

Project Design Phase-II

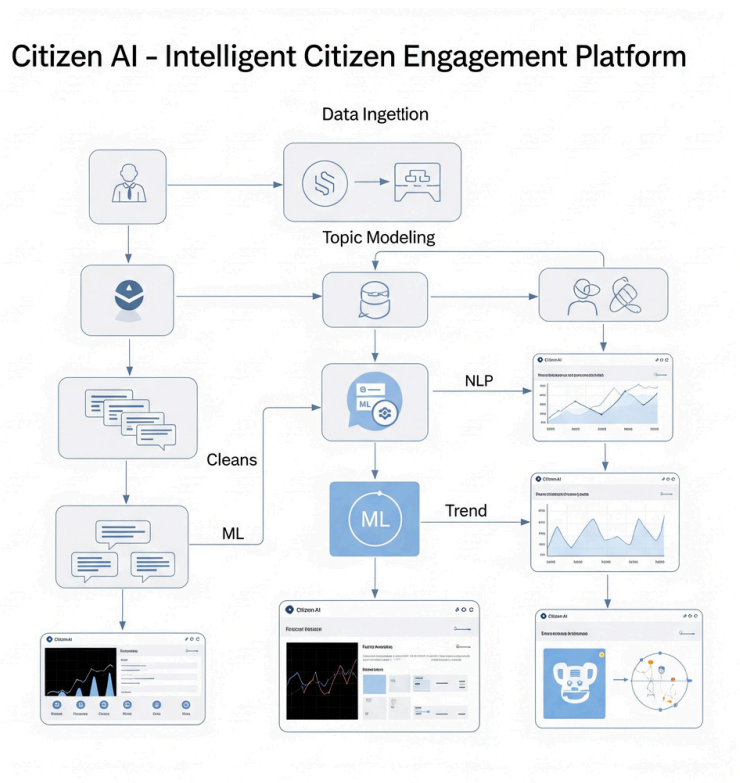
Data Flow Diagram & User Stories

Date	29 JUNE 2025
Team ID	LTVIP2025TMID37420
Project Name	Citizen AI – Intelligent Citizen Engagement Platform
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

Example:



User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Citizen (Mobile/Web)	Registration & Profile	USN-1	As a citizen, I can register for the application by entering my email, password, and confirming my password.	I can successfully create an account and access the platform dashboard.	High	Sprint-1
		USN-2	As a citizen, I will receive a confirmation email once I have registered for the application.	I can receive the confirmation email and click the confirmation link to activate my account.	High	Sprint-1
		USN-3	As a citizen, I can register for the application through my Google account.	I can register and access the dashboard using my Google login.	Medium	Sprint-1
		USN-4	As a citizen, I can register for the application through my Facebook account.	I can register and access the dashboard using my Facebook login.	Low	Sprint-2
		USN-5	As a citizen, I can log into the application by entering my email and password.	I can successfully log in and view my personalized dashboard.	High	Sprint-1
		USN-6	As a citizen, I can update my profile information (e.g., name, contact number, address).	My profile information is saved correctly and reflected on my dashboard.	Medium	Sprint-2
		USN-7	As a citizen, I can reset my password if I forget it.	I receive a password reset link via email and can successfully set a new password.	High	Sprint-1
Citizen (Mobile/Web)	Issue Reporting & Tracking	USN-8	As a citizen, I can report a new issue (e.g., pothole, uncollected waste) by providing a description, location, and optional photo.	The issue is successfully submitted and I receive a confirmation.	High	Sprint-1
		USN-9	As a citizen, I can select a category for the issue I am reporting to help with accurate routing.	I can choose from a predefined list of issue categories (e.g., Public Works, Health).	High	Sprint-1
		USN-10	As a citizen, I can view the status of my reported issues (e.g., "Submitted," "In Progress," "Resolved").	I can see the current status and last update for each of my reported issues on my dashboard.	High	Sprint-1
		USN-11	As a citizen, I will receive notifications on my mobile device/email when the status of my reported issue changes.	I receive timely alerts about progress or resolution of my issues.	High	Sprint-1
		USN-12	As a citizen, I can view a history of all issues I have reported and their resolutions.	I can access a comprehensive list of my past reports and their outcomes.	Medium	Sprint-2
Citizen (Mobile/Web)	Information & Services	USN-13	As a citizen, I can search for information about local government services (e.g., how to get a birth certificate, waste collection schedule).	I can find relevant information quickly using keywords or categories	High	Sprint-1

		USN-14	As a citizen, I can access frequently asked questions (FAQs) about common civic concerns.	I can browse or search a list of FAQs and find answers without needing to contact	High	Sprint-1
		USN-15	As a citizen, I can subscribe to specific topics or news categories to receive personalized updates.	I receive notifications only for the topics I have subscribed to.	Medium	Sprint-2
Citizen (Mobile/Web)	Feedback & Engagement	USN-16	As a citizen, I can participate in polls and surveys initiated by the local government.	I can submit my responses to polls/surveys and see aggregate results (if available).	High	Sprint-2
		USN-17	As a citizen, I can provide general feedback or suggestions to the local government.	My feedback is submitted and acknowledged by the system.	Medium	Sprint-2
Administrator	System Management	USN-18	As an administrator, I can manage user accounts (e.g., suspend, activate, reset passwords).	I can perform all necessary actions to maintain user accounts and ensure system security.	High	Sprint-1
		USN-19	As an administrator, I can view and export reports on system usage and engagement metrics.	I can access real-time data on active users, reported issues, and feedback trends.	High	Sprint-2
		USN-20	As an administrator, I can configure and update predefined issue categories and service types.	Changes to categories and service types are reflected immediately in the citizen interface.	High	Sprint-1
		USN-21	As an administrator, I can manage the content of FAQs and public information accessible to citizens.	I can easily add, edit, or remove information displayed to citizens.	High	Sprint-2
Government Official	Issue Resolution	USN-22	As a government official, I can view new issues reported by citizens relevant to my department.	I can access a dashboard showing only the issues assigned to or categorized under my department.	High	Sprint-1
		USN-23	As a government official, I can update the status of an issue (e.g., "Assigned," "In Progress," "Resolved").	The issue status is updated, and the citizen receives a notification.	High	Sprint-1
		USN-24	As a government official, I can add notes or comments to an issue for internal tracking and communication.	My notes are saved and visible to other authorized officials working on the same issue.	Medium	Sprint-2
		USN-25	As a government official, I can respond directly to a citizen regarding their reported issue.	My response is sent to the citizen through the platform, maintaining privacy.	High	Sprint-2
Government Official	Analytics & Planning	USN-26	As a government official, I can view analytics and trends related to citizen feedback and reported issues (e.g., most common issues, issue hotspots)	I can access data visualizations and reports that help identify patterns and areas for improvement	High	Sprint-2
		USN-27	As a government official, I can create and launch new polls or surveys for citizens.	I can design a survey, set its parameters, and publish it to the relevant citizen segments.	Medium	Sprint-2

