

3. Passport Automation System

1. Introduction

1.1 Purpose: The document outlines the requirements for passport automation system to automate process for applying, tracking status of passport with hassle free delivery process.

1.2 Scope:

- * online process to apply for passport
- * Schedule appointment for verification and tracking the status on the application

1.3 Overview:

- * Eliminating manual operation in passport application and scheduling appointments
- * User friendly platform for applicants and online verification by uploading documents

2. General description

The passport automation system provides a platform for citizen to submit passport application, upload required documents and track application status.

Government authority will process applications, verify documents & issue passport.

3. Functional requirements:

- * Allow users to apply for passport online
- * Enable officials to verify documents
- * Provide real time update on application status
- * Allow to maintain the customer affairs (book, update, notify, etc..)

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4. Interface requirements

- * User friendly interface for applicants to fill out form
- * secure login for applicants & govt officials
- * A dashboard for govt officials to manage the application.

5. Performance requirements

- * must handle thousands of simultaneous applications during peak periods.
- * Provide status updates within 5s of processing changes.

6. Design constraints:

- * must follow govt privacy & security standards.
- * Identity verification must be there for external database.
- * Scalable for growing no of applications over years.

7. Non-functional attributes

- * Ensure end-to-end encryption of personal data.
- * 99.9% uptime

8. Preliminary schedule:

Development time = 12 months.

Budget: \$100,000

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