

Version: 3.0

Buildings Permits System

Business Requirements Specification

Dubai Municipality

Information Technology Department

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Document Control Sheet

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**Table of Contents**

[1 Introduction 6](#_Toc53584526)

[1.1 Document Purpose 6](#_Toc53584527)

[1.2 Intended Audience 6](#_Toc53584528)

[1.3 Scope 6](#_Toc53584529)

[2 Business Process Overview 8](#_Toc53584530)

[2.1 Proposed Business Process 8](#_Toc53584531)

[GEO Consolidated Information Hub 8](#_Toc53584532)

[Business Domain Model 10](#_Toc53584533)

[Smart Modules 13](#_Toc53584534)

[2.2 Smart Modules 14](#_Toc53584535)

[User Management 14](#_Toc53584536)

[Customer Management 14](#_Toc53584537)

[Staff Management 14](#_Toc53584538)

[Dynamic Dashboard 15](#_Toc53584539)

[KPIs Evaluation & Monitoring 15](#_Toc53584540)

[Web Analytics 17](#_Toc53584541)

[Business Intelligence 17](#_Toc53584542)

[E-Checking 17](#_Toc53584543)

[BIM 18](#_Toc53584544)

[Notification & Communication 19](#_Toc53584545)

[Appointments Module 19](#_Toc53584546)

[Chatbot 20](#_Toc53584547)

[Scheduler Management 20](#_Toc53584548)

[Employees Allocation and Utilization 20](#_Toc53584549)

[Staff Availability Monitoring 21](#_Toc53584550)

[Task Management 21](#_Toc53584551)

[Dues Management 21](#_Toc53584552)

[Digital Process Automation 22](#_Toc53584553)

[Dynamic Business Rule Engine 22](#_Toc53584554)

[Audit Trail 23](#_Toc53584555)

[Services’ SLA 23](#_Toc53584556)

[Reporting Utility 23](#_Toc53584557)

[2.3 Permit Services 24](#_Toc53584558)

[2.3.1 Core Components 26](#_Toc53584559)

[Land Card 26](#_Toc53584560)

[Project Profile 27](#_Toc53584561)

[Fast Track Inquiry 31](#_Toc53584562)

[2.3.2 Core Services 32](#_Toc53584563)

[Building Permit 32](#_Toc53584564)

[Concept Design Approval 37](#_Toc53584565)

[2.3.3 Supporting Services 40](#_Toc53584566)

[Building Exception 40](#_Toc53584567)

[Land Procedures 46](#_Toc53584568)

[3 Dependencies 50](#_Toc53584569)

[4 Risks 51](#_Toc53584570)

[5 Assumption 52](#_Toc53584571)

[6 Appendices 53](#_Toc53584572)

[6.1 References 53](#_Toc53584573)

[6.2 Survey Result 0](#_Toc53584574)

## 

## Survey Result

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | **Pain** | **Solution** | **BRS Section** | **Raised by** |
| **What do you expect from the new system?** | Consolidated file for all regulations | Through Land Card based on GEO consolidated hub | [2.3.1.1 Core Components - Land Card](#LandCard) | Consultant |
| Simple, easy to track and search for projects | Personalized dashboards along with interactive maps for lands/projects | [2.2 Smart Modules – Dynamic Dashboard](#DynamicDashboard) |
| Service utilities info and entries for the land DEWA, RTA, etc. | Through Land Card/services utilities section based on GEO consolidated hub | [2.3.1.1 Core Components - Land Card](#LandCard) |
| Work with REVIT | Through E-checking engine CAD/BIM standards can be configured along with related checklists and mapped to building cards fields that will be extracted automatically from drawings based on building type, usage, and permit type. | [2.2 Smart Modules – E- Checking](#EChecking) |
| Ease to use in both smart device and desktop, and Friendlier UI | Responsive, simple and seamless design through which each user will have personalized dashboard, direct access to services without attachments without entries along with interactive maps for lands/projects | [2 Business Process Overview](#Start)  [2.2 Smart Modules – Dynamic Dashboard](#DynamicDashboard) | Contractor |
| Unified projects have access for all services in Completion application |
| **Do you normally need to visit DM premises?** | Follow up for my application | Personalized dashboard enables seamless tracking for submitted requests and direct access to authorized services | [2.2 Smart Modules – Dynamic Dashboard](#DynamicDashboard) | Consultant |
| Discuss with unit head in some cases | Based on KPI engine, the Unit head will be able to monitor engineers’ performance easily and take corrective actions if required proactively | [2.2 Smart Modules – KPIs Evaluation & Monitoring](#KPI) |
| Direct communication is better and faster to resolve old building card info | Using Land E-checking automated procedure, such cases will be detected, analyzed, and resolved before facing the Consultant | Innovation Idea of [Land E-checking](#Innov_Land_Echecking) |
| Resolve Special problem such as authority transfer from DM to DDA | Based on proposed integration with permitting authorities, there is no need for consultant intervention | [GEO Consolidated Information Hub](#GEO) |
| **Do you normally need to visit other authority’s premises?** | DCD, Etisalat, RTA all don't have online communications, and Approval take too much time | Fast track inquiry component will facilitate on-spot inquires | [2.3.1.1 Core Component – Fast track Inquiry](#FastTrackInquiry) | Consultant & Contractor |
| Follow up and direct discussion regarding my application feedback and inquiries | Using appointment module, the consultant will have seamless communication with staff based on configured capacity and availability | [2.2 Smart Modules – Appointment](#Appointment) |
| **How Many attempts to Issue permit, Resubmit application & drawings approval?** | Unclear or incomplete comments | E-Checking Verification on submission level through configured, structured checklists, in addition to Staff remarks on drawings using viewers | [2.2 Smart Modules – E- Checking](#EChecking) | Consultant & Contractor |
| Short duration for approval, for example: CFR approval (3 days) | Smart Appointments | [2.2 Smart Modules – Appointment](#Appointment) | Consultant |
| Different points of view between Designer and DM Engineer | Will be resolved through approved design guidelines and standards from DM, in addition to Smart Appointments | [2.2 Smart Modules – E- Checking](#EChecking)  [2.2 Smart Modules – Appointment](#Appointment) |
| Owner requirements do not match with DM Rules | E-Checking Verification with increase alignment with DM regulation on submission level 24/7 | [2.2 Smart Modules – E- Checking](#EChecking) |
| **Do you have any additional problems you may highlight on the current system?** | Online appointments, Online booking | Smart Appointments Module with seamless facilities for booking, rescheduling, and sharing demonstrated materials | [2.2 Smart Modules – Appointment](#Appointment) |
| Building Card improvement and removal of unnecessary options | Building card information will be improved and enhanced based on the approved design standards from DM  Through E-checking engine, Building Cards will be automatically extracted from drawings based on configured mapping | [2.2 Smart Modules – E- Checking](#EChecking) |
| Improve speed of system approvals from DEWA and DCD | Using Direct integration with concerned authorities DEWA, DCD, etc.  Additionally, advancing Payment facilities through ERAD | [GEO Consolidated Information Hub](#GEO) |
| The appointment evaluation page should pop up after the appointment ends | Using KPI engine, Staff interaction with customer /requests will be tracked, and evaluated | [2.2 Smart Modules – KPIs Evaluation & Monitoring](#KPI) |
| Automatic submission to Application fees after Payment done  Engage all concerned authorities in permit process | Using Dynamic WF engine, the system will automatically route the request to payment or verification tasks, based on advanced integration facilities with ERAD and integration with internal/external authorities | [2.2 Smart Modules – Digital Process Automation](#WF)  [2.2 Smart Modules – Dues](#WF) Management |
| Enhance usability to download all stamped drawings together | Click on Land Card to download all stamped drawings, no need for service | [2.3.1.1 Core Components - Land Card](#LandCard) |
| Filling up the DEWA form in the services of every application | All required information will be extracted from the uploaded drawings according to the approved design standards from DM, and no entries will be required | [2.2 Smart Modules – E- Checking](#EChecking) |
| Owner, Consultant, and plot data can be extracted from project information | All land information gathered from internal/external authorities will be accessible by the owner, the assigned consultant or the contractor, based on configured privileged approved by DM, and no need to apply for any application to gather these information | [2.3.1.1 Core Components - Land Card](#LandCard)  [2.2 Smart Modules – Customer Management](#CustomerManagement) |
| Application for Gate level if submitting as 2nd version | [2.3.1.1 Core Components - Land Card](#LandCard) |
| Services are so many, and searching and selecting the required service is difficult | Through personalized dashboard, the applicant will have direct access to services for which s/he is authorized  Additionally, permit services have been merged into 3 services which will make it easier for applicant to apply for. | [2 Business Process Overview](#Start)  [2.2 Smart Modules – Dynamic Dashboard](#DynamicDashboard)  [2.3.1.1 Core Components – Project Profile](#ProjectProfile) |
| Categorize the Engineers’ remarks to mandatory for issue permit and mandatory to start work with permit | Permit will be verified through E-Checking Verification on submission level through configured, structured checklists, in addition to Staff remarks on drawings using viewers | [2.2 Smart Modules – E- Checking](#EChecking) |
| Based on KPI engine, the Unit head will be able to monitor engineers’ performance easily and take corrective actions if required proactively | [2.2 Smart Modules – KPIs Evaluation & Monitoring](#KPI) | Consultant |
| We encounter Building Card issues for GSM Tower projects, and our contractor is under Ground only, and G+ 1 cannot be directly appointed in the system | Through direct integration with prequalification system (DEQ), contractors will be easily appointed based on their qualification and approved exceptions if any | [GEO Consolidated Information Hub](#GEO) | Consultant |
| For DEWA Electricity, we need to know the progress of submission | Through the integration with concerned internal and external authorities, request approvals will be tracked automatically, and applicant can trace it easily through his/her own dashboard | [GEO Consolidated Information Hub](#GEO)  [2.2 Smart Modules – Dynamic Dashboard](#DynamicDashboard) | Contractor |
| Unify Payment Options | Seamless payment/refund through advancing integration facilities with ERAD | [GEO Consolidated Information Hub](#GEO) |
| We cannot search in building Permits’ notification messages | Through personalized dashboards, the Applicant will be able to access, filter, and view his/her own notifications | [2.2 Smart modules - Notification & Communication](#Notification) | Contractor |
| System is not compatible with Apple devices, and DWF files can be opened only on windows devices | Based on published Design standards for CAD or BIM, there will be no such limitations using E-checking engine | [2.2 Smart Modules – E- Checking](#EChecking)  [2.2 Smart Modules – BIM](#BIM) | Contractor |
|  | We need to add customer service for building permit section | Through Chabot, the system will respond instantly on the customers’ enquiries without involving the customer support engineer for the FAQ questions and saved topics.  This is in addition to smart appointment module for advanced clarification regarding specific request.  The transactions/actions accomplished using general message have been automated into services/digital procedures | [2 Business Process Overview](#Start)  [2.2 Smart modules – Chatbot](#CHATBOT)  [2.2 Smart Modules – Appointments](#Appointment) | Contractor |
| Communication and support through general messages and assigning different users and responsibilities is a bit confusing. | Contractor |
| **Do you suggest adding any other authorities to the new system?** | Direct Contact with engineers of DEWA and RTA & police Department | According to Appointments module and integration with these authorities, the communication will be faster and simpler | [GEO Consolidated Information Hub](#GEO)  [2.2 Smart Modules – Appointments](#Appointment) | Consultant & Contractor |
| Other Building Permits authorities | According to Integration with GIS, the system will be able to communicate with the other Building permits authorities like (TARAKHES, Free Zone, etc.) |
| **Please select the payment methods you usually use to pay in the current system and problem Faced** | Do not get a receipt for most of the time, and payment of fees option is not very user-friendly. | Seamless payment/refund through advancing integration facilities with ERAD in addition to the personalized dashboard enabling easily tracking for submitted requests and direct access to authorized services | [GEO Consolidated Information Hub](#GEO)  [2.2 Smart Modules - Dynamic Dashboard](#DynamicDashboard) | Consultant & Contractor |
| In some cases, when paying a large amount of money, there is no information to link the payment with the application |  | Consultant & Contractor |
| **Please select methods that you find effective to improve the system.** | Improve Customer service to help the applicant while applying for services | * Through Chabot, the system will respond instantly on the customers’ inquiries without involving the customer support engineer for the FAQ questions and saved topics. * Smart Appointment module for advanced clarification regarding a specific request. * Personalized dashboard enabling easily tracking for submitted requests and direct access to authorized services * Permit services have been merged in to 3 services which will make it easier for applicant to apply for. | [2.2 Smart modules – Chatbot](#CHATBOT) | Contractor |
| Please make it easier to manage draft applications, like adding a shortcut to the home page or dashboard | [2.2 Smart Modules - Dynamic Dashboard](#DynamicDashboard) |
| Have a simpler system for drawing approval, like for retail shops and offices decor works, the process and steps can be dealt with separately | [2.3.1.2 Core Services – Building Permit](#Permit) |