Malaysian Communications and Multimedia Commission (MCMC)

Development of Case Management System (CMS 2.0) and Support Maintenance Services for MCMC

Business Requirement Specification (BRS)

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Abbreviations

BRS	Business Requirement Specification
LEA	Law Enforcement Agency

Acceptance

This Acceptance Certificate confirms that the Business Requirement Specification (BRS) document has been prepared in accordance to be agreed:

For and on Behalf of ZEN:

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Contents

1 Executive Summary

1.1 Purposed of Business Requirement Specification (BRS) Document

This document represents the details of requirement generated from User Requirement Specification (URS) Workshop for project Case Management System 2.0 for Malaysia Communication & Multimedia Commission (MCMC).

This document will be used as a reference to detail the requirements of the application, what is to be expected in the final product, the structure, design, layout, functionality and overview interface.

To come out with this BRS, below reference had been used:
- Scope of Work (SOW) document
- Project Kick-Off slides
- Requirement gathering in URS Workshop (URS)
- Related document provided by MCMC

1.2 Project Objective

- To develop Case Management System (CMS 2.0), provide warranty and support maintenance services to Malaysia Communication & Multimedia Commission (MCMC).

1.3 Project Disclaimer

- Preparation of infrastructure (server, storage, switch, network and security (appliance/hardware) configuration) are not included in this scope.
- Vendor will only perform development and related component installation if required.
- Any additional requirements other than mentioned in scopes will be treated as change request.
- Any reverse proxy, Load Balancer and Firewall related matter are to be configured by MCMC personnel.
- Integrations are only with applications agreed in Business Requirement Specification (BRS).
- MCMC to provide necessary assistance on understanding the current Case Management System 1.0.

2 Project Overview

2.1 CMS 2.0 Overview

To enhance existing case Management System (CMS) and integrate with other systems via API to create a single dashboard not only for CMS but other system as well. These new systems will further enhance the current capabilities of the system. With these new integrated functions and dashboards, it will help the users monitor and track the progress of each case with ease.
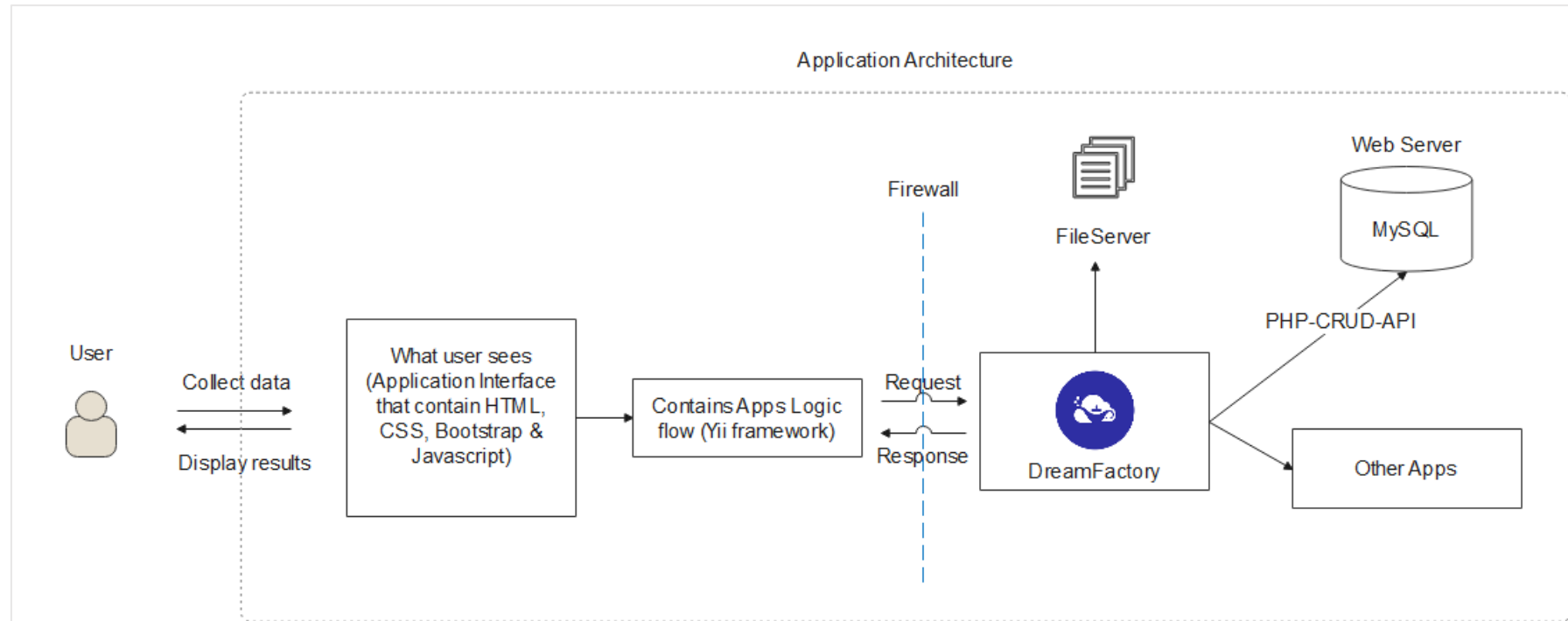
2.2 Application Architecture Diagram

Figure 2.2:1: Application Architecture Diagram from user, frontend to backend interactions

❖ Diagram Description

Figure above show the overall process flow from user view until backend structure.

- User sees and interact with the application interface. Any action from user as click or generate report, the backend will process the request and return the response based on apps logic flow.
- CRUD (create, read, update, delete) operations will be used to send request to backend.
- DreamFactory will be used as a middleware gateway to connect with database and other third-party API for security.
- The database will relate to MySQL web server while FileServer will be used to access the file.

2.3 Hardware Requirement
1. Server Specification
    - Production Environment

Item	Middleware Server	Database	Front End (LEA)	Front End (ANALYST)	File Server
CPU/vCPU	4	4	4	4	4
RAM/vRAM	8 GB	16 GB	8 GB	8 GB	8 GB
HDD (System)	50 GB	50 GB	50 GB	50 GB	50 GB
HDD (Data)	N/A	50 GB	N/A	N/A	100 GB
Operating System (OS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)
Database	N/A	MySQL 8	N/A	N/A	N/A
Other Software	N/A	N/A	NGINX	NGINX	NFS/SMB

Table 2.3:1: Production Server Specification

- Development Environment

Item	Middleware Server	Database	Front End (LEA)	Front End (ANALYST)	File Server
CPU/vCPU	4	4	4	4	4
RAM/vRAM	4 GB	8 GB	4 GB	4 GB	4 GB
HDD (System)	50 GB	50 GB	50 GB	50 GB	50 GB
HDD (Data)	N/A	10 GB	N/A	N/A	10 GB
Operating System (OS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)
Database	N/A	MySQL 8	N/A	N/A	N/A
Other Software	N/A	N/A	NGINX	NGINX	NFS/SMB

Table 2.3:2: Development Server Specification

- Testing /Staging Environment

Item	Middleware Server	Database	Front End (LEA)	Front End (ANALYST)	File Server
CPU/vCPU	4	4	4	4	4
RAM/vRAM	4 GB	8 GB	4 GB	4 GB	4 GB
HDD (System)	50 GB	50 GB	50 GB	50 GB	50 GB
HDD (Data)	N/A	10 GB	N/A	N/A	10 GB
Operating System (OS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)	Ubuntu Server (20.04 LTS)
Database	N/A	MySQL 8	N/A	N/A	N/A
Other Software	N/A	N/A	NGINX	NGINX	NFS/SMB

Table 2.3:3: Testing/Staging Server Specification

2. Logical Diagram
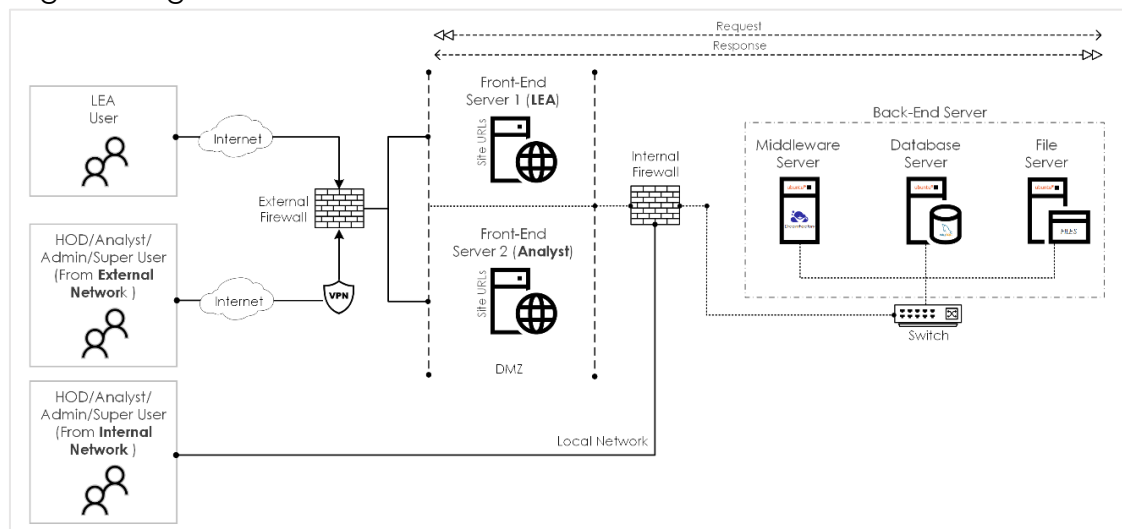
Figure 2.3:1: Logical Diagram

2.4 Software Requirement

1. Overview of DreamFactory Architecture

DreamFactory is an open-source REST API middleware platform that provides RESTful services for building mobile, web, and IoT applications.

DreamFactory automatically generates a comprehensive, customizable, and secure REST API for backend data resources, including SQL, NoSQL, file storage, email, and push notifications. Users can also securely proxy to any remote REST or SOAP service and run your own custom APIs with DreamFactory.

Other important features include server-side scripting with V8 Javascript, Node.js, PHP, and Python, single sign-on, user management, LDAP / Active

Directory / OAuth integration, role-based access control on tables and records, interactive API docs, and sample applications to quickly learn by example.

DreamFactory is runtime software. Users' application makes API calls to DreamFactory and DreamFactory returns JSON (or XML) at runtime back to your application over SSL.

The platform runs on Ubuntu, Red Hat, CentOS, and Debian Linux, Windows, and Mac OS X. Like any LAMP stack, DreamFactory scales horizontally and vertically based on the number and size of servers.
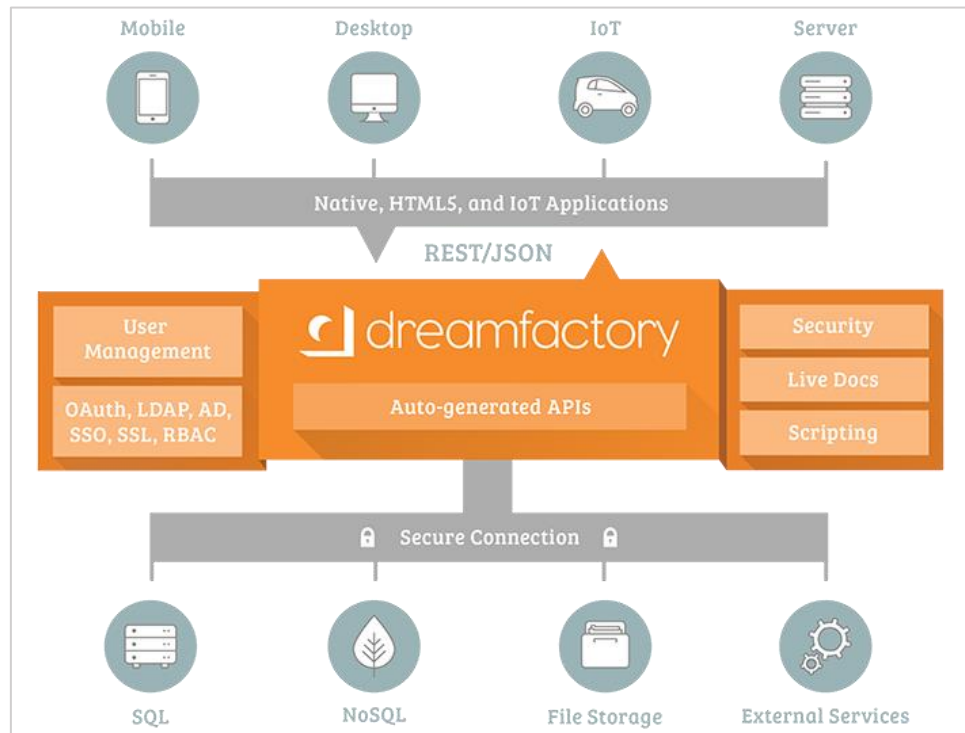
Figure 2.4:1: DreamFactory Architecture

Features	Description
Automatically generate REST API	Generates a comprehensive REST API for SQL and NoSQL and convert any custom-built SOAP services.
Server-side scripting	Provides flexibility to implement custom API endpoints
Security controls	User management system provides runtime security on all API calls and server-side scripts

Table 2.4:1: DreamFactory Description

2. DreamFactory in MCMC
    For MCMC development, MySQL database and all the third-party services will be integrated in DreamFactory. The third-party service will act as an external service. The custom API will be created based on the functionality of each API used in the third-party application.
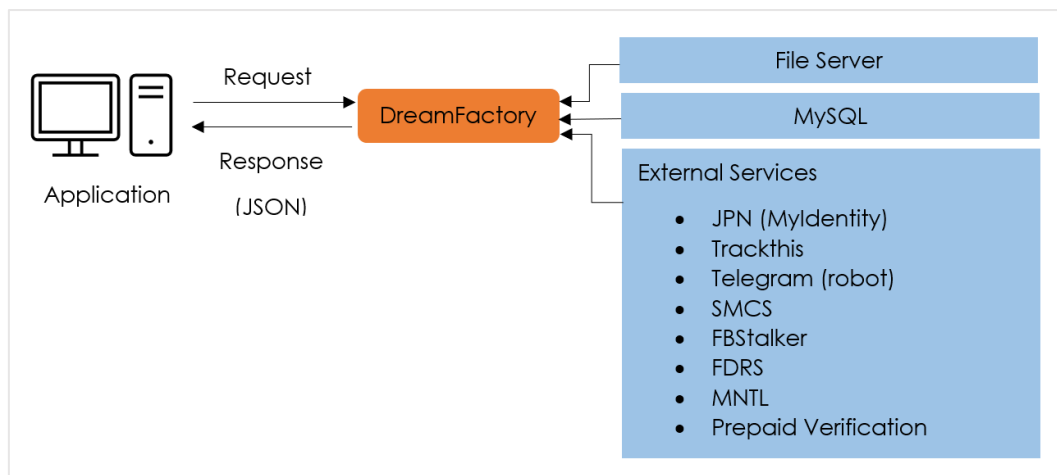
Figure 2.4:2: DreamFactory Architecture for MCMC

3. Yii2 Framework Architecture

Yii2 implements the model-view-controller (MVC) design pattern, which is widely adopted in Web programming. MVC aims to separate business logic from user interface considerations, so that developers can more easily change each part without affecting the other. In MVC, the model represents the information (the data) and the business rules. The view contains elements of the user interface such as text, form inputs and the controller manage the communication between the model and the view.
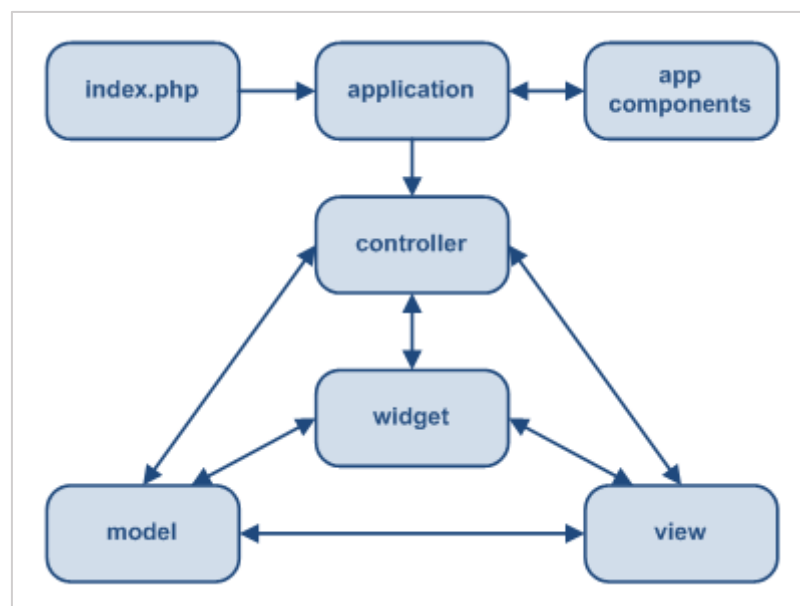
Figure 2.4:3: Yii2 Framework Architecture

Besides implementing MVC, Yii2 also introduces a front-controller, called Application, which encapsulates the execution context for the processing of a request. Application collects some information about a user request and then dispatches it to an appropriate controller for further handling.

4. Yii2 Framework in MCMC

CMS 2.0 will be using a bootstrap theme for the user interface and the login will be using two-factor authentications. The model will be the application

core to perform CRUD process to DreamFactory and returns data from REST API in JSON format. The controller will handle the filter query from Yii2 framework to the DreamFactory API.
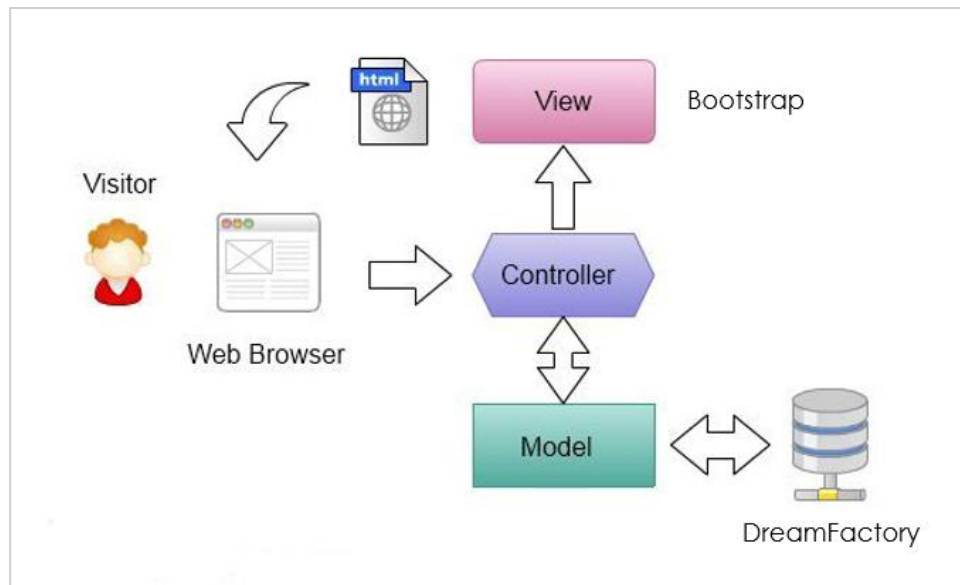

Figure 2.4:4: Yii2 Framework Architecture for MCMC

3 Module 1: Access Control

MODULE	SUBMODULE	HOD ACCESS				Analyst ACCESS				Admin ACCESS				SuperUser ACCESS				LEA (Type 1) ACCESS				LEA (Type 2) ACCESS			
		C	R	U	D	C	R	U	D	C	R	U	D	C	R	U	D	C	R	U	D	C	R	U	D
LEA	Dashboard																	x	x	x		x	x	x	
	Permohonan: MNTL																	x	x						
	Permohonan: Social Media																	x	x	x		x	x	x	
	Statistik																		x				x		
	Profile Icon: Tentang CMS																		x				x		
	Profile Icon: Garis Panduan																		x				x		
	Profile Icon: Butiran Pemohon																	x	x			x	x		
Analyst	Dashboard		x				x				x				x											
	Case Management		x	x			x	x			x	x			x	x										
	Case Management: Approval		x	x																						
	Statistic: Individual		x				x								x											
	Statistic: Department		x				x								x											
	Crawler: FBStalker	x	x	x		x	x	x							x	x										
	Crawler: JPN	x	x	x		x	x	x							x	x										
	Crawler: MNTL	x	x	x		x	x	x							x	x										
	Crawler: TrackThis	x	x	x		x	x	x							x	x										
	Crawler: Face Recognition	x	x	x		x	x	x							x	x										
	Crawler: SMCS (4 Modules)	x	x	x		x	x	x							x	x										
	Prepaid Verification	x	x	x																						
	TipOff	x	x	x		x	x	x						x	x	x										
Administration	User Management: LEA									x	x	x														
	User Management: Analyst	x	x	x										x	x	x										
	Administration: Offense List & Tagging	x	x	x	x		x			x	x	x		x	x	x	x									

Table 2.4:1: Access Matrix for Overall User

4 Module 2: Authentication and Authorization

4.1 Registration
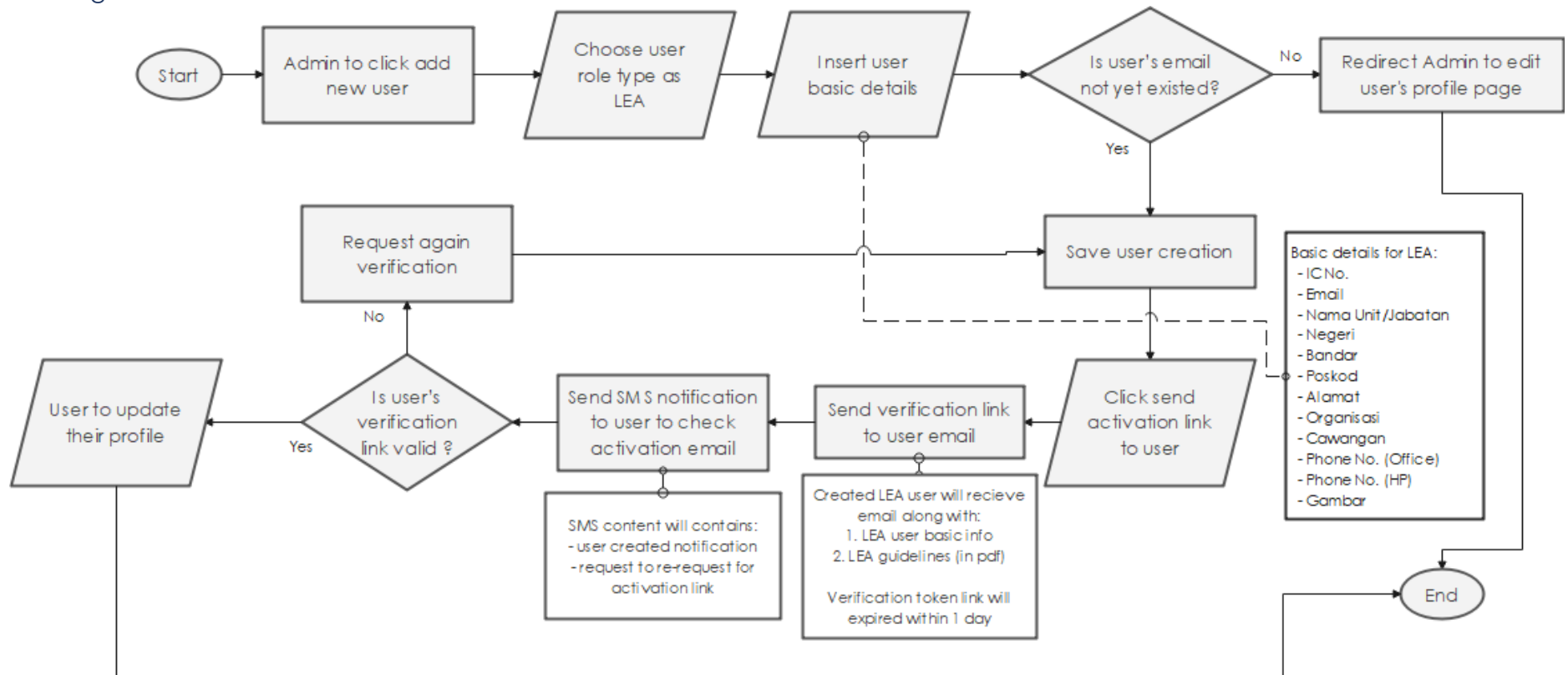
4.1.1 LEA Registration Flowchart

Figure 4.1:1: Process flow for LEA Registration

❖ Process Flow Description
1. LEA user registration can be done by Admin only. During registration, admin need to choose user type as LEA user then insert basic user details.
2. The system will check whether inserted email is existing or not. If yes, then will redirect to edit profile. Else, will save user creation.
3. An email will be sent to registered user's email address. The content in email will includes:
   - User activation link. Will expired within 24 hours.
   - Registered user info.
   - LEA user's guideline.
4. Also, SMS will be sent to user according to their registered phone number. The content in SMS will include:
   - Message of successfully registered user.
   - Email address that activation email was sent.
   - Request to resend activation email.
5. After user successfully activate their account, they will be redirected to edit profile page for their basic user configuration.

❖ Basic user info details

Parameter	Description
IC no.	- User's ID - Mandatory
Email	- Official government email (@*.gov.my or *@irc.org) - Mandatory
Nama	- User name
Nama Unit/Jabatan	- Department or units name - Mandatory
Negeri	- User's state of staying
Bandar	- User's city of staying
Poskod	- City's postcode of user's
Alamat	- User's address
Organisasi	- User's organization name - Mandatory
Cawangan	- User's branch - Mandatory
No telefon (Pejabat)	- User's office phone number - Mandatory
No telefon(HP)	- User's mobile number - Mandatory

Table 4.1:1: Parameter and Description for LEA

4.1.2 Analyst Registration Flowchart
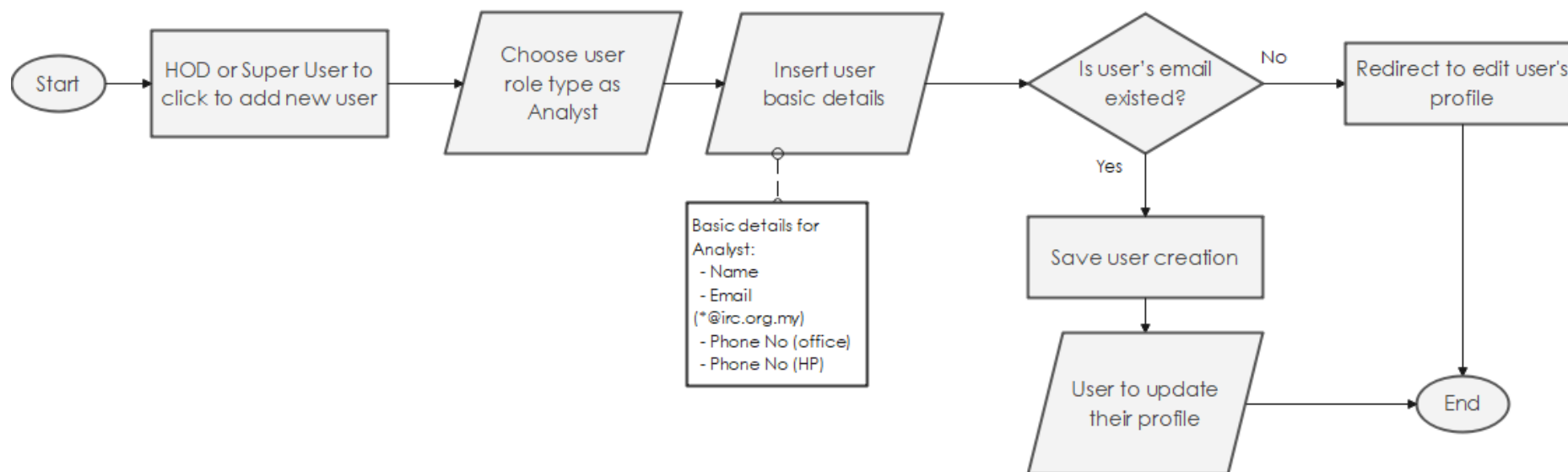
Figure 4.1:2: Process flow for Analyst Registration

❖ Process Flow Description
1. Analyst user registration can be done by HOD or Super User. During registration, registerer need to choose user type as Analyst user then insert basic user details.
2. The system will check whether inserted email is existing or not. If yes, then it will redirect to edit profile page. Else, it does nothing until user edit their profile by themselves.

❖ Basic user info details

Parameter	Description
Nama	User name
Email	User email address (*@irc.org only)
No telefon (Pejabat)	User office phone number
No telefon (HP)	User mobile number

Table 4.1:2: Parameter and Description for Analyst

4.2   Login Page

4.2.1   Process Flow
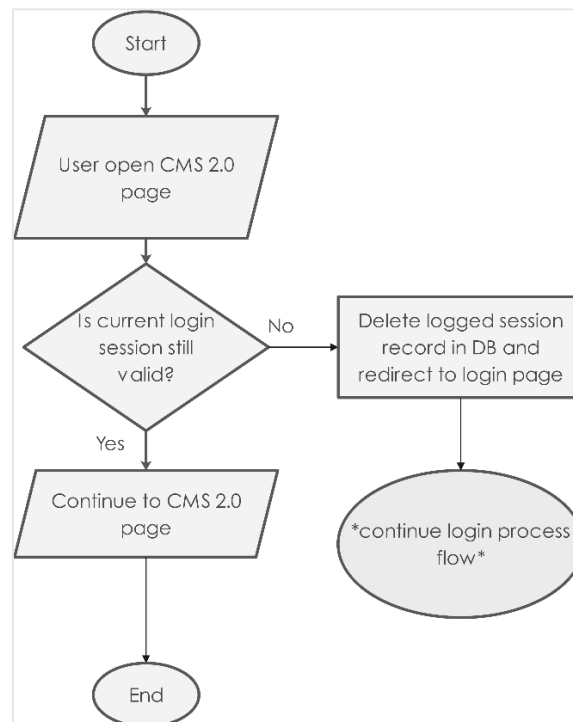
Figure 4.2:1: Checking current user session validation

❖ Process Flow Description
1. This flow is to check current session validity when CMS 2.0 page is opened.
2. Once user open CMS page, it will check current logged user's session validity. For LEA user, each session will valid for 4 hours. While analyst is 30 days.
3. Process continue as flowchart below:
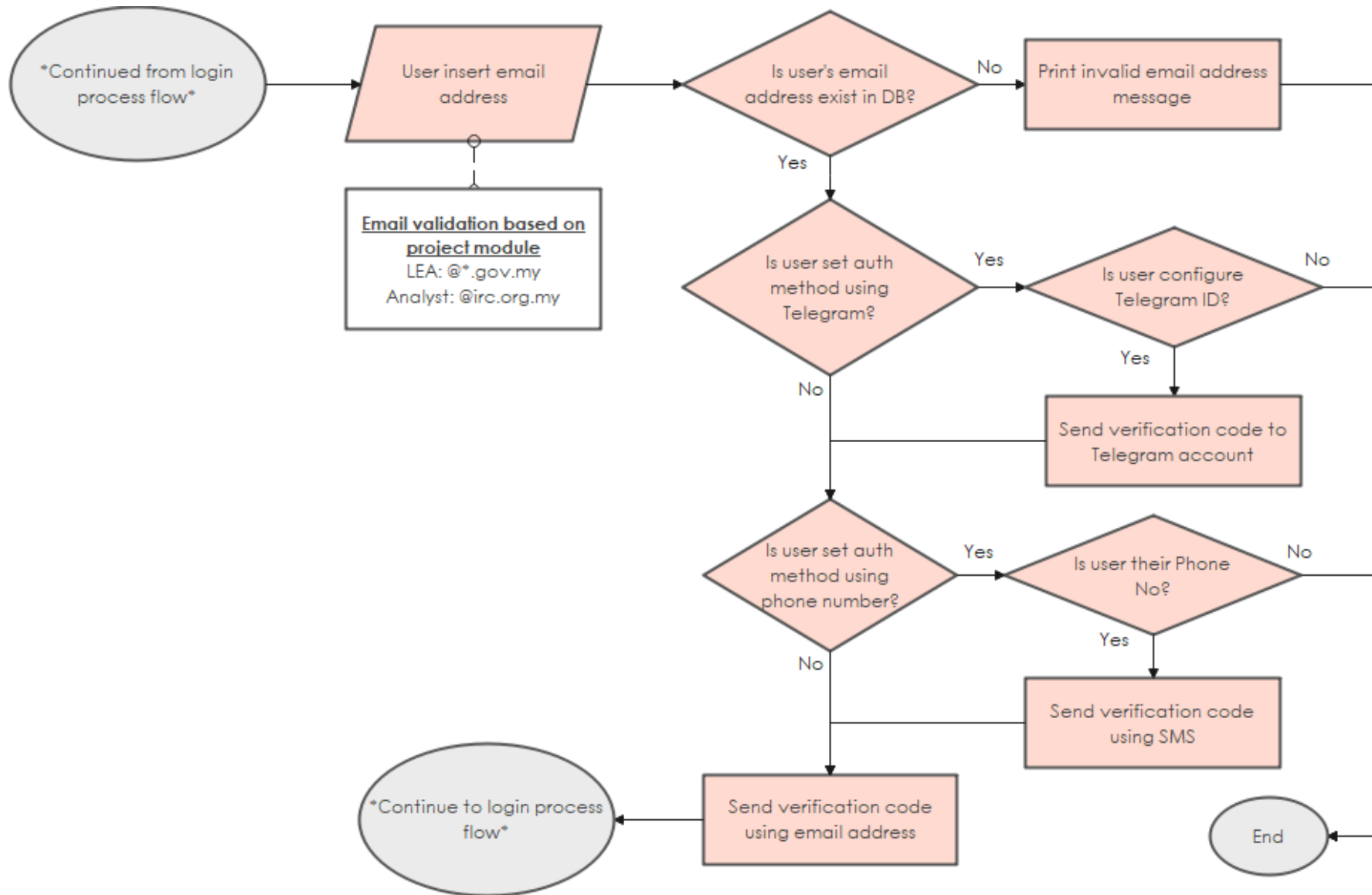
Figure 4.2:2: Checking user existence and configured authentication method

❖ Process Flow Description
1. After user insert their email address, the system will verify user existence in email.
2. If user confirm exist, authentication method will be checked. Then will send SMS/Telegram OTP code or email as 2FA verification
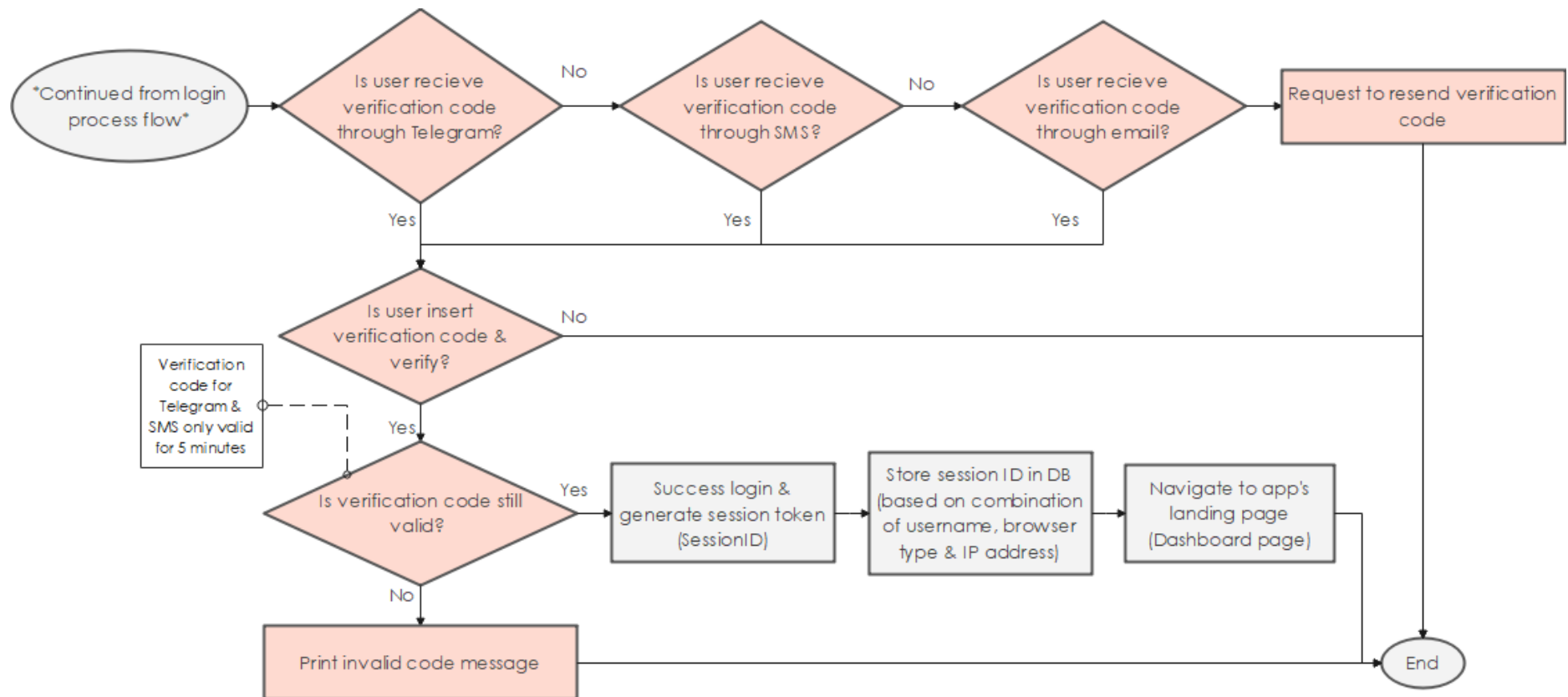
Figure 4.2:3: Checking login token validity for user login

❖ Process Flow Description
1. If user receive login verification code from Email or Telegram or SMS, user can insert the code and verify it. Else, there's an option to request resend for activation code
2. After verification code is successfully verifies, user's session ID will be created and stored in database (DB) then they'll redirected to landing page
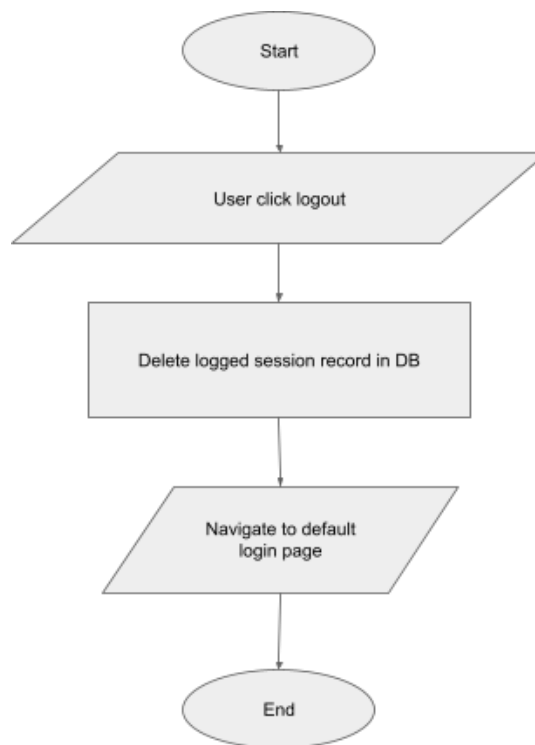
Figure 4.2:4: Logout flowchart

❖ Process Flow Description
1. Logout user will clear all user's session ID and token then it'll redirect back to their login page accordingly

4.3 Wireframe

1. Login as LEA
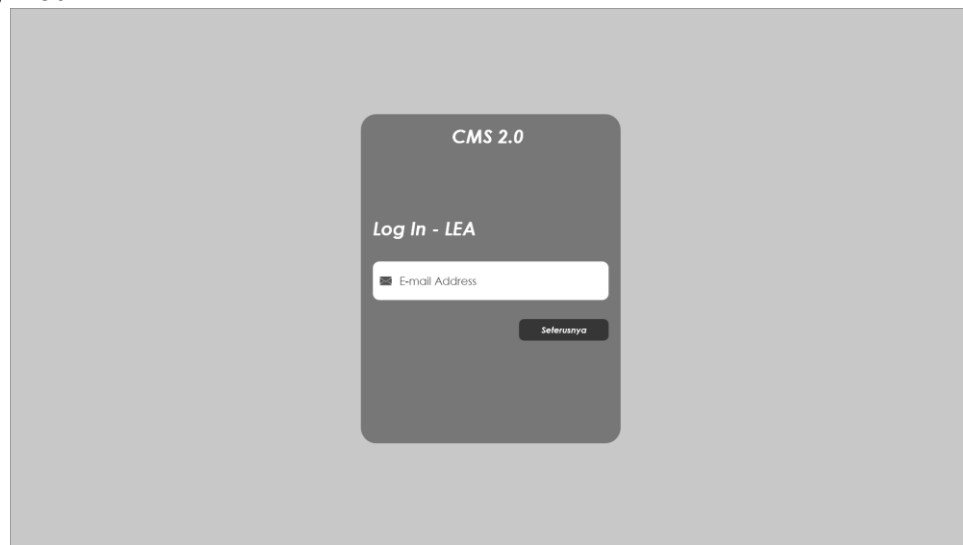
Figure 4.3:1: Wireframe for LEA Login by SMS

2. Login as LEA verification
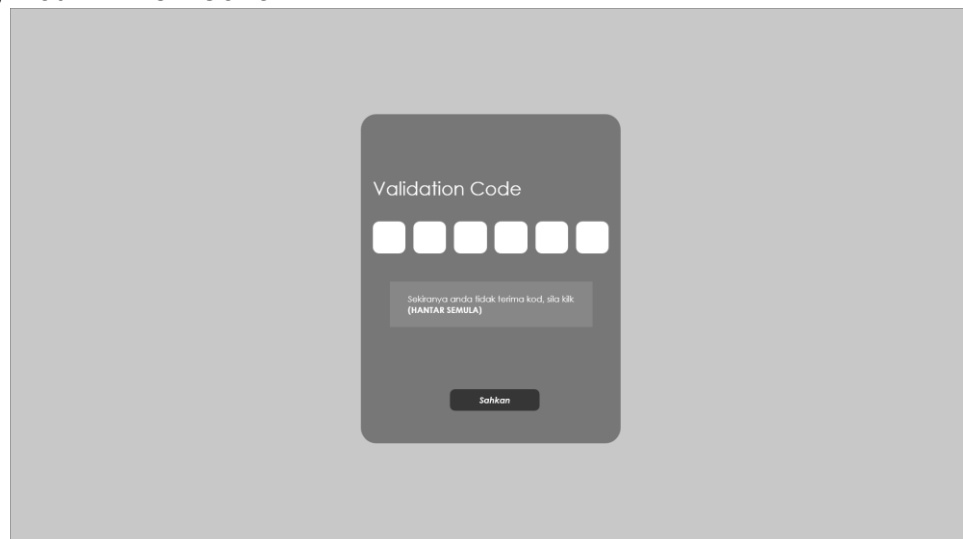
Figure 4.3:2: Wireframe for LEA verification

3. Login as HOD/Analyst/Administrator

Figure 4.3:3: Wireframe for HOD, Analyst and Administrator Login Page

4.4   Requirement & Enhancement

Login	1. Need to select the login method to enter the CMS 2.0 profile as below:
	• By SMS
	• By Email
	• By Telegram
	2. Login Email input checking by domain name
	• LEA: @*.gov.my
	• Analyst: @irc.gov.my
	3. Logged on session ID
	• Will be kept on DB instead of session storage (to avoid spoof)
	• To check user role
	• Will created based on combination of username, browser type & IP address
	   ○ Any changes of those 3 parameters will require user to re-authenticate
	• Session expiry:
	   ○ Analyst: 30 days
	   ○ LEA: 4 hours
	• Token expiry:
	   ○ SMS/Telgram: 5 minutes
	• If session ID is invalid, delete record in DB as well
	4. Any update user info (save edit profile) requires 2FA to telegram/sms based on default authentication gateway opt. Default is email
	5. User able to access;
	• Own performance information only
	• Own statistical information to improve their weakness.
	• Generic statistical information

Table 4.4:1: Requirement & Enhancement for Login Page

4.5　Session Management

4.6　Two Factor Authentication

4.6.1　Overview flow
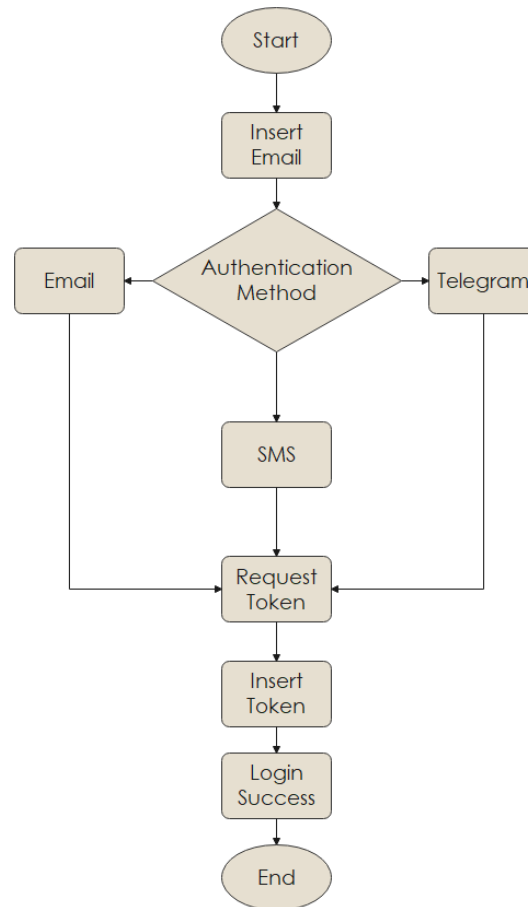
Figure 4.6:1: User login authentication method option

❖　Process Flow Description

Authentication Method	Description
Email	Default and non-configurable
SMS	Configurable
Telegram	Configurable

4.7   User Management

4.7.1   For LEA user

User   **Managed by**   **Manager role**

4.7.2   For Analyst

User   **Managed by**   **Manager role**
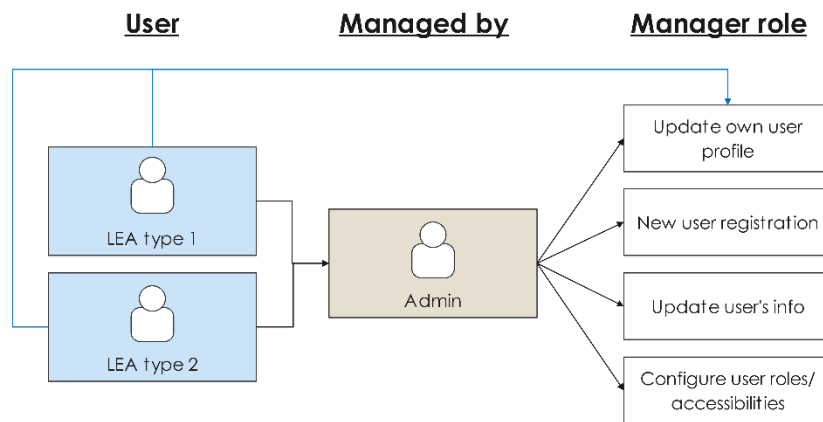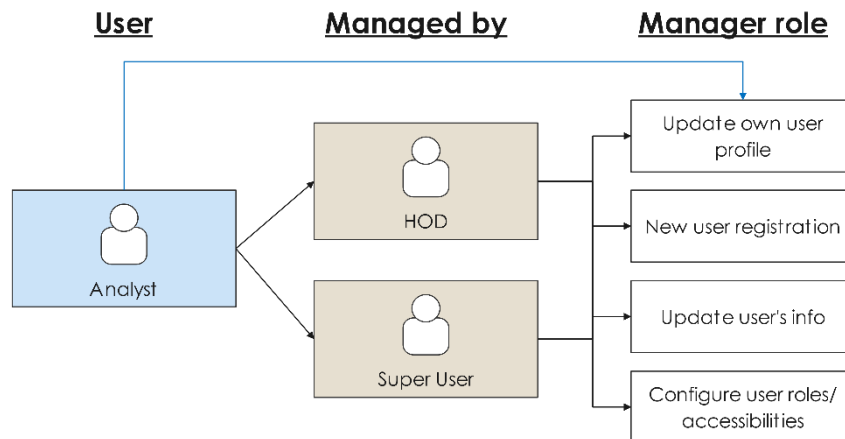
5 Module 3: Law Enforcement Agency (LEA)

5.1 LEA Sitemap
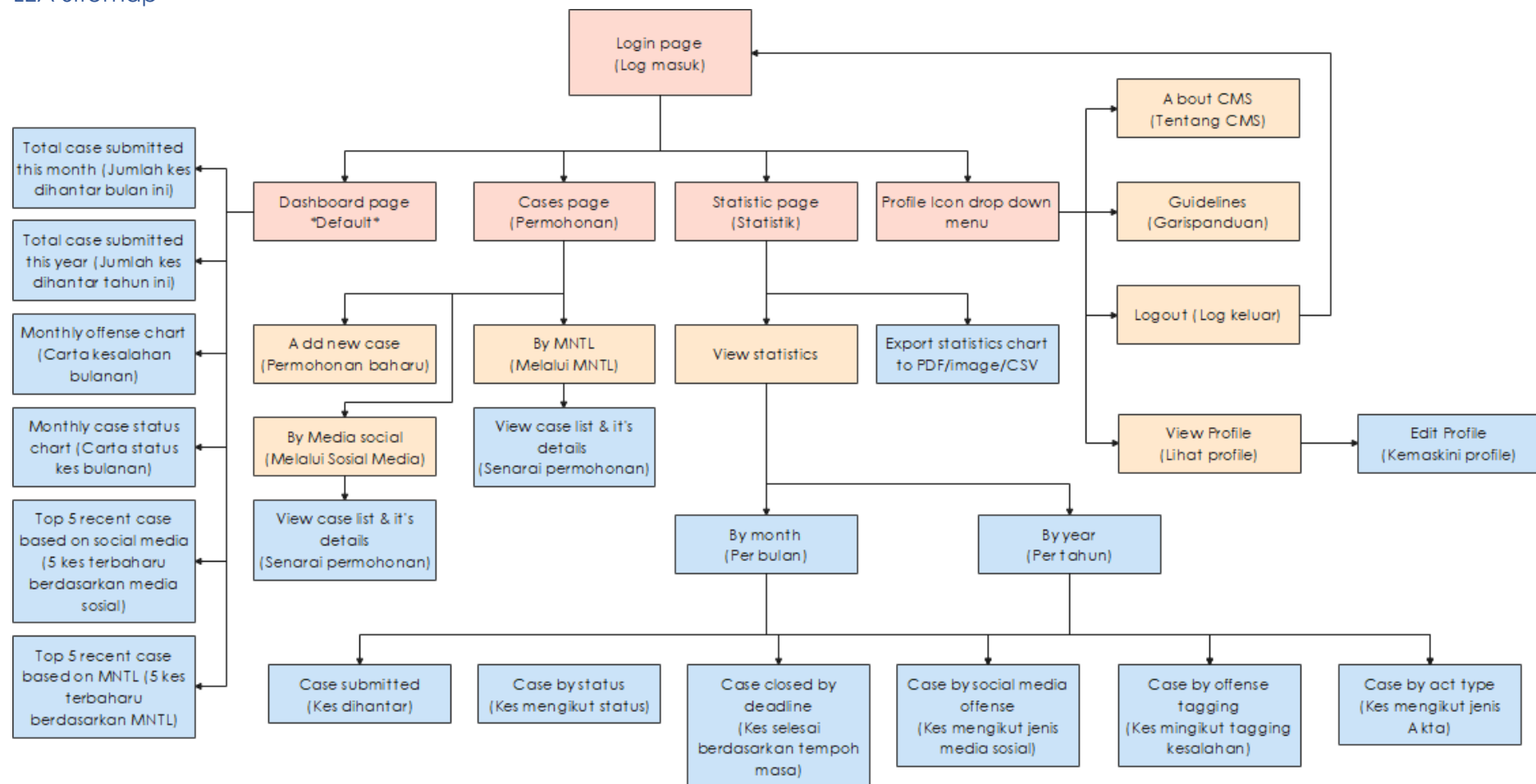
Figure 5.1:1: Overview sitemap for LEA

5.1.1 Sitemap Menu

Law Enforcement Agency		
Main Navigation	**Sub menu 1**	**Sub menu 2**
Dashboard		
Permohonan	MNTL	Senarai Carian MNTL
	Media Sosial	Senarai Permohonan
	Permohonan Baru	
Statistik / Laporan		
Profile Picture Icon	Tentang CMS	
	Garis Panduan Permohonan Profiling	
	Butiran Pemohon	Kemaskini Maklumat
	Log Out	

Table 5.1:1: Sitemap Menu for LEA

5.2 Dashboard

5.2.1 Overview
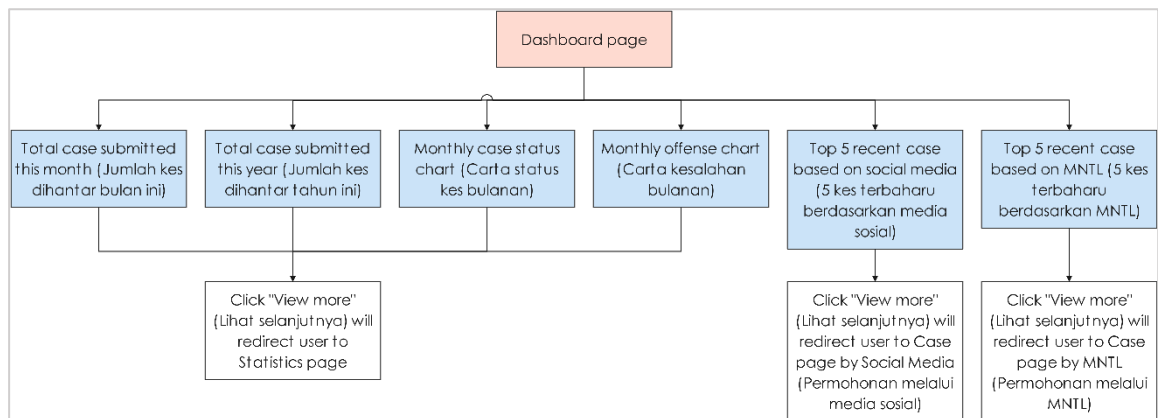
Figure 5.2:1: Overview of dashboard

5.2.2 Description

1. To create Dashboard for LEA as a summary review on the current status.
2. The Dashboard contains:
    a. Display Total Number of Yearly Case.
       - Parameter Specification:

Parameter	Description
Total case this year	• Will show the sum of created case for current year. Type: number

    b. Display Total Number of Monthly Case.
       - Parameter Specification:

Parameter	Description
Total case this month	• Will show the sum of created case for current month. Type: number

    c. Display Total Number of Today's Case.

- Parameter Specification:

Parameter	Description
Total case today	- Will show the sum of created case for current date. Type: number

d. Display Monthly Analytics Status Chart (Pending Case, Closed Case, Rejected Case, etc.)
- Sample of chart as below:
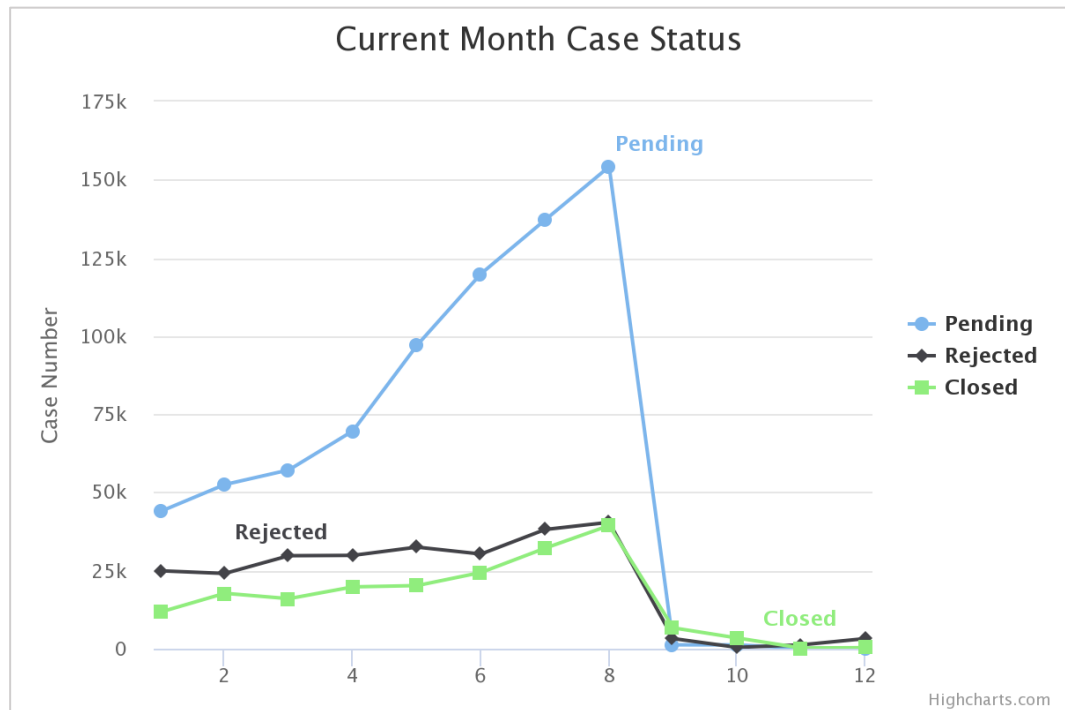
Figure 5.2:2: Sample monthly analytics status chart

- Description
  - To show monthly record and default is current month.
  - Show status (pending/closed/rejected) vs date chart.
  - Have "more" hyperlink. Once clicked, it will navigate to Statistic page.
- Parameter Specification

Parameter	Description
Case status pending	• Will show monthly sum value of status pending Type: number
Case status rejected	• Will show monthly sum value of status rejected • Type: number
Case status closed	• Will show monthly sum value of status closed • Type: number

e. Display Monthly Offense Type Chart
- • Sample of chart as below:
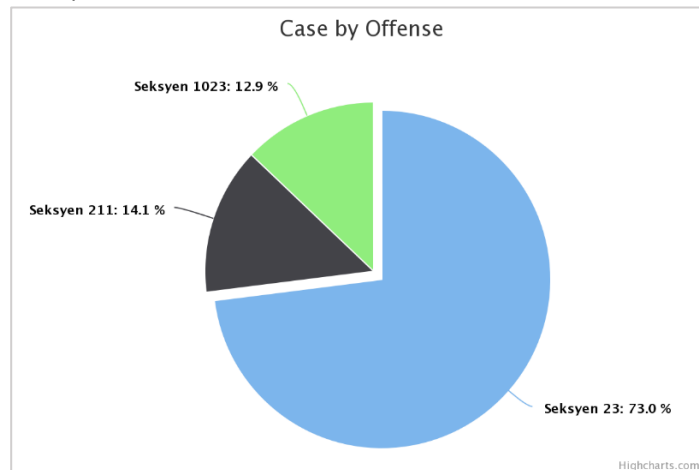
Figure 5.2:3: Sample of current month case by offense chart

- • Description
  - - To show monthly record and default is current month.
  - - Show case number by offense type pie chart.
  - - Have "more" hyperlink. Once clicked, it will navigate to Statistic page.
- • Parameter Specification

Parameter	Description
Case by offense	• Will show monthly cases by offense type Type: number

f. Senarai Permohonan Terbaru
- • Description
  - - To show top 5 of latest record from cases page (social media only)
  - - Have hyperlink "more". Once clicked, it will navigate to Case list page by social media.
- • Parameter Specification

Parameter	Description
Date Submitted	• Will show the date case created. Type: DATETIME
Case No	• Will show the case revision number. Type: string
Case Summary	• Will show the case summary. Type: string
Status	• Will show the status of case. Type string

g. Senarai MNTL Carian Terbaru
- • Description
  - - Only visible for user who can access MNTL functions.
  - - Will show top 5 of latest record from cases page (MNTL only)

- Have hyperlink "more". Once clicked, it will navigate to Case list page by MNTL.
- Parameter Specification

Parameter	Description
Phone Number	• Will show the phone number. Type: String
Telco Name	• Will show the telco name. Type: String
Contact Name	• Will show the phone number owner name. Type: string

3. Below is sample wireframe for Dashboard:
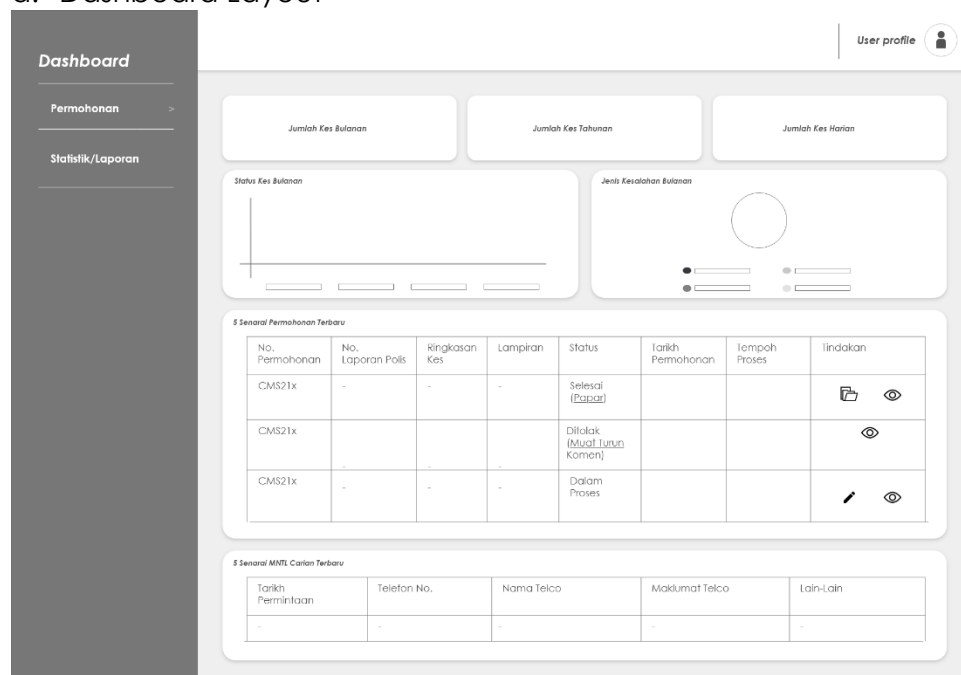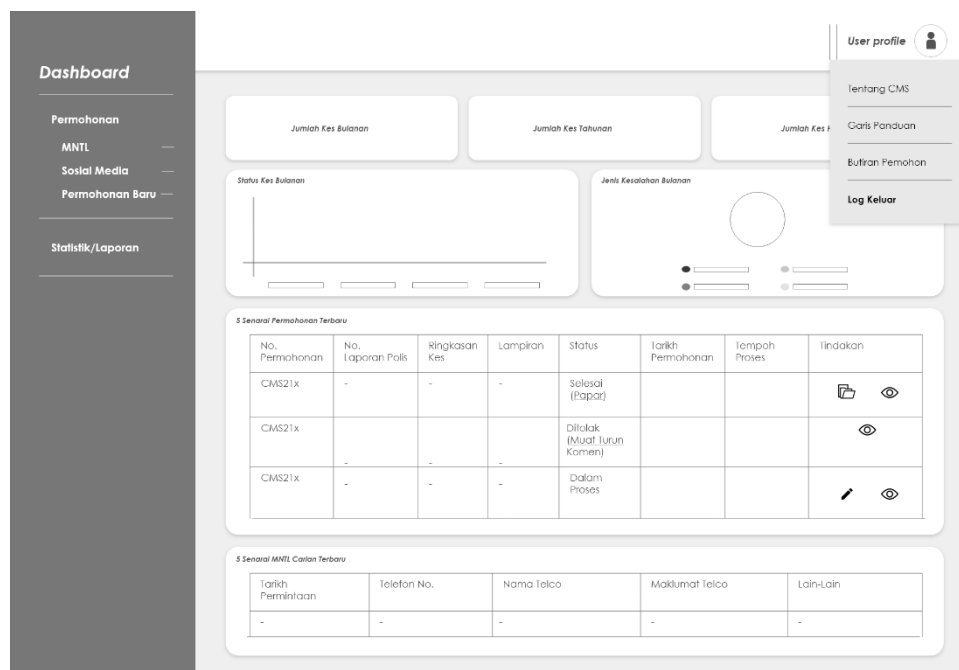   a. Dashboard Layout

Figure 5.2:4: Dashboard Layout

   b. Dashboard with submenu

Figure 5.2:5: Dashboard with submenu

5.3 Case Page (Permohonan)

5.3.1 Overview
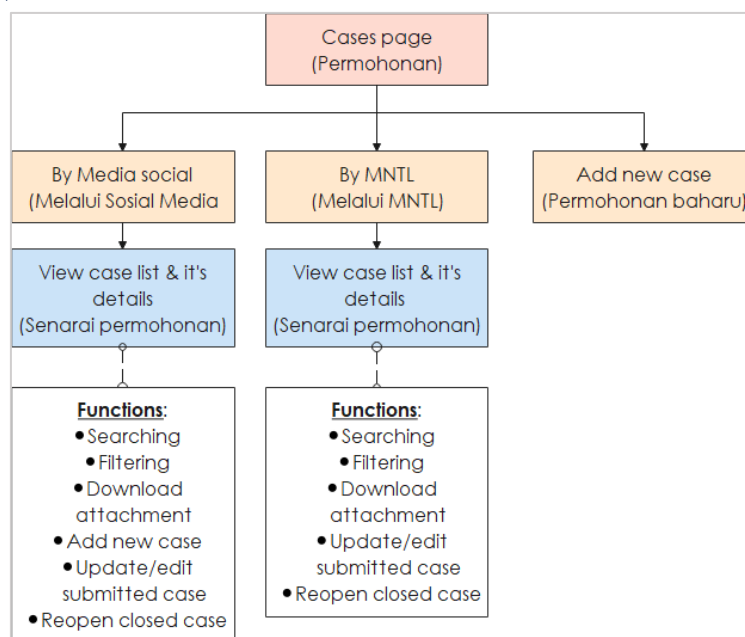
Figure 5.3:1: Overview of Case Page

5.3.1.1 MNTL

- Senarai Carian MNTL
  - Show historical search list for less than or equal to 90 days
  - Search by:

Input Field	Requirements
Phone number	- country code
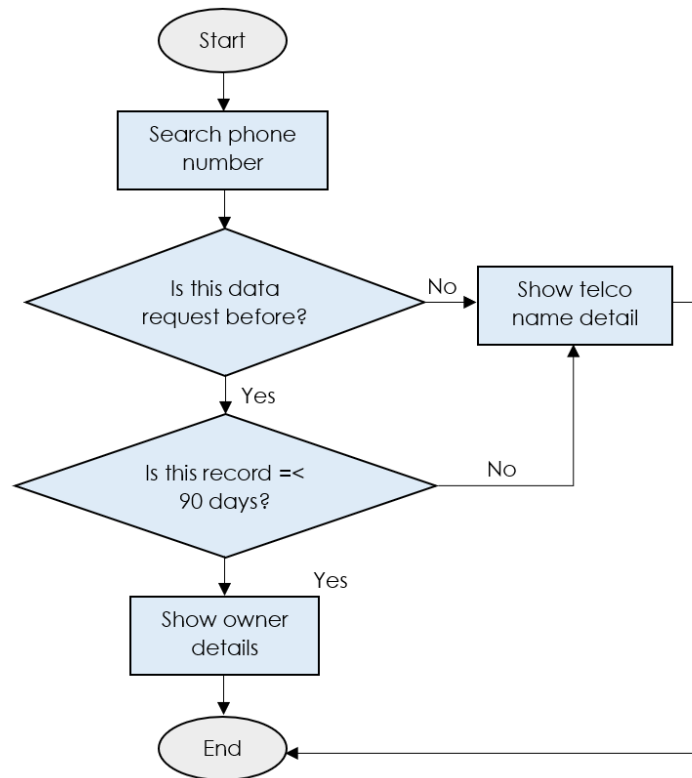
Figure 5.3:2: Phone Number Search Flow

- Process Flow Description

  The beginning of the process started with the searching of the phone number. When the phone number requested from MNTL system was not found from the previous case, the telco name and contact information will be shown. Else if the phone number is existed in the system, the system will filter result that less than or equal to 90 days only. If it is true, owner details and case report number data will show as table below. If the filtered data is exceeded three months, the telco name details will be show.

  o If phone number is not requested before in the system, the search list is show as table below:

Tarikh Permintaan	Telefon No.	Nama Telco	Maklumat Telco	Lain-lain
-	-	-	-	-

Column	Description
Tarikh Permintaan	The date request of the phone number from MNTL
Telefon No.	The phone number request from MNTL
Nama Telco	The Telco Name get from the MNTL search record
Maklumat Telco	The contact information gets from the MNTL search record
Lain-lain	Any additional information from MNTL
Remarks:	
1. Latest search data should display on the top of list.	

Table 5.3:1: Search List of Phone Number not Requested Before

- o Else if phone number is existed in the system; the search list is show as table below:

Telefon No.	Telco	Nama	IC / Pasport	Alamat	Tarikh Didaftarkan	Status	Tarikh Dibuat	Tarikh Selesai	Hari yang Diambil
-	-	-	-	-	-	-	-	-	-
Column									
Telefon No.	The phone number of the owner								
Telco	The telco name of the phone number owner								
Nama	The full name of the phone number owner								
IC/ Pasport	The IC/Passport number of the phone number owner								
Alamat	The address of the phone number owner								
Tarikh Didaftarkan	The activation date of phone number								
Status	The phone number latest status. Eg: Active or Terminated								
Tarikh Dibuat	The date of MNTL created								
Tarikh Selesai	The date of MNTL finished								
Hari yang Diambil	Days taken for the report case to close								
Remarks: 1. Latest search data should display on the top of list.									

Table 5.3:2: Search List of Phone Number Existing in the System

5.3.1.2   Media Sosial

5.3.1.2.1   Senarai Permohonan

No. Permohonan	No. Laporan Polis	Ringkasan Kes	Lampiran	Status	Tarikh Permohonan	Tempoh Proses	Tindakan
CMS21x	-	-	-	Selesai (Papar)	-	-	🗁 👁
CMS21x	-	-	-	Ditolak (Muat Turun Komen)	-	-	👁
CMS21x	-	-	-	Dalam Proses	-	-	✏ 👁
Column		**Requirement Enhancement**					
Status		To add 'Papar' or 'Download' button under status 'Closed'					
		Comment can be downloaded or view under status 'Rejected' in a system (pdf).					
Tindakan		Legend: 🗁 Buka Semula Kes ✏ Edit Kes 👁 Lihat Butiran Kes					

| Remarks: |
|---|
| 1. Latest data should display on the top of list. |
| Maintain unique number: CMS21 (year)1(running number) |

5.3.1.2.2 Permohonan Baru

Parameter	Requirement Enhancement
Pilihan Mengisi	• 'Bagi Pihak' or 'Diri Sendiri'. • If choose 'bagi Pihak', need to key in field 'No Telefon' and 'Email' for that IO.
No Laporan Polis No. Laporan Polis ** No Kertas Siasatan No. Kertas Siasatan **	• Mandatory to key in either one (1). • *No Laporan Polis*: - Must be in unique number. - Not allow to have same number
Kesalahan Kesalahan ** x	• Allowed to add multiple kesalahan • Check suggested kesalahan from guidelines by clicking on the icon displayed.
Ringkasan Kes Ringkasan Kes **	Limit the input text length to 2000 characters
Status Suspek Status Suspek ** ☐ Tiada maklumat mengenai suspek ☐ Identiti suspek (Nama dan KPT) sudah dikenalpasti, tetapi belum ditahan ☐ Suspek telah ditahan ☐ Suspek dibebaskan dengan jaminan ☐ Lain-lain sila nyatakan Nota: (*) Sila lampirkan maklumat lanjut mengenai identiti suspek (Tekan Butang Tambah):	• Dropdown option to choose 'Suspek' and 'Saksi'. • If choose 'Suspek' requirement as below: - Optional will be display and allowed to choose multiple - Each option can add 'IC' and 'Name'.
URL Terbabit/Email/ Nama Pengguna Social Media/Etc.	• Insert placeholder in URL input field. E.g.: https://www.facebook.com/azmi.mohd.8/ • Uploading Features: - Separate each type of uploading input, sample as: URL Terbabit / Email / Nama Pengguna Sosial Media / Etc. Surat Rasmi :* [ ] Muatnaik / Laporan Polis : [ ] Muatnaik / URL : [ ] + - Compulsory to upload Surat Rasmi & Screenshot if added Naming that is not URL - Optional to upload 'Report Polis' - Allow attachment such as PDF, PNG, JPEG-TBC - Maximum can key in for URL is fifteen (15), if required to add more, create the new form with refer on the same case number - 5 URLs handled by one Analyst
Tujuan Permohonan Tujuan Permohonan ** * Sila tandakan yang berkenaan ☐ Mengenalpasti pengendali akaun / laman sosial / laman web ☐ Mohon maklumat terus daripada Facebook /Twitter / etc: ☐ Maklumat lain, sila nyatakan :	Allowed to select multiple related option
Remarks:	

1. To add guideline as a reference for LEA how to key in for each field
2. If the form is request on behalf of IO, the staff need to key in email and phone number for that IO. Only official email address allows to key in (. gov.my).
3. Other scenario, if case closed, but IO received new information for the case, it can re-open, only key in related information by referring the same case.

5.3.1.3   Buka Semula Kes
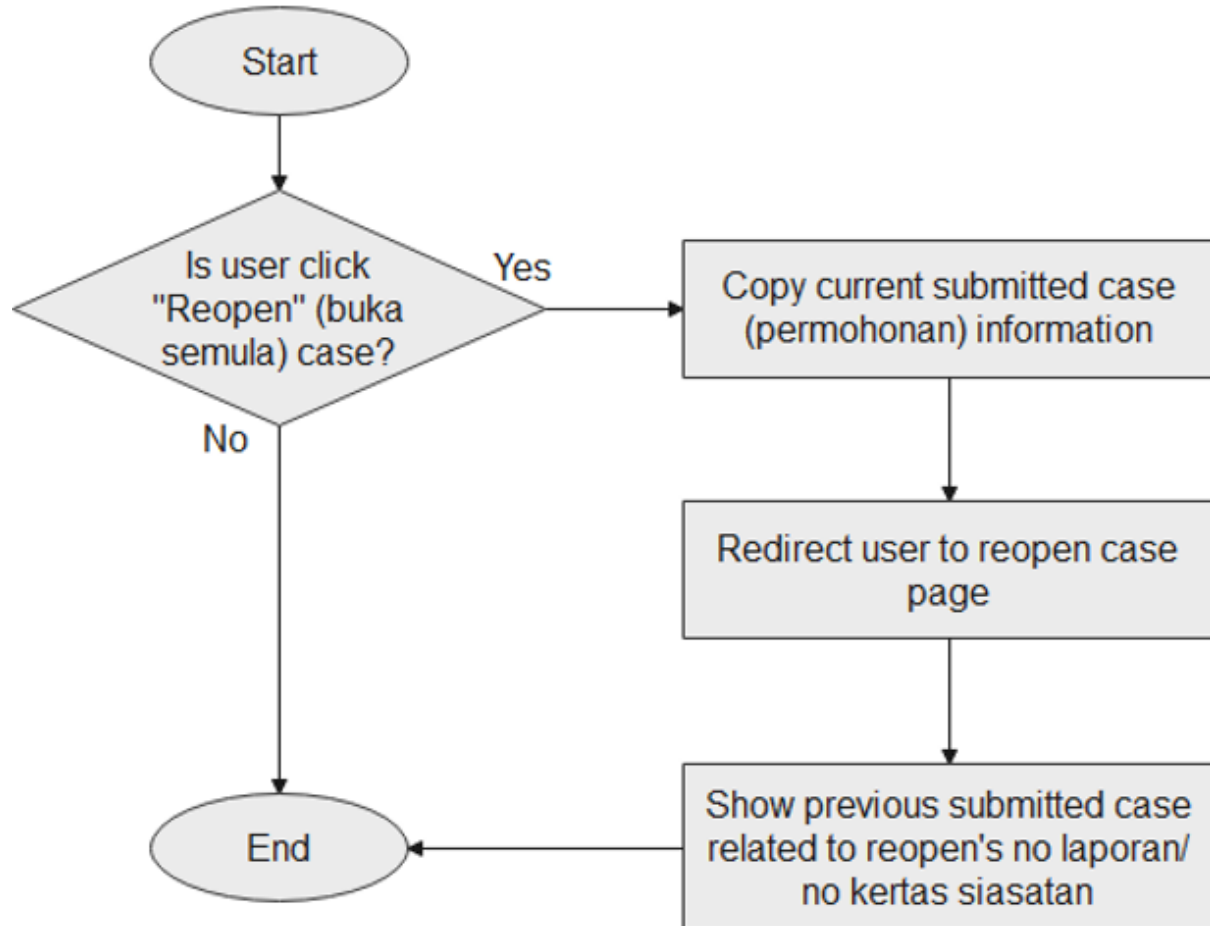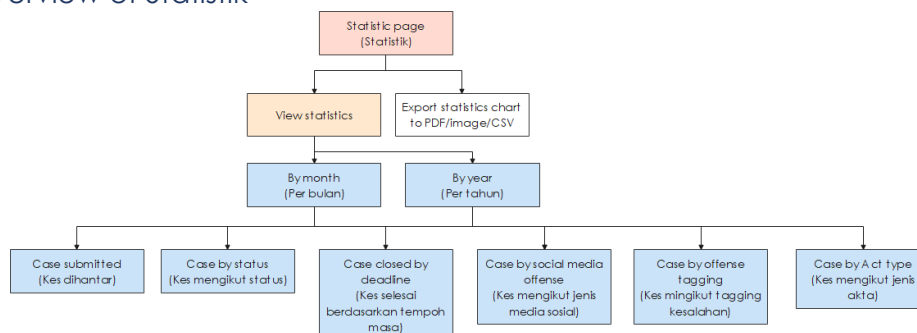
5.4   Kemaskini Kes
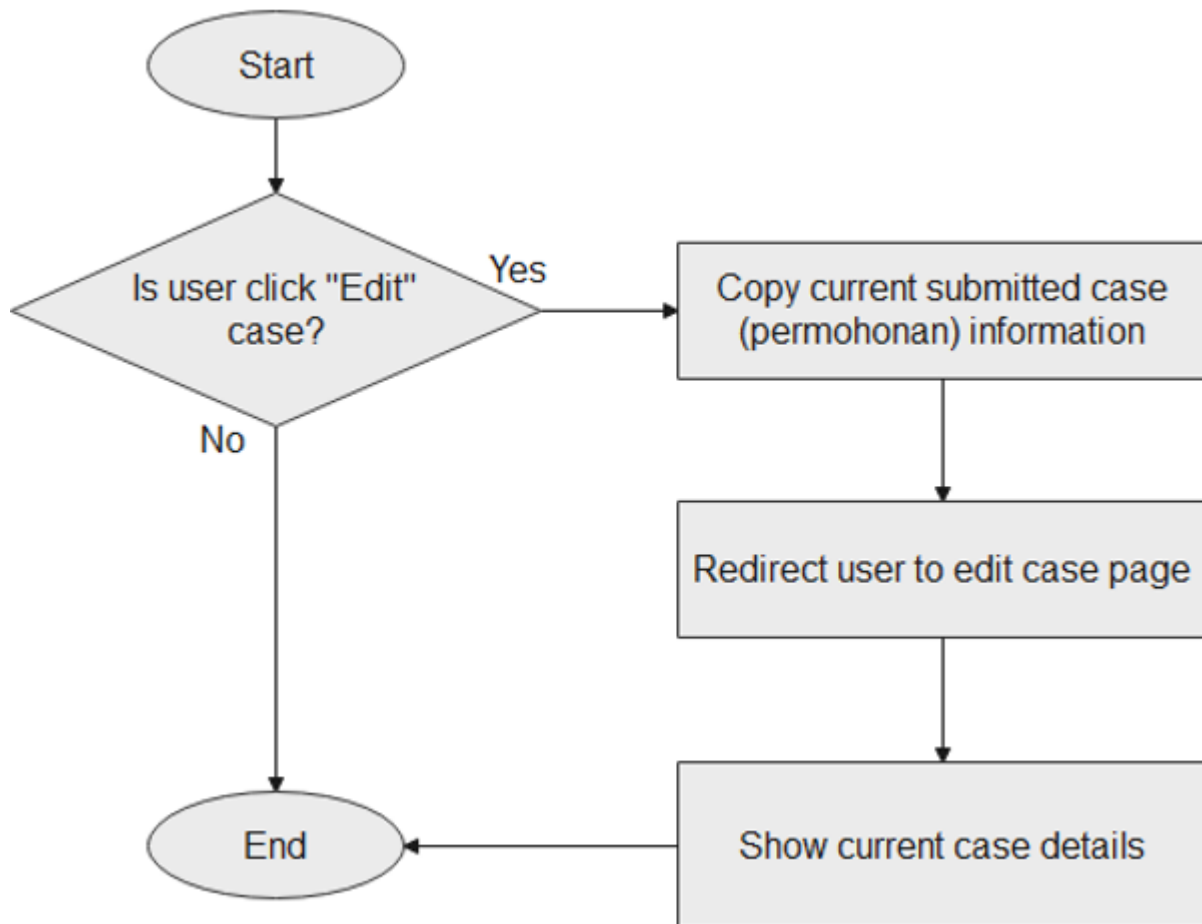
5.5   Statistik / Laporan

5.5.1   Overview of Statistik

Figure 5.5:1: Overview of statistic page

- LEA only allow to show their own statistic.

5.5.2   List of Statistic will be display

Existing Statistik

• Below is the title of current statistic in CMS1.0
   - Kes Dihantar Per Tahun
   - Kes Dihantar Per Bulan
   - Kes Dihantar Per Hari
• This statistic will be remain with the new additional statistic show as per Requirement Enhancement below:

Requirement Enhancement

- Below is the title of current statistic in CMS1.0
  a. Jenis Sosial Media
  b. Kes Selesai Dalam Tempoh Masa (within Dateline <14 Day)
  c. Kes Selesai Luar Tempoh Masa (Out of Dateline >14 Day)
  d. Kes Mengikut Status
  e. Kes Mengikut Bulan
  f. Kes Mengikut Tahun
  g. Kes Mengikut Jenis Kesalahan
  h. Kes Kesalahan Mengikut Tagging

a. Jenis Sosial Media
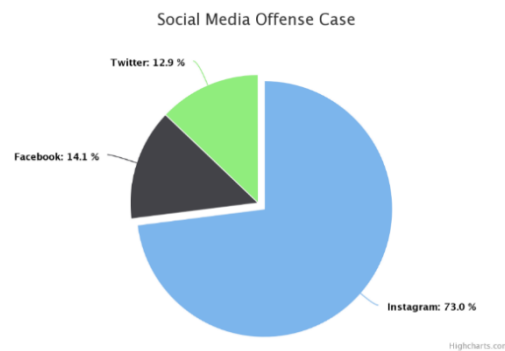
Figure 5.5:2: Case by Social Media Offense

- Parameter Specification

Parameter	Description
Case number based on social media type	Will be the case number based on social media type by daily/monthly/yearly respectively. Type: number

b. Kes Selesai Dalam Tempoh Masa (Within Dateline) (<14 Day) & Kes Selesai Luar Tempoh Masa (Out of Dateline) (>14 Day)
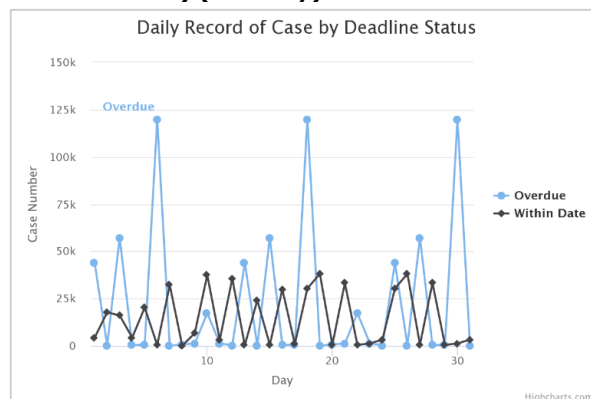
Figure 5.5:3: Case by deadline status

- Parameter Specification

Parameter	Description
Case closed within deadline	Will be record of case closed within deadline by daily/monthly/yearly respectively. Type: number

	Case overdue from deadline	• Will be record of case overdue from deadline by daily/monthly/respectively. Type: number	

c. Kes Mengikut Status
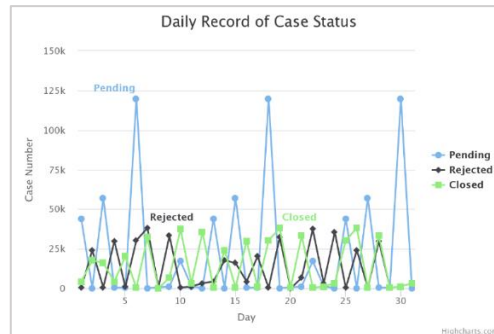
Figure 5.5:4: Submitted case daily

- Parameter Specification

Parameter	Description
Number of pending	• Will be record of pending case by day. Type: number
Number of closed	• Will be record of closed case by day. Type: number
Number of rejected	• Will be record of rejected case by day. Type: number

d. Kes Mengikut Bulan
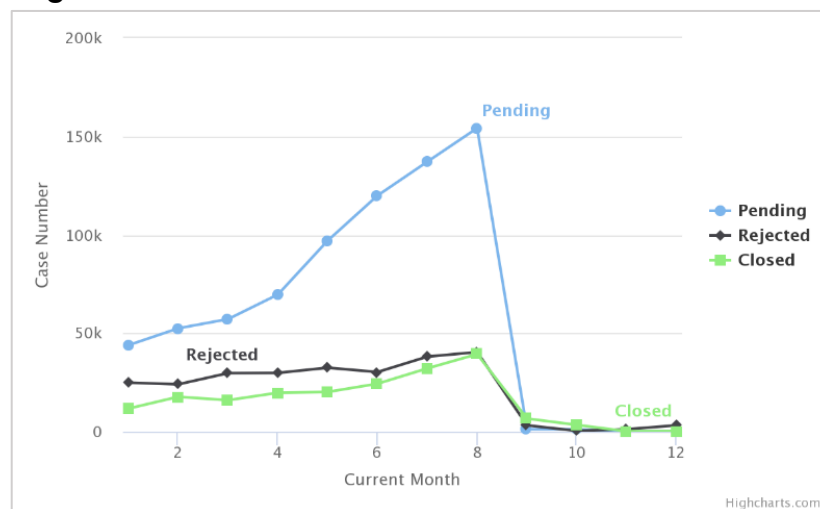
Figure 5.5:5: Submitted case per month

- Parameter Specification

Parameter	Description
Number of pending	• Will be record of pending case by month. Type: number
Number of closed	• Will be record of closed case by month. Type: number
Number of rejected	• Will be record of rejected case by month. Type: number

e. Kes Mengikut Tahun
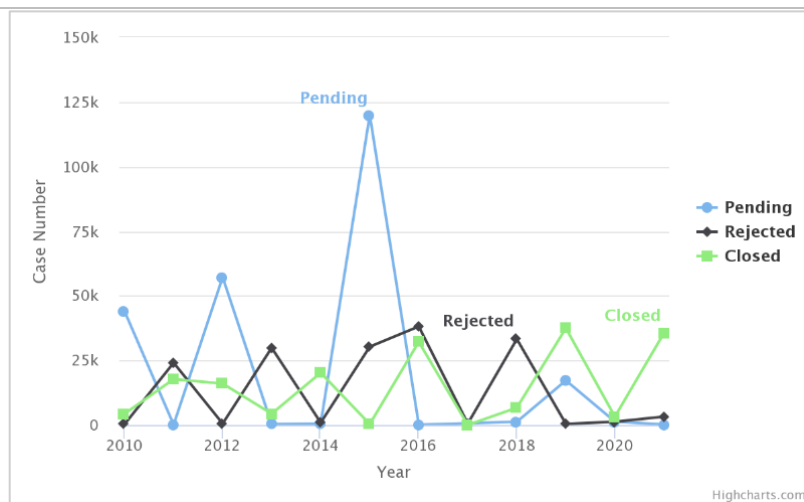
Figure 5.5:6: Submitted case per year

- Parameter Specification

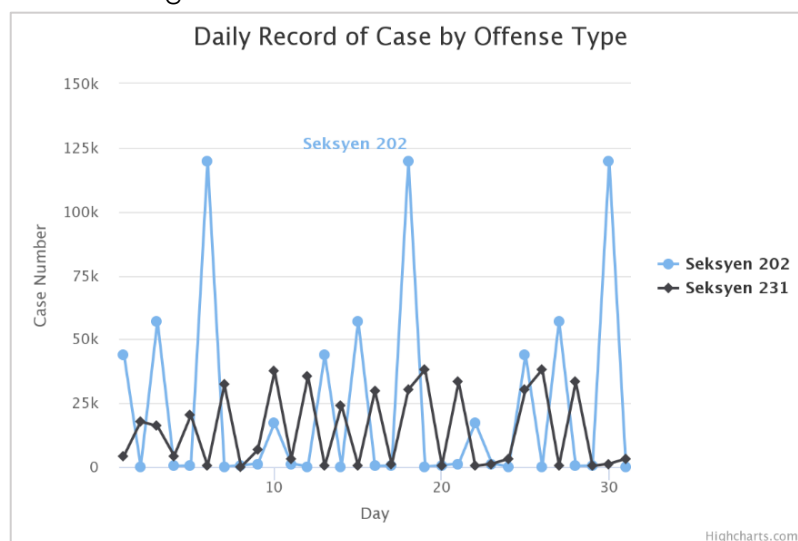| Parameter	Description
Number of pending	• Will be record of pending case by year. Type: number
Number of closed	• Will be record of closed case by year. Type: number
Number of rejected	• Will be record of rejected case by year. Type: number

f. Kes Kesalahan Mengikut Jenis

Figure 5.5:7: Case by offense type

- Parameter Specification

Parameter	Description
Case number based on offensive	• Will be the case number based on offense type by daily/monthly/yearly respectively. Type: number

g. Kes Kesalahan Mengikut Tagging
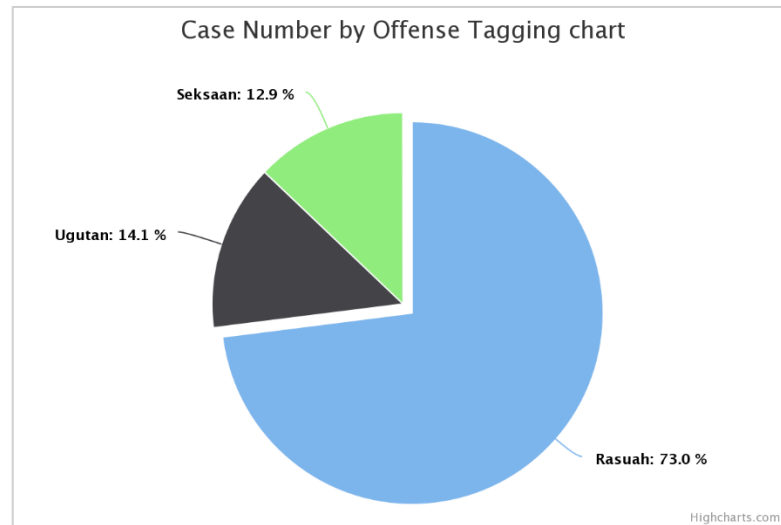
Figure 5.5:8: Case by offense tagging

- Parameter Specification

Parameter	Description
Case number based on tagging	• Will be the case number based on tagging by daily/monthly/yearly respectively. Type: number

5.6 Profile Picture Menu
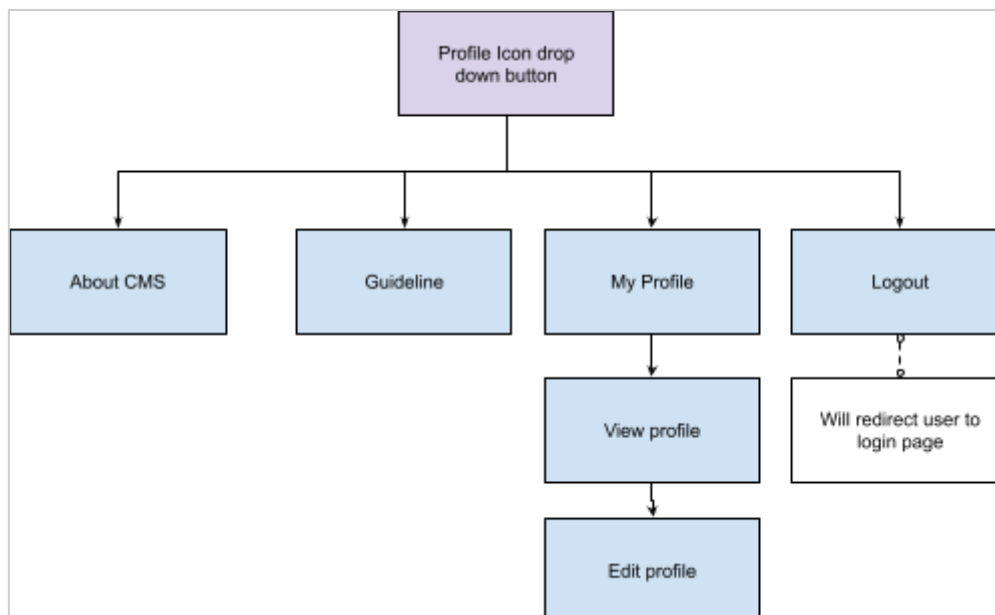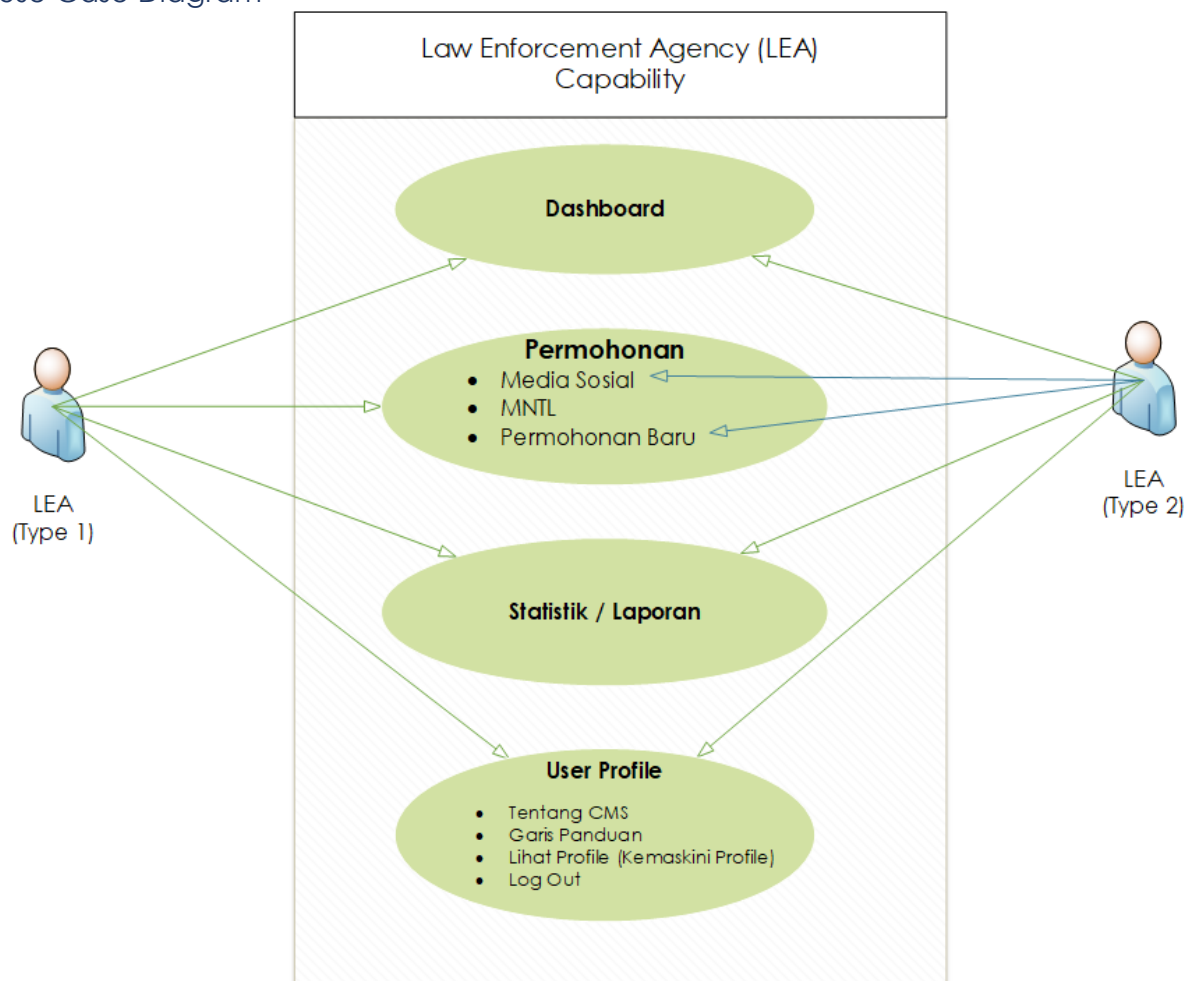
5.6.1 Overview of Profile Picture Menu

Figure 5.6:1: Overview of Profile Picture Menu option

Submenu	Requirement Enhancement
Tentang CMS	Follow Existing introduction
Garis Panduan Permohonan Profiling (Guideline)	User can download through system
Butiran Pemohon	Kemaskini Maklumat

	• Sorting back the appearance data at parameter 'Organisasi', too many duplication data.
	• No validation to update the profile
	• Validate on Telegram ID, Phone number and email.
	• Set Default authorization is **email** and User can choose either one which is by:
	  • Telegram
	  • SMS

Log Out	User back to Login Page

5.7 Use Case

5.7.1 Use Case Diagram

5.7.2 Use Case Definition

Identifier	Definition
Actors	**LEA Type 1**
Name	Law Enforcement Agency Module
Purpose	1. To do submission on case 2. To view statistic for own profile 3. To update own Profile 4. To know purposed of CMS 2.0
Pre-Condition	Successfully login to CMS 2.0

Description	1. Full access on CMS2.0 which contains:
	    a. Dashboard
	    b. Permohonan
	        • Media Sosial
	        • MNTL
	        • Permohonan Baru
	    c. Statistik & Laporan
	    d. User Profile
	        • Tentang CMS2.0
	        • Garis Panduan Profiling
	        • Butiran Permohonan
	        • Log Out

Identifier	**Definition**
Actors	**LEA Type 2**
Name	Law Enforcement Agency Module
Purpose	1. To do submission on case 2. To view statistic for own profile 3. To update own Profile 4. To know purposed of CMS 2.0
Pre-Condition	Successfully login to CMS 2.0

Description	1. Certain access to CMS2.0 which is:
	    a. Dashboard
	    b. Permohonan
	        • Media Sosial
	            • Senarai Permohonan Baru
	            • Permohonan Baru
	    c. Statistik & Laporan
	    d. User Profile
	        • Tentang CMS2.0
	        • Garis Panduan Profiling
	        • Butiran Permohonan
	        • Log Out

Figure 5.7:1: Use Case of LEA Type 1 and LEA Type 2

6 Module 4: Case Management

6.1 Head of Department (HOD)

6.1.1 HOD Sitemap

6.1.2 Sitemap Menu

Head of Department (HOD)			
Menu	**Sub menu 1**	**Sub menu 2**	**Page Content**
Dashboard			• Cases no. for PIC • Cases by Requestor • Total Completed Cases Within Timeframe • Cases by Status • Cases by High Priority Against Timeline • Cases by Normal Priority Against Timeline • Cases by Category • Cases by Priority • Cases Received Per Year • Cases Received Per Month • Cases Received Per Day • Cases based on Department (KPI) • Cases based on Individual (KPI) • Cases no. based on State • Cases no. based on Branch • Kesalahan based on Act tagging
Administration	User Management	OSM	
		NID	
	Offense Management		
Case Management			• New Case • High Profile Cases • Search Case • All Case • All High Case • Reminder • Approval • Archive • Rejected
Statistic			
Crawler	FB Stalker • Dashboard JPN Trackthis Face Case MNTL Reminder SMSC		
My Profile	About CMS2.0		

	Garis Panduan Permohonan Profiling		
	Butiran Pemohon	Kemaskini Maklumat	
	Log Out		

Home	Dashboard Profile User MGMT Module MGMT Sub Module MGMT Audit Trail Log Out	
FB Stalker JPN Trackthis Face Case MNTL Tipoff Prepaid Reminder SMSC	Face - Face Latest - Face Compare - Face Recognition - Face Fingerprint	

6.1.2.1   Dashboard

6.1.3   Process Flow

- Who is register for HOD?

6.1.4   Wireframe

6.2   Analyst

6.2.1   Sitemap

6.2.1.1   Dashboard

6.2.2   Process Flow

6.2.3   Wireframe

6.3   Admin User

6.4   Super User

6.5   Law Enforcement Agency (LEA)

Head of Department (HOD)

-
    - Law Enforcement Agency (LEA)

- Analyst
- Admin User

Super User

7 Module 5: Dashboard
- Law Enforcement Agency (LEA)
- Head of Department (HOD)
- Analyst

8 Module 6: Reporting
- Pre-defined Report (Department and individual) – to clarify with MCMC
- User-generated report

9 Module 7: TipOff

10 Module 8: Integration

11 Module 9: Auditing
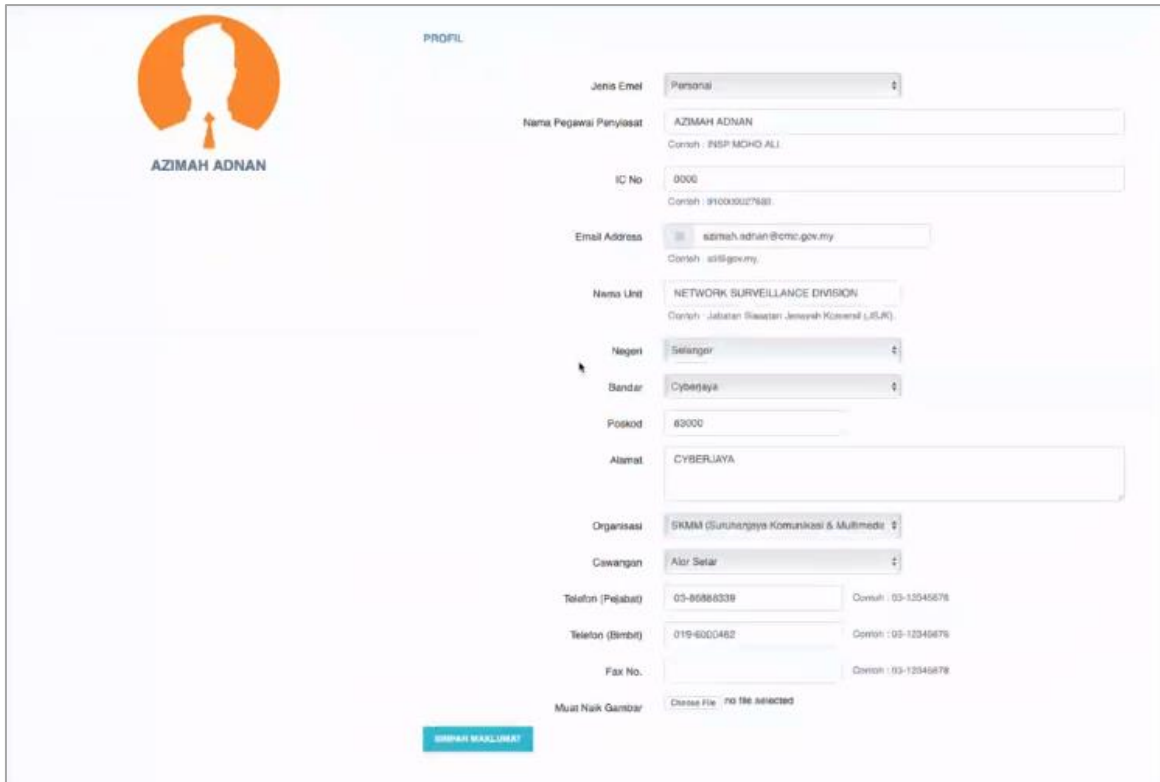
12 Appendix
12.1 Law Enforcement Agency Page
1. Butiran Permohonan

1.1 Kemaskini Maklumat

2. Permohonan
2.1 Senarai Kes

2.2 Permohonan Baru

⚙ **PERMOHONAN KES (MCMC/DSD/NSD/SP-F02)**

Maklumat Kes

Nota Penting!

Bagi Bertanda ** adalah wajib diisi.
Anda wajib mengisi salah satu **No. Laporan Polis** atau **No. Kertas Siasatan** sebagai rujukan.

No. Laporan Polis **	
No. Kertas Siasatan **	
Kesalahan **	[x] [TAMBAH]
Ringkasan Kes **	
Status Suspek **	☐ Tiada maklumat mengenai suspek
	☐ Identiti suspek (Nama dan KPT) sudah dikenalpasti, tetapi belum ditahan
	☐ Suspek telah ditahan
	☐ Suspek dibebaskan dengan jaminan
	☐ Lain-lain sila nyatakan

Nota: (*) Sila lampirkan maklumat lanjut mengenai identiti suspek (Tekan Butang Tambah):

IC	Name	[x] [TAMBAH]

URL Terbabit / Email / Nama Pengguna Social Media / Etc: **	[x] [TAMBAH]
Lampiran **	Choose File no file selected [x] [TAMBAH]
Tujuan Permohonan **	* Sila tandakan yang berkenaan

☐ Mengenalpasti pengendali akaun / laman sosial / laman web
☐ Mohon maklumat terus daripada Facebook /Twitter / etc:
☐ Maklumat lain, sila nyatakan :

[HANTAR PERMOHONAN]

3. Statistik

End of Document