

# 8. Passport Automation System

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## 1. Introduction

### 1.1 Purpose

The system must automate process of passport application, verification, issuance, scheduling, manual workload and wait times along with process times.

### 1.2 Scope

System must have detailed process video and documentation, applications upload all necessary documents and identity proofs, Schedule a mandatory appointment as well as track the progress in the process.

### 1.3 Overview

System must include modules for applicant registration, document verification, appointment scheduling and status tracking.

It must provide secure and user-friendly web portal for applicants along with robust back-end system for government and staff.

## 2. General Description

Web-based Platform integrated with government databases to verify and validate documents. Also include payment gateway to collect fees and accept different modes of payment.

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### 3. Functional Requirements:

- User can register and create an account using personal information.
- System must allow users to upload required documents in PDF / PNG / JPEG format and verify accordingly.
- System shall support scheduling of offline verification (in-person) appointment and notify applicants of available slot.

### 4. Interface Requirements:

#### User Interface

A responsive web interface for applicants to access from any device and dedicated admin for government staff.

#### Hardware Interface

Integration with document scanners, biometric devices, printers.

### 5. Performance Requirements:

The system must be able to handle 20,000 concurrent users. System shall have an average response time of less than 1 second for verification and process completion status.

System must be available 24/7 with annual downtime of less than 0.1%.

### 6. Design Constraints:

System must comply with national security and data protection standards for storing and handling confidential data. It must integrate seamlessly with existing government IT infrastructure for identity check and printing physical documents.

7. Non-Functional Requirements:
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- Security:  
System shall use encryption for all sensitive data and support secure login with multi-factor authentication.
- Reliability:  
System shall be highly reliable, with a fault tolerant architecture to minimize downtime.
- Maintainability:  
System shall be modular, allowing for easy maintenance and updates.

8. Preliminary Schedule and Budget.

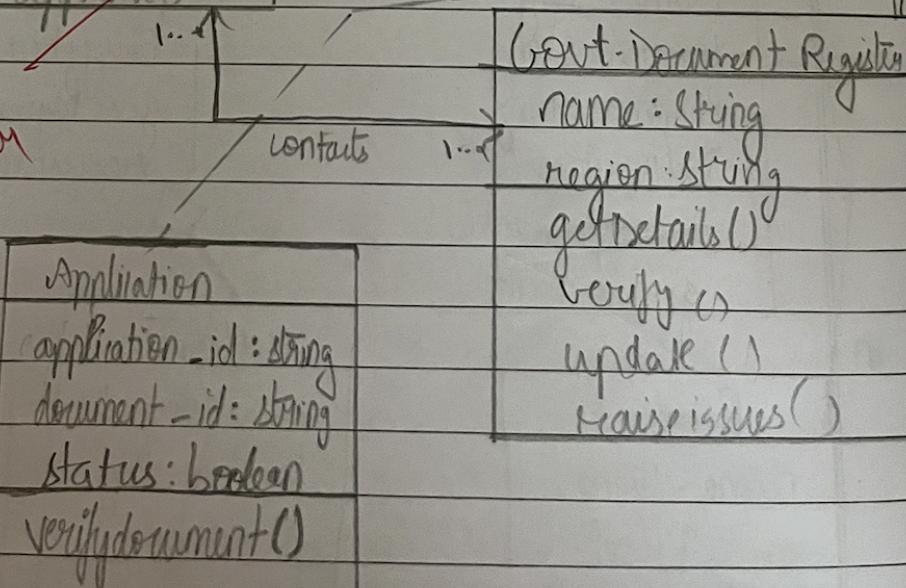
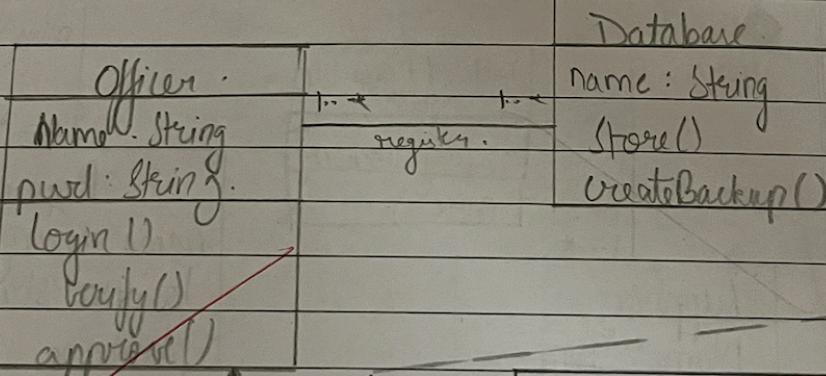
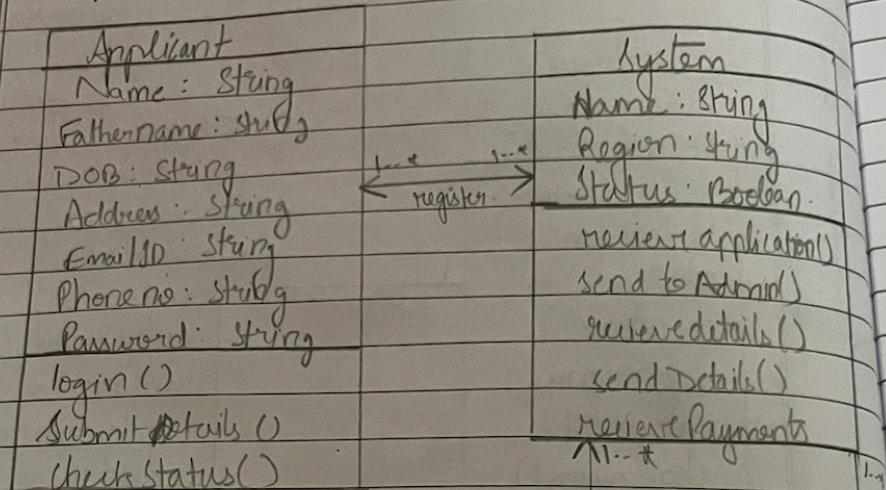
Duration: 30 weeks.

Budget

Software development	\$ 50 000
Hardware	\$ 30 000
licenses	\$ 10 000
Testing	\$ 15 000
Project management	\$ 8 000
Documentation	\$ 7 000
Total	\$ 120 000

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## 5. Passport Automation System



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