**Bureaucracy Hacks Product Backlog**

**Citizen**

As a citizen  *I want*   to be able to register/authenticate into the app

*So that*  I get to benefit all of its utilities

As a citizen  *I want*   to be able to change my personal account data

*So that*  I get to use current and valid information

As a citizen  *I want*  to see informations about any public institution

*So that*  I will be well informed about their policies

As a citizen  *I want*  to see information about all of the bureaucratic                                                                            processes I demand

*So that*  I have all of the necessary information to carry out      the processes

As a citizen  *I want*   to see information about institutions departments

*So that*  I am able to orient myself easily

As a citizen *I want*  to know all types of documents I’m required to                         have upon me

*So that*  I don't waste time on running errands

As a citizen *I want* to be able to give feedback regarding the institutions          I interact with

*So that* other citizens know what is the quality of services of      institution

As a citizen *I want* to see the feedback of other users about the             experience they had

*So that* I can make a more informed decision

As a citizen *I want*  to be able to pronounce my opinion regarding my     experience using the application

*So that*  developers will be able to improve the application     according to my needs

As a citizen *I want* to be able to choose what documents I need

*So that* I will not spend extra resources to get them

As a citizen *I want* to get the best route to the institutions including any   other points of interest (such as copy centers)

*So that*  I’m able to acquire all the necessary documents in      the shortest amount of time

**Admin**

As a head admin *I want* to be able to give management rights to any           user of my choice

*So that* maintaining the information of the institutions                   is easier

As an admin  *I want*   to be able to register/authenticate into the app

*So that*  I can manage the application

As an admin *I want* to be able to change the data related to institutions,              departments and processes

*So that* users can be constantly up to date

As an admin  *I want*  to be able to filter the data regarding the contact        and the feedback of the users

*So that*  users can benefit of the most accurate information       from others experiences

**Mobile/Web app**

As a mobile/web app *I want* a system that allows to register/authenticate                               into the app

*So that* users can benefit of the functionalities of  the app

As a mobile/web app  *I want* a security system

*So that* users sensitive information can be securely  stored

As a mobile/web app *I want* a system that allows users to be granted to         administrators

*So that* the application can benefit from proper maintenance

As a mobile/web app *I want* a system to allow administrators to update         data regarding institutions and their         departments and programs

*So that* the users benefit of data that is constantly accurate and up to date

As a mobile/web app *I want* a system to allow users to update their account data

*So that* the user will be able to use current and valid information

As a mobile/web app *I want* the system to allow administrators to delete         inappropriate information related to the         feedback of institutions and the application.

*So that* the user will be able to have the most useful and correct information

As a mobile/web app *I want* a request handler

*So that* a user to receives information about bureaucratic actions (documents, institutions)

As a mobile/web app I need a system that allows using TomTom API

*So that* the user can receive 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 receive info about the time it takes to complete a bureaucratic task

As a web app I need the system to create a document download mechanism

*So that* the user will benefit from institution’s default forms.