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 citizents 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