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# Municipality of Greater Madaba Business Licensing Automation: Software Requirements Specification

AMIR II Achievement of Market-Friendly Initiatives and Results

September 2005

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**JORDAN AMIR II**

Achievement of Market-Friendly Initiatives and Results

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**Municipality of Greater Madaba Business Licensing Automation:  
Software Requirements Specification  
Final  
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Document Revision History

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1.0	Fuad Bajjali Osamah Yacoub, AlliedSoft	Sep 14 2005	Initial draft.
1.1	Osamah Yacoub	Sep 22 2005	Updated based on feedback from Amir Tahami, Abed Shamlawi, and Lara Demerjian

## Acronyms

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<b>BLA</b>	Business Licensing Automation
<b>LAN</b>	Local Area Network
<b>MoF</b>	Ministry of Finance
<b>MoGM</b>	Municipality of Greater Madaba
<b>NITC</b>	National Information Technology Center
<b>SGN</b>	Secure Government Network
<b>SOP</b>	Standard Operating Procedure
<b>SRS</b>	Software Requirements Specification
<b>UI</b>	User Interface
<b>WAN</b>	Wide Area Network
<b>WWW</b>	Worldwide Web

## 1. BACKGROUND

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This SRS document is intended to capture the complete software requirements for the MoGM BLA system. It is directed towards the software development team, and it serves as the basis for all software development efforts.

The SRS fully describes the external behavior of the application. It also describes nonfunctional requirements, design constraints, and other factors necessary to provide a complete and comprehensive description of the requirements for the software.

Any future changes or additional features which are not part of this document will be subject to the project's change management policy.

### **Scope**

AMIR/USAID has completed a pilot project in the Municipality of Greater Madaba (MoGM) in order to develop a model licensing/permitting process that can be applied to other municipalities in the Kingdom.

The primary objective behind this activity is to measurably reduce compliance and administration costs for selected business processes at MoGM. The following main tasks are to be completed:

1. Prepare an information website supporting to the business licensing process.
2. Design, develop, test, and implement an automated computer application that supports the municipality business license application and renewal processing – which is the result of the AMIR/USAID pilot project – through a web-based interface in order to achieve the following benefits.
  - Accelerate Professional License Issuance/ Renewal processes.
  - Eliminate redundancy.
  - Improve communication among departments and staff.
  - Improve communication with clients and businesses.
  - Promote efficiency and effectiveness with automated tracking and workflow.
  - Increase the accuracy and consistency of data.
  - Provide capability to produce accurate and timely reports on Professional Licenses with minimal investment of staff time to produce such reports.
  - Establish a base for integration with future e-government projects.

## References

The following is a list of all references used to produce this SRS.

<b>Reference</b>	<b>Dated</b>	<b>Published By</b>
RFQ #60_432.12_Municipal_License_Automation	Jun 27 2005	AMIR
Allied Software Technical Proposal	Jul 10 2005	AlliedSoft
The Business Process in Issuing/ Renewing a Professional Business License in Greater Madaba	Aug 23 2005	Al Jidara

Also, meetings with Al-Jidara (the contractor responsible for designing the improved SOPs for licensing and permitting) MoGM, and AMIR were conducted between the end of July and mid September 2005 in order to gather and analyze the system requirements.

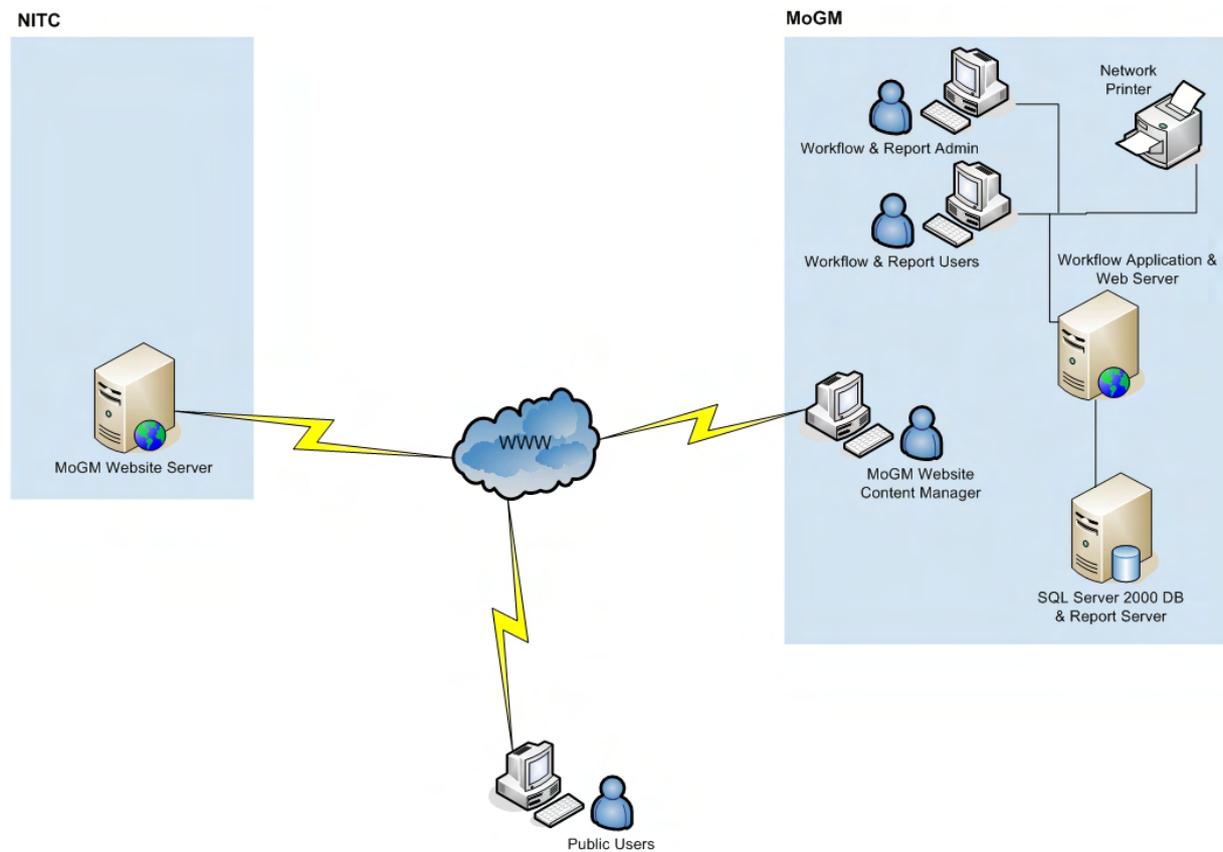
## 2. ASSUMPTIONS AND DEPENDENCIES

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The development of this software system is based on the following assumptions and dependencies.

1. There will not be more than 50 concurrent licensing/permitting “workflows” being executed at any given time.
2. Any necessary hardware procurement will be done by AMIR based on recommended specifications from AlliedSoft.
3. All needed LAN and WAN connections are up-and-running; the scope of this project does not include installation and configuration of any LAN/WAN hardware and cabling. The operating system software configuration and setup of the LAN to accommodate the requirements of the BLA system has become part of the project scope through Change Request CR01.

### 3. HIGH LEVEL SYSTEM ARCHITECTURE



**Figure 1. High Level Architecture**

There are two (2) main goals for this project: 1) the BLA software application, and 2) the MoGM static Web site.

Regarding the BLA software application, the use of two server machines is anticipated: 1) a database and reporting services server; 2) an application server. Both servers will be running Microsoft Windows Server 2003 Standard Edition. SQL Server 2000 Reporting Services component will be used for developing built-in and ad-hoc reports and for publishing these reports on the Web server. With SQL Server Reporting Services, reports can also be generated in Excel or PDF formats.

In regards to the static Website, MoGM Website content manager will access and update the MoGM Web site which will be hosted at the NITC. Until the availability of the GoJ Portal, the Website content manager will be able to edit and publish updates using a tool such as Microsoft FrontPage or other HTML editors.

#### 4. FUNCTIONAL REQUIREMENTS

This section presents the functional requirements that will be fulfilled by this project, as gathered during the Requirements Gathering and Analysis Phase.

##### Functional Requirements Table

The following table includes all the functions that will be performed in order to satisfy the system's requirements.

**Note:** Requirement numbers beginning with 'B' are related to the BLA system and requirement numbers beginning with 'W' are related to the static web site.

<b>Requirement Number</b>	<b>Description</b>
BFN01	Secure logon for each user.
BFN02	The system should provide an audit trail of each date/time of each action by each user.
BFN03	Various levels of permissions are needed based on user groups. The business needs can be served by providing three (3) levels of permissions: <ol style="list-style-type: none"> <li>1. Clerk user</li> <li>2. Processor user</li> <li>3. Admin or super user</li> </ol>
BFN04	A "Clerk User" should be able to enter applications/ renewals into the system. The form should be similar to the paper form for ease of data entry.
BFN05	The Clerk should also see a "status list" of all application under processing and the ability to click on any application and see the entire of history of processing for the selected application. The interface should make it easy for the clerk to assist the applicant in letting them know the status of their license.
BFN06	Each processor user should be allowed to "Approval"/"Disapproval"/"Pending Action" for each application.
BFN07	The system should require an explanation of "Disapproval" actions
BFN08	The system should allow the recording and any required "Pending Action" that needs to be fulfilled by applicant (such as "Needs to pay traffic ticket XX JD".)
BFN09	An "Admin" user should have the capability to easily research the history of the processing of any application in the system. The user should have a sortable and filterable list of all applications and the ability select one to see the details of the processing for the selected application.
BFN10	The "Admin" user should also be able to produce summary and detail reports showing the workflow productivity of each type of application that can be utilized to help continue the improvement of processing of licenses.

<b>Requirement Number</b>	<b>Description</b>
BFN11	Automatically generate a serial number to be given to a new applicant who is new to the system or who has never had a license issued before. This number is used to reference and track the application. Once a license has been issued, renewal of this license will be tracked using the License Number. We have found that there is no specific entry point to the procedures.
BFN12	Needed reports: <ol style="list-style-type: none"> <li>1. Business License</li> <li>2. Financial receipt voucher</li> <li>3. Introductory information sheet with required steps and documents for each business category</li> <li>4. Usage/ productivity reports</li> </ol> Other types of reports will be determined during the Design Phase.
BFN13	“Verification” functionalities to be added to the system. For further details see Verification System below.
WFN01	Harvest all content related to business license/renewal for MoGM.
WFN02	Design and implement a static web site using similar or identical templates as in the eGov-Portal.

## Actors

An actor is anything or anyone that exchanges data with the system. An actor can be a user, external hardware, or another system.

### Clerk User

This employee starts the application by generating a ticket including a serial number as a reference for a professional license issuance application (Tracking no. - رقم المتابعة) or he can use the registration (license) number if the applicant is renewing his/her application.

### Financial Department Employee

Checks the records of the applicant in the MoF system and decides whether the application can proceed to next stage or not.

### Court Employee

Checks the records of the applicant in the court and decides whether the application can proceed to next stage or not.

### Processor User

This actor enables/ approves the application to go to the next stage.

## **Admin or Super User**

This user issues the signed license upon successful completion of the application process. Has also the ability to override the lower level users.

## **Verification System**

A software system was developed internally by the MoGM to process inquiries and claims of the municipality against persons who are obligated to pay duties on their land/properties. These amounts are due to several factors such as streets improvements (تعميد), garbage collection and so on (العوائد).

The main functionalities of the system are:

1. Name entry of the person obligated to pay (اسم المكلف).
2. Entry and maintenance of types of payments associated with municipality works (انواع العوائد)
3. Entry of data related to the property (رقم الحوض ورقم القطعة).
4. Entry of payment data and issuing a receipt.
5. Inquiry by name of the person or by data of the property about outstanding payments.

Based on change request CR02, it is required to incorporate the needed and value added functions of this application into the BLA application.

**Note:** The BLA application should be designed so that the “Verification” functionalities can be accessed as a stand alone application as well as from the main system during the processing of a business license application or renewal.

## 5. NON FUNCTIONAL REQUIREMENTS

The following table describes the non functional requirements of the system.

**Note:** Requirement numbers beginning with ‘B’ are related to the BLA system and requirement numbers beginning with ‘W’ are related to the static web site.

<b>Requirement Number</b>	<b>Description</b>
BST01	The sole language on the user interface will be Arabic. Also, data will be stored in Arabic.
BST02	UI look and feel based on best practices of UI design.
BST03	Application must very easy to use taking into consideration that the majority of the end users are unfamiliar with computer and software use.
BST04	The application must have a web based system architecture.
WST01	The static web site will be in Arabic only.
WST02	Web site look and feel based on eGov-Portal templates.
BTR01	User Training for the employees that will be using this system: <ul style="list-style-type: none"> <li>• Number of trainees should not exceed 15 employees.</li> <li>• The duration will be 8 hours divided over 2 days.</li> <li>• Training will be conducted at MoGM premises.</li> </ul>
BST02	System Admin Training for the IT resource that will be managing and configuring the system: <ul style="list-style-type: none"> <li>• Training will be given to three (3) Administrators.</li> <li>• The duration will be 8 hours divided over 2 days.</li> <li>• Training will be conducted at MoGM premises.</li> </ul>
WTR01	Training the appropriate web site content manager to ensure that all future information on the website is complete and accurate.
BDO01	User Manual – Arabic: targeted to inform the end users how to use the system.
BDO02	System Admin Manual – English: targeted to the IT resource that will be managing and configuring the system.
LAN01	Configure the servers and client PCs operating systems LAN settings according to the requirements of the BLA application.