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" Software Documentation and Technical Writing"

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Chapter 1

1.1 Introduction :

Tawakkalna: app is an official application accredited in Saudi Arabia developed by the Saudi Authority for Data and Artificial Intelligence "Sdaia." It was released at the time of the spread of the coronavirus and played an important role in curbing its spread. The application contributed to the beginning of its launch by managing the granting of permits electronically during the curfew period ". It also contributed to a safe return by clarifying the health status of the app user. It was later developed to achieve vision 2030 where it has become encompassing various services from all government agencies and provides communication service between government agencies and individuals. Also, you can review your data, cards and official documents with ease through Tawakkalna app .

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1.2 Tawakkalna App Requirement :

1.2.1 Function requirements :

1.2.1.1 Login and Verification : The app requires login using the ID number and password or using nafath, then verification by sending a message containing the verification code.

1.2.1.2 Search : The app provides the ability to search for the services provided by the app.

1.2.1.3 Technical Support : Technical support can be contacted via email, number, account on x platform, or live chat.

1.2.1.4 Appointment booking: The application allows for easy booking of various appointments according to the selected service.

1.2.1.5 Reminders: The app reminds the user of their most important appointments and reservations, such as reminding them of the upcoming expiration of their national ID so they can renew it.

1.2.1.6 Preferences: Users can add services and cards as favorites for easy access from the main page of the app.

1.2.2 Non-functional requirements :

1.2.2.1 Ease of Use: The app provides easy interfaces, and the user can adjust them to suit his need.

1.2.2.2 Updates: The app provides updates to fix errors.

1.2.2.3 Availability: The app is available 24/7 to meet users' need .

1.2.2.4 Compatibility: The application supports different systems ios, Android .

1.3 Tawakkalna App Task :

- **Wakeb:**

A service that enables you to view the latest publications, share and save them in the checklist and activate notifications.

- **services:**

One page collects a lot of services and allows you to review and book public, professional, health, religious, educational services as well as family members and events.

- **Personal:**

A service that gives the user easy access to their data such as national address, communication numbers, cards such as national identity and documents such as: instruments, CV.

- **Messages:**

Government agencies communicate with individuals. The user can view notifications and install the entities.

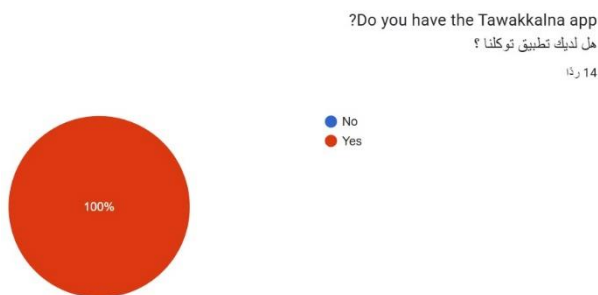
Chapter 2

2.1 Purpose of the App :

The purpose of the Tawakkalna app is to provide a digital companion you can rely on to ease your daily life. The application has facilitated access to all government services and other services such as education, religious services, and health services. Address the issue of difficulty in accessing services and communicating with authorities by facilitating and organizing communication between users and entities. And solve the problem of forgetting your personal identification card, as you can display it through the app without needing to carry it with you anywhere. It also solves the problem of difficulty in booking appointments, as you can now book health appointments and Hajj and Umrah appointments through the app quickly and easily .

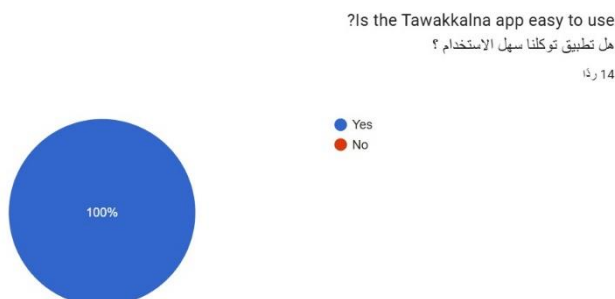
2.2 Conduct a survey:

Q1:



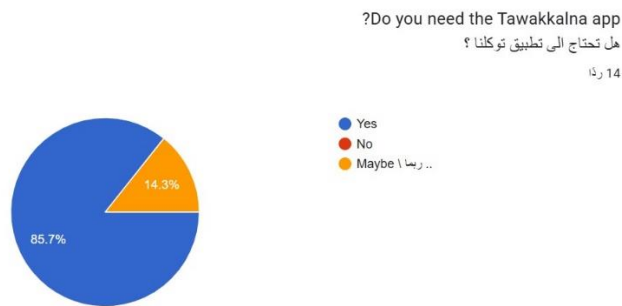
In this question we wanted to know what percentage of people have the application. All responses agreed on one answer, "Yes", which was 100%, reflecting the importance of the app to users.

Q2:



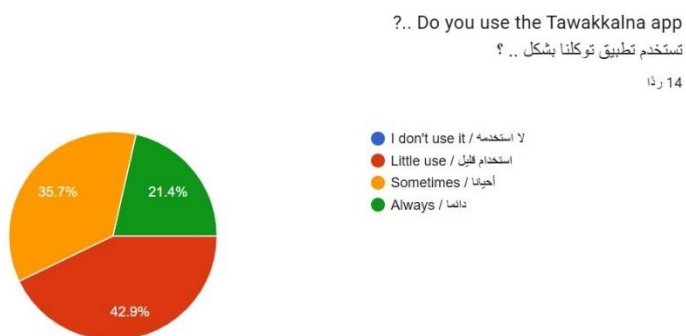
In this question we wanted to know how easy it is to use the application. All responses agreed on one answer, "Yes", which was 100%, reflecting the importance of the app to users.

Q3:



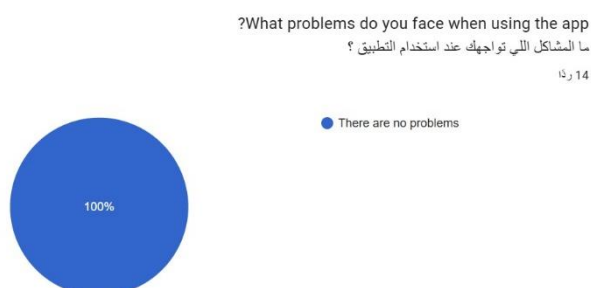
In this question, we wanted to know how much users needed the application, the largest percentage of those who answered "Yes" was 85.7%, which means their great need for it, while the response ratio was 14.3% of the total responses. While there is no person who replies that he does not need the app.

Q4:



In this question we wanted to know the rate of use of the app. We note that the proportion of people who answered "don't use" 0% who responded with "little use" is 42.9%, but that doesn't mean they don't need it, and the percentage who answered sometimes was 35.7%. Those who use it permanently are 21.4%.

Q5:



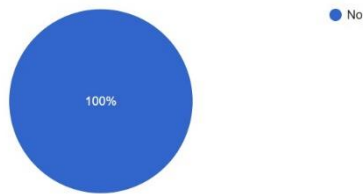
In this question, we wanted to know what problems users face to improve. We note that everyone answered "no problems." The option of writing was made available in case of problems but a percentage of respondents answered "there are problems" was 0%. This means that the application works with high efficiency.

Q6:

?Do you suggest any additions or improvements to the application

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We wanted to see if the user would like to improve the application and suggest some improvements. The answer option "There are suggestions" has been made available, but we note that the number of people who chose to answer "no suggestions" has reached 100%. This means full user satisfaction with the services provided by the app.

2.2.1 Conclusion:

Based on the responses collected from the survey, the app won users' satisfaction and did not have any problems with its use. This is due to the high quality of application. The app participated in the 2024 Digital Experience Maturity Index, which measures beneficiary satisfaction, user experience and handling complaints, tools and technologies and was ranked as the highest government platforms at 91% out of 39 digital platforms [1]. He was ranked second in the best technical project at PMO Summit 2023 organized by the PMI Project Management Institute; To apply international best practices in project management to facilitate the individual's life and improve the quality of life in the Kingdom of Saudi Arabia[2].

2.3 Similar App

There is no similar application at the moment, but there is an old version of the app that goes back to its inception when it contributed to curbing the spread of coronavirus by offering a booking service for receiving vaccines and screening bookings and showing a person's condition (Salim, infected, immune).

References

[1]<https://x.com/tawakkalnaapp/status/1825873701293687244?s=46&t=9tjdoJospT0KyJGcNokJDw>

[2]<https://x.com/tawakkalnaapp/status/1727763690600997045?s=46&t=9tjdoJospT0KyJGcNokJDw>