

# EPIC: Platform Administration & Governance

## Executive Summary

A centralized control layer for onboarding authorities, configuring system-wide metadata, and monitoring platform health.

## Stakeholders & Value

### User Personas

- **Primary Persona:** System Admin (platform owner).
- **Stakeholders:** Government Authorities, Field Workers.

### User Value

Ensures the platform stays secure, configurable, and scalable without code changes.

## Goal & Vision

Provide reliable governance and configuration of the platform's core entities and jurisdictions.

## Scope

### In Scope

- Authority onboarding and jurisdiction assignment.
- Role management and RBAC.
- Issue and category configuration (priority defaults, SLA).
- System monitoring and audit logs.
- Manual issue creation.
- Email OTP login and Google OAuth only (no SMS/phone OTP).
- GHMC jurisdiction selection (Hyderabad only for now).

### Out of Scope

- Direct manipulation of citizen user data.
- Billing/financials.
- Custom zone drawing or editing (initial release).

## Success Metrics

- Reduced time to onboard new authorities.
- Consistent audit trail coverage.

## Stories Under This Epic

1. [USER STORY 1: Authority & Role Management](#)
  2. [USER STORY 2: Issue & Category Configuration](#)
  3. [USER STORY 3: System Monitoring & Control](#)
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# USER STORY 1: Authority & Role Management

## Executive Summary

Enable secure onboarding of authorities with predefined jurisdiction boundaries.

## User Persona & Problem Statement

**Who:** As a System Admin... **Why:** I need to add new authorities and assign their GHMC jurisdiction without manual scripts.

## Scope (In & Out)

### In Scope

- Authority creation.
- Jurisdiction assignment from GHMC list.
- Role-based access control.

### Out of Scope

- External SSO integration.

## Features & Acceptance Criteria

### Feature: Authority Onboarding

**User Story:** As a System Admin, I want to onboard new authorities so they can start using the platform.

#### Acceptance Criteria:

- ☐ Verify Admin can add government departments/municipal bodies.
- ☐ Verify Admin can assign jurisdiction from a GHMC dropdown (Hyderabad only).
- ☐ Verify custom polygon drawing is not available in the initial release.
- ☐ Verify the selected GHMC area is stored as the authority's assigned zone.
- ☐ Verify authority accounts are created via invite and log in using Email OTP or Google OAuth only.

### Feature: Role Management

**User Story:** As a System Admin, I want to manage roles so access is restricted correctly.

#### Acceptance Criteria:

- ☐ Verify Admin can create/manage roles: Government Admin, Field Worker, NGO Viewer.
- ☐ Verify strict RBAC enforcement across the platform.

## Functional Requirements

- GHMC boundary data must be loaded into the zone catalog.
- Authority records must reference the assigned GHMC zone.

## Dependencies

- GHMC boundary dataset required before onboarding.
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## USER STORY 2: Issue & Category Configuration

### Executive Summary

Manage issue categories and workflow metadata without code changes.

### User Persona & Problem Statement

**Who:** As a System Admin... **Why:** I need to add categories and configure defaults without developer support.

### Scope (In & Out)

#### In Scope

- Category CRUD.
- Priority defaults and expected resolution time.
- Workflow state configuration.

### Features & Acceptance Criteria

#### Feature: Issue Type Management

**User Story:** As a System Admin, I want to configure categories so the citizen app stays relevant.

#### Acceptance Criteria:

- ☐ Verify Admin can add, edit, or deactivate categories.
- ☐ Verify deactivated categories are hidden from the citizen app.
- ☐ Verify Admin can configure metadata (priority default, expected resolution time).

#### Feature: Workflow Configuration

**User Story:** As a System Admin, I want to define valid ticket states.

#### Acceptance Criteria:

- ☐ Verify Admin can define ticket states (REPORTED, ASSIGNED, IN\_PROGRESS, RESOLVED, CLOSED).
  - ☐ Verify Admin can toggle "Admin Approval Required" for resolution.
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## USER STORY 3: System Monitoring & Control

### Executive Summary

Provide visibility into platform health and data integrity.

### User Persona & Problem Statement

**Who:** As a System Admin... **Why:** I need to see if the system is healthy and audits are complete.

## Scope (In & Out)

### In Scope

- Health stats.
- Duplicate detection monitoring.
- Manual issue creation.
- Audit logs.

## Features & Acceptance Criteria

### Feature: Platform Health Overview

**User Story:** As a System Admin, I want to see high-level stats so I can monitor usage.

#### Acceptance Criteria:

- ☐ Verify dashboard shows total reports, active users, storage usage.
- ☐ Verify duplicate detection performance indicators are visible.
- ☐ Verify flagged reporting patterns are visible.

### Feature: Manual Issue Creation

**User Story:** As a System Admin, I want to create issues manually.

#### Acceptance Criteria:

- ☐ Verify Admin can create issues on behalf of authorities.
- ☐ Verify these issues enter the standard workflow.

### Feature: Audit Trail

**User Story:** As a System Admin, I want a log of changes.

#### Acceptance Criteria:

- ☐ Verify role updates, category changes, and onboarding events are logged.
- ☐ Verify logs are immutable and viewable.

## Functional Requirements

- Central config store for permissions/workflows.
- Admin-only access to storage metadata.