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YOUVA

PASSPORT AUTOMATION SYSTEM

1. Introduction

1.1 Purpose of this Document : The purpose of this document is to outline the requirements and specifications of the development of a Passport Automation System. It will provide a clear understanding of the project objectives, scope and deliverables.

1.2 Scope of this Document : This document defines the overall working and main objectives of the Passport Automation system. It includes a description of the development cost and estimated time required for project.

1.3 Overview : The Passport Automation System is a software solution designed to simplify and digitize the process of applying for, renewing and tracking passports. It automates application submission, appointment scheduling, verification, payment and status tracking.

2. General Description : The Passport Automation system will serve applicants, passport officials and administrative staff. It will handle application submissions, document verification, appointment management, payment processing and issuance. It will provide web based support for accessibility.

3. Functional Requirements

3.1 Application Management
- Allowing applicants to fill forms online.
- Upload and validate supporting documents

3.2 Appointment Scheduling
- Enable applicants to schedule appointments.
- Provide rescheduling and cancellation options.

3.3 Verification and Approval
- Allow officials to verify submitted documents.
- Track application progress through all stages.

3.4 Payment Processing
- Support online payment for application fees
- Generate payment receipts.

3.5 Status Tracking
- Track status of applications in real-time.
- Send notifications via email at each stage.

3.6 Reporting
- Generate reports on approval rates, pending cases.
- Provide analytics for administrative planning

4. Interface Requirements

4.1 User Interface
- Intuitive and secure web portal for everyone.
- Accessible through desktops and mobile devices.

4.2 Integration Interface
- Integration with national ID database for identity verification.
- Integration with secure payment gateways.

5. Performance Requirements
5.1 Response Time: Application submission and status queries should be processed within 2 seconds.

5.2 Scalability: Capable of handling up to 100,000 concurrent users during peak hours.

5.3 Data Integrity: Ensure accuracy and consistency of applicant records across all stages.

6. Design Constraints
6.1 Hardware Limitations
- The system should run on standard government server infrastructure.
- Support biometric devices for identity verification.

6.2 Software Dependencies
- Utilize a relational database management system.
- Support secure frameworks compliant with government standards.

7. Non-Functional Attributes
7.1 Security
- End-to-end encryption of sensitive data.

- Implement multi-factor authentication for officials.

7.2 Reliability: Ensure 99.9% uptime with backup and recovery mechanisms.

7.3 Scalability: Designed to support increasing application volumes in future.

7.4 Portability: Accessible on web and mobile platforms.

7.5 Usability: Provide multilingual support for wider accessibility.

7.6 Reusability: Modular design for integration with other government services.

7.7 Compatibility: Compatible with common browsers and government IT infrastructure.

7.8 Data Integrity: Maintain accurate logs for all applicant and processing records.

8. Preliminary Schedule and Budget

The development of the Passport Automation System is estimated to take 9 months with a budget of $300,000. This includes project planning, development, security auditing, testing and deployment phases.