



SUBMITTED TO

February 20, 2026

Information Network Security Administration (INSA)

Ref: 003/2018

Cyber Security Audit Division
Wollo Sefer, Addis Ababa, Ethiopia

Subject: Request for Web Application Security Assessment — i-Ticket Online Bus Ticketing Platform

Dear Sir/Madam,

We, **i-Ticket IT Solution PLC**, respectfully submit this formal request for a **Web Application Security Assessment** of our online bus ticketing platform hosted at www.i-ticket.et. As a technology company committed to safeguarding the digital infrastructure of Ethiopia's transportation sector, we recognize the critical importance of INSA's mandate in ensuring the security and integrity of web-based systems operating within the country.

The **i-Ticket platform** is a comprehensive digital solution that enables Ethiopian bus operators and passengers to conduct online ticketing, real-time fleet tracking, and fleet management operations. The system processes sensitive data including passenger personal information, payment transactions via TeleBirr mobile money, and operational data for multiple bus companies. Given the scope and sensitivity of this data, we believe it is both our responsibility and in the national interest to undergo a thorough security evaluation by INSA.

Our platform encompasses the following technical components that fall within the scope of this assessment request:

- **Web application** — Next.js 14 full-stack application with server-side rendering and API routes
- **Authentication system** — Multi-role access control (Customer, Company Admin, Super Admin, Staff, Driver, Cashier, Mechanic, Finance, Sales) with session-based authentication
- **Payment integration** — TeleBirr mobile money payment processing with callback verification
- **Database** — PostgreSQL with Prisma ORM, row-level security, and transaction isolation
- **API layer** — RESTful APIs with Zod validation, rate limiting, and CSRF protection
- **Real-time services** — GPS tracking, live fleet monitoring, and Telegram bot integration
- **Infrastructure** — AWS EC2 with Nginx reverse proxy, Cloudflare CDN/WAF, and SSL/TLS encryption

We have prepared and enclosed the complete **INSA Security Audit Documentation** package comprising 17 documents covering data flow diagrams, system architecture, entity-relationship diagrams, feature specifications, testing scope, security functionality, secure coding standards, API documentation, authentication mechanisms, third-party integrations, compliance requirements, authorization controls, and test accounts — all formatted per INSA's assessment requirements.

We are fully committed to cooperating with INSA's assessment team throughout the evaluation process, providing any additional technical documentation, access credentials, or clarifications as required. Our technical team is available for coordination at your convenience. We kindly request your office to schedule the assessment at the earliest available opportunity and advise us of any additional prerequisites.

Thank you for your dedication to securing Ethiopia's digital landscape. We look forward to your favorable response.

Abel Assefa

General Manager

i-Ticket IT Solution PLC



+251 911 550 001 / +251 911 178 577
info@i-ticket.et



www.i-ticket.et



Addis Ababa, Ethiopia