[GovSmart Review & Visit Management System]

[BRD: Business Requirements Document]

Step 1: Define The Project Scope

1. <u>Project Objectives:</u>

   Build a centralized digital platform on ServiceNow that solves the widespread issues citizens face when dealing with government service documents.
   The system will:

   - Make user know each thing about all system through fully guided Virtual Agent.

   - Provide clear, accurate, personalized document requirements for any government service.

   - Allow users to upload documents in advance and receive a professional pre-review from specialized advisors.

   - Reduce repeated government visits caused by missing, expired, or incorrect paperwork.

   - Introduce a smart queue/visit ticket system that ensures citizens only go to government offices when documents are fully complete.

   - Improve efficiency for government reviewers through automated assignment, SLA enforcement, dashboards, and tracking.

2. <u>Project Deliverables:</u>

   1. End-User Deliverables (Service Portal)

   - Smart service selection wizard & integrated chatbot.
   - Dynamic document checklist generated per service & user profile.
   - Document Upload Portal with document lifecycle management.
   - Real-time review status page.
   - Automated notifications (Email + SMS).
   - Digital Visit Ticket with SLA countdown and recommended government office.

   2. Reviewer Deliverables:

   - Document Review Console (Employee Workspace / Workspace Experience).
   - Automated assignment based on Service Type
   - Document Lifecycle Engine (Uploaded → Under Review → Missing → Expired → Complete).
   - Notification Engine (Email + SMS).

   3.Region & Visit Ticket System Deliverables:

   - generates a time-bound, unique Visit Ticket (Queue Number) upon document approval, complete with dynamic SLA tracking and auto-expiration logic.

3. Project Goals:

Goal	Description
Reduce Citizen Confusion	Generate a 100% accurate, personalized checklist for every service based on profile data by project go-live.
Reduce Repeated Visits	Reduce incomplete submissions by at least **60%** through document lifecycle validation and pre-review workflows.
Improve Government Efficiency	Achieve **90% SLA compliance** for document review tasks using automated escalation and assignment.
Improve User Satisfaction	Provide real-time updates (Portal + SMS + Email) to reduce support calls by **40%**.
Optimize Ticketing	Ensure **100% Visit Tickets** are generated only for complete cases to reduce wasted appointments.
Maintain Compliance	Ensure full record transparency with audit logs and secure storage in accordance with public sector standards.

1. Project Boundaries (In-Scope vs Out-of-Scope):
   - **In-Scope:**
     - Chatbot assistance .
     - Service Portal for user interaction.
     - Document upload, viewing, lifecycle tracking.
     - Smart dynamic checklist generation.
     - Automated assignment to reviewers.
     - Reviewer Workspace.
     - SLA-based review workflow.
     - Visit Ticket generation, expiration, reissue.
     - Dashboards, reporting, notifications.
   - **Out-of-Scope**
     - Direct integration with real government systems (Tax System, National ID Database).→ *We will use "integration placeholder" logic instead.*
     - Actual physical queue management at government offices.
     - Payment systems or fee collection.
     - External system authentication and Security (e.g., national ID verification).
     - Mobile app development (Portal is mobile responsive but no iOS/Android app).

Step 2: Gather Stakeholder Requirements

Stakeholder Identification:

A. Primary Stakeholders
1. Citizens / End Users
   - Upload documents and receive validation.
   - Receive ticket & instructions.
   - Track progress.

2. **Reviewers / Compliance Specialists**
   - Validate documents.
   - Communicate missing items.
   - Complete or reject cases.

3. **Reviewer of Region/Ticket**
   - Monitor SLA compliance.
   - Manage reviewer queues.
   - Generate Tickets for Approved peoples
   - Track performance and escalations.

B. Secondary Stakeholders
4. Service Desk / Customer Support
   - Respond to inquiries.
   - Use system for transparency.

5. **IT Administrators / Platform Owners**
   - Maintain the ServiceNow platform.
   - Manage security, access, and configurations.

6. **Government Office Managers**
   - Receive accurate Visit Tickets.
   - View patterns of document completion.

Stakeholder Expectation Summary:

Stakeholder	Expectations
Citizens	**Fast document review, clear requirements, zero confusion, real-time updates, valid Visit Tickets.**
Reviewers	**Easy document validation, automated assignment, SLA enforcement.**

Region/Ticket Reviewer	Validation , Easy handle tickets and capacity
Admins	Scalability, maintainability, security.
Gov Offices	Only complete, pre-validated cases reach them.

Step 3: Personas & Responsibilities

1. Citizen / End User (Requester):

Description:

A member of the public who wants to complete a government service (ID renewal, passport, residency, etc.).

They use the system mainly through the Service Portal.

Goals:

- Understand required documents
- Submit service requests
- Upload documents
- Track review status
- Receive final ticket for government visit

Responsibilities:

- Select the appropriate service from the Service Catalog
- Provide accurate personal information
- Upload required documents (PDF / Images)
- Respond to reviewer comments if documents are missing
- Use the final visit ticket before expiration

2. Service Review Officer (Reviewer)

Description:

Employees specialized in reviewing documents.

Grouped by service type (Passport Review Group, ID Review Group, Visa Review Group, etc.)

Goals:

- Validate citizen documents
- Ensure the request meets all service rules
- Identify missing or incorrect documents

Responsibilities:

- Receive assigned RITM (Request Item)

- Review uploaded documents

- Choose outcome:

    o **Accept** → Forward to Region Admin Group

    o **Reject** → Send back to user with explanation

- Add reviewer comments

- Respect SLA deadlines (avoid review SLA breach)

3. Region Admin Officer (Regional Processor)

Description:

Government staff responsible for final validation and issuing the visit ticket. Grouped by geographic region (Cairo, Giza, Alex, etc.).

Goals:

- Perform the final approval step

- Create the official government visit ticket

- Ensure ticket validity SLAs are maintained

Responsibilities:

- Receive requests accepted by Service Review Group

- Perform additional regional checks (location, eligibility)

- Create final ticket (Incident / Case / Custom Ticket Record)

- Define the Ticket SLA (visit validity period)

- Notify the citizen after ticket creation

- Close item after completion

4 System Administrator

Description:

Technical owner responsible for configuring, maintaining, and monitoring the system.

Goals:

- Ensure system reliability

- Maintain workflows, groups, SLAs

- Troubleshoot any technical issues

Responsibilities:

- Create and manage Assignment Groups

- Manage user roles and access Configure Service Catalog items and variables

- Maintain workflows, SLAs, and notifications
- Monitor integration health (SMS API, email, geolocation)
- Handle system upgrades, security, and performance

5 System (Automated Engine / Flow Designer)

Description:

Automated logic that routes, assigns, and triggers actions.

Goals:

- Reduce manual work
- Enforce SLA rules
- Ensure requests move through correct steps

Responsibilities:

- Auto-assign RITM to Service Review Group based on service type
- Auto-transfer approved items to Region Admin Group
- Trigger notifications (SMS, email)
- Start SLA timers (Review SLA, Visit SLA)
- Auto-mark requests as expired when SLAs are breached
- Create the final ticket when configured

Step 3: Detail Functional Requirements:

Functional Requirements (FRs) describe the specific actions, processes, and data that the ServiceNow system must perform to meet the business objectives of the Government Document Review and Booking Ticket process. The requirements are categorized by the user interface: the Service Portal for the End User and the Employee Workspace for the Reviewer Team.

A. Service Portal (End User) Functional Requirements

FR-ID	Function	Inputs & Outputs	Process Description	Conditions & Examples
FR-SP001	**Service Selection & Smart Guidance**	**Input:** User selection of government service (e.g., Passport, Visa) and profile data (e.g., marital status).	The system must provide a Smart Guidance Chatbot interface to guide the user through service selection and profile based questioning. The	**Condition:** The generated list must account for all variables (service type, user profile) to ensure a single,

		Output: A dynamically generated, personalized list of required documents.	system will use these inputs to automatically generate a comprehensive and accurate list of documents required for the selected service.	complete list is provided. **Example:** If the user selects "License Renewal" and answers "Commercial Driver," the system must include a "Valid Commercial Driving Permit" in the required documents list.
FR-SP002	**Document Upload and Management**	**Input:** Digital files (PDF, JPEG, PNG, etc.) of required documents. **Output:** Confirmation of successful upload, a list of uploaded documents, and a link to the Review Status.	The user must be able to upload all available documents against the list generated in **FRSP-001**. The system must provide immediate confirmation and allow the user to view, replace, or delete uploaded files before submission.	
FR-SP003	**Real-time Review Status Tracking**	**Input:** N/A. **Output:** Current status of the document review (e.g., "New", "Pending Review,", "In Review,", "Missing Documents," "Expired Documents", "Complete", "Pending Region Admin Approval,", "Completed"), and the reviewer's last message.	The Service Portal must display the real-time status of the user's document review request. The status must be clearly visible and updated immediately upon any action taken by the reviewer.	
FR-SP004	**External Notification System**	**Input:** Reviewer's message regarding missing documents or completion status.	The system must automatically send notifications to the user	**Condition:** The notification must clearly state the

FR ID	Function	Inputs & Outputs	Process Description	Conditions & Examples
		Output: Email and SMS notifications to the user.	via their registered Email (Gmail integration) and SMS API when the reviewer requests missing documents or marks the request as complete.	required action or the next step. **Example:** An SMS notification must read: "Your document review is incomplete. Please check the portal for details on missing documents."
FR-SP005	**Visit Ticket Generation and Display**	**Input**: Successful document review completion and Region Admin approval. **Output**: A unique digital Visit Ticket (Queue Number), the Visit SLA validity period, and the Recommended nearest government office location.	Upon the Region Admin approving the booking, He must generate a unique Visit Ticket and display it prominently on the Service Portal, and sending it via user email, along with the start of the SLA countdown and the recommended office location.	**Condition**: The Visit Ticket must only be generated after the Region Admin's approval. He must use the user's location data to recommend the nearest office.

B. Employee Workspace (Reviewer Team) Functional Requirements

FR ID	Function	Inputs & Outputs	Process Description	Conditions & Examples
FREW-001	**Intelligent Request Assignment**	**Input:** New document review request. **Output:** Assignment of the request to a specific reviewer within a designated group.	The system must automatically assign new document review requests to a reviewer group based on the **Service Type** (e.g., Passport, ID Card) and the **Government Office Location** associated with the request.	**Condition:** Reviewers must be segmented into groups based on their expertise and location. The assignment logic must ensure an equitable distribution of workload.

FREW-002	Document Review and Validation	**Input:** Uploaded documents **Output:** Status update (("In Review," ,"Completed" or "Expired Document" or "Missing Documents"), a free-text or templated message to the user.	After accepting a request (changing status from "Pending Approval" to "In Review"), the reviewer must have a dedicated interface to view and validate the uploaded documents against the required checklist. The reviewer must be able to select one of three **outcomes**: Documents Complete, Documents NOT Complete, Or Documents Expired.	**Example**: If documents are incomplete, the reviewer must be able to select a pre-defined reason (e.g., "Document expired," "Poor image quality") and send a message to the user. When a request is marked as "Completed," it is sent to the Region Admin for booking approval.
FREW-003	**SLA Monitoring and Escalation**	**Input:** Time elapsed since ticket assignment, defined SLA duration. **Output:** Automatic ticket re-assignment, priority level increase, and an "SLA Breached" flag.	The system must continuously monitor the Service Level Agreement (SLA) for all active review tickets. If the SLA duration is exceeded, the system must automatically reassign the ticket to the next available reviewer and increase the ticket's priority level.	**Condition:** The system must clearly flag tickets that are approaching or have breached the SLA. **Example:** A ticket not reviewed within 24 hours must be automatically reassigned and its priority changed from "Medium" to "High."

| FREW-004 | Reviewer Dashboards and Analytics | **Input**: Real-time ticket data, SLA metrics, case status information. **Output**: Visual dashboards displaying queue overview, cases by status, and SLA performance metrics. | The Employee Workspace must include comprehensive dashboards that provide reviewers and supervisors with real-time visibility into workload and performance. The dashboards must include: (1) Queue Overview showing the total number of tickets assigned to each reviewer and group; (2) Cases by Status displaying counts and percentages of cases in each ;(3) SLA Performance Metrics showing on-time completion rates, average resolution time, and tickets approaching or breaching SLA thresholds. | **Condition**: Dashboards must refresh automatically |

C. <u>System Admin Workspace Functional Requirements</u>

FR ID	Function	Inputs & Outputs	Process Description	Conditions & Examples
FR-SA-001	**Centralized Request and Ticket Management**	**Input**: All review requests and booking tickets. **Output**: A comprehensive, searchable, and filterable view of all requests and tickets in the system.	The System Admin Workspace must provide a centralized view of all requests and tickets, regardless of their status, service type, or assigned group. The admin must be able to search, filter, and sort by any attribute (e.g., user, service type, status, reviewer, region).	**Condition**: The admin must have read-only access to all requests and tickets by default,
FR-SA-002	**Global Dashboards and Reporting**	**Input**: System-wide data on requests, tickets,	The System Admin Workspace must include global dashboards that provide a high-level	**Condition**: Dashboards and reports must be configurable to display data from different time

| | | users, and performance. **Output**: Visual dashboards and exportable reports on overall system performance. | overview of the entire system's performance. This includes metrics on total request volume, average processing times, SLA compliance across all groups, and user satisfaction ratings. The admin must be able to generate and export reports in various formats (e.g., CSV, PDF). | periods and at different levels of granularity (e.g., daily, weekly, monthly). |

D. Region Admin Workspace Functional Requirements

FR ID	Function	Inputs & Outputs	Process Description	Conditions & Examples
FR-RA-001	**Final Approval Queue Management**	**Input**: Requests with status "Pending Region Admin Approval." **Output**: Status update ("Approved - Ticket Generated")	The Region Admin Workspace must provide a dedicated queue for all requests that have been marked as "Completed" by the Reviewer Team and are awaiting final approval for ticket booking.	**Condition**: Only requests with the status "Pending Region Admin Approval" should appear in this queue.
FR-RA-002	**Visit Ticket Expiration Handling**	**Input**: Visit Ticket SLA validity period, user check-in status. **Output**: "Expired – Visit SLA Breached" status, automatic notification to the user.	The system must automatically monitor the validity of the generated Visit Tickets. If the Visit SLA expires and the user has not checked in at the government office, the system must mark the ticket as "Expired – Visit SLA Breached" and send an automated notification to the user.	**Condition**: Expired tickets must be rendered invalid for government entry. The system must allow the user to request a new ticket without re-uploading documents if requirements have not changed.
FR-RA-003	**Region-Specific Dashboards**	**Input**: Ticket data specific to the Region Admin's assigned region. **Output**: Visual dashboards	The Region Admin Workspace must include dashboards focused on regional performance, including the volume of final approvals, average time	**Condition**: Dashboards must only display data relevant to the Region Admin's assigned region(s).

FR-ID	Function	Inputs & Outputs	Process Description	Conditions & Examples
		displaying regional performance metrics.	to approve, and the number of tickets generated for their specific region.	

D. Service Catalog for Government Services

FR-ID	Function	Inputs & Outputs	Process Description	Conditions & Examples
FR-SP001A	**Government Service Catalog (Category & Service Types)**	**Input:** User opens Service Catalog → Category: *Government Services*. **Output:** List of service types (Catalog Items) that user can request (e.g., Passport Renewal, ID Update, Driving License Renewal).	The system must provide a Service Catalog category called **Government Services**. Under this category, each service type is a **Catalog Item**. The user selects a catalog item to create a request for Document Review & Booking.	**Condition:** Only published catalog items must appear to users. **Example:** If the Government Services category contains "Passport Renewal," the user can submit a new review & booking request from this catalog item.

Step 4: Detail Non-Functional Requirements:

Non-Functional Requirements (NFRs) define the criteria that can be used to judge the operation of the system, rather than specific behaviors. They focus on qualities like performance, security, and usability.

1. Performance:
   - The Service Portal must load within an acceptable timeframe to ensure a positive user experience.
     - All Service Portal pages must load in under **3 seconds** under normal load conditions.
   - The document upload process must be fast and reliable.
     - Document uploads (up to 10MB) must complete in under **5 seconds** 95% of the time.
   - Reviewer Workspace ticket assignment and status updates must be instantaneous.
     - Ticket assignment and status updates in the Employee Workspace must complete in under **1 second**.

2. Reliability:
   - The system must be available to users during standard operating hours.

o The system must maintain an uptime of **99.9%** during core business hours.
- All ticket and SLA jobs must run accurately without failure.

3. <u>Scalability:</u>
- The system must be able to handle a projected increase in user volume.
  - o The system must be able to support a **50% increase** in the number of concurrent users and daily ticket volume over the next 12 months without degradation in performance
- Parallel review work by multiple reviewer teams.

4. <u>Security</u>**:**
- **Encrypted File Transfers (HTTPS / TLS)** All file transfers (upload/download) in ServiceNow use **HTTPS** by default
  - o **TLS 1.2 or 1.3** encryption
  - o Prevents man-in-the-middle attacks
  - o Ensures files are not readable while moving over the network
- **Attachment Encryption at Rest** You can enable **Edge Encryption** or **Column-Level Encryption** so attachments are stored encrypted in the database.
  - o **Full-disk encryption** (default by ServiceNow infrastructure)
  - o **Edge Encryption**: Encrypt attachments before they reach ServiceNow
  - o **Field Encryption**: Encrypt sensitive fields in attachments' metadata

- **Virus Scanning & Malware Protection**
  - o Automatically scans all attachments
- ServiceNow supports antivirus scanning for every uploaded attachment.
  - o Blocks or quarantines infected files
  - o Integrates with 3rd-party security engines (via API)
- Access to the Employee Workspace must be strictly controlled. using **Access Control Rules**.
  - o Reviewers must authenticate and access must be governed by the **Principle of Least Privilege** based on their assigned Reviewer Group (Service Type + Location).

5. <u>Usability:</u>
- The Service Portal must be intuitive and accessible to all citizens.
  - o The Service Portal must comply with **WCAG 2.1 Level AA** accessibility standards and support the two primary languages of the region.
- Reviewer Workspace provide a clean, simplified user interface.

6. <u>Maintainability:</u>
- The system must be built using standard ServiceNow practices to facilitate future updates.
  - o The system must be built using **lowcode/no-code** configurations where possible, and all custom code must adhere to the organization's

ServiceNow Coding Standards and be documented in the system's knowledge base.

Step 6: User Stories, Business Roles, and Business Processes

1. <u>User Stories</u>

Citizen (Requester)

- As a Citizen, I want to choose a government service from the service catalog so that I can start a request easily.

- As a Citizen, I want to upload my documents so that reviewers can verify them.

- As a Citizen, I want to receive notifications when documents are missing so that I can re-upload the correct files.

- .As a Citizen, I want to receive a final visit ticket after approval so that I can go to the government office.

- As a Citizen, I want my ticket to expire automatically after the SLA so that outdated tickets cannot be used.

Service Reviewer

- As a Reviewer, I want to receive new requests assigned to my group so that I can evaluate the submitted documents.

- As a Reviewer, I want to accept or reject the documents so that the user can proceed or correct their submission.

- As a Reviewer, I want to add comments when rejecting a request so that the user understands what is missing.

- As a Reviewer, I want SLA timers so that I can complete my review on time.

Region Admin

- As a Region Admin, I want to receive only accepted requests so that I can finalize the approval.

- As a Region Admin, I want to create the final government ticket so that the user can visit the office.

- As a Region Admin, I want the system to notify the user automatically so that communication is consistent and timely.

System Administrator

- As a System Admin, I want to configure workflows and assignment groups so that requests route correctly.

- As a System Admin, I want to define SLAs and breach conditions so that the system can auto-manage delays.

- As a System Admin, I want to configure the service catalog item so that citizens can submit structured requests.

2. Business Roles

Citizen (Requester)

- Submits requests through the Service Portal
- Uploads required documents
- Responds to reviewer feedback
- Receives visit tickets and system notifications

Service Reviewer

- Reviews submitted documents
- Accepts or rejects the request
- Adds rejection comments and missing document notes
- Completes tasks within the review SLA

Region Admin Officer

- Handles requests that pass the reviewer stage
- Conducts final checks and validations
- Creates the final visit ticket
- Sends approval/updates back to the citizen

System Administrator

- Maintains ServiceNow configuration
- Manages roles and assignment groups
- Builds workflows, SLAs, and notifications
- Ensures system integrations (SMS, email) work correctly

Automated System (Flow Designer / Workflows)

- Routes requests automatically
- Triggers email/SMS notifications
- Starts and monitors SLAs
- Auto-expires tickets when the SLA is breached

3. Business Processes

A.   Document Submission Process

Actors: Citizen → System **Steps:**

- Citizen selects service from the catalog.
- Fills required information and uploads documents.

- System creates a request and routes it to the appropriate Review Group.

B.   **Document Review Process**

Actors: Service Reviewer → System → Citizen **Steps:**

- Reviewer receives and examines assigned request.
- Reviewer decides:
  - **Reject** → Adds comments → User notified
  - **Approve** → Request sent to Region Admin 3. SLA ensures timely review.

C.   **Regional Approval & Ticket Creation Process**

Actors: Region Admin → System → Citizen **Steps:**

- Admin receives accepted request.
- Performs final regional checks.
- Creates the final visit ticket.
- System sends confirmation to the citizen.
- Ticket SLA starts.

D.   **SLA & Auto-Expiration Process**

Actors: System **Steps:**

- SLA timer begins when the ticket is issued.
- If the user does not visit within SLA:
  - Ticket is marked Expired
  - System sends notifications
  - Ticket becomes invalid
- User may request a new ticket without re-uploading documents.

E.   **Notifications Process**

Actors: System **Triggers:**

- Missing document notification
- Ticket approved notification
- SLA breach notification
- Ticket expiration notification

Step 7: Include Use Cases and Scenarios

Use Case 01 – User Logs into the System:

Item	Description
Primary Users	End User / Citizen
Trigger	User attempts to log in
Preconditions	User account exists
Business Rules	All users must authenticate using unique login credentials to access the system
Assumptions	None
Postconditions	User is logged in successfully
Primary Scenario	User enters username and password System verifies credentials System grants access
Alternatives	User enters incorrect password System rejects login due to invalid password System prompts user to re-enter password

Use Case 02 –User Views His Profile:

Item	Description
Primary Users	Users
Trigger	User navigates to "My profile" section
Preconditions	User is logged in
Business Rules	Users can only view their own profile
Assumptions	The profile filled in with his personal information
Postconditions	User views his profile and can edit his personal information
Primary Scenario	User navigates to "My profile" section User checks his data
Alternatives	User has no saved data

Use Case 03 – Select Service & Smart Guidance:

Item	Description
Primary Users	End User / Citizen
Trigger	User opens Service Portal and selects a government service
Preconditions	User is logged into the Service Portal

Business Rules	System must use Smart Guidance to ask profile questions and generate a dynamic required documents list
Assumptions	User profile information is valid; the chatbot configuration exists
Postconditions	User receives a complete and personalized list of required documents
Primary Scenario	1. User navigates to the Service Portal → Selects a service. 2. System displays Smart Guidance chatbot. 3. Chatbot asks profile-based questions. 4. User responds to questions. 5. System generates the required documents list.
Alternatives	1. User cancels service selection. 2. Smart Guidance cannot determine required documents → System shows error message.

Use Case 04 – User Upload Required Documents:

Item	Description
Primary Users	End User
Trigger	User selects "Upload Documents" on form
Preconditions	Required document list already generated
Business Rules	System must validate file type & size; allow replace/delete; store files securely
Assumptions	User has a stable internet connection
Postconditions	Required documents uploaded successfully and visible to the user
Primary Scenario	1. User selects a document to upload. 2. System validates file type and size. 3. System stores file and confirms upload. 4. User can replace or delete files. 5. User submits documents for review.
Alternatives	1. File exceeds max size → System rejects upload. 2. Unsupported file format → System prompts user to re-upload.

Use Case 05 – User Track Review Status:

Item	Description
Primary Users	End User
Trigger	User opens "Review Status" page
Preconditions	User has submitted documents for review

Business Rules	Status must update automatically according to reviewer actions
Assumptions	Real-time updates are functioning
Postconditions	User sees the current review state and reviewer messages
Primary Scenario	1. User opens Review Status. 2. System retrieves current status (New, Pending Review, In Review, Missing Documents, Expired Documents, Completed, Pending Region Admin Approval, Completed). 3. User reads reviewer comments.
Alternatives	1. System cannot fetch status → Shows fallback "Please try again later." 2. No Tickets found

Use Case 06 – External Notifications:

Item	Description
Primary Users	End User
Trigger	Reviewer requests missing documents OR marks request as complete
Preconditions	User has a registered email/phone number
Business Rules	Notifications must be sent via email + SMS
Assumptions	Email/SMS APIs are active
Postconditions	User receives a notification
Primary Scenario	1. Reviewer updates status. 2. System generates notification message. 3. System sends email. 4. System sends SMS. 5. User receives the message.
Alternatives	1. SMS API down → Only email is sent.

Use Case 07 – View Visit Ticket:

Item	Description
Primary Users	End User
Trigger	Region Admin approves user's request
Preconditions	Review completed and admin approval given
Business Rules	Visit Ticket must include SLA countdown and nearest office
Assumptions	User location data is available

Postconditions	Ticket is visible to user and sent via email
Primary Scenario	1. Region Admin approves request.
	2. Region Admin generates ticket.
	3. System calculates SLA expiration.
	4. Ticket displayed in portal and emailed to user.
Alternatives	1. Missing location → System uses default office.

Use Case 08 –Request Assignment:

Item	Description
Primary Users	Reviewer Team
Trigger	A new document review request is submitted
Preconditions	Request is valid and assigned a service type + user location
Business Rules	System must assign request to reviewer group based on service type and location; load balancing required
Assumptions	Reviewer groups are preconfigured
Postconditions	Request automatically appears in the correct reviewer group queue
Primary Scenario	1. User submits request. 2. System identifies service type and region. 3. System maps request to reviewer group. 4. System selects reviewer with lowest workload. 5. Request assigned and status = "Pending Review".
Alternatives	1. No reviewer available

Use Case 09 – Review & Validate Documents:

Item	Description
Primary Users	Reviewer
Trigger	Reviewer opens a request assigned to them
Preconditions	Documents uploaded by user; request assigned to the reviewer
Business Rules	Reviewer must choose one outcome: Complete, Missing Documents, or Expired Document
Assumptions	Checklist is configured correctly
Postconditions	Status updated; user notified if additional documents required
Primary Scenario	1. Reviewer opens assigned request. 2. Reviewer reviews documents. 3. Reviewer validates against checklist. 4. Reviewer selects outcome: • Complete → Sent to Region Admin • Missing Documents → Send message to user • Expired Document → Return to user 5. System updates status accordingly.
Alternatives	1. Reviewer cannot open attachment → System error.

Use Case 10 – SLA Monitoring & Auto Escalation:

Item	Description
Primary Users	System (automated)
Trigger	SLA timer reaches threshold or is breached
Preconditions	SLA definition exists; ticket assigned to reviewer
Business Rules	System must auto-reassign and flag SLA breach
Assumptions	SLA timers running correctly
Postconditions	Ticket reassigned or flagged as escalated
Primary Scenario	1. System tracks elapsed time for each ticket. 2. SLA breached → System reassigns to next available reviewer. 3. Priority increases automatically. 4. Supervisor notified of SLA breach.
Alternatives	1. No reviewers available → System retries after delay.

Use Case 11 – Reviewer Dashboards & Analytics:

Item	Description
Primary Users	Reviewer
Trigger	Reviewer opens Dashboard
Preconditions	Active tickets and SLA metrics exist
Business Rules	Data must refresh automatically
Assumptions	Dashboard widgets configured
Postconditions	Reviewer sees real-time workload and performance metrics
Primary Scenario	1. Review er opens Dashboard. 2. System loads queues and SLA metrics. 3. Dashboard shows: • Queue overview • Cases by status • SLA performance 4. Reviewer filters by service or date. 5. Reviewer performs necessary actions.
Alternatives	1. Dashboard data delayed → System shows "Loading…" 2. User has no permissions → Access denied.

Use Case 12 – Final Approval & Visit Ticket Generation:

Item	Description
Primary Users	Region Admin
Trigger	Reviewer marks request as "Completed"
Preconditions	Request status = Pending Region Admin Approval
Business Rules	Ticket must be generated only after approval
Assumptions	Region Admin has correct access rights
Postconditions	Visit Ticket generated and sent to user
Primary Scenario	1. Region Admin opens approval queue. 2. Admin reviews completed documents.

	3. Admin approves request.
	4. Region Admin generates Visit Ticket + SLA countdown.
	5. Ticket displayed to user and emailed.
Alternatives	1. Missing region info → System uses default office.

Use Case 13 – Visit Ticket Expiration & Auto Handling:

Item	Description
Primary Users	System (automated)
Trigger	SLA time for Visit Ticket expires
Preconditions	Ticket is active and user hasn't checked in
Business Rules	Expired tickets must be invalid; user must be notified
Assumptions	Check-in data is available from office system
Postconditions	Ticket marked "Expired – SLA Breached"; user notified
Primary Scenario	1. System monitors SLA for visit ticket.
	2. Time expires before visit check-in.
	3. System updates status → Expired.
	4. System sends SMS + Email notification.
	5. User allowed to request a new ticket .
Alternatives	1. SLA job failed → System retries.

Use Case 14 – System-Wide Reporting & Dashboarding:

Item	Description
Primary Users	System Admin
Trigger	Admin opens reporting module
Preconditions	System-wide data available
Business Rules	Reports must be exportable; dashboards must show filters
Assumptions	Admin has reporting role
Postconditions	Admin views/exports performance reports
Primary Scenario	1. Admin opens analytics page.
	2. System loads KPIs: volume, SLA, time to complete.
	3. Admin filters by region, service, or time period.
	4. Admin exports data (CSV/PDF).
Alternatives	1. Large data volume → System shows "Loading".
	2. Missing permissions → Access denied.

Item	Description
Primary Users	End User / Citizen
Trigger	User opens the Service Catalog to create a new request
Preconditions	Government Services category and service type catalog items exist and are published
Business Rules	Each catalog item must map to a service type; only published items appear; every request must create a review record
Assumptions	User is logged in and authorized to submit service requests
Postconditions	A new Document Review & Booking request is created .
Primary Scenario	1. User opens Service Catalog. 2. User selects **Government Services** category. 3. System displays available service type catalog items. 4. User selects a service type (catalog item). 5. System opens the catalog item request form. 6. User submits a new request. 7. System creates a new review & booking request .

Step 8: Project Timeline & Review Process

This section outlines the implementation schedule and the formal validation process to ensure project success.

Proposed Project Timeline

Phase	Phase Name	Est. Duration	Key Deliverables
Phase 1	**Discovery & Design**	Week 1	• Finalize Data Model (Tables & Fields). • Define Assignment Groups & Locations. • Sign-off on Requirement List.
Phase 2	**Configuration**	Week 2	• **Virtual Agent** conversation flows. • **Portal** form design (Record Producers). • **Flow Designer** logic for notifications.
Phase 3	**SLA & Automation**	Week 3	• Configure **Reviewer SLA** (Reassignment logic). • Configure **Visit Ticket SLA** (Auto-expiration logic). • Email/SMS Integration.

Phase 4	Go-Live	Week 4	• User Acceptance Testing (End-to-End). • Fix bugs. • Production Deployment.

Project Initiation Phase	Requirements Gathering	Requirements Review	Development Phase	Quality Assurance and Testing	Release
DONE	DONE	DONE	3 Weeks	1 week	

Review & Approval Process

To ensure alignment with business goals, the following review cycle is mandatory:

1. **Self-Review (Internal):**
   - Review document for clarity and consistency.
   - Ensure all features from the original proposal (Chatbot, Expiration logic) are covered.
   - Verify technical feasibility within ServiceNow.

2. **Stakeholder Involvement:**
   - **Scheduled Walkthrough:** A meeting with the Project Sponsor and Government Service Managers to review the BRD.
   - **Feedback Integration:** Update the document based on stakeholder feedback (e.g., adjusting SLA durations).

3. **Formal Approval (Sign-off):**
   - Obtain formal signature/email approval from the **Project Owner**.
   - **Note:** Any changes to requirements *after* this sign-off will be handled via a Change Request (CR) process.

4. **Continuous Review:**
   - The BRD will be revisited during UAT to ensure the delivered solution matches the agreed-upon requirements.