**Name: Keerthivasan**

**Emp no:11994**

**System: Petition management system**

|  |  |
| --- | --- |
| **What** | **How** |
| 1. **What modules are required for this management system?**  * **User** * **Admin** * **Petition handler**      1. **What are the functionalities of users in this management system?**  * **Users can apply petition and view the status of the petition and delete the petition if needed.**      1. **What are the functionalities of Petition handler in this management system?**  * **Petition handler can accept or reject or resolve the petition request.** * **Petition handler can update the status of the petition**  1. **What are the functionalities of admin in this management system?**  * **Admin can be able to view the details of the petition.** * **Admin can be able to view the count of the petition handled by the petition handler.** * **Admin can assign the petition to the respective department.** | 1. **How to assign the respective petition to the respective petition handler?**  * **The admin can analyze the list of petition categories based on that assign the petition to the respective petition handler**  1. **How does the petition handler work with assign petition?**  * **Based on the acceptance criteria of the petition, the petition handler changes the petition status such as reject, InProgress, resolve.**      1. **How can the user be able to see the status of the petition?**  * **Using their mobile number** * **Using the autogenerated Id**     **4. How to notify admin and user to get the status of the petition by the petition handler?**   * **While the petition handler changes the progress status, the status updated to admin and users is automatically updated.** |

|  |  |
| --- | --- |
| **5.What is the status to be displayed on the petition status page?**   * **Open** * **Assigned** * **In progress** * **Rejected** * **Resolved** * **Closed**   **6.What are the documents users can attach with the petition?**   * **Document** * **Image**   **7. what are the petition related details?**   * **Petition type** * **Main category** * **Department** * **Subcategory** * **Petition detail** * **Upload documents**   **8. What are the applicant details?**   * **Name** * **Mobile number** * **Gender** * **Aadhar number** * **District** * **Taluk** * **Address**   **9. What are the details required for registration?**   * **FirstName** * **LastName** * **Email** * **Password** * **Confirm Password** | **5. How can the petition handler assign a petition to the department?**   * **By department Id** * **By department name** |

|  |  |
| --- | --- |
| **Why?** | **Why not?** |

|  |  |
| --- | --- |
| 1. **Why can only Admin assign the petition to the petition handler?**      * **The admin act as intermediary role for all the petition handlers that it becomes more user-friendly**   **2. why can the user be able to see the status of the petition using autogenerated id?**   * **Automatically when changing the status of the petition by the petition handler the status info is passed to respective users.** * **Using autogenerated id to see the detailed status of the petition.**   **3. Why notify the admin and user to change the status of the petition by the petition handler?**   * **To track the progress by admin and users** | **1.Why don't users directly send the petition to the respective petition handler?**     * **It is based on the Chain of responsibility design pattern of the system, only admin can assign the petition to the respective petition handler.**   **2.Why cannot admin reject the petition directly?**   * **The admin can be able to reject the petition only after check with the concern petition handler**   **3.Why not user unable to see the full status of the petition which comes from the petition handler?**   * **The user can see the generalized update of the status while petition handler changes the progress state.** |