# **Software Requirement Specification(SRS)**

# **Problem Statement:**

Inefficient and lengthy passport application and renewal procedures, along with the lack of timely information about the status of the application are common issues that citizens face when dealing with the passport authorities. These issues often lead to frustration and inconvenience, causing stress to the applicants. To solve these problems, there is a need for a modern and user-friendly passport management system that allows users to access passport-related services online and receive timely information on their application status. Integration of chatbot technology will further enhance user experience, enabling instant interaction between the system and users, and making the process smoother and more convenient

# **Introduction**:

## **Purpose of this Document:** The passport management system aims to provide efficient and easy-to-use services to citizens for their passport-related issues. The purpose of this document is to define the requirements for the development of the passport management system to ensure consistency and adherence to the project goals

* 1. **Scope of this document**:This document covers the details of functional and non-functional requirements that are expected from the passport management system. The system will provide an interface for users to easily manage their passport information, apply for a new passport, renew an expired passport, and track the status of their application. Also, the system will integrate a chatbot to improve user experience and facilitate instant communication with users.
  2. **Overview**:The passport management system is an application that will offer services to assist users with their passport needs. The system will include features like passport renewal, new passport application, payment, slot booking, appointment scheduling, and tracking application status. The system will also integrate a chatbot that will assist the users with their queries and provide instant application status updates.

# **General description:**

The passport management system will be implemented as a web-based application that will allow users to apply, renew, and access passport-related information. The chatbot will be integrated with the system to provide instant feedback and responses to user queries. The system will have a database to store the information regarding the users, their passport applications, and their personal details. Also, the system will provide the ability to perform online payment and appointment scheduling for users.

# **Functional Requirements:**

The functional requirements of the system will be:

1. User Registration and Authentication: The system shall allow new users to create a unique account and existing users to log in securely to the system.
2. Passport Application Filing: The system shall allow the user to submit an application for a new passport or passport modification, and access previously filed applications.
3. Appointment Scheduling: The system shall allow users to create an appointment slot for their passport application.
4. Document Verification: The system shall verify documents submitted by users for passport applications
5. Payment processing: The system shall allow users to make the necessary payment online for the passport application.
6. Track Application Status: The system shall allow users to track their passport application status.
7. Chatbot Integration: The system shall integrate a chatbot to answer user queries and provide instant feedback on passport application status.

# **Interface Requirements:**.

The interface requirements of the system shall be:

1. The system shall provide an easy-to-use web-based interface that is responsive on all devices.
2. The system shall provide a clear and straightforward flow for passport application submission and status tracking.
3. The system shall provide a user-friendly interface for chatbot interaction.

# **Performance Requirements:**

The performance requirements of the system shall be:

1. The system shall provide fast and reliable performance for all users.
2. The system shall have a high uptime rate to minimize downtime for users.
3. The system shall support a minimum of 1000 concurrent users.

# **Design Constraints:**

The design constraints shall be:

1. The system shall be developed using the LAMP stack (Linux, Apache, MySQL, Php).
2. The system shall be developed using the Model-View-Controller (MVC) design pattern.
3. The system shall use a multi-tier architecture for better scalability and performance.

# **Non-Functional Attributes:**

The non-functional attributes of the system shall be:

1. Usability: The system shall be easy to use for all users, with clear instructions and minimal user inputs.
2. Compatibility: The system shall be compatible with all modern browsers and devices.
3. Security: The system shall be secure, with strong authentication and encryption mechanisms.
4. Scalability: The system shall be scalable to accommodate more users and data.

# **Preliminary Schedule and Budget:**

1. Development Timeline: Development of the passport management system is expected to take around 6-8 months.
2. Budget: The estimated budget for the development of the passport management system is $150,000 - $200,000