

**Business Requirements Document**

**Project Name: WFS – PRO Ticketing System**

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| **Description** | **Role** | **Name** | **Date** |
| Created by | Senior Manager-WFS | Reshmi Nambiar | 23-Apr-2018 |
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# ****Introduction:****

**Scope**

PRO Services is one of the growing divisions within Transguard Workforce Solutions supporting clients on PRO service requests associated with Mainland, Freezone, Consulates and other services. At present all transactions are via emails and Microsoft access is being used for invoicing purpose. An average of 200 transactions are being handled by the team during the month. This is expected to grow massively in the coming year. The transactions being manually handled there is limitations on how we schedule, set reminders, follow up, manage tasks and documents

The PRO Administrator and Executive are responsible for processing the requests received in timely manner and provide updates, follow up and reminders as appropriate. Currently we don’t have a system to support these processes which are very manual in nature. The transaction /Requests that are received can be summarized as below:

* New Employment Visa /Residence Visa
* Renewals of Visa
* Cancellation of Visa
* NOC requests
* Consulate requests
* Dependent Residence Visa
* Business and Visit Visa Applications
* Attestation and Translations
* General Passes/Access Cards
* General Queries

Also, refer section [“Appendix – List of Services”](#_Appendix-_List_of)

**Current process**

The Current process is that the client would send the request to Transguard via email after which the team confirms the cost and checklist as appropriate. During the entire process there are email communication between client, team and employee at times. The requests are tracked and listed on excel tracker as well as the MS access for invoicing purpose which is very manual and therefore a risk. 95% of the communication is via emails which is a major concern as there is no way to track current transaction status on real time basis. There is no procedure to record expiry of Visas, Access cards and similar requests. The transactions costs are maintained on MS Access linked to certain sum of money. Claims are submitted based on the reports from Access.

**Solution**

The business outcome expected from the Proposed PRO Ticketing system is to introduce a platform for the user to be able to submit their request online, receive updates, download checklist, view appointment schedules (medical /consulates) all through the system. The Solution should have the capacity to store all information of the employee, upload and download information, create a report on the total spent on the transaction, etc. The BU should be able to get reminders on transactions with next action, reminders on expiry of their documents , daily tasks , follow ups with requester , sharing real time update with clients. The admin team should be able to maintain the costs associated along with bills by linking them to the cost and bills.

**Project Goals**

* Implement a Ticketing System with back office dashboard in a web browser format or desktop application that tracks in real time all requests and transaction Life cycle.
* Install a control center screen/CPU setup for the PRO Administration team to view open queries and requests.
* Client Access to view data, submit data, request documents, raise complaint, provide feedback, retrieve transaction data, Appointments scheduled, Status reports.
* A tracker to administer the PRO activities through scheduling
* To create a system that allows storage of information pertaining to case along with attachments (scanned copies of original bills) linked to the case along with the costs associated
* A system that can set reminders and follow ups, provide real time updates on cases.
* System to generate client wise transaction report including costs and time taken.
* Ability to generate historical reports bases on search

# Description:

Detailed requirements explained here in terms of various modules and their functionalities:

1. **PRO Ticketing System**

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| --- | --- | --- | --- |
| **Ser** | **Requirement Description** | **Vendor Response (S/U/C)** | **Vendor Comments** |
| 1.1 | Client registration process |  |  |
| 1.2 | Client user logs in though the online system (User ID, Password) |  |  |
| 1.3 | Dashboard listing the services provided-  Current ongoing transactions, New Service Requests, Check Status, Request Quote, Cancel Request (Subject to acceptance from PRO Admin) - Under Service Request (New Employment Visa requests, Cancellations, NOC Access Cards, Pass Request, Business Visas, Attestations, Dependent & other PRO service request) |  |  |
| 1.4 | Flexibility to add more elements into the drop down for Service requests. |  |  |
| 1.5 | Possibility of having option to attach documents/download checklist after client links on certain request types |  |  |
| 1.6 | Dashboard to carry information on all (Historical) previous & existing transactions |  |  |
| 1.7 | All information pertaining to the list of employees with client to be available on the dashboard (Name, PP details, Visa info, OHC info and similar information) |  |  |
| 1.8 | PRO Requests page to have the following features.  -Request Salary Certificate   * Salary Certificate Language (English/Arabic/Both) * Generic or Addressed to (please specify…)   -Request NOC for the following   * Liquor License * Embassy/Consulate (please specify country) * RTA (Application for Driving License), specify license type (private car, motorcycle,)   - Employment/Service Certificate Request  -NOC for new employer  - Other Requests |  |  |
| 1.9 | Under Business Visa – check list to be available for download and option to attach required docs and send to PRO team. |  |  |
| 1.10 | For all transactions, an option to update action and email sent to client with reminder set for next action |  |  |
| 1.11 | Reports – The system should give reports on active transactions, cost incurred, TG fees and current status |  |  |
| 1.12 | An option to request for document collection by TG |  |  |
| 1.13 | An option to add special notes (to add anything specific to the case) |  |  |
| 1.14 | Feedback page must allow customers to send a message through the app to the Administrator team.   * Pre-defined drop-down menu can categories request   -Categories to include   * PRO Requests * Business Visa * Access Card * Attestations * Dependent Visa * Consulate * Other Queries |  |  |
| 1.15 | Notification page should highlight any pending notifications with a red circle and the number of notifications pending.  This should also highlight the last action taken. |  |  |
| 1.16 | An option to extract a report on total bills associated with the transactions upon closure of case / month |  |  |
| 1.17 | Request for Quote Option |  |  |
| 1.18 | On submission of request – client should receive an acknowledgement confirming acceptance, additional docs required/ other comments |  |  |
| 1.19 | Log out feature to allow user to return to login page. |  |  |
| 1.20 | Case ID to be generated for every new request |  |  |

1. **Customer Web Portal**

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| --- | --- | --- | --- |
| **Ser** | **Requirement Description** | **Vendor Response (S/U/C)** | **Vendor Comments** |
| 2.1 | Accessible through desktop web browser or mobile web browser |  |  |
| 2.2 | Can integrate login portal on Transguard Workforce Solutions web page |  |  |
| 2.3 | Same functionality as IOS/Android App |  |  |
| 2.4 | Guest Option |  |  |

1. **WFS Dashboard/Back End System**

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| --- | --- | --- | --- |
| **Ser** | **Requirement Description** | **Vendor Response (S/U/C)** | **Vendor Comments** |
| 3.1 | PRO Administrator to access the dashboard – can view requests from clients under different categories |  |  |
| 3.2 | Admin rights to be provided and managed by Super User |  |  |
| 3.3 | Once logged in, Admin can review all ‘open requests’ received from employees with oldest request visible on top(highlighting the days the case has taken ) |  |  |
| 3.4 | Request lines to summarize the following:  Name, Client, Type of request, contact number, email ID |  |  |
| 3.5 | Super User can assign request to each Admin member. |  |  |
| 3.6 | PRO Admin member can select a request to action. Once selected request is moved to ‘Request in process’ list |  |  |
| 3.7 | PRO Admin can upload document and send to requester. |  |  |
| 3.8 | PRO admin can select close request once completed. When the request is closed, it will move to ‘Request close list’ |  |  |
| 3.9 | Dashboard to be divided into 3 segments.  Client wise   1. Open requests 2. Requests in Process 3. Requests closed in current month   Summary of all transactions |  |  |
| 3.10 | SLA configuration |  |  |
| 3.11 | User profile/role configuration |  |  |
| 3.12 | Request type to have associated SLA turnaround time.  If 50% of the SLA Time has passed the request should display green.  If 75% of the SLA time has passed the request should display amber.  If 100% of the SLA time has passed the request should display red. |  |  |
| 3.13 | Reporting feature in the dashboard to analyze data.   * Report by request type * Time taken from request start to close * PRO Admin performance based on SLA * Total number of requests by date period * Report by contract |  |  |
| 3.14 | Ticket history/logging |  |  |

1. **Others**

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| **Ser** | **Requirement Description** | **Vendor Response (S/U/C)** | **Vendor Comments** |
| 4.1 | Apart from tracking of transactions, an additional page for transaction costs (cash / Portal /Card) – should be linked to a reimburse claim form for submission of claims. |  |  |
| 4.2 | Application hosting model to be cloud or on-premise |  |  |
| 4.3 | Office 365 integration for email communication |  |  |

1. **Nice to Have**

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| **Ser** | **Requirement Description** | **Vendor Response (S/U/C)** | **Vendor Comments** |
| 5.1 | Functionality to store employee document details such as:   * Passport * Visa * Medical Insurance * Business visa copies * Pass Information (JAFZA, DIFC, TECOM) |  |  |
| 5.2 | Automatic reminders for renewals |  |  |
| 5.3 | Inputs for invoice generation |  |  |
| 5.4 | Scheduling of PRO |  |  |
| 5.5 | Float management (recording cash transactions against the case), claim |  |  |
| 5.6 | Option to add multiple bills to one case |  |  |
| 5.7 | Possibility that its connected to the PORTAL for JAFZA, DIFC |  |  |
| 5.8 | ERP integration for PRO requests |  |  |

1. **Appendix- List of Services**

**PRO Services will include the following:**

1. **Attestation services Local and Global: -**
   1. Attestations from MOFA, MOJ, Dubai Court, POA Attestations, House Contract Ejari
   2. Global Education, Marriage, Birth Certificate Attestations
   3. UAE Legal Translations
   4. General Online - Typing Services: (you don’t need to visit the Typing Centers)
   * Entry Permit
   * Residence Permit
   * Medical
   * Emirates ID
   * Change Status
   * Cancellations
2. **Pro Service in Main Immigration & MOL: -  \*Dependents Include: Parents, Husband, Wife, Kids, Maids, Drivers**
   1. Issuing Entry Permit for dependents
   2. Medical & EID typing and Full assistance with both these services (pick up and drop off available)
   3. Visa Stamping & Change Status’s for dependents
   4. Passport and EID tracking & Delivery
   5. Visa Cancellation for dependents
   6. Labour Card Cancellation support
   7. English to Arabic NOC’s
   8. Holding the dependents (to avoid visa cancellations of dependents when the sponsor is switching jobs)
3. **Family Visit and Tourist Visas**
   1. Visit Visa for family and Friends
   2. Tourist Visa for Family and Friends
   3. On Arrival Visa Extensions Inside UAE
   4. Tourist Visa Extensions
   5. Visa Types: 14 days, 30 days, 90 days
   6. Oman Border – New Visa for On Arrival Passports
   7. Marhaba Service (we need 24 hours’ notice)
4. **DMCC, DAFZA, JAFZA & Tecom PRO Service**
   1. New Employment Visa
   2. Govt to Govt Transfer
   3. Internal Transfers
   4. Visa Cancellations and Transfers
   5. Medical & EID typing and Full assistance with both these services (pick up and drop off available)
   6. Holding the dependents (to avoid visa cancellations of dependents when the sponsor is switching jobs)
   7. Access Cards
   8. Job Title Amendment
   9. NOC’s
   10. Updating employee salary details with JAFZA
5. **DMCC, DAFZA, JAFZA & Tecom: Secretarial Services (per hour basis, please request for a quote)**
   1. New Company Business Setups
   2. Trade License Renewals, Concordia
   3. Liquidation of companies who wish to close their Businesses
   4. De-registration Support Services.

1. **Consulates Support in Dubai & Embassy Support in Abu Dhabi**
   1. Document Checklists for Business and Tourist Visit Visa
   2. PRO Assistance in Pick up and drop off available.
   3. PRO Assistance in Interviews at consulates.

To name a few: (KSA, Nigeria, Schengen, Angola, South Africa, China, Brazil, Egypt, Ethiopia, Ghana, Russia, India, Pakistan, Morocco)

1. **Abu Dhabi Immigration (All Services: Immigration, Labour, Dependents, Attestations, Employee Visa, Office Inspections etc)**
   1. Quota Creation & Work Contract approval online for employees
   2. Visa Applications for Employees (Signatory attendance will be required)
   3. Visa Cancellation for dependents
   4. Issuing Entry Permit for dependents
   5. Visa Stamping & Change Status’s for dependents
   6. Medical & EID typing and Full assistance with both these services (pick up and drop off available)
   7. Passport and EID tracking & Delivery
2. **Other**
   1. Police Clearance Certificate
   2. Visa and Passport Amendment Support
   3. Lost EID Support
   4. Emirates ID “IDN Certificate” from Emirates ID Office.
   5. Liquor License New / Renewal

# Exceptions:

N.A.

# Security:

2. **Access Control Requirements:**

* Requiring a user identification and password to restrict system and data access.
* Developing applications that will not be overridden by SQL commands.
* Programming with valid accounts (ex: do not use anonymous or default accounts).
* Encrypt local passwords and follow the company password management policy.
* Integrate with Active directory using LDAP protocol.

1. **System and Data Integrity Concerns:**

* Perform software upgrades and security patches as per approvals.
* Restricted use of configuration files.
* Allow only acceptable error codes with proper handle.
* Data encryption for sensitive or critical data.
* Cookies holding sensitive information must be encrypted.

1. **Privacy/Confidentiality**

* Do not store sensitive information on web pages.
* Do not using persistent cookies (lifetime – undefined).
* Do not store personal information into cookies.

1. **Application security**

The developers must ensure that OWASP top 10 application security is addressed

* Injection
* Broken Authentication and Session Management
* Cross-Site Scripting (XSS)
* Broken Access Control (As it was in 2004)
* Web and Application Security Misconfiguration
* Sensitive Data Exposure
* Insufficient Attack Protection (NEW)
* Cross-Site Request Forgery (CSRF)
* Using Components with Known Vulnerabilities
* Under protected APIs (NEW)
* Hidden Field Manipulation

1. **Source code**

* Protect the source code with user identification and password
* Source Code definition must mention “meaningful information, eye readable, and unencrypted
* The codes written must be free from Viruses, Trojans, Bugs and other factors that may jeopardise its working, use of licensed software, testing and acceptance criteria, jurisdiction of Legal aspects.
* All codes should be submitted to TFS.

1. **Documentation**

* Techno functional Change Description.
* Deployment document.
* UAT Cases.

1. **Development Tools**

* Developer can use only below development tool to develop any application. In case of any new tool requirement development team must take approval from ‘Information Security Team’.
* Following are the approved development tools:- Telerik, Obout, Twin Control, Visual Studio, Ajax Control, Fusion, Crystal Report, SQL Reporting, SQL Server, ORM, .NET Framework Version, PL-SQL Developer, SQL Developer, Data Loader, Oracle J Developer, Oracle Forms, Oracle Report, JVM /JDK.

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