
**Annex 1.C Software
Requirement Specification**

***eServices for
Sri Lanka Police
Headquarters***

Information and
Communication Technology
Agency of Sri Lanka

DOCUMENT RELEASE NOTICE

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1.2	10/02/2015	1.Use Case 2.2.1 Online application submissions 2.2.1.1 Main flow (10): SLBFE referred applications should be automatically marked for delivery type. 2.2.2.1 Main flow (17): Manual Application Submission - Delivery type must be selected to be printed on the certificate to aid at the time of delivery. Invert number of the foreign ministry should be captured and printed on certificate as "Your reference No." 2.2.1.2 Wireframe changes with additional requirements 2.2.1.3 Changes to the data table 2.Use Case 2.2.2 Request for updates 2.2.2.1 Business Rule (2): Applicant can submit the detail for the requested data as well as for the other additional fields available. 3.Use Case 2.3.4.1 Review & Update Revisions 2.3.4.1 Business Rule (4): Edit functionality to fields: NIC, Passport, Name and, Date of birth in case additional changes are to be made by PHQ. 2.3.4.1 Business Rule (4)/ Main Flow (5): User can submit/ edit data sent by the	Ashinie Perera

		applicant if necessary 2.3.4.2 Wireframe changes with additional requirements 4.Use Case 2.3.5.1 Update Clearance 2.3.5.1 Business Rule (5): NIC and Immigration department should select if the adverse is a name issue or other issue. 2.3.5.1 Business Rule (6): Police stations can request to change the police area 2.3.5.1 Main flow (6): Incorrect Police Location and Address maybe updated by the Police Station and confirmed by PHQ. Email and SMS alert will be sent to the applicant. 2.3.5.1 Main flow (7): For incorrect residence periods, PHQ may inform the applicant through email and SMS with a 14 day time limit and update the changes in the system. 2.3.5.2 Wireframe changes with additional requirements 2.3.5.3 Changes to the data table 5.Use Case 2.3.6 Certificate Issuance 2.3.6: Overall workflow for certificate issuance 2.3.6.1: Business Rules (3). Action history must be displayed when the application is viewed. 2.3.6.1: Business Rules (4). There will be two types of checking officers. Checking Officer Adverse and Checking Officer No Adverse. Checking Officer No Adverse cannot view the adverse comments or take actions for applicants with adverse records. Checking Officer Adverse can view applicants with adverse records only. Name Issue: Updates on handling Name Issue 2.3.6.1: Business Rule (5): Addition: Certificate/Letter serial number will be generated by the system. 2.3.6.1: Business Rule Removed: Filter option "Clearance Status" should be enabled only for checking officer. 2.3.6.1: Business Rule (6) New: Only DHA can change clearance status of applicant with adverse and Issue a Certificate with Additional comments or Letter. 2.3.6.1: Business Rule (7).The letter content must be approved by the DIG 2.3.6.1: Business Rule (8). Update on the officers who can view applicants' adverse records. 2.3.6.1: Main flow (2). Workflows for applicants with adverse and without adverse have been revised.	
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		Green Channel: Only applicants with no adverse can be marked as "Green Channel". Clearance must be received even after the certificate is issued. ASP should also upload the recommendation letter from DIG. Name Issue: NIC revisions has been renamed as Name Issue. Update from the applicant as well as the NIC department should be received before the changes are made to the applicant's name according to the new NIC and clearance should be received for the new name. Express Issue: Clearance must be received even after the certificate is issued. Express issue for applicants with adverse records should also be redirected to DHA for the decision. Applicants with adverse records (History or Current): The DHA can decide to issue a certificate with additional comments or a letter to applicants with adverse records. The approval process should be as follows: DHA -> DIG -> ASP -> OIC. 2.3.6.1: Alternate flow (4): Normal Certificate - DHA does not approve certificate, System notifies the ASP. 2.3.6.1: Alternate flow (5), (6), and (7): Certificate with clauses or Letter: - DIG does not approve: System notifies the DHA. - ASP does not approve: System notifies the DHA - OIC does not approve: System notifies the ASP 2.3.6.1: Updates to clearance statuses New: Cleared by PHQ Updates: Cleared to Issued, Manual Inquiry to Due Course, NIC Revisions to Name Issue Cleared 2.3.6.2: Wireframe changes with additional requirements 2.3.6.3 Changes to the data table New: Name Issue Management : Name Issue Link, Name Issue Comments, Revision Requirement Email Content, Email Applicant, Changed Name, Upload New NIC Copy, Adverse Records, Document type, Approval letter from DIG, Content for Letter and additional comments to certificate. Updates: NIC Revisions to Name Issue, Comments to Adverse Records/Comments, New Clearance Status: Cleared by PHQ, Issued, Name Issue Cleared	
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Glossary

CSS	-	Cascading Style Sheets
DAO	-	Data Access Object
SLP	-	Sri Lanka Police
PHQ	-	Police Headquarters
ICTA	-	Information and Communication Technology Agency
HTTP	-	Hypertext Transfer Protocol
HTTPS	-	Hypertext Transfer Protocol Secure
IE	-	Internet Explorer
SMS	-	Short Message Service
UI	-	User Interface
NIC	-	National Identity Card
PPT	-	Passport
No	-	Number
CID	-	Criminal Investigation Department
TID	-	Terrorist Investigation Department
SIS	-	State Intelligence Service
DOI	-	Department of Immigration and Emigration
RPD	-	Department of Registration of Persons
SLBFE	-	Sri Lanka Foreign Employment Bureau

1 Introduction

Sri Lanka Police, the civilian national police force of Sri Lanka is responsible for enforcing criminal and traffic law, enhancing public safety, maintaining order and keeping the peace throughout the country.

Sri Lanka Police works towards a peaceful environment to live with confidence, without fear of crime and violence. SLP is committed and confident to uphold and enforce the law of the land, to preserve the public order, prevent crime and Terrorism with prejudice to none – equity to all.

A citizen of Sri Lanka, either living in Sri Lanka or abroad may apply for a clearance certificate for VISA or employment purposes from the police headquarters. SLP carries out an investigation and issues this certificate for justified citizens.

ICTA intends to support the operations related to the above activity through implementing eServices for SLP. eService scope under this project includes the following two main applications;

1. Citizen application to submit applications for Clearance Certificate through Lanka Gate;
2. Department application to manage activities related to issuing the clearance certificate. This document details out the requirements to be implemented through each of these eServices.

In addition to these services, applicants can check the status of their application and external stakeholders can validate if a certificate has been issued through SLP by inputting the NIC No, Passport No, and Certificate No of a clearance certificate.

#	eService	Type of eService	Stakeholder Type		
			PHQ	Other Depts.	Citizen
1.	Online Application Submission	G2C	√		√
2.	Send Revisions when requested	G2C			√
3.	Re-apply for certificates	G2C			√
4.	Check Application Status	G2C			√
5.	Manage Clearance Approval from External Departments	G2C	√	√	
6.	Manage Certificate Issuance	G2C	√		
7	Validate details of Certificate	G2C		√	

Table 1 : eService Summary

2 Requirement Specification

This section outlines the business requirements for the eServices outlined for Issuing the Police Clearance Certificate. The process and activities are divided according to the users in the system

2.1 Process Overview

2.1.1 Process description

There are three main users that are accessing the solution. Each set of users will be having a separate set of functionalities as depicted in the diagram below.

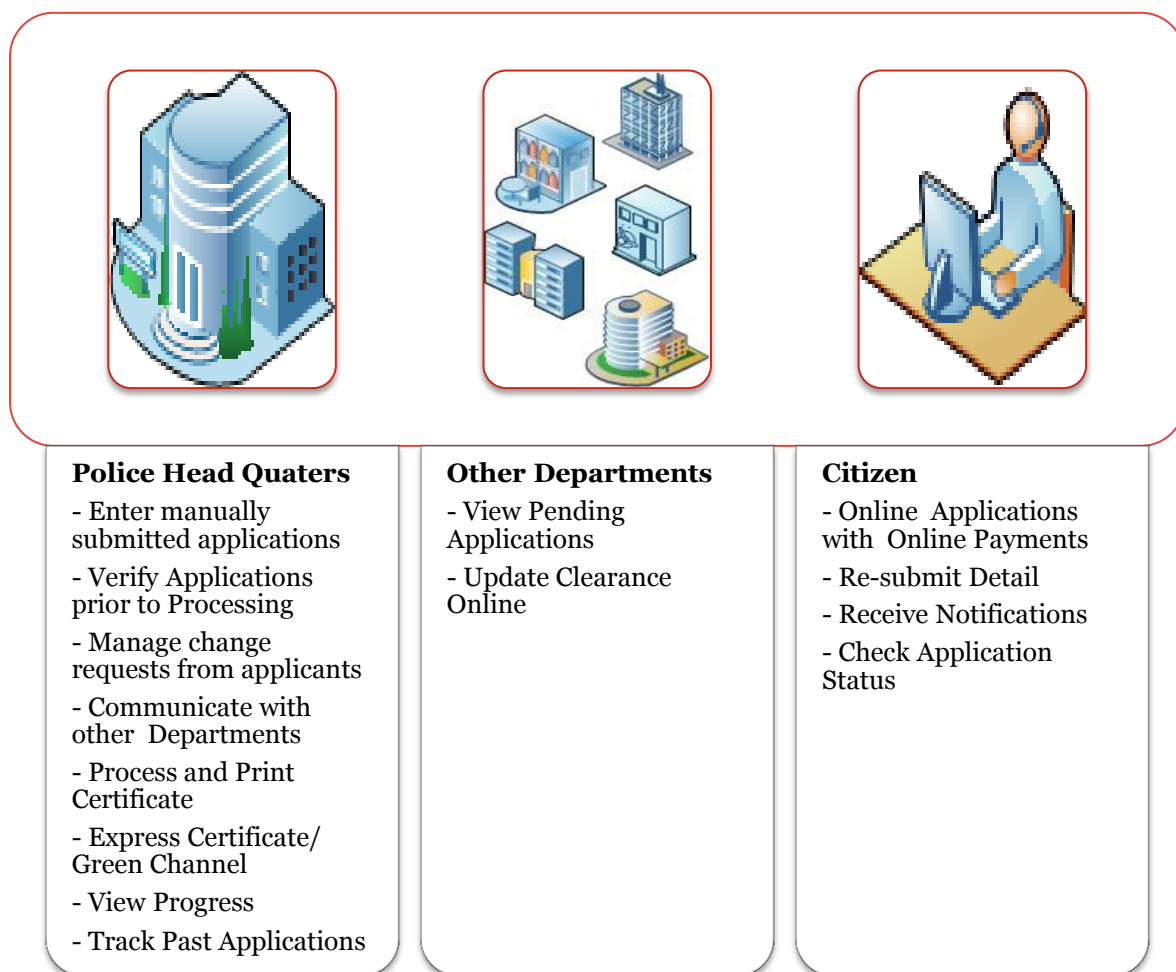


Figure 1 : PHQ - Clearance eServices Overview

2.2 eServices for Citizens (Citizen Application)

2.2.1 Citizen Application – Online application submissions

2.2.1.1 Use Case: Online application submission

Use #/ID	Case	Description	
	01		Online application submission
Initiating Actor	Citizen, Department User (Counter), Department User (Police Stations)	Other Actors	
Use Case Overview			
Applicants may submit their applications to obtain a clearance certificate through this online service. The service eliminates the requirement of the applicant to physically be present at the application submission counter. In addition, the department user (application counter or police stations) can enter details from the manually submitted applications through the same function.			
Pre-conditions			
<i>The department users (counter officers, police stations) need to have a valid account to login to the eService</i>			
Business Rules			
1. An applicant cannot submit a new application when an application is already being processed for the same country, same NIC# and same PPT# combination. 2. The reference number will be generated only when the application is submitted and payment is successful, until then the 'Reference No' field will be disabled. 3. Applicant may re-apply for a certificate in order to extend the validity period or for a different country. The new certificate shall be issued for the same passport number, NIC number and clearance period as the approved certificate. Re-application shall be considered as a new application and the applicant should make a payment as well. 4. Book receipt number field should be displayed only for manual submissions 5. Application reference number format: xxx			
Main Event List/Flow of Events			
1. System should identify if the application is submitted online by a citizen or entered by a department user. Users identity and the IP should be tracked along with the application. 2. Applicant should select the necessary option to submit a new application or a re-application for an already approved certificate			

New Application

3. Citizen must first submit the NIC number, Passport number and the country for which the certificate is required to verify if an application is already being processed for the same request. If no application is already being processed, the system will display and enable the remaining application form.
4. Questionnaire before verification step in the application to set conditions as follows:
 - a. Questionnaire Items:
 - i. Nationality
 - ii. Were you a citizen of Sri Lanka? , If Yes, If yes, the date citizenship obtained from another country
 - iii. Date of Birth
 - iv. Age in Years
 - b. Conditions:
 - i. Sri Lankan citizens aged;
 - over 18 must submit the NIC and Passport numbers and the copies of the same
 - below 18 must submit only the Passport number and the copies of the same and the Birth Certificate
 - ii. Sri Lankans migrated and has obtained citizenship in another country;
 - if migrated after reaching age 18 must provide the NIC number. But the NIC copy is not necessary. Passport is mandatory
 - if migrated before reaching age 18 should only provide the Passport number and the copy
 - iii. Foreigners must provide the Passport number and the copy. Last visa detail shall be obtained through a web service from immigration department
5. The name of the applicant as in Passport shall be retrieved for the given passport number through a web service from the system at immigration department. User is not allowed to change the name and the field will be disabled. However, for Foreign Users this field should be editable as it cannot be captured. Name of the NIC also shall be captured and this can be different to the name provided in the passport (applicable only to Sri Lankan citizens).
6. User is required to retype NIC#, PPT#, Mobile # and email addresses to ensure correct data entry.
7. Date of birth is matched against the age in years to avoid mistakes.
8. Attachments have to be in the format of image files, pdf or MSWord. File size shall be limited to xx KB.
9. If the applicant is referred through the Sri Lanka Foreign Employment Bureau, then the applicant must submit the reference letter from SLBFE.
10. SLBFE referred applications should be automatically marked for delivery type.
11. When User enters past residence details, the table should allow multiple entries and increase the number of rows and allow editing and deletion.

12. System should not allow user to submit if the user does not tick the checkbox to agree to terms & conditions

Re-apply

13. The user is allowed to submit a new application for the same NIC, Passport and clearance periods of a past approved certificate within one year from the issued date of the previous certificate. In this case the user should provide the past application reference number and retrieve the application.
14. Previous application detail shall be loaded into the interface and information other than the NIC, Passport and clearance period/places can be edited.
15. Upon submission the re-application shall be captured as a new application with a reference to a previous application. Rest of the behaviour of the application including charges shall be same as a new application unless stated above. Also, only the following fields mentioned below should be enabled for editing:
 - a) Reference High Commission/ Embassy
 - b) Age in years
 - c) Occupation
 - d) Purpose of Visit
 - e) Marital Status
 - f) Present Address in Sri Lanka
 - g) Present Address (Overseas)
 - h) Person authorised by the applicant and his/her details
 - i) Address of the High Commission
 - j) Address to which the certificate should be posted to

Application Submission

16. Citizens (online applicants) are able to enter the details, upload documents and make payments through LGPS
17. Department user is able to enter details of manually submitted applications. When the department user is entering details of manually submitted applications, the application will not go through payment gateway. Instead the user should enter the manually issued book receipt number. User should also select the certificate delivery type (Foreign Ministry, SLBFE, and Normal Post). This will be printed on the certificate in small font to identify at the time of delivery. Invert number of the foreign ministry should be captured, which will be printed as “Your reference number” on the certificate. When the user submits the application the details will be saved in the database.
18. IP address where the application was initiated should be captured and saved in the system.

Payment Confirmation

19. When the application is submitted (online application), the system generates the transaction reference number to be sent to LGPS.

20. The application fee shall be different based on the country of the address to which the certificate is posted to. Rs. 500/= for applications from Sri Lanka and Rs. 1000/= for foreign applications. This amount will be decided according to the postal address of the certificate.
21. Payment confirmation shall display the application fee, service fee and postal charges. Service fee is applicable only for manual submissions.
22. Upon confirmation the user shall be re-directed to LGPS for the online payment.
23. The application reference number is generated and displayed for the manual applications submitted.

Payment Receipt

24. Payment receipt is generated for the successful payments.
25. The charged convenience fee should be displayed along with the receipt.
26. Application reference number for the online applications shall be generated at this stage and displayed in the payment receipt.
27. When the payment is successful user should be able to print the application and the receipt.
28. A confirmation email shall be sent to the application with the payment receipt. An sms shall be triggered with the application reference number.
29. When the payment is successful the application is added to 'application verification' queue.
30. When the payment is successful the system sets the status of the application as "Submitted". For manually submitted applications, when the department user has completed data entry of the application, the status of the application will be "verified"

Alternate Event List/Flow of Events

1. The payment is unsuccessful
Error message should be displayed stating "Dear Sir,Madam,
We regret to inform you that your payment was unsuccessful. Please recheck your credit card status and make your payments again."
2. The system is already processing an application for the same country for this Citizen (combination of NIC#, PPT#)
Error message should be displayed stating 'You can submit another application for the same country only when your previous application is processed.'
3. Users Date of birth does not match the age in years
Error message should be displayed stating 'Your age does not match your date of birth'
4. NIC numbers do not match
Error message should be displayed stating 'NIC numbers do not match'
5. Passport numbers do not match
Error message should be displayed stating 'Passport numbers do not match'
6. Mobile numbers do not match
Error message should be displayed stating 'Mobile numbers do not match'
7. Email addresses do not match
Error message should be displayed stating 'Email addresses do not match'
8. User submits form without filling in all the mandatory fields
System should not allow user to submit the application. System should indicate in red font

the empty mandatory fields.

2.2.1.2 Wire Frames: Online Application Submission



Figure 2: Online Application

Payment Confirmation	
Transaction Reference Number: XXXXXXXXXXXX	
Application Fee	Rs. XYZ
Service Fee	Rs. TRS
Postage	Rs. ABC
Total	<u> </u>
*Note: The payment is non-refundable. A convenience fee will be charged based on your payment method.	
Back	Proceed Cancel

Figure 3: Payment Confirmation

Payment Receipt

Dear Sir, Madam,
Your transaction is successful. Please find the payment details below.

Transaction Reference Number: XXXXXXXXXXXX
Payment Date: DD/MMM/YYYY
Application Reference Number: XXXXXXXXXXXX
* Please keep a note of your application reference number and transaction reference number for future verification.

Application Fee	Rs. XXX
Service Fee	Rs. AAA
Postage	Rs. YYY
Convenience Fee	Rs. ZZZ
Total	

* You will receive an email with the payment receipt for future reference.

View Application

Print Receipt

Close

Figure 4: Payment Receipt

2.2.1.3 Data Fields: Online Application Submission

Data	Data Type	Mandatory	Comments
New Application/Re-apply	Radio button	Yes	
Re-Apply			
Previous Application Reference No	Text		Mandatory if re-apply is selected
New Application			
Reference No.	Text		Auto-captured
Were you a citizen of Sri Lanka	Radio Button		
Date citizenship received from another country	Date selection		
Applicant's name in full as in the NIC	Text		
Applicant's Name in full as in the passport	Text		Captured through Immigration Web service for Sri Lankan Citizens
Passport Issued Date	Date Selection		
NIC No.	Text		
Confirm NIC No.	Text		
Passport No.	Text		
Confirm Passport No.	Text		
Country	Drop down selection		Country list
Reference High Commission/Embassy	Drop down selection		High Commission List for the selected country
Nationality	Drop down selection		
Date of Birth	Date selection		
Age in years	Number		3 digits no months
Sex (Male/Female)	Radio		
Occupation	Text		
Purpose (Resident Visa/Temporary Visa/Employment/Student/Scholarship)	Radio button		
Status (Rev/Married/Unmarried/Divorced/Widow)	Radio button		
Have you applied for a certificate previously? (Yes/No)	Radio button		
Country of the last certificate	Drop down selection		*ACL

If so, was a certificate issued to you (Yes/No)	Radio button	Yes	
Reference No. of the last certificate	Text	If certificate has been issued previously	
Date of Issue	Date selection	If certificate has been issued previously	
Present Address in Sri Lanka	Text	Yes	
Present Address (Overseas)	Text	No	
Are you a referred applicant through the SLBFE (Yes/No)	Radio Button	Yes	
Places of Residence			
Address	Text		
Police Area	Drop down selection		
from	Date selection		
to	Date selection		
Display Table			
Address	Display only		
Police Area	Display only		
from	Display only		
to	Display only		
Authorised Person Details			
Authorised Person (Mother/Father/Wife/Husband/Brother/Sister/Other)	Radio button		
Name	Text		
NIC / Passport No	Text		
Address			
Address of the High Commission/Embassy/Consulate to which the certificate should be addressed	Text		Disabled field, auto picked according to selected Reference High commission/ Embassy/ Consulate
Enter name of high commission	Text		Should be displayed only if other is selected as high commission
Enter address of high commission	Text		Should be displayed only if other is selected as high commission

Postal address			
Address Line 1	Text		
Address Line 2	Text		
City			
Postal/ ZIP Code	Text		
Contact Details			
Mobile Number	Text		with country code selection
Confirm Mobile No	Text		with country code selection
Email	Text		Verify E-mail Format
Confirm Email:	Text		
Upload documents			
Passport (File location)	Text		
Passport Image	any image file, PDF or word document		Size limit to be specified
NIC (File location)	Text		
NIC Image	any image file, PDF or word document		Size limit to be specified
Birth certificate (File location)	Text		
Birth certificate image	any image file, PDF or word document		Size limit to be specified
Letter of reference from SLBFE	any image file, PDF or word document	Mandatory only for applicants referred by SLBFE	Size limit to be specified
Details of Spouse			
Spouse's Full Name	Text		
Nationality	Text		
Passport No.	Text		
NIC No.	Text		
Spouse's Address	Text		
Payment Detail (Only for Manual Application)			
Book Receipt No	Text		
Delivery Type (Foreign Ministry, SLBFE, Normal Post)	Drop down selection		For manual submissions only
Foreign Ministry Invert Number:	Text		Should be required only if Foreign Ministry is selected as delivery type
Mode of Payment (Cash/Cheque/Wire Transfer)	Check Box		For manual submissions only
Amount	Number		For manual submissions only
Cheque Number	Text		If cheque was selected

Account Number	Text		If cheque was selected
Account Holder's Name	Text		If cheque was selected
Details	Text		If wire transfer was selected
Declare acceptance to T&C	Tick box		

Table 2: Data Fields for Online Application

2.2.2 Request for updates

2.2.2.1 Use Case: Request for updates

Use Case #/ID	02	Description	Request for updates
Initiating Actor	Applicant	Other Actors	department user
Use Case Overview			
The applicant can resend his/her name, date of birth, NIC/Passport copies if the department user has requested for any one of those.			
Pre-conditions			
- Department user has requested clarifications on one or more of the following details and the respective applicant has received the relevant notification: - Name - Date of birth - NIC copy (re-upload) - Passport copy (re-upload) - The applicant should be logged in with the same social authentication used at the time of application submission.			
Business Rules			
1. An applicant has access to the “Request for updates” interface only if the department user has requested a further clarification. - Applicant can submit the detail for the requested data as well as for the other additional fields available. A comment is mandatory and the applicant should provide a reason for the change. - The application will be on hold until the applicant submits the updates (status – Verification) - The user can make the updates only if he/she uses the same aOuth used to submit the application.			
Main Event List/Flow of Events			
- The form shall be enabled only if a review request has been sent by the given reference number. 2. System displays the comments given by the PHQ. The applicant may re-submit the NIC passport copies if requested by PHQ or if required. Attachments have to be in the format of image files, pdf or MSWord. File size shall be limited to xx KB. - The applicant can resend the information along with a comment (comment is mandatory) - Information given at this stage cannot be changed once submitted. - When the system has received an update from the applicant, it changes the review status of the application as “revised”. The requested changes shall only be saved temporarily and shall not over write the information in the original application until the department user reviews and accepts the same.			
Alternate Event List/Flow of Events			
- The applicant sends the reply without a comment Error message should be displayed stating “Please write a comment for your update” - The applicant does not send updates for all the required fields. E.g: Department user requests clarification on Name and Date of birth, but the applicant updates only the name and submits the request for updates form Error message should be displayed stating “Please update all the requested fields”			

2.2.2.2 Wire Frames: Request for updates

Figure 5 : Request for Updates

2.2.2.3 Data Fields: Request for updates

Data	Data Type	Mandatory	Comments
Application Reference No.	Text		
NIC			
File location	Text		
NIC Copy	Image/Docx/PDF File		
Passport			
File location	Text		
NIC Copy	Image/Docx/PDF File		
Name	Text		
D.O.B.	Text		
Message from PHQ NIC	Display Only		
Message from PHQ Passport	Display Only		
Message from PHQ name	Display Only		
Message from PHQ D.O.B	Display Only		
Comment	Text		

Table 3 : Data Fields for Request for Updates

2.2.3 Application Status Check

2.2.3.1 Use Case: Application Status Check

Use Case #/ID	03	Description	Application Status Check
Initiating Actor	Citizen	Other Actors	
Use Case Overview			
Applicants can check the status of their application using their application reference number.			
Pre-conditions			
1. An application has already been submitted			
Business Rules			
1. No fee is charged for this service. 2. Any citizen with an application reference number can use this service.			
Main Event List/Flow of Events			
1. This eService can be availed through Lanka Gate. 2. When the user submits a valid application reference number the system displays the status of the application. 3. Listed below are the statuses of the application along with the instances when they are updated/changed.			
No	Status	Action	
1	Submitted	Online Application: When the payment is received Manual Submissions: When the department user completes data entry of an application.	
2	Accepted	When the “Review Status” at the application verification process is changed to “Verified”	
3	Verification	When further clarification is required from the applicant, i.e. Review Status: Request Clarification	
4	Rejected	When the application is rejected or blacklisted i.e. Review Status: Rejected Clearance Status: Blacklisted or Rejected	
5	Delayed	Clearance Status: Manual Inquiry	
6	Posted	When the registered post number is updated in the system	
Alternate Event List/Flow of Events			
1. User enters an invalid reference number Error message should be displayed stating “The reference number you entered is invalid”			

2.2.3.2 Wireframe: Application Status Check

The figure displays two wireframe screenshots of the 'Application Status Verification' interface. The top wireframe represents the input screen, featuring a title bar, a prompt to enter a reference number, a text input field, and a 'Submit' button. The bottom wireframe represents the output screen, showing a confirmation message with placeholders for the reference number and status, and an 'OK' button.

Figure 6 : Application Status Check

2.2.3.3 Data Fields: Application Status Check

Data	Data Type	Mandatory	Comments
Application Reference No.	Text		
Valid Application Details			
Application Reference No.	Display only - Text		
Application Status	Display only - Text		

Table 4: Data Fields for Application Status Check

2.2.4 Clearance Certificate Verification

2.2.4.1 Use Case: Clearance Certificate Verification

Use #/ID	Case	Description	
	04	Clearance Certificate Verification	
Initiating Actor	Any relevant party	Other Actors	
Use Case Overview			
This eService allows external parties such as embassies, immigration departments, employers to verify if a clearance certificate is valid.			
Pre-conditions			
1. The user who avails the service should have a valid combination of Clearance Certificate Number, NIC# and PPT#			
Business Rules			
1. Service should be available publicly.			
Main Event List/Flow of Events			
1. User enters the Clearance Certificate Number, NIC# and PPT# 2. System validates whether the combination is valid and displays message "The entered detail relates to a valid certificate issued by Sri Lanka Police"			
Alternate Event List/Flow of Events			
1. User enters the Clearance Certificate Number, NIC# and PPT# System validates that the combination is invalid Error message should be displayed "No valid certificate record is found for the detail you entered"			

2.2.4.2 Wireframe: Clearance Certificate Verification

The wireframe shows a form titled "Clearance Certificate Verification". Below the title, there is a prompt: "Please enter the clearance certificate number, NIC #, and PPT# to verify details". There are three input fields: "NIC #", "PPT#", and "Certificate#". Below these fields is a "Submit" button.

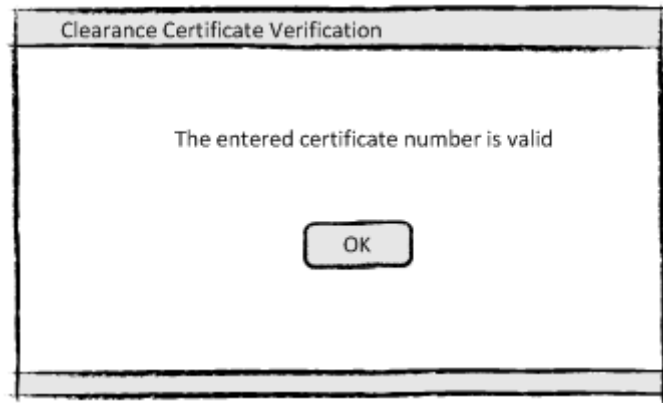


Figure 7 : Verify Certificate

2.2.4.3 Data Fields: Clearance Certificate Verification

Data	Data Type	Mandatory	Comments
NIC No.	Text		
Passport No.	Text		
Certificate No.	Text		

Table 5 : Data Fields for Clearance Certificate Verification

2.3 eServices for the Department (Department Application)

2.3.1 Department Application Login & Dashboard

2.3.1.1 Use Case: Department Application Login & Dashboard

Use #/ID	Case	Description	
	05	Department application login	
Initiating Actor	Department user	Other Actors	
Use Case Overview			
Authorized department user can log in to the department application to perform the relevant tasks related to issuance of clearance certificate.			
Pre-conditions			
1. User accounts should be created through the Common Admin application and access rights assigned accordingly			
Business Rules			
1. The application shall facilitate the following groups of users to login to the system; a) Police Head Quarters Users – there shall be multiple groups of users for different functions b) Users from the Police Stations – one group of user but need to identify the location c) Users from other Departments – one group of users for the CID, TID, SIS, NIC and Immigration Department users. Need to identify the department of the user. 2. The user name and password to login to the system shall be provided by PHQ.			
Main Event List/Flow of Events			
1. Authorized department user can login to the department application and perform the following functionalities I. Change password II. Enter applicant details III. Review applications IV. Update Clearance Status V. Enter certificate details VI. Enter registered post number and print addresses VII. Generate Police Forms and Clearance Reports VIII. View Daily Transaction Report IX. View Applications Details Report X. View blacklisted applicants 2. Notifications shall be displayed to the logged in user indicating the pending tasks and the progress of application processing. I. Applications to be verified – number of applications at the submitted stage that are pending verification. II. Re-submission pending – number of applications that are reviewed but pending response from applicants III. Revision updates pending – number of applications at the revised stage that are pending review of the revisions. IV. External clearance pending – number of applications that are pending			

- clearance from CID, TID, SIS, NIC and Immigration
- V. Police clearance pending – number of applications that have not yet received the police clearance
 - VI. Certificate checking pending – number of applications that are pending at the checking officer
 - VII. OIC Approval pending – number of applications that are pending approval with OIC
 - VIII. ASP Approval pending – number of applications that are pending approval with ASP
 - IX. Certificate printing pending – number of applications that are cleared and not printed
 - X. Certificates to be posted – number of applications printed but registered post number not updated

Alternate Event List/Flow of Events

1. User enters an incorrect username/ password: Error message should be displayed stating 'Please enter Username and Password correctly'.
2. User enters a suspended username: Error message should be displayed stating 'Entered username has been suspended'.
3. User enters an incorrect email format: Error message should be displayed stating 'Please enter email correctly'.
4. User enters incorrect text verification: Error message should be displayed stating 'Please enter the text verification correctly'.
5. User enters current password incorrectly: Error message should be displayed stating 'Please enter the current password correctly'.
6. User enters the confirmation password incorrectly: Error message should be displayed stating 'New password and confirm password should be the same'.
7. When click on the 'Forgot password' button after entering the validation text, system generated password should be send to the registered email address of the user. Message should be displayed stating 'System generated password has been sent to the registered email addresses'.
8. Confirmation email should be send to the registered email address of the user, when change the password.

2.3.1.2 Wireframe: Department Login & Dashboard

The wireframe shows a login interface with a title bar 'Department Login'. Below the title bar, there are two input fields: 'Username' and 'Password'. To the right of the 'Password' field, there are two buttons: 'Log In' and 'Forgot Password'.

Figure 8: Department Login

The screenshot shows a web form titled "Forgot Password" within a header bar that also contains a "Forgot Password" link. The form has two main input sections: "Email" with a text box, and "Text verification" which includes a small box containing "XYZX" and another empty text box. At the bottom, there are two buttons: "Reset Password" and "Cancel".

Forgot Password

Email

XYZX

Text verification

Reset Password Cancel

Figure 9: Department User - Forgot Password

The screenshot shows a web form titled "Change Password" within a header bar that also contains a "Change Password" link. The form has four input fields: "Email Address" (pre-filled with "info@testmail.com"), "Current Password", "New Password", and "Confirm Password". At the bottom, there are two buttons: "Save" and "Cancel".

Change Password

Email Address

Current Password

New Password

Confirm Password

Save Cancel

Figure 10: Department User Change Password

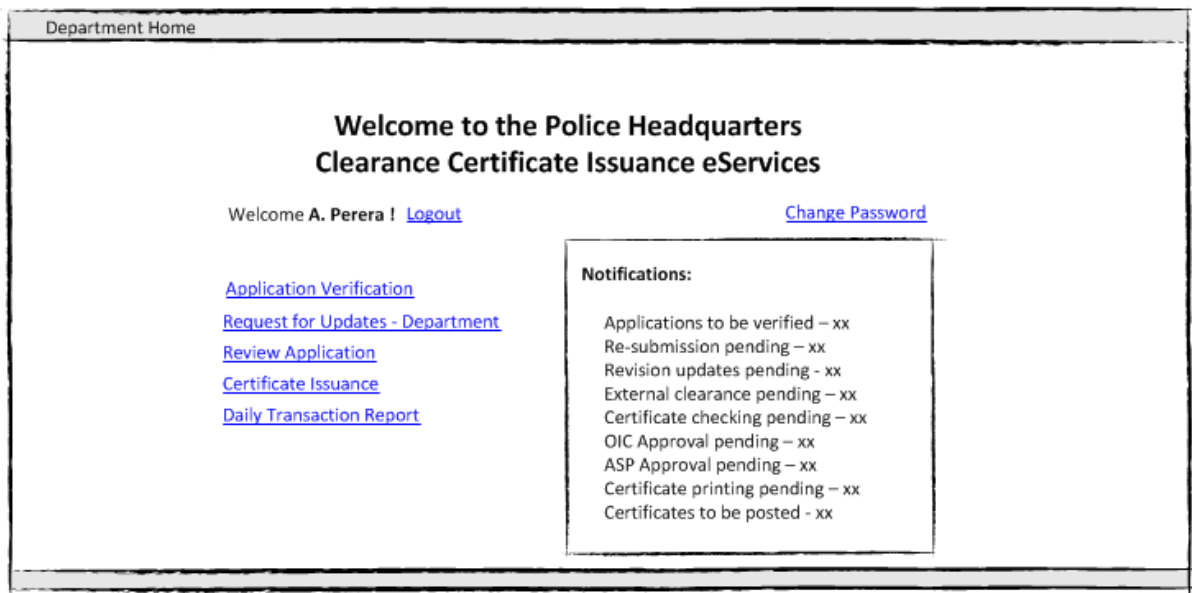


Figure 11: Department Home

2.3.2 Application verification

2.3.2.1 Use Case: Application verification

Use Case #/ID	Case	06	Description	Verify Application
Initiating Actor	Department User		Other Actors	-
Use Case Overview				
Department user should be able to verify the applications, check revisions and accept, reject, request more details, or request re-submission of application. When the applications are verified the details are sent out to the external departments. The applicant is notified of the status of the application through SMS and email.				
Pre-conditions				
1. Department user has successfully logged in to the department application 2. The logged in user should be authorised for the verification function. 3. Applications have been already submitted.				
Business Rules				
1. Application verification functionality is available only on the department application to department users 2. Applications when submitted shall be first sent to the verification level where a department user shall verify the submitted detail and the attachments for any faults. Similarly applications which have been revised by the applicant also shall be processed through the same function and shall be listed until the user marks the application as verified. 3. Multiple users can verify applications simultaneously; however, only one user can work on a particular application at a time. If a user selects an application for processing, it should be locked, hence each time a user selects a particular application, the system should reload the application verification table to ensure the particular application has not been already selected by some other user. 4. The statuses of applications should be made in the following order.				
No	Status	Description		
1	New	Applications submitted (both online and manual)		
2	Revised	Applications which the applicant has responded with clarifications		
3	Verified	Applications that are verified and ready to be sent for the clearance process		
4	Request Clarification	Applications that requires clarifications/ pending clarifications		
5	Request Manual Submission	Applications that requires manual submission		
6	Reject	-		
5. Application fee will not be charged if a citizen is required to send clarifications.				
Main Event List/Flow of Events				
1. User is able to filter the applications list by date, by status, and by application reference number. 2. Department user must select an application in order to perform verification functionalities. , i.e. columns “Revisions”, “Status”, and “Save” should be enabled only when the application is selected 3. Original application can be viewed by clicking on the reference number on the respective column 4. The places of residence in Sri Lanka for the required clearance period can be viewed				

clicking “view” on the stay in SL column. The table which contains the addresses of the clearance period should be displayed as a ‘Popup’

5. When the images on the attachment column are clicked, the respective image (NIC or PPT copy) should be displayed as a Popup with zoom in and zoom out functionality
6. The default status of an application should be ‘New’
7. The rows should be highlighted in the following colors as specified below.
 - Green – manual applications
 - Blue - revisions received
 - White - online submitted applications
 - Red – blacklisted applicant
8. The status change shall be applied only when the Save button is clicked. If user confirms system should function as mentioned below:

No	Status	Action
1	New	None (Default Status)
2	Revised	It should be automatically updated when an applicant has submitted changes
3	Verified	System should send the details of the applicant to external depts. for clearance. The status of the application should be marked as ‘Accepted’ and an email should be triggered to the applicant.
4	Request Clarification	System should display “Request Clarification” Pop up
5	Request Manual Submission	Send email and SMS notification to the respective applicant
6	Reject	Reject application

9. The user cannot select another record if the selected record is not Saved or Cancelled.

*The external departments are namely, Police Stations, CID, TID, SIS, NIC, and Immigration. The information that is sent to each department is elaborated further on use case 9

Alternate Event List/Flow of Events

N/A

2.3.2.2 Wireframe: Application verification



Figure 12 : Application Verification

2.3.2.3 Data Fields: Application verification

Data	Data Type	Mandatory	Comments
From	Date selection		
To	Date selection		
Status	Drop down selection		
Application Reference No.	Text		
Select button			Should toggle to cancel button when selected
Application Date	Display Only - Date selection		
Application Reference No.	Display Only		
NIC No.	Display Only		
Passport No.	Display Only		
Name	Display Only		
Stay in SL	Link		
Attachments	Link - Image/Docx/PDF		2 Image/Docx/PDF files
Revisions	Link		Only if revisions are available
Review Status (New/Revised/Verified/Request clarification/Request manual resubmission/Reject)	Drop down selection		
Stay in SL			
Police Area	Display only -Text		
Address	Display only -Text		
From	Display only - Date selection		
To	Display only - Date selection		

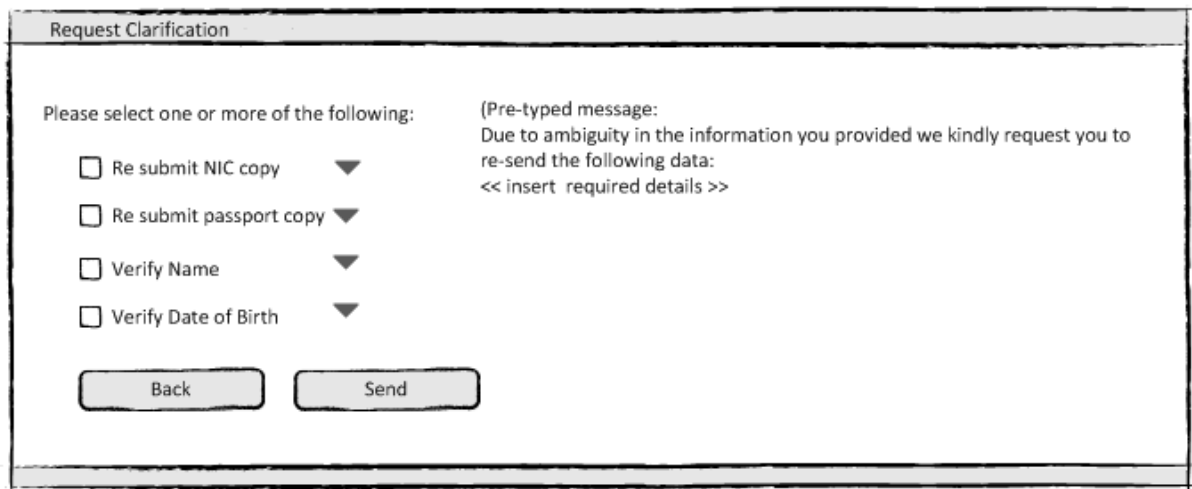
Table 6 : Data Fields for Application Verification

2.3.3 Request Clarifications

2.3.3.1 Use Case: Request Clarifications

Use Case #/ID	07	Description	Request Clarifications
Initiating Actor	Department user	Other Actors	Applicant
Use Case Overview			
The functionality allows the department user to request clarifications on name and/or date of birth of the applicant and re send NIC and/or passport copy if the attachments are not clear.			
Pre-conditions			
1. The department user has reviewed the application and decides to clarify Name, Date of Birth, NIC copy, and/or Passport copy 2. The logged in user should have access to perform this function			
Business Rules			
1. "Request Clarification" functionality can be used for a particular application only once. 2. Only Name, Date of birth, NIC and Passport can be resent. 3. The department user can request clarification on all or one of the fields mentioned in Business rule 2 at once.			
Main Event List/Flow of Events			
1. System displays the "Request Clarification" popup when the user selects "Request Clarification" from the "status" dropdown on "Application Verification" interface. 2. When the user selects any one of the checkboxes, system should display a comment box which is collapsed. 3. The comment box includes the following pre-typed message: "Due to ambiguity in the information you provided we kindly request you to re-send the following data :<< insert required details >>". The selected field should be inserted. The user can edit this or send it as is. 4. When the user clicks send, the system sends an email and SMS notification to the applicant with the reference number of the application and a link to access "Request for updates" interface.			
Alternate Event List/Flow of Events			
1. The department user sends request for clarification without selecting any of the checkboxes Error message should be displayed stating "You have not selected a field for clarification" 2. The user deletes the pre-typed message from the comment box and sends the request with an empty comment box Error message is displayed stating "Please type a message to the applicant" 3. User clicks back button System should change the value on "status" dropdown to "new", but the row should remain selected.			

2.3.3.2 Wireframe: Request Clarifications



The wireframe shows a 'Request Clarification' form. It has a title bar 'Request Clarification'. Below the title bar, there is a section 'Please select one or more of the following:' with four checkboxes: 'Re submit NIC copy', 'Re submit passport copy', 'Verify Name', and 'Verify Date of Birth'. Each checkbox has a dropdown arrow to its right. To the right of these checkboxes is a text area for a '(Pre-typed message: Due to ambiguity in the information you provided we kindly request you to re-send the following data: << insert required details >>)'. At the bottom of the form are two buttons: 'Back' and 'Send'.

Figure 13: Request Clarification

2.3.3.3 Data Fields: Request Clarifications

Data	Data Type	Mandatory	Comments
Resubmit NIC Copy	Check box		
Comment	Text		
Resubmit Passport Copy	Check box		
Comment	Text		
Verify Name	Check box		
Comment	Text		
Verify Date of Birth	Check box		
Comment	Text		

Table 7 : Data Fields for Request Clarifications

2.3.4 Review & Update Revisions

2.3.4.1 Use Case: Review & Update Revisions

Use Case #/ID	o8	Description	Review & Update Revisions
Initiating Actor	Department user	Other Actors	
Use Case Overview			
The department user can review and update the revisions submitted by the applicant for the clarification requests.			
Pre-conditions			
1. The applicant has submitted updates 2. The department user selects an application for which the user has sent updates			
Business Rules			
1. Entry to this form will be through the Application Verification form (use case 6) 2. The department user can only accept or reject the updates sent by the applicant. There is no provision to request clarifications again. 3. The revisions shall over-write the information in the original application only if the user accepts the same. 4. User has rights to edit any information provided by the applicant in case where the detail is submitted manually.			
Main Event List/Flow of Events			
1. The user should select an application for processing. User will not be able to perform any activities if another user is working on the same application. 2. The department user clicks on “view” on the “revisions” column on the application verification screen. 3. System should display the “Request for updates – Department” as a popup. This should include the updates with the comment sent by the applicant and the respective messages sent by the department user at the time when the request for clarifications is placed. 4. User may select the changes that are accepted by clicking on the relevant check box. 5. PHQ user will be given edit functionality to fields: NIC, Passport, Name and, Date of birth in case additional clarifications are required after updates are made using ‘Request for updates’ functionality. 6. When the user checks a checkbox and clicks submit, system should replace the respective field of the particular application with the updated value and close the popup. The system should also keep history of the data on the field before the update took place. 7. The department user can now set the “Review Status” from Revised to Verified or Rejected based on the reply from the applicant. Status change will be applied on click of the Save button.			
Alternate Event List/Flow of Events			
1. The User does not accept all the changes from the applicant and clicks submit. Warning message should be displayed stating, “You have not accepted all the changes from the applicant. Do you want to continue?” If the user clicks no – return to “Request for updates – department”. If the user clicks yes update field and close request clarification popup and display “Application Verification” screen.			

2. User submits without accepting any changes

Same as previous warning message.

3. User accepts all the changes and submits, but clicks save on “Application Verification” without updating the “Review Status” as “Verified”.

Error message should be displayed stating “Please update the “Review Status before saving the application”

2.3.4.2 Wireframe: Review & Update Revisions

Figure 14 : Review and Update Revisions

2.3.4.3 Data Fields: Review & Update Revisions

Data	Data Type	Mandatory	Comments
Application Reference No.	Text		
NIC	Image/Docx/PDF File		
Accept	Check box		
Message from PHQ	Display Only - Text		
Passport	Image/Docx/PDF File		
Accept	Check box		
Message from PHQ	Display Only - Text		
Name	Display Only - Text		

Accept	Check box		
Message from PHQ	Display Only - Text		
Date of Birth	Display Only - Date		
Accept	Check box		
Message from PHQ	Display Only - Text		
Comment	Text		

Table 8 : Data Fields for Review and Update Revisions

2.3.5 Update Clearance

2.3.5.1 Use Case: Update Clearance

Use Case #/ID	09	Description	Update Clearance
Initiating Actor	Police Stations, CID, TID, SIS, NIC, Immigration	Other Actors	Police Headquarters User
Use Case Overview			
The system sends applicant details to all the relevant departments, from which clearance is obtained for the person. The system facilitated this through an independent interface given to each of those departments. The police headquarters officers can also access these interfaces in order to update the clearance statuses of citizens until the online procedure is fully rolled out and updated by the relevant departments.			
Pre-conditions			
1. Interface shall be customised for each of the department namely, Police Stations, CID, TID, SIS, NIC, Immigration 2. User has to be logged in with a relevant external department user account. Even the PHQ officers who are responsible on updating manually received clearance requires to login with an account created for the relevant department. 3.2. "Review Status" of the application are set as "Verified"			
Business Rules			
1. The applications shall be listed based on the logged in users department. Default view will list the applications that are 'Verified' by PHQ but pending clearance from the relevant department. 2. When a user from a police station is logged in, applications relevant to the user's location should be listed. 3. Updates from police stations can be performed by a PHQ user who has access to the function. All applications pending police clearance can be displayed in such view. 4. Multiple users can verify applications simultaneously at one department/ location; however, only one user can work on a particular application at a point for a department/ location. If a user selects an application, it should be locked, hence each time a user selects a particular application, the system should reload the application verification table to ensure the particular application has not been already selected. 5. NIC and Immigration department should select if the adverse is a name issue or other issue along with a relevant comment. 6. Police stations will have the facility of requesting to change the location if the police area given by the applicant is incorrect. The changes will be sent as a request to PHQ. 7. The columns in the grid will be customised including the following rules; – Column Police Messages – enabled only for PHQ users – Column Stay in SL – enabled only for PHQ and Police Station users, Edit functionality for PHQ users to update police area and address – Column Attachments – enabled only for PHQ, NIC and Immigration users			
Main Event List/Flow of Events			
1. The user may process the applications in the default list or also is able to filter applications			

based on date, or search for a single application by reference number/ NIC/ passport number.

2. The following details of an application are sent to the independent departments when the Review Status of an application is set as "Verified"
 - i. Application reference number
 - ii. Name
 - iii. NIC Number
 - iv. Passport Number
 - v. Address
 - vi. Date of birth
3. In addition to the fields mentioned above the following rules should be applied and the information given to each department should be customised,
 - NIC copy - NIC department
 - Passport copy - Immigration department
 - Stay in SL - Police Stations and PHQ
 - Police Messages – PHQ
4. Department user must select an application in order to perform verification functionalities, i.e. columns "Cleared?", Comment Box and "Save" should be enabled only when the application is selected
5. The places of residence in Sri Lanka for the required clearance period can be viewed by clicking "view" on the stay in SL column. The table which contains the addresses should be displayed as a 'Popup' and should contain only the addresses relevant to the respective police station locations.
6. In case the location given by the applicant is incorrect, Police station may inform PHQ through the application of the correct police station. The PHQ user can confirm/update the new location. Once the location is updated the application shall be forwarded to the new police station for clearance. Email and SMS alert will be sent to the applicant to notify the location change and delay in application processing.
7. If a police station informs PHQ that a period of residence provided by the applicant is incorrect, PHQ may send email and SMS alert to the applicant through the system with a time period of 14 days requesting correct details. Revised detail submitted manually by the applicant can be updated by a PHQ user.
8. User should provide the necessary clearance (Cleared? - Yes or No) and provide a comment for the action. Comment is mandatory if 'No' is selected. The changes will get effected only when the Save button is clicked.
9. The user is not allowed to select another row without saving or cancelling an already selected row.

Updating Police Messages

10. Only PHQ users will have access to this function through the main interface described above. All locations/ police stations based on the requested clearance period for the selected application shall be displayed in this view. Each row represents the different police area where the applicant has resided during the period which the clearance is requested.
11. The message to be sent shall be pre-generated through the system and displayed. These messages can be transferred through telephone if required and the status and the receiving officer's detail can be updated.

12. Response message received from the police stations also can be recorded through the same interface and the clearance status from each police station also needs to be updated.
13. Comment is mandatory is the Cleared status is marked as 'N'

Alternate Event List/Flow of Events

1. User closes the screen or moves to another screen.

Popup should be displayed stating "You have not saved your changes. Do you want to continue?" If the user clicks yes, system should discard the changes and close the screen. If the user clicks no, system should redirect to "External screen"

2. Email and SMS Content:

Email content for 'Update in Police Area'

Dear <Applicant Name>,

The police area that you provided for address: <insert address> has been corrected as <insert new police area> for your application with reference no: <insert application ref. no>. Please be informed that this will cause a delay in processing your application.

The Police Headquarters.

Email content for 'Incorrect Address or Period of stay'

Dear <Applicant Name>,

You have incorrectly stated your address/period as <insert the details provided by the applicant> for your application with reference no: <insert application ref. no>. You are required to be present at the Police Headquarters on <insert date and time> to make the corrections to your application. Please be informed that this will also cause a delay in processing your application.

The Police Headquarters.

SMS Content:

Police Clearance: You have incorrectly provided your address/period of stay. Please check your email for more information. - PHQ

2.3.5.2 Wireframe: Update Clearance

Review Application – External

From [] To []
Reference # []
NIC [] PPT [] Search

Select	Application Date	Reference	NIC No.	Passport No.	Name	Address	Police Messages Update	Stay in SL View	Attachments 🔍 NIC 🔍 PPT	Comment For Police Stations For NIC & Immigration respectively	Cleared? Y N
[☰]											

Refresh

Figure 15 : Update Clearance - External Interface

View Stay in SL and Place for Clearance Period

Police Area	Address	From	To

Close

Figure 16: View stay in SL

Only for NIC & Immigration

Add Comment

☒ Name Issue ☐ Other Issue

Please add a comment for your action

Submit

Figure 17: Add Comment

View Stay in SL and Place for Clearance Period – Edit Mode

Police Area	Address	From	To	Save

Close

Legend:
Highlight with blue background – Updates by Police Station

Edit

Police Area:

Address:

Period: From To

Comment:

Updated by : <Name of police area> on <Date and time>

Email:

Email content for 'Update in Police Area'
Dear <Applicant Name>,
The police area that you provided for address: <insert address> has been corrected as <insert new police area> for your application with reference no: <insert application ref. no>. Please be informed that this will cause a delay in processing your application.

The Police Headquarters.

Email content for 'Incorrect Address or Period of stay'
Dear <Applicant Name>,

You have incorrectly stated your address/period as <insert the details provided by the applicant> for your application with reference no: <insert application ref. no>. You are required to be present at the Police Headquarters on <insert date and time> to make the corrections to your application. Please be informed that this will also cause a delay in processing your application.

The Police Headquarters.

SMS Content:
Police Clearance: You have incorrectly provided your address/period of stay. Please check your email for more information. - PHQ

☒ Send Email to Applicant

Figure 18: Edit Mode - Stay in SL

Update Police Messages

Application Date: Ref No: Name: NIC No.: Passport No.:

Select	Stay in SL	Police Station	Message From Head Quarters				Response From Police Station				Cleared?	Comments	Save	
			Message	Sent by	Sent Date	Received by	Response	Sent by	Sent Date	Sent to				
View														

Refresh

Figure 19 : Update Police Messages

2.3.5.3 Data Fields: Update Clearance

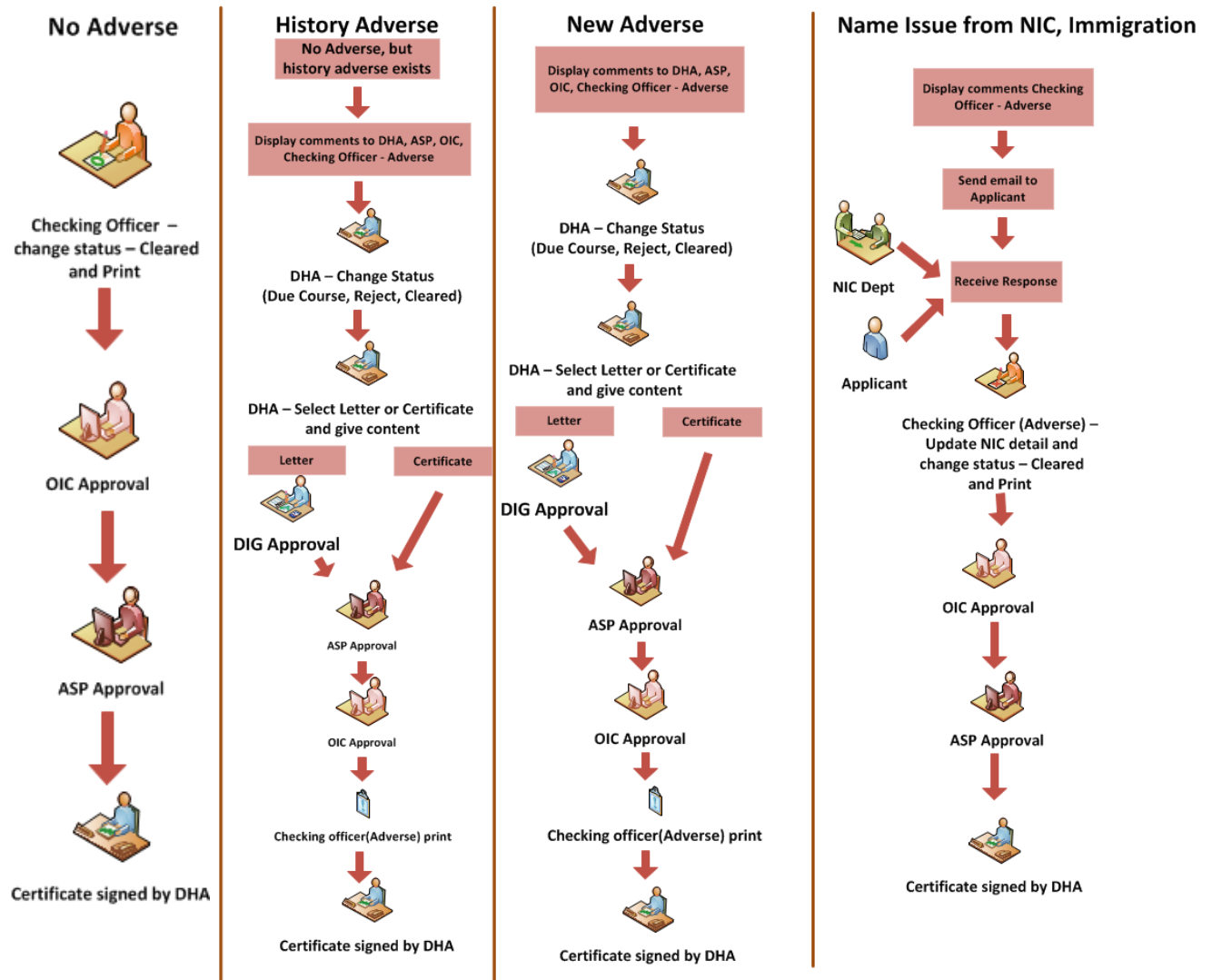
Data	Data Type	Mandatory	Comments
Review Application - External			
From	Date selection		
To	Date selection		
Application Reference No.	Text		
NIC No.	Text		
Passport No.	Text		
Select button			Should toggle to cancel button when selected
Application Date	Display only - Date		
Application Reference No.	Display only - Text		
NIC No.	Display only - Text		
Passport No.	Display only - Text		
Name	Display only - Text		
Address	Display only - Text		
Police Messages	Link		
Stay In SL	Link		
Attachments	Link - Image/Docx/PDF		2 files
Name Issue/Other Issue	Radio button		Only for NIC and Immigration
Comment	Text		
Cleared? (Yes/No)	Radio button		
Stay in SL			
Police Area	Display only - Text		
Address	Display only - Text		
From	Display only - Date		
To	Display only - Date		
Edit Stay in SL			
Police Area	Text		
Drop down			
Address	Text		
Drop down	...		
From	Text		
Drop down	...		
To	Text		
Comment	Text		
Email Content	Text		Preprinted and editable
Update Clearance from police stations			
Application Date	Display only - Text		
Application Reference No.	Display only - Text		
Name	Display only - Text		
NIC No.	Display only - Text		
Passport No.	Display only - Text		

Select button			Should toggle to cancel button when selected
Stay In SL	Link		
Police Station	Display only - Text		
Message from Headquarters			
Message	Text		
Sent by	Text		
Sent Date	Date selection		Current date should be displayed as default, but user should be able to edit
Received by	Text		
Response from Police stations			
Response	Text		
Sent By	Text		
Sent Date	Date selection		Current date should be displayed as default, but user should be able to edit
Sent to	Text		
Cleared? (Yes/No)	Radio button		
Comments	Text		

Table 9 : Data Fields for Update Clearance

2.3.6 Certificate Issuance

When external clearance is received, the process followed by PHQ to issue a certificate to an applicant with no adverse records is different to the process followed to issue a certificate to an applicant with adverse. These processes are depicted in the diagram below:



The above workflows are followed in the application when issuing a certificate which is further elaborated in the next section.

2.3.6.1 Use Case: Certificate Issuance

Use #/ID	Case	Description	
	10		Certificate Issuance
Initiating Actor	Department user/ Checking Officer, OIC, ASP, DHA	Other Actors	
Use Case Overview			
This function allows the PHQ to view the status of an application that is in processing as well as to finalise the certificate issuance process and printing.			
Pre-conditions			
1. The user should have access to the function. 2. Applications should have passed the 'Verified' stage.			
Business Rules			
1. Multiple users can verify applications simultaneously; however, only one user can work on a particular application at a point. If a user selects an application, it should be locked, hence each time a user selects a particular application system should reload the application verification table to ensure the particular application has not been already selected. 2. Each time a user performs a task he/she has to click the save button in order to update the changes. 3. When the application reference is clicked the application and the action history should be displayed. The action history must contain the following details of every action made: - Date, Time - User - Action - Comment 4. Columns available in this function should be customised based on the authorization level of the logged in user as below; - All - Select, Application Date, Reference, NIC #, PPT#, Name, Departments, , NIC PPT Birth certificate SLBFE Letter, Save - Checking Officer (No adverse) - Clearance Status (Editable: Issued, Name Issue Cleared, Read only: Pending, Express Issue, Green Channel, OIC Rejected) Name Issue, Print/ Pre-view Certificate, Comments (Read only –) - Checking Officer Adverse - Clearance Status (Editable: Name Issue Cleared, Read Only: Pending, Due Course, Green Channel, Issued), Name Issue, Print/ Pre-view Certificate/Letter, Adverse Records/Comments - OIC – Clearance Status (read only: Issued, Express Issue, Due course), OIC Approved, ASP Approved(Read Only - Only for applicants with Adverse), Adverse History/Comments - ASP – Clearance Status (Editable: Green Channel, Read Only: Due Course, Issued, Express Issue), OIC Approved (read only), ASP Approved, DIG Approved(Read Only - Only for letter issues), Adverse Records/Comments - DHA – Clearance Status (Editable: Cleared by PHQ, Due Course, Blacklist, Rejected, Issued, Read only: Pending, Express Issue, Green Channel, Name Issue Cleared), OIC approved (read only), ASP Approved (read only), DIG Approved (read only), DHA Signed, Adverse Records/Comments - DIG –Adverse Records/Comments, DIG approved), Name Issue (read only),			

Adverse History (Read only – All comments)

- - Posting Officer – Reg Post #, Print Address/Post List
5. Certificate can be printed/ re-printed till the application is marked as signed by DHA. Number of prints and the user shall be logged in the system. Certificate should be printed in the given template. Certificate/Letter serial number will be generated by the system.
- Name will be as on NIC
 - For foreign Applicants name will be as on Passport
 - BAR code will be generated according to NIC/Passport/Certificate Number
 - Invert number shall be printed as ‘Your Reference Number’ for applications from the foreign ministry
 - The delivery type code shall be printed in the certificated in small font.
6. Only DHA can take action for applicants with adverse records. The document types for these applicants could be a letter or a certificate with additional comments.
7. The letter content must be approved by the DIG
8. The adverse records of the applicant can be viewed only by the following users:
- DIG
 - DHA
 - ASP
 - OIC
 - Checking Officer Adverse
- 9.. Address refers to ‘Present Address in Sri Lanka’

Main Event List/Flow of Events

1. Applications that are still in process (certificate not issued) but has passed the verification stage shall be displayed.
2. An approval workflow is carried out before the certificate is issued. The order of the approval process is described below for both applicants with adverse and applicants with no adverse separately.

Applicants with no adverse (Current or History)

- I. Application should have passed all the clearance steps from CID, TID, SIS, NIC, Immigration and all relevant police stations with no adverse records. History adverse is searched by the NIC and Passport Number separately.
- II. If an applicant has not been cleared due to Name issue by NIC or Immigration Department, System allows Department user to send an email requesting revised NIC and to update new NIC number and copy. When the updates are received by the PHQ, the checking officer is allowed to change the Name as in NIC and upload the new NIC copy if relevant using the ‘Name Issue’ option. PHQ should receive update from the NIC department as well.
- III. After Name Issue Update Checking officer (No Adverse) will mark the clearance status as “Name Issue Cleared”. At this point the new details of the applicant should be resent to all the departments despite receiving clearance from any of the departments.
- IV. Applications that come through the ‘Re-apply’ function will be marked as ‘Express Issue’. Checking Officer (No adverse) can set the clearance status as “Issued” for these applications and Issue the certificate. However, even after the certificate has been issued, clearance must be received from all the departments.
- V. When ASP marks an application as ‘Green Channel’, the recommended officer’s detail must be filled in the comment pop-up and the recommendation letter should be uploaded. Only applicants with no history adverse can be marked as “Green Channel” by ASP Clearance must be received from all the departments

- even after the certificate is issued.
- VI. Applications that are marked as 'Issued' will be forwarded to the approval of OIC. If OIC approval is 'N' then the comment is mandatory in the pop-up. Applications not approved by OIC shall be listed back to the Checking Officer.
 - VII. Applications that are approved by OIC will be forwarded to the approval of ASP. If ASP approval is 'N' then the comment is mandatory in the pop-up. Applications not approved by ASP shall be listed back to the OIC.
 - VIII. Applications that are approved by the ASP and not signed can be viewed by the DHA. When the certificate is signed by the DHA, DHA must mark as signed.
 - IX. Applications that are marked as DHA signed shall be listed to the Posting Officer to enter Registered Post number and to print addresses and post lists. Department user is able to print the addresses directly in the envelope. Application reference number also shall be printed on the envelope along with the address.

Applicants with Adverse Records (Current or History)

- i. When an applicant has adverse records in the past or present, these will be sent to the DHA to update the clearance status. At this point the DHA can clear the applicant and choose to issue a normal certificate or issue a certificate with clauses or a letter. Additional content also must be provided by DHA. DHA can also choose due course at this point.
- ii. The letter content must be approved by DIG and edited if needed.
- iii. Certificate with additional clauses and letter must be first sent to the ASP for approval then to the OIC (through preview). After which the checking officer adverse will print the document and hand it over to the DIG for signing.
- iv. Express issue for applicants with adverse records should also be redirected to DHA for the decision.
- v. When blacklisted a comment must be provided mandatorily and the applicants detail should be added to the black list with the Application Reference Number, NIC Number, Passport Number, Name, Address, Telephone No, Blacklisted Date. The DHA can decide to issue a certificate with additional comments or a letter to these applicants with adverse records.

	Current Status	Next Possible Statuses
01	Pending	Issued, Cleared by PHQ, Rejected, Due Course, Blacklist, Green Channel
02	Issued	-
03	Due Course	Cleared by PHQ, Issued, Rejected, Blacklist
04	Blacklist	-
05	Rejected	-
06	Express Issue	Issued
07	Green Channel	Issued
08	Name Issue Cleared	Issued, Pending?
09	Cleared by PHQ	Issued

- 3. Department user is able to generate police forms and clearance reports.
 - Police forms are generated per application per police station based on the address of clearance period
 - Clearance reports are generated for all applications for a selected date

Alternate Event List/Flow of Events

- 1. User closes the screen or moves to another screen.

Popup should be displayed stating “You have not saved your changes. Do you want to continue?” If the user clicks yes, system should discard the changes and close the screen. If the user clicks no, system should redirect to “External screen”

Normal Certificate

2. OIC does not approve - System notifies the checking officer
3. ASP does not approve - System notifies the OIC
4. DHA does not approve certificate - System notifies the ASP

Certificate with clauses or Letter

5. DIG does not approve - System notifies the DHA
6. ASP does not approve - System notifies the DHA
7. OIC does not approve - System notifies the ASP

8. User prints addresses and saves without entering registered post number.
Error message should be displayed stating “Please enter the registered post number”

2.3.6.2 Wireframe: Certificate Issuance



Internal -
Approval.pdf

Figure 20 : Certificate Issuance - Internal Approval

HQ/OIC Police Station		<u>POLICE CLEARANCE CERTIFICATE REPORT</u>		My No:.....20.....	
01. Reference attached application, please make discreet inquiries and report expeditiously whether the person mentioned there in has/have come to the adverse notice in your Police area. 02. If there are any Criminal involvements or adverse findings against the applicant you are required to specify facts in detail.					
No.	Full Name	NIC No./Passport No.	Address	From	To

Sgd

OIC / Clearance
Police Headquarters

Senior Superintendent of Police
Director Headquarters Administration
Police Headquarters
Colombo 01

Print

Director Headquarters Administration Police Headquarters Colombo 01		<u>POLICE CLEARANCE CERTIFICATE</u>		Your Ref. No:..... My Ref. No:.....20.....	
This is to certify that the under mentioned person have been resident in my Police area and have not been involved in any criminal activities and not come to the adverse notice of the Police during his/her stay in my Police area.					
No.	Full Name	NIC No./Passport No.	Address	From	To

HQ/OIC
Police Station

Print

Figure 21 : Police Clearance Form

Application Reference No	Name	NIC No	Passport No	Address	Date of Birth

Print

Figure 22 : Clearance Report for Other Departments

Police Clearance Certificate	
P. O. Box No:	Application Reference No:
Telephone:	
POLICE HEADQUARTERS, COLOMBO 1, SRI LANKA	
Police Clearance Certificate	
DD/MM/YYYY	
<Embassy Address – Address to Ambassador>	
This is to certify that:	
<Applicant's full name>	
National Identity card number: <NIC#>	
Address: < Address of applicant>	
has not come to the adverse notice of the Sri Lanka Police during the period from <requested period> according to available records.	
DHA Signature	For: Inspector General of Police
P.H.Q - xxxxxx	

Figure 23: Clearance Certificate Template**2.3.6.3 Data Fields: Certificate Issuance**

Data	Data Type	Mandatory	Comments
From	Date selection		
To	Date selection		
Clearance Status (Pending/Cleared by PHQ/Due Course/Blacklist/Rejected/Express Issue/Green Channel/Name Issue Cleared/Issued)	Drop down selection		
Application Reference No.	Text		
Review Application			
Select button			Should toggle to cancel button when selected
Application Date	Display only - Date		
Application Reference No.	Display only - Text		
NIC No.	Display only - Text		
Passport No.	Display only - Text		
Name	Display only - Text		
Police	Display only - Text		
CID	Display - Icon		
TID	Display - Icon		
SIS	Display - Icon		
NIC	Display - Icon		
Immigration	Display - Icon		
Adverse Records/Comments	Link		
Name Issue	Link		
NIC/PPT/Birth certificate/ SLBFE Letter of Reference	Link-Image/Docx/PDF		Upto 4 files
Clearance Status (Pending/Cleared by PHQ/Due Course/Blacklist/Rejected/Express Issue/Green Channel/ Name Issue Cleared/Issued)	Drop down selection		
Document Type (Certificate/Letter)	Drop down selection		
Print/Preview Certificate	2 separate links		
OIC Approved (Y/N)	Radio		
ASP Approved (Y/N)	Radio		
DIG Approved (Y/N)	Radio		
DHA Signed (Y/N)	Radio		
Certificate Serial #	Display Only		
Enter Reg. Post #	Text		
Print	Check Box		
Add Comment			

Recommended Officer	Text		Only for green channel
Upload Approval Letter from DIG:	File Upload		Only for green channel
Comment	Text		
Adverse Records/ Comments	Display Only - Text		
Name Issue			
Name Issue Comments	Display Only - Text		
Revision Requirement Email Content	Display Only - Text		
Email Applicant	Checkbox		
Changed Name	Text		
Upload New NIC Copy	Image/Docx/PDF		
Add Content	Text		Only for additional comments on certificate and Letter content
Certificate/ Certificate with clause/ Letter	Radio button		Should be displayed only when DHA selects "Issued" or "Cleared by PHQ"

Table 10 : Data Fields for Certificate Issuance

2.3.7 Blacklist

2.3.7.1 Use Case: Blacklist

Use #/ID	Case	Description
	11	Blacklist
Initiating Actor	Other Actors	
	Department user	
Use Case Overview		
This report allows PHQ to view the blacklisted people.		
Pre-conditions		
1. Logged in user should be authorised to access the blacklist		
Business Rules		
- The default view shall display all the blacklisted people in the database. - User may enquire with an NIC # or Passport # and search for a particular person. - Pagination should be available - Address refers to 'Present Address in Sri Lanka'		
Main Event List/Flow of Events		
Alternate Event List/Flow of Events		

2.3.7.2 Wireframe: Blacklist

Blacklist

NIC No:

Passport No:

Search

Reference No	NIC No	Passport No	Name	Address	Telephone No	Blacklisted Date	Comment

Figure 24 : Blacklist

2.3.7.3 Data Fields: Blacklist

Data	Data Type	Mandatory	Comments
NIC No.	Text		
Passport No.	Text		
Application Reference No.	Display only - Text		
NIC No.	Display only - Text		
Passport No.	Display only - Text		
Name	Display only - Text		
Address	Display only - Text		
Telephone No	Display only - Text		
Blacklisted Date	Display only - Date Time		
Comment	Display only - Text		

Table 11 : Data Fields for Blacklist

2.3.8 Daily Transaction Report

2.3.8.1 Use Case: Daily Transaction Report

Use #/ID	Case	Description	
	12	Display payment transaction details	
Initiating Actor	Other Actors		
Department User			
Use Case Overview			
PHQ users will be able to view payment transaction details for daily reconciliation purposes			
Pre-conditions			
1. User should have a valid login to the department application and should have given access to the screen and relevant actions			
Business Rules			
1. The report can be extracted for a particular date, date range, one or all application statuses, one or all Mode of Submission. 2. Mode refers to Online/Manual			
Main Event List/Flow of Events			
1. By default, data for the current date should be displayed for 'From' and 'To'. 2. Records should be displayed based on the date in descending order (latest on top). 3. User should be able to filter data from period, application status and mode of submission 4. Convenience fee shall be applicable only for online transactions 5. Total of the payments and convenience fee should be displayed. 6. User should be able to print or export data to excel based on the selected criteria.			
Alternate Event List/Flow of Events			
N/A			

2.3.8.2 Wireframe: Daily Transaction Report

Figure 25 : Daily Transaction Report

2.3.8.3 Data Fields: Daily Transaction Report

Data	Data Type	Mandatory	Comments
From	Date selection		
To	Date selection		
Application Status	Drop down selection		
Mode of Submission (Online/Manual)	Drop down selection		
Application Reference No.	Display only - Text		
Transaction Reference No.	Display only - Text		
Date	Display only - Date		
PG Name	Display only - Text		
Mode	Display only - Text		
Payment Amount	Display only - Number		
Convenience Fee	Display only - Number		

Payment Status	Display only - Text		
Total of payment amount	Calculation		Sum(Payment Amount) ("Rs" should be attached)
Total of convenience amount	Calculation		Sum(convenience Amount) ("Rs" should be attached)

Table 12 : Data Fields for Daily Transaction Report

2.3.9 Application Details Report

2.3.9.1 Use Case: Application Details Report

Use #/ID	Case	Description
	13	Application Details Report
Initiating Actor	Other Actors	
Department User		
Use Case Overview		
PHQ users will be able to view application details for reference purposes.		
Pre-conditions		
1. User should have a valid login to the department application and should have given access to the screen and relevant actions		
Business Rules		
- The report can be extracted for a particular date, date range, one or all reference numbers, one or all application statuses, one or all NIC #, one or all PPT #, and one or all countries - Address refers to 'Present Address in Sri Lanka' - Mode refers to Online/Manual		
Main Event List/Flow of Events		
- By default, data for the current date should be displayed for 'From' and 'To'. - Records should be displayed based on the date in descending order (latest on top). - User should be able to filter data from period, reference number, application status, NIC #, PPT # and country - User should be able to print or export data to excel based on the selected criteria.		
Alternate Event List/Flow of Events		
N/A		

2.3.9.2 Wireframe: Application Details Report

Application Details Report

From: To:

Reference No:

Application Status:

NIC No:

Passport No:

Country:

Reference No	NIC No	Passport No	Name	Address	Date	Status	Mode
Ref001							

Figure 26 : Application Detail Report

2.3.9.3 Data Fields: Application Details Report

Data	Data Type	Mandatory	Comments
From	Date selection		
To	Date selection		
Application Reference No	Text		
Application Status	Drop down selection		
NIC No.	Text		
Passport No.	Text		
Country	Drop down selection		*ACL
Application Reference No	Display only - Text		
NIC No.	Display only - Text		
Passport No.	Display only - Text		
Name	Display only - Text		
Address	Display only - Text		
Date	Display only - Date Time		
Status	Display only - Text		
Mode	Display only - Text		

Table 13 : Data Fields for Application Detail Report

2.3.10 Master Files

2.3.10.1 Use Case: Master Files

Use Case #/ID	14	Description	Master Files Updates
Initiating Actor	Department User	Other Actors	
Use Case Overview			
PHQ users will be able to change the following master data: 1. Name of the Officer who signs the certificate of clearance along with the effective date 2. Details of High commissions			
Pre-conditions			
1. User should have a valid login to the department application and should have given access to the screen and relevant actions			
Business Rules			
N/A			
Main Event List/Flow of Events			
Certificate Signing - System will display the name of officer who currently signs the certificate and the date from when the name was last changed - User is able to enter the name and select the effective date. From the selected date, the name appearing on the certificate will be updated High Commissions - User is able to Add/Edit/Delete High Commission/Embassy/Consulate/Immigration Department details.			
Alternate Event List/Flow of Events			
1. User submits form without filling in all the mandatory fields System should not allow user to submit the application. System should indicate in red font the empty mandatory fields.			

2.3.10.2 Wireframe: Master Files

Master Files

Master Files

☐ Certificate Signing
 ☒ High Commissions

Certificate Signing

Name of the current authorized person: A B C D Dharmawardhana
 Active from: 15/11/2013
 Name of the NEW authorized person:
 Effective Date:

High Commissions

Country:
 Type:
 ☐ High Commission
 ☐ Embassy
 ☐ Consulate
 ☒ Immigration Department
 Name of the authority:
 Address:

Country	Type	Name	Address	Edit	Delete

Figure 27: Master Files

2.3.10.3 Data Fields: Master Files

Data	Data Type	Mandatory	Comments
Certificate Signing/High Commissions	Radio Button		
Name of the current authorised person	Display only – Text		
Active From	Display only – Date		
Name of the new authorized person	Text		
Effective Date	Date Selection		
Country	Drop down selection		*ACL
Type (High Commission/ Embassy/ Consulate/ Immigration Department)	Radio Button		
Name of the authority	Text		
Address	Text		
Country	Display Only		Table
Type (High Commission/ Embassy/ Consulate/ Immigration Department)	Display Only		Table
Name of the authority	Display Only		Table
Address	Display Only		Table

Table 14: Master Files

2.4 Non Functional Requirements

All eServices developed shall comply with the Non Functional requirements (Security, Auditing and Performance) as described in the Annex 2 of RFP and “The Lanka Gate Initiative – Overall Architecture and Design” and the subsequent responses to clarifications.

No Exceptions to the above has been identified at the time of compilation of this document other than the following.

- Citizen application implemented through LankaGate shall only be in English in compliance to the existing process.
- Audit logs should be maintained for all updates and no audit logs will be maintained for the retrieval of data.
- The eService design should consider maximum performance levels considering;
 - response time for the citizen application form loading and submission
 - high availability for the department/ web applications as the department processes are carried out through the eService
 - Current load approximately 200 applications received per day
 - Concurrent usage of minimum 10 users anticipated for both the citizen application as well as the department application
- Performance Requirements:

Screen Navigation performance: field-to-field	< 10 milliseconds
Screen Navigation performance: screen-to-screen	< 5 milliseconds
Screen Refresh performance	< 3 milliseconds
Screen list box, combo box performance	< 3 milliseconds
Screen grid – 25 rows, 10 columns performance	< 5 milliseconds
Simple enquiry performance– single table, 5 fields, 3 conditions – without screen rendering	< 5 seconds for 50,000 rows
Complex enquiry performance– multiple joined table (3), 10 fields, 3 conditions – without screen rendering	< 8 seconds for 50,000 rows
Server side validations / computations performance	< 10 milliseconds
Client side validations / computations performance	< 1 milliseconds
Batch processing (if any) per 100 records performance	<120 seconds
Login, authentication, and verification performance	< 3 seconds
Daily backups (@ Dept.) – max duration performance	1 hour
Total Restore (@Dept) – max duration performance	4 hours

Table 15 : Performance Requirements

3 Function Point Analysis

3.1 Summary

Project Identification		
Customer Name	ICT Agency of Sri Lanka	
Project Name	eServices Development 2014	
Project Code	ICTA/MT/CS20/FBS/235	
Department	Sri Lanka Police	
Date	February 17, 2015	
Summary of Estimates		
Unadjusted Function Point Count	141	From FP worksheet
Processing Complexity Adjustment Factor	1.03	From PCA worksheet
Adjusted Function Point Count (AFP)	145	Calculated: (FP*PCA)

Table 16 : Function Point Summary

3.2 Detail Function Point Calculation

3.2.1 Unadjusted Function Point Count

Function Type	Functional Complexity	Count	Weight	Function Points (FPs)	FP %
Internal Logical Files (ILFs)	Low	5	7	35	
	Average	1	10	10	
	High	0	15	0	32%
External Interface Files (EIFs)	Low	3	5	15	
	Average	0	7	0	
	High	0	10	0	11%
External Inputs (EIs)	Low	3	3	9	
	Average	4	4	16	
	High	4	6	24	35%
External Outputs (EOs)	Low	0	4	0	
	Average	1	5	5	
	High	0	7	0	4%
External Queries (EQs)	Low	9	3	27	

	Average	0	4	0	
	High	0	6	0	19%
Total Unadjusted Function Point Count				141	100%

Table 17 : Unadjusted FP Count

* Detail breakdown of the function points calculated above is demonstrated in the next section of this document.

3.2.2 Internal Logical Files (ILFs)

	# of	# of		Complexity		
List of files	DETs	RETs	Low	Average	High	Notes and Assumptions
Application Detail	43	2	0	1	0	RET - Applicant detail, Application Status
Payments	6	1	1	0	0	Transaction Reference Number, Status, Payment mode, Payment Amount, Convenience fee, PGName
Certificate Details	5	1	1	0	0	Checking Officer, OIC & ASP Approvals, Certificate Number: PHQ - XXXXXX, Date of Issue, Registered Post Number, Manner of dispatch
Application Processing	16	2	1	0	0	Information from other departments:Reference#, Location, Adverse/No Adverse, comment, Date sent, Date returned - Police Stations/NIC/CID/TID/SIS/PPT, Verification Status, User, 8 additional fields for police messages
Blacklist	9	1	1	0	0	NIC #, PPT #, Application Ref#, Name, Address, Contact No, Email, Blacklist Date, Comment
Clarifications	6	1	1	0	0	Only at verification: Ref#, Request, Request Field, Message from PHQ, Comment, Date
Summary			5	1	0	

Table 18: ILFs

3.2.3 External Interface Files (EIFs)

List of files	DETs	RETs	Low	Average	High	Notes and Assumptions
LGPS	7	1	1	0	0	service code, trn ref #, amount, return url, convenience fee, pgname, status
Common Admin	4	1	1	0	0	user name, password, department, response
Immigration Department	5	1	1	0	0	Passport Number, Name, Issued Date, Expiry Date, Picture
Summary			3	0	0	

Table 19: EIFs

3.2.4 External Inputs (EIs)

List of inputs	DETs	FTRs	Low	Average	High	Notes and Assumptions
Application Submission	84	2	0	0	1	FTRs - Application Details, Immigration Dept
Payment Receipt	13	2	0	1	0	FTRs - LGPS, Payment Information
Application Verification	25	1	0	1	0	FTR - Application Processing
Request Clarification	10	1	1	0	0	FTR - Clarifications
Request for updates - Applicant	15	1	1	0	0	FTR - Clarifications
Review Change Requests	15	2	0	1	0	FTR - Clarifications, Application Details
Clearance Procedure (Other Depts)	23	4	0	0	1	FTRs - Application details, Application Processing, Immigration Dept, RPD
Clearance Procedure (By PHQ - Police Stations)	21	1	0	1	0	FTR - Application Processing
Certificate Issuance	45	3	0	0	1	FTR - Application details, Application Processing, Certificate Details
Summary			2	4	3	

Table 20: EIs

3.2.5 External Outputs (EOs)

	# of	# of		Complexity		
List of Outputs	DETs	FTRs	Low	Average	High	Notes and Assumptions
Department Home Page	12	2	0	1	0	Application Processing, Certificate Details
Summary			0	1	0	

Table 21: EOs

3.2.6 External Queries (EQs)

	Input Side			Output Side				Complexity		
List of Queries	# of DETs	# of FTRs	Cmplxty	# of DETs	# of FTRs	Cmplxty	Low	Average	High	Notes and Assumptions
Application Status Check	2	1	Low	3	1	Low	1	0	0	
Valid Certificate Identification	4	1	Low	2	1	Low	1	0	0	
Application Details Report	8	1	Low	10	1	Low	1	0	0	Application details
Payment confirmation	9	1	Low	1	1	Low	1	0	0	
Daily Transaction Report	5	1	Low	12	1	Low	1	0	0	
Blacklist	3	1	Low	10	1	Low	1	0	0	Blacklist
Certificate	1	1	Low	7	1	Low	1	0	0	
Police Forms	1	1	Low	8	1	Low	1	0	0	Application details
Clearance Reports	2	1	Low	7	1	Low	1	0	0	
Verify NIC	1	1	Low	7	2	Avg	0	1	0	Application details, RPD
Verify PPT	1	1	Low	8	2	Avg	0	1	0	Application details, Immigration
Summary							9	2	0	

Table 22: EQs

3.2.7 Value Adjustment Factor (VAF)

General Systems Characteristics		Degree of Influence (0-5)	Description
1.	Data Communications	3	Application includes online data collection or TP (teleprocessing) front end to a batch process or query system.
2.	Distributed Processing	3	Distributed processing and data transfer are online and in both directions
3.	Performance	4	In addition, stated user performance requirements are stringent enough to require performance analysis tasks in the design phase
4.	Heavily Used Configuration	3	Specific processor requirements for a specific piece of the application are included
5.	Transaction Rates	3	High transaction rate(s) stated by the user in the application requirements or service level agreements are high enough to require performance analysis tasks in the design phase
6.	Online Data Entry	5	More than 30% of transactions are interactive data entry
7.	Design for End User Efficiency	2	Four to five of the above.
8.	Online Update	4	In addition, protection against data lost is essential and has been specially designed and programmed in the system
9.	Complex Processing	3	Sensitive control and/or application-specific security processing. Extensive logical processing Much exception processing, resulting in incomplete transactions that must be processed again.
10.	Usable in Other Applications	1	Reusable code is used within the application
11.	Installation Ease	1	No special considerations were stated by the user but special setup is required for installation.

12.	Operational Ease	3	Start-up, back-up, and recovery processes were provided, but human intervention is required. The application minimizes the need for tape mounts and/or remote data access requiring human intervention. The application minimizes the need for paper handling.
13.	Multiple Sites	0	User requirements do not require considering the needs of more than one user/installation site
14.	Facilitate Change	3	Flexible query and report facility is provided that can handle simple requests. (count as 1 item) Business control data is kept in tables that are maintained by the user with on-line interactive processes, and the changes take effect immediately. (count as 2 items)
Total Degree of Influence (TDI)		38	<i>Calculated (sum of the above)</i>
Value Adjustment Factor (VAF)		1.03	<i>Calculated $((TDI * 0.01) + 0.65)$</i>

Table 23: Value Adjustment Factor

4 e-Services Implementation Plan



Figure 28 : eService Implementation Plan

5 Operational and Back Office Support Requirements from PHQ and ICTA

1. SLP to take necessary actions on regularizing the new process of online applications for Police Clearance Report before the eService is implemented.
2. SLP and all the police stations need an internet connection to connect to the web application hosted in the Lanka Government Network (LGN) of ICTA.
3. SLP shall have necessary infrastructure (computers, printers, network, etc...) and connectivity at the head office, application counter and police stations to connect to the application
4. SLP shall take necessary actions to inform all the relevant external departments and police stations to rollout the online clearance process.
5. SLP shall appoint users and assign responsibilities. Department level administrator is required to maintain accessibility and other administrative functions related to the SLP department eServices.
6. SLP shall provide all the necessary master data (police stations, confirmed charges, etc..) prior to the rollout of the system
7. SLP needs to communicate to the citizens regarding the new process of applying for clearance certificates
8. SLP is aware that all email and sms communications with applicants shall be made with the contact information available in the application form. Applicant detail shall be maintained with each application and common profiles shall not be created. However the history of a person can be tracked through the NIC/ Passport
9. SLP and ICTA shall improve the awareness of the citizens on the availability of the eServices and take necessary action to improve the usage. All relevant charges should be informed through such promoting activities.
10. SLP is aware that the cost of SMSs being sent as an output of certain eServices has to be borne by the Department.

6 Acceptance Criteria for Deliverables

All documents delivered shall only be subjected to two review cycles prior to acceptance.

Deliverable	Expected Delivery Date	Expected Acceptance Date	Remarks
eService Implementation Proposal	28/11/2014	8/12/2014	
eServices Design Document	28/11/2014	8/12/2014	
Release Management Plan	28/11/2014	8/12/2014	
Installation Guide	29/12/2014	2/1/2015	
User Manual	29/12/2014	2/1/2015	
Administration Manual	29/12/2014	2/1/2015	
User Acceptance Test	22/12/2014	30/12/2014	
Operational Acceptance	31/12/2014	31/12/2014	

Table 24 : Acceptance Criteria