

LAB 5 - SRS Document for Passport Automation System

1 Introduction

1.1 Purpose

The purpose of this document is to specify the requirements for a Passport Automation System to simplify and automate the process of passport applications, renewals and status tracking.

1.2 Scope

The system will manage applicant data, appointment scheduling, document verification, and status notifications, while reducing manual intervention.

1.3 Overview

The Passport Automation System will digitize the end-to-end process of applying for, renewing, and tracking passports, ensuring faster and more reliable service delivery.

2 General Description

The system will be used by applicants, passport officers and administrators, providing role-based access for different operations.

3 Functional Requirements

3.1 Application Management:

- Allow users to submit new passport applications online
- Facilitate renewal requests with pre-filled data

3.2 Appointment Scheduling:

- Provide available slots for applicants to book appointments
- Send confirmation and reminders via email / SMS

3.3 Document Verification:

- Upload and verify required documents
- Enable officers to approve/reject applications.

3.4 Status Tracking

- Allow applicants to track their application status.
- Notify applicants about travel approval, dispatch or rejection.

4. Interface Requirements

- web and mobile-friendly user interface
- Integration with national ID and police verification systems
- Payment gateway integration for processing fee

5. Performance Requirements

- support 10,000 concurrent users during peak times
- Response time less than 3 seconds
- Maintain data consistency across multiple government databases.

6. Design Constraints

- Must comply with government IT infrastructure and security standards
- Use centralised relational databases for secure storage

7. Non functional Attributes

- Security: Strong encryption and multifactor authentication.
- Reliability: Ensure minimal downtime
- Portability: Accessible on web, Android and iOS
- Scalability: Expandable to handle increasing applicants annually.

8. Preliminary Schedule and Budget

The system development is estimated to take 8 months with a budget of \$180,000 covering requirement analysis, design, coding, testing and deployment.