Final Project Management Report
for JAWAZAK

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1. Executive Summary

The JAWAZAK system is a fully digital passport application solution designed for the Lebanese Ministry of Interior. The project successfully delivered an online platform enabling Lebanese citizens to apply for passports, verify identity using **Face Recognition (FaceTec)**, complete payments through **Stripe**, and receive guidance from a **RAG-based AI Assistant**. An Admin Dashboard supports MoI staff in reviewing and approving applications.

The project met its planned scope, budget, and schedule, as documented in the final lessons learned report. All major modules were implemented, tested, and integrated, and documentation was completed as per the charter requirements.

2. Project Overview

2.1 Project Justification

The Ministry of Interior aimed to modernize passport services by minimizing in-person visits and providing citizens with a secure online alternative. This aligns with Lebanon's digital transformation strategy. The system supports biometric verification, digital payment, and automated document analysis, improving efficiency and accessibility.

2.2 Project Objectives

- Fully online passport application
- FaceTec biometric authentication
- Stripe payment integration
- AI Assistant for user guidance
- Admin dashboard for application review

3. Project Scope

3.1 In-Scope Deliverables

- User portal: registration, facial recognition, uploads, payments
- Supabase database + backend services
- Admin dashboard
- Testing & deployment documentation
- All PM documentation (SRS, risk register, communications plan, lessons learned)

3.2 Out-of-Scope

- Manual/offline applications
- Fingerprint authentication (removed after CR-001)

3.3 Change Request Summary

CR-001 approved:

- Replace fingerprint authentication → **FaceTec Face Recognition**
- Replace Whish/OMT → **Stripe**

4. Project Management Approach

4.1 Stakeholders

- Sponsor: Dr. Mohamed Watfa
- Project Manager: Elyan Al Kadi
- Developers: Aya Darwich, Aya Al Masri, Wissam Khaled, Abdallah Srayeldine

4.2 Communication Plan

Communication occurred through WhatsApp, Gmail, and weekly Zoom/Meetings, as defined in the Communications Management Plan

4.3 Documentation Strategy

All documentation stored in centralized Google Drive, checked and updated on a daily basis

5. Work Breakdown Structure (WBS) Summary

1. **Initiation**
    - Charter creation
    - Stakeholder Identification
2. **Planning**
    - Scope Statement
    - SRS Creation
    - Communications Plan
    - Risk Register
3. **Execution**
    - UI/UX design
    - Database & backend setup

- API integrations (FaceTec, Stripe, AI)

4. **Monitoring & Control**

   - Weekly meetings
   - Milestone tracking
   - Integration testing

5. **Closure**

   - Documentation finalization
   - Lessons learned
   - Final presentation

6. **Timeline & Milestones**
   - Milestone Report confirms all milestones completed

Milestone	Date	Status
Project Kickoff	September 27,2025	Completed
SRS + UI Wireframes	October 23, 2025	Completed
Technology Change (FaceTec + Stripe)	October 28, 2025	Completed
Supabase + Backend Setup	November 5, 2025	Completed
Frontend Major Screens	November 8, 2025	Completed
Integration Phase	November 10, 2025	Completed
System Testing	November 17-22, 202	Completed
Documentation Finalization	November 22-28, 2025	Completed

Final Submission	November 24, 2025	Completed

7. **Change Management**

   CR-001 authorized updates to critical modules:

- **Fingerprint → FaceTec** for biometric authentication
- **Whish/OMT → Stripe** for payments
  Both changes improved reliability and technical feasibility.

8. **Risk Management (Summary)**

   Several key risks were identified during the JAWAZAK project, and proactive measures were taken to keep the project on track:
- **Biometric integration risk:** The fingerprint method proved unreliable, so the team switched early to **FaceTec**, ensuring stable authentication.
- **Payment gateway access risk:** Local providers (OMT/Whish) did not provide API access, so the team moved to **Stripe**, a secure and fully documented solution.
- **Integration delay risk:** Early integration and weekly meetings minimized delays and kept modules aligned.
- **Communication and task alignment risk:** Clear role assignment and regular documentation avoided misalignment.
- **Security risk:** Encrypted data handling and Supabase security policies were enforced to protect sensitive information.
- **Schedule risk due to technology changes:** Fast adaptation, updated documentation, and efficient task reallocation kept the project on schedule.

9. **System Description**

Full system features documented in the SRS.

Key Modules

- Account Registration & Email Verification
- FaceTec Biometric Verification
- Passport Submission Workflow
- RAG-Based AI Assistant
- Stripe Payment System
- Admin Dashboard

10. Testing Summary

The JAWAZAK system went through several structured testing phases to ensure reliability and correctness.
Based on the Test Strategy and Execution Document, the following core testing activities were completed:

Unit Testing:

- Core functions, validation logic, and UI components were tested individually to ensure each module behaved correctly. This helped detect and fix small issues early before integration.

Integration Testing:

- The system's key components: React frontend, Node backend, Supabase database, FaceTec biometric flow, Stripe payments, and the AI assistant — were tested together to verify that data and processes flowed smoothly across modules.

End-to-End Testing:

- Complete user journeys were executed, including registration, face verification, document upload, payment, chatbot interaction, and admin review. All workflows operated as expected with no blocking defects.

Overall Result:

- All major features passed their functional and integration tests. The system behaved consistently under testing and is ready for demonstration and final submission.

11. Lessons Learned

Summarized from Lessons Learned Report.

Project Management Lessons

- Communication is essential for coordination.
- Early and clear task assignment improves workflow.
- Documentation prevents misalignment.
- Flexibility is crucial when technological changes occur.

Technical Lessons

- Test external APIs before planning integration.
- Fingerprint SDK limitations forced redesign → major learning.
- Stripe & FaceTec provided stable alternatives.

Future Improvements

- Earlier feasibility study
- Begin integration testing sooner
- Maintain risk register from day one
- Assign tasks earlier with stronger deadlines

12. Project Closure Statement

The JAWAZAK electronic passport application system has met all defined scope, time, and quality goals. All deliverables are complete, tested, and documented. The system is ready for demonstration and academic evaluation.