

Mini Project - IS2106

Software Requirements Specification

(SRS - version 4.1)

for

Integrated Government Service Registry

(IGSR)

Prepared by:

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DOCUMENT CHANGE HISTORY

Version	Date	Description
4.1	2024/05/08	Changed UI and updated prototype of services
4.0	2024/04/29	Added some UI designs and UI prototype link
3.0	2024/04/20	Added class diagram and Normalization the ERD to Procedure chart
2.0	2024/04/20	Added functional requirement specification with diagrams
1.1	2024/04/13	Added a non-functional requirement and formalize requirements
1.0	2024/04/10	Completeness of requirements, clarity and alignment with project objectives.

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INTRODUCTION

Project Purpose

This project aims to develop an information technology (IT) system that simplifies public access to services offered by regional secretariats in Sri Lanka.

Target Audience

The general public in Sri Lanka, particularly those unfamiliar with the application procedures for regional secretariat services.

References

<https://docs.google.com/spreadsheets/d/1MET7th5cyzh0C6i4GGsbCbvzSA-m6dxGgwqXlCfsyZA/edit?usp=sharing>

https://youtu.be/0EZxoO0khNQ?si=hLDWaox_kPHUYrWZ

SYSTEM OVERVIEW

The proposed system will be a web-based application. It is accessible through any internet browser on desktop computers, laptops, and mobile devices. The application will be provided in Sinhala, Tamil, and English to meet the target audience's with the varied linguistic.

FUNCTIONAL REQUIREMENTS

- The system shall be provide clear and concise information for the users about the procedures for obtaining the following permits and licenses offered by regional secretariats
 1. Permits for felling wood
 2. Licenses for timber transportation
 3. Permits for dumping and transportation of sand, soil, and gravel
 4. Permits for transportation of animals
 5. Mode of obtaining Birth/Marriage/Death Certificates issued by Divisional Secretariats.
 6. Registration of Business Names.
 7. Registration of Voluntary Organizations.
 8. Providing income certificates.
- Users shall be able to download the necessary application forms for the aforementioned services via the system (Only if possible within the legal framework).
- There shall be a basic Q&A section with frequently asked questions (FAQs) to address common user queries.
- Data needs to be saved that user can be able to review the process. Also user need to be able to book an appointment.

NON-FUNCTIONAL REQUIREMENTS

➤ **User Interface**

The systems interface should be simple to use, intuitive and visually appealing. It shall adapt to various screen sizes Desktop, Laptop and Mobile.

➤ **Accessibility**

To provide accessibility for users with disabilities, the system's interface should be adhered to the Web Content Accessibility Guideline WCAC 2.1 of the W3C

➤ **Performance**

The system should be a response time of fewer than 5 seconds for a common user task. The system must be available 24x7 and the estimated downtime for maintenance purposes should be no more than 12 hours per year.

➤ **Security**

If the information system gathers any user data using the submitted inquiry, it will should be take the necessary security measures to keep the data safe and example of this would be Encryption of the data and user validation.

➤ **Localization**

User interface should be contained with English, Sinhala and Tamil languages and service charges should be in LKR.

STAKEHOLDERS

- Regional Secretariats (data providers and potential system users)
- System Developers and IT Personnel
- General Public (end-users)

ADDITIONAL INFORMATION

This system is intended to enhance the performance of [existing](#) application processes at regional secretariats. It aims to empower the public with information to navigate the application procedures more efficiently. The system may require integration with existing data sources maintained by regional secretariats to ensure accurate and up-to-date information. There are some issues in that existing sites that users cannot download the relevant forms, users cannot submit their feedback about the service and users cannot book appointments for permits and licenses. Therefore this system intended to solve this concerns of the existing system.

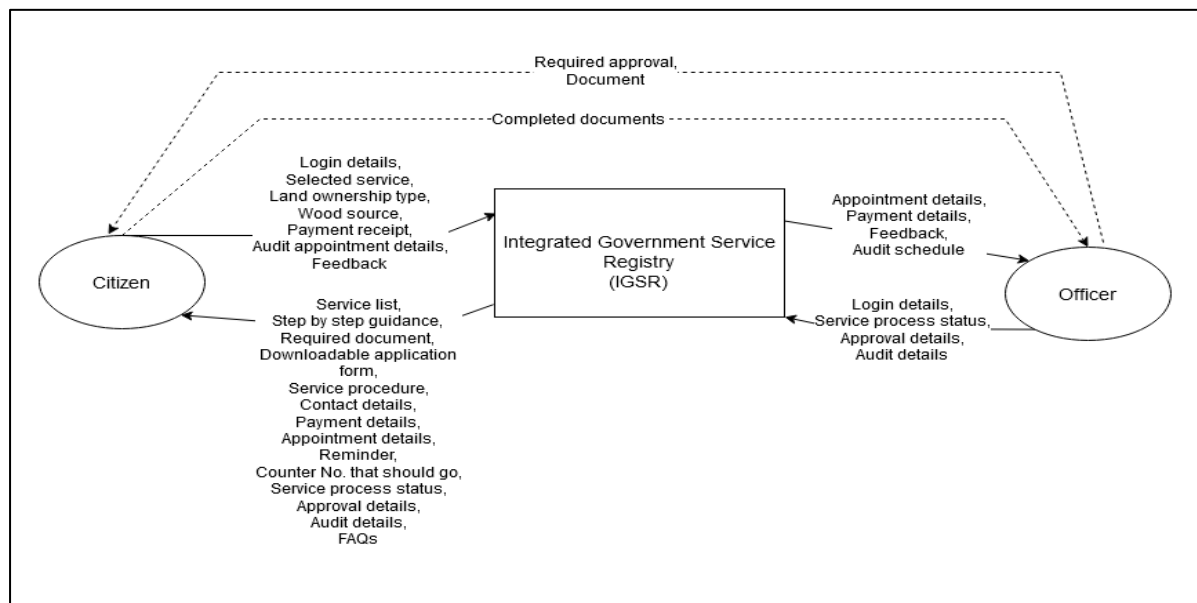
FUTURE ENHANCEMENTS

- The system can be expanded to include online appointment scheduling with the regional secretariat office's system.
- The system can be extended to integrate with regional secretariat's payment gateway for making payments for the service online.
- The system can also be adopted for receiving user suggestions and also receive any complaints if any from user.

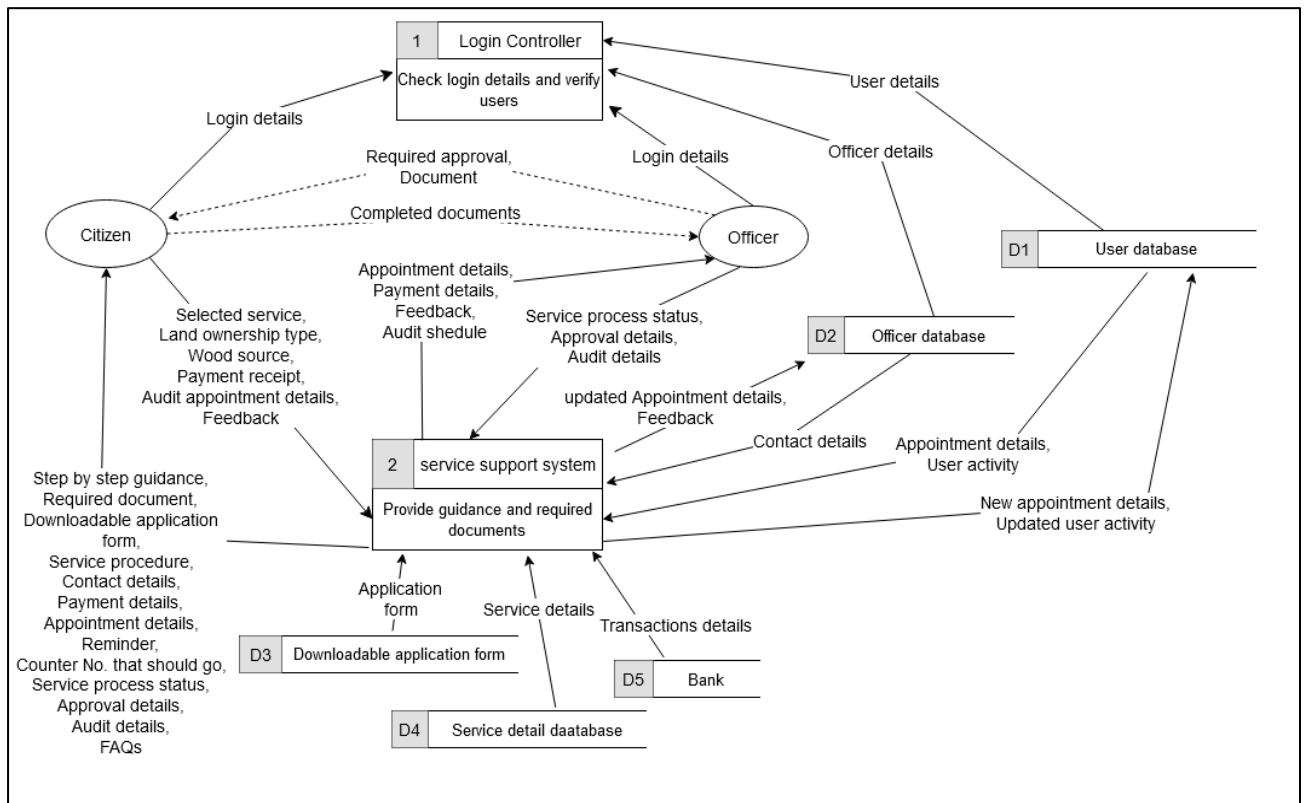
FUNCTIONAL REQUIREMENT SPECIFICATION

1.Data flow diagram

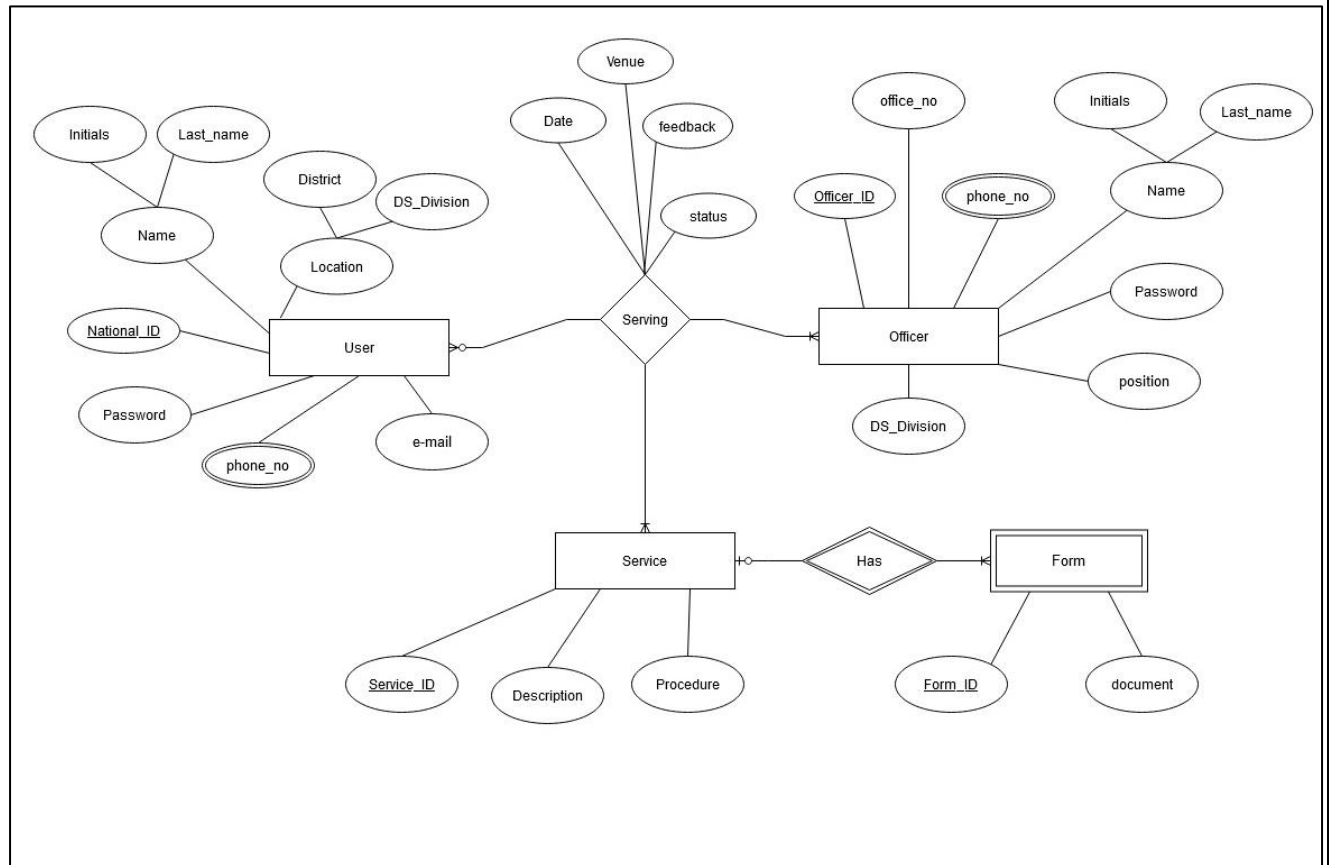
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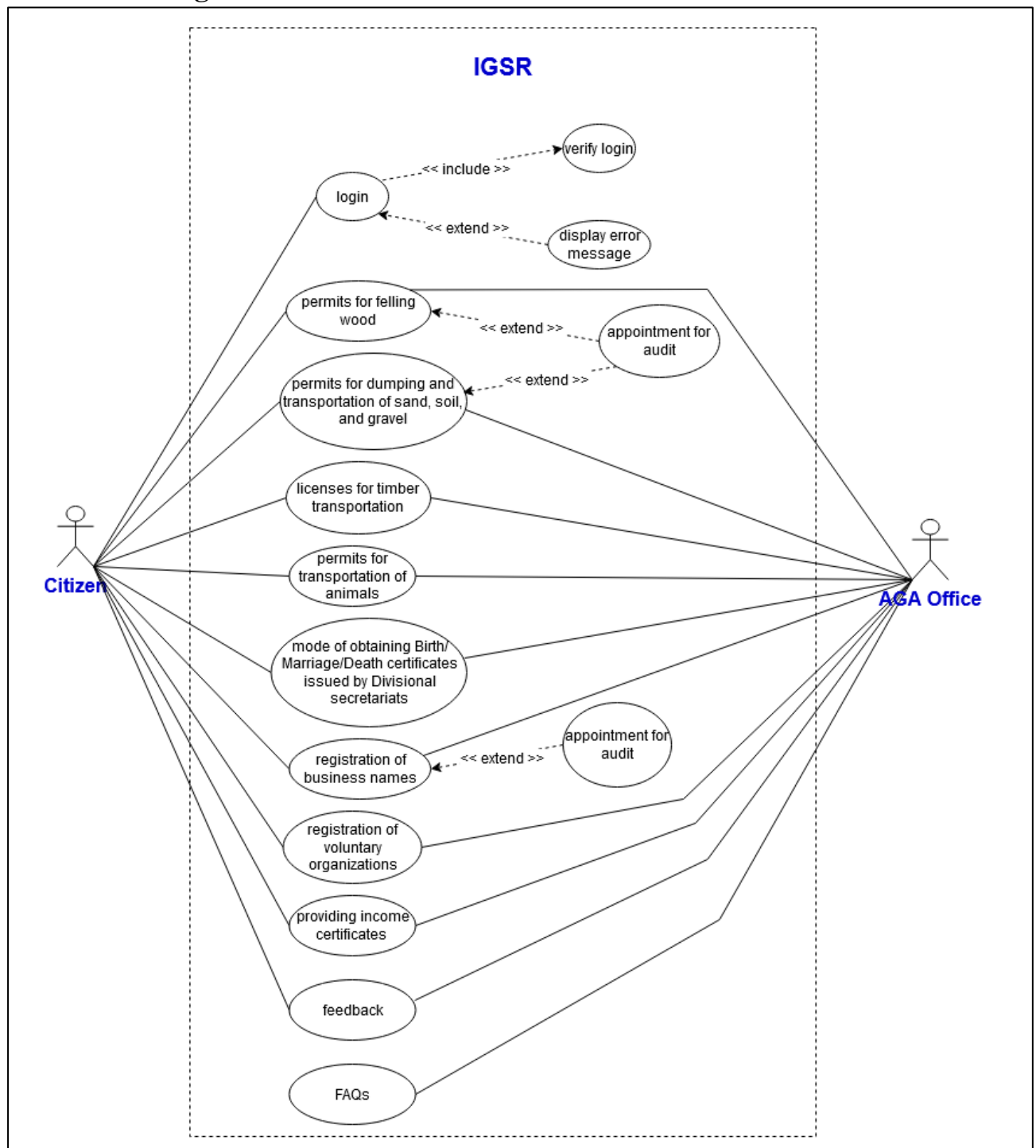
DFD Level 1



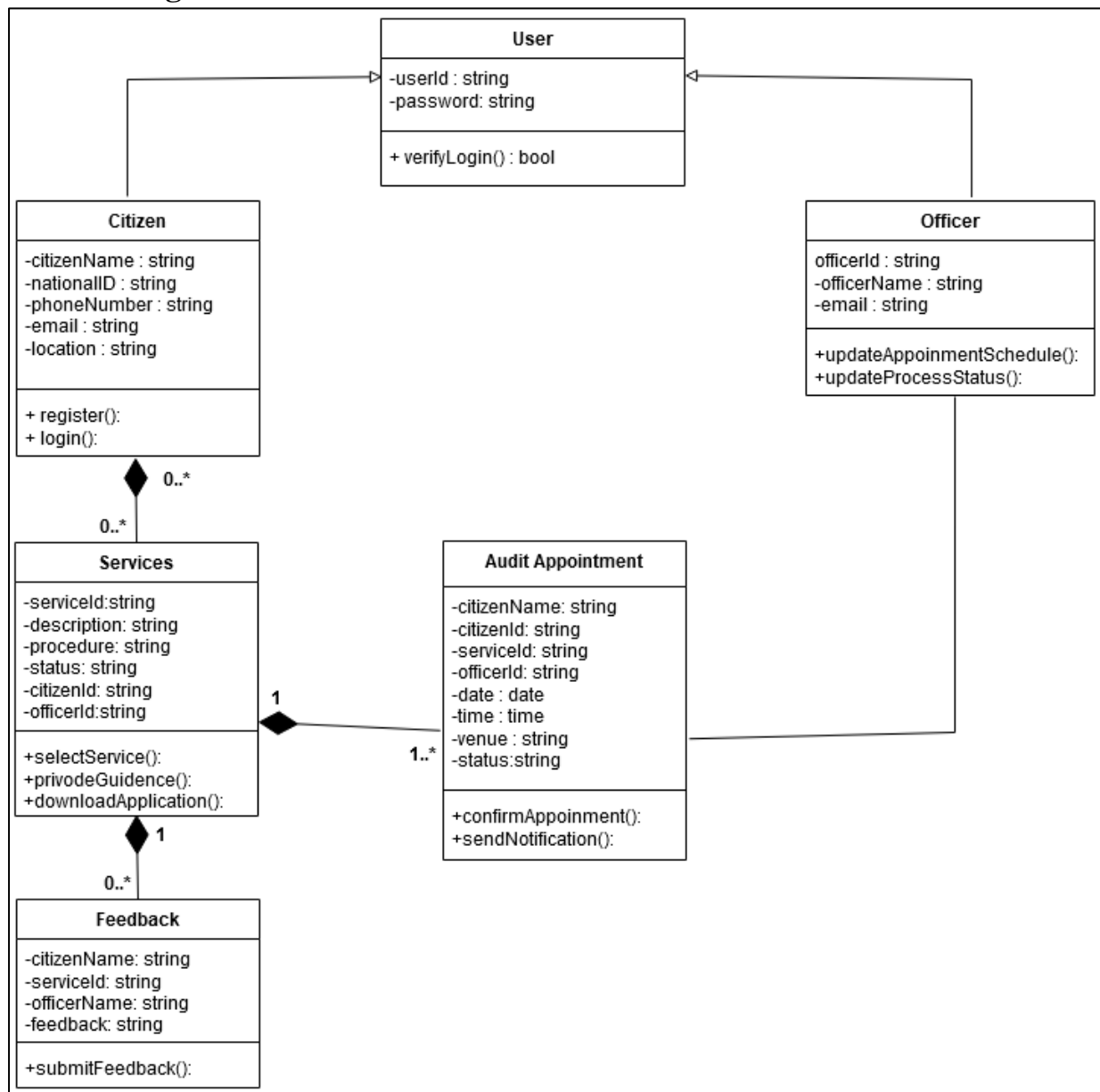
2.Entity Relationship Diagram



3. Use Case Diagram



4. Class Diagram



5. Data Base Logical Design

Normalization above ERD to Procedure chart

User (National ID, Initials, Last_name, District, DS_division, e-mail, Password)

User_contact (National ID, Phone_no)

Officer (Officer_ID, Initials, Last_name, Password, Position, DS_division, Office_location)

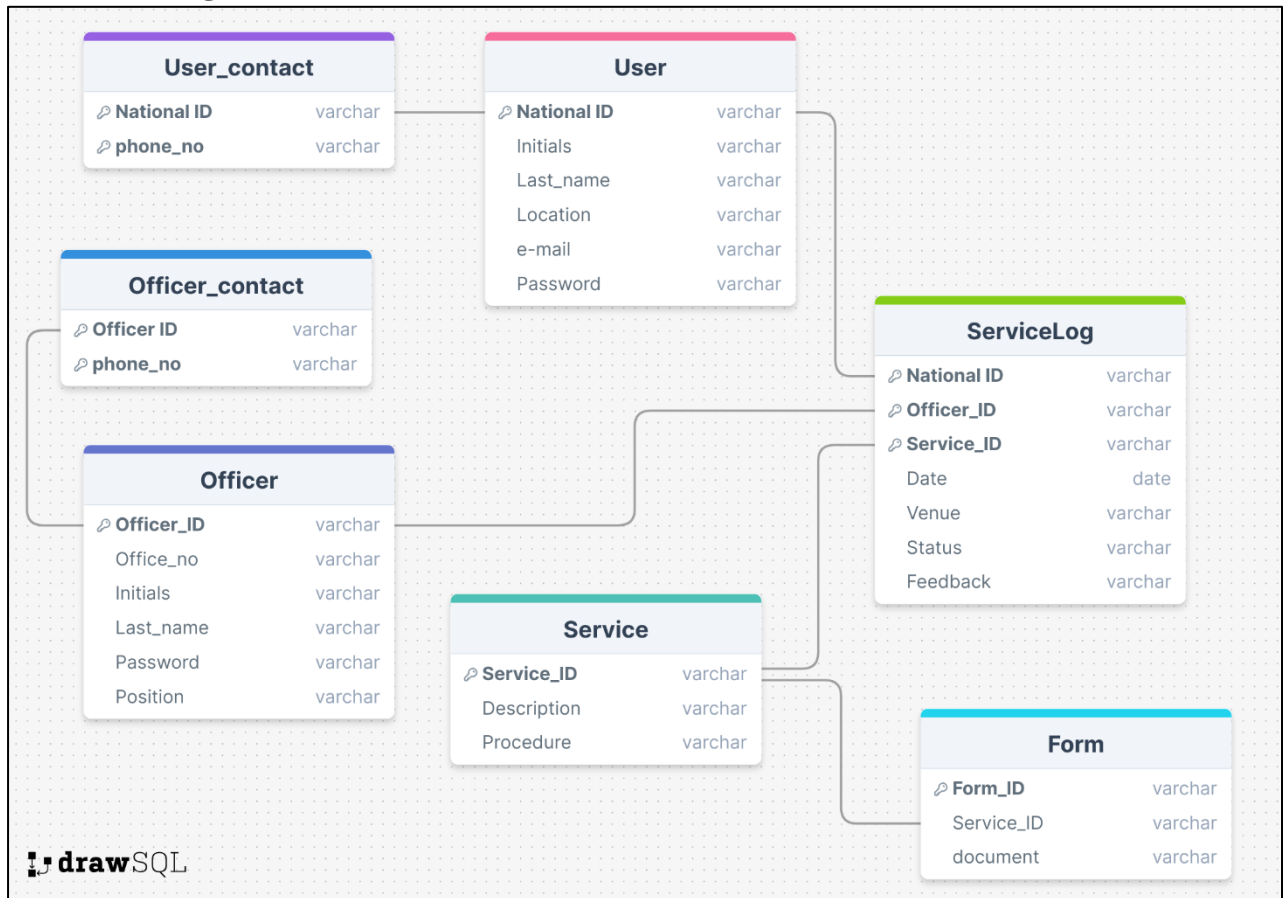
Officer_contact (Officer ID, Phone_no)

Service (Service_ID, Description, Procedure)

Form (Form_ID, Service_ID, Document)

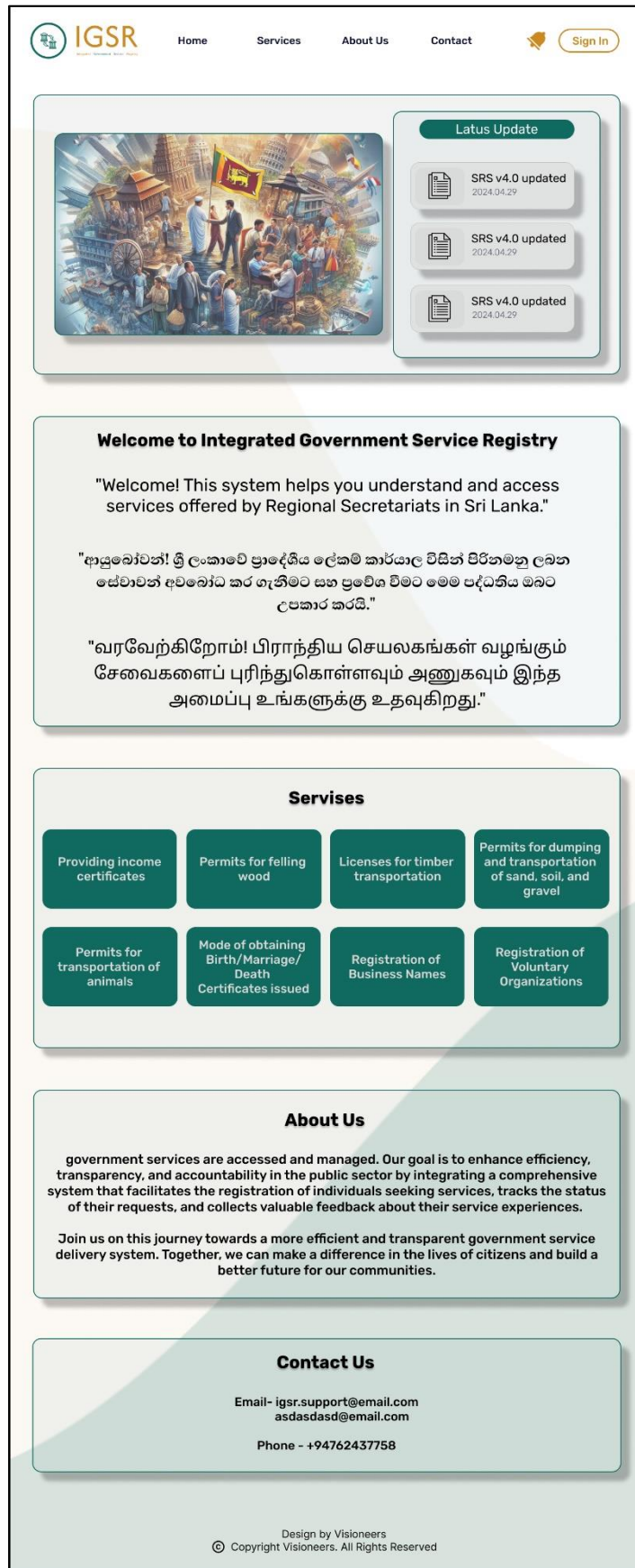
ServiceLog (National ID, Officer ID, Service_ID, Date, Venue, Feedback, Status)

DB Diagram



User Interface

1. Home page




2. Citizen and Officer Login page

The image shows two side-by-side login forms for IGSR. Both forms have a header with the IGSR logo and navigation links: Home, Services, About Us, Contact, and a 'Sign Up' button. The left form is titled 'Login as Citizen' and contains fields for 'NIC Number' and 'Password', followed by a 'Login' button and a link to 'Login as a Citizen or Register as a Citizen'. The right form is titled 'Login as Officer' and contains fields for 'Officer ID' and 'Password', followed by a 'Login' button and a link to 'Login as a Citizen'. Both forms have a footer with 'Design by Visioneers' and '© Copyright Visioneers. All Rights Reserved'.



3. Register page

The image shows a registration form for IGSR titled 'Register as a Citizen'. The form has a header with the IGSR logo and navigation links: Home, Services, About Us, Contact, and a 'Sign In' button. The form is divided into three main sections: 'User Information' with fields for 'Initials', 'Last Name', 'Email', 'NIC Number', and 'Phone number'; 'DIVISIONAL SECRETARIAT Office' with dropdown menus for 'District' and 'DS Division'; and 'Password' with fields for 'Password' and 'Re-enter Password'. A 'Register' button is located at the bottom of the form. The footer contains 'Design by Visioneers' and '© Copyright Visioneers. All Rights Reserved'.

4. A service page



HomeServicesAbout UsContact



Providing income cetificates

The following steps should be followed to get an income certificate.

1. Obtain and complete an income certificate application form from the Village Officers of their Division.

2. Attested copy of a document that can prove your annual income.
Ex :- Land deed or license if income is derived from land.
:- If from a business, its registration certificate.
:- Vehicle registration certificate if income is from vehicles.

3. Do you work in a government or corporate organization?
Yes ☐ (Attested copy of salary statement obtained from said institution.)
No ☐

4. Obtaining the Village Officer's recommendation for the application form.



If all the above steps are done correctly, hand over all the documents to the " " officer of the Divisional Secretariat.



Then he will tell you the amount of tax to be paid according to your annual income.

Bring the money to the payment point of the Divisional Secretariat and hand over the receipt to the same officer after paying it.

Get the service

DIVISIONAL SECRETARIAT Office

 District 

 DS Division 

Choose a date


May

24	MON	25	TUE	26	WED	27	THU	28	FRI	29	SAT
1	2	3	4	5	6	7	8	9	10	11	12
13	14	15	16	17	18	19	20	21	22	23	24
25	26	27	28	29	30	31					



Confirm


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5. Citizen's profile page

**IGSR**
Integrated Government Service Registry

[Home](#)[Services](#)[About Us](#)[Contact](#)



**ABC Sumanapala**

NIC No > 2000xxxxxxxx

Phone No > 076xxxxxxxx

Email > yxxxxxxxx@gmail.com

DoB > yyyy-mm-dd

Address > 58/A,
Lane,
City,
District


[Sign Out](#)


Date	Service	Officer Name	Position	Phone No	Venue	Status	Feedback
2024-05-16	Providing income cetificates	Mr. D.K.Ariyadasa	income tax officer	077xxxxxxx	Income tax section - Embilipitiya Divisional Secretariat office	Not borrowed	-
2024-05-02	Providing income cetificates	Mr. D.K.Ariyadasa	income tax officer	077xxxxxxx	Income tax section - Embilipitiya Divisional Secretariat office	Audit	-
2024-04-20	Providing income cetificates	Mr. D.K.Ariyadasa	income tax officer	077xxxxxxx	Income tax section - Embilipitiya Divisional Secretariat office	Closed	good

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6. Officer's profile page and service log

**IGSR**
Integrated Government Service Registry

HomeServicesAbout UsContact

Service log

**ABC Sumanapala**

NIC No > 2000xxxxxxxx

officer ID > IGSR001xxxxxx


Phone No > 076xxxxxxxx


Position > IGSR001xxxxxx

Email > yxxxxxxxx@gmail.com

Sign Out

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**IGSR**
Integrated Government Service Registry

HomeServicesAbout UsContact

Date	Service	Citizen's Name	Citizen's ID no	Phone No	Venue	Status	Feedback
2024-05-16	Providing income cetificates	Mr. D.K.Ariyad asa	199036xxx	077xxxxx xxx	Income tax section - Embilipitiya Divisional Secretariat office	Not borrowed	-
2024-05-02	Providing income cetificates	Mr. D.K.Ariyad asa	96485xxxx	077xxxxx xxx	Income tax section - Embilipitiya Divisional Secretariat office	Audit	-
2024-04-20	Providing income cetificates	Mr. D.K.Ariyad asa	64856xxxx	077xxxxx xxx	Income tax section - Embilipitiya Divisional Secretariat office	Closed	good

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Prototype link

<https://www.figma.com/file/Gf5Q8LyEzEASgKemoAwM92/IGSR?type=design&node-id=0%3A1&mode=design&t=SARluReP3ElilciB-1>

Preview link -

<https://www.figma.com/proto/Gf5Q8LyEzEASgKemoAwM92/IGSR?type=design&node-id=275-36&t=MNPCXPZEtn0GMah-0&scaling=min-zoom&page-id=0%3A1&starting-point-node-id=661%3A267>