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Preliminary Business Requirements Specifications

MURA

(Municipal Utility Reporting App)

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Document Control

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0.1			Initial draft.

Purpose of this document

The purpose of this document is to detail the business requirements.

Definitions

In the table below, define any term the audience may not understand, including specific terms, abbreviations and acronyms.

Terms, abbreviations and acronyms	Meaning
User	Municipality residence.
Mainframe	Municipality system which will be interfaced with MURA
MURA	Municipal utility reporting app
[B]	Button
[F]	Field
E	Emergency
LOV	List of Values

Project definition

Current situation

Issues currently faced by the police force which affect the response turnaround time.

People find it very hard to report faults within their municipalities, sometimes they ignore these faults because the processes has been proved to be strenuous and response very slow if at all. It is hard then for service delivery to be effected in municipalities because 1. The people don't report, 2. The municipalities don't have any device to detect, 3. No accountability from the municipalities.

Not easy to Buy recharge services (purchasable essentials) i.e. water, electricity

Not easy to access personal municipal account information.

Pay municipality utilities bill not simplified.

People from the informal settlement and those who are renting at the back room always struggle to get their proof of residence, which is one critical document required mostly when transacting and doing business.

Objectives

What are trying to achieve with this endeavour

To utilize technology to improve the lives of our masses when it comes to service delivery and to ease the workload and pressure at municipal office by reducing number of waiting in lines, and eventually efficiency and effectiveness of the municipal office.

Proposed project

Municipal Utility Report Application (MURA)

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Executive summary

Reporting faults and discrepancies for municipality services i.e. potholes, electric cables.. is a very hard due the processes and lack of accountability after the issue is been reported. Thou this is of a paramount significance it is not as easy as it should be. MURA is an application which will address all such issues and simplify the process of interaction between the people (users) and their respective municipalities.

The app will be downloadable to Android and apple devices and will be interfaced to the municipality systems (system can be developed if it doesn't exist). The user will be able to snapshot and sent the snapshot the municipality whereby certain crucial information will be populated automatically on the municipality interface.

User interface

Users download the application on their mobile devices, and then register with their personal details.

User registration screen

User registration	The user enters personal information to register on the application.
Reference	Name [F]
Description	The name and surname of the registering user.
Reference	Cell Number [F]
Description	Cellphone number of the registering user.

Front end interface

The application will have buttons that link up to the different transactional interfaces. On the front end the user will see the buttons below which will link them to different windows.

1. Report issues [B]
2. Recharge [B]
3. Proof of Res [B]
4. Account Info [B]
5. Emergency [B]

1. Report issues

Reporting faults and discrepancies for municipality services i.e. potholes, electric cables..

A snapshot functionality where the user will be able to take pictures of the faulty area/issue i.e pothole, and sent the snapshot to the municipal system.

Functionality

Snapshot/camera

Description field

Sent location with the picture

User registration	A snapshot functionality where the user will be able to take pictures of the faulty area/issue i.e pothole, and sent the snapshot to the municipal system.
Reference	Snapshot [B]
Description	This functionality will allow the user to take a picture to capture whatever issue they need to report
Reference	Description field [F]
Description	The user can enter text, description of the issue been captured.
Reference	Sent [B]
Description	<ul style="list-style-type: none">➤ Button to push to send the captured info,➤ When sending the info, the application will sent the location from where the info is sent from.

2. Recharge

The function will enable the user to buy/recharge municipal services using the application.

Functionality

Charge [F]

Reference [F]

Account

Amount [F]

Buy [B]

User registration	A snapshot functionality where the user will be able to take pictures of the faulty area/issue i.e pothole, and sent the snapshot to the municipal system.
Reference	Charge [F]
Description	LOV of municipal items which the user can buy
Reference	Reference [F]
Description	Reference number as provided by/from the municipality.
Reference	Account [B]
Description	Account from where the monie will be paid from. NB! Bank link to be created.
Reference	Buy [B]
Description	Press the Buy button to effect the transaction.

3. Proof of Res

Request for a proof of residence, where the user will send to the municipality a request and using a template the municipality will respond with a downloadable document.

Functionality

Personal details [F]

Request [B]

User registration	The user enters personal information to register on the application.
Reference	Personal details [F]
Description	Personal details that needs to be on the proof of residence. NB! to be confirmed.
Reference	Request [B]
Description	Request button to effect the transaction and send info to the municipal system.

4. Account Info

View only information for people with municipal accounts.

Information to be displayed will be confirmed.

5. Emergency

This will sent an alert to the Municipality's emergency services.

Functionality

Emergency [B]

User registration	The app will be interfaced to the municipality emergency services system for alerts to be send.
Reference	Emergency [B]
Description	Emergency button to send the alert to the emergency service and automatically sent the location information with the alert.

Issues outstanding

List any issues affecting requirements that have not yet been resolved.					
No	Issue	Resolution	Responsibility	Target Date	Status(Open/Closed)

Annexures

Annexures may include but not be limited to the following:

Process maps

Additional requirements details

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