

User Roles

Name	Description
Verification/Support worker	These workers are able to submit biometric and other relevant data to the Visa authority on the behalf of in person and hybrid users. They can offer support to all users via the software and can also see the progress of users applications to aid with their support.
In Person User	In person users can access a landing page which provides advice and the latest visa rulings in the form of a quiz/questionnaire that based on the users answers can suggest the best visa to apply for. They can log in and submit their application and have it stored in there account. They can submit biometric and other relevant data onsite.
Online user	Online users can submit eVisa fully online via the system. Online users submit application FULLY online. Online users can check to see if they are eligible for visa and can take a quiz/questionnaire to see which visa would be most applicable.
Hybrid User	Hybrid users can submit the relevant information for Visa's and can complete all other information for applications that require onsite verification. Hybrid users can also check to see if they are eligible for visa and can take a quiz/questionnaire to see which visa would be most applicable.
Administrator	Admin users can monitor the status of all users applications. They can also approve applications to be sent to the relevant Visa authority and likewise can reject applications that do not have sufficient detail. Admins can also update visa rules and eligibility criteria to be in line with the latest information released by Visa authorities.

User Stories

Verification/Support worker

Title: Submit Relevant Documents	Priority: 1	Estimate:
As a support worker		
I want to submit relevant documents that are required to be verified in an AFS site on behalf of a In person/Hybrid user to the system		
So that I can submit this data into the system on the users application		
Acceptance Criteria		

Given that a user has created a visa application

When the user gives me the correct relevant documents

Then I can verify them at an AFS branch and submit them onto the users application

Requirement Traceability

Requirement ID – R001

Current stage of implementation -

Title: Support Users

Priority: 3

Estimate:

As a worker who needs to liaise with users who require support

I want to be able to provide advice and support to users within the software

So that I can help users complete their application

Acceptance Criteria

Given that a user's requires help with an application

When this occurs I want to be able to offer support and advice within the software

Then I can solve there issue and help them continue with there application

Requirement Traceability

Requirement ID – R002

Current stage of implementation -

In Person User

Title: Submit a Visa Application

Priority: 1

Estimate:

As a in person user

I want to create and submit a Visa application

So that I can obtain a visa

Acceptance Criteria

Given that I have all the correct documentation

When I submit this in an application

Then my application will be sent to the relevant Visa authority

Requirement Traceability

Requirement ID – R003

Current stage of implementation -

Title: Submit Relevant Documents	Priority: 1	Estimate:
As a In person user who needs to submit relevant documents that are required to be verified in an AFS site for a visa application		
I want to attach my relevant documentation to be verified at an AFS site		
So that they can then be attached to my application within the software		
Acceptance Criteria		
Given that I have a Visa that requires relevant documents		
When I present the relevant documents on site in an AFS branch		
Then they can be added to my application on the software by an Office/Support worker		
Requirement Traceability		
Requirement ID – R004		
Current stage of implementation -		

Online user

Title: Submit an eVisa	Priority: 1	Estimate:
As a Online user		
I want to submit an eVisa entirely online in the software		
So that I can obtain an eVisa for my desired country		
Acceptance Criteria		
Given that I'm an online user		
When I log into the system and provide all the relevant details		
Then I should be able to send my eVisa application to the relevant authority through the software		
Requirement Traceability		
Requirement ID – R005		
Current stage of implementation -		

Title: Find my Visa/Eligibility questionnaire	Priority: 2	Estimate:
As a Online User		

I want to find out which visa is the best fit for me and if I am eligible for a certain visa
So that I can check if I can apply for a specific visa
Acceptance Criteria
Given that I want find which visa to apply for
When I enter the relevant information
Then the software will tell me which visa is best suited and if I am eligible
Requirement Traceability
Requirement ID – R006
Current stage of implementation -

Hybrid User

Title: Submit a Visa	Priority: 1	Estimate:
As a Hybrid User		
I want to create and submit a visa application with the relevant documents		
So that I can submit a completed visa application within the software		
Acceptance Criteria		
Given I want to apply for a certain visa type		
When I have the correct documents verified at a AFS site		
Then I should be able to submit my application within the software		
Requirement Traceability		
Requirement ID – R007		
Current stage of implementation -		

Title: Submit Relevant documents	Priority: 1	Estimate:
As a Hybrid user		
I want to be able to submit relevant documents to be verified at an AFS site		
So that I can attach them to my Visa application within the software		
Acceptance Criteria		
Given that I have an outstanding online application that requires relevant documents to be verified at an AFS site		
When I submit these documents		

Then they are attached to my application within the software

Requirement Traceability

Requirement ID – R008

Current stage of implementation -

Administrator User

Title: Approve/Reject a Visa application

Priority: 1

Estimate:

As a Administrator

I want to approve or reject a certain user's visa application within the software

So that I can send it to the relevant visa authority or send it back to the user for editing

Acceptance Criteria

Given that a user has submitted a visa application

When I check through it and either approve or reject it

Then it will either be sent to the relevant visa authority or sent back to the user

Requirement Traceability

Requirement ID – R009

Current stage of implementation -

Title: Update Visa requirements

Priority: 3

Estimate:

As an Administrator

I want to update the visa requirements

So that I can make sure they are in line with the latest rules and requirements for specific visa's

Acceptance Criteria

Given that a specific visa's requirements have changed

When I update the requirements to match the new changes

Then the requirement questionnaire is updated

Requirement Traceability

Requirement ID –R010

Current stage of implementation -

Use Cases

Use Case Name	Login UC-001	
Use Case Description	Users log onto the system and can access functionality based on their privileges	
Actors	Admins, Support Workers, Online, Hybrid and In person user's	
Pre-Condition	Must be connected to the internet and have an existing account	
Post-Condition	Successfully log on and can access there details	
Primary Path		Alternate Path
1. User opens the log in screen.		1. User opens the log in screen
2. User enters the correct Username and password.		2. User enters incorrect Username and password
3. User is logged in and can access details and any applications associated with there account.		3. User is prompted by the system that either the username or password was incorrect
4. Use Case ends in success.		4. Use Case ends in failure
		1. User opens login screen
		2. User enters non-existent Username and password.
		3. User is prompted by system that this account doesn't exist and that they should create a new account
		4. Use Case ends in failure

Use Case Name	Create a visa application as a In Person User UC-002
Use Case Description	User creates a visa application specific to a certain visa in the system that requires documentation verification.
Actors	In Person User's
Pre-Condition	User must have access to a PC at an AFS Branch
Post-Condition	Successfully create a Visa application associated with their account. This application will have all details filled in, ready to have their documents verified at an AFS branch.
<div><div><div>Primary Path</div><div><div>1. User logs in via the PC's available at an AFS branch</div><div>2. Users selects create new visa application on their account page</div><div>3. User selects the visa they want to apply for from a list of options</div><div>4. User enters the require details for the visa on each page and then progress is saved</div><div>5. Once all details are filled in the User will be sent to an overview page to review all the details are correct.</div><div>6. After the user confirms all the details are correct, they are brought to a</div></div></div><div><div>Alternate Path</div><div><div>1. User selects create new visa application on their account page</div><div>2. User selects incorrect visa from the list of options</div><div>3. User enters the required details for the visa on each page then progress is saved</div><div>4. When the User reaches the review page they find they have applied for the wrong visa.</div><div>5. User saves responses to account to use in correct application?</div><div>6. User deletes application</div></div></div></div>	

<p>required document page outlining which documents they need to provide to an AFS branch and have verified.</p> <p>7. Use Case ends in success.</p>	<p>7. Use case ends in failure</p> <p>1. User follows steps 2-3 of Primary path</p> <p>2. User enters an incorrect response when filling in the details for their visa application</p> <p>3. User finds mistake when checking through the review page</p> <p>4. User amends application</p> <p>5. User follows step 6 of primary path</p> <p>6. Use case ends in success.</p>
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Use Case Name	Create a visa application as a Hybrid User UC-003	
Use Case Description	User creates a visa application specific to a certain visa in the system that requires documentation verification.	
Actors	Hybrid User	
Pre-Condition	User must have a device connected to the internet.	
Post-Condition	Successfully create a Visa application associated with their account. This application will have all details filled in, ready to have their documents verified at an AFS branch.	
Primary Path	<p>1. User logs onto the AFS system on their own device</p> <p>2. User selects create new visa application on their account page.</p> <p>3. User selects the visa they want to apply for from a list of options</p> <p>4. User enters the require details for the visa on each page and then progress is saved</p> <p>5. Once all details are filled in the User will be sent to an overview page to review all the details are correct.</p> <p>6. After the user confirms all the details are correct, they are brought to a required document page outlining which documents they need to provide to an AFS branch and have verified.</p> <p>7. Use Case ends in success.</p>	
Alternate Path	<p>1. User attempts to log into the AFS system on their device</p> <p>2. AFS system is not supported by their device</p> <p>3. User is prompted that this device is unsupported and informed to try another device or to complete the form in branch.</p> <p>4. Use Case ends in failure.</p>	

Use Case Name	Create a eVisa/Online only visa application UC-004	
Use Case Description	Create a visa application that is online only and doesn't require any additional document verification.	
Actors	In Person User, Hybrid User, Online User	
Pre-Condition	User's must be logged in and connected to the internet	
Post-Condition	Successful create a eVisa application associated with their account with all details filled in, ready for the application to be submitted	
Primary Path	Alternate Path	

<ol style="list-style-type: none"> 1. User selects create a new eVisa on their account page 2. User selects which eVisa they would like to apply for 3. User fills in all relevant details on each page, with progress being saved after each page 4. Users reaches a review page to check if all the details they enter are correct 5. After confirming the details are correct they are brought to the submit application page 6. Use Case ends in success 	<ol style="list-style-type: none"> 1. User selects create new eVisa on their account page 2. User selects the incorrect eVisa to apply for 3. User fills in all relevant details on each page, with progress being saved after each page 4. User reaches the review page and releases their mistake. 5. User saves details entered to their account to use in correct application? Could end in success? 6. User deletes application 7. Use case ends in failure
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Use Case Name	Verify a user's relevant documents for an application UC-005	
Use Case Description	Verify that the documents a user wants to use in their application are the correct documents, these documents are genuine and that these documents belong to the user.	
Actors	Verification/Support worker	
Pre-Condition	<ul style="list-style-type: none"> - User has given the relevant documents to a Support worker/Administrator at one of the AFS branches - User has visa application with all details entered associated with their account 	
Post-Condition	Documents are verified as correct, genuine and belonging to the user. Ready to be uploaded and attached to their application.	
Primary Path	<ol style="list-style-type: none"> 1. Verification/Support worker checks which Visa the user is applying for and what documents are required 2. Support worker checks that User has given all of the correct documents needed for the specific Visa. 3. Support worker checks the User's ID and name used on documents to verify they belong to the user. 4. Support worker then verifies the documents authenticity e.g ultraviolet light and watermarks for passports etc 5. Support worker official approves the documents to be uploaded to the User's application 	Alternate Path <ol style="list-style-type: none"> 1. Follow Steps 1-2 of the primary path 2. Support worker checks User's ID and finds discrepancy between the document/s and User's ID 3. Support worker is unable to verify that the document/s belong to the User and informs the user of this. 4. Use Case ends in failure. <ol style="list-style-type: none"> 1. Follow steps 1-3 of the primary path 2. Support worker is unable to verify documents authenticity, and informs the user of this. 3. Use Case ends in failure

Use Case Name	Upload verified relevant Documents to a User's application UC-006
Use Case Description	Upload all verified relevant documents to a User's application ready for submission
Actors	Support worker
Pre-Condition	All documents to be uploaded have been verified beforehand

Post-Condition	Documents are successfully uploaded and attached to the User's Visa application	
Primary Path <ol style="list-style-type: none"> 1. Support Worker finds the relevant user's visa application 2. Support worker attaches the documents to the User's application using the AFS system. 3. Use case ends in success 		Alternate Path

Use Case Name	Submit visa application UC-005	
Use Case Description	A User wants to submit there completed Visa application to the AFS system to be sent to the relevant authority.	
Actors	Online, Hybrid and In Person User's	
Pre-Condition	User's Visa Application has been completed and has all relevant documents attached	
Post-Condition	User's Visa application is ready to be sent to the relevant authority after approval from an Administrator.	
Primary Path <ol style="list-style-type: none"> 1. User navigates to their visa application from their account page 2. User selects submit visa application 3. User is then taken to a final review page to double check all documents are attached and all details are correct 4. Once the user has checked that all details and documents are correct they submit the application for approval by the Administrator 5. Use case ends in success 		Alternate Path <ol style="list-style-type: none"> 1. Follow steps 1-3 of the primary path 2. User notices some details are incorrect, then selects to amend the application providing the correct details. 3. User then submits the application for approval by administrator. 4. Use case ends in success

Use Case Name	Submit a eVisa/Online only application UC-006	
Use Case Description	A User wants to submit there completed eVisa application for approval by the administrator	
Actors	Online, Hybrid and In Person User's	
Pre-Condition	User has a completed eVisa application associated with their account	
Post-Condition	Application is submitted for approval by the Administrator	
Primary Path <ol style="list-style-type: none"> 1. User navigates to their eVisa application from their account page 2. User selects submit eVisa application 3. User is taken to final review page to double check all details in the application are correct 4. Once the user is happy the details are correct they submit the application for approval by the Administrator 5. Use case ends in success 		Alternate Path <ol style="list-style-type: none"> 1. User navigates to their eVisa application from their accounts page 2. User finds that the eVisa is incomplete 3. User fills in relevant details and then submits the application 4. Follow steps 3-4 of primary path 5. Use case ends in success

Use Case Name	Delete visa application UC-008
Use Case Description	User wishes to remove a Visa application from their account
Actors	Online, Hybrid and In Person User's
Pre-Condition	User has an application associated with their account
Post-Condition	User's application is removed from their account
Primary Path	Alternate Path
<ol style="list-style-type: none"> 1. User navigates to their visa application from the account page 2. User selects delete application from the drop down menu 3. User confirms they wish to delete the application 4. User's application is then removed 5. Use case ends in success 	<ol style="list-style-type: none"> 1. Follow steps 1-2 of primary path 2. User is prompted that there visa application has already been approved by an Administrator and sent to the relevant authority and therefore cannot be deleted 3. Use case ends in failure

Use Case Name	Complete Find my Visa Questionnaire UC-009
Use Case Description	A User wishes to find what visa is best suited for them
Actors	Online, Hybrid and In Person User's
Pre-Condition	<ul style="list-style-type: none"> - User knows which country they want a visa for - User is logged into the system and has an internet connection
Post-Condition	User is provided with a single or list of visa's that best suit them
Primary Path	Alternate Path
<ol style="list-style-type: none"> 1. User navigates to the Find my Visa questionnaire. 2. User enters which country they would like to obtain an visa for 3. User is prompted on the purpose of their Visa e.g tourist, student or working in the country and enters these details into the questionnaire 4. System then suggests a single or list of visa's that may suit the User's needs 5. Use case ends in success 	<ol style="list-style-type: none"> 1. Follow steps 1-3 of primary path 2. System is unable to find an appropriate visa for the User's needs 3. User is notified for this through the system 4. Use case ends in failure

Use Case Name	Complete visa eligibility questionnaire UC-009
Use Case Description	A User wishes to see if they are eligible for a specific visa
Actors	Online, Hybrid and In Person User's
Pre-Condition	<ul style="list-style-type: none"> - User knows which specific visa they would like to apply for - User is logged in and connect to the internet
Post-Condition	User is told whether they are eligible for the specific visa or not
Primary Path	Alternate Path
<ol style="list-style-type: none"> 1. User navigates to the specific visa page in the system 2. User navigates to the Am I eligible section on the specific visa's page 3. User enters relevant information into the questionnaire 4. User is then told whether or not they are eligible for this visa 	

5. Use case ends in success	
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Use Case Name	Approve visa application UC-010	
Use Case Description	An Administrator needs to approve a User's completed visa application in the AFS system so it can then be sent to the relevant authority	
Actors	Administrator	
Pre-Condition	A completed application must be available to approve on the Admin Dashboard	
Post-Condition	Application is approved and sent to the relevant authority	
Primary Path	<div> <div> 1. Admin selects a specific completed application to approve 2. Admin is brought to a review page to view and check all relevant documents and details. 3. Once all details and documents are correct Admin can then approve the application 4. Once approved the application is then sent to the relevant authority 5. Use case ends in success </div> <div> Alternate Path 1. Follow steps 1-2 of Primary path 2. Admin is not satisfied that all details/documents are correct 3. Admin cannot approve the application 4. Use case ends in failure </div> </div>	

Use Case Name	Reject visa application UC-011	
Use Case Description	An Administrator needs to reject a certain user's visa application	
Actors	Administrator	
Pre-Condition	User's visa application is not satisfactory and needs to be rejected	
Post-Condition	User's visa application is rejected and User is prompted and can amend their application for resubmission	
Primary Path	<div> <div> 1. Admin selects the specific visa application 2. Admin is brought to the review page and confirms the application is not satisfactory and requires rejection 3. Admin rejects the application and specifies the reason/s for this 4. User is then prompted their application is rejected and provided with the reason/s for this 5. Use case ends in success </div> <div> Alternate Path 1. Admin selects the specific visa application 2. Admin is brought to the review page but does not confirm that the application requires rejection 3. Use case ends in failure </div> </div>	

Use Case Name	View status of my visa application UC-012	
Use Case Description	A User wants to view the current progress of their visa application	
Actors	Online, Hybrid and In Person User's	
Pre-Condition	<ul style="list-style-type: none"> - A User has a visa application associated with their account - User is logged in and connected to the internet 	

Post-Condition	User will be able to see the progress of their application	
Primary Path <ol style="list-style-type: none"> 1. User navigates to their application from their account page 2. User see's their application in one of the following states: New, Details completed, Documents required, Eligibility Requirements changed, Ready to Submit, Approved or Denied 3. Use case ends in success 		Alternate Path

Use Case Name	View status of all visa application UC-013	
Use Case Description	An Administrator wants to see a list of all visa applications and their statuses on the AFS system	
Actors	Administrator	
Pre-Condition	- Administrator is logged in and has a internet connection	
Post-Condition	- Administrator is able to access a list of all visa application and their statuses	
Primary Path <ol style="list-style-type: none"> 1. Administrator navigates to all visa applications section from the Admin dashboard 2. Admin is then shown list of all visa applications, their status and the user who created them 3. Use case ends in success 		Alternate Path

Use Case Name	Change visa eligibility requirements UC-014 *Do we want admin to be able to reorganise form or is this a code job?	
Use Case Description		
Actors	Administrator	
Pre-Condition		
Post-Condition		
Primary Path		Alternate Path

Use Case Name	Notify affected user's of updates to visa eligibility requirements UC-015	
Use Case Description	User's who have created a visa application that has had a change to it's eligibility requirements need to be notified of this.	
Actors	Online, Hybrid and In Person User's	
Pre-Condition	A visa's eligibility requirements has changed while there are active applications for that visa in the AFS system	
Post-Condition	User's with an application to a visa that's eligibility requirements are notified and informed if they are still eligible including if any extra documents/details are required	
Primary Path <ol style="list-style-type: none"> 1. The AFS System is alerted to changes in the visa eligibility requirements from the relevant visa authority 		Alternate Path <ol style="list-style-type: none"> 1. Follow step 1-2 of the primary path

<ol style="list-style-type: none"> 2. The system then finds if there are any active applications for this specific visa/s 3. The system then sends an email and in application notification to the User's with active applications informing them of the changes. 4. The system then alerts them if they are still eligible based on their active application and if any other details/documents are required. 5. Use case ends in success 	<ol style="list-style-type: none"> 2. The system finds there are no active applications for this specific visa and therefore no notifications are sent 3. Use case ends in success
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Use Case Name	View visa eligibility documents UC-018	
Use Case Description	A User wants to view the official visa eligibility documents from the relevant visa authority	
Actors	Administrator, Support worker, Online, Hybrid and In Person User's	
Pre-Condition	User knows which specific visa they want to view the visa eligibility documents for	
Post-Condition	User is able to view the visa's eligibility documents from the relevant visa authority	
Primary Path	<ol style="list-style-type: none"> 1. User navigates to the specific visa page from the visa's page 2. User navigates to the eligibility documents section of the specific visa's page 3. User's is then able to see the original eligibility document from the relevant visa authority 4. Use case ends in success 	
Alternate Path	<ol style="list-style-type: none"> 1. User searches for their specific visa in the search bar 2. Follow steps 2-3 of primary path 3. Use case ends in success 	

Use Case Name	Edit User details on account UC-019	
Use Case Description	A user wants to change there details related to their AFS account (e.g email, address etc)	
Actors	Online, Hybrid and In Person User's	
Pre-Condition	<ul style="list-style-type: none"> - User has an AFS account - User is logged in and connect to the internet 	
Post-Condition	User's details are changed	
Primary Path	<ol style="list-style-type: none"> 1. User navigates to their account page in the AFS system 2. User selects edit account details 3. User changes the details they wished to change 4. Use case ends in success 	
Alternate Path		

Use Case Name	Log out UC-020	
Use Case Description	A User wishes to log of the AFS system	
Actors	Administrator, Support Worker, Online, Hybrid and In Person User's	
Pre-Condition	User is logged in and connected to the internet	
Post-Condition	User is successfully logged out	
Primary Path	<div> <ol style="list-style-type: none"> 1. User navigates to the account dropdown menu 2. User selects log out 3. User is successfully logged out 4. Use case is successful </div>	
Alternate Path	<div> <ol style="list-style-type: none"> 1. User is currently creating/editing a visa application 2. Follow steps 1-2 of primary path 3. User is alerted there are unsaved changes to their visa application 4. a) User saves their application and then logs out b) User logs out despite unsaved changes 5. User is successful logged out 6. Use case ends in success </div>	

Use Case Name	Help/Support an Online user with their application UC-021	
Use Case Description	An online user's requires help or support with their visa application and wishes to speak with an AFS support worker	
Actors	Support Worker, Online User	
Pre-Condition	User has a visa application associated with their account	
Post-Condition	User's is able to communicate with a support worker and have their issue resolved	
Primary Path	<div> <ol style="list-style-type: none"> 1. User navigates to the online chat facility and is given the option to communicate via live chat with a Support worker 2. User is asked some questions about their problem by a chatbot. 3. From the results of the chatbot questions the appropriate support worker is added to the chat 4. The Support Worker then communicates directly with the user to offer help, support and advice about their application and the issue they are facing 5. Use case ends in success </div>	
Alternate Path	<div> <ol style="list-style-type: none"> 1. Follow steps 1-3 of Primary Path 2. User is notified there are not any available Support workers to chat with 3. User is then given an ETA to when they will be able to chat with a Support worker 4. Support worker then joins the chat and is able to offer help, support and advice about the user's application 5. Use case ends in success </div> <div> <ol style="list-style-type: none"> 1. Follow steps 1-3 of the Primary Path 2. Support worker communicates directly with the user, but is unable to offer sufficient advice and support. 3. Support worker then raises this issue with an Administrator 4. Use case ends in failure </div>	

Use Case Name	Help/Support an hybrid/in person user in branch with their application UC-022	
Use Case Description	A User requires help/support with their application from a support worker	
Actors	Support Worker, Hybrid and In person User's	


Pre-Condition	User has a visa application associated with their account	
Post-Condition	User's is able to communicate with support worker and their issue is resolved	
Primary Path <ol style="list-style-type: none"> 1. User navigates to the online chat facility and is able to chat with a support worker 2. User is asked a few basic questions about their problem by a chatbot. 3. From these answers the best support worker is assigned for this issue. 4. The Support worker communicates directly with the user and offers help, support and advice about the issue with their application. 5. The issue is then resolved 6. Use case ended in success 		Alternate Path <ol style="list-style-type: none"> 1. User goes to the help desk at an AFS Branch 2. User communicates their issue to the support worker at the help desk. 3. User provides their email and application number so the support worker can view their application 4. Follow steps 4-5 of primary path 5. Use case ends in success

Use Case Name	Search through all User's application to find specific application UC-024	
Use Case Description	An Administrator wants to find a specific user's application from the list of all applications	
Actors	Administrator	
Pre-Condition	Administrator is logged in and connected to the internet	
Post-Condition	Administrator is able to find the specific application	
Primary Path <ol style="list-style-type: none"> 1. Administrator navigates to the all applications page from admin dashboard 2. Admin then uses filter function to filter the list by UserID 3. System shows list of application associated with that UserID 4. Admin finds the specific application 5. Use case ends in success 		Alternate Path <ol style="list-style-type: none"> 1. Admin navigates to all applications page from the admin dashboard 2. Admin then filters list by country 3. System show list of applications associated with that country 4. Admin finds user's specific application 5. Use case ends in success


Use Case Name	Creating an account UC-025	
Use Case Description	A User wants to create an account in the AFS System	
Actors	Online, Hybrid and In Person User	
Pre-Condition	User is connect to the internet	
Post-Condition	User has an account with AFS system	
Primary Path <ol style="list-style-type: none"> 1. User navigates to the create account page from the AFS Homepage 2. User enters all necessary details to create an account 3. User verifies email address by clicking link sent to email address by AFS system 4. Once verified the account is created 5. Use Case ends in success 		Alternate Path


Use Case Name		
Use Case Description		
Actors		
Pre-Condition		
Post-Condition		
Primary Path		Alternate Path

Personas


<p>Name: Harry Smith Persona ID: P01</p> 	<p>Role: Online User</p>	<p>Goals:</p> <ol style="list-style-type: none"> 1. To obtain an eVisa for the Schengen area in the EU to go interrailing. 2. To obtain the eVisa quickly as he has forgotten to do so and only has a few days before his trip.
<p>Bio: Harry is a dyslexic student who wishes to go interrailing throughout Europe.</p>	<p>Preferred Access: Online via Mobile Device</p>	<p>Frustrations:</p> <ul style="list-style-type: none"> - He is dyslexic and struggles to read documents in the traditional fonts. - Harry's dyslexia also affects his writing as he tends to have more spelling and grammatical mistakes. - He is annoyed he left his application to the last minute and wants it processed in time for his trip.
<p>Age: 21 Archetype: Unorganised Student Backpacker</p>	<p>Scenario (ID: P01-S01) :</p> <p>Harry is a dyslexic student who wishes to obtain an eVisa for the Schengen area. He finds it difficult to read certain fonts therefore making it difficult for him to digest the information presented to him. His dyslexia also affects his spelling and grammar as he is more error prone than a non-dyslexic individual. He requires that all documents he is needed to read through are available in a plain evenly spaced sans serif fonts that is dyslexic friendly. He would also be grateful if the submission point for his eVisa had a spell check facility that could point out spelling and grammatical mistakes before he submits it to the relevant authority.</p> <p>Scenario (ID: P01-S02):</p> <p>Harry is a unorganised student backpacker and has forgotten that he needed to apply for a Schengen eVisa to travel through the EU</p>	

	on his interrailing trip. He knows which visa he needs to apply for however he needs it to be processed quickly as he leaves for his trip in a few days' time. He requires that it be sent off to the relevant authority as soon as his application is ready. He would appreciate prompt communication with AFS staff to resolve any issues that may arise in his application.
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Name: Jenny Taylor Persona ID: P02 	Role: Online User	Goals: <ol style="list-style-type: none"> 1. Jenny wishes to find out which countries she is eligible for a Visa to work. 2. ??
Bio: Jenny is a recent Chemistry graduate from university and is looking to move abroad to work and live in another country however she has not yet decided where to move yet.	Preferred Access: Online via a Desktop PC	Frustrations: <ul style="list-style-type: none"> - She is finding it difficult and time consuming to go through each countries visa requirements to find which she is eligible.
Age: 23 Archetype: University Graduate	Scenario (ID: P02-S01) : Jenny is a recent university graduate looking to move abroad to live and work however she has not decided where to move yet. Therefore she wants to easily find exactly which countries she would be eligible for a work and residence visa in. She would appreciate if all the countries she was eligible were present in a simple list with the corresponding visa. As she wishes to check if these countries have relevant jobs that she could apply for.	

Name: David Jefferson Persona ID: P03 	Role: In Person User	Goals: <ol style="list-style-type: none"> 1. He wants to find out which countries offer visa's for retired couples as he wants to move with his wife 2. David wants support from a real person with his application as he is not tech savvy.
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<p>Bio: David is retired accountant and is married to his wife Theresa. He has been working all his life and is very tired of the typical weather in Britain. He wants him and his wife to retire somewhere in the sun but still wants to be close enough to home to see his grandchildren regularly. He also suffers with Glaucoma and this has impacted his vision.</p>	<p>Preferred Access: Desktop PC with support from a staff member.</p>	<p>Frustrations:</p> <ul style="list-style-type: none"> - David suffers from Glaucoma and this has impacted his vision and he finds it hard to read regular sized text. - David is not tech savvy and can get frustrated with complicated computer programs. He also doesn't like talking through a chatbot
<p>Age: 67 Archetype: Techphobic retiree</p>	<p>Scenario (ID: P03-S01) : David is a retiree searching for a place to settle down in the sun with his wife Theresa. He prefers the old way of doing things with pen and paper, but he knows that's not how things work anymore. Therefore when searching for eligible countries to move to he would appreciate if there was a staff member available to chat with if he has any issues rather than a chatbot on the PC. He would also appreciate it if there was guidance on the software that is simple and tailored to his inexperience with computers.</p> <p>Scenario (ID: P03-S02) David suffers from glaucoma and this has made reading text at the regular font size difficult. He requires the software to be able to enlarge the text to an appropriate level so he is able to read it. He would appreciate it if this was also available for the official documents on the site from relevant visa authorities.</p>	


<p>Name: Devina O'Neill Persona ID: P04</p> 	<p>Role In Person User</p>	<p>Goals:</p> <ol style="list-style-type: none"> 1. Devina wishes to get her visa approved as soon as possible as she can't wait to move and start her dream job 2. Devina wants to get the whole visa process done in one go at an AFS branch as it needs to fit in with her busy schedule.
<p>Bio: Devina is a software engineer who is looking to emigrate to the USA. She has a job offer at Google and cannot wait to get started at her dream job. She is known for having a great eye for detail</p>	<p>Preferred Access: PC at AFS branch</p>	<p>Frustrations</p> <ul style="list-style-type: none"> - She doesn't have the time to visit an AFS branch multiple times. - As a software engineer, having to use poorly

and being very thorough with her work.		though out software is a pet peeve of hers.
Age: 31 Archetype: Meticulous Software Engineer	<p>Scenario (ID: P04-S01) :</p> <p>Devina has a very full schedule and is unable to visit the AFS branch more than once and therefore requires to get everything done for her visa in one visit. She is very organised and will bring all the relevant documents needed with her to the AFS branch. Therefore she would appreciate it if she can fill out her visa application in branch on the company intranet and then have her relevant documents checked at the same time, approved and submitted so she can leave with the knowledge everything is done and her application has been sent to the relevant visa authority.</p> <p>Scenario (ID: P04-S02)</p> <p>As a software engineer Devina has a intimate knowledge of how to build great software. This also translates into her day to day life as she gets frustrated when having to use unoptimized or just poor software. Therefore she would appreciate it if her experience using AFS new system was smooth. This includes being able to navigate the system without instruction and understanding how to submit a visa application intuitively.</p>	


Name: Russell Tanner Persona ID: P05 	Role: Hybrid User	Goals: <ol style="list-style-type: none"> 1. He wants to obtain a holiday visa for him and his 2 children to visit Australia 2. He wants to be able to fit his application around his job and kids
Bio: Russell is a single father of 2 who works as an advertising agent. He wants to take himself and his kids on a holiday to Australia.	Preferred Access: Mobile Device	Frustrations <ul style="list-style-type: none"> - He doesn't want to do 3 separate applications for him and his 2 children - He dislikes when software is ambiguous
Age: 38 Archetype:	<p>Scenario (ID: P05-S01) :</p> <p>As a father of 2, Russell wants to be able to apply for a visa for him and his children at the same time to visit Australia. He would appreciate if he could fill in his details along with his children's together in one application to simplify the process.</p> <p>Scenario (ID: P05-S02)</p> <p>Russell wants to have clear indications where he is in the application, when documents are required and when the</p>	

	application is completed. This is because he dislikes ambiguity in software programs.
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<p>Name: Sophie Jackson Persona ID: P06</p> 	<p>Role: Verification/Support worker</p>	<p>Goals:</p> <ol style="list-style-type: none"> 1. She wants to ensure customers have a smooth and easy experience applying for their visa through AFS 2. She wants to solve problems for customers to make sure they get their application finished
<p>Bio: Sophie is a Verification/Support worker at AFS, she enjoys her jobs especially helping people get to their dream holiday destination. One of her strongest skills is solving problems and talking with customers</p>	<p>Preferred Access: Online via her work laptop at an AFS Branch</p>	<p>Frustrations</p> <ul style="list-style-type: none"> - She gets annoyed when she doesn't have an immediate answer for a customer's problem - ??
<p>Age: 27 Archetype: Problem solver</p>	<p>Scenario (ID: P06-S01) : Sometimes Sophie doesn't have a immediate answer for customers and cannot solve their problems promptly. Therefore she would appreciate if there was a "cheatsheet"/FAQs section for staff available in the software so she can have answers to the most common questions handy and help solve problems for customers quicker.</p> <p>Scenario (ID: P06-S02): One of Sophie's best skills is communicating with customers, so she hopes the new system will enable her to communicate easily with the customers online in addition to the old in branch way.</p>	

<p>Name: Donald Knight Persona ID: P07</p> 	<p>Role: Verification/Support worker</p>	<p>Goals:</p> <ol style="list-style-type: none"> 1. Donald wants to focus on the details of a customer's application and documents to ensure they have the best chance of success 2. Want to provide expertise and advice on which type of visa would best suit a customer
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		3. Wants to help verify customers supporting documents for their application
Bio: Donald is a Verification/Support worker at AFS he specialises in dealing with the small details of customers visa applications in addition to helping verify a customer's documents.	Preferred Access: Online via desktop at AFS Branch	Frustrations <ul style="list-style-type: none"> - Donald is colourblind and it can make reading through some visa documentation difficult
Age: 31 Archetype: Detail Oriented	<p>Scenario (ID: P07-S01) :</p> <p>As Donald is colourblind he would appreciate it if the documents and software used white background with dark text so he is able to read and comprehend the information presented on screen.</p> <p>Scenario (ID: P07-S02):</p> <p>Donald is detail oriented and a hard worker, he enjoys his job and like being able to help the customers. He likes to get into the thick of it with the visa applications and tries to ensure all customers have the best chance of success. To help him in his goal he would like the new software to have a feature that allows him to rely exact where an issue is with a customers application and provide advice and feedback on how to rectify the issue.</p> <p>Scenario (ID: P07-S03):</p> <p>When Donald is checking through a customer's supporting documentation he is very detail oriented but sometimes cannot remember all the security features of certain documents (Watermarks, UV Symbols etc). Therefore he would be grateful if the system was able to provide a list of these correlating to a specific user visa application. So he can quickly and accurately verify a user's documentation.</p>	

Name: Kelly Green Persona ID: P08 	Role Administrator	Goals: <ol style="list-style-type: none"> 1. She wants to ensure the Visa Rules and eligibility criteria are also up to date 2. She wants to make sure she can approve visa applications in the correct state
Bio: Kelly is an Administrator at AFS and has Autism. She excels at dealing with lots of applications ensuring the API for the Visa rules is also up to date	Preferred Access: Desktop in AFS branch	Frustrations: <ul style="list-style-type: none"> - They have Autism and so struggle with complex/flowery language, they also

		require simple clear instructions
Age: 42 Archetype: Application Handler	Scenario (ID: P08-S01) : As Sarah has autism she wants the new system to use clear instructive language and the journey of the software to be easy to follow. This will allow her to be able to fulfil her job role. Scenario (ID: P08-S02):	

Name: Persona ID:	Role	Goals:
Bio:	Preferred Access:	Frustrations
Age: Archetype:	Scenario (ID:) :	

Name: Persona ID:	Role	Goals:
Bio:	Preferred Access:	Frustrations
Age: Archetype:	Scenario (ID:) :	

Name: Persona ID:	Role	Goals:
Bio:	Preferred Access:	Frustrations
Age: Archetype:	Scenario (ID:) :	

Non Functional Requirements

NFR Theme	Description	Assumption
Accessibility - Dyslexia	Use Dyslexic friendly fonts (British Dyslexia Association, 2023) on all webpages which include using sans serif fonts (ariel or veranda).	

	Font size should be between 12 -14pt (British Dyslexia Association, 2023) for normal sized text with the ability to increase the size of the text without using the browser zoom in function to keep the styling.	
Accessibility - Autism	<p>Ensure there is a section of the application with details on how to navigate in the application, create a visa application, how to use the Find My Visa Questionnaire. These instructions should be written in a clear, plain language (Scope, 2022) using bullet points or a numbered list to ensure easy comprehension.</p> <p>Extend any timeouts for different sections of the application or do not implement them in the first place if possible. This is due to Autistic people requiring more time to process information (Swan, 2023) as this can cause frustration and users may lose their progress.</p>	
Accessibility – Colour Blindness	Make sure to use contrasting colour combination in all elements of the application while also not relying solely on colour as an indication of importance, for example highlighted text should also be underlined (Liu, 2010)	
Performance	<p>Ensure that the application is available 99.5% of the time during normal business hours of 9am-5pm Monday-Friday</p> <p>Loading times for navigating to a new section of the application should take no longer than 1 second on desktop and 4 seconds on a mobile device. (Robert, 2023)</p>	

	<p>Logging into the application with the correct credentials should take no longer than 8 seconds</p> <p>Loading times for the application should take no longer than 2 seconds over a wired desktop connection. For a LTE connection it should load within 3 seconds.</p>	
Scalability	<p>The System should be able to support an annual growth in user's of 10% for the next 5 years.</p> <p>The System should be able to support an annual growth in the number of visa applications of 18% for the next 5 years.</p>	<p>"Support" in this scenario means that the system can accommodate this annual growth with minimal changes to the core code base however changes to the Data handling/Storage system are acceptable.</p>
GDPR Compliant – Privacy	<p>Ensure that user's are able to easily request and retrieve all the information the application has stored about them (GDPR Checklist)</p>	
Security		
Usability		

References

- British Dyslexia Association. (2023, 11 14). *Creating a dyslexia friendly workplace*. Retrieved from British Dyslexia Association: [https://www.bdadyslexia.org.uk/advice/employers/creating-a-dyslexia-friendly-workplace/dyslexia-friendly-style-guide#:~:text=Avoid%20background%20patterns%20or%20pictures,vision%20deficiencies%20\(colour%20blindness\).](https://www.bdadyslexia.org.uk/advice/employers/creating-a-dyslexia-friendly-workplace/dyslexia-friendly-style-guide#:~:text=Avoid%20background%20patterns%20or%20pictures,vision%20deficiencies%20(colour%20blindness).)
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Swan, C. (2023, March 29th). *How to design Autism friendly websites*. Retrieved from HexProductions: <https://www.horlix.com/design-online-content-for-users-with-autism/>

Mark – Formative Feedback:

C1 User identification: 11 (Mid 2:1) – I believe C1 should be an 11 as I have identified all possible persona's for each User role outlined. Within each Persona there is 2 Scenarios that are relevant to that persona and can reasonably give rise to usability requirements.

Actual Mark – 1st (Carlos)

C2 Requirement Identification: 3 (Fail) - For C2 I've marked it a fail as I have not yet completed by Non-functional requirements and as per the mark scheme the highest mark for only functional requirements.

Actual Mark – 2:2 (Carlos, 2:1/1st for functional requirements, NFR drag mark down)

C3 Architecture: 0 - C3 is a zero as I have not yet completed this section of work.

Advice from Carlos: Finish NFR + C4 diagram

Add References to methods + for NFR regarding disabilities

- Decision Record for User stories, User Roles, Scenarios = Chose to follow agile methodology.
- Decision Record for testing and using Moq in C# (Specify not to use version 4.20 as issue with privacy)
- Using Moq in c# to mock API calls for Visa requirements

- No User Evaluation but need a plan on how to conduct a user evaluation
- Add Unit Tests to prototype

Process aware information system. Wriil Van der Aalst

