**CURRENT REQUIREMENTS (Functional and Non-Functional):**

**Functional**:

* The system should allow the public to register with their National Identity Card number only once.
* The public should be able to submit complaints about wildlife, forestry and environmental crime activities.
* The system should be able to take both the institutions under one network of communication and complaints management.
* The system should be able to manage the procedural workflow of investigations triggered through a complaint and report the status of the investigation with respect to their responsibility.
* The system should be able to provide divisional, institutional, and national level dashboards for both the institutions.
* The system should be able to handle multiple user roles and their privileges to match with the user level available in each institution.
* The system should be able to record the actions taken by each responsible officer assigned to a complaint with evidence of the investigations (such as Status, Location, Photos, Time Frame)
* The system should be able to record the incident progress and history for each institution based on their divisions, branches, field officers (aka forest rangers, wildlife wardens) and different roles of the officers.
* The system should offer device-based authentication to field officer’s mobile app.
* The system should have a disaster recovery mechanism to keep up with the availability measuring uptime and downtime periods.
* The system should be able to record and display all the audit trails for the actions taken across both the institutions.
* The system should be able to allow administrators to manage all users and their levels.
* The system should be able to notify the owner of the complaint of the status via text or emails.

**Non-Functional:**

* The system should have a faster response time.
* The system should encrypt sensitive data as additional security measures especially considering the sensitive nature of environmental crime reports.

**POTENTIAL REQUIREMENTS**:

* Integration of predictive analytics to forecast potential environmental crime.
* Implementation of automated tools to verify and validate evidence submitted by the public, making less to no human interactions.
* Introduction of collaborative tools for institutions, which allows them to share insights, coordinate efforts, and engage in joint investigations when necessary.

**HIDDEN REQUIREMENTS**:

* The system should be able to investigate a complaint based on a given criteria and identify the level of risk or threat or harm it poses to any wildlife or environment, then classify it to an incident type such Normal or Urgent.
* The system should provide sufficient training and support for officers and administrators to effectively use the system.
* The system should provide a user-friendly experience for the users.
* The system should be scalable to handle a potentially large volume of complaints and users as the system gains popularity.
* The system must adhere with relevant environmental and data protection regulations.
* The system should allow complaint submission only with proper evidence in the form of a picture or a video.