

# Bureaucracy Hacks Product Backlog

## Citizen

As a citizen I want to see informations about all public institutions  
So that I will be well informed

As a citizen, I want to make an appointment to a public institution  
so that i don't have to wait too much

As a citizen, I want to know what type of documents I need to have in  
order to get what I need from a specific institution  
So that I don't waste time

As a citizen, I want to be able to give feedback to the institutions i interact  
with  
So that other citizens know what is the quality of services of that  
institution

As a citizen, I want to get the best route to take the institutions or copy  
centers in order to acquire all necessary documents  
So that I don't waste time

As a citizen, I want to see the feedback of other users about the  
experience they had at the institutions I am interested in.  
So that I can make a more informed decision

As a citizen, I need to be able to have my documents analyzed for certain  
bureaucratic process  
So that I know where I can user them

## **Institute Admin**

As an institute admin, I want to be able to update the informations about the institution where I work  
so that I want the latest informations.

As an institute admin I want to see the statistics about the program  
so that I know when the customers want the appointments.

As an institute admin I want to see the feedbacks that the citizens offer  
so that my institution to be able to evolve.

As an institute admin I want to see the curent appointments  
so that I can manage the activity of the employees.

## **System Admin**

As a System Admin, I want to ensure the best functionality of the app  
So that users can use the app easily

As a System Admin, I want to evaluate the feedback from the users  
So that I can improve the app based on that and penalty  
those who

leave irrelevant comments

As a System Admin, I want to analyze the time spent in an institution and  
to make statistics

So that users can see the average waiting time

As a System Admin, I want to introduce as many ads as possible  
So that it can reach more people

## **User stories**

### **Mobile/Web app**

- As a mobile/web app i need a system that allows a user to log in
  - So that it can use the functionalities of the app
- As a mobile/web app i need a system that allows a user to give feedback
  - So that it can useful to other users
- As a mobile/web app i need a system that allows an administrator to filter feedback
  - So that it can useful to other users
- As a mobile/web app i need a security system
  - So that it can allows a user to change their password and update account info
- As a mobile/web app i need a request handler
  - So that a user to recieves information about bureaucratic actions (documents, institutions)
- As a mobile/web app i need a system that allows using Google Maps
  - So that the user can recieve the optimal path including all institutions and current location
- As a web app i need a system that returns statistics
  - So that the user can recieve info about the time it takes to complete a bureaucratic task