

BANGLADESH IMMIGRATION VISA-on-ARRIVAL (VOA) MANAGEMENT INFORMATION SYSTEM SB, BANGLADESH POLICE

Assignment name: Bangladesh Immigration Visa On Arrival (VOA) Management Information System

Country: Bangladesh

Location within country: Dhaka

Name of Client: Special Branch, Bangladesh Police

Duration of assignment (months): 3 months

Start date (month/year): March 2020

Completion date (month/year): June 2020

Name of associated Contractors, if any: N/A

Narrative description of Project:

The project requirements of the Bangladesh Immigration Visa On Arrival (VOA) Management Information System included design, development and implementation, and deployment of an online and digital on-arrival visa providing and verification system that will verify and validate the arrival information, passport and other relevant information of the foreign immigrants who have applied for an on-arrival visa at the port of entry. Previously, the on-arrival visa processing was operated manually by the Special Branch of Bangladesh Police. The scope of the proposed system offers an online portal that will allow the user to apply for an on-arrival visa so that the entire process gets digitalized and computerized. Initially, the applicant has to upload all the necessary documents e.g. the valid passport, arrival information related documents in the portal for further verification. These information and relevant documents are then checked by the officer-in-charge and later sent to the field level officer for verification. The field level officer then performs verification process and uploads his/her feedback in the system. The applicant can always view the status of his application from the dashboard of the system. The scope also included a notification panel where the system always notifies the approval or disapproval of the application by sending email to the applicant within a predefined timeframe. The verification feedback is also sent to the e-gate system of Bangladesh airport that is integrated with the proposed VOA MIS so that the applicant can pass the e-gate and get permission to enter in the country. Due to recent pandemic situation, we are withholding the deployment of the system. As soon as the environment gets ready for deployment, we will initiate the process.

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).