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SUBJECT:

SOFTWARE CONSTRUCTION AND DEVELOPMENT (LAB)

FULLY DRESSES USECASES

1. CITIZEN:

Use case section	Comments	
Use case No	1	
Use case Name	Register on the platform	
Actor	Primary	
Description	User register on the platform	
Precondition	Open the app	
PostCondition	Successfully register on the platform	
Normal flow	Main-flow	System response
	User register for the account	
		System check all the signup conditions.
Alternative flow	1.1: if the credential already exists then choose another credential (username, password).	

Use Case 2

Use case section	Comments							
Use case No	2							
Use case Name	Login securely							
Actor	(Primary)							
Description	User logs into the system using valid credentials.							
Precondition	User must be registered on the platform.							
PostCondition	User is authenticated and logged in successfully.							
Normal flow	<table border="1"> <thead> <tr> <th>MAIN flow</th> <th>System response</th> </tr> </thead> <tbody> <tr> <td>User enters username and password</td> <td></td> </tr> <tr> <td></td> <td>System verifies credentials and grants access.</td> </tr> </tbody> </table>		MAIN flow	System response	User enters username and password			System verifies credentials and grants access.
MAIN flow	System response							
User enters username and password								
	System verifies credentials and grants access.							
Alternative flow	2.1: If credentials are invalid, display an error message and request re-entry.							

Use Case 3

Use case section	Comments
Use case No	3
Use case Name	Update profile information
Actor	Citizen
Description	User updates personal profile information (e.g., contact details).
Precondition	User must be logged in.
PostCondition	Updated profile is saved successfully.
Normal flow	User edits profile fields and submits → System validates and updates profile.
Alternative flow	3.1: If invalid data entered, prompt user to correct input.

Use Case 4

Use case section	Comments
Use case No	4
Use case Name	Apply for CNIC (New / Renewal / Modification)
Actor	Citizen
Description	User applies for CNIC services such as new registration, renewal, or modification.
Precondition	User must be logged in.
PostCondition	Application for CNIC is submitted successfully.
Normal flow	User fills CNIC form

	uploads necessary documents submits the application.
Alternative flow	4.1: If required fields are missing, system prompts to complete them.

Use Case 5

Use case section	Comments
Use case No	5
Use case Name	Apply for Passport
Actor	Primary
Description	User applies for new passport or renews an existing one.
Precondition	User must be logged in.
PostCondition	Passport application submitted successfully.
Normal flow	User fills application form uploads documents submits for processing.
Alternative flow	5.1: If required documents are missing, system displays an alert.

Use Case 6

Use case section	Comments
Use case No	6
Use case Name	Upload documents (CNIC/Passport)

Actor	Citizen
Description	User uploads required supporting documents for CNIC or Passport applications.
Precondition	Application form must be initiated.
PostCondition	Documents uploaded successfully.
Normal flow	User selects and uploads files → System verifies file format and saves them.
Alternative flow	6.1: If invalid file type or size, show an error message.

Use Case 7

Use case section	Comments									
Use case No	7									
Use case Name	Make online payment									
Actor	Citizen(primary), Payment Gateway(secondry)									
Description	User makes payment for CNIC/Passport application using online gateway.									
Precondition	Application submission is complete.									
PostCondition	Payment is processed and confirmed.									
Normal flow	<table border="1"> <thead> <tr> <th>Main Flow</th> <th>System response</th> </tr> </thead> <tbody> <tr> <td>User selects payment option</td> <td></td></tr> <tr> <td></td> <td>System connects to Payment Gateway</td></tr> <tr> <td></td> <td>Payment processed successfully</td></tr> </tbody> </table>		Main Flow	System response	User selects payment option			System connects to Payment Gateway		Payment processed successfully
Main Flow	System response									
User selects payment option										
	System connects to Payment Gateway									
	Payment processed successfully									

Alternative flow	7.1: If transaction fails, system notifies user and requests retry.
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Use Case 8

Use case section	Comments				
Use case No	8				
Use case Name	Download / View digital receipt				
Actor	Citizen				
Description	User can view or download a receipt for completed payment.				
Precondition	Payment must be successful.				
PostCondition	Receipt is downloaded.				
Normal flow	<table border="1"> <thead> <tr> <th>Main Flow</th> <th>System Response</th> </tr> </thead> <tbody> <tr> <td>User Download Receipt</td> <td>System retrieves and displays receipt</td> </tr> </tbody> </table>	Main Flow	System Response	User Download Receipt	System retrieves and displays receipt
Main Flow	System Response				
User Download Receipt	System retrieves and displays receipt				
Alternative flow	8.1: If record not found, display error message.				

Use Case 9

Use case section	Comments

Use case No	9						
Use case Name	Track application status						
Actor	Citizen						
Description	User tracks the current status of their CNIC or Passport application.						
Precondition	Application must be submitted.						
PostCondition	Status information is displayed.						
Normal flow	<p>User navigates to status page</p> <table border="1"> <thead> <tr> <th>Main Flow</th> <th>System Response</th> </tr> </thead> <tbody> <tr> <td>User navigates to status page</td> <td></td> </tr> <tr> <td></td> <td>System fetches and displays latest update.</td> </tr> </tbody> </table>	Main Flow	System Response	User navigates to status page			System fetches and displays latest update.
Main Flow	System Response						
User navigates to status page							
	System fetches and displays latest update.						
Alternative flow	9.1: If record not found, system shows appropriate message.						

Use Case 10

Use case section	Comments					
Use case No	10					
Use case Name	Receive notifications (submission, payment, approval, rejection, reminder)					
Actor	Citizen					
Description	System sends notifications related to application progress.					
Precondition	Application or payment events must occur.					
PostCondition	Notifications are delivered to the user.					
Normal flow	<table border="1"> <thead> <tr> <th>Main Flow</th> <th>System Response</th> </tr> </thead> <tbody> <tr> <td></td> <td>System sends relevant notifications to the user via email/SMS/app.</td> </tr> </tbody> </table>	Main Flow	System Response		System sends relevant notifications to the user via email/SMS/app.	
Main Flow	System Response					
	System sends relevant notifications to the user via email/SMS/app.					

Alternative flow	10.1: If delivery fails, system retries or logs the failure.
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Use Case 11

Use case section	Comments						
Use case No	11						
Use case Name	Manage notification preferences						
Actor	Citizen						
Description	User customizes how they want to receive notifications.						
Precondition	User must be logged in.						
PostCondition	Notification preferences are updated successfully.						
Normal flow	<table border="1"> <thead> <tr> <th>Main Flow</th> <th>System Response</th> </tr> </thead> <tbody> <tr> <td>User selects preferred channels</td> <td></td></tr> <tr> <td></td> <td>System saves preferences</td></tr> </tbody> </table>	Main Flow	System Response	User selects preferred channels			System saves preferences
Main Flow	System Response						
User selects preferred channels							
	System saves preferences						
Alternative flow	11.1: If invalid configuration, system shows an error.						

GOVERNMENT OFFICIAL:

Use Case 1

Use case section	Comments
Use case No	1
Use case Name	Login securely
Actor	Government Official
Description	Official logs into the system using valid credentials.
Precondition	Official must be registered in the system.
PostCondition	Official successfully logged in to the dashboard.
Normal flow	Main flow Official enters username and password.
Alternative flow	1.1: If credentials are invalid, display an error message and request re-entry.

Use Case 2

Use case section	Comments
Use case No	2
Use case Name	View assigned applications
Actor	Government Official
Description	Official views all applications assigned to their department or role.
Precondition	Official must be logged in.
PostCondition	Assigned applications are displayed on the dashboard.
Normal flow	Official navigates to “Assigned Applications” → System retrieves and displays relevant application list.

Alternative flow	2.1: If no assigned applications are found, system displays “No applications available.”
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Use Case 3

Use case section	Comments
Use case No	3
Use case Name	Verify submitted documents
Actor	Government Official
Description	Official verifies uploaded documents submitted by citizens.
Precondition	Application and documents must be submitted by the citizen.
PostCondition	Documents are marked as verified or flagged for resubmission.
Normal flow	Main-flow : Official opens an application Official reviews and verifies each document.
Alternative flow	3.1: If document format or content is invalid, system allows the official to flag and request correction.

Use Case 4

Use case section	Comments
Use case No	4
Use case Name	Approve / Reject application
Actor	Government Official
Description	Official reviews and either approves or rejects a citizen's application.
Precondition	Document verification must be complete.

PostCondition	Application is marked as approved or rejected in the system.
Normal flow	Official reviews details and selects “Approve” or “Reject” → System updates the application status accordingly.
Alternative flow	4.1: If mandatory verification is incomplete, system prevents approval/rejection.

Use Case 5

Use case section	Comments
Use case No	5
Use case Name	Request additional documents from Citizen
Actor	Government Official
Description	Official requests more documents or clarifications from the applicant.
Precondition	Application must be under review.
PostCondition	Notification is sent to the citizen to upload requested documents.
Normal flow	Official selects “Request Additional Documents” → System records request and notifies the citizen.
Alternative flow	5.1: If network or system error occurs, request is logged for retry.

Use Case 6

Use case section	Comments
Use case No	6
Use case Name	Update application status
Actor	Government Official
Description	Official updates the progress status of an application.

Precondition	Application must exist in the system.
PostCondition	Updated status is reflected on both official and citizen dashboards.
Normal flow	<p>Main-flow :</p> <p>Official selects an application</p> <p>Official updates the status (e.g., “Under Review”, “Approved”, “Rejected”).</p>
Alternative flow	6.1: If invalid status entered, system displays an error message.

Use Case 7

Use case section	Comments								
Use case No	7								
Use case Name	Manage application workflow / queue								
Actor	Government Official								
Description	Official manages the workflow of applications by prioritizing, forwarding, or assigning them.								
Precondition	Official must be logged in.								
PostCondition	Application queue is updated successfully.								
Normal flow	<table border="1"> <thead> <tr> <th>Main Flow</th> <th>System Flow</th> </tr> </thead> <tbody> <tr> <td>Official views workflow queue</td> <td></td> </tr> <tr> <td>Adjusts application priority or assigns to other officials</td> <td></td> </tr> <tr> <td></td> <td>System updates workflow records.</td> </tr> </tbody> </table>	Main Flow	System Flow	Official views workflow queue		Adjusts application priority or assigns to other officials			System updates workflow records.
Main Flow	System Flow								
Official views workflow queue									
Adjusts application priority or assigns to other officials									
	System updates workflow records.								
Alternative flow	7.1: If user lacks permission, system restricts access to workflow management.								

SYSTEM ADMINISTRATOR:

Use Case 1

Use case section	Comments
Use case No	1
Use case Name	Manage citizen accounts
Actor	System Administrator
Description	Administrator manages citizen user accounts including activation, deactivation, or deletion.
Precondition	Admin must be logged into the system.
PostCondition	Citizen account details are updated successfully.
Normal flow	Main-flow Admin searches for a citizen account Admin updates, deactivates, or deletes the account
Alternative flow	1.1: If account not found, system shows “No record found.”

Use Case 2

Use case section	Comments
Use case No	2
Use case Name	Manage government official accounts
Actor	System Administrator
Description	Administrator manages accounts of government officials including creation, modification, or suspension.
Precondition	Admin must be logged in with full privileges.
PostCondition	Official accounts are created, modified, or deactivated successfully.

Normal flow	Main Flow	System Response
	Admin opens the government official management section	
	Adds or edits details	
		System validates and updates record
Alternative flow	2.1: If account creation fails due to duplicate ID, system notifies the admin.	

Use Case 3

Use case section	Comments
Use case No	3
Use case Name	Assign roles and permissions
Actor	System Administrator
Description	Admin assigns roles and sets permissions for citizens and officials to control system access.
Precondition	Roles and permission sets must exist in the system.
PostCondition	User roles and permissions are updated successfully.
Normal flow	<p>Main-flow</p> <p>Admin opens user role settings</p> <p>Admin selects or modifies permissions for a user.</p>
Alternative flow	3.1: If invalid permission is assigned, system rejects the update and shows an alert.

Use Case 4

Use case section	Comments
Use case No	4

Use case Name	Monitor system activity (audit logs)	
Actor	System Administrator	
Description	Admin monitors all user and system activities for auditing and troubleshooting.	
Precondition	System must be active and logging events.	
PostCondition	Activity logs are displayed for admin review.	
Normal flow	Main Flow	System Flow
	Admin navigates to “Audit Logs”	
		System retrieves and displays system activity logs.
Alternative flow	4.1: If no logs are found, system displays a “No activity records available” message.	

Use Case 5

Use case section	Comments	
Use case No	5	
Use case Name	Ensure database and system uptime/security	
Actor	System Administrator	
Description	Admin monitors system uptime, performs backups, and ensures overall database security.	
Precondition	Admin must have system access credentials.	
PostCondition	System and database remain operational and secure.	
Normal flow	System Flow	System Response
	Admin monitors uptime dashboard and runs maintenance tasks	
		System executes checks and reports status.
Alternative flow	5.1: If a system error or downtime occurs, admin receives an alert notification.	

Use Case 6

Use case section	Comments	
Use case No	6	
Use case Name	Generate reports	
Actor	System Administrator	
Description	Admin generates performance, user activity, and security reports.	
Precondition	Admin must be logged in.	
PostCondition	Report is generated successfully and displayed on screen.	
Normal flow	Main Flow	System Flow
	Admin selects report type	
		System retrieves data and generates report.
Alternative flow	6.1: If no data is available, system shows a “No data found” message.	

Use Case 7

Use case section	Comments	
Use case No	7	
Use case Name	Export reports (Excel, PDF)	
Actor	System Administrator	
Description	Admin exports generated reports into Excel or PDF format for offline use or sharing.	
Precondition	Report must be generated already.	
PostCondition	File is downloaded successfully in the selected format.	
Normal flow	Main-flow: Admin clicks “Export” and selects format (Excel/PDF).	

Alternative flow	7.1: If export fails, system displays an error message.
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NADRA SYSTEM:

Use Case 1

Use case section	Comments
Use case No	1
Use case Name	Verify CNIC number
Actor	NADRA System
Description	The platform sends a CNIC number to the NADRA system for verification.
Precondition	Citizen must submit a CNIC number in the application form.
PostCondition	CNIC verification result is received from NADRA.
Normal flow	Main-flow
	Platform sends CNIC number to NADRA system.
Alternative flow	1.1: If CNIC number is invalid or not found, NADRA returns an error message.

Use Case 2

Use case section	Comments
Use case No	2
Use case Name	Validate citizen identity data
Actor	NADRA System
Description	The platform sends citizen details (name, CNIC, DOB) to NADRA for identity validation.

Precondition	Citizen details must be provided on the platform.
PostCondition	NADRA validates the identity information and returns a match result.
Normal flow	Platform transmits citizen data → NADRA system cross-checks data in its database → Returns identity validation status.
Alternative flow	2.1: If mismatch found, NADRA sends an “identity not verified” response.

Use Case 3

Use case section	Comments
Use case No	3
Use case Name	Return verification status
Actor	NADRA System
Description	NADRA system sends verification results (verified/unverified) back to the e-Services platform.
Precondition	Verification or validation request must have been sent.
PostCondition	Verification status is received and displayed on the platform.
Normal flow	NADRA prepares verification response → Sends data back to platform → Platform updates citizen's application status.
Alternative flow	3.1: If NADRA service is unavailable, system retries or marks verification as pending.

PAYMENT GATEWAY USE CASES

Use Case 1

Use case section	Comments
Use case No	1

Use case Name	Process payment transactions
Actor	Payment Gateway
Description	The platform forwards payment information to the Payment Gateway for processing.
Precondition	User has initiated a payment from the platform.
PostCondition	Transaction is processed and recorded in both systems.
Normal flow	<p>Main-flow</p> <p>Platform sends payment request with transaction details.</p> <p>Payment Gateway returns response code.</p>
Alternative flow	1.1: If transaction fails (network error, insufficient funds), system displays an error.

Use Case 2

Use case section	Comments
Use case No	2
Use case Name	Confirm payment success/failure
Actor	Payment Gateway
Description	Payment Gateway confirms whether a payment was successful or failed.
Precondition	Payment transaction must have been processed.
PostCondition	Confirmation message is received by the platform.
Normal flow	Payment Gateway sends confirmation message → Platform updates user's payment record and status.
Alternative flow	2.1: If confirmation is delayed, system retries request or marks payment as pending.

Use Case 3

Use case section	Comments
Use case No	3
Use case Name	Send payment confirmation
Actor	Payment Gateway
Description	Payment Gateway sends a digital confirmation receipt to the e-Services platform.
Precondition	Payment must be successful.
PostCondition	Digital receipt is generated and visible to the user.
Normal flow	Main-flow Payment Gateway generates a confirmation record.
Alternative flow	3.1: If the confirmation fails, system logs the issue and requests a recheck from the Payment Gateway.