

# IMMIGRATION MANAGEMENT SYSTEM SB, BANGLADESH POLICE

**Assignment name:** Monthly maintenance of application software system and database in all immigration check posts throughout the country

**Country:** Bangladesh

**Location within country:** Dhaka

**Name of Client:** Special Branch, Bangladesh Police

**Duration of assignment (months):** 12 months

**Start date (month/year):** February 2021

**Completion date (month/year):** Ongoing

**Name of associated Contractors, if any:** N/A

## Narrative description of Project:

The scope included Monthly maintenance of application software system and database in all immigration check posts throughout the country which also encompassed 24 hours support services for the maintenance of Immigration Management System (IMS) at 29 no. of operational check posts (out of 33), Special Branch HQ, School of Intelligence of SB, Several Sections of SBHQ including SCO, Passport and some other Government Offices. Overview of existing IMS Network Immigration, which is the first and last gate of incoming and outgoing Bangladeshi or Non-Bangladeshi passengers, identifies who is entering, remaining and departing the territory of Bangladesh. Immigration Police of Special Branch is responsible for controlling these international Gateways.

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

- 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 is prepared in collaboration with the clients, stakeholders, and through field visits and meetings etc.
- Performing primary requirements analysis feasibility test for the proposed design followed by delivering Inception Report/s.
- Conducting detailed requirements analysis followed by delivering Software Requirement Specification (SRS).
- Planning, designing and development of Database schema according to the requirement analysis & API details according to the system and database requirement analysis.
- 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.
- Planning, designing, development and implementation of all the modules that will consist of all the features its functionalities.
- 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 based on client's requirement and implementation of received feedback.
- Conducting a thorough hands-on user and technical training and knowledge transfer program along with providing user manual locally at the customer site as per the client's requirement.
- Maintenance and support services in order to accommodate 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 Service Level Agreement (SLA).