Advanced Foreign Services Requirements

Scope

- There will only be branches in China, the United Kingdom, Italy, and the United States however the design will allow for branches to be added.
- The only available destinations will be the same countries as outlined above, however there will be functionality to add more destinations.
- The system will only have a few members of staff and open visa applications, but it will be able to handle many more.

Assumptions

When working on an information system, it is impossible to have access to all information, and to know what the future will hold; henceforth, some assumptions must be made.

- The current system for AFS is antiquated, being a mostly physical system where AFS agents must record applicants' data on paper and send applications to the embassy via mail.
- Currently, AFS agents review applications by comparing them with a physical book of visa rules.
- Administering the current system is also paper based and extremely time-consuming. Updating the details of or adding new branches, employees, and countries require laborious amounts of paperwork.
- Data regarding applicants is currently stored in physical files on-premises.
- The email system that we are using adheres to the same security principles of AFS.
- The price of a visa is the same for all origin countries that require it.

Roles

New Visa Applicant	New to the system and will be looking for information on visa type and will need to create an account if they want to apply.
Authorised Visa Applicant	Has an AFS account and is looking to apply for a visa, may require assistance from AFS staff.
Branch Manager	Manages a specific branch and the AFS agents who work there. Will want to view statistics regarding their branch.
Staff Administrator	Can create a branch, add staff members and move them between branches.
Visa Administrator	Can add new countries, and manually add and edit visa rules for a country.
AFS Agent	Works at a particular branch to view and submit applications that applicants have made

User Stories

Title: Determine Visa Type	Priority: Medium	Estimate: 5 story points
User Story 1 As a new visa applicant I want to determine which visa type I will require So that I am informed about my potential application		
Acceptance Criteria Given that I am on the "visa check" page When I fill out the questionnaire and click the "check if I need a visa" button Then I will be informed of what visa I will need, if I need one, and taken to the home page.		
Requirement Traceability Requirement ID: NEW-001 Current Stage of Implementation: TCNEW-001 pending, TCNEW-002 pending		

Title: Create Applicant Account	Priority: High	Estimate: 5 story points
User Story 2 As a new visa applicant I want to create an account So that I can apply for a visa		
Acceptance Criteria Given that I am on the "create account" page When I enter my details and click the "create account" button Then my account will be created, and I will be signed in and taken to the home page.		
Requirement Traceability Requirement ID: NEW-002 Current Stage of Implementation: TCNEW-003 pending, TCNEW-004 pending		

Title: Sign Into Applicant Account	Priority: High	Estimate: 5 story points
User Story 3 As an authorised visa applicant I want to sign into my account So that I can apply for a visa		
Acceptance Criteria Given that I am on the "sign in" page When I enter my details and click the "sign in" button Then I will be signed into my account and taken to the home page.		
Requirement Traceability Requirement ID: AUT-001 Current Stage of Implementation: TCAUT-001 pending, TCAUT-002 pending		

Title: Sign Into Staff Account	Priority: High	Estimate: 5 story points
User Story 4 As a AFS agent, staff administrator, visa administrator, or branch manager I want to sign into my account So that I can carry out my duties for AFS		
Acceptance Criteria Given that I am on the "staff sign in" page When I enter my details and click the "sign in" button Then I will be signed into my account and taken to the home page.		
Requirement Traceability Requirement ID: STA-001 Current Stage of Implementation: TCSTA-001 pending, TCSTA-002 pending		

Title: Select Origin and Application Countries	Priority: High	Estimate: 3 story points

User Story 5

As an authorised visa applicant
I want to select my origin and destination country
So that I can view the visas I may apply for

Acceptance Criteria

Given that I am on the home page
When I enter my origin and destination countries and click the "begin application" button
Then I will be taken to the "select visa" page.

Requirement Traceability

Requirement ID: AUT-002
Current Stage of Implementation: TCAUT-003 pending

Title: Select Visa to Apply For	Priority: High	Estimate: 3 story points

User Story 6

As an authorised visa applicant
I want to select a visa to apply for to my country of choice
So that I can begin my application for that visa

Acceptance Criteria

Given that I am on the "select visa" page
When I select a visa type and click the "apply now" button
Then I will be taken to the next stage of the application process (this will be the complete section, book appointment section, or upload documents section, depending on the visa rules).

Requirement Traceability

Requirement ID: AUT-003
Current Stage of Implementation: TCAUT-004 pending

Title: Enter Trip Details	Priority: High	Estimate: 3 story points

User Story 7

As an authorised visa applicant
I want to enter my trip details
So that I can progress with my application

Acceptance Criteria

Given that I am on the "trip details" page
When I enter the arrival date, departing date, phone number, email, and any additional information specific to the visa and click the "save and continue" button
Then I will be taken to the next stage of the application process (this will be the complete section, book appointment section, or upload documents section, depending on the visa rules).

Requirement Traceability

Requirement ID: AUT-004
Current Stage of Implementation: TCAUT-005 pending

Title: Book Appointment	Priority: High	Estimate: 3 story points

User Story 8

As an authorised visa applicant
I want to book an appointment
So that I can progress with my application

Acceptance Criteria

Given that I am on the "book appointment" section of the application
When I enter the details for the appointment and click "proceed"
Then I should be taken to the next stage of the application and my appointment should be booked.

Requirement Traceability

Requirement ID: AUT-005
Current Stage of Implementation: TCAUT-006 pending

Title: Upload Documentation	Priority: High	Estimate: 3 story points
User Story 9 As an authorised visa applicant I want to upload my documentation So that I can progress with my application		
Acceptance Criteria Given that I am on the "upload documents" section of the application When I upload my documents via the file uploader Then I should be taken to the next stage of the application and my documents should be saved.		
Requirement Traceability Requirement ID: AUT-006 Current Stage of Implementation: TCAUT-007 pending		

Title: Complete Visa Application	Priority: High	Estimate: 5 story points
User Story 10 As an authorised visa applicant I want to complete my visa application So that I will be able to visit my country of choice		
Acceptance Criteria Given that I am on the "complete application" section of the application When I enter my payment details and click the "complete application" button Then my application will be sent to AFS for review, and I will receive visual confirmation.		
Requirement Traceability Requirement ID: AUT-007 Current Stage of Implementation: TCAUT-008 pending, TCAUT-009 pending		

Title: Create Staff Account	Priority: High	Estimate: 5 story points
User Story 11 As a Staff Administrator I want to create a staff account So that they will be able to perform their duties as an AFS employee		
Acceptance Criteria Given that I am on the "create staff account" page When I enter in their details and click the "create account" button The staff member will be added into the system, and I will receive visual confirmation and be navigated to the staff admin page		
Requirement Traceability Requirement ID: UAD-001 Current Stage of Implementation: TCUAD-001 pending, TCUAD-002 pending		

Title: Change staff member's branch	Priority: Low	Estimate: 3 story points
User Story 12 As a staff administrator I want to change the branch of an AFS employee So that staff can move between branches		
Acceptance Criteria Given that I am on the staff admin page When I click on the change branch button next to an employee and select a new branch Then the employee should now be assigned to the new branch, and I should receive visual confirmation of the change.		
Requirement Traceability Requirement ID: UAD-002 Current Stage of Implementation: TCUAD-003 pending		

Title: Create Branch	Priority: High	Estimate: 3 story points

User Story 13

As a staff administrator
I want to create a branch
So that this branch can make use of the system

Acceptance Criteria

Given that I am on the "create branch" page
When I enter the details for the new branch and press the "create branch" button
Then the branch should be added to the system, I should receive confirmation and be navigated to the "staff admin" page.

Requirement Traceability

Requirement ID: UAD-003
Current Stage of Implementation: TCUAD-004 pending

Title: Review Application	Priority: High	Estimate: 5 story points

User Story 14

As a visa processing agent
I want to review a visa application
So that I can send the application to the embassy

Acceptance Criteria

Given that I am on the "review application" page for a specific application
When I review the application and press the "confirm application" button
An email should be sent to the corresponding embassy, I should receive confirmation of this and be taken to the "visa applications" page

Requirement Traceability

Requirement ID: VPA-001
Current Stage of Implementation: TCVPA-001 pending, TCVPA-002

Title: Compare Application with Rules	Priority: High	Estimate: 3 story points

User Story 15

As a visa processing agent
I want to be able to bring up the rules for this specific visa
So that I can ensure the application is valid

Acceptance Criteria

Given that I am on the "review application" page for a specific application
When I press the "view rules" button
Then a list detailing the requirements for this specific visa will appear on screen

Requirement Traceability

Requirement ID: VPA-002
Current Stage of Implementation: TCVPA-003 pending

Title: Add a country	Priority: High	Estimate: 5 story points

User Story 16

As a Visa administrator
I want to add a country
So that applicants will be able to apply for a visa there

Acceptance Criteria

Given that I am on the "add country" page
When I enter in the county's details and rules
Then this country will be added to the system, and I will be returned to the "visa administrator" page.

Requirement Traceability

Requirement ID: VAD-001
Current Stage of Implementation: TCVAD-001 pending, TCVAD-002

Title:	Priority:	Estimate:
Update a County's Visa Rules	High	5 story points

User Story 17

As a Visa administrator
I want to update the visa rules of a country
So that the system's information will be accurate.

Acceptance Criteria

Given that I am on the "edit country rules" page for a specific country
When I edit the county's visa rules and hit the "update" button
This country's rules will be updated, and I will be returned to the "visa administrator" page.

Requirement Traceability

Requirement ID: VAD-002
Current Stage of Implementation: TCVAD-003 pending, TCVAD-004

Title:	Priority:	Estimate:
Manually re-assign application	Medium	5 story points

User Story 18

As a branch manager
I want to re-assign an application to a different AFS agent
So that they can process the application if the original agent is unable to.

Acceptance Criteria

Given that I am on the "open applications" page
When I click on an application, and re-assign it to another agent
Then the application should now appear in that agent's open applications page, and I should receive visual confirmation.

Requirement Traceability

Requirement ID: MAN-001
Current Stage of Implementation: TCMAN-001 pending, TCMAN-002 pending

Title:	Priority:	Estimate:
View Branch Statistics	Low	8 story points

User Story 19

As a branch manager
I want to view statistics regarding my branch
So that I can determine the effectiveness of operations.

Acceptance Criteria

Given that I am on the "branch management" page
When I click on the "view branch statistics" button
Then I will be able to view statistics outlining the average time applications take to be reviewed and how many applications are awaiting review, are processing, and have been completed.

Requirement Traceability

Requirement ID: MAN-002
Current Stage of Implementation: TCMAN-003 pending, TCMAN-004 pending, TCMAN-005 pending

Use Cases

Use Case 1

Title: Determine Visa Type

Actor: New Visa Applicant, Authorised Visa Applicant

Pre-Condition: New Visa Applicant is on the website

Primary Path:

1. The system shows a home page to the applicant.
2. The new visa applicant clicks the "Determine Visa Type" button.
3. The system navigates the applicant to the "Determine Visa" Page
4. The new visa applicant enters their current country and destination country in the drop-down boxes.
5. The system determines that the applicant needs a visa to enter this country.
6. The system asks the applicant to enter information about their stay. The specific questions asked will differ based on each country's rules.
7. The system will determine what visa the new visa applicant should apply for
8. The system will display this visa.
9. Use case ends in success.

Alternate Path:

5a. The new visa applicant does not need a visa to enter their destination.

1. The system determines that the applicant does not need a visa.
2. The system notifies the applicant that they will not need a visa to enter their destination country.
3. Use case ends in success.

Post-Condition: The new visa applicant is aware of if they need a visa, and if they do, what type they should apply for.

Use Case 2

Title: Create Applicant Account

Actor: New Visa Applicant

Pre-Condition: The new visa applicant is not already logged in

Primary Path:

1. The new visa applicant clicks the "Create Account" button on the top right of the screen.
2. The new visa applicant is navigated to the "Create Account" page.
3. The new visa applicant enters their registration information.
4. The system validates their information and determines there are no validation errors. The system creates the account.
5. The new visa applicant is signed into their new account.
6. The use case ends in success.

Alternate Path:

4a. The new visa applicant did not fill out all fields correctly

1. The system validates their information and determines that there is at least one validation error.
2. The system informs the new visa applicant that their sign in failed.
3. The system highlights the fields that were filled in incorrectly and displays a message informing the new visa applicant why it was incorrect.
4. Use case ends in failure.

Use Case 3

Title: Applicant Login

Actor: Authorised Visa Applicant

Pre-Condition: The Authorised Visa Applicant is on the AFS website

Primary Path:

1. The authorised visa applicant clicks the "Sign In" button on the top right of the screen.
2. The authorised visa applicant is navigated to the "Sign In" page.
3. The authorised visa applicant enters their email and password.
4. The system validates their information and determines it is correct.
5. The authorised visa applicant is signed in.
6. The use case ends in success.

Alternate Path:

4a. The authorised visa applicant enters in the wrong details

1. The system validates their information and determines it is incorrect.
2. The system informs the authorised visa applicant that their sign in failed.
3. Use case ends in failure.

Post-Condition: The visa applicant is taken to their home page.

Use Case 4

Title: Staff Login

Actors: AFS Agent, Staff Administrator, Visa Administrator, Branch Manager

Pre-Condition: The member of staff is not currently logged in.

Primary Path:

1. The member of staff clicks the "staff login" button on the top right of the page.
2. The system navigates the member of staff to the "staff login" page.
3. The member of staff enters their staff code, password, and branch (only for branch managers and AFS agents).
4. The system validates the member of staff's details and determines it is correct.
5. The member of staff is logged in
6. Use case ends in success

Alternate Path:

4a. The member of staff enters in the wrong details

1. The system validates their information and determines it is incorrect.
2. The system informs the authorised visa applicant that their sign in failed.
3. Use case ends in failure.

Post-Condition: The member of staff is taken to their home page.

Use Case 5
Title: Apply for Visa

Actor: Authorised Visa Applicant

Pre-Condition: Authorised Visa Applicant is signed in

Primary Path:

1. The system shows the authorised visa applicant a home screen.
2. The authorised visa applicant enters their home and destination country and clicks the "begin application" button.
3. The system navigates the authorised visa applicant to the "select visa" page.
4. The system determines which visas the authorised visa applicant may apply for.
5. The system displays the visas which the authorised visa applicant may apply for.
6. The authorised visa applicant selects a visa to apply for and clicks the "apply now" button.
7. The system navigates the authorised visa applicant to the "Trip Details" page.
8. The authorised visa applicant enters their arrival date return date, phone number, email, and any additional information and clicks the "save and continue" button.
9. The system reviews the rules for that visa to check if any further action is required.
10. The system determines that no further actions are required and navigates the authorised visa applicant to the checkout.
11. The authorised visa applicant enters their payment details.
12. The system accepts the payment.
13. The visa application is assigned to an AFS agent.
14. The use case ends in success.

Alternate Paths:

4a. A visa is not required for travel between the origin and destination countries selected

1. The system determines that a visa is not required for travel between the origin and destination countries selected.
2. The system displays a success message stating: "A visa is not required for travel"
3. The use case ends in success.

9a. Documentation is required for this application

1. The system determines the application requires documentation.
2. The system navigates the authorised visa applicant to the supporting information page and will display the "upload documentation" section.
3. The authorised visa applicant uploads their documentation and clicks the "continue" button.
4. Continue to step 10 of primary path.

9b. An appointment is required for this application

1. The system determines the application requires an appointment.

2. The system navigates the authorised visa applicant to the supporting information page and will display the "appointment" section.
3. The authorised visa applicant enters a location and appointment time from one of the available options and clicks the "book appointment" button.
4. Continue to step 10 of primary path.

11a. The authorised visa applicant's card is denied

1. The system declines the payment.
2. The authorised visa applicant is informed that their card was not accepted.
3. Use Case ends with failure.

Post-Condition: The authorised visa applicant receives visual confirmation that their payment was successful, and a notification is sent to an AFS agent, who will review the application.

Use Case 6
Title: Create Staff Account

Actor: Staff Administrator

Pre-Condition: The staff administrator is logged in

Primary Path:

1. The system displays a "staff admin" page for the staff administrator.
2. The staff administrator clicks the "create staff account" button.
3. The system navigates the staff administrator to the "create staff account" page.
4. The staff administrator enters the personal details and branch of the new staff member and clicks "create account".
5. The system determines there are no validation errors with the staff member's personal details.
6. The staff account is created.
7. Use case ends with success.

Alternate Path:

5a. There was at least one validation error in the personal details

1. The system determines that there is at least 1 validation error in the personal details.
2. The system highlights the fields with a validation error and informs the staff administrator of what each error was.
3. Use case ends with failure

Post-Condition: The staff administrator receives confirmation that the staff account creation was successful

Use Case 7
Title: Update Staff Branch

Actor: Staff Administrator

Pre-Condition: The staff administrator is logged in

Primary Path:

1. The system displays a "staff admin" page for the staff administrator.
2. The staff administrator searches the employee whose branch they wish to change.
3. The staff administrator clicks the "change branch" button next to the employee
4. The system displays a modal, showcasing a list of the available branches.
5. The staff administrator selects a branch and clicks the "choose branch" button
6. The system updates the employee's branch
7. The use case ends in success

Post-Condition: The staff administrator receives confirmation of the successful change in branch.

Use Case 8
Title: Create Branch

Actor: Staff Administrator

Pre-Condition: The staff administrator is logged in

Primary Path:

1. The system displays a "staff administrator" page for the staff administrator.
2. The staff administrator clicks the "add branch" button
3. The system navigates the staff administrator to the "add branch" page
4. The staff administrator enters the details of the branch and clicks the "add branch".
5. The system validates the branch details and determines there are no validation errors.
6. The branch is added to the system
7. The use case ends in success

Alternate Path

5a. The staff administrator entered branch details incorrectly

1. The system validates the branch details and determines there is at least on validation error.
2. The system highlights the fields with a validation error and informs the staff administrator of what each error was.
3. Use case ends with failure

Post-Condition: The staff administrator receives confirmation of the successful branch addition.

Use Case 9
Title: Review Visa Application

Actors: AFS Agent, Authorised Visa Applicant

Pre-Condition: The AFS agent is logged in and has at least one application assigned to them

Primary Path:

1. The system displays a page containing the open visa applications assigned to the AFS agent.
2. The AFS agent clicks on an open visa application.
3. The system navigates the AFS agent to the application.
4. The AFS agent clicks the "view rules" button.
5. The system displays the destination country rules for that visa type.
6. The AFS agent reviews the application and determines it is valid.
7. The AFS agent clicks the "confirm" button.

8. An email is sent to the destination county's embassy inside the home country of the authorised visa applicant.
9. An email is sent to the authorised visa applicant informing them of their successful application, and what steps to take next
10. Use case ends in success.

Alternate Path:

6a. The AFS agent determines the application is invalid

1. The AFS agent clicks the "reject" button.
2. The AFS agent enters the reason for the application being rejected.
3. The authorised visa applicant is sent an email notifying them of why their application was rejected.
4. Use case ends in failure.

Post-Condition: The authorised visa applicant receives an email notifying them of their successful application, and they will be sent their visa after it is processed by the embassy.

Use Case 10
Title: Add Country

Actor: Visa Administrator

Pre-Condition: The visa administrator is logged in

Primary Path:

1. The system displays a "visa administrator" page for the visa administrator
2. The visa administrator clicks the "add country" button
3. The system navigates the visa administrator to the "add country" page
4. The visa administrator enters the name of the country they wish to add.
5. The visa administrator adds each visa the country offers, along with the rules required to apply for each visa, and the countries in which a visa is not required.
6. The country, along with all the visas they offer, are added into the system.
7. Use case ends in success

Post Condition: The visa administrator receives confirmation that the country has been added to the system.

Use Case 11
Title: Edit a county's rules

Actor: Visa Administrator

Pre-Condition: The visa administrator is logged in

Primary Path:

1. System displays a "visa administrator" page for the visa administrator
2. The visa administrator searches for the country for which they wish to update the visa rules, and click its icon
3. The system navigates the visa administrator to the "edit rules" page for the country which they clicked.

4. The visa administrator updates these visa rules, by adding or removing a visa type, changing the list of countries which require a visa, or by editing the rules for a visa type.
5. The Visa administrator clicks the "update" button.
6. The rules are updated and will now be reflected in the system.
7. Use case ends in success.

Post-Condition: The visa administrator receives a confirmation that the rules have been successfully updated and is navigated to the "visa administrator" page

Use Case 12

Title: Manually reassign application

Actor: Branch Manager

Pre-Condition: The Branch Manager is logged in and there is at least one open application to re-assign

Primary Path:

1. System displays a "branch management" page to the branch manager
2. The Branch Manager clicks the "open applications" button
3. The Branch Manager locates an application which they wish to reassign
4. The Branch Manager clicks on the "reassign application" button
5. The system displays a modal containing a list with all the AFS agents for this branch
6. The Branch Manager chooses an AFS agent and clicks the "reassign" button.
7. The system reassigns the application to the new AFS agent.
8. Use case ends in success.

Post-Condition: The AFS assigned to this application will receive a notification and see the application in their open applications pages.

Use Case 13

Title: View Branch Statistics

Actor: Branch Manager

Pre-Condition: The Branch Manager is logged in.

Primary Path:

1. System displays a "branch management" page to the branch manager.
2. The branch manager clicks the "view branch statistics" button.
3. The system takes the branch manager to the "branch statistics page".
4. The system shows the branch manager the average time taken to review an application and how many applications are awaiting review, are processing, and have been completed.
5. Use case ends in success.

Post-Condition: The branch manager reads the statistics presented.

Non-Functional Requirements

NFR Theme	Description	Assumptions
Accessibility	The system should conform to WCAG2.1 AA accessibility standards.	This will remain the industry standard and compliant with accessibility regulations. (Romen, 2023).
Reliability	The system must allow for users to create a visa application 98% of the time without failure.	There won't be a major worldwide system failure.
Availability	The system must be available 99.95% of the time between the hours of 9AM and 5PM Monday-Friday in any country with a branch.	9-5 is the standard working week in all countries with a branch.
Performance	The system should respond to all user requests within 50ms as "50ms seconds feels immediate" (chrisdavidmills et al., 2023).	The end-user has a strong Wi-Fi connection.
Data Integrity	The system should create a full database backup at 12AM GMT.	The system has access to enough storage space to perform a full backup.
Compliance	The system should adhere to GDPR	We are dealing with data from EU nationals.
Internationalisation	The system should offer users with the option to view content in their own language.	The system is adopted by non-English speakers.
Usability	The information that the system displays must be readable by users with colour-blindness as 4.5% of people are estimated to have colour blindness of some form. (Kosari, 2022)	Readable is defined as having a contrast ratio of at least 4.5:1 for normal text (less than 18 point) and 3:1 for UI components and large text (18 point or higher) (WebAIM, n.d.)
Usability	All text and graphics should be readable via a screen reader as 0.49% of people are blind, and 2.95% have MSVI (moderate to severe visual impairment) (Ackland et al., 2017)	All internet users with MSVI rely on screen reader
Usability	Ensure that all actions are at least 50px in height and width, form fields are spaced at least 50px apart, and content is accessible by keyboard only. This is to help people with motor disabilities, which	A large amount of those with motor disabilities are disabled in a way which makes navigation of websites challenging. The number of Americans with motor disabilities is

	includes 13.7% of American Adults	representative of the whole world.
Usability	Ensure text on the website is readable to people with dyslexia, as 9-12% of people suffer. (European Dyslexia Association, 2020)	Text readable to dyslexic people is defined as a text using a Sans-Serif font, of size 11-12 (16-19px) in front of a single coloured background. (British Dyslexia Association, n.d.)
Maintainability	The system should have a MTTR (mean time to recovery) of no greater than 5 hours as 5 hours is considered a solid target for various industries (Fiix, n.d.) (Llumin, 2023).	A member of staff who can fix the issue is always available at the time the issue is found.
Scalability	The system must be able to support 1 million concurrent users.	Everyone applying for a visa is doing so through AFS.
Security	Passwords must be hashed and salted before being stored in the database.	This method remains secure enough to keep passwords confidential.
Security	Role-Based Access Control must authenticate every REST endpoint offered by the system.	All REST endpoints will be accessible by external sources.

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