**ISKCON Devotee Information Management System**

The ISKCON Devotee Information Management System application will have primarily four categories of features which can be extended further to meet the demand. This is based on the Technology Platform to build this application.

1. **Application** – Users and admins will have entry through multiple channels – Web based, Mobile App Based to enter single or upload batch of data. This will benefit users to store data in the system with minimal effort.
2. **Portal** – Application will have inherent portal features to publish data in an organized fashion. This can be extended to add calendars, wiki, forum etc.
3. **Reporting & Analytics** – System will support basic and advance level canned reports.
4. **Alerts & Notifications** – Ability to alerts (email) based on certain parameters to the relevant users.

Supportive Features – Security, Users Authentication, Users Registration, Data Confidentiality, Data Privacy, Ability to generate new reports, Postproduction Support – Help Desk/Enhancements/Alerts etc. will be supported. The system will Support multi-lingual to ensure users can enter the data in multiple languages. Easy to use screens and reports with security enabled based on users’ privileges.

The system will be developed in multiple phases to ensure data is baselined & base application is developed with data consolidation and reporting before we enable additional features & Global rollout.

The system has following challenges

* Data Security - Data needs to be hosted in a safe environment in servers where data access is restricted as deemed fit.
* Data Privacy - Due to strict regulations on data collection and usage (like General Data Protection Regulation - GDPR in EU) across the world, we need to ensure that we comply with the legal guidelines and prevent inadvertent privacy breaches. Further, this means that several data sets would need to be hosted across servers in different locations
* Data Quality - The incoming data might be filled in by different devotees in different formats, might be incomplete or incorrect.
* Data Confidentiality - Need to ensure that a basic background check is done on people who request for the data for a specific purpose. The purpose should also be valid.
* Language issue – Given the global spread of participants including the Non-English-speaking countries, it would not be possible to collect, store and report data only in English for all these countries.
* Cost of delivery – Need to ensure that the overall costs (mainly technical) are within the limits.

The application will be hosted in GCP. The following components will be used to develop the application.

1. Angular JS/Springboot – Using containers to host the application so that when there is more traffic, this can be expanded and contracted as necessary
2. MySQL hosted in Google SQL – There is no special server necessary since this instance is hosted by Google.
3. Google Studio to display reports
4. IAM solution to authenticate respective users and assign roles to the users

Due to privacy concerns, data may not leave the respective countries. As a result, some components may need to be hosted in different countries.

The UI needs to have the following service offerings.

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| **#** | **Service Offerings** |
| 1 | Ability to Register new users |
| 2 | Ability to enter, modify, delete participant data |
| 3 | Users permission (data, screen, search, report) and privileges |
| 4 | Ability to upload data excel, database, mobile, web, database |
| 5 | Ability to have basic search |
| 6 | Ability to have advance search capability |
| 7 | Receive Alerts (email) based on Sadhana Practice |
| 8 | Generate Reports on participant Sadhana |
| 9 | Receive reports on email |
| 10 | Generate Reports on participant Geographical locations |
| 11 | Generate Reports on participant Daily Chanting |
| 12 | Generate Sector-wise Sadhana Practice |
| 13 | Generate Zonal-wise Sadhana practice |
| 14 | Generate Geographical Region-wise Sadhana practice |
| 15 | Generate Country/Continent-wise disciple strengths |
| 16 | Generate Area-wise Devotees skills |
| 17 | Request for New reports |
| 18 | Mobile interface - Data Mgmt |
| 19 | Mobile interface – Search |
| 20 | Mass Emailing |
| 22 | Schedule Calendar/Activities with individual participants |
| 23 | Broadcast messages |
| 24 | Generate Analytics and identify root cause of the gap, Define Action plans |
| 25 | Store all communications/interactions |