

PASSPORT AUTOMATION SYSTEM

1.0 Introduction

1.0.1 Purpose

This document outlines requirements for a Passport Automation System (PAS), ~~to reduce cost and time~~ ~~minimizing manual intervention~~.

1.0.2 Scope

The PAS will automate the process of passport application, verification and issue, ~~minimizing manual intervention~~ ~~minimizing manual effort and delays.~~

1.0.3 Overview

The system will allow users to apply online, upload documents, track status and receive updates while officials verify and process applications.

2.0 General Description

Stakeholders include applicants, verification officers and administrators. The system will integrate with government databases for verification.

3.0 Functional Requirements

Application Management

Applicants should be able to submit passport applications online. The system should allow uploading of supporting documents.

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Functional Requirements

3.0.1 Application Management

Applicants should be able to submit passport applications online. The system should allow uploading of supporting documents.

3.2 Document verification

The system should assist officials in verifying uploaded documents by cross-checking them with government databases. Invalid or missing documents must trigger rejection or resubmission requests.

3.3 Appointment Scheduling

Applicants should be able to schedule appointment for in-person verification. The system should provide available slots and allow rescheduling if needed.

3.4 Status tracking

Applicants must be able to track their application status online (e.g. submitted → under review → verified → printed → dispatched). Updates should be visible in real-time.

3.5 Notifications

The system should send SMS and emails notifications at key stages of the process such as application submission, approval, appointment reminders and passport dispatch.

3.6 Reporting

Official should be able to generate reports on the number of applications received, approved, pending and rejected. Report should also cover processing time and efficiency statistics.

4. Interface Requirements

- UI: Applicant portal and optional dashboard
- Integration: Notified ZP and criminal records databases

5. Performance Requirements

- Support 5000 concurrent applicants
- Response time under 3 seconds for transactions

6. Design Constraints

- Must comply with government IT standards.
- Use secure servers with SSL/TLS encryption

7. Non-functional Attributes

- Security: multi-factor authentication and encryption
- Reliability: 99.9% availability with failover
- Portability: web and mobile access

8. Schedule & Budget

Estimated 12 months, with a budget of \$500,000

✓
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