E-SERVICES PLATFORM - UML Class Diagram

Report

+generatedByAdminID
+reportID : int
+reportType : string
+generatedDate : date

+generateReport():bool
+exportReport():bool

0....* **reviews**

0....*

generates

1

Administrator

+adminID : int
+name : string
+email : string
+username : string
+password : string
-allCitizens : List
-allOfficials : List
-systemReports : List

+manageCitizenAccounts():bool
+manageOfficialAccounts():bool
+assignRolesAndPermissions():bool
+monitorSystemUptime():string
+generateReports():list
+exportReports():bool
+ generateReports() : bool

Citizen

+ citizenID : int
+fullName : string
+CNIC : string
+dateOfBirth : date
+email : string
+address : string
+password : string
- serviceRequests : List
- notifications : List

+registerCitizen():bool
+login():bool
+updateProfile():bool
+applyForCNIC():int
+applyForPassport():int
+uploadDocuments():bool
+makePayment():int
+viewReceipt()recept
+trackApplication():string
+receiveNotifications():List
+applyForCNIC() : int

1

GovernmentOfficial

+officialID : int
+name : string
+ole : string
+department : string
+username : string
+password : string
-assignedApplications : List
-processedDocuments : List

+login():bool
+viewApplications():list
+verifyDocuments():bool
+approveApplication():bool
+rejectApplication():bool
+requestAdditionalDocuments():bool
+updateApplicationStatus():bool
+manageWorkflow():bool
+viewApplications():List

1

Applies For

1

0..*

1 **Reviews**

0....*

recieves

0..*

Notification

+ notificationID : int
+type : string
+message : string
+sentDate : date

+sendNotification():bool
+receiveNotification():bool

ServiceRequest

+ citizenID
+applicationID : int
+applicationType : string CNIC or Passport
+submissionDate : date
+status : string
-remarks : string
- documents : List<Document>
- payment : Payment

+submitApplication():int
+attachDocuments():bool
+updateStatus():bool
+assignToOfficial():bool
+getApplicationDetails():serviceRequest
+ processPayment():bool
+ verifyAllDocuments():bool

1..* **Includes**

1..*

1 **has**

0..*

Documents

+documentID : int
+documentName : string
+fileType : string
+uploadDate : date
+verificationStatus : string

+uploadDocument():bool
+verifyDocument():bool

Payment

+applicationID
+ paymentID : int
+amount : double
+method : string
+transactionID : string
+paymentDate : date
+status : string

+processPayment():bool
+confirmPayment():bool
+generateReceipt():receipt