IT Monarchs (Group 2)

PROJECT SCOPE (Updated Scope)

- The employees of Home Affairs must be allowed to be administrators of the program to update the data.

- Users should be allowed to book a slot for a new ID or passport.

- The program must monitor the amount of people registered to be at the allocated branch for a specific day.

- The program must allow the user to choose the branch they will be attending.

- Hospitals, Undertaker employees and Churches should have separate login portals for birth, death, and marital certificates. These portals should require passwords and business branch number.

- The program should give the user a list of items that they should have on them when they go to home affairs.

- The program should give the user the time and date of the day they are scheduled to go.

- The program should have a help function that offers steps, frequently asked questions, and a helpline.

- The helpline should help confused users and users without a smartphone.

- The program will allow the user to cancel an appoint.
- The program will show the user the price of the type of service they are booking for.

- The user will be able to edit their appointment and add a service.

- After booking, summarised appointment details with the price, date, time, type of service and employee details will be sent via an email as proof of booking.

- The Home Affairs service will no longer be an app, but rather a website.

Participants Details

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