



USER STORIES DOCUMENT

FOR

WEBSITE AND DIGITAL DEVELOPMENT CONSULTANCY

Prepared by:

Belize Electricity Limited
2 ½ Miles Philip Goldson Highway
Belize City, Belize
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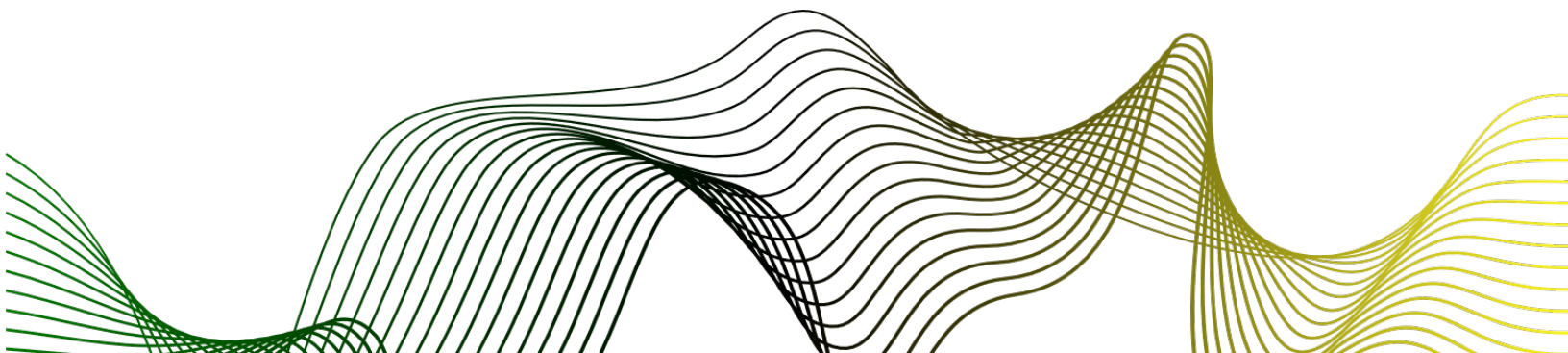


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1. User Story 1 - Intuitive Navigation and Access to Crucial Information

Story:

As a BEL user, I want an intuitive webpage that offers a clear and straightforward menu for efficient navigation to the information I need.

Acceptance Criteria:

1. The BEL page menu must be easily identifiable and understandable.
2. Specific menu sections, including "About BEL," should provide information on the organization's vision, mission, and strategic objectives.
3. Include a dedicated "Board" section with details about BEL's board of directors.
4. The "News" section should showcase the latest updates on BEL's services, including availability and pricing.
5. Include a "Suppliers" section with pertinent information for collaboration.
6. Provide a separate "Careers" section for visitors to explore job opportunities at BEL.
7. Investor Information, featuring annual reports, debentures when offered, and other pertinent details for investors section.
8. An Environment and Safety section with relevant information.
9. Belize Electricity Limited services section
10. Renewable Energy and Energy Efficiency section.

Definition of Done:

The webpage will be considered complete when all the mentioned elements are available and are intuitively accessible, providing users with the information they seek quickly and effectively.

2. User Story 2 - Responsive Navigation Across Devices and Browsers

Story:

As a user, I expect a consistent and adaptive browsing experience that meets the requirements of various devices, specifically for mobiles, tablets, and computers. This entails compatibility with popular browsers such as Firefox and Chrome.

Acceptance Criteria:

1. The BEL website should provide seamless navigation on mobile devices, with a responsive and user-friendly layout.
2. The website should adapt to various tablet screen sizes, ensuring usability and content clarity.
3. For desktop or laptop users, the webpage should use screen space effectively, presenting information clearly and organized.
4. Essential compatibility with Firefox, Chrome and IE browsers; the website must be tested and optimized for correct functioning.
5. The navigation menu and layout should dynamically adjust based on screen size and orientation for a consistent and intuitive cross-device experience.

Definition of Done:

This user story is complete when the BEL website demonstrates responsiveness across mobiles, tablets, and computers, seamlessly functions on Firefox and Chrome browsers, and provides a user-friendly experience on all targeted devices with navigation and layout adjustments.

3. User Story 3 - Dynamic and Modern Website Design

Story:

As a user, I expect a dynamic website with a modern design incorporating images, colors, and relevant information to enhance the overall user experience.

Acceptance Criteria:

1. The BEL website should have a dynamic and visually engaging design.
2. The design should be modern, aligning with current web trends and UI standards.
3. Strategic use of relevant images throughout the site should enhance the visual experience.
4. Thoughtfully chosen color schemes should prioritize readability and aesthetics.
5. Key information about BEL's services, mission, and updates should be prominently featured for quick user access.
6. Subscription Section: The website should include a subscription mechanism, enabling visitors to receive automatic updates via email. Subscribers should have the option to receive notifications about news, new job and contract/supplier opportunities, updates on annual reports, and information on investment opportunities. Upon subscribing to the BEL page, the system should automatically push relevant information to the subscriber's email, accompanied by corresponding links for easy access.

Definition of Done:

This user story is complete when the BEL website showcases a dynamic, modern design with visually appealing images, a thoughtful color scheme, and prominently displayed relevant information, contributing to an engaging and user-friendly browsing experience.

4. User Story 4 - Content Management and Approval Workflow for Internal Users

Story:

As an internal user responsible for managing BEL's website content, I need the ability to easily update images, videos, and text while ensuring the content management tool controls the size of media. Changes made should undergo an approval process before being released for customer viewing. The system should log all approvals and content changes in a transactional audit trail accessible to the system administrator.

Acceptance Criteria:

1. The content management tool should have an intuitive interface for easy modification of images, videos, and text.
2. It must enforce size control for consistency in visual elements across the website.
3. Changes to content should follow a configurable approval workflow with multiple levels of review.
4. The approval process should be customizable based on organizational requirements.
5. Maintain a transactional audit log documenting all content changes and approvals for future reference.
6. The system administrator should have access to the audit log for monitoring and oversight.

Definition of Done:

This user story is complete when the content management tool is successfully implemented, enabling internal users to effortlessly update images, videos, and text. The tool should enforce size controls, follow a configured approval workflow, and maintain a comprehensive audit log accessible to the system administrator.

5. User Story 5 - Access Control and Role Segregation for Website Administration

Story:

As a website administrator, I need a robust access control and role segregation system to efficiently manage functions and access levels among stakeholders.

Acceptance Criteria:

1. The system should support secure user authentication for website administration.
2. Different roles (e.g., content editor, moderator, administrator) should segregate responsibilities and access levels.
3. Access permissions should be granular, allowing specific privileges based on job responsibilities.
4. The access control system should be flexible, accommodating changes in roles as organizational needs evolve.
5. Role changes and access modifications should take effect promptly and accurately.
6. Unauthorized attempts to access restricted functionalities should be logged and reported for security monitoring.
7. The access control system should be user-friendly for efficient management without unnecessary complexity.
8. The website should provide an administrative interface with access to comprehensive reports and Key Performance Indicators (KPIs) through Google Analytics. The reports should offer insights into visitor behavior, including but not limited to:
 - Monthly metrics indicating the number of visitors.
 - An aggregate view of the geographic locations of visitors.
 - Identification of the most frequently visited pages.
 - Monitoring of pages or functionalities that experience loading failures.

Definition of Done:

This user story is complete when the access control and role segregation system is successfully implemented, providing secure authentication, defined roles with specific access privileges, and

a user-friendly interface for efficient administration. The system should be flexible enough to adapt to changing organizational needs while maintaining a robust security framework.

6. User story 6 - Comprehensive Security Compliance for the Website

Story:

As a security-conscious user, I want the platform to adhere to comprehensive security standards to safeguard sensitive information, prevent unauthorized access, and maintain the integrity and availability of the website.

Acceptance Criteria:

1. Secure Authentication:
 - Enforce strong password policies and, when applicable, multi-factor authentication for user authentication.
2. Data Encryption:
 - Securely transmit sensitive data, including user credentials and personal information, using encryption protocols (e.g., HTTPS).
3. Access Control:
 - Implement a robust access control system to grant users appropriate permissions based on their roles and responsibilities.
4. Input Validation:
 - Validate and sanitize all user inputs to prevent injection attacks, blocking the execution of malicious code.
5. Session Management:
 - Securely manage user sessions, using secure session tokens, and implement safeguards against session hijacking or fixation.
6. Cross-Site Scripting (XSS) Protection:
 - Mitigate and prevent cross-site scripting attacks to secure the website against unauthorized script injections.
7. Cross-Site Request Forgery (CSRF) Protection:
 - Implement mechanisms to mitigate CSRF attacks, ensuring that user requests are legitimate and authorized.
8. Security Headers:
 - Include appropriate security headers in HTTP responses, such as Content Security Policy (CSP), Strict-Transport-Security (HSTS), and X-Content-Type-Options, to enhance browser security.
9. Regular Security Audits:

- Conduct routine security audits and vulnerability assessments to promptly identify and address potential security risks.

10. Incident Response Plan:

- Develop and maintain an incident response plan outlining procedures for detecting, responding to, and recovering from security incidents.

11. Data Backups:

- Implement regular automated backups of critical data to ensure data recovery in case of a security breach or data loss.

12. Compliance with Regulatory Standards:

- Ensure compliance with relevant data protection and privacy regulations, industry standards, and best practices.

Definition of Done:

This user story is complete when the website successfully implements the outlined security measures, ensuring a secure environment for user data, preventing unauthorized access, and demonstrating compliance with industry standards and best practices. Regular security assessments and an incident response plan should be in place for continuous monitoring and improvement of the website's security posture.