

# 2025

Volunteer Management System BRD

Ver 1.0

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Azimuth software development

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## Change Record

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## About the document

This document will serve as the main reference for documenting the business requirement the service Volunteer management system

Intended audience of this document are, client business team, client technical team, project approvers.

## Referenced Documents

This document references the following documents:

1. Volunteer Management Business Requirement Document 1.0

# 1 Volunteer Management Business

## 1.1 Service Card

Service Name	Volunteer Management
Service Type	Management Service
Beneficiary	Volunteers of Baghdad Office – Imam Hussain Shrine
Service Requirements	<ol style="list-style-type: none"> <li>1. Registering new Volunteers</li> <li>2. Managing Teams</li> <li>3. Managing Operational Locations</li> <li>4. Managing Events</li> <li>5. Managing Rating of Volunteers and Volunteer Profiles</li> <li>6. Managing Volunteer Feedback</li> </ol>
Service Fees	No Service Fees

## 1.2 System Design

### 1.2.1 Volunteer Registration

To Register and Onboard a new volunteer, the following Steps should be done:

- 1- The Admin Shares an Invite Link or a Specific Register URL with the volunteer.
- 2- Volunteer Fill in form and Upload Required Documents (**Up To 10 PNGs 500 KB each**).
- 3- Admin Receive Notification and Get new Registration Request.
- 4- Admin Reviews Form & Appendices Update Status to either Proceed to Printing or Review Required (With Note).
- 5- Admin May Batch Print PDFs of Approved Volunteers.

#### Form Info:

1. NO:
2. Form Number
3. Group Name and Code
4. Full Name (Four parts) and Surname
5. Educational Qualification
6. Date of Birth
7. Marital Status
8. Number of Children
9. Mother's Name and Surname
10. Mobile Number
11. Current Address
12. Nearest Landmark
13. Name of Mukhtar or Municipal Council Official
14. Civil Status Office
15. Previous Address
16. Number of Previous Voluntary Services at the Shrine
17. Profession
18. Job Title
19. Employer / Institution Name
20. Political Affiliation
21. Talent or Skill

22. Languages Spoken
23. ID Card or National Card Number
24. Register Number
25. Page Number
26. Ration Card Number
27. Ration Agent Name
28. Ration Center Number
29. Residence Card Number
30. Issuing Authority (for Residence Card)
31. Volunteer's Fingerprint
32. Volunteer's Signature
33. Form Organizer
34. Administration
35. Volunteers Division Official
36. Head of Order Maintenance Department



## 1.2.2 Managing Teams

Teams Management is an organizational task, for Group Notifications and Batch Assignments for Tasks and Events, Following Up The Basic CRUD Operations, we have 2 Types of Flows,

- 1- CRUD
- 2- Notifications and Assignments Tasks

CRUD is Creation, Reading, Updating and Deleting Teams which consist of:

### Team

Team Leader

Members

Volunteer 1

Volunteer n

Notifications



## 1.2.3 Managing Operational Locations

Managing Locations will consist of  
 CRUD operations of Locations and Sublocations of Events, CRUD is Creation,  
 Reading, Updating and Deleting Teams which consist of:

### Location

- Name
- Description
- Longitude
- Latitude
- Sub Locations





## 1.2.4 Managing Events

Events Will be covered By Both the Main CRUD operations and the Related flows like: In-Event Change Volunteer Location, In-Event Request for Urgent Leave

### Event

Name

Description

Date From – To (YYYY-MM-DD)

Logs

**Log1** : YYYY-MM-DD HH:mm – Admin Changed Volunteer 1 Location

Shifts


#### Shift 1

Date (YYYY-MM-DD)

Time From – To (HH:mm)

Locations

#### Location 1

 Name  
Description  
Longitude  
Latitude

Sub Locations

#### Sub Location 1

Name

Description

Longitude

Latitude

#### Team

Team Leader

Members

#### Volunteer 1

Presence & Time

Other vol data

Notifications

## In-Event Change Volunteer Location

This flow will consist of the following steps:

1. Admin Select an Active Event
2. Taps on Volunteer to View His in-event real time dashboard
3. Tap on Change Volunteer Location and Select new Location & Sublocation
4. Volunteer & both old location and new location Team leaders Receive a notification
5. A new Presence Check initiated for the volunteer
6. The new location Team leader May check the volunteer as present as soon he arrives.

## In-Event Request for Urgent Leave

This flow will consist of the following steps:

1. Volunteer Opens The System (Volunteer Portal)
2. Taps on Current Active Event
3. Taps on Request Urgent Leave
4. The Team Leader Receive a notification for Urgent Leave
5. The Team Leader / Administrator May Approve The Request or deny it with an optional note.

## 1.2.5 Managing Rating of Volunteers and Volunteer Profiles

The Rating of a Volunteer will be based on each post-event rating for the volunteer aggregated and averaged, the rating criteria is as follows:

- 1- Adherence to the dress code
- 2- Adherence to the location of the event
- 3- Adherence to Instructions
- 4- Presence Score
- 5- Interaction with Visitors
- 6- Active Cooperation with Other Employees
- 7- Time Commitment

And the steps below:

- 1- Admin Selects Rating Page
- 2- Volunteers are sorted and grouped by teams, admin selects a volunteer
- 3- Provide an update to the volunteer rating, a comment will be added to the volunteer's profile
- 4- This page and the rating is only available to be viewed by administrators

### 1.2.6 Managing Volunteer Feedback

The management of volunteer's feedback can be sorted into three types, the first type is a event feedback, the second is system feedback, to provide us with some suggestions for the system, and the coordination feedback is a volunteer providing feedback about team leaders and admins.

And as follows:

A volunteer on feedback page selects the type

- 1- type 1: event feedback
  - a. event selection
  - b. provide feedback as message
- 2- type 2: system feedback
  - a. provide feedback as message
- 3- type 3: coordination feedback
  - a. select a team leader / administrator
  - b. provide feedback as message

these feedback messages are provided to the admins and treated as an opened tickets until the admin closes them.

## 1.3 Roles & Actions:

Status	Status Owner	Role	Actions	Action Category	Pre-Actions	Business Conditions	History	Visible to applicant (Volunteer)
<b>Draft Registration</b>	Volunteer	Volunteer	<b>Submit Registration</b>	Move to next status	1. Fill Form (Personal, Job, Skill info) 2. Upload Documents (Max 10 PNGs, 500KB each)	All mandatory fields and documents must be present.	Registration Request Submitted	Yes
<b>Pending Review</b>	Admin / Volunteers Division Official	Admin	<b>Request Changes / Review Required</b>	Return to previous step	Review Form & Appendices	<b>Must</b> add a Note explaining the required changes.	Returned to Volunteer for Review	Yes
<b>Pending Review</b>	Admin / Volunteers Division Official	Admin	<b>Approve (Proceed to Printing)</b>	Move to next status	Review Form & Appendices	Volunteer meets criteria.	Application Approved / Ready for Printing	Yes
<b>Ready for Printing</b>	Admin	Admin	<b>Batch Print PDFs</b>	System Action / Process	Select Approved Volunteers	-	PDFs Printed	Yes (Status only)
<b>Active Event (In-Event)</b>	Admin	Admin	<b>Change Volunteer Location</b>	Update Data	1. Select Active Event 2. Tap Volunteer 3. Select New Location & Sublocation	-	Location changed from [Old] to [New]	Yes (Via Notification)

Location Changed	Team Leader (New Location)	Team Leader	Check Presence	Update Status	Volunteer arrives at new location	-	Volunteer marked Present at new location	Yes
Active Event (In-Event)	Volunteer	Volunteer	Request Urgent Leave	Move to next status	1. Open Portal 2. Tap Active Event	-	Urgent Leave Requested	Yes
Pending Leave Approval	Team Leader	Team Leader / Admin	Approve Leave	Decision / Close Request	Receive Notification	Optional: Add Note.	Urgent Leave Approved	Yes
Pending Leave Approval	Team Leader	Team Leader / Admin	Deny Leave	Decision / Close Request	Receive Notification	Optional: Add Note.	Urgent Leave Denied	Yes
Post-Event (Rating)	Admin	Admin	Submit Rating	Update Data	1. Select Rating Page 2. Select Volunteer	Rating calculated based on criteria (Dress code, Presence, etc).	Rating updated	No (BRD 1.2.5: "Only available to be viewed by administrators")
New Feedback	Volunteer	Volunteer	Submit Event Feedback	Create Ticket	Select "Type 1: Event Feedback"	-	Event Feedback Submitted	Yes
New Feedback	Volunteer	Volunteer	Submit System Feedback	Create Ticket	Select "Type 2: System Feedback"	-	System Feedback Submitted	Yes
New Feedback	Volunteer	Volunteer	Submit Coordination Feedback	Create Ticket	1. Select "Type 3: Coordination Feedback" 2. Select Team	-	Coordination Feedback Submitted	Yes

					Leader/Admin			
Open Ticket (Feedback)	Admin	Admin	Close Ticket	Close Status	Review Feedback Message	-	Feedback Ticket Closed	Yes

