System Requirement Specification

For Task Tracking Dashboard

Requirement analysis

Ministry of Justice

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Introduction

This document discusses the functionalities, problems, forms, and reports used in the current system. In addition, requirement gathering methodologies and results found after the requirement gathering will be stated. The functional and non-functional requirements of the proposed system are stated here. In addition, this chapter also depicts the system model. Actors of the system, essential use case diagrams with descriptions, sequence diagrams, activity diagrams, and state chart diagrams are presented.

Current System

Major Function of the Current System/ Current System Description

As of this moment, there is no existing system that facilitates organizations or individuals to access services provided concerning contract negotiation, litigation, mediation, and free legal advice electronically. In addition to explaining the services provided, it allows people to submit forms to request the service and get updates within a set amount of time. This system has another aspect which is allows internal managers to assign prosecutors to a particular work and track the workflow progress. Due to these reasons, customers have to rely on office visits to find out information regarding the institution's

Existing System

There is currently no system implemented at the institution. The system is set to be developed to meet the requirements provided by the various departments.

Requirement Gathering

Methodologies

Gathering requirements is an important task that should be done in software development. We used different techniques to gather requirements.

Document Analysis

Reviewing the existing system's documentation, like user manuals and instructions.

Requirement workshop

Requirement workshops are a great way to gather information and as a facilitator, it is important to be prepared for the session to go well. Gather and prepare materials and an agenda to give structure to the workshop that helps ensure you get quality insights.

Proposed System

Overview

The proposed system is designed to address the problems of the existing system. The proposed system aims to provide simple, efficient, and effective means by which the Ministry of Justice increases productivity, efficiently collaborates with branches and other institutions, minimizes cost, and increases client satisfaction.

Functional Requirements

This system is set to have two types of users

- External users
- Internal users

The external interface is for people who work at the various institutions that the Ministry of Justice office receives requests from or governmental institutions that the Ministry of Justice monitors.

The Internal interface is for people who are actively working at the Ministry of Justice and will behold varying levels of access within the system ranging from deputy, department head, department secretary, and department employee.

The dashboard system is to be used by the following three departments

1. **Federal Laws Implementation Monitoring Department**
2. **Legal Studies, Drafting & Consolidation department(LSD)**
3. **Civil Justice Administration Department (CJAD)**

Features required for Federal Laws Implementation Monitoring department (የፌዴራል ህጎች ተፈጻሚነት መከታተያ)

The system is required to

- ❖ The system will allow department head to insert annual plan of the department
- ❖ The department head inserts a specific work plan for which institutions are to be inspected in according to a specific plan or terms of references and law constitution
- ❖ The department head will assign work to a team or individual with a set deadline by the department head
- ❖ Evaluation criteria will be created as a check box in the system
- ❖ The system will notify the higher officials about the evaluation criteria set as they login into the system
- ❖ The system will allow the assigned employee to upload engagement letter
- ❖ The system will allow the setting of dynamic status that are reflective of the steps to be taken will be set for the particular project

❖ Assigned employ can change the status to show the progress made in a case
❖ Higher official and department head have the acess to see status changes
❖ Higher official and department head have the privilege to send a remarks regarding case that are in progress
❖ Assigned employee will upload report of finding and send completed work
❖ The department head will get email notification about report submission
❖ The department head will have the option to approve with comment or reject the work and send it back to the team or individual
❖ Once the approval and corrections are made on the report and completed
❖ Exit conference will take place
❖ The external user will have 20 days to refute the inspection report and recommendation
❖ The system will send email notification to department head about the submission of a claim to refute the inspection report and recommendation
❖ Department head will reassign the case worker to review the case
❖ The assigned case will be reviewed and finalized
❖ The institution is sent a letter to prepare a checklist for improvment measures
❖ The inspected institution will have 30 days to comply and prepare a checklist
❖ The case will be logged as completed and recorded in the work history
❖ The inspection report and recommendation will be publicly posted containing the recommendation along with and full inspection report
❖ The dashboard will contain graphs based on filters such as year of inspection and institutions
❖ The inspection recommendation will be updated as the institution implements measures to comply with the recommendation

Features required for Legal Studies, Drafting & Consolidation

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External user feature

- The system shall allow external user with username and password to login
- The System allows external user to submit various requests to Ministry of Justice
- The user is prompt to enter if this is a new request or continuation from the previous one
- If continuation is selected prior submitted cases are shown as and with a prompt to select the case that is continued
- The user is prompted to insert the frequency of the request made regarding the case
- And continuation form submission form is provided to be field out
- If new is selected the system prompts the user to choose from request types of Advice, Registration, Comments, Other
- And the form for the selected type of request is provided
- The system will allow users to fill in form and upload various document types such as Proclamation, Regulation , Directive, Policy, Strategy
- The system will allow external users to upload letters regarding the cases along with documents
- The external user will get email notification about case related additional file requests
- The system will allow external user to respond to additional file request and upload files
- The external user will get email notification about case related updates and final response
- The external user can access final cases response and file in the system
- The external user can see prior history of submitted cases and responses

Internal user features

The system shall allow the internal users with various privileges to

- The system will allow higher officials to receive requests that are submitted in chronological order
- The system will allow the higher official to search for particular cases
- The system will allow the higher official to access cases and check their status
- Higher officials will receive an email notification for all requests that are submitted.
- The higher official will assign requests submitted to Legal Studies, Drafting & Consolidation and can set priority to cases
- On special conditions the deputy can assign requests to LSD and CJAD
- When two departments are assigned the case is handled by individuals from the two departments, and work as an informal team
- The work has to be completed from both sides for the case to be closed
- The deputy can directly assign work to a team or individual without assigning it to the department for the department head to handle and add it to the new cases assigned to the LSD department
- The deputy can send remark regarding any active case in the LSD department to the department head
- Legal Studies, Drafting & Consolidation Department heads will receive an email notification as requests are submitted concerning the department.
- The department head may request the fulfillment of documents that are relevant to the cases
- The department head will set a deadline and add remarks to the case
- The department head will assign the case to a team or individual if the request fulfills the requirement
- If the assignment is for a team there are two options for an assignment using formal teams or creating an informal team
- If an informal team is selected there will be an option to select individuals from different three pre-existing teams in the department and assign them into a team to work on a particular task

- ❖ The assigned employees will get email notification of assigned work
- ❖ The assigned employees can communicate with the assigner in regards to the case
- ❖ Department head will get email notification regarding the assigned employee communication
- ❖ The assigned employee will get email notification of responses sent by the department head
- ❖ The assigned employee will update the status of the case
- ❖ The status changes will be reflected department head and higher officials
- ❖ The department head has the privilege to reverse status updates according to work review
- ❖ If the work is not completed within the set deadline the system the employee will submit an explanation regarding delays
- ❖ The assigned employee can upload completed work on time
- ❖ The system will alert the department head one day ahead of a deadline
- ❖ The department head will receive an email notification regarding the completed case submission
- ❖ The department head will have the option to approve and send comments on the work and send it back to the team or individual assigned to the case
- ❖ Once the approval and corrections are made on the report and completed the department head will send a response to the requesting party
- ❖ The department head may send the completed work to higher officials if approval is necessary.
- ❖ The Higher official will get an email notification and will get to review the final work for approval or rejection and send remarks to the department head
- ❖ The cycle will continue until both the department head and/ or higher officials approve of the completed work
- ❖ On attaining approval the file is sent to the institution that submitted the request
- ❖ The case will be logged in to history as completed work history and be accessed when searched according to the date, question kind and institution name filtering options present

- Resubmission of the same case will be logged in to the system as one and will hold the prior history of the case
- The system will allow the secretary to register request that are made by a physical visit to the office
- Department head will be able to retrieve information from prior logged history of prior requests and interactions
- The system will allow show department report based on service types and state of service as new, pending and complete
- The department head might make a home page post with information that should be seen by the public

Features required for Civil Justice Administration

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External user feature

- The system’s home page will feature basic information and a form to submit requests for clients who submit applications from outside the country
- The system shall allow external user with username and password to login
- The System allows external user to submit various requests to Ministry of Justice
- The user is prompt to enter if this is a new request or continuation from the previous one
- If continuation is selected prior submitted cases are shown as and with a prompt to select the case that is continuation
- And continuation form submission form is provided to be field out
- If new is selected the system prompts the user to choose from service types such as CJA’s service types legal advice, contract negotiation/drafting/review, ADR activities, Litigation, International Cases and detailed information.
- The form for the selected type of service is provided
- The system will allow users to fill in the form and upload various documents and letters regarding cases
- Various priority flag-setting questionaries will be presented to the external user
- The external user will get an email notification about case-related additional file requests such as client engagement agreement, power of attorney, and other evidence.
- The system will allow an external user to respond to additional file requests and upload files
- The external user will get an email notification about case-related updates and final response
- The external user can access the final case responses and files in the system
- The external user can see prior history of submitted cases and responses

Internal user features

The system shall allow the internal users with various privileges to

- The system will allow higher officials to receive all the requests submitted in chronological order
- The system will show the case priority determined by the external questionnaire form
- The system will allow the higher officials to search for particular cases
- The system will allow the higher officials to access all cases and check their status
- Higher officials will receive email notifications for all submitted requests.
- On special circumstances the deputy can assign requests to LSD and CJAD
- When two departments are assigned the case is handled by individuals from the two departments, and work as an informal team
- The work has to be completed from both sides for the case to be closed
- The deputy can directly assign work to a team or individual without assigning it to the department for the department head to handle and add it to the new cases assigned to the CJAD department
- Higher officials will assign requests submitted to the Civil Justice Administration and can set priority to cases
- The deputy can send remark regarding any active case in the CJAD department to the department head
- Civil Justice Administration Department heads will receive an email notification as requests are submitted to the department
- The department head will be able to view the case and see it's priority
- The department head may request the fulfillment of documents such as client engagement agreement, power of attorney, and other evidence.
- The department head will assign the case to a formal team leader, informal team, or individual if the request fulfills the requirement

- If a formal team is selected there will be an option to select one of the three pre-existing teams in the department
    - Coordination for Contract Negotiation/Drafting/Review and ADR activities
    - Coordination for Litigation & Execution of Judgements
    - Coordination for International cases
- If a formal team is chosen the team leader will assign the task to other members of one of the following teams
- If an informal team is selected department head will assign individuals from different three pre-existing teams in the department and assign them into a team to work on a particular task
- The department head will set a deadline and add remarks for work
- The department head will assign a team/individual to attend a meeting, a negotiation, in a group/committee work if the request is made to that effect
- The department head will inform to the requesting institution the name of the assignee
- The assigned employee will get an email notification
- The assigned employee can communicate with the assigner in regards to the case
- Department head will get email notification regarding the assigned employee communication
- The employee will get email notification of responses sent by the department head
- The assigned employee update the status of the case
- The system should have a calendar and should allow registering all dates of adjournments and events occurred on the adjournments
- The status will be reflected for department head and higher officials
- The system should alert the department head one day ahead of a deadline
- The system will reflect the delay flag when the department head is logged in to the system

- If the work is not completed within the set deadline the system will send an instant email notification delay to the assigned worker and department head
- The employee will submit an explanation regarding the delay
- The department head will give further direction or assign the work to another employee and revoke the access of the priorly assigned worker
- The assigned employee can upload completed work
- The department head will receive an email notification regarding the submission of the completed case
- The department head will have the option to approve with comments on the work and resend the work back to the team or individual assigned
- Once the approval and corrections are made on the report and completed the department head will send the response to the requesting party
- The department head may send the completed work to higher officials if approval is necessary.
- A higher official will be notified and review the final work for approval or send remarks to the department head
- The cycle will continue until both the department head and or higher officials approve of the completed work
- Once approval is gained it will be sent to the institution that submitted the request
- The case will be logged as completed work history and be accessed when searched according to the date, question kind and institution name filtering options present
- The department head is allowed to follow up on completed cases
- Resubmission of the same case will be logged in to the system as one and will hold the prior history of the case
- The system will allow the secretary to register request that is made by a physical visit to the institution

- The system will allow branches to request supports from CJAD
- The system will allow branches to send regular reports to CJADG
- The system shall allow users to retrieve information from prior logged history according to access granted
- The system shall allow the retrieval of the organizations' request history of prior requests and interactions
- The system will generate a work execution report based on service types and state of service as new, pending, and complete
- These reports will be in table format with the option to download and print the selected report kind with the lists

Non-Functional Requirements

User Interface and Human Factors

NFR1: To ease users' interaction with the system, an interactive and easy-to-use user interface has buttons and forms. The user interface shall be designed in a similar style (model) to most common web interfaces.

Documentation

NFR2: Full system documentation including the Project Proposal, System Requirement Analysis Document, System Design Document, and Object Design Documents will be compiled to facilitate future reference and system maintenance. User manuals and installation guides shall also be compiled.

Hardware Consideration

NFR3: The web app can be used on smartphones, tablets, and computers.

Performance Characteristics

The system's architecture shall be optimized to ensure a fair enough response time and throughput.

NFR4: As the volume of users served using the system increases and related operations increment. The system's architecture shall be optimized to ensure a fair enough response time and throughput.

Error Handling and Extreme Conditions

NFR5: The system shall be implemented with a design capacity to handle errors made during an interaction with users and systems. To ensure system availability and robustness, redundancy of the application and database servers shall be maintained.

Quality Issues

NFR6: The system shall produce well-designed and organized reports compared to the previous system. The system will have different views that facilitate the requirements of various levels of clearance within the company

System Modifications

System modification takes place depending on the request to modify is in scope with the original contract and scope of defined work. If some change is required.

NFR7: The system will be developed by MG Software consultancy or (Mulugetta Gessesse Mengesha software development) as contracted and will also give a warranty as specified on the contract.

Physical Environment

NFR8: The system can be deployed on any web server. Currently, we have deployed it on Windows 2012 server. Depending on the volume of data to be stored on the database large-scale storage is needed and for performance purposes, either 16 gigabytes or more RAM will serve best.

Security Issues

NFR9: The system is expected to include a security policy to protect sensitive areas of the operation the system's appropriate security mechanisms like firewalls shall also be in place.

SSL certificate is a code on the web server that creates an encrypted connection, it keeps any data submitted by the website users safe and secure. Therefore MOJ will need to acquire the certificate to make the site safe and secure. Our system will have a high level of security.

As it will be explained in detail below we have a role-based security subsystem based on a globally accepted Membership Management framework. It shall allow access to features of the system based on the roles assigned to systems based on the security policy.

In addition, there will be a secured communication (SSL) as explained above a role-based security module will be implemented which consists of the following major components:

- User Maintenance
- Group Maintenance
- Permission Maintenance
- SSL Certificate of all sites if necessary.

This module is used to manage security-related activities including Role Management, User Group. A user group can be created allowing members to either have a read and write privilege or only a read privilege.

User Name

A user can be created for an employee in an organization. Once his username and password are created as shown above then his role will be determined based on different modules and menus as shown below.

Least privilege access level

A user may be given access of minimum level to certain modules as requested on the TOR or even certain pages and in that may be only view or add or modify or delete rights. See below.

Access from other systems

Our system does not allow access from other systems unless it comes from an API that already is properly authenticated

Resource Issues

NFR10: The system will function on any standard hardware and software platforms, as it is developed with the most common development tool and supported with a common database management system.

Operating System: Depending where the system is deployed any type of OS can be used to facilitate the system. Initially, we used Windows 2012 server but the system will work and is compatible with any operating system.

Notification:

The system will have different notifications. Since we register emails of users whenever there is a need to notify a user related to some function the email in file can be used. In addition, there are elaborate system-level notifications that the system generates. As far as SMS is concerned, it requires MOJ to set up an arrangement with TELE to make that happen.

Database Management System:

Currently the system is using Microsoft SQL-server 2012. However, the database can work with any version of the database 2015 or 2019 or higher. It is upward compatible.

System Model

System modeling is the process of developing abstract models of a system, with each model presenting a different view or perspective of that project. System modeling helps the analyst understand the system's functionality and models are used to communicate with customers.

Scenario

A scenario is “a narrative description of what people do and experiences as they try to use computer systems and applications”. A scenario is a concrete, focused, informal description of a single feature of the system from the viewpoint of a single actor. Actors represent external entities that interact with the system. Actors can be human or an external system. The scenarios of the proposed system are presented as follows.

SID	001
Scenario Name	Login
Actor	Employee: Individual from client institution
Flow of Events	1. The individual opens the web app in a browser 2. The system shall display the login form and prompt for username and password 3. The client types his username and password and clicks the “Login” button. 4. The system shall authenticate the client’s roles and display the system’s communication dashboard.

SID	002
Scenario Name	Requiring a Form
Actor	Client: Institution provided with access
Flow of Events	1. The client goes to the dashboard 2. Navigate various services provided 3. The client can fill in the form that is required and send a request 4. The client gets confirmation about submission

SID	003
Scenario Name	Login
Actor	Employee: Prosecutor or administrators
Flow of Events	5. The employee/administrator opens the web app in a browser 6. The system shall display the login form and prompt for username and password 7. The employee/ administrator types his username and password and clicks the "Login" button. 8. The system shall authenticate employees/administrators' roles and display the system's dashboard

SID	004
Scenario Name	Assign cases
Actor	Minister
Flow of Events	1. The logged manager shall have access to the admin panel 2. The system shall display a table of

	submitted case forms with the option to assign it to a department 3. The director can assign priority to a particular case 4. Updated task reports are now shown and the assigned department will be notified

SID	005
Scenario Name	Assign work
Actor	Director
Flow of Events	5. The logged manager shall have access to the department head panel 6. The manager sees all the cases assigned for the department 7. The system shall display a table of submitted forms with the option to assign the review to a person or a team 8. The manager assigns a due date and saves the task 9. Updated task reports are now shown and the assigned team or person will be notified

SID	006
Scenario Name	Notification for new assignment
Actor	Employee
Flow of Events	1. Employee navigates to the home page of her panel 2. The system shall display a notification detailing the due date, assigner, and the submitted form

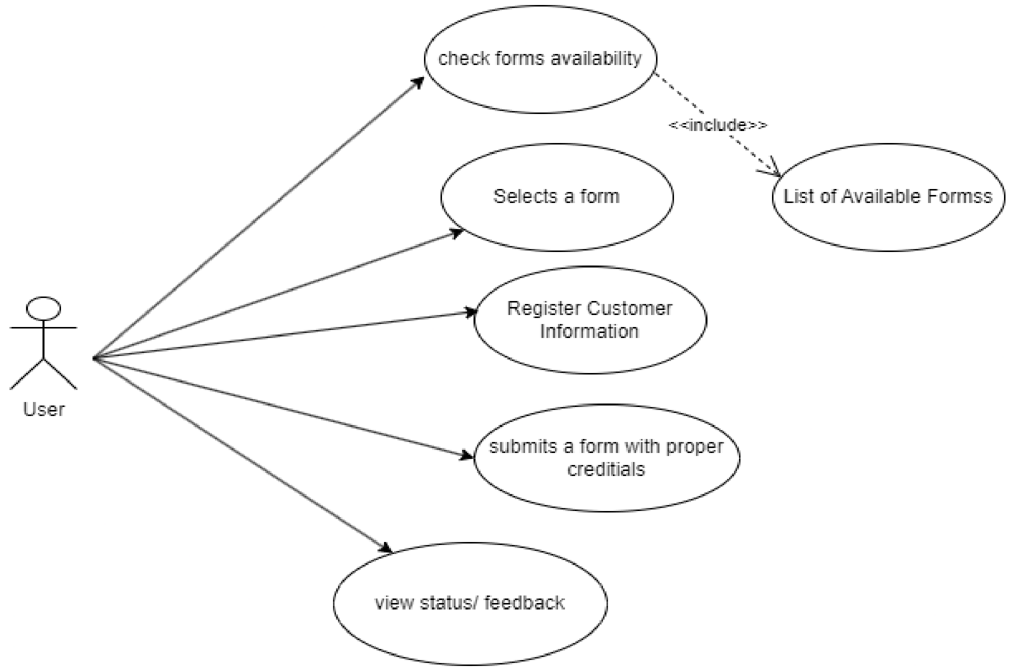
SID	007
Scenario Name	Log progress
Actor	Employee
Flow of Events	1. The employee assigned work updates each step taken regarding case 2. The system shall display a report detailing case flow to people who are granted case access

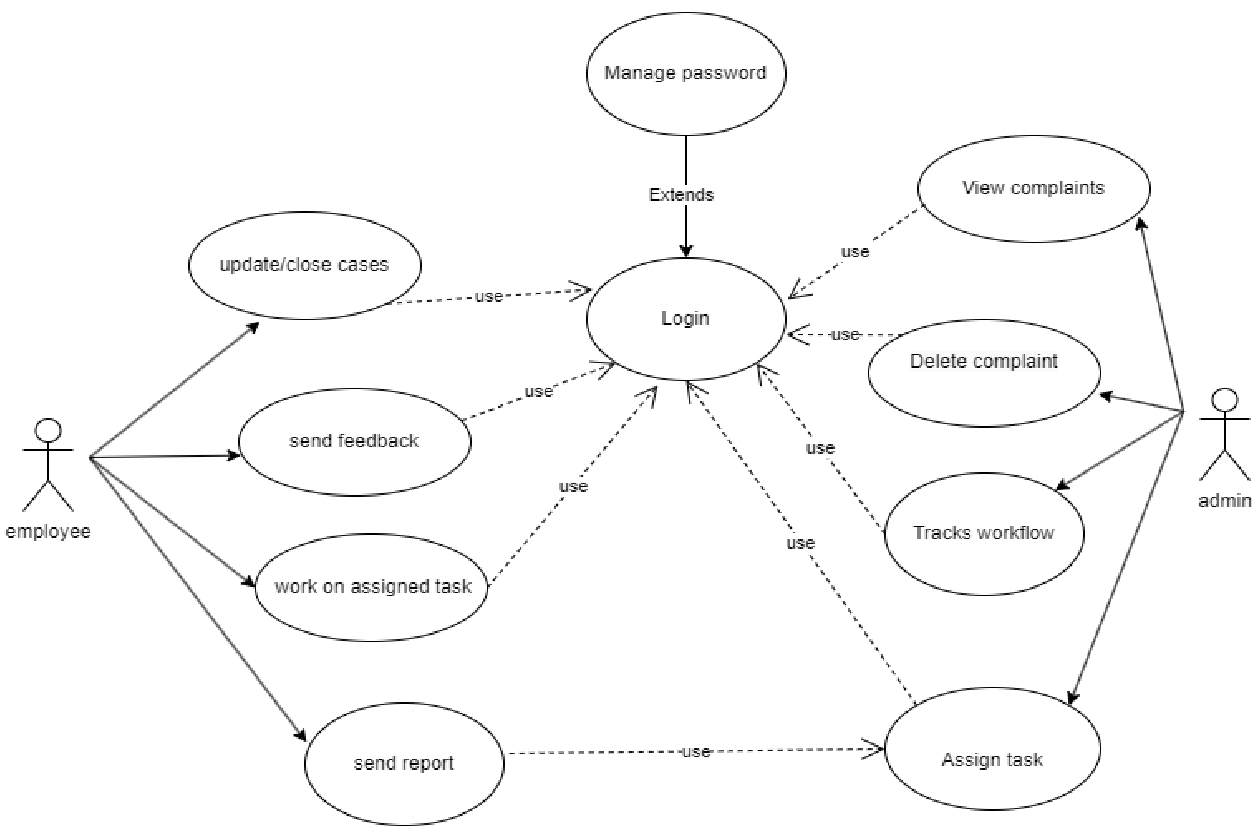
SID	008
Scenario Name	Generate a Report
Actor	Employee
Flow of Events	3. The manager arrives at the system and clicks Case Report 4. The manager chooses the month or date 5. The system shall display a report detailing the institution's workflow

SID	009
Scenario Name	In Person cases
Actor	Department: Secretary
Flow of Events	1. The secretary goes to the dashboard 2. Navigate various services provided 3. Registers the in-person request onto the system 4. The secretary will get a confirmation on form submission 5. Updates on requests are now shown and the assigned department director will be notified

Use Case Model

Use Case Diagram





Use case diagrams are used during requirement gathering and analysis to represent the functionality of the system. Use cases focus on the system's behavior from an external point of view. A use case describes a function provided by the system that yields a visible result for an actor. An actor describes any entity that interacts with the system.

Use Case ID	001
Use Case Name	Access To Forms
Objective	To display the forms
Participating Actors	Any Client
Entry Condition	The bus forms should be available
Flow of Events	1. The client arrives at the system and clicks menu 2. The system displays various forms with a description of requirements and preconditions 3. Customer can’t submit request unless prior access is provided
Exit Condition	Denied the option to submit the form

Use Case ID	002
Use Case Name	Submit form
Objective	Submit a form that customer requires service on
Participating Actors	Authenticated client
Entry Condition	Actor needs to be authenticated
Flow of Events	1. The client arrives at the system and clicks to get form 2. The System displays the required form 3. The System validates that the required

	fields are properly filled 4. The clients can now submit information or close page
Alternate Event	2. The user enters an invalid destination
Exit Condition	Actor successfully form submission notification

Use Case ID	003
Use Case Name	Login
Objective	User logs into the system
Participating Actors	Admin and employee
Entry Condition	User has a valid account
Flow of Events	1. The system prompts the actor for authentication 2. The actor provides valid authentication for using the system 3. The system verifies the account is valid and permits the actor to use the app
Alternate Flows	**2.** The system denies login attempts with wrong entries and prompts him/her to reenter his/her User ID and Password correctly
Exit Condition	The application's dashboard will be displayed as per the privilege defined to the user.

● Use Case ID	004
Use Case Name	Assign task
Objective	Add a new task to employee
Participating Actors	Admin
Entry Condition	Admin must be logged in
Flow of Events	1. Admin arrives at the system and selects Admin panel in the navigation panel 2. The system displays a list of options 3. Admin selects manage submission 4. The system displays the list of submissions in each category 5. Admin selects assign a task 6. The system prompts Admin for employee information(employee's full name, department) 7. Admin enters deadline and adds task 8. The system asks for confirmation 9. Admin clicks confirm. 10. A new task has been added to the system
Alternate Flow	6a. Invalid input for fields 6b. Try to add an existing task again
Exit Condition	Admin adds a new task

Use Case ID	005
Use Case Name	Add Employee
Objective	Add a new employee to the database
Participating Actors	Admin
Entry Condition	Admin must be logged in
Flow of Events	1. Admin arrives at the system and selects the Admin panel in the navigation bar 2. The system displays the list of options 3. Admin selects manage employee 4. The system displays the list of employees 5. Admin selects Add Employee 6. The system prompts Admin for employee information 7. Admin enters info and clicks add employee 8. The system asks for confirmation 9. Admin clicks confirm. 10. A new employee has been added to the system
Alternate Flow	6a. Invalid input for fields 6b. Try to add existing employee
Exit Condition	Admin adds a new employee

Use Case ID	006
Use Case Name	Update Employee
Objective	Edit and update employee information to the database
Participating Actors	Admin
Entry Condition	Admin must be authenticated
Flow of Events	1. Admin arrives at the system and selects the Admin panel in the navigation bar 2. The system displays the list of options 3. Admin selects manage employee 4. The system displays the list of employees 5. Admin selects Edit beside the employee in the list they want to edit 6. The system displays editable information about the employee 7. Admin enters info and clicks save 8. The system asks for confirmation 9. Admin clicks confirm. 10. Employee info has been updated to the system
Alternate Flow	6a. Invalid input for fields
Exit Condition	Admin edits an existing employee

Use Case ID	007
Use Case Name	Delete Employee
Objective	Remove employee from the database
Participating Actors	Admin
Entry Condition	Admin must be logged in
Flow of Events	1. Admin arrives at the system and selects the Admin panel in the navigation bar 2. The system displays a list of options 3. Admin selects manage employee 4. The system displays the list of buses 5. Admin selects Delete beside the bus in the list they want to edit 6. The system asks for confirmation 7. Admin clicks confirm. 8. The employee is deleted from the system
Exit Condition	Admin deletes an employee

Use Case ID	008
Use Case Name	View Report
Objective	Remove employee from the database
Participating Actors	Admin
Entry Condition	Admin must be logged in
Flow of Events	1. Admin arrives at the system and selects the Admin panel in the navigation bar

	2. The system displays a list of options 3. Admin selects reports 4. The system displays the list of work assigned work reports from employees
Exit Condition	Admin gets report

Use Case ID	009
Use Case Name	Evaluate assigned case
Participating Actor	Employee
Entry Condition	1. The employee is authenticated and logged in 2. The employee can submit reviews to a supervisor who has assigned them to do the work
Flow of Events	1. The supervisor arrives at the system and clicks the reviews in the navigation bar when it toggles. 2. System displays the assigned tasks with estimated deadline
Exit Condition	Employee view assigned

Use Case ID	010
Use Case Name	Update/ Close cases
Objective	Update or close assigned cases
Participating Actors	Employee
Entry Condition	1. Authenticated employee
Flow of Events	1. The employee clicks on the assigned

	to case 2. The system displays assigned tasks with the option to review 3. Send an update through the proper channel or set an appointment and close the case 4. The client receives an update from the office
Exit Condition	The clients get the case review result

Use Case ID	011
Use Case Name	Generate workflow Report
Objective	Generate a workflow report from start station to final station
Participating Actors	admin
Entry Condition	1. The system displays a review option for assigned work
Flow of Events	1. Admin arrives the at system and clicks review case 2. The system displays a report detailing the various workflow for stages and review submitted regarding the cases
Exit Condition	Lists the various reports submitted in regards to cases

Object Model

Data Dictionary

Entity Client

Name	Type	Description
ID	Char	Identification number of the client
Full Name	String	First name and surname of the customer
Phone	Long	Phone number of the customer
Email	String	Email of the customer

Entity Employee

Name	Type	Description
ID	Char	Identification for an employee
Full Name	String	Full Name of the employee
Password	String	Password chosen by employee
Phone	Long	Phone number of the employee
Department	String	The department the employee works in

Entity Form

Name	Type	Description
ID	Char	Identification for a specific form
Title	String	Describes the kind of the form
Category	String	The sub-category of service the form is und
Employee ID	Char	Task assigned employee

Entity Assignment

Name	Type	Description
ID	Char	Identification for the task assignment
Due date	date	Manage estimated due date
Employee ID	Char	Task assigned employee

Entity Review

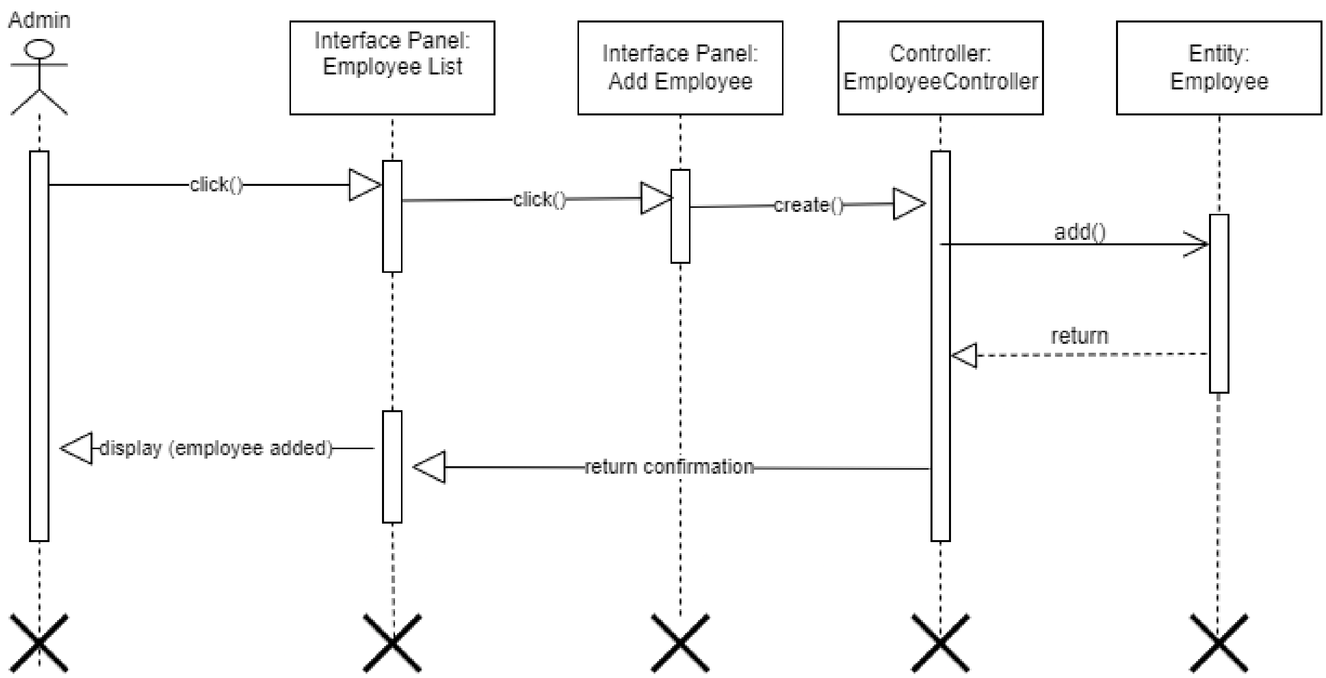
Name	Type	Description
ID	Int	Identification number of the review
Employee ID	Char	Task assigned employee
Date	date	Date of the form submission
Counter	Int	To count the amount of the submission from the client
Client ID	Char	The client who submitted the form

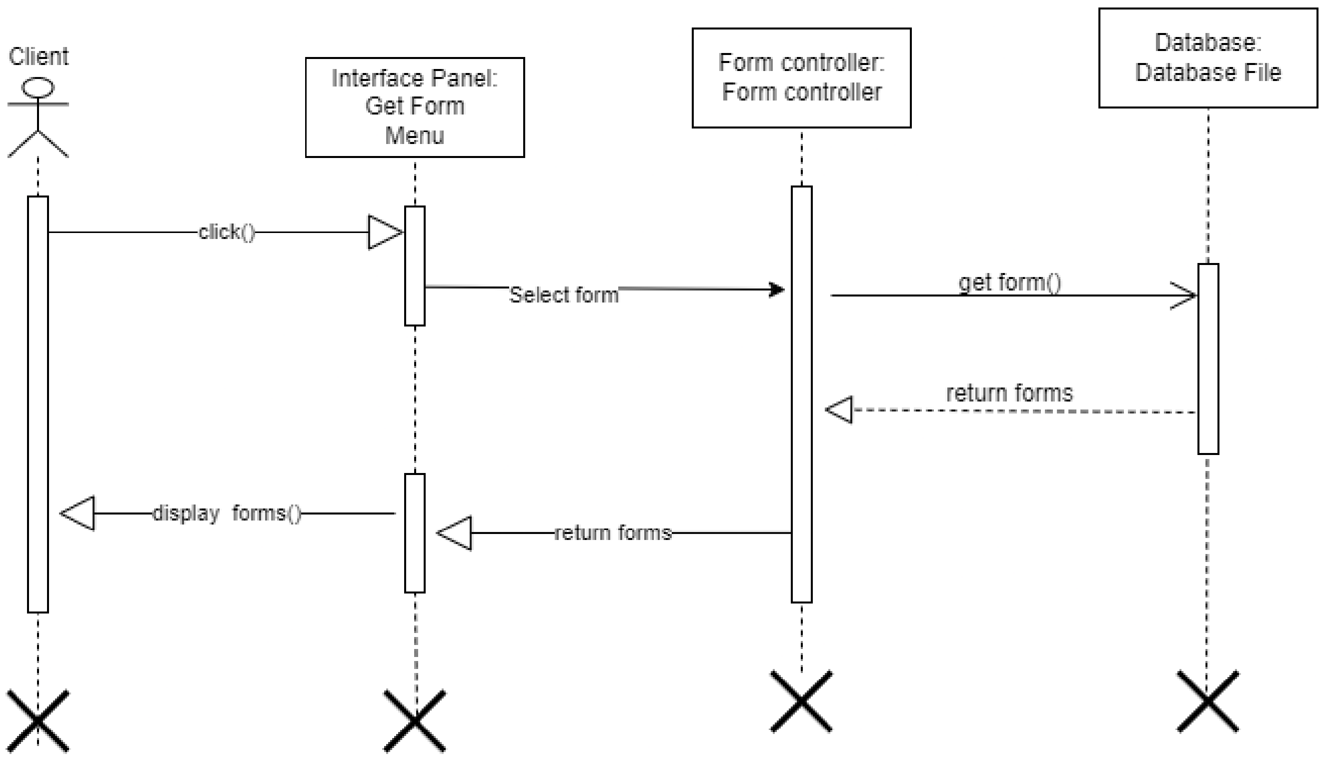
Entity Report

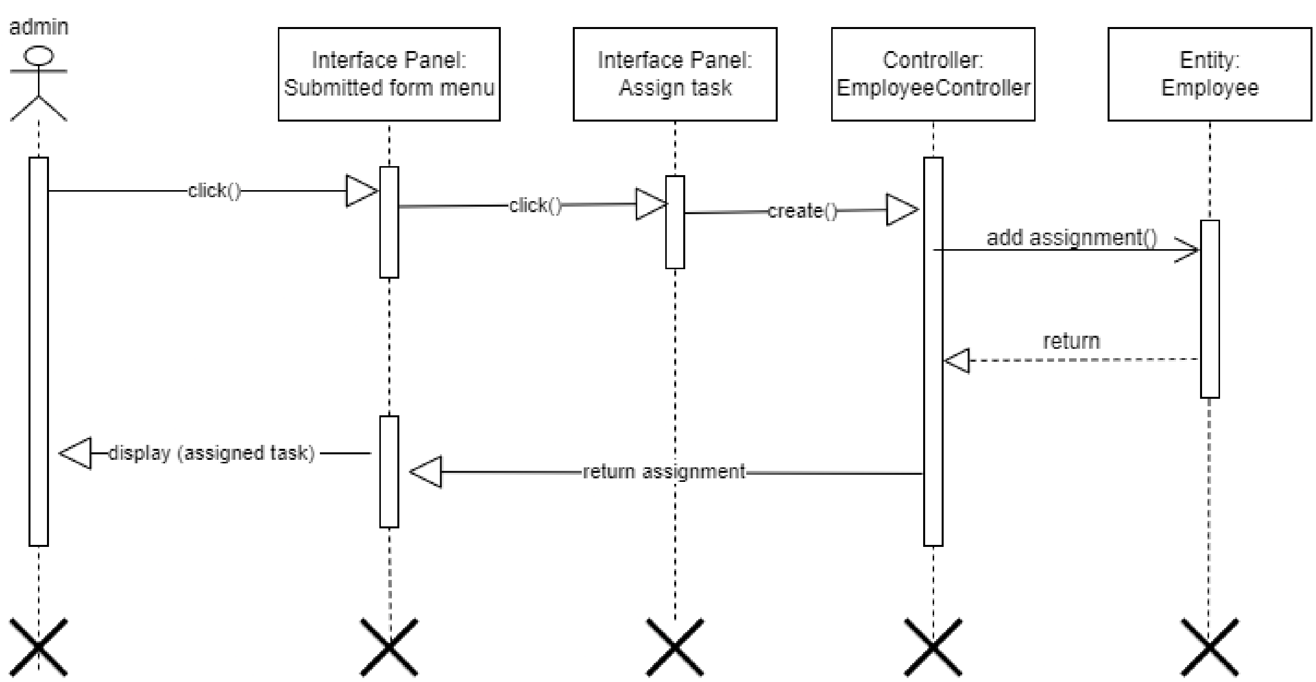
Name	Type	Description
ID	Int	Identification number of the review
Form ID	Char	Updated and Closes opened cases
Phone	Long	Phone number of the customer
Email	String	Email of the customer

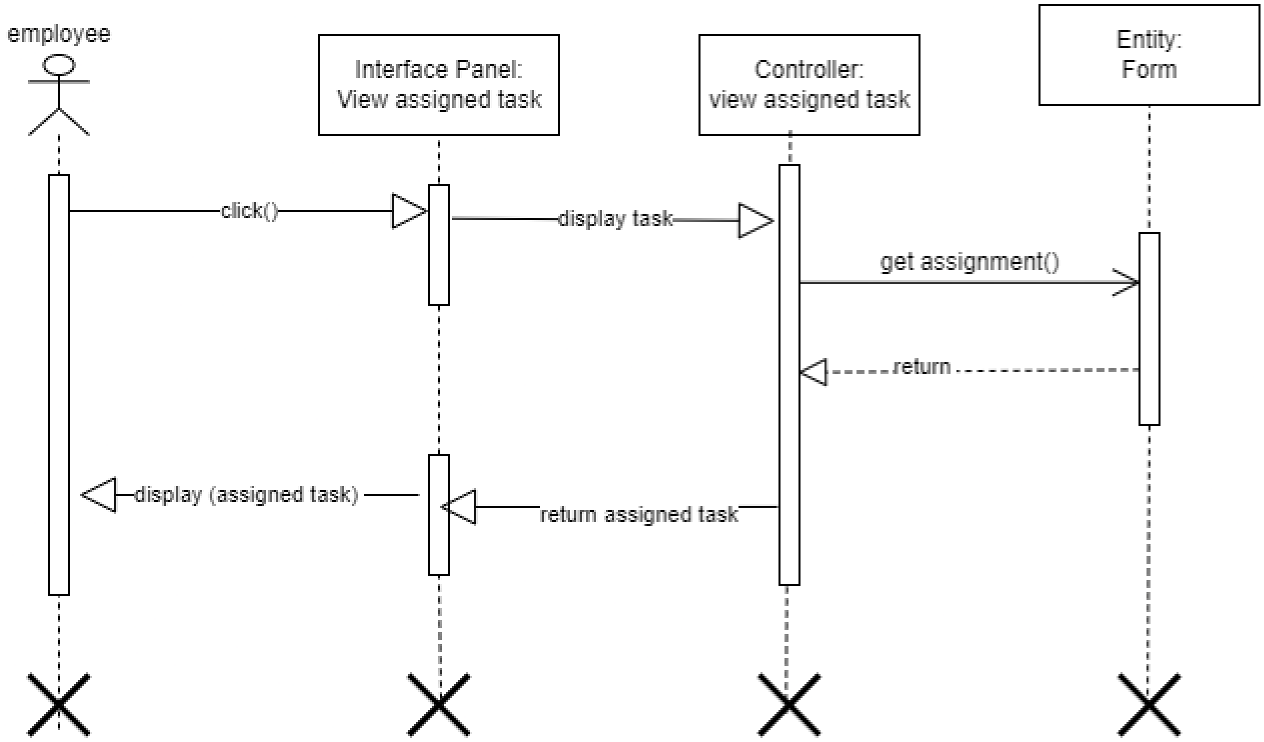
Dynamic Modeling

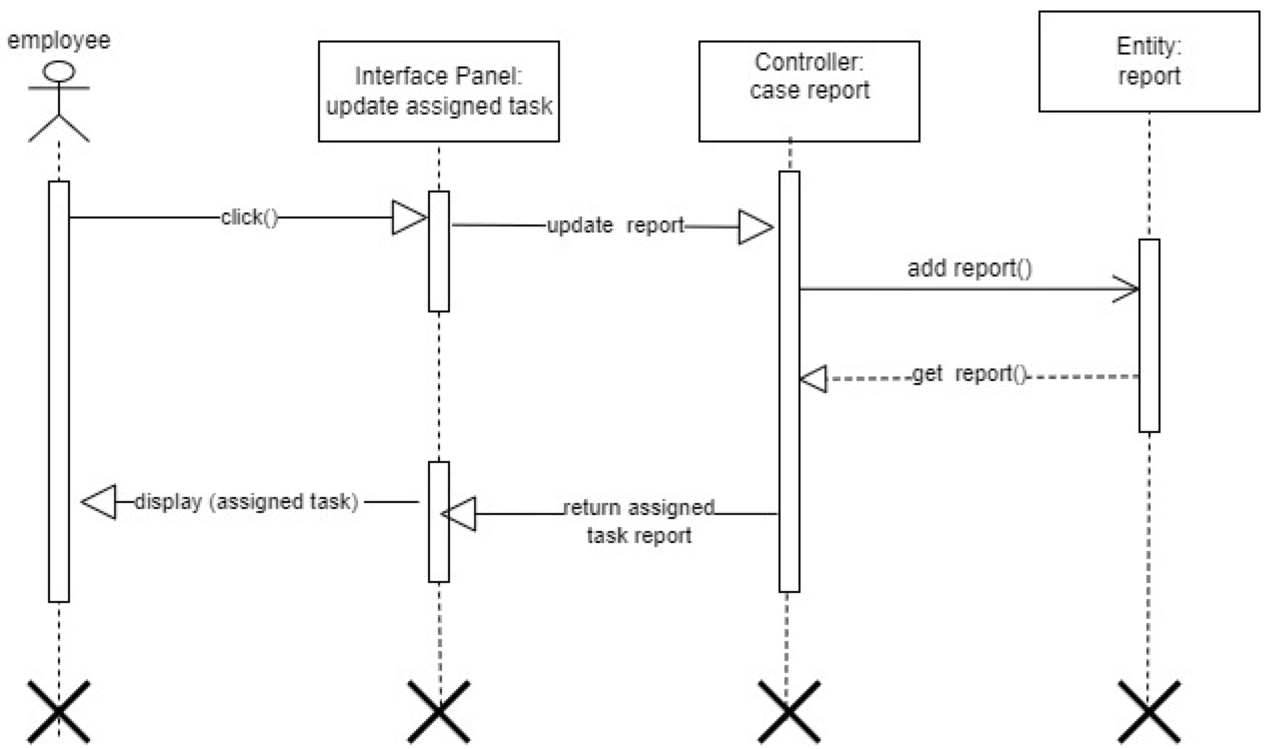
Sequence Diagram



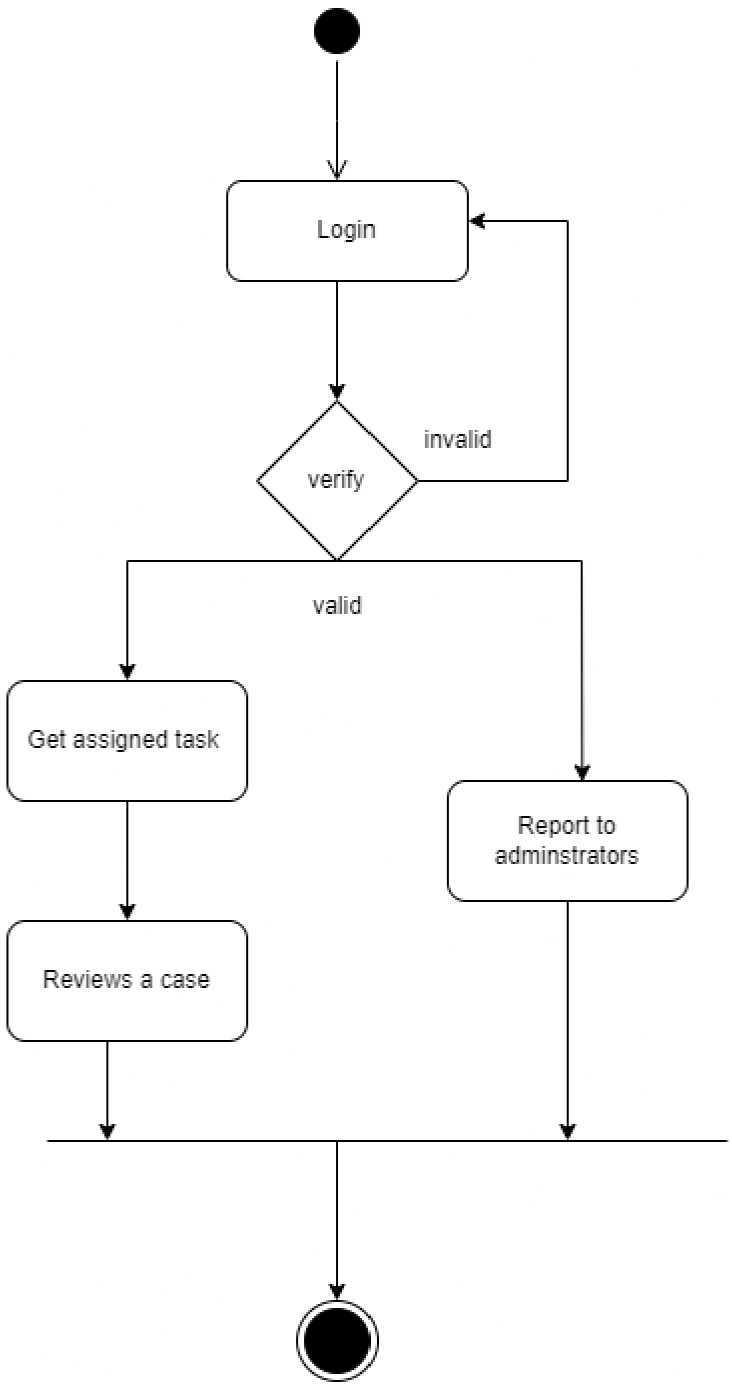

Client
Interface Panel:
Get Form
Menu
Form controller:
Form controller
Database:
Database File
click()
Select form
get form()
return forms
display forms()
return forms


admin
Interface Panel:
Submitted form menu
Interface Panel:
Assign task
Controller:
EmployeeController
Entity:
Employee
click()
click()
create()
add assignment()
return
display (assigned task)
return assignment

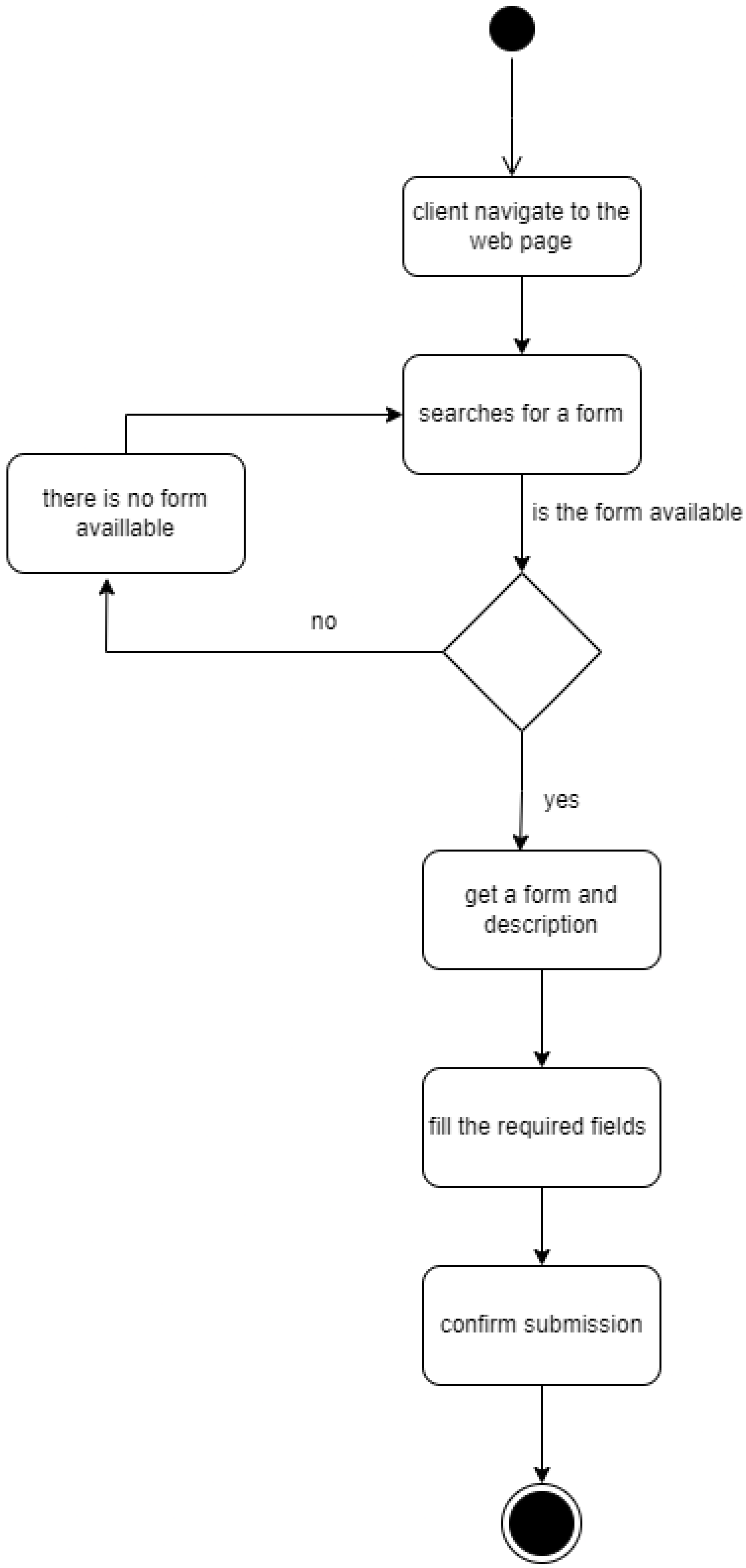

employee
Interface Panel:
View assigned task
Controller:
view assigned task
Entity:
Form
click()
display task
get assignment()
return
display (assigned task)
return assigned task


employee
Interface Panel:
update assigned task
Controller:
case report
Entity:
report
click()
update report
add report()
get report()
display (assigned task)
return assigned
task report

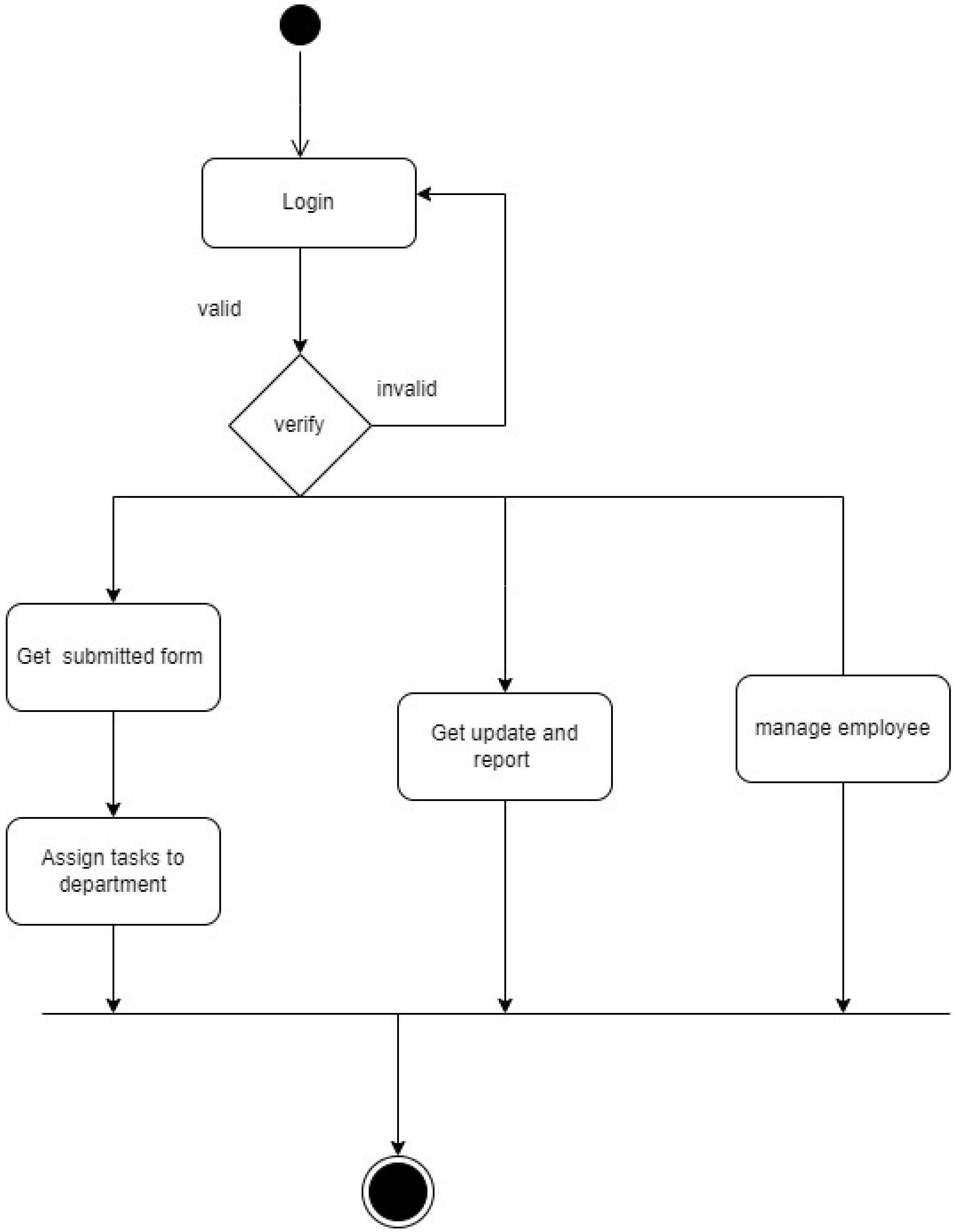
Activity Diagram



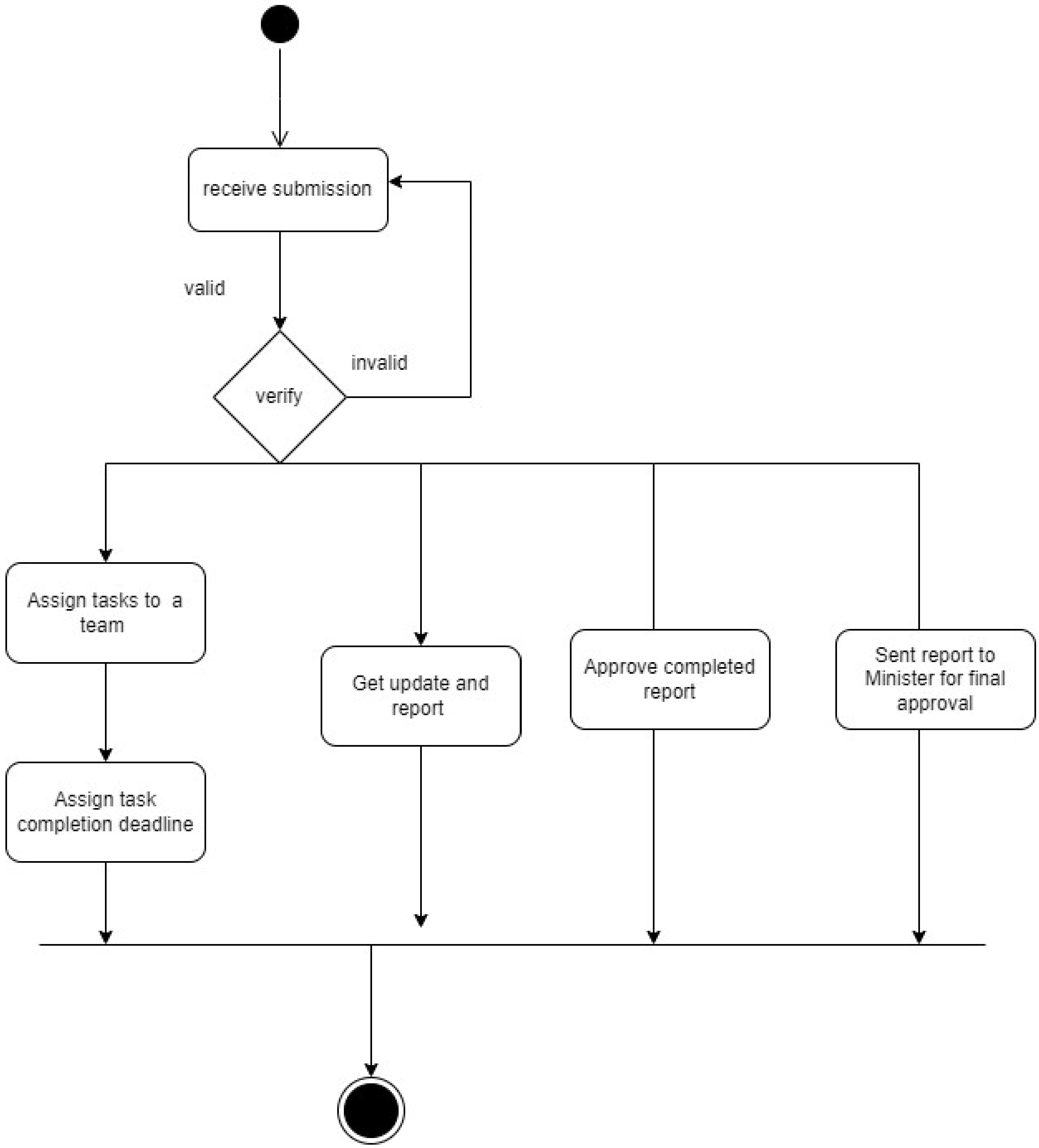
Dashboard activity diagram for Employee



Dashboard activity diagram for client



Dashboard activity diagram for High-level administrator



Dashboard activity diagram for Department head