

EPIC: Aggregated Public Analytics & Transparency

Executive Summary

A read-only analytics portal that visualizes issue lifecycle data, hotspot density, and resolution performance for public accountability.

Stakeholders & Value

User Personas

- **Primary Persona:** NGO / Public Viewer.
- **Stakeholders:** Government Officials.

User Value

Enables transparent, city-wide visibility into infrastructure performance and unresolved hotspots.

Goal & Vision

Turn government operations into transparent, data-backed public insights.

Scope

In Scope

- Lifecycle funnel visualization.
- Before/After photo gallery.
- Filtering by location, time, and issue type.
- Heatmaps, hotspots, and redzone overlays.
- Data export (CSV/JSON).
- Zone-of-interest selection (GHMC areas, Hyderabad only for now).
- Kepler.gl-based map layers.
- OpenStreetMap base tiles (Mapbox optional).

Out of Scope

- Real-time worker tracking.
- Write access to issues.

Success Metrics

- High traffic on transparency portal.
- Increased downloads of open data exports.

Stories Under This Epic

1. [USER STORY 1: End-to-End Lifecycle Visualization](#)
 2. [USER STORY 2: Advanced Filtering & Scoping](#)
 3. [USER STORY 3: NGO & Advocacy Features](#)
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USER STORY 1: End-to-End Lifecycle Visualization

Executive Summary

Show the journey of issues from REPORTED to CLOSED with verifiable photos and counts.

User Persona & Problem Statement

Who: As a Citizen/NGO... **Why:** I want evidence and numbers, not just summaries.

Scope (In & Out)

In Scope

- Pipeline funnel.
- Before/After side-by-side.
- Report count visibility (aggregated).

Features & Acceptance Criteria

Feature: Issue Pipeline

User Story: As a Viewer, I want to see the volume of issues at each stage.

Acceptance Criteria:

- Verify funnel shows REPORTED -> IN_PROGRESS -> RESOLVED -> CLOSED.
- Verify counts are accurate and near real-time.

Feature: Before/After Transparency

User Story: As a Viewer, I want to compare before and after photos.

Acceptance Criteria:

- Verify public access to before/after photos for closed tickets.
- Verify photos are displayed side-by-side.
- Verify sensitive data is redacted if required.

UI/UX Design & User Flow

Flow: Landing -> Funnel -> Select Resolved -> Gallery -> Compare.

USER STORY 2: Advanced Filtering & Scoping

Executive Summary

Provide multi-dimensional filtering for detailed analysis of problem areas.

User Persona & Problem Statement

Who: As a Researcher... **Why:** I need to compare performance across wards and time windows.

Scope (In & Out)

In Scope

- Type filter.
- Geo filter by GHMC areas.
- Time filter.

Features & Acceptance Criteria

Feature: Multi-Dimensional Filtering

User Story: As a Viewer, I want to filter by type, location, and time.

Acceptance Criteria:

- Verify filter by issue type (potholes, drainage).
- Verify drill-down by GHMC area via dropdown.
- Verify temporal filters (custom ranges, seasons).

UI/UX Design & User Flow

Flow: Dashboard -> Filters -> Select GHMC area + type + date range -> Charts update.

USER STORY 3: NGO & Advocacy Features

Executive Summary

Provide hotspot and redzone analytics plus exportable datasets for advocacy.

User Persona & Problem Statement

Who: As an NGO... **Why:** I need hard data to advocate for neglected areas.

Scope (In & Out)

In Scope

- Hotspot and redzone overlays.
- Average resolution time metrics.
- Data export.

Features & Acceptance Criteria

Feature: Hotspots & Redzones

User Story: As an NGO, I want to see hotspot and redzone clusters of unresolved issues.

Acceptance Criteria:

- Verify hotspot layer highlights dense clusters of REPORTED/IN_PROGRESS issues.
- Verify redzones show areas with high unresolved ratios.
- Verify layers can be toggled independently.

Feature: Average Resolution Time (ART)

User Story: As an NGO, I want to see how fast issues are fixed.

Acceptance Criteria:

- Verify ART is shown by GHMC area and issue type.
- Verify dismissed tickets are excluded from ART.

Feature: Data Export

User Story: As an NGO, I want to download filtered data.

Acceptance Criteria:

- Verify export supports CSV and JSON.
- Verify exports respect active filters.

Functional Requirements

- Use Kepler.gl for map layers (hotspots, redzones, heatmaps).
- Read-only access to analytics DB views.
- Default base tiles from OpenStreetMap (Mapbox optional).