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| Immi Guide  Unlimited | C Mar |

Version 1.0

Friday October 20, 2023

Table : Document Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Date | Reason for Changes | Version |
| Brandon Richardson, City Hussen, Oludamilare Adebanjo, Simon Alemu | 10/09/2023 | First Draft (Executive Summary) | 1.0 |
| Brandon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo | 10/12/2023 | Second Draft (Assumptions and Constraints) | 1.0 |
| Brandon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo | 10/20/2023 | Business Requirements  Stakeholder Requirements  Non-Functional Requirement  Business Rule  User Story | 1.0 |
| Simon Alemu | 10/19/2023 | Functional Requirements (R19 - R27) | 1.0 |
| City Hussen | 10/20/2023 | Functional Requirements (R01-R09) | 1.0 |
| Brandon Richardson | 10/19/2023 | Functional Requirements (R10-R20) | 1.0 |
| Oludamilare Adebanjo | 10/19/2023 | Functional Requirements (R28-R35) | 1.0 |
| Brandon Richardson, City Hussen, Simon Alemu | 10/30/2023 | Business Process | 1.0 |

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# Executive Summary

Immi Guide is an application designed to assist individuals with immigration cases, making the complex and often time-consuming process more manageable. Whether someone is seeking temporary visas, marriage, permanent residency, asylum, citizenship or any other immigration cases, Immi Guide provides essential tools and resources to guide users through their immigration journey.

The naming we used for our application is:

1. The naming of the application is Immi Guide
2. The acronym stands for Immigration Guide
3. It will have a color of Dark Blue and White
4. Logo includes:
5. Image
6. Letters
7. Coloring (Dark Blue and White)
8. Symbols

A logo of a globe

Description automatically generated

Figure : Logo

The Domain we used for Immi Guide is:

1. Immigration

We propose to design an Immi Guide with the following purpose:

1. Public Services
2. Build trust and reliability.
3. Standard immigration guide at low cost.
4. Immigration Guidelines and Services

The major features of Immi Guide will be.

1. Secure login feature
2. Filter
3. Language for the application /Translation
4. Fast Checkout
5. Help Desk
6. Location
7. Lawyers Reviews
8. Messaging
9. Bookmark

Immi Guide’s software application will be built using the following technologies.

1. Front-end

HTML, JavaScript

1. Middle Layer

C#, and Seaborne

1. Back End

Microsoft SQL Server

1. Cloud Platform

AWS

The customers will be asked for the following under their profiles.

1. Age

18+

1. Location

US States

1. Gender

Males

Females

1. Background (ethnicity/race)

All

1. Current Immigration Status
2. Type of user

Lawyer

Applicant

Instructor

United States Citizenship and Immigration Services (USCIS) agents

Visa Processors

The cost and the cost model we propose for Immi Guide application is:

1. Lawyers
2. One Time

3 % Commission from the lawyers once the deal is made.

1. Monthly Subscription

$50 for being listed on the application.

1. Users
2. Monthly Subscription

Premium - $20 (Connecting with lawyer, Translation, Unlimited Informational Session)

Standard - $10 (One lecture, Download forms)

We have a plan to market Immi Guide by using:

1. Techniques
   * + 1. Problem Solving
       2. Cost Effective
       3. User Friendly
2. Tools
   * + 1. Social Media (TikTok, Instagram, Facebook.)
       2. Billboard
       3. Word of Mouth
       4. TV
       5. Distributing Flyers
       6. YouTube

We will use an agile methodology to build version 1 of the application in 6 months’ time frame and deliver new features every few weeks based on customer needs.

Figure : Immi Guide Versioning

# Assumptions

The Following are the assumptions when developing Immi Guide applications:

1. Immi Guide application development should be completed in 6 months. (Time)
2. Service level agreement between customers. (People, Budget)
3. The project will be divided into milestones for efficiency. (Scope, Process)
4. The Immi Guide app can be used on any mobile device (iOS and Android). (Technology)
5. Customers being present during meetings. (Process)

# Constraints

The following are the constraints of the project. This could be an issue for the development of the Immi Guide application if not addressed properly.

1. Process approval in a timely manner.
2. Lack of service level agreement between customers.
3. Immi Guide developers who are less experienced with the technology being used.
4. Absence of customers and stakeholders for meetings.
5. The Clients not providing the necessary resources for the developer.

# Requirements

## Business Requirements

Table : Business Requirements

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Business Requirements # | Business Requirements Name | Business Requirements Description | Business Requirements Type | Business Analyst | Stakeholder Name | Date Business Requirements |
| R-01 | Report | Immi Guide should generate sales reports sorted based on the following ways:   * Daily * Monthly * Quarterly * Yearly | Business Requirements. | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo. | Nash | 10.20.2023 |
| R-02 | Informational session | Immi Guide should allow users to track the courses they are taking based on:   * Instructor name * Course name * Course start date. * Location of courses being given | Business Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo | Nash | 10.20.2023 |
| R-03 | Location | Immi Guide should be accessible to all 50 states of the USA. | Business Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo | Nash | 10.20.2023 |
| R-04 | Progress Track | Immi Guide should allow the user to track the progress of their immigration process as:   * Pending * Submitted * Processed * New updates | Business Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo | Nash | 10.20.2023 |
| R-05 | Customer Service | : Immi Guide should offer customer support through:   * Chat * Frequently Asked Questions (FAQ) * Call * Email | Business Requirement | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo | Nash | 10.20.2023 |

## Stakeholder Requirements

Table : Stakeholders Requirements

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Stakeholder Requirement Requirements # | Stakeholder Requirement name | Stakeholder requirement Description | Stakeholder Requirement Type | Business Analyst | Stakeholder Name | Date Stakeholder Requirement |
| R-01 | Lawyers/ Applicants/Instructors/USCIS agents/ Visa Processors | Create clear guidelines for getting access to handle sensitive personal information with the following documentation:   * Self-disclosure * Service Agreement * Terms and conditions | Stakeholders Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo | Nash | 10.20.2023 |
| R-02 | Lawyers | Lawyers should be notified by the affiliated parties about the client’s status of the application with their consent as:   1. Missing document 2. Reminders 3. Submitted 4. Processed 5. Next step | Stakeholders Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo | Nash | 10.20.2023 |
| R-03 | Discrimination and Bias | Lawyers/Applicants/Instructors/USCIS agents/Visa processors should be free of discrimination and bias. | Stakeholder Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo | Nash | 10.20.2023 |
| R-04 | Visa Processors/USCIS agents | Lawyers should be notified from the affiliated parties about the client’s status of application with their consent as:   1. Missing document 2. Reminders 3. Submitted 4. Processed 5. Next step | Stakeholder Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo | Nash | 10.20.2023 |
| R-05 | Instructors | Instructors should give students notification about their citizenship informational session.   1. Students name 2. Assignments 3. Grades 4. Courses | Stakeholder Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo | Nash | 10.20.2023 |

## Solution Requirements

### Functional Requirements

* **Performance**

Table : Solution Requirements/Performance

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Solution Requirement# | Solution Requirement name | Solution Requirements Description | Solution Requirement type | Business Analyst name | Stakeholder Name | Date of Solution Requirement |
| R-01 | Speed | Immi Guide should have a speed of 110 payment transactions per second. | Functional Requirement/ Performance | City Hussen | Nash | 10.20.2023 |
| R-02 | Response Time | Scrolling one page up or down in several pages of Immi Guide app shall take at most 1 second. | Functional Requirement/Performance | City Hussen | Nash | 10.20.2023 |
| R-03 | Storage | Immi Guide app should have high cloud storage capacity. | Functional Requirement/Performance | City | Nash | 10.20.2023 |
| R-04 | Loss of data | Immi Guide should only have 1% data loss. | Functional Requirement/Performance | City Hussen | Nash | 10.20.2023 |
| R-05 | Active Services during the time of fault | Immi Guide’s CPU usage shall be less than 50%, leaving 50% for background jobs. | Functional Requirement/Performance | City Hussen | Nash | 10.20.2023 |

* **Compatibility**

Table : Solution Requirements/Compatibility

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Solution Requirement # | Solution Requirement Name | Solution Requirements Description | Solution Requirement type | Business Analyst Name | Stakeholder Name | Date of Solution Requirement |
| R-06 | Operating System | Immi Guide should be compatible on:  MacOS  Windows  Linux | Functional Requirement/ Compatibility | City Hussen | Nash | 10.20.2023 |
| R-07 | Browser | Immi Guide should be compatible with:  Firefox  Safari  Internet  Explorer  Microsoft Edge  Chrome | Functional Requirement/ Compatibility | City Hussen | Nash | 10.20.2023 |
| R-08 | Accessibility Compatibility | Immi Guide ensures users with disabilities can access and use the application effectively through.  Video  Audio  Text  Translation | Functional Requirement/ Compatibility | City Hussen | Nash | 10.20.2023 |
| R-09 | Version Compatibility | Immi Guide must ensure a smooth transition for users upgrading to newer versions. | Functional Requirement/ Compatibility | City Hussen | Nash | 10.20.2023 |
| R-10 | Screen Resolution | User interface should adapt to different screen resolutions, ensuring usability on a variety of devices:  a. Smart Phone  b. PC (Laptop, Computer)  c. iPad | Functional Requirement/ Compatibility | Brandon Richardson | Nash | 10/20/2023 |

* **Usability**

Table : Solution Requirements/Usability

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Solution Requirement # | Solution Requirement Name | Solution Requirement Description | Solution Requirement Type | Business Analyst | Stakeholder Name | Date |
| R-11 | User-Friendly Interface | Clear and Accessible Language: All text, instructions, and educational content within the application should be written in plain language and accessible to users with different language proficiencies by including:  a. Temporary Visa  b. Permanent Residence  c. Asylum  d. Citizenship  e. Visitor Visa  f. Passport  g. Student Visa | Functional Requirement/Usability | Brandon Richardson | Nash | 10.20.2023 |
| R-12 | Clear and Accessible Language | Clear and Accessible Language: All text, instructions, and educational content within the application should be written in plain language and accessible to users with different language proficiencies by including:  a. Translation  b. Word dictionary  c. Glossary under Informational Sessions | Functionality Requirements/Usability | Brandon Richardson | Nash | 10.20.2023 |
| R-13 | Efficient Navigation | Immi Guide users should be able to easily find and access the tools and resources relevant to their immigration case with straightforward and logical navigation paths using:  a. User Dashboard  b. Personalized Task Lists  c. Breadcrumbs | Functional Requirement/Usability | Brandon Richardson | Nash | 10.20.2023 |
| R-14 | User Feedback Mechanism | Include a user-friendly feedback mechanism, allowing users to report issues, suggest improvements, and provide comments directly within the application. | Functional Requirement/Usability | Brandon Richardson | Nash | 10.20.2023 |
| R-15 | User Personalization | Allow Immi Guide users to customize their preferences and settings to tailor the application to their unique needs and preferences.  a. Feedback Form:  b. Screenshot Attachment  c. Category Selection | Functionality Requirement/Usability | Brandon Richardson | Nash | 10.20.2023 |

* **Reliability**

Table : Solution Requirements/ Reliability

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Solution Requirements # | Solution Requirements Name | Solution Requirements Description | Solution Requirement Type | Business Analyst | Stakeholder Name | Date Solution Requirements |
| R-16 | Uptime Requirement | The application must achieve a minimum uptime of 99.5% over a 12-month period to ensure users have access to essential tools and resources consistently a. Legal Content Updates  b. Document Checklist Revisions  c. Notification of Legal Changes | Functional Requirement /Reliability | Brandon Richardson | Nash | 10.20.2023 |
| R-17 | Data Integrity | User-submitted data and documents must be stored securely and with a 99.9% data integrity rate to prevent data corruption and loss.  a. Data Validation  b. Passport Numbers,  c. Visa Application Forms  d. Audit Trails  e. Data Synchronization | Functional Requirement / Reliability | Brandon Richardson | Nash | 10.20.2023 |
| R-18 | Content Accuracy | The application's educational content and resources must be updated within 30 days of any relevant changes to immigration laws or regulations to provide users with reliable information.  a. Source Verification  b. Content Review Cycle  c. Legal Disclaimer | Functional Requirement / Reliability | Brandon Richardson | Nash | 10.20.2023 |
| R-19 | Backup and Recovery | Regular automated backups of user data should be performed, and data recovery procedures must be in place to ensure data availability in case of system failures.  a. Regular Automated Backups  b. User Data Export  c. Regular Recovery Testing | Functional Requirement / Reliability | Simon Alemu | Nash | 10.19.2023 |
| R-20 | Scalability | Content Accuracy: The application's educational content and resources must be updated within 30 days of any relevant changes to immigration laws or regulations to provide users with reliable information.  a. Load Balancing  b. Caching  c. API Rate Limiting | Functional Requirement / Reliability | Simon Alemu | Nash | 10.19.2023 |

* **Security**

Table : Solution Requirement/Security

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Solution Requirements # | Solution Requirements Name | Solution Requirements Description | Solution Requirements Type | Business Analyst | Stakeholder Name | Date Solution Requirements |
| R-21 | Authentication and authorization | Immi Guide should provide users with special authentication authorization methods using the following.  Valid email address  Phone number  Password  Extra layer authorization | Functional Requirement - Security | Simon Alemu | Nash | 10.19.2023 |
| R-22 | Session Timeout | Immi Guide shall provide a session timeout security measure using the following:  Automatic logout  Warning notification  Renew inactivity session | Functional Requirement - Security | Simon Alemu | Nash | 10.19.2023 |
| R-23 | Data security | The system should provide a system that protects Immi Guide users. | Functional Requirement – security | Simon Alemu | Nash | 10.19.2023 |
| R-24 | Secured Transactions | Immi Guide users shall have access to secured transactions using the following methods:  Bank information  Address  Name  Payment methods | Functional Requirement - Security | Simon Alemu | Nash | 10.19.2023 |
| R-25 | Secure communications | Immi Guide users shall have access to a secured transactions using the following methods:   Applicants and lawyers  Applicants and embassies  Instructors and applicants | Functional Requirement - Security | Simon Alemu | Nash | 10.19.2023 |

* **Maintainability**

Table : Solution Requirement/Maintainability

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Solution Requirements # | Solution Requirements Name | Solution Requirement Description | Solution Requirements type | Business Analyst | Stakeholder Name | Date Solution Requirements |
| R-26 | System Updates | The system should provide a regular system update to ensure Immi Guide users are up to date with the systems and fix minor and major issues that might occur with the application. | Functional Requirement/ Maintainability | Simon Alemu | **Nash** | **10.20.2023** |
| R-27 | User Account Revisions: | The system must ensure the information of application users is up to date and accurate | Functional Requirement/ Maintainability | **Simon Alemu** | **Nash** | **10.20.2023** |
| R-28 | Application’s Interface Upgrades | The system should release minor updates to verify all functions run smoothly. | Functional Requirement/ Maintainability | Simon Alemu | Nash | **10.29.2023** |
| R-29 | Monitored Interface Presentation | Immi Guide should switch the theme of our application’s interface on a month-to-month basis to offer a user-friendly application taking consideration of holidays and seasons. | Functional Requirement/ Maintainability | Oludamilare Adebanjo. | Nash | **10.29.2023** |
| R-30 | Application Survey | Immi Guide shall prompt users on a quarterly basis requesting suggestions, needs, and alterations. From collecting this information different approaches would be taken on any insure or fixes to the application. | Functional Requirement/ Maintainability | Oludamilare Adebanjo. | Nash | **10.29.2023** |

* **Portability**

Table : Solution Requirements/Portability

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Solution Requirement # | Solution Requirement Name | Solution Requirements Description | Solution Requirement Type | Business Analyst Name | Stakeholder  Name | Date of Solution Requirement |
| R-31 | Multi Device Portal | The system should allow users to be able to sign into their accounts on different devices with the completion of their login verification. | Functional Requirement/ Portability | Oludamilare Adebanjo | Nash | 10.29.2023 |
| R-32 | Global Location Access | Immi Guide shall be available across the entire, presenting people from all parts of the world to use it. | Functional Requirement /Portability | Oludamilare Adebanjo | Nash | 10.29.2023 |
| R-33 | Standby Application Refresh | The system shall be in standby mode to ease the application’s startup as well and not impose much on the battery of the device. | Functional Requirement/ Portability | Oludamilare Adebanjo | Nash | 10.29.2023 |
| R-34 | Quick Glance Interface | The system should offer quick widget glances for open claims, cases, or updates. | Functional Requirement/ Portability | Oludamilare Adebanjo | Nash | 10.29.2023 |
| R-35 | Driver’s Awareness Mode | Immi Guide should switch to car mode allowing users to only use specific functions to ensure their safety. | Functional Requirement/ Portability | Oludamilare Adebanjo | Nash | 10.29.2023 |

### Non-Functional Requirements

Table : Solution Requirements/Non-Functional Requirements

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Non-Functional Requirements | Non-Functional Requirements name | Non-Functional Requirements Description | Non- Functional Requirements Type | Business Analyst | Stakeholders Name | Date Non-Functional Requirements |
| R-01 | Profile change | The system shall allow Immi Guide users to change profile pictures. | Non-Functional Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo. | Nash | 10.20.2023 |
| R-02 | View | The application shall allow users to personalize how they want to view their informational courses or videos. | Non-Functional Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo. | Nash | 10.20.2023 |
| R-03 | Direct phone calls | The application shall allow users to call lawyers or immigration officers directly from the application. | Non-Functional Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo. | Nash | 10.20.2023 |
| R-04 | Color Change | Users shall have access to customize the background color of the application. | Non-Functional Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo. | Nash | 10.20.2023 |
| R-05 | Note Pads | The application shall allow users to take notes on the informational sessions. | Non-Functional Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo. | Nash | 10.20.23 |

# Business Rules

Table : Business Rules

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Business Rule # | Business Rule Description | Referred Requirements | Author Date | Status |
| BR-01 | User Data Privacy:   1. User data, including personal information and immigration-related documents must be handled with the utmost privacy and security in compliance with data protection regulations. 2. User data should only be accessed by authorized personnel, such as customer support or legal professionals with explicit user consent. | R-23 for Functional Requirements. | Simon Alemu, City Hussen, Brandon Richardson, and Oludamilare Adebanjo 10.20.23 | Proposed |
| BR-02 | Legal Expertise:   1. While the application may provide general guidance, it must clearly communicate that it is not a substitute for professional legal services. 2. Legal professionals may use the application to access user data only with the user’s consent and with the purpose of providing legal advice. | Stakeholder Requirement R-01  And R-23 of functional Requirement | Simon Alemu, City Hussen, Brandon Richardson, and Oludamilare Adebanjo 10.20.23 | Proposed |
| BR-03 | Content Accuracy:   1. All educational content, guides, and resources must be regularly reviewed and updated to reflect the latest immigration laws, regulations, and procedures. | Functional Requirement R-21-R-25  And R-04 of Business Requirement | Simon Alemu, City Hussen, Brandon Richardson, and Oludamilare Adebanjo 10.20.23 | Proposed |
| BR-04 | Localization and Accessibility:   * 1. Providing support for multiple languages and adherence to accessibility guidelines should be maintained to ensure inclusivity. | R11 for Functional Requirements | Simon Alemu, City Hussen, Brandon Richardson, and Oludamilare Adebanjo 10.20.23 | Proposed |
| BR-05 | Monetization Transparency:   * 1. Clearly communicate the monetization strategy to users, including subscription fees, so that users are fully aware of costs and payment terms. | R25 for Functional Requirements | Simon Alemu, City Hussen, Brandon Richardson, and Oludamilare Adebanjo 10.20.23 | Proposed |

# User Story

Table : User Story

|  |  |  |  |
| --- | --- | --- | --- |
| User Story # | User Story Description | Refereed Requirements | Author- Date |
| User Story #1 | US-Requirements tracker for applicants - As an immigration applicant, I would like to see the progress of my immigration status, to keep myself up to date with any changes under my case. | R-04 of Business Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story #2 | Cloud Storage-  As an immigration applicant/lawyer/ USCIS agent/instructor/Visa processor, I would like my data and information to be stored in a safe place to avoid data loss and have backup storage. | R-03 of Functional Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story #3 | Next step -  As an immigration applicant, I want to be able to have a task checklist from my lawyer, so I can ensure the completion of all necessary documentation. | R-02 of Stakeholder Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story #4 | Progress tracker for lawyers –  As a lawyer, I would like to be up to date with the applicant’s case status to proceed with the next procedure including informing the applicant of their status change. | R-04 of Business Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story #5 | Timeout session –  As an immigration applicant, I would like to be logged out when I am not active on the application for more than two minutes, to prevent unauthorized person getting access to personal information. | R-22 of Functional Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story#6 | As an immigration applicant, I would like to have an option to view my informational session videos in the form of audio and video, to be able to effectively access the information in any given setting. | R-08 of functional requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story#7 | As an Immi Guide user, I want to have the option to call my Lawyer from the application so that I save time to dial the number. | R-03  Of Non-Functional Requirement. | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.30.2023 |
| User Story#8 | As an embassy officer, I would like to have secure access to applicants and lawyers' contact information, to inform them of the decision that was made regarding their visa. | R-02 and R-25 of functional requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story#9 | As an immigration applicant, I want to access the course features provided for the citizenship test on the Immi Guide application, to successfully pass the citizenship test. | R-02 and R-05 of Business Requirement. | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story#10 | As an immigration applicant, I want to receive automated reminders and notifications about pending document submissions for my immigration case, so that I can stay organized and ensure I don't miss any deadlines. | R04 of Business Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story#11 | Consultation Booking  As an immigration applicant who requires legal consultation, I want the ability to schedule appointments with immigration professionals or attorneys directly through the application, so it is easier for me to seek expert assistance. | R25 of Functional Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story #12 | Notifications for Legal Changes –  As an immigration applicant/ lawyer/ instructor/ USCIS agent/ Visa processor, I want to receive real-time notifications and updates about changes in immigration laws and policies that pertain to my specific case, so I am informed and prepared for any adjustments required. | R25 of Functional Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story #13 | Collaborative Case –  Management  As an immigration applicant with a shared immigration case (e.g., family sponsorships), I want the ability to invite and collaborate with other users involved in the same case, streamlining communication and document sharing. | R03 of Non-Functional Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story #14 | Affiliated users –  As an immigration applicant, I would like to have clear terms and agreements, so there wouldn’t be any legal issues with the other parties. | R03 of Non-Functional | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |
| User Story #15 | Content Recommendations –  As an immigration applicant, I would appreciate content recommendations and suggestions based on my progress and specific immigration case, helping me explore relevant resources I might have missed.  Content Recommendations- As an immigration applicant, I would appreciate content recommendations and suggestions based on my progress and specific immigration case, helping me explore relevant resources I might have missed. | R25 of Functional Requirements | Bradon Richardson, City Hussen, Simon Alemu, Oludamilare Adebanjo- 10.20.2023. |

# Business processes

## Registering for a course

* Business Process Name: **Registering for citizenship course**.
* Author: **Brandon Richardson, City Hussen, Simon Alemu**
* Date created: **October 23, 2023.**
* Date updated: **October 24,2023**.
* Participating actors**: Immigration applicant, Immi Guide Application. Instructor**

Start

Immigration applicant goes to Immi Guide application.

Immigration applicant selects Sign in option.

Immi Guide application displays the following information:

Username (\*)

Password (\*)

**Note:** \* means **required** information

Immigration applicant provides the required information to sign in.

Immigration applicant validates the required information has been input properly.

Immigration applicant submits to the sign in page.

Immi Guide application System checks the information in two ways:

The information is valid and is confirmed.

Will continue to step number 9.

Information is invalid or missing information so the application will do the following:

An error message saying “Sign in failed” will be generated.

The Immi Guide application will prompt the user to enter all the required information over again.

Immi Guide application will go back to step 4.

The Immi Guide application generates signed in messages.

Immi Guide application will sign in the immigration applicant.

Immi Guide application will display the “Dashboard” of the Immi Guide application.

Immi Guide applicant click on Courses button and input the following information:

1. Class Name (\*)
2. Instructor Name (\*)
3. Start Date (\*)
4. Location for the course to be taken (\*)

**Note:** \* means **required** information

Immi Guide applicant checks Required information is filled in correctly.

Immi Guide applicant Submits the Required information.

Immi Guide application displays the register page.

The immigration applicant clicks the button “Register”.

Immi Guide application process registration:

1. If complete send confirmation message example “You are registered for Citizen 101”
2. If incomplete
   * + - 1. Error occurs.
         2. Prompt user back to step number 11

Immigration applicants view their success or failure in registering for a course.

Immi Guide application sends a message to an instructor saying, “New student registered.”

Stop

A diagram of a computer

Description automatically generated

Figure : Registering for Course Lucid Chart

## Contacting customer Service

* Business Process Name: **Contacting customer service**.
* Author: **Brandon Richardson, City Hussen, Simon Alemu**
* Date created: **October 23, 2023.**
* Date updated: **October 24,2023**.
* Participating actors**: Immigration applicant, Immi Guide Application, Customer Service team**

1. Start
2. Immigration applicant goes to Immi Guide application.
3. Immigration applicant selects Sign in option.
4. Immi Guide application displays the following information:

Username (\*)

Password (\*)

**Note:** \* means **required** information

1. Immigration applicant provides the required information to sign in.
2. Immigration applicant validates all the required information has been inputted properly.
3. Immigration applicant submits to the sign in page.
4. Immi Guide application system checks the information in two ways:
5. The information is valid and is confirmed.

Will continue to step number 9.

1. Information is invalid or missing information so the application will do the following:

An error message saying will be generated. “Sign in failed.”

Immi Guide application will prompt the user to enter all the information over again.

Immi Guide application will go back to step 4.

1. The Immi Guide application generates message “Signed in.”
2. Immi Guide application will sign in the immigration applicant.
3. The Immi Guide application will display the “Dashboard” of Immi Guide application.
4. The Immigration applicant clicks the following consecutively.
   1. Profile
   2. Contact customer service
5. The Immigration application displays the choice of communication methods.
6. Chat
7. Frequently Asked Question (FAQ)
8. Call phone number
9. Email
10. The immigration applicant chose one form of communication for the support they need.
11. Immi Guide processes the requested form of communication.

If successful takes to

1. Chat page
2. FAQ page
3. Cell phone line
4. Take to the email page.
5. Go to step 16.

If not successful

1. Send a message “connection failed.”
2. Immi Guide prompts back to 13.
3. Immi Guide applicant can view the pages to interact with customer service teams.
4. The Immi Guide application sends a message to the customer service team saying, “New message.”
5. Stop

## Uploading a document as an Immigration applicant.

* Business Process Name: **Uploading a document**.
* Author: **Brandon Richardson, City Hussen, Simon Alemu**
* Date created: **October 23, 2023.**
* Date updated: **October 24,2023**.
* Participating actors**: Immigration applicant, Immi Guide Application, Lawyer, Other affiliates**

1. Start
2. Immigration Lawyers/Other Affiliates send a message “Next Step Document”.
3. Immigration application activates the “Next step” button.
4. Immigration applicant goes to Immi Guide application.
5. Immigration applicant selects Sign in option.
6. Immi Guide application displays the following information:
7. Username (\*)
8. Password (\*)

**Note:** \* means **required** information

1. Immigration applicant provides the required information to sign in.
2. Immigration applicant validates all the required information has been inputted properly.
3. Immigration applicant submits to the sign in page.
4. Immi Guide application checks the information in two ways:
5. The information is valid and is confirmed.
6. Will continue to step number 9.
7. Information is invalid or missing information so the application will do the following:
8. An error message saying will be generated “Sign in failed”.
9. Immi Guide application will prompt the user to enter all the information over again.
10. Immi Guide application will go back to step 4.
11. The Immi Guide application generates and sends a message "Signed in.”
12. Immi Guide application will sign in the immigration applicant.
13. Immi Guide application displays the “Dashboard” of Immi Guide application.
14. Immigration applicants click the following buttons consecutively.
15. Menu
16. Next step
17. Upload document
18. Immigration applicant clicks “Browse” button.
19. Immi Guide application displays different documents on the device.
20. The immigration applicant browses and selects through the device for the required document to be uploaded.
21. Immi Guide application Preview the document selected.
22. The Immigration applicant verifies it is the correct document.
23. Immigration applicant Send’s the document
24. Immi Guide application process the document being compatible.
25. Uploading processed.
26. The Immi Guide application will upload the document.
27. Goes to step 21.
28. Uploading failed.
29. Send error message to immigration applicant “Document invalid.”
30. Immi Guide application takes user back to upload page.
31. The Immi Guide application takes the applicant back to step 13.
32. Immi Guide sends message to immigration applicant that “Document sent”.
33. Immi Guide application sends a message to lawyer/ other affiliates that requested the document saying, “Document received”.
34. Stop

A diagram of a computer

Description automatically generated

Figure : Uploading document Lucid Chart

## Process payment transaction for Lawyers

* Business Process Name: **Process payment transaction for Lawyers**.
* Author: **Brandon Richardson**, **City Hussen, Simon Alemu**
* Date created: **October 23, 2023.**
* Date updated: **October 24,2023**.
* Participating actors**: Immigration Lawyer, Immi Guide Application**

1. Start
2. The Lawyer goes to Immi Guide application.
3. The Lawyers select the Sign-Up option.
4. The Lawyer Chose the section ‘Sign-Up for Lawyers’
5. Immi Guide application displays the Sign-Up for Lawyers with the following information:
6. Lawyer’s First Name (\*)
7. Lawyer’s Last Name (\*)
8. Lawyer’s Date of Birth (\*)
9. Lawyer's Bar Number (\*)
10. US Sates where Lawyer practiced law (\*)
11. Password (\*)

**Note: \*** means **required** information.

1. Lawyer provides information on the Immi Guide Sign- up page.
2. The lawyers confirm that all the required information is filed.
3. The lawyer clicks the Sign- Up button.
4. Immi Guide application process if all required information is provided accurately.
   1. The Immi Guide application confirms all required information.
   2. Immi Guide display error when required information is missing.
      1. Immi Guide application displays an error message “Please provide all the required information.”
      2. Immi Guide application returns the user back to Step 5
5. Immi Guide application checks if the Bar Number is valid.
   1. The Immi Guide application confirms the Lawyer’s Bar Number is valid.
   2. The Immi Guide application can’t confirm the Lawyer’s Bar Number
      1. System displays a message “Lawyer’s Bar Number is not valid, please provide a valid Bar number.”
      2. Immi Guide put the curser on ‘Lawyers Bar Number’ section. (Step5)
6. The Immi Guide application confirms that all information and Bar number are processed.
7. Immi Guide application will display a payment plan option:
   1. Monthly Subscription

$50 for being listed on the application.

1. The lawyers will select the monthly subscription.
2. Immi Guide application displays payment methods for the lawyer to choose from:
   1. Credit cards
      1. Master Card
      2. Visa
   2. PayPal
   3. Mobile payments
      1. Apple Pay
      2. Google Pay
3. Lawyers who choose card payment Immi Guide application prompts them to input the following:
   1. Name on the card holder
   2. Card number
   3. CVV Code
   4. Expiration date
   5. Billing address
4. The Immi Guide application displays the terms and conditions of agreement.
5. The Lawyers signs the terms and condition agreement document.
6. The Immi Guide application process payment:
   1. Payment Accepted
      1. Immi Guide application sends “Payment accepted” message.
   2. Payment Declined
      1. Immi Guide will send an error message “Payment Declined.”
      2. Immi Guide will return the lawyer to Step 14
7. Immi Guide application sends a message to the Lawyer’s email that an account has been created.
8. Immi Guide application displays a message “Your account has been successfully created, please sign-in" to the lawyer.
9. Immi Guide successfully creates an account for Lawyers.
10. Immi Guide application adds the Lawyer to the list of Lawyers for others to view.
11. Stop.