eSupervision Mobile App
Phase 1 - Safety Check
Product Requirements Document

Author: Jalpa Mazmudar

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Forward-looking statement

Please note that the product requirements outlined in this document are provided for informational purposes only and represent our current plans and expectations. Actual results may differ from those expressed or implied by these forward-looking statements due to various factors, including but not limited to market demand, technical constraints, and other unforeseen circumstances.

Overview

The eSupervision mobile app will be designed for officers to use within the facility unit , extending eSupervision beyond the desktop environment. It introduces a new capability within eSupervision, giving officers a secure and efficient tool for conducting Safety Checks. The app will also provide a foundation for additional facility management functions in future releases.

Safety checks are a legislated requirement in juvenile facilities, with regulations mandating that checks occur at random intervals and that youth identified as suicidal or otherwise at risk receive heightened monitoring. Today, these checks are recorded manually in eSupervision through the use of QR code based scanning which is clunky and increases administrative overhead and makes compliance harder to demonstrate.

The new Safety Check process will digitise and streamline these activities, strengthening verification that officers were physically present and improving compliance by providing alerts when rooms are due to be checked. Officers will be responsible for introducing variation through manual randomisation to meet the intent of the legislation.

Note: For this PRD, we will refer to this feature as Safety Check, though in practice it may also be referred to as *welfare checks*, *room checks*, or *bed checks*.

Scope

The eSupervision mobile app will be delivered as a **Progressive Web App (PWA)**, meaning it can be installed on both Android and iOS devices directly through the browser without requiring app store distribution. A PWA looks and feels like a native app, with an icon on the home screen, offline capability, and background syncing, but it is lighter to maintain and update across platforms.

The app will support scanning of QR codes and NFC tags to conduct Safety Checks.

Tag and Device Requirements

- **QR codes**
  QR codes can be scanned by any device with a camera. Native QR code scanning has been supported in the default camera apps on both iOS (since iOS 11, released in 2017) and Android (most devices from 2017 onwards). This option provides the broadest device compatibility and requires no special hardware beyond a standard camera.

  To be used, QR codes must first be **generated from eSupervision**, where each code is automatically created using the **Room ID** as the unique identifier.

  The QR code image can be exported for printing and affixing outside each room. Once printed and placed, the QR code acts as a fixed visual tag that officers can scan through the Safety Check app to confirm room identity.

- **NFC tags**
  NFC tags are available in different types. **Type 2 tags** are low cost, widely available, and can be purchased in rugged, tamper-resistant formats suitable for facility use. Their memory capacity is sufficient for storing a Room ID, which is currently the only requirement for Safety Checks. **Type 4 tags** add stronger security features that make them harder to clone, but they are more expensive.

  To be used, NFC tags must first be written with a unique ID and then scanned using a device that includes an NFC reader. **NFC reading and writing have been supported on most Android devices since 2010 (Android 2.3)**, though not all budget models support writing. iOS devices cannot write to NFC tags, and scanning through a PWA on iOS is cumbersome, as the officer must open the app before each scan. For this reason, NFC tags can only be used effectively with **Android devices that have an inbuilt NFC reader**.

Conclusion
QR codes are the most flexible option, as they work across both iOS and Android devices with no additional hardware requirements. However, they are more vulnerable to wear and duplication.

Where possible, facilities should prefer rugged Type 2 NFC tags used with Android devices, as these provide faster scanning, stronger assurance of officer presence, and greater durability. If anti-cloning or enhanced security is an essential requirement, facilities may instead adopt rugged Type 4 NFC tags.

The Phase 1 release of the **eSupervision mobile app** will deliver the core Safety Check workflow along with supporting features required for legislative compliance and operational efficiency.

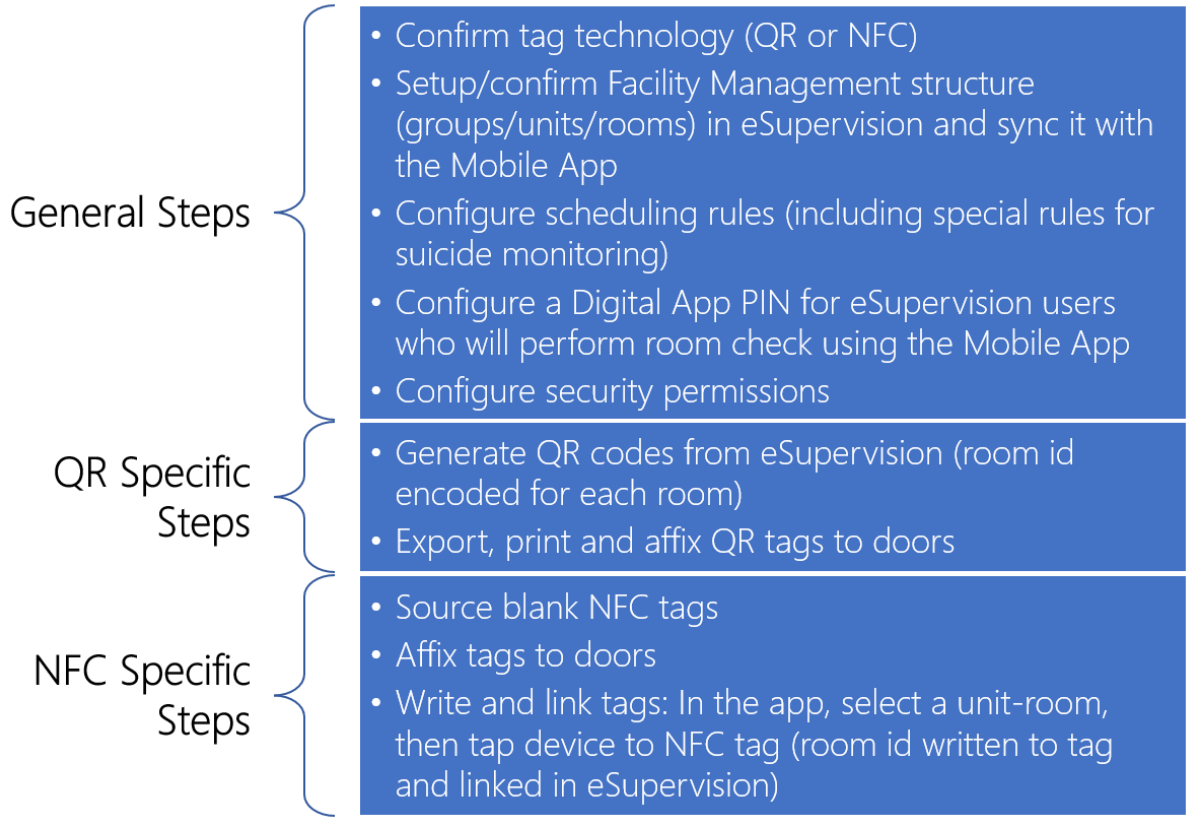
- **Safety Check workflow** – Officers perform checks by scanning room tags (QR or NFC) and recording outcomes, including resident status and optional observation notes.
- **Scheduling** – Schedule Safety Checks ensuring compliance with legislative requirements.
- **Configurable heightened monitoring** – Supports special supervision schedules for youth at risk (e.g., suicide watch).
- **Supplemental checks** – Allows recording of unscheduled checks (e.g., if an officer hears a noise), while maintaining the integrity of the schedule.
- **Authentication** – Users must perform a full login (username/password with MFA, where required) in a network-enabled area at the start of their shift. Once logged in, the app remains active for the duration of the shift. On shared devices, the previous user must log out before the next user logs in.
- **Real-time sync** – Keeps resident assignments, schedules, and completed checks always current when online.
- **Offline operation** – Secure local storage with automatic sync back to eSupervision when connectivity is restored.
- **Audit trail** – Automatic capture of officer ID, time, room, and outcomes for every Safety Check.
- **Escalations** – Supervisor escalation alerts and workflow for late or missed checks.
- **Basic compliance reporting** – Ability to view and export Safety Check completion history for oversight and audits.

Process

The following diagrams outline the high-level process flows for Safety Checks. The first diagram shows administrator setup steps, and the second shows officer steps when performing Safety Checks.

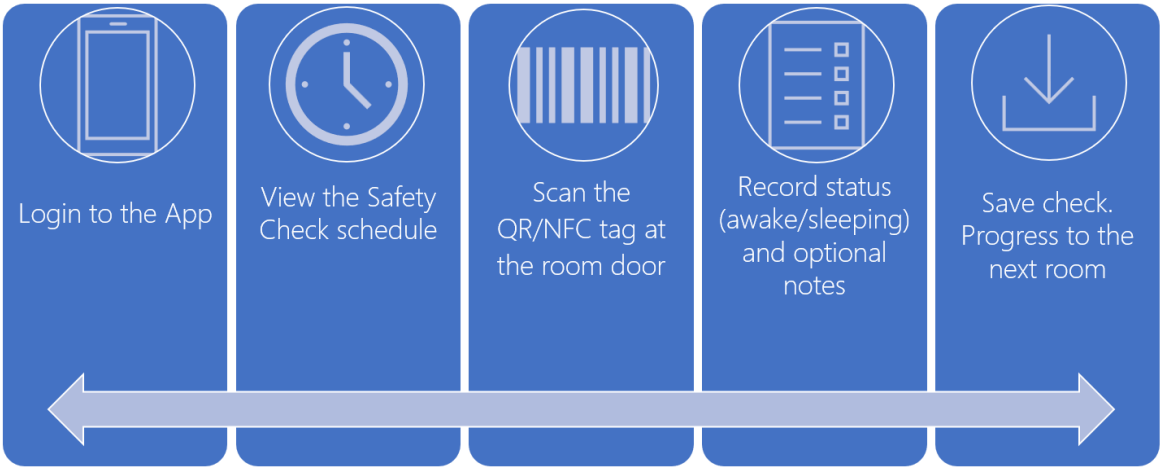
Admin steps

Administrators will need to complete the general setup steps first. Then, depending on the chosen tag technology, follow either the QR-specific or NFC-specific steps. QR codes will be generated in the system and may be exported for printing (may require access to a suitable printer), while NFC tags must be sourced blank and then written using the mobile app.



User Steps

Once the setup is complete, authorised officers will need to follow the steps below to perform a room check. This represents a standard flow.



Scheduling rule

Safety Check scheduling ensures that residents are observed within legally required timeframes while keeping the process practical and sufficiently unpredictable to prevent patterns from forming.

Legislation across jurisdictions (e.g., California, Texas, Massachusetts) generally requires that residents are checked at intervals not exceeding a defined legal limit (e.g., every 15 minutes) and that checks occur at varied or random intervals.

To meet these requirements, the system will apply a single fixed scheduling model with configurable parameters. Officers may manually randomise their walking order to maintain unpredictability while the system ensures legal compliance.

Core Parameters with configurable settings

System wide parameters	**Notes**	**Example**
Minimum interval	Minimum time before the same room can be checked again. Checks performed earlier will be recorded but marked as *Supplemental*.	7 minutes
Maximum interval (Legal Limit)	Maximum allowable time within which checks must occur	15 minutes
Buffer time	Minutes deducted from the Max time to ensure legal compliance.	2 minutes
Due Soon alert	Alert window before the due time to flag an upcoming check.	2 minutes
Special classification type	Identifies high-risk residents requiring more frequent checks (e.g., Suicide Risk).	Suicide Risk
Special classification interval	Override interval for high-risk residents.	5 minutes
Facility management configuration – Units	**Notes**	**Example**
Walking order	Walking order for rooms to be set per unit	Unit G – 101 → 102 → 103 → 104 → 105 → 106 → 107 → 108

How it works

- Once a room is occupied by a resident, the timer for that room commences for the safety check due in 13 minutes (max 15 – buffer 2).
- A 'Due soon' alert appears 2 minutes before the check is due i.e. at 11 minutes, a due soon alert will trigger.
- If a resident leaves the room, the timer will stop.
- If the resident returns, the timer will commence again from 0.
- Officers can sort their list by due time or walking order
- Randomisation is manual.
  Note: Per-room random intervals could be introduced, but this adds complexity and increases the risk of missed checks due to walking-order conflicts.

Illustrative Scenario

Time	Event	Next Due timer	Notes
12:00	Resident A → 104	12:13	Due soon alert will be displayed 2 mins prior to next due.
12:01	Resident B → 102	12:14	
12:02	Resident C → 103	12:15	
12:03	Resident D → 101	12:16	
12:04	Resident E → 105	12:17	

IMP –If a resident has a suicide-risk classification, that room's timer will reset at the shorter fixed interval (e.g., 5 min – 2 min buffer = every 3 min), with a due-soon alert 2 minutes before each check.

Per room safety check scenarios

Example: Resident A is assigned to Room 104 at 12:00pm. The first safety check is scheduled for Room 104 at 12:13.

- At 12:13, irrespective of whether check is performed or not, the next safety check for the room will be scheduled at 12:26 (12:13+13).

- Scenario 1 - If safety check performed between min and max time (12:07-12:15), the 12:13 safety check for the room will be marked complete.
- Scenario 2 – If safety check performed prior to min time i.e. prior to 12:07, that check will be considered an Supplemental check and the check for 12:13 will remain due.
- Scenario 3 – If safety check performed after 12:15 but prior to min time for next check i.e. 12:19, the safety check for 12:13, will be considered 'Late' and a supervisor note will be required.
- Scenario 4 – If safety check performed between 12:19 to 12:26, the 12:13 safety check will be considered 'Missed' and the '12:26' safety check will be considered complete. The 12:13 'Missed' check will require a supervisor note.

Use Cases

Implementation Specialist

As an Implementation Specialist, I want to:

- Generate QR codes that incorporate the Room ID, either in batch for all rooms across the facility group or individually for a single room (e.g., for replacement) and export them so they can be printed.
- Write NFC tags by syncing the App with the eSupervision facility group configuration, selecting the correct room, writing the Room ID to the tag, and having the Room–Tag link automatically recorded in eSupervision.
- Configure scheduling rules so that each unit's rooms are checked in compliance with legislation.
- Configure rules for special supervision (e.g., suicide watch) so that residents with heightened monitoring needs are scheduled at the correct frequency.
- Configure escalation rules so that alerts are raised both in the app and in eSupervision.

- Configure user permissions and roles so that
  - only authorised staff can perform checks and
  - Only authorised staff can view and record reasons for missed/late checks.
- Ensure safety check schedules begin immediately when a resident is occupying to a room so that compliance starts without delay.
- Exclude rooms without residents from schedules so that unnecessary checks are avoided.

Officer Performing Safety Checks

As an Officer performing Safety Checks, I want to:

- Be informed of which rooms are due or due soon, so that I can prioritise checks and maintain compliance.
- Scan a tag and quickly record resident status (awake, asleep, refused, other) so that checks can be completed efficiently.
- Record notes or reasons so that important details are captured.
- Receive an alert when a check is becoming due so that compliance deadlines are not missed.
- Perform and log Supplemental checks outside the schedule so that unusual circumstances (e.g., noise, incident) are still documented.
- Continue checks offline so that duties can be performed when there is no network coverage.
- Have the system automatically log officer ID, timestamp, and resident checked so that the audit trail is reliable.

Supervisor

As a Supervisor, I want to:

- Be alerted if a check is overdue so that corrective action can be taken quickly.
- Add an overriding note to close out a late/missed check so that the audit trail explains why it wasn't completed, and the schedule can continue.
- View reports of completed checks so that legislative compliance can be confirmed.
- Review the detailed safety check audit trail per resident so that compliance can be verified.

Requirements

eSupervision Requirements

Requirements

Tag Technology

1. The system shall provide the ability to generate QR codes:

   • For all rooms across all units in all facility groups (batch for initial setup).
   • For any individual room as required after the initial setup.

   Each QR code shall be linked to and encode the unique Room ID so that it can be recognised by the app when scanned.

   Each QR code shall display the Unit name and Room number alongside the QR image. The Unit name and Room number will assist when printed codes need to be affixed outside the mapped rooms.

   If QR codes are created externally (outside of eSupervision), the same encoding format — containing the Room ID — must be used to ensure compatibility with the app.

Requirements

2. The system shall provide the ability to export QR codes for one or more selected rooms so they can be printed for installation.
    - If a QR code is damaged and needs to be reprinted, it shall not require regeneration; the same code can be re-exported for printing.
    - Provide the ability to export QR codes and related room details in **Excel (.xlsx)** or **CSV (.csv)** format.
      Query: Would we every export the image? Is any other format required?

    Note: QR codes may be printed directly from within eSupervision or by an external printing provider.

3. The system shall provide the ability to sync the latest configuration of facility group, unit, and rooms to the app, so the most updated configuration is available on the app.
4. When an NFC tag is written using the app, the Room–Tag link shall be stored in eSupervision.

    Note: A single room could have multiple tags with the same data.

Security module

5. The system shall provide the following new security tasks:
    - Generate NFC tags – Only users assigned to this authority group shall be allowed to generate NFC tags from the app.
    - Safety Check – Only users assigned to this authority group shall be allowed to perform Safety Checks from the app.
    - Late/Missed Safety Check Approval – Only users assigned to this authority group shall be allowed to record reason for late or missed Safety Checks.

Metadata

6. Provide a core field: Safety Check Resident Status, linked to a core lookup list where values can be configured. (e.g., Awake, Sleeping).
7. Provide a core field: Safety Check Notes to capture free-text notes.

    Note: The note will be recorded per resident occupying the room when performing the safety check.
8. Provide a core field: Safety Check Type, linked to a core lookup list where values can be configured (e.g., Lockdown, Random).
9. Provide a system property to enable the Safety Check Type field in the app. By default, keep the field disabled.
10. Provide a core field: Safety Check Overdue Reason to capture free-text notes.
11. Provide a core field: Safety Check Status linked to a core lookup list with the following core values:
    - Due
    - Late
    - Missed
    - Completed
    - Supplemental

Scheduling

12. Provide ability to configure the walking route for each Facility Unit (ordered list of rooms per unit).

    Tech query: It is unlikely that a room would be added to a unit after the walking route has been configured. However, if this does occur, could there be a system warning for the administrator to update the walking route?

Requirements

13. Provide ability to configure minimum and maximum intervals (minutes) to perform Safety Checks.

    - The minimum interval represents the minimum time before the same room can be checked again.
    - The maximum interval represents the legal "not-to-exceed" limit.

14. Provide ability to configure a short buffer (e.g. 2 minutes) to be deducted from the maximum limit to ensure legal compliance.

    Example: If Max limit = 15 minutes and Buffer = 2 minutes, the Safety Check will become due at 13 minutes.

15. Provide ability to configure when the 'Due soon' alert should be displayed (e.g. 2 minutes) before a check becomes due.

    Example: If check is due in 13 minutes, the alert should be displayed at 11 minutes.

16. The Safety Check remains "Due" between the scheduled due time and the legal limit (e.g. between 13 and 15 minutes). Checks completed within this window are considered compliant.
17. Provide ability to configure one or more special classifications (e.g., Suicide Watch) that override the standard min/max rule.

    Note: Special classifications are applied to residents, not rooms.

    Assumption – Special classification is a core field linked to a core lookup list? Supervision team to confirm.

18. Provide ability to configure the check interval required for each special classifications defined above. Example: 5 minutes for Suicide risk, 7 minutes for another special classification etc.

    - When a resident has a special classification, the classification interval shall take precedence over the standard interval for the room the resident occupies.
    - If multiple residents occupy the same room and one or more has a special classification (e.g., Suicide Risk), the room's Safety Check interval shall default to the shortest (most frequent) interval required among all residents. This ensures the highest-risk resident in the room determines the required monitoring frequency for that room's Safety Checks.
    - The buffer for special classification intervals shall use the same global buffer configuration unless explicitly overridden.

19. Rules that always apply
    - Scheduling begins as soon as a resident is assigned to a room.
    - Only rooms with residents are included in the schedule.

    Note: A resident is assigned to a default room; all other movements in eSupervision are tracked as temporary. If a resident is moved temporarily out of their default room, that room should be excluded from checks until the resident returns to the default room.

Requirements

20. The output of the scheduling rule shall be a Safety Check schedule available in both eSupervision and the App showing:
    - The ordered list of rooms to check.
    - A visible timer/countdown per room showing time until due.
    - Visual indicators for Upcoming, Due Soon, Overdue, Late and Missed.
    - Rooms with special classifications shall display the classification, their stricter interval and corresponding indicator timing.
    - Ability to sort the schedule by Due time or Walking order to assist with manual randomisation.
21. A Safety Check should be marked based on when it is performed in relation to the scheduled due time:

    - Complete – if performed between the minimum and maximum time.
      Example: If the Safety Check is due at 12:13 (Min = 7, Max = 15), and the officer performs it between 12:07 and 12:15, it will be marked as *Complete*.

    - Late – if performed after the due time but before the minimum time of the next due check.
      Example: Check performed between 12:15 and 12:19 will be marked as *Late* and will require a supervisor note.

    - Missed – if not completed before the minimum time of the next due check.
      Example: Check performed between 12:19 and 12:26 will be marked as *Missed*, and the next check (12:26) will be treated as the current due check. A supervisor note will be required.

    Late and *Missed* checks are non-compliant and require a supervisor reason.

    Note: If a check is late and the resident is moved out of the room, the timer for that room will stop. This check should now be updated to 'Missed'.
    Example: The check due at 12:13 is not performed and the resident is moved to a rec room at 12:17. In this instance, the 12:13 check should be marked as 'Missed'.
22. A Safety Check performed before the minimum time, when the previous round's check has already been completed, shall be recorded as a Supplemental Check.

    - Supplemental Checks are additional, unscheduled observations e.g. noise, incident
    - They do not complete, replace, or reset the scheduled Safety Check.
      Example: Minimum time required between checks is 7 minutes
      – Room 101 checked at 12:00 → next due 12:13
      – Check at 12:04 → **Supplemental** (extra observation).
      – Check at 12:16 → **Late** (past max limit but still before min time for next check)

Requirements

23. Authorised users shall have the ability to record a free text reason for Late, or Missed Safety Check/s. The user id and date/time of override shall be recorded for reporting purposes.

    Note: It may be possible that multiple checks are missed. Hence, supervisors should have the ability to record the same reason for one or more selected missed/late safety checks.

    Query: A Supervisor needs to be notified when a check has been missed. This gets further complicated by the offline nature - the room may have been checked but we haven't been able to write back to the system. How soon after a room check has been missed do the supervisors need to know - immediately, within an hour, anytime today?

24. The next due time shall always be calculated from the previous scheduled due.

    The actual completion of safety check or supervisor note time should not impact the next due time for the safety check for that room. This prevents drift and maintains compliance with the legal maximum interval.

    Current due + (Max-Buffer) = Next Due

    Example: If check due at 12:13 + 13 minutes (max – buffer) = 12:26.

    This calculation applies consistently even if a check is Late or Missed, ensuring no room exceeds the maximum legal limit.

25. Record the following data for all Safety Checks:
    - Scheduled date time
    - Actual completion date and time
    - Who performed it (user ID)
    - Which Resident/s in the room were checked
    - Status of the Resident/s (from lookup)
    - Any other data captured (e.g., Safety Check Type, Safety Check Notes)
    - Safety check status (Completed, Missed, Late, Supplemental)

Reporting

Requirements

26. Provide a Safety Check Activity Report that lists all Safety Checks performed within a selected date range, filterable by:
    - Facility group, unit, or room
    - Resident
    - Officer (user ID)
    - Safety Check status

    The report must display, at minimum:
    - Facility, unit/pod, and room identifiers
    - Resident(s) present at the time of check
    - Date and time of check
    - Officer name or username who completed the check
    - Safety Check status (Complete, Late, Missed, Supplemental)
    - Any supervisor notes previously recorded against that check (for Late or Missed items, if applicable) including supervisor name, user ID, and date/time of note entry

    Users shall be able to filter or export subsets such as "Late/Missed Only."

    All reports shall support export to Excel and PDF for auditing and external compliance submission.

    Note: If possible, provide ability to display missed and late checks in different colors so they can be easily identified. This is a nice to have for Phase 1.

App Requirements

Requirements

27. Provide a Progressive Web App (PWA) that can be installed on the home screen of iOS or Android devices.
28. App shall retrieve the latest Facility Management data in real time, including:
    - Facility groups, units, and rooms
    - Resident assignments to rooms (default location)
    - Resident movement to temporary locations and back to default room.
    - Special classification recorded for a resident in a room (if any).
29. App shall send data to eSupervision in real time when connected.
30. App shall continue to work in offline mode using last-synced Facility Management data. Safety Checks should be queued locally and transmitted once online.
31. The app shall display a visible connection status indicator (Online / Offline / Syncing). When syncing, show a lightweight spinner; on failure, show a retry affordance.

Login requirements

The device will be a shared device with the app installed. At the start of each shift, officers perform a full login (including MFA if required). The app remains active for the duration of the shift until the user manually logs out.

Training note: Users should be trained to log in and log out in a network-enabled area at the start and end of each shift.

32. App shall authenticate its users against eSupervision user accounts.
33. The app shall require a user to enter their username and password (same credentials as eSupervision) at the start of their shift.

Requirements

34. Provide ability to enable MFA for login if required.

    Training note: Users should log in and out in a network-enabled area at the start and end of each shift.
35. After 3 failed login attempts, lock login and display message instructing user to reset password via eSupervision.
36. Once logged in, the app remains active for the duration of the shift.
    Note: In-app auto-timeout is not required.
37. Provide an explicit Logout option.

    - When a user logs out, a full login (username/password + MFA if enabled) is required again.
    - Users are expected to log out at the end of each shift as part of operational training.

Write NFC tags

IMP: NFC tag writing shall only be supported on Android devices (iOS does not support tag writing).

38. When Write NFC Tag is selected, app shall display the Facility Management navigation:
    - Facility Group → Facility Unit → Rooms.
    - If only one Facility Group exists but multiple Units, show Units.
    - If only one Group and one Unit, go directly to room selection.

39. Once a room is selected, provide option to Write NFC Tag.
    - User taps device to blank NFC tag.
    - App writes the Room ID to the tag.
    - App sends confirmation to eSupervision, creating/storing the Room–Tag link.
40. If tag writing fails (e.g., low connectivity, hardware error), display a message:

    "Unable to write tag due to <reason>."

    Note: If a room is known to have poor connectivity, allow writing the tag offline; queue the Room–Tag link for sync.
41. Once a tag has been written successfully, provide a visual indicator so the user does not attempt to re-write the tag for that room accidentally.

    However, a user should be able to write the tag for the same room again in a scenario where the tag gets damaged.

Requirements

Safety Checks

The Safety Check Schedule ensures officers always know which rooms to check and when they are due. Officers identify rooms by scanning either NFC tags or QR codes, record each resident's status, and save the Safety Check.

The app is fully functional offline: schedules, timers, and resident assignments remain visible using the last-synced data. Completed Safety Checks are stored locally and automatically synced with eSupervision once connectivity is restored, preserving original timestamps.

Example
At 12:00, the schedule shows Room 101 as *Due*. The officer taps Scan, scans the NFC tag on the door, records Resident Smith as "Sleeping," and saves. The current Safety Check for Room 101 is marked *Completed* and the next due scheduled at 12:13. The officer can view the schedule sorted by *due time* or switch to *walking order* if preferred. If the device is offline, the check is queued locally and syncs automatically once the device reconnects.

42. The app shall display a Safety Check schedule for rooms within each Facility Unit-Group.

    The schedule must list all occupied rooms, showing:

    - Resident(s) currently in the room
    - Any special classification (e.g., Suicide Risk)
    - A countdown timer for when the next check is due
    - A visual indicator when the room is *Due Soon*

    Design considerations:
    - Design team to consider if there are 2 or more residents occupying a room, how that should display.
    - Design team should consider the best option to display the schedule where the officer can see the next room that is due or view the complete schedule for the unit.
    - Design team should consider the best option to display visual indicators for due soon, due, late and missed checks.

43. The app shall determine which scanning mode (QR or NFC) to use based on a configuration value that identifies the tag type in use for the facility.

    Tech query: Confirm where this configuration will be maintained — in eSupervision (central) or within the app (local cache).

    - QR mode: When the configuration specifies QR tags, the Scan action opens the device camera.
    - NFC mode: When the configuration specifies NFC tags, the user should be able to tap on any NFC tag when using the app.

Requirements

44. Safety Check Form
    - The form shall display the room number and resident(s) currently occupying the room.
    - Officers shall be able to record for one or more residents in the room (e.g., all residents marked "Sleeping" or mixed statuses like Resident A = "Sleeping," Resident B = "Awake").
    - The form shall include:
        - Status dropdown (lookup: Awake, Sleeping, Refused, Other, etc.).
        - Check Type (if enabled by system property).
        - Notes (optional free text)
45. On Save
    - Record the following:
        - User who performed the Safety Check (user ID).
        - Time and date.
        - Room ID and resident(s) checked.
        - Data entered (status, notes, check type).
    - Reset the next due time according to the scheduling rules.
    - Return automatically to the schedule and highlight the next room due.
46. Allow officers to perform Supplemental Safety Checks by scanning a QR/NFC tag when the room is not currently due (for example, when a noise or concern prompts an unscheduled check).
    - Supplemental Check: Performed before the minimum interval since the last completed check.
    - Late Check: Performed after the scheduled due time for the current check but before the next check's minimum window.

    Example
    Room 101 checked at 12:00 → next due 12:13.
    • Check at 12:04 → *Supplemental* (additional observation).
    • Check at 12:16 → *Late* (past max limit but before next cycle).

    Supplemental and Late checks shall be visually distinguishable in the app and recorded distinctly in eSupervision audit and reporting.

    When a supplemental check is performed, display a warning: You can complete a supplemental safety check now, but you'll still need to complete one within the required time window (**due at [time]**)

47. Provide the ability to record a Safety Check without scanning a tag.

    Note: If a tag is damaged or missing, officers can manually select the room, perform the check, and optionally note the reason. This ensures Safety Checks can continue while replacement tags are produced.

Out of Scope

- **Automatic randomisation or shuffling of Safety Check schedules** – Officers will manage randomisation manually through walking order or by sorting the schedule by due time.
- **Digital auto-lockout or inactivity timeout within the app** – The app relies on device-level auto-lock. No in-app auto-timeout or PIN-based re-authentication will be implemented in Phase 1.
- **Biometric login (Face ID / Touch ID)** – Not supported.
- **NFC tag writing on iOS** – Not supported (Android-only).

- **NFC scanning via iOS PWA** – Not supported due to poor UX and platform limitations.
- **Rich capture in Safety Checks** – No photos, audio/voice-to-text, or file attachments.
- **Multi-device conflict resolution** – Simultaneous Safety Checks on the same room and same time window by multiple devices are treated as rare edge cases; both are recorded in the audit only.
- **Push notifications** – No background or push alerts; all prompts and indicators appear within the in-app UI.
- **Shift-length configuration or forced logout at shift end** – Not implemented in Phase 1; users will log out manually as part of shift procedures.

Design (optional)

Include relevant screenshots/sketches and if used links to tools such as Figma which detail the user experience.

The User Experience may be prepared by the Product team or in cooperation with other teams (Marketing, design, development, etc).

Technical Considerations (optional)

QR code printing:

- Can QR codes be printed directly from eSupervision, or must they be exported first?
- Which export formats (PDF/PNG/SVG) and standard print specs (DPI, size, error-correction level) for QR codes?

NFC writing offline (Android):

- How is the Room–Tag link queued and retried on reconnect?
- What safeguards prevent duplicate mappings when multiple devices write tags while offline (audit, last-write-wins, admin review)?

Timers in offline mode (device time):

- Can device clocks be trusted for Due/Due Soon/Overdue rendering while offline?
- Should we capture a device↔server time offset on each sync and use it to sanity-check timestamps on reconciliation (drift threshold, e.g., ±2 min)?

Checkpoints (optional)

As most JTI products/features are not released as an MVP or can be quickly deployed to enable immediate client feedback (A/B testing), specific checkpoints can be defined which will work in a comparable manner to an MVP and allow for faster feedback during the development process.

Launch Considerations (optional)

What needs to occur prior to the new product/feature being launched. While some features will be enhancements to existing features and may only require Release Notes and related documentation, other items will be substantial and may need the involvement of various teams.

This section will identify any launch specific considerations required of each team including:

- What material/information does Sales need (including lead times)
- What material/information does Marketing need (including lead times)
- What material/information does Support need (including lead times)
- External communication
- Timing – when marketing can start communicating on the idea, when Sales can begin selling it, when pricing needs to be decided etc.

Success Metrics

What system metrics need to be captured to ensure this product/feature is achieving its objectives.

Legal Implication (optional)

This section is required if the product/feature:

- impacts existing contracts (e.g. sending application telemetry data that may not be covered in the existing support contract)
- patent infringement, including possible infringements

Pricing Considerations (optional)

For a new product:

- Pricing options
- Product names

For an existing product:

- Identify if this new feature is a major improvement that greatly improves the product or efficiency of the client and if so, should it impact pricing