

BANGLADESH RETURNEE CASE MANAGEMENT SYSTEM (RCMS)

IOM

Assignment name: Supply And Delivery of Custom built software solution for Returnee Case Management System (RCMS)

Country: Bangladesh

Location within country: Dhaka

Name of Client: International Organization For Migration (IOM)

Duration of assignment (months): 4 months

Start date (month/year): 24th November 2019

Completion date (month/year): Ongoing

Name of associated Contractors, if any: Maxwell Stamp Ltd.

Narrative description of Project:

The project requirements included Development, deployment and commissioning of Custom built software modules and components of Returnee Case Management System (RCMS) by the International Organization for Migration (IOM). The requirements included designing and implementation of a secured login by introducing 3 Factor Authentication (3FA) along with one time passwords, session restrictions, providing features based on the role of the user and integrating different modules and components of the system with one another, as well as integrate the same with external systems if any is required. Requirements also included designing and preparation of the API design and Database schema according to the system and database requirement analysis, in collaboration with the client and incorporating any client feedback regarding the API design and Database schema for the successful implementation. RCMS features users to enroll cases and corresponding application submission. It also modulates the status of a case through the entire life-cycle processing through the extranet and intranet subsystems. There is a dashboard which previews various statistical data on the dashboard, case status, recent cases and a customizable interface for the user. It also facilitates and modulates all interview arrangements, schedule and venue, notification, e-mail and interview platforms. The system also facilitates searching to all levels of users featuring pre-emptive search filtering, searching on multiple key words, customizable filtering range and role-wise search results.

Description of actual services provided by your staff within the assignment:

- Planning, design, development and implementation, and deployment of the Custom built software solution for Returnee Case Management System (RCMS) based on the ToR and the SRS document that will be prepared during the software requirements specification phase.
- System and software requirements analysis for coming up with a detailed list and description for each of the functional and non-functional requirements based on the clients' needs. This will be prepared in collaboration with the clients, stakeholders, and through field visits and meetings etc.
- Planning, designing and development of system prototypes of screen layouts and revising the proposed prototypes, in collaboration with the client and incorporating any client feedback regarding the prototype for the successful implementation of the project.
- Finalization of the development and implementation methodologies and revising the proposed work plan, if needed, in collaboration with the client by showing proper reasoning for each changes how they are best suited for the successful implementation of the project.
- System designing and preparation of the API design and Database schema according to the system and database requirement analysis, in collaboration with the client and incorporating any client feedback regarding the API design and Database schema for the successful implementation of the project.
- Planning, designing, development and implementation of Returnee Case Management Module that will feature users to enroll cases and corresponding application submission. This section will also modulate the status of a case through the entire life-cycle processing through the extranet and intranet subsystems.
- Planning, designing, development and implementation of Dashboard and Statistics Module that will consist of all the features of the dashboard and its functionalities. The module will preview various statistical data on the dashboard, case status, recent cases and a customizable interface for the user.
- Planning, designing, development and implementation of EU MS Country Authority Module that will outline the features, functions and corresponding workflow of the EU MS Country Authority.
- Planning, designing, development and implementation of EU Central Authority Module that will outline the features, functions and corresponding workflow of the EU Central Authority.
- Planning, designing, development and implementation of MOFA Module that will outline the features, functions and corresponding workflow of the Ministry of Foreign Affairs (MOFA) of Bangladesh Authority.
- Planning, designing, development and implementation of MOHA Module that will outline the features, functions and corresponding workflow of the Ministry of Home Affairs (MOHA) of Bangladesh Authority.
- Planning, designing, development and implementation of SB Module that will outline the features, functions and corresponding workflow of the Special Branch (SB) of Bangladesh.
- Planning, designing, development and implementation of Interview Arrangement Module that will facilitate and modulate all interview arrangements, schedule and venue, notification, e-mail and interview platforms.
- Planning, designing, development and implementation of Administrator Communication Module that will feature the facilities of communication between different levels of users. The module will be seamlessly integrated between both the extranet and intranet subsystems.
- Planning, designing, development and implementation of Travel and Transfer Document Request Module that will feature all the functionalities related to the Emergency Travel Document request, issue and status.
- Planning, designing, development and implementation of Simple and Advanced Search Module that will facilitate searching to all levels of users featuring pre-emptive search filtering, searching on multiple key words, customizable filtering range and role-wise search results.
- Planning, designing, development and implementation of Reporting and Statistics Module that will feature statistical data based on system analytics, report creation and viewing.

- Designing and implementation of a secured login by introducing 3 Factor Authentication (3FA) along with one time passwords, session restrictions, providing features based on the role of the user and integrating different modules and components of the system with one another, as well as integrate the same with external systems if any is required.
- Distribution and commissioning of OTP generating dongles according to the required quantity.
- Testing and quality assurance of the software features and other components of the developed system so that the system and the software come out virtually bug free and all components work properly as they should be.
- Revision of the proposed primary hosting requirements, configuration of the hosting server at the production environment so that the production environment is ready for the system to be deployed on.
- Performing an extensive User Acceptance Test (UAT) for the client and the users to test the system and report any changes that they might require, fixing any newly found issues and changing any features as per the requirement of the client.
- Deploying the developed system on to the hosting server, configuring the system as needed, and testing if the application is functioning properly in the production environment.
- Conducting a thorough hands-on user and technical training and knowledge transfer program as per the proposed training plan, providing with training materials to the trainee such as handouts, user manuals, assignments/quizzes etc.
- Maintenance and support services in order for accommodating any new changes as and when they are required by the client, fixing bugs, maintaining the system and the environment regularly in order to ensure that the system runs smoothly all the time, and responding to the support requests as per the SLA.