

SRS for Passport Authentication System.

1. INTRODUCTION:

1.1 Purpose of this document:

To specify the software requirements for a passport automation system that streamlines the passport application, verification, and issuance process, ensuring efficient service delivery and user experience.

1.2 Scope of this Document:

Users can apply for passports online, track the status of their applications, and receive notifications for document submission and appointment scheduling. The system also allows staff to verify applications, manage appointments & process passport issuance.

1.3 Overview:

This document outlines the requirements & procedures involved in the automation of passport services and from application submission to passport issuance.

2. General Description

2.1 Product Perspective:

→ Applicant's perspective:

- * Submit passport applications online with personal details, upload required documents & track the application status

- * Schedule appointments for document verification and biometric data submission.

→ Staff's Perspective:

- * Access applicant details, verify submitted documents, and schedule appointments for in person verification.
- * Manage passport issuance & passport delivery status.

2.2 Product Functions:

- * Submit passport applications online
- * Upload required documents & track application status
- * Schedule and manage appointments
- * Passport verification & issuance
- * Generate reports on pending & processed applications

2.3 User Characteristics:

- * Users include applicants (those citizens applying for passports) & staff (government personnel processing applications).
- * Applicants must have basic computer literacy to submit online application.
- * Staff must be familiar with document verification & passport issuance processes.

2.4 General Constraints:

- * The system must operate in compliance with the legal requirements for passport issuance.
- * Users must have valid identification & provide required documentation before applying for a passport.
- * The system must ensure real time updates on application status.

2.5 Assumptions and Dependencies:

- * Applicants will provide accurate personal and document information
- * The system will rely on a secure database infrastructure to store sensitive applicant data.
- * Internet access will be required for online application submission and status tracking.

3 Functional Requirements:

1. Passport Application System:

- Applicants can create new applications by submitting personal details and uploading documents
- The system will verify the completeness of the application and schedule an appointment for document verification.

2. Appointment Management System:

- Applicants can schedule, view, and reschedule appointments for document submission & biometric capture
- The system will send appointment reminders via email or SMS.

3. Verification and Issuance System:

- Staff can access submitted applications, verify uploaded documents, and update application ~~status~~ statuses.
- Passport issuance can be processed once all verifications are completed.

4. Notification System:

Automated notifications will be sent to applicants for appointment scheduling, status updates, and document submission reminders.

4. Interface Requirements:

1. User Interface: The system should provide a user friendly interface for applicants to submit applications, track status and schedule appointments.
2. API Interface: An API will allow integration with external systems, such as government identity verification system and postal services for passport delivery.
3. Database Interface: The database interface will manage the storage and retrieval of applicant data, verification status & passport issuance details.

5. Performance Requirements:

- ① Response Time: The system should load & display application status updates within 3 seconds.
- ② Availability: The system should maintain an uptime of 99.9% excluding scheduled maintenance.
- ③ Error Handling: Clear and user friendly error messages should be provided for failed application submissions or system errors.
- ④ Security: Needs to be very secure.

6. Design Constraints:

1. Database Structure: The system should use a relational database to store structured data.
2. Microservices Architecture: System should allow scalability & maintainability.
3. Integration with Existing Systems: Must integrate with payment gateways, postal service etc.

7. Non Functional Requirements:

1. Performance: system should process document uploads & application submissions within 5 seconds.

2. Scalability: system must support concurrent users submitting & tracking applications.

3. Security: Application needs to be secure.

8. Preliminary schedule and Budget

The passport automation system project is approx. 6 months to complete. Includes hiring staff, time to plan software architecture, developing system etc..

Budget requires approx. 50 lakhs covering personnel costs, server & infrastructure costs etc..