Commission Service Provider.
R-D-8.026	US-D-8.020	The SDG System shall deliver the report on feedbacks on quality to the Commission Service Provider.
R-D-8.027	US-D-8.021	The SDG System shall deliver the report on feedbacks on obstacles to the Commission Service Provider.
R-D-8.028	US-D-8.007	The Commission Service Provider shall have access to the report on statistics of SDG usage.
R-D-8.029	US-D-8.008	The Commission Service Provider shall have access to the report on feedback on quality.
R-D-8.030	US-D-8.009	The Commission Service Provider shall have access to the report on feedback on.
R-D-8.031	US-D-8.010	The National Coordinator shall be able to request the latest report on statistics of SDG usage stored by the SDG.
R-D-8.032	US-D-8.011	The National Coordinator shall be able to request the latest report on feedbacks on quality stored by the SDG.
R-D-8.033	US-D-8.012	The National Coordinator shall be able to request the latest report on feedback on obstacles stored by the SDG.
R-D-8.034	US-D-8.019	The SDG System shall deliver the report on statistics of SDG usage to the National Coordinator.
R-D-8.035	US-D-8.020	The SDG System shall deliver the report on feedbacks on quality to the National Coordinator.
R-D-8.036	US-D-8.021	The SDG System shall deliver the report on feedbacks on obstacles to the National Coordinator.
R-D-8.037	US-D-8.010	The National Coordinator shall have access to the report on statistics of SDG usage.
R-D-8.038	US-D-8.011	The National Coordinator shall have access to the report on feedback on quality.
R-D-8.039	US-D-8.012	The National Coordinator shall have access to the report on feedback on obstacles.
R-D-8.040	US-D-8.013	The National Service Provider shall be able to request the latest report on statistics of SDG usage stored by the SDG.
R-D-8.041	US-D-8.014	The National Service Provider shall be able to request the latest report on feedbacks on quality stored by the SDG.
R-D-8.042	US-D-8.015	The National Service Provider shall be able to request the latest report on feedback on obstacles stored by the SDG.
R-D-8.043	US-D-8.019	The SDG System shall deliver the report on statistics of SDG usage to the National Service Provider.

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ID	User Story	Description
R-D-8.044	US-D-8.020	The SDG System shall deliver the report on feedbacks on quality to the National Service Provider.
R-D-8.045	US-D-8.021	The SDG System shall deliver the report on feedbacks on obstacles to the National Service Provider.
R-D-8.046	US-D-8.013	The National Service Provider shall have access to the report on statistics of SDG usage.
R-D-8.047	US-D-8.014	The National Service Provider shall have access to the report on feedback on quality.
R-D-8.048	US-D-8.015	The National Service Provider shall have access to the report on feedback on obstacles.
R-D-8.049	US-D-8.022 US-D-8.023 US-D-8.024 US-D-8.025 US-D-8.026 US-D-8.027	The system shall allow to print the reports in PDF format.
R-D-8.050	US-D-8.023 US-D-8.024 US-D-8.025 US-D-8.026 US-D-8.027	The system shall allow to export data in XLS format.
R-D-8.051	US-D-8.023 US-D-8.024 US-D-8.025 US-D-8.026 US-D-8.027	The system shall allow to export data in CSV format.
R-D-8.052	US-D-8.028	The Commission Coordinator shall forward the feedbacks on obstacles accessed to the Commission Service Provider.
R-D-8.053	US-D-8.029	The National Coordinator shall forward the feedbacks on obstacles accessed to the National Service Provider.
R-D-8.054	US-D-8.032 US-D-8.033	The SDG System shall notify the Commission Service Provider and the National Service Provider that feedbacks on obstacles have been forwarded to them.
R-D-8.055	US-D-8.030	The Commission Service Provider shall receive a notification when the Commission Coordinator forwards feedbacks on obstacles.

ID	User Story	Description
	US-D-8.031	The National Service Provider shall receive a notification when the National Coordinator forwards feedbacks on obstacles.
R-D-8.056	US-D-8.034	The SDG system shall present information on the feedback on SM obstacles framed with information on the assistance services

6. Annexes

6.1. Terms and acronyms

6.1.1. Glossary

Term	Description
Assistance Service	EU-level or national-level applications aimed at informing effectively EU citizens and businesses about their rights and the opportunities arising from the EU.
Competent Authority	Any Member State body or authority established at either national, regional or local level with specific responsibilities relating to the information, procedures, assistance and problem solving services covered by this study.
Document	A supporting document with information about rules, regulation, procedures or formality that apply to a specific service activity of a competent authority.
EU Services	EU Services are the information and assistance services provided at EU-level and following EU mandates. Links to EU services websites will also be the SDG links repository. Examples of EU services are EURES ³ or the Online Disputes Resolution ⁴ provided by DG JUST.
Feedback report	Document elaborated based on the feedback submitted to the gateway by the various actors at National and EU level. It will contain information on the quality of the service and the main obstacles found to the consecution of the Digital Single Market.
Link Repository	A list of the stored links to be indexed by the SDG System.

³ <https://ec.europa.eu/eures/public/en/homepage>

⁴ <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN>

Term	Description
Link Set	A set of one or several links provided by EC or MS involved in the SGD National actors that will need to be indexed by the system.
Item	Object that may adopt various formats. In the case of being related to a specific domain, like "information item", it means any object that shares the common characteristic of that specific domain, regardless of its format or content.
Procedure	A procedure is a sequence of actions that must be taken by users to satisfy the requirements or obtain from a competent authority a decision in order to be able to exercise their rights.
Registered and valid User	Registered and valid User refers users responsible of the proper functioning of the SDG. They include the Application Manager, the Commission Coordinators, the National Coordinators, the Commission Service Providers, and the National Service Providers.
Registered classification	Registered classifications support the SDG System to organise the repository of link sets. The classifications include the list of the 24 EU languages, the list of the EU level services involved in the SDG, the list of EU MS, and specific classification to the SDG.
Search Index	Group of objects that follow a specific configuration that is the result of the harvesting and indexing process and that will be composed of the links provided to the portal by the different actors.
Service	Means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.

Table 1: Glossary

6.1.2. Acronyms and abbreviations

Term	Description
DSM	Digital Single Market

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EC	European Commission
EU	European Union
MS	EU Member States
SDG	Single Digital Gateway
SM	Single Market
TMS	Translation Management System

Table 2: Acronyms and abbreviations