



نيوم NEOM

Visitor Management Portal

Business Requirements

Version 0.3

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1.0 Introduction

Today all the visitor requests to NEOM camp are processed manually. All the visits are being filled in a form that is handled by the service providers. No digital records for the previous requests to retrieve them. The approval process is being handled manually and routed by emails.

2.0 Purpose

The purpose of this project is to enhance the process of visitor requests and to provide a better experience to the visitors. This will be done through a digital transformation for the personal and business visitor process. An automation also will be implemented to smooth the process and ensure all the stakeholders can have better visibility.

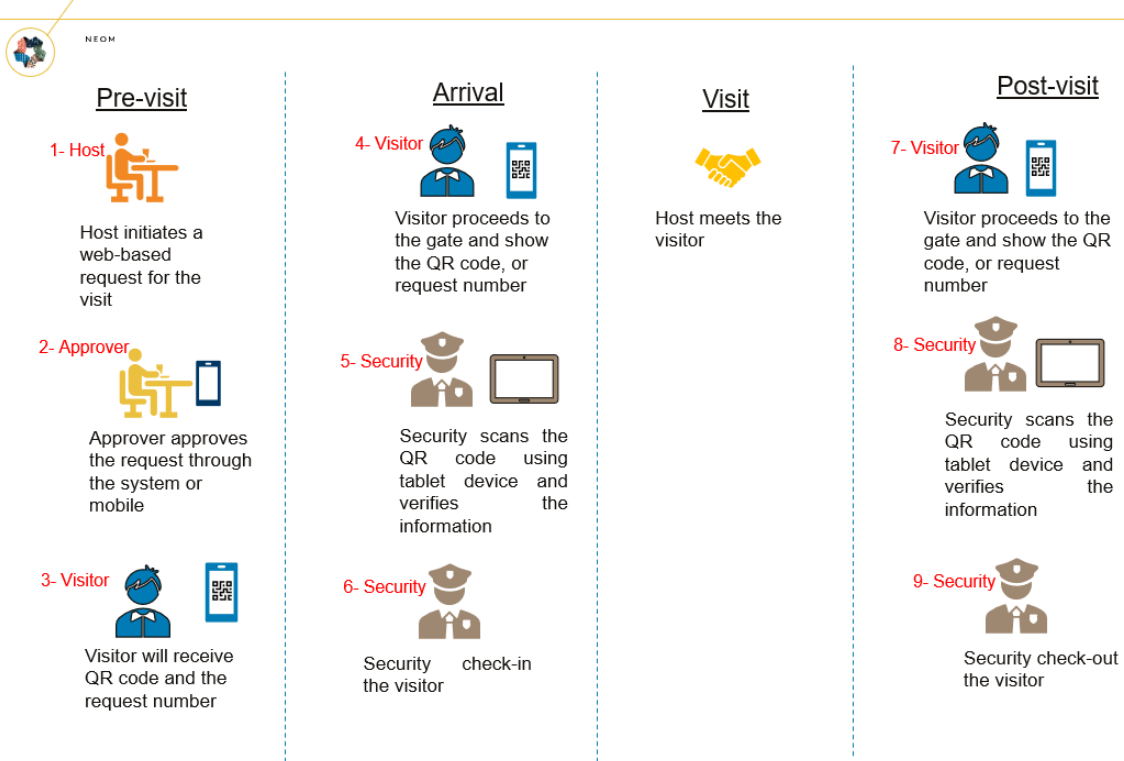
- To enhance the visitor experience
- To automate the visitor's requests
- To be able to retrieve all records by different parameters.
- To be able to check-in visitors
- To be able to check-out visitors
- To be able to generate different reports

3.0 Functional Requirements

3.0 Business Requirement

- Requesters access online and fill different fields on behalf of the visitor
- Request will be forwarded to the director for his approval
- Status will be approved by proponent
- Workflow will be with security for verification
- Security will check in the visitor
- Security will mark the record as checked in

3.1 Business Process



3.2 Status required

- Pending proponent approval – When the request pending with the director for approval
- Approved by proponent
- Approved
- Rejected by proponent
- Rejected by security

4.0 System Screens

4.1 User Screen



Your Info Visit details Visitors Vehicles Submit

Name: Ahmed Alturki NEOM ID: 00490
Manager: Ivan Brinkley Mobile Number: *
Department: FM

Next




Your Info Visit details Visitors Vehicles Submit

Status: New
Start date* 8/27/2020 Duration 1 Time

Purpose of visit*
Text here

Previous

Next


 NEOM

Security e-services
 Ahmed Alturki

Your Info
 Visit details
 Visitors
 Vehicles
 Submit

Choose from existing visitors
 Status: New

First name*
 Last name*
 Visitor Mobile Number*


Type ID*
 ID number*
 Nationality

Agency/ Organization*
 Gender*
 Comments*

Attach ID Copy*
 Select

Save
 cancel

Previous
 Add another visitor
 Next


 NEOM

Security e-services
 Ahmed Alturki

Your Info
 Visit details
 Visitors
 Vehicles
 Submit

Status: New

Vehicle Type
 Plate type


Vehicle Plate*
 Letters English

Vehicle Driver*

Attach Driving License Copy*
 Attach Car Insurance Copy*
 Attach Car Registration Copy*

Select
 Select
 Select

Previous
 Next


 NEOM

Security e-services
 Ahmed Alturki

Your Info
 Visit details
 Visitors
 Vehicles
 Submit

☐ I agree to the [terms and conditions](#)

Status: Status will be pending proponent approval

Note: Car Access to Community is limited to 15 minutes for material pick up or drop off only

Previous
 Finish

4.2 Approver Screen:

Proponent Review

Name: Ahmed Alturki
 Department: FM

NEOM ID: 00490
 Mobile Number: * 050476xxxx

Start date* 8/31/2020
 Duration 1
 Time 15:00

Purpose of visit* CAFM Demo

✓ First Name: Ahmed
 Type ID: National ID
 View Attachment

Last name: Alturki
 Organization: X Company

Nationality: Saudi
 ID number: 1050610000
 Comments*: N/A

Gender: Male
 Visitor Mobile Number: 0504769xxx

View

> View Next visitor

Vehicle Type: SUV
 Attach Driving License Copy*

Vehicle Plate: HNY 001
 Attach Car insurance Copy*

Vehicle Driver: Ahmed Alturki
 Attach Car Registration Copy*

View
 View
 View

Reject with comments
 Approve

4.3 Security Screen

Security Review

Hello Mr. Bandar,

Choose one of the option to retrieve the record

Request number:

12345

Type ID*

▼

Retrieve

Or go to quick
Barcode scanning

Security Review

Name: Ahmed Alturki Department: FM		NEOM ID: 00490 Mobile Number: * <input style="width: 100px;" type="text"/>	
Start date* <div style="border: 1px solid #ccc; padding: 2px; width: 150px;">8/31/2020</div>	Duration <div style="border: 1px solid #ccc; padding: 2px; width: 50px;">1</div>	Time <div style="border: 1px solid #ccc; padding: 2px; width: 100px;">15:00</div>	
Purpose of visit* <div style="border: 1px solid #ccc; padding: 2px; width: 200px;"></div>			
First Name: Ahmed Type ID: National ID View Attachment <div style="border: 1px solid #ccc; padding: 2px; width: 50px; text-align: center;">View</div>	Last name: Alturki Organization: X Company	Nationality: Saudi ID number: 1050610000 Comments*: N/A	Gender: Male Visitor Mobile Number: 0504769xxx <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <input type="checkbox"/> Check-in <input type="checkbox"/> Check-out </div>
<div style="display: flex; align-items: center;"> > View Next visitor </div>			
Vehicle Type: SUV Attach Driving License Copy* <div style="border: 1px solid #ccc; padding: 2px; width: 50px; text-align: center;">View</div>	Vehicle Plate: HNY 001 Attach Car insurance Copy* <div style="border: 1px solid #ccc; padding: 2px; width: 50px; text-align: center;">View</div>	Vehicle Driver: Ahmed Alturki Attach Car Registration Copy* <div style="border: 1px solid #ccc; padding: 2px; width: 50px; text-align: center;">View</div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <input type="checkbox"/> Check-in <input type="checkbox"/> Check-out </div>	

+

Add section

Reject with
comments

Complete

Save changes

System will not allow completion before checking out all visitors and vehicle



Security Review

Name: Ahmed Alturki
Department: FM

NEOM ID: 00490

Mobile Number: *

Text input

Start date*

8/31/2020

Duration

1

Time

15:00

Purpose of visit*

Text input

✓ **First Name:** Ahmed

Last name: Alturki

Nationality: Saudi

ID number: 1050610000

Gender: Male

Type ID: National ID

Organization: X Company

Comments*: N/A

Visitor Mobile Number: 0504769xxx

View Attachment

View

☐ Check-in

☐ Check-out



View Next visitor

Vehicle Type: SUV

Vehicle Plate: HNY 001

Vehicle Driver: Ahmed Alturki

Attach Driving License Copy*

View

Attach Car insurance Copy*

View

Attach Car Registration Copy*

View

☐ Check-in

☐ Check-out

Reject with
comments

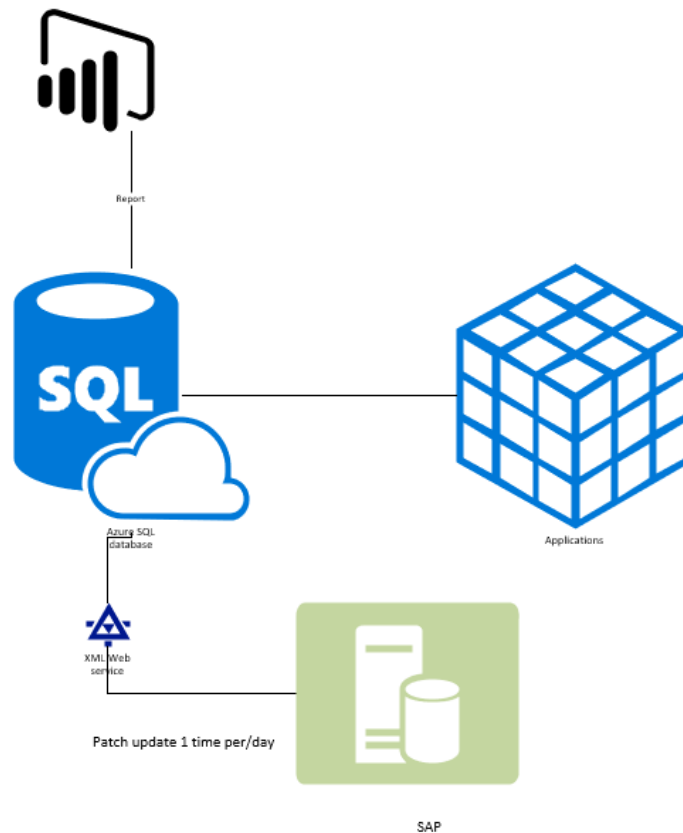
Complete

Save changes

System will not allow completion before checking out all visitors
and vehicle

5.0 Non-functional requirements

5.1 System design



- System will be developed in .NET or react
- Database SQL (cloud or in premises)
- LDAP authentication is required
- Recommend to integration with SAP to fetch the requester details and his/her approval
- Integration is done as patch update (one time per day is sufficient)
- If the integration is not possible in the phase one, we need to define table in the backend to define the approver of each requester.
- All reports will be done in Power BI

5.2 email notification

- Email acknowledgement of request submission to the requester
- Email approval to the approver
- Email to requestor to inform him the request has been approved
- Email to security
- Rejection email with the rejection reason

- Email for check-in
- Email for check-out
- Email escalation for overstay

5.2 Report

- All report will be issued from Power BI based on demand

6.0 Approval

Ahmed Alturki

FM Systems Manager

Date:

Bandar Ashrour

Director,

Date: