

# Passport Automation System.

## Problem Statement:

The current passport issuance process is plagued by long wait times, inconsistent service quality, leading to a frustrating env. among applicants and delays in travel plan. Introducing a Passport Automation System is critical to streamline the application process, reduce processing times, enhance security measures and improve overall customer satisfaction and efficiency.

## 1. Introduction

### 1.1. Purpose of this document:

To define specifications and requirements for the development of passport automation system.

### 1.2 Scope of this document:

To describe the overall objectives and scope of the passport automation system.

### 1.3 Overview:

Designed to streamline and automate passport application, processing and management procedures.

## 2. General Description:

The passport automation system is a digital platform designed to modernize & streamline the passport issuance process. It aims to simplify application procedures, reduce processing times,



enhance security measures & improve overall efficiency. Through automation & digitization the system provides a user-friendly experience for applicants ensuring accuracy.

### 3. Functional Requirements.

- User Registration

Register user & assign unique login credentials and provide options for individual or family accounts.

- Application Submission

Allows electronic submission of passport applications & validate application details.

- Payment Processing

Support online payment for application fees & provide multiple payment options.

- Appointment Scheduling:

Allow users to schedule appointments & provide available time slots.

- Passport Issuance.

Generate passport documents upon approval & print passports with security features.

### 4. Interface Requirements

- Intuitive interface for easy navigation.

- Clear display of application status & ~~application~~ appointment details.

- Integration with payment gateways.

- Compatibility with external systems for data exchange.



## 5. Performance Requirements.

- Quick response time for user interactions.
- Minimal downtime for system maintenance.
- Handle large volume of app. & transactions.
- Scalable architecture to accommodate growth.

## 6. Design Constraints.

- Compatibility with various device & browsers.
- Compliance with industry standards.
- Integration with government database for data validation.
- Compatibility with existing systems for seamless data exchange.

## 7. Non-functional Attributes:

- Security
  - Robust authentication mechanisms
  - Encryption of sensitive data.
- Reliability
  - Backup & recovery mechanisms
  - Continuous monitoring for error detection.
- Usability
  - Intuitive interface requiring minimal training.
  - Clear error messages for effective trouble shooting.

## 8. Preliminary Schedule & Budget.

The development cost is estimated to be \$60,000 & the total development is estimated to take 6 months time. This includes analysis, design, development, testing, etc.