Mysoftheaven (BD) Ltd.
A Complete IT Solution

Sales services management

Requirement ID	FBR_SDSCMS_C1M1-001
Feature	Online Application
Description of the Business Logic	Form fields will be according to the requirements of the BBS authority. Following fields will be in the application form: - Usage Type = Organization (Name, Address, Designation) = Personal (Occupation, Institute / Organization) - Purpose (Personal Research, Educational Research, Organizational Research, Business, Other (Specify)) - Item inventory (Services list, item list, price list), Selected Items list, Additional items list - Save cart button, Clear cart button - Data receiving mode: Physical – CD / DVD / Flash drive (User's own), Physical – Hardcopy (Only Publications & Certificates), Downloadable link - Agreement term: I agree with the term that, after approval from BBS authority I can pay the total price mentioned above. Only after the confirmation of the payment, BBS will deliver the data. BBS authority can reject the application without providing any particular reason. - Submit Application button, Save as draft button, Cancel button

Requirement ID	FBR_SDSCMS_C1M1-002
Feature	Service cart
Description of the Business Logic	The service recipient will select items depending on the services selected. After the submission of the application, the items will be stored in the cart. While processing the application is ongoing, the applicant can view the items in the cart while viewing application status.

Requirement ID	FBR_SDSCMS_C1M1-003
Feature	Online Payment
Description of the Business Logic	Different type of services has different prices. These items can be paid through e-payment service gateways or uploading challan copy. The payment option will be given to applicant after the approval of the application is provided. The e-payment will automatically show payment done status

in the application. If service recipient pays using challan, s/he needs to upload the copy of the challan. The e-service operator will manually check and verify the payment.

Third party payment gateways. a-challan gateway integration

Requirement ID	FBR_SDSCMS_C1M1-004
Feature	Certificate generator
Description of the Business Logic	If the service recipient applies for the certificate, E-service operator can generate certificates using the system. Two type of certificates are provided. First one is citizenship proof in census certification another one is Population certificate for institute / organization establishment. The content of the certificate will be dynamic and provided by user. There will be option for adding additional data with certificate.

Requirement ID	FBR_SDSCMS_C1M1-005
Feature	Application feasibility report
Description of the Business Logic	After the application has been submitted, the requested service needs to be analyzed and reported by the e-service operator. Then the report will be submitted for approval. The application fields will also will be checked. E-service operator can check the NID /
	NID checker of Bangladesh Election Commission, Birth Registration certificate checker

Requirement ID	FBR_SDSCMS_C1M1-006
Feature	Data delivery
Description of the Business Logic	After payment confirmation, the e-service operator will be able to send the data to the service recipient. The service recipient will get the data according to his choice. Some data can be delivered without fee if the BBS authority wants. For this, there will be an option to choose to provide data for free in this feature.

Requirement ID	FBR_SDSCMS_C1M1-007
Feature	Message generator

Description of the Business Logic	e-service operators can send rejection message, approval message, payment due and service ready related messages to the Service recipient.
	E-mail, SMS gateway integration

Requirement ID	FBR_SDSCMS_C1M1-008
Feature	Invoice generator
Description of the Business Logic	Invoice will be generated in two ways in the system. When service recipients pays through e-payment gateways, after payment has been completed, the system will automatically send an invoice to the payer. The other one is manually provided. In this process, the e-service operator will check the uploaded challan copy and confirm the payment by sending an invoice.
	E-mail, SMS integration

Requirement ID	FBR_SDSCMS_C1M1-09
Feature	Service dashboard and tracker
Description of the Business Logic	e-Service administrators can view the analytics of the provided services from the system. Service recipients can track the status of their application using the system dashboard of theirs.

Requirement ID	FBR_SDSCMS_C1M1-010
Feature	Service history
Description of the Business Logic	History of every service provided can be viewed from the service history menu. Only BBS users can see the history.

Requirement ID	FBR_SDSCMS_C1M1-011
Feature	Subscription
Description of the Business Logic	Service recipients can apply to subscription of BBS by clicking on subscription link by visiting BBS website. Service recipient needs to input username, email ID and Phone number to subscribe into the BBS service system. An email will be sent to his / her provided email with a link to register into the BBS service system and link of services provided by BBS.

	Following fields will be in the subscription form: - Username - Email ID - Contact number

Requirement ID	FBR_SDSCMS_C1M1-012
Feature	Registration
Description of the Business Logic	Service recipients can register into the BBS service system from the link provided in the email after the subscription. The registered user can take services from the system. Following fields will be in the registration form: - Username (auto-populated from subscription) - Name - Address - Country - Postal Code - Date of birth - NID (only appears if country is selected as Bangladesh) - Birth registration ID (only appears if NID is not available selected) - Contact Number (auto-populated from subscription) - E-mail ID (auto-populated from subscription) - Notification type (Email and SMS)
	NID verification system of Bangladesh Election Commission

Approval system

Requirement ID	FBR_SDSCMS_C1M2-001
Feature	Application approval
Description of the Business Logic	Applications and reports can be seen and forwarded to next level or lower level according to requirement of the BBS officers. Every application will go through this approval process.

Requirement ID	FBR_SDSCMS_C1M2-002
Feature	Approval level configuration
Description of the Business Logic	Officers who can approve and send to next level can be configured by the super admin.

Requirement ID	FBR_SDSCMS_C1M2-003
Feature	Review / comment on documents
Description of the Business Logic	BBS users can provide reviews / comments on submitted application and reports while reviewing and forwarding them.

Requirement ID	FBR_SDSCMS_C1M2-004
Feature	E signature
Description of the Business Logic	Signatures of the reviewing / approval authority will be automatically provided in the documents.

Requirement ID	FBR_SDSCMS_C1M2-005
Feature	Meeting schedule management
Description of the Business Logic	Meeting schedules can be created and edited in the system. Users invited can view the meeting details.

Requirement ID	FBR_SDSCMS_C1M2-006
Feature	Minutes Preparation

Description of the Business Logic	Meeting minutes can be prepared by hearing from the uploaded audio files in the system. The format of the meeting minutes will be provided automatically by the system. The user only needs to put description of the meetings.

Inventory and accounts management system

Requirement ID	FBR_SDSCMS_C1M3-001
Feature	Item categorization
Description of the Business Logic	E-service operators can categorize and sub-categorize the items according their requirements.

Requirement ID	FBR_SDSCMS_C1M3-002
Feature	Item entry
Description of the Business Logic	E-service operators can input the data of the items into the inventory. The following fields need to be added from the system: - Category Name - Sub-category Name - Title - Sub-title - Data source - Survey / Census date - Publish date - Downloadable link - Number of Hardcopies - Number of complimentary copies - Number of sale copies - Store room no. - Shelf no. / Armira no. - Rack no. - Price

Requirement ID	FBR_SDSCMS_C1M3-003
Feature	Inventory search
Business logic	Items can be searched from the application inventory and inventory menu

Description of the Business Logic	E-service operators and applicants for data buying can use advanced search option to select their required title / data easily. E-operators also can search using barcode system.

Requirement ID	FBR_SDSCMS_C1M3-004
Feature	Bar code generator
Description of the Business Logic	When e-service operators input the number of items (complimentary and sales), the barcode generator will make that amount of barcodes. E-service operators can print them and stick them against items.

Requirement ID	FBR_SDSCMS_C1M3-005
Feature	Manual accounting
Description of the Business Logic	Items which are sold by cash can be input manually by the e-service operators.

Requirement ID	FBR_SDSCMS_C1M3-006
Feature	Accounts summary
Description of the Business Logic	Following fields can be automatically : - Number of downloads - Total price - Total Cash sell - Total cheque sell - Total e-transaction sell

Requirement ID	FBR_SDSCMS_C1M3-007
Feature	Requisition creation and send
Description of the Business Logic	Requisition for complimentary copies can be created using the software. The user needs to input the following details in the requisition form: - Requisition number - Organization name - Receiver name, designation and address - Number of copies - Name of the publication

Requirement ID	FBR_SDSCMS_C1M3-008
Feature	Receiving copy generator
Description of the Business Logic	E-service operators can create and provide receiving copies using Receiving copy generator of the system.

Access control management

Requirement ID	FBR_ SDSCMS_C2M1-001
Feature	Multi-Layer Access Control Mechanism
Description / Business logic	The system will have system access control panel. Every system user will be assigned to one or multiple roles. Every role should be assigned to a set of actions or activities. The system admin will have provision to assign roles to users and to assign set of actions/activities to roles. There should have provision to assign layer, section, department, office based access management system.

Requirement ID	FBR_ SDSCMS_C2M1-002
Feature	User account management
Description / Business logic	The admins can manage the office personnel users who uses the system. User account management will have the following options: - Insert, update, block, delete users - System admin can assign users to their designations with designated roles - System admin can change the roles and profile details

Requirement ID	FBR_ SDSCMS_C2M1-003
Feature	Access restriction
Description / Business logic	System admins can grant restrictions to certain features or modules depending on the user or role. Admins also can restrict users / roles from using the services also.

User management

Requirement ID	FBR_ SDSCMS_C2M2-001
Feature	Public User account management
Description / Business logic	The admins can manage the public users who uses the system. Public User account management should have the following options:

	- Insert, update, block, delete users - Users registry access

Requirement ID	FBR_ SDSCMS_C2M2-002
Feature	Profile Management
Description / Business logic	System will have provision to add and update user account information such as the password, email, phone number, photo, signature etc.

Requirement ID	FBR_ SDSCMS_C2M2-003
Feature	Password change and recovery
Description / Business logic	Easy implementation of a "Forgot your password?" feature in this Platform can choose between three methods: using email or using a secret question or using sms based secret code. Any user can change his/her password any time to address security challenges.

Dashboard and report management

Requirement ID	FBR_ SDSCMS_C2M3-001
Feature	Role wise individual dashboard
Description / Business logic	The system will have dashboard depending on role types. The dashboard contents access type will be changed according to the roles designated from ACL by the Admin.

Requirement ID	FBR_ SDSCMS_C2M3-002
Feature	Intelligent insights and directives
Description / Business logic	The dashboard will generate intelligent insights and directives to assist higher official to take action to boost up and enrich quality service delivery.

Requirement ID	FBR_ SDSCMS_C2M3-003
Feature	Report access management
Description / Business logic	Which user roles and which users will be able to generate and download which type of reports can be managed from this feature.

Requirement ID	FBR_ SDSCMS_C2M3-004

Feature	Generate and Manage Report
Description / Business logic	The users will be able to get different types of reports. The reports will be dependent on the roles and user types.

Broadcasting and notification management

Requirement ID	FBR_ SDSCMS_C2M4-001
Feature	Notification settings management
Description / Business logic	There should have provision to create, configure and manage notification rules for different service delivery process.

Requirement ID	FBR_ SDSCMS_C2M4-002
Feature	Notification medium management
Description / Business logic	There are three mediums of notifications- system, SMS and email. - System: System generated notifications will be sent to the profile of each user. - SMS: SMS notifications will be sent to the users on selected activities of the system if the user / role is accessed to SMS notifications. - Email: Email notifications will be sent to the users on selected activities of the system if the user / role is accessed to Email notifications.
	Email gateway, SMS gateway

Requirement ID	FBR_ SDSCMS_C2M4-003
Feature	Notification template management
Description / Business logic	There should have notification templates for 3 notification mediums to convey the message properly to the recipients.

Requirement ID	FBR_ SDSCMS_C2M4-004
Feature	Notification broadcasting
Description / Business logic	There will have a feature to send notifications / custom messages to all or selected user groups when necessary.

Requirement ID	FBR_ SDSCMS_C2M4-005
Feature	Notification history management
Description / Business logic	There should have notification history log for the notification to analyse and manage the notification process efficiently.

Document management

Requirement ID	FBR_ SDSCMS_C2M5-001
Feature	Document store and management
Description / Business logic	User will upload documents, system will categorize, index and store those. System user will have provision to add, update and delete documents.

Requirement ID	FBR_ SDSCMS_C2M5-002
Feature	Document optimization
Description / Business logic	The system will have mechanism to automatically optimize raw documents special image or video files uploaded from different devices. Usually the sizes of files are excessive than system really needs to process services. So an automated and configured optimization mechanism is needed to optimize and make the system efficient.

Requirement ID	FBR_ SDSCMS_C2M5-003
Feature	Document template management
Description / Business logic	The system will have templates to generate documents maintain defined formats of certificate generators, approval / rejection message generator, payment message generator etc.

Requirement ID	FBR_ SDSCMS_C2M5-004
Feature	Document verification management
Description / Business logic	There will have option to verify a documents once uploaded into the system. The e-service operator will verify the systems manually and click on verify button to verify the documents.

Requirement ID	FBR_ SDSCMS_C2M5-005
Feature	Document meta data management
Description / Business logic	There needs to have options to store meta data associated with the documents for better searching, sorting, indexing and archiving.

Requirement ID	FBR_ SDSCMS_C2M5-006

Feature	Document download
Description / Business logic	There should have options to download documents. There will be access control to documents download options depending on the sensitivity and security of the documents. The usual document formats will be according to the requirements. The reports will have the following formats: - PDF - Excel The survey / sensus data will have the following formats: - Excel - Stata

Data archiving

Requirement ID	FBR_ SDSCMS_C2M6-001
Feature	Document archiving
Description / Business logic	There will be large amount of documents stored in the system over the time. So, need to archive documents with proper indexing and mapping to faster and to ensure efficient document management.

Requirement ID	FBR_ SDSCMS_C2M6-002
Feature	Archive scheduler
Description / Business logic	There will have a scheduler to achieve data and content as per the schedule

Requirement ID	FBR_ SDSCMS_C2M6-003
Feature	Archive configuration
Description / Business logic	There will have a configuration settings to set different parameters needed for regarding the overall archiving process management.

Requirement ID	FBR_ SDSCMS_C2M6-004
Feature	Archive log management
Description / Business logic	System will store logs for the archiving process

System monitoring and audit

Requirement ID	FBR_ SDSCMS_C2M7-001
Feature	System, network and infrastructure Monitoring
Description / Business logic	There will have a live server monitoring application to monitor host server's hardware, processor usage, VM or physical machines status etc. This is an essential requirement for large system management to check and fix the server issues efficiently in minimal time duration.

Requirement ID	FBR_ SDSCMS_C2M7-002
Feature	System logs and audit
Description / Business logic	The actions of the system processes can be audited. Applications, user downloading IPs, Payments etc. will be logged properly and as output, the e-service administrators can download the audited reports.

Language support

Requirement ID	FBR_ SDSCMS_C2M8-001
Feature	Bilingual support
Description / Business logic	The system modules will have bilingual support for both national and international users.