

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.