

**Community and Economic
Development Association of Cook County**

**CEDA INFORMATION TECHNOLOGY**

Exhibit X - Business and Functional Requirements Matrix

Project/Initiative: Centralized Customer Relationship Management/Case Management System

April 29, 2022

Version Final

# Business Requirements

[The specific business requirements for both LIHEAP and Weatherization need to be listed, categorized by both priority and area of functionality. Include any use case documentation]

The requirements in this document are prioritized as follows:

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| --- | --- | --- |
| **Value** | **Rating** | **Description** |
| 1 | Critical | This requirement is critical to the success of the project. The project will not be possible without this requirement. |
| 2 | High | This requirement is high priority, but the project can be implemented at a bare minimum without this requirement. |
| 3 | Medium | This requirement is somewhat important, as it provides some value but the project can proceed without it. |
| 4 | Low | This is a low priority requirement, or a “nice to have” feature, if time and cost allow it. |

**Instructions: For each requirement, please insert the appropriate response listed below and an explanation for your response**

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| --- |
| **Response to Business and Functional Requirements** |
| F | Provided Fully Functional out of the box or with configuration (no custom development) | TP | Third-party Software Required to fully provide the Requirement (Third-party Software must be proposed) |
| C | Customization/Software Enhancement required to meet the Requirement | N | Not Included in this Proposal |

## Functional and Business Requirements

| **Phase#/Req#** | **Priority** | **Description** | **Rationale** | **Use Case Reference** | **Impacted Stakeholders** | **Response** | **Comment** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **General Requirements** |  |  |
| PH1/REQ001 | 1 | Central repository of customers and their participation in the various CEDA Programs viewable only to the Program and CEDA Management  | CEDA has multiple programs where they serve the community however CEDA is restricted in sharing information between programs. (Virtual walls need to exisit)  |  | All CEDA |  |  |
| PH1/REQ002 | 1 | A customer shall be defined in the repository via a unique identifier and their name | ID+Name eliminates duplicate name records |  | All CEDA |  |  |
| PH1/REQ003 | 1 | Central portal (one place) for customer to identify what sort of services and assistance is they require from CEDA |  |  | All CEDA |  |  |
| PH1/REQ004 | 1 | Ability for customers to submit cases/information requests via an online self-service portal | Case management |  | All CEDA |  |  |
| PH1/REQ005 | 1 | Ability for customers to login into portal to see the status of their application and upload documents needed for their application as well as download application status information | Case management |  | All CEDA |  |  |
| PH1/REQ006 | 2 | Allow for “cases” to be automatically generated based on requests sent to an email address, with option not to automatically generate based on specific parameters (e.g. customer did not provide required information) | Case management | Refer to Help Illinois Families smartsheet form - <https://app.smartsheet.com/b/form/a819bd04857144c38430f3b85ca325a7> | All CEDA |  |  |
| PH1/REQ007 | 1 | Based on the application/case request, allow CEDA to define mandatory and encrypted fields to be completed - e.g., name, email address, zip code (others) required for all submissions | Case management | Refer to Help Illinois Families smartsheet form - <https://app.smartsheet.com/b/form/a819bd04857144c38430f3b85ca325a7> | All CEDA |  |  |
| PH1/REQ008 | 2 | Ability to create a "case" on a customer’s record to manage requests and questions from customers including case number, case origin (email, phone, face-to-face visit, etc.), case owner | Case management | Refer to Help Illinois Families smartsheet form - <https://app.smartsheet.com/b/form/a819bd04857144c38430f3b85ca325a7> | All CEDA |  |  |
| PH1/REQ009 | 1 | Ability to track status and dates) of cases using CEDA defined status categories (open, closed, in process, referred, closed, qualified etc.) *(LIHEAP and Weatherization to define these)* | Case management |  | All CEDA |  |  |
| PH1/REQ010 | 2 | Based on CEDA defined Department/Program hierarchy, ability to automatically assign the case to a specific staff member or a defined Department group | Case management |  | All CEDA |  |  |
| PH1/REQ011 | 2 | Ability to view case history by customer, staff member or department assigned, status, priority, type, department, dates, etc. | Case management |  | All CEDA |  |  |
| PH1/REQ012 | 2 | Ability to reassign customer cases/applications to other staff members (and other Departments) for resolution, individually or in bulk (for example when a staff member leaves) | Case management |  | All CEDA |  |  |
| PH1/REQ013 | 2 | Ability to maintain a detailed history of changes to case including assigned staff, actions taken | Case management |  | All CEDA |  |  |
| PH1/REQ014 | 2 | Ability to support live chat with customers as part of an application process or to follow up as part of the customer case. CEDA would like Chat features in this system | Case management |  | All CEDA |  |  |
| PH1/REQ015 | 1 | Ability to report/search on information requests about status of application and/or case | Case management |  | All CEDA |  |  |
| PH1/REQ016 | 1 | Ability to allow staff and users of system to see their application/case queue when logging into the system, and to review case queues at any given time | Case management |  | All CEDA |  |  |
| PH1/REQ017 | 2 | Ability to escalate automatically cases based on time limits, priorities, or other CEDA criteria. Ability to provide automatic notification of overdue cases to staff members and supervisors | Case management |  | All CEDA |  |  |
| PH1/REQ018 | 1 | Ability for customers to upload documents in support of their application/cases in a secure manner referenced by their case information | Case management |  | All CEDA |  |  |
| PH1/REQ019 | 1 | Ability for system to store such documents under strict “for your eyes only”/“least privilege” access  | Case management |  | All CEDA |  |  |
| PH1/REQ020 | 2 | Ability to establish/manage standard documents to be sent to customers based on their information requests (e.g., requests for CEDA Services, CEDA instructional documents, requests for CEDA Energy Kit, etc). | Case management |  | All CEDA |  |  |
| PH1/REQ021 | 1 | Ability to provide workflow control to determine routing of application/cases based on CEDA rules (e.g., status, Department, Request type, etc.). Many of CEDA’s customers qualify for and can be referred to other programs within CEDA and outside of CEDA | Case management |  | All CEDA |  |  |
| PH1/REQ022 | 1 | Ability to notify staff members of cases assigned to them based on CEDA business rules  | Case management |  | All CEDA |  |  |
| PH1/REQ023 | 1 | Ability to have a central repository of contacts, their household members etc | Case management |  | All CEDA |  |  |
| PH1/REQ024 | 2 | Ability to manage the access/view of contacts by Program/Department  | Case management |  | All CEDA |  |  |
| PH1/REQ025 | 3 | Ability to segregate donors, volunteers, employees, experts vs clients/customers in contact groupings | Case management |  | All CEDA |  |  |
| PH1/REQ026 | 3 | Ability to detect duplication of applications, contacts etc | Case management |  | All CEDA |  |  |
| PH1/REQ027 | 3 | Ability to classify contact membership. A contact can be a member of multiple groups | Case management |  | All CEDA |  |  |
| PH1/REQ028 | 3 | Ability to track relationships amongst cases, contacts, applications. For example Person X is a household member of Person Y and X has applied for assistance in both LIHEAP and Weatherization. CEDA would like to see this in a graphical “network diagram format” as well if possible | Case management |  | All CEDA |  |  |
| PH1/REQ029 | 2 | Ability to utilize location based services (such as a Google maps and google apis) to direct customers to nearest partner intake site or CEDA service center  | Case Management/Customer Relationship |  | All CEDA |  |  |
| PH1/REQ030 | 2 | Ability for secured (based on role and authentication) online look up of customer information by entering names, partial names, combination of sorting and filtering by applicant id, application, and basically any field. Search results in tabular format readily sortable and exportable to Excel and csv formats | Case Management |  | All CEDA |  |  |
| PH1/REQ031 | 3 | Easily and readily available to integrate with financial systems (Possibly Phase 3) whereby CEDA can track assistance award amounts | Case management |  | All CEDA |  |  |
| PH1/REQ032 | 2 | Fields must be able to capture financial information of applicant (customer) request, actual applicant award, total costs associated etc | Case management |  | All CEDA |  |  |
| PH1/REQ033 | 1 | Ability to link and interface to external databases for transferring data, querying external data etc | Case Management |  | All CEDA |  |  |
| PH1/REQ034 | 1 | Ability to generate General Ledger summaries | Case Management |  | All CEDA |  |  |
| PH2/REQ035 | 3 | Ability to interface with MS Office 365 suite and other marketing and email suites like Sprout Social, Mailchimp, and Constant Contact – Things like outlook, export to spreadsheets, allowing for creation of mail merge docs etc | Customer Relationship |  | All CEDA |  |  |
| PH1/REQ036 | 1 | Ability to easily import and export data via Excel or csv | Case Management |  | All CEDA |  |  |
| PH1/REQ037 | 3 | Platform should enable users to build a single view of each contact by integrating data from any source | Contact Management |  | All CEDA |  |  |
| PH2/REQ038 | 1 | Platform should have analytics capabilities to help identify trends | Case Management |  | All CEDA |  |  |
| PH2/REQ039 | 1 | List all integration platforms of system. Is it bi-directional? | Integration |  | All CEDA |  |  |
| PH1/REQ040 | 1 | Platform should be able to track client interactions and feedback as in a traditional CRM |  Customer Relationship |  | All CEDA |  |  |
| PH1/REQ041 | 1 | Platform should be able to provide an optional Client registration requirement. i.e. Customer is prompted to register, but not necessary to register | Case Management/Customer Relationship |  | All CEDA |  |  |
| PH2/REQ042 | 3 | Chat functionality | Customer Relationship |  |  |  |  |
| PH2/REQ043 | 2 | Autofill data between Program years for repeat and registered customers | Customer Relationship |  |  |  |  |
| PH2/REQ044 | 2 | Ability to integrate with various social media platforms | Customer Relationship |  |  |  |  |
| PH2/REQ045 | 2 | Integration with other systems such as VoIP, Email marketing systems | Customer Relationship |  |  |  |  |
| PH1/REQ046 | 1 | Track application/job/project information through all stages of completion | Weatherization Program Management |  | Weatherization and Customer |  |  |
| PH1/REQ047 | 1 | Ability to create and add fields which mirror State of Illinois naming conventions for programs (e.g. weatherization job numbers, multiple funding sources for weatherization jobs) | Weatherization Program Management |  | Weatherization and Energy |  |  |
| PH1/REQ048 | 1 | Ability to create application numbers for Weatherization and Energy applications | Weatherization Program Management |  | Weatherization and Energy |  |  |
| PH1/REQ049 | 3 | Include calendar tool or integration with appointment calendar tool | Weatherization Program Management |  | Weatherization and Energy |  |  |
| PH1/REQ050 | 1 | Export/Import from Oracle or other RDMS  | Weatherization Program Management |  | Weatherization |  |  |
| PH1/REQ051 | 1 | Ability to track multiple instances of the same status. (see REQ009) | Case Management |  | All CEDA |  |  |
| PH1/REQ052 | 2 | Interface with photo batching tool | Weatherization Program Management |  | Weatherization |  |  |
| PH1/REQ053 | 1 | Ability to track funding from multiple grants on a per job/project basis | Weatherization Program Management |  | Weatherization |  |  |
| PH1/REQ54 | 1 | Validation of multiple fields on upload form to pair upload with user record | All Programs |  | Energy |  |  |
| PH1/REQ55 | 3 | Customer can provide contact info to initiate record for Outreach to begin a customer journey | All Programs |  | Energy |  |  |
| PH1/REQ56 | 1 | Online application that captures highly sensitive client information with required fields and data field validation | All Programs |  | Energy |  |  |
| PH1/REQ57 | 1 | Potential for connection of CRM to communicate information to an external proprietary database | LIHEAP-DVP |  | Energy |  |  |
| PH1/REQ58 | 1 | CRM capable of importing communication from external databases | LIHEAP |  | Energy |  |  |
| PH1/REQ59 | 1 | Can use records to export reports that can be custom designed to access all fields and records. Can build report templates with custom parameters. | All Programs |  | Energy |  |  |
| PH1/REQ60 | 1 | Ability to attach uploads to a record in several touchpoint spread across weeks and months | All Programs |  | Energy |  |  |
| PH1/REQ61 | 1 | Allow modification of record for specified permission levels | All Programs |  | Energy |  |  |
| PH1/REQ62 | 1 | Attach real-time statuses for several applications to the same record | All Programs |  | Energy |  |  |
| PH1/REQ63 | 1 | Customer can access CRM record dashboard using verified, personal, datapoints to check the real-time status of each of their application statuses | All Programs |  | Energy |  |  |
| PH1/REQ64 | 3 | Relational databases/tables and data stored so that information can be stored and pulled based on field entries (e.g. site stats) | All Programs |  | Energy |  |  |
| PH1/REQ65 | 2 | Can generate printouts/mailings/invoices based on mail merge information set up using field information from records and field tables (e.g. site payment invoices) | Fiscal |  | Energy and Accounting |  |  |
| PH1/REQ66 | 2 | Customizable alerts to email designated parties when specified parameters are met in a record | Outreach and Energy |  | Energy |  |  |
| PH1/REQ67 | 3 | Records must have multiple comment logs that time and userstamp added notes | Verification |  | Energy |  |  |
| PH1/REQ68 | 3 | Last comment in log for each comment log must be exportable as a field | Verification |  | Energy |  |  |
| PH1/REQ 69 | 1 | Ability to roll up multiple household applications into a single project | Weatherization Program Management |  | Weatherization |  |  |
| PH1/REQ70 | 1 | Internally and Externally facing knowledge base that includes approved CSR responses for one-to-one and one-to-many commmunications | Customer relationship and internal consistency |  | All CEDA |  |  |
| PH2/REQ71 | 2 | Ability to switch externally-facing portal to Spanish, Arabic, Polish, Chinese, and Hindi | Client Relationship |  | Clients |  |  |
| PH2/REQ72 | 2 | Ability to integrate social media support into larger ticketing system | Client Relationship |  | All CEDA |  |  |
| PH2/REQ73 | 2 | Ability to control branding/visuals on externally-facing portal | Trust Building |  | Outreach |  |  |
| PH2/REQ 74 | 2 | Track gifts (cash, inkind, pledges, etc) and solicitation status of donors, while connecting/soft crediting gifts between constituents | Fiscal |  | Outreach |  |  |
| PH2/REQ75 | 2 | Track relationships between organizations, individuals, and other entities, in addition to assigning fundraising staff to the donor/prospect/stakeholder | Relationship Management |  | Outreach |  |  |
| PH2/REQ76 | 2 | Build and export custom reports and dashboards of Fundraising, communication, and outreach initiatives | Reporting/Relationship Management |  | Outreach |  |  |
| PH2/REQ77 | 1 | Ability to track and monitor funding requests (ie grants and proposals) | Fiscal |  | Outreach |  |  |
| PH2/REQ78 | 2 | Ability to track the last change on a constituent record | Data Accuracy |  | Outreach |  |  |
| PH2/REQ79 | 1 | Ability to have customizable actions (emails, mailings, calls, tasks) to manage workflows, track constituent history, and plan future activities | Relationship Management |  | Outreach |  |  |
| PH2/REQ80 | 1 | Ability to track the status of customer services | FsACE |  | FsACE |  |  |
| PH2/REQ81 | 1 | Ability to track funds provided to customers | BRP & CSBG |  | FsACE |  |  |
| PH2/REQ82 | 1 | Ability to track customers with missing supporting documents | FsACE |  | FsACE |  |  |

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| **Security/ Auditing /DR BC Requirements** | **Response** | **Comment** |
| SEC001 | 1 | User provisioning/SSO capabilities/integration with Azure Active Directory  | SSO |  | All CEDA |  |  |
| SEC002 | 1 | Ability to manage users, roles, permissions | Admin |  | CEDA IT |  |  |
| SEC003 | 1 | Multi factor authentication, self-service and password recovery capabilities | Admin |  | CEDA IT |  |  |
| SEC004 | 1 | Encrypted passwords and password fields, encrypted during transmission and stored as encrypted.  | Security |  | All CEDA |  |  |
| SEC005 | 1 | Administrators can only reset passwords and not view them | Admin |  | CEDA IT |  |  |
| SEC006 | 1 | Single individuals can have multiple roles | Security/Users |  | Users |  |  |
| SEC007 | 1 | Restrict, mask, and encrypt access to certain fields and certain views inclusive of PII and financial fields | Security/Users |  | Users |  |  |
| SEC008 | 1 | Ability to set password expiration, account lockouts due to inactivity, complex passwords  | Admin |  | CEDA IT |  |  |
| SEC009 | 1 | Provide an audit trail of changes made to any customer’s account (any record, any table) | Admin/Programs/Legal |  | CEDA IT/Program |  |  |
| SEC010 | 1 | Provide complete reporting on logging and audits | Admin/Security/Legal |  | CEDA IT/Legal |  |  |
| SEC011 | 1 | Ability to trace downloads, exports of data by users | Admin/Security/Legal |  | CEDA IT/Legal |  |  |
| SEC012 | 1 | Provide an audit trail of changes made to security and access levels for any user  | Admin/Security/Legal |  | CEDA IT/Legal |  |  |
| SEC013 | 1 | Provide BC and DR plan for solution | Business Continutiy and Disaster Recovery |  | CEDA IT |  |  |
| SEC014 | 1 | Provide secure file transfer functionality/integration for incoming and outgoing files | Security |  | CEDA IT |  |  |
| SEC015 | 1 | Remote access to customer data is restricted to encrypted methods | Security/Programs |  | CEDA IT/Programs |  |  |
| SEC016 | 1 | Portal does not store sensitive authentication data after authorization such as card verification codes. Account Numbers are encrypted format and cryptographic keys are protected against both disclosure and misuse | Security |  | CEDA IT |  |  |
| SEC017 | 1 | Application restricts access to customer PII and credit card related data to only those who require access | Security |  | CEDA IT |  |  |
| SEC018 | 1 | All users use the “least privilege” concept/practice by default and only gain access to the least amount of data required for their job after signing. Zero Trust security model. | Security |  | CEDA IT |  |  |
| SEC019 | 1 | Vendor to ensure and identify clear data retention and disposal policy for PII and credit card related data that is compliant with legal and/or regulatory guidelines. CEDA IT to be able to set these up. Data retention for 7 years is a requirement | Security /Legal |  | CEDA IT/Legal |  |  |
| SEC020 | 1 | Backups to include full (weekly) and differential (daily) in Cloud (no backups on premise) | BC/DR |  | CEDA IT |  |  |
| SEC021 | 3 | Application segmentation would be ideal | Security |  | CEDA IT |  |  |
| SEC022 | 2 | Application access via SASE vendor would be ideal  | Security |  | CEDA IT |  |  |

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| **Reporting Requirements** | **Response** | **Comment** |
| PH1/REP001 | 1 | Use of Data Visualization, BI and Analytics Tools is highly desirable for reporting purposes  | Reporting and Dashboards |  | All CEDA |  |  |
| PH1/REP002 | 1 | A DWH instance for maximum usage of the BI tool is |  |  |  |  |  |
| PH1/REP001 | 1 | Standard reports identifying statistics, trends, demographic analysis, location, record counts income, etc. and other database activities | Reporting and Dashboards |  | All CEDA |  |  |
| PH1/REP002 | 1 | Ability to generate ad-hoc reports, demonstrating ease of use and flexibility of sorting, summarizing or detailing information from multiple files | Reporting and Dashboards |  | All CEDA |  |  |
| PH1/REP003 | 1 | Ability to provide reports to assist in the reconciliation of funds dispersed etc | Reporting and Dashboards |  | All CEDA |  |  |
| PH1/REP004 | 1 | Ability to provide designated reports distributed online (live) via dashboards internally with the ability to export and email these reports as well | Reporting and Dashboards |  | All CEDA |  |  |
| PH1/REP005 | 1 | Ability to report on the daily data entry and staff activity. | Reporting and Dashboards g |  | All CEDA |  |  |
| PH1/REP006 | 1 | Allow users to create custom reports based on custom queries | Reporting and Dashboards |  | All CEDA |  |  |
| PH1/REP007 | 1 | Allow for sensitive revenue reports by program, by demographics, family, applicant etc | Reporting and Dashboards |  | All CEDA |  |  |
| PH1/REP008 | 1 | Generating reports, charts and dashboards to allow for easy trend analysis based on demographics, program, family, applicant etc | Reporting and Dashboards |  | All CEDA |  |  |
| PH1/REP009 | 1 | Allow non-technical people to create custom reports | Reporting and Dashboards |  |  |  |  |
| PH1/REP010 | 1 | Allow CEDA employees to create metrics based on collected data | Reporting and Dashboards |  | All CEDA |  |  |
| PH1/REP011 | 1 | Ability to generate contractor production reports detailing number of projects issued to each contractor, job statuses, and associated program funding.  | Reporting and Dashboards |  | Weatherization  |  |  |

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| **Usability (User Experience) Requirements** | **Response** | **Comment** |
| UX001 | 1 | Please provide a detailed Plan for a Responsive Experience |  |  | All CEDA |  |  |
| UX002 | 2 | Limit number of screens for navigation. Navigation should be easy to use |  |  | All CEDA |  |  |
| UX003 | 2 | Product not designed for user in mind |  |  | All CEDA |  |  |
| UX004 | 1 | Customer Experience is a priority |  |  | All CEDA |  |  |
| UX005 | 2 | Data should be well presented and easy to find |  |  | All CEDA |  |  |
| UX006 | 3 | Email integration is required |  |  | All CEDA |  |  |
| UX007 | 2 | Platform/System should be browser agnostic  |  |  | All CEDA |  |  |
| UX008 | 2 | Platform/System should be mobile friendly |  |  | All CEDA |  |  |
| UX009 | 1 | Ease of use is a priority |  |  | All CEDA |  |  |
| UX010 | 2 | Online training and videos for customers and CEDA users |  |  | All CEDA |  |  |
| UX011 | 2 | Workflow design for simplicity |  |  | All CEDA |  |  |
| UX012 | 1 | Relevance- deliver relevant information to customer and CEDA employees by role and based on their particular use case |  |  | All CEDA |  |  |
| UX013 | 1 | Personalization for the Customer  |  |  | All CEDA |  |  |
| UX014 | 3 | Control language of portal |  |  |  |  |  |
| UX015 | 1 | Knowledge base is easy to search and provide feedback on |  |  |  |  |  |
| UX016 | 2 | Accessing Knowledge Base does not cause user to lose their place in applying, uploading documents, etc. |  |  |  |  |  |

## Non-Functional Requirement

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| **ID** | **Requirement** |
| NF001 | System should be able to accommodate 500 users concurrently. We need to make sure there is tiered licensing. CEDA has multiple partner sites (beyond the concurrent users) that will intake a lot of this information. Licensing should accommodate this. |
| NF002 | Availability: 99.9% uptime |
| NF003 | Easily scalable to over 1000 users and over 1,000,000 records |
| NF004 | Backups: Full (Cloud based) database backups on a weekly basis. Differential cloud based backups on a daily basis  |
| NF005 | Redundant data centers with less than one hour failover time |
| NF006 | Data Canters must be located within the United States |
| NF007 | Multi factor authentication  |
| NF008 | SSO integrations |
| NF009 | Multi cloud DR is a nice to have and will be considered |
| NF010 | Tiered/Free licensing for customers of portal |
| NF011 | Include yearly licensing and/or maintenance costs |
| NF012 | Configurable system is a must with emphasis on configuration rather than software development. |