

Digital Local Council Service Management System

Task 1: System Architecture & User Access Flow

The system follows a Three-Tier Web Architecture consisting of:

1. Presentation Layer (Frontend - HTML/CSS/JavaScript)
2. Application Layer (PHP Backend)
3. Data Layer (MySQL Database)

Citizens and administrators access the system using a web browser over the internet. Requests are processed by the web server (Apache/Nginx), which executes PHP scripts. The PHP backend handles authentication, service request processing, role management, and communication with the MySQL database.

Citizen Access Flow:

1. User opens browser and enters system URL.
2. Browser sends HTTP request to Web Server.
3. Web Server executes PHP scripts.
4. PHP connects to MySQL database.
5. Database returns requested data.
6. Response is displayed to the user.

Admin Access Flow:

1. Admin logs into the system.
2. PHP verifies credentials and checks role.
3. If role = admin, system redirects to Admin Dashboard.
4. Admin can review, approve, reject applications, and upload documents.

System Architecture Diagram (Text Representation):

