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WBS

**Integrated Permit Issuance Online System**

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| **Prepared for:**  **Ahmed Obaid Al Tunaiji** | **Submission Date:**  22 May 2017  **Proposal ID:** AD/BP/22052017/1343/1 |

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Project Contacts

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| Client Information | |
| Project Name | Integrated Permit Issuance Online System |
| Client Name | Sharjah Commerce and Tourism Development Authority |
| Client Address | Buheira Corniche Road - Sharjah - United Arab Emirates |
| Contact Person | Mr. Ahmed Obaid Al Tunaiji |
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| Address | PO Box 56272, Dubai, United Arab Emirates |
| Physical Address | 217, Sheikh Rasheed Building, Hor Al Anz East |
| Project Information | |
| Proposed Technology/Methodology | AngularJS, NodeJS, ExpressJS, MongoDB |
| Anticipate Start Date | NA |
| Proposal Valid For | 30 Calendar days from the submission of the proposal |

1. Online Permit application
   1. inception
      1. Scope Document (Deliverable)
      2. High Level Project Plan
      3. Presentation for SCTDA Management (Deliverable)
   2. Planning
      1. System Analysis
      2. Requirement Analysis
      3. Business requirement document (Working Draft)
   3. System Design
      1. Software Requirement Specification (Deliverable)
      2. Functional Specification Document
      3. Technical Design (Internal)
      4. Wire frames (Deliverable)
      5. Working Prototype (Deliverable)
      6. Updated Project Plan
   4. Development
      1. System Features
         1. Authentication
         2. Authorization
         3. Logging
         4. Auditing
         5. Exception Handling
         6. Localization
         7. Framework for Workflows
      2. Dashboards
         1. Applicant
         2. Permit Holder
         3. TSD Staff
         4. TSD Manager
         5. TSD Inspector
         6. Admin
      3. Administration
         1. Add users
         2. Add Roles
         3. Add Fees
         4. Add fines
         5. Add inspection Checklist
         6. Add 4X4 Models
         7. Add Complaint Types, Severity levels
         8. Add Escalation levels
         9. Document upload types
         10. Document upload
         11. Configure gateway, Scheduler etc
      4. General Application Pages
         1. About Us
         2. Privacy Policy
         3. Announcements
         4. News
         5. Help
      5. New Permit
         1. Create Profile
         2. Verify email
         3. Submit Documents
            1. Driver’s License
            2. Vehicle registration
            3. 4x4 driver’s license
            4. Insurance
            5. Tax
         4. Document verification service (Muroor)
         5. Physical Verification
         6. Add comments
         7. Recommend inspection
         8. Auto Escalation to TSD Manager
         9. Approve or Reject Application
         10. Pay fine and dues
         11. Configure Tahseel
         12. Configure Payment gateways
             1. Master card
             2. Visa
             3. American express
             4. Discover
         13. Generate Barcode
         14. Create Template for Permit & sticker
         15. Receive Permit
         16. Receive Sticker
      6. Permit Renewal
         1. Login for TSD staff and Permit holder
         2. Apply for renewal
         3. Add documents
         4. Resubmit for Online verification
         5. Physical verification with staff
         6. Add comments
         7. Recommend inspection
         8. Approve / Reject application
         9. Auto escalation if needed
         10. Pay dues and fines
         11. Receive Permit and sticker
         12. Cancel old permit and sticker
      7. Reprint Sticker or permit
         1. Apply for duplicate permit or sticker
         2. Verify document status
         3. Verify vehicle history
         4. Verify complaints
         5. Recommend inspection
         6. Escalate if needed
         7. Issue duplicate sticker / permit
         8. Disable old permit and sticker
      8. Cancel Permit
         1. Verify documents, vehicle history and complaints
         2. Verify outstanding fines and dues
         3. Pay fines and dues
         4. Cancel permit
         5. Disable account
         6. Disable permits and stickers
         7. Acknowledge cancellation
      9. Inspection and fines (Web)
         1. Login for TSD manager
         2. Assign TSD inspector, date and time
         3. Send notifications to Applicant or Permit holder
         4. Look up vehicle by license, registration or permit
         5. TSD manager login via mobile device
         6. Receive inspection list
         7. Record inspection results
         8. Attach evidence
         9. Calculate fines automatically
         10. Send SMS and emails to applicant or permit holder for fines
         11. Real time tracking of inspection process
      10. Inspection and Fines (Android Device)
          1. TSD manager login via mobile device
          2. Look up vehicle by license, registration or permit
          3. Receive inspection list (download in advance if needed for offline lookup)
          4. Record inspection results (offline and Online)
          5. Attach evidence
          6. Sync with server when online
          7. Calculate fines
          8. Send SMS and emails to applicant or permit holder for fines
      11. ApI Integration for Android Device
          1. TBD1
          2. TBD2
          3. TBD3
          4. TBD4
      12. Report
          1. Create template for reports
          2. Report for TSD Manager
          3. Define entitlements for reports
          4. Reports to TBD
          5. TBD
          6. TBD (placeholder)
      13. Global search for TSD manager, Staff and inspectors for vehicles permits, registrations
      14. Complaints management
      15. Complaints Escalation
      16. CRON Jobs
          1. Identify Permits that are expiring
          2. Archive cancelled permits
          3. Send notifications
      17. Onscreen Guides
      18. User Manuals
      19. Quality Assurance (ongoing)
      20. Training
   5. Project Control
      1. Status meetings
      2. Project Management
      3. Risk Management
      4. Project plan updates
   6. Closeout
      1. Gain formal acceptance
      2. Document Lessons learned
      3. Archive Files

We look forward to hearing from you soon and hope that you will give us the privilege to work with you in meeting your business goals. Thank you.

Thank You



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