

Mini Project - IS2106

Software Requirements Specification

(SRS - version 3.0)

for

Integrated Government Service Registry

(IGSR)

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DOCUMENT CHANGE HISTORY

Version	Date	Description
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 adhere 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.

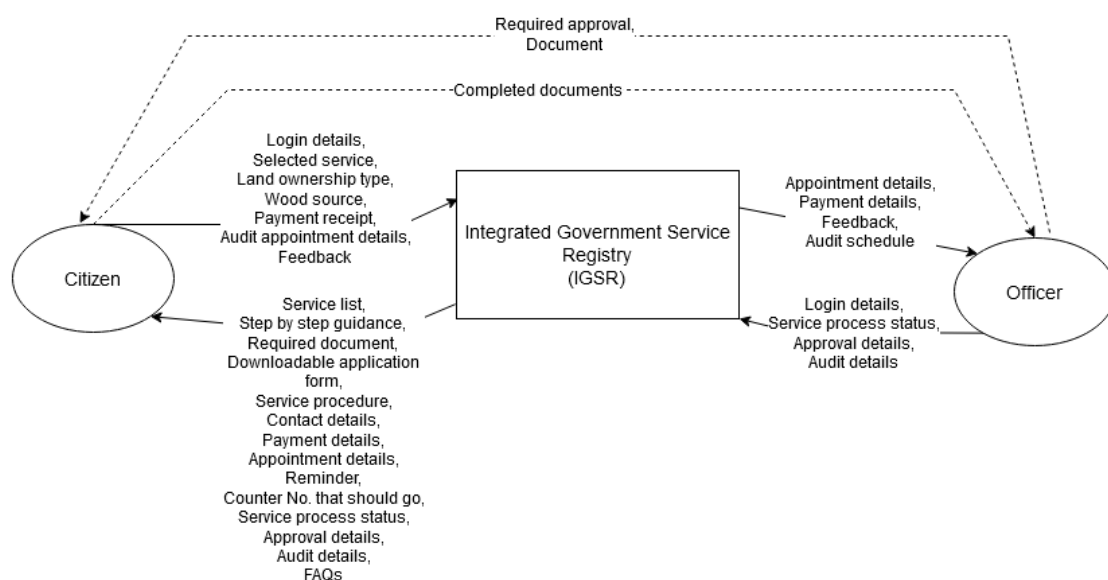
FUTURE ENHANCEMENTS

- 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.

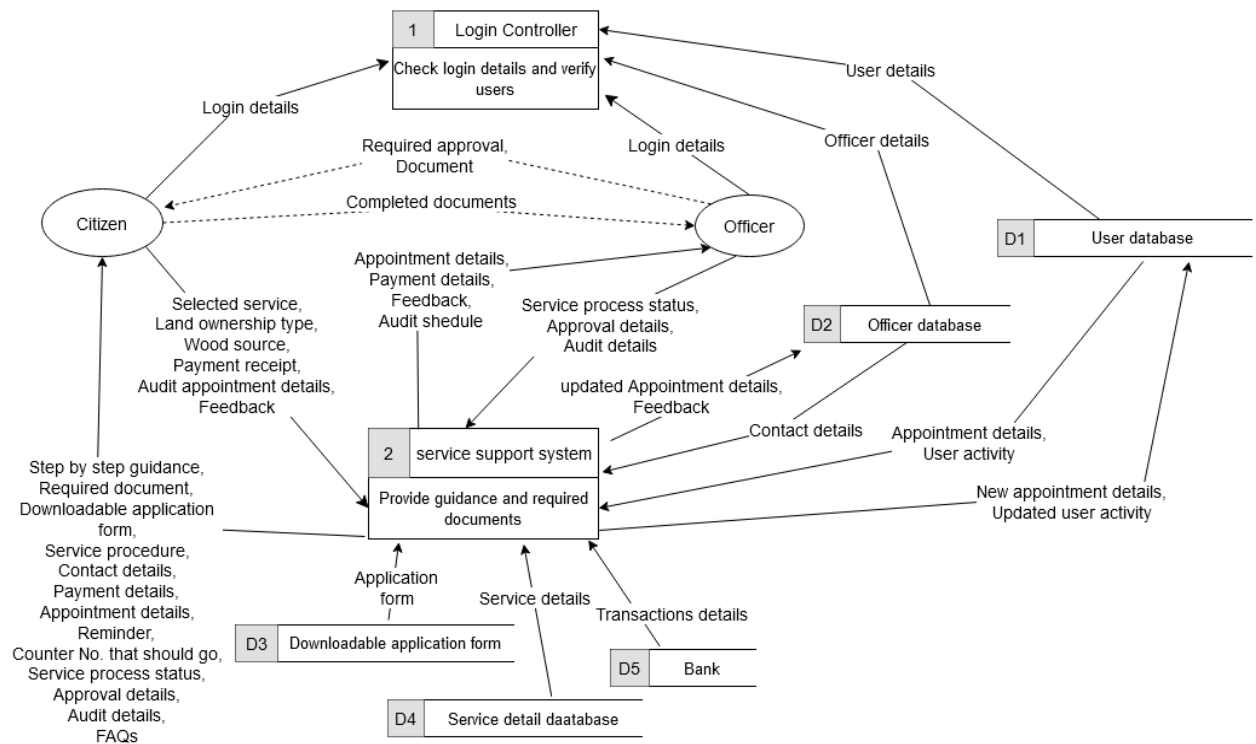
FUNCTIONAL REQUIREMENT SPECIFICATION

1.Data flow diagram

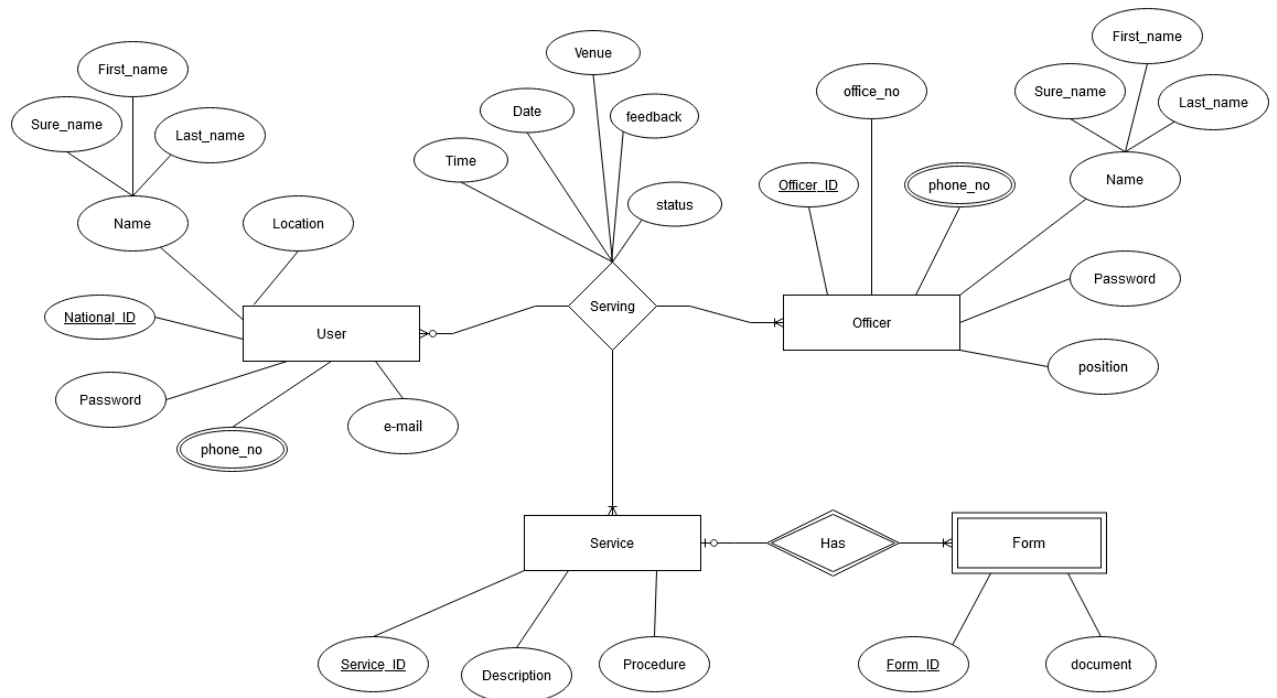
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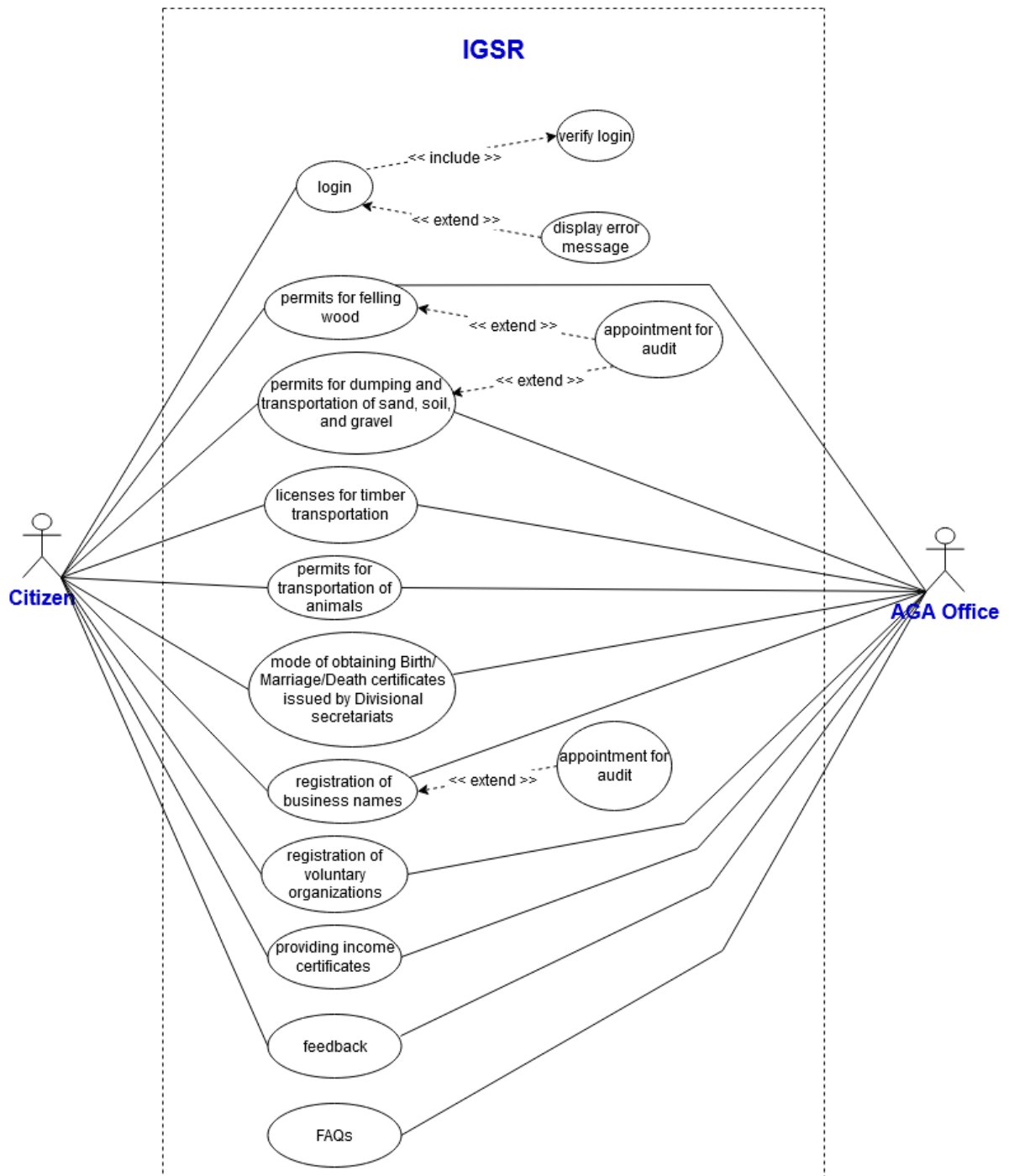
DFD Level 1



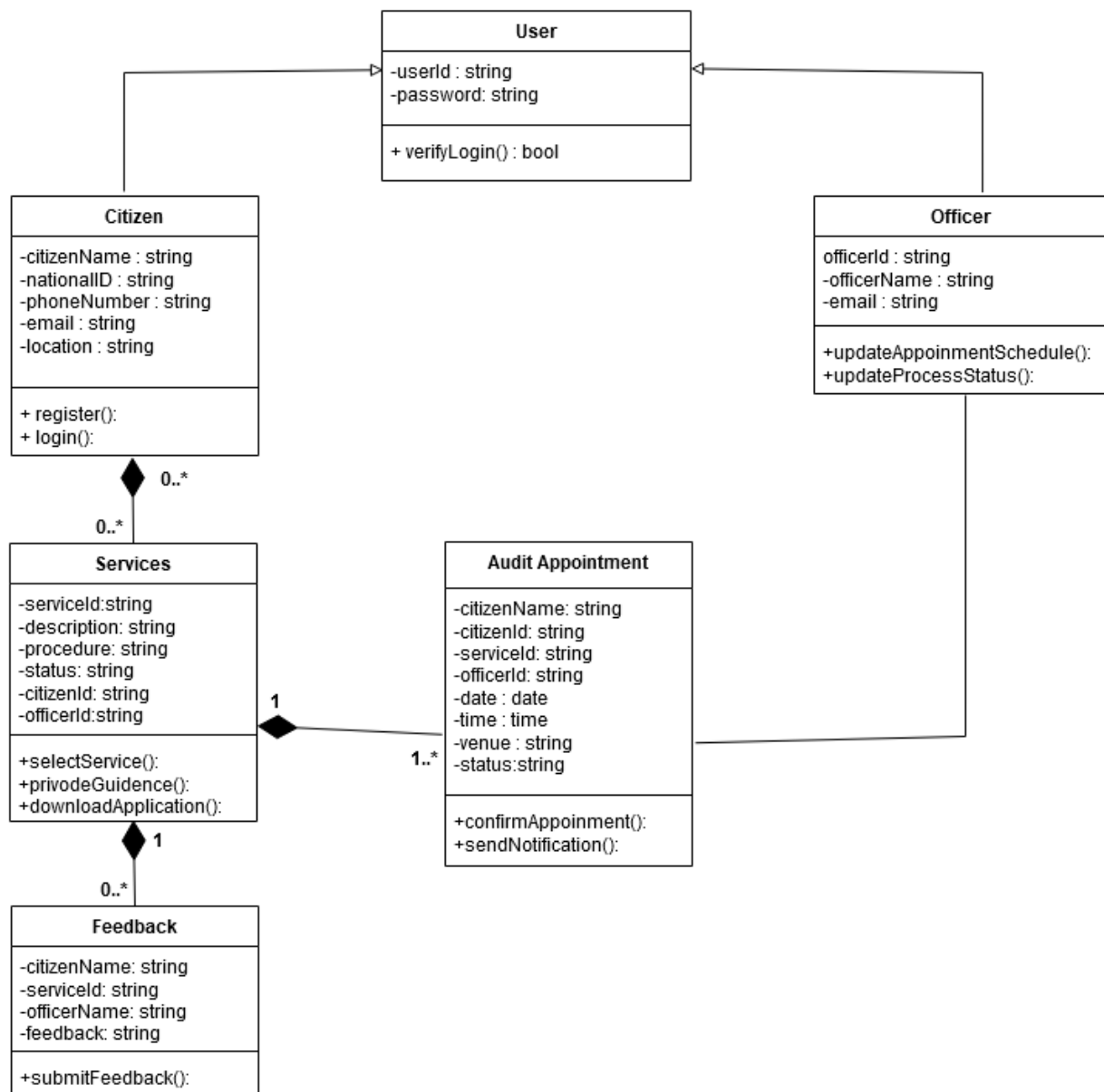
2. Entity Relationship Diagram



3. Use Case Diagram



4. Class Diagram



5. Data Base Logical Design

Normalization above ERD to Procedure chart

User (National ID, sure_name, first_name, last_name, Location, e-mail, password)

User_contact (National ID, phone_no)

Officer (Officer ID, office_no, sure_name, first_name, last_name, password, position)

Officer_contact (Officer ID, phone_no)

Service (Service_ID, Description, Procedure)

Form (Form_ID, Service_ID, document)

ServiceLog (National ID, Officer_ID, Service_ID, Time, Date, Venue, Feedback, Status)