E-Courier & Service Request 2.0 | User Requirements Capturing | Design Document

Update:	29th June, 2022
Responsible team	Digital Team
Platform	UNDP Zambia Service Portal
Document	User Requirements Capturing	Design Document
Current Stage	1. Analysis of the current system. 2. Formulate requirement's capturing methodology and selection 3. Scope and resources
Next	1. Development of requirements documents 2. Development of TOR for system developer with system development stages (deliverables).

A. Introduction

The following design document will provide detailed information on the creation of a platform that will be used by UN agencies and UNDP stakeholders to share information with the UNDP Zambia Country Office (CO). The information shared can either be to request for services e.g., request for the procurement of a motor vehicle, or can be used to send a letter to the CO. The website will be called the UNDP | Zambia Service Portal. This document will describe the objective of this system, how it will work, user experience, reporting and the results.

B. Project Management

The required deliverables for this project are as follows:

1. Finalize system specifications with project team and various unit teams
2. Development of the draft platform to be presented to personnel
3. Successful testing and acceptance of platform
4. Feasibility study report and requirements document
5. Testing and debugging of platform
6. 5 successful trainings and development of guidelines
7. Full rollout and acceptance of final product
8. Guidance notes (user manuals) and User training
9. Maintenance training for digital team

C. Purpose

The purpose of this design document is to analyze the current system, design the methodology of capturing requirements and translating them to draft specifications for proposed system which is a web based digital platform to strengthen the positioning of UNDP as an administrative backbone of the UN system in Zambia. The proposed web-based platform will be focused on receiving Service Requests from UN agencies as well as incoming mail from UNDP partners and stakeholders.

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D. Current system analysis

1. E-Courier 1.0

An electronic solution has been implemented for the management of courier using the corporate SharePoint site. It allows for physical documents (letters, dossier etc.) to be scanned and transmitted to senior management for review and assignment to respective units for action. An automated reminder is sent to tasked staff to complete the task within the agreed duration. Below is the workflow currently being utilized:
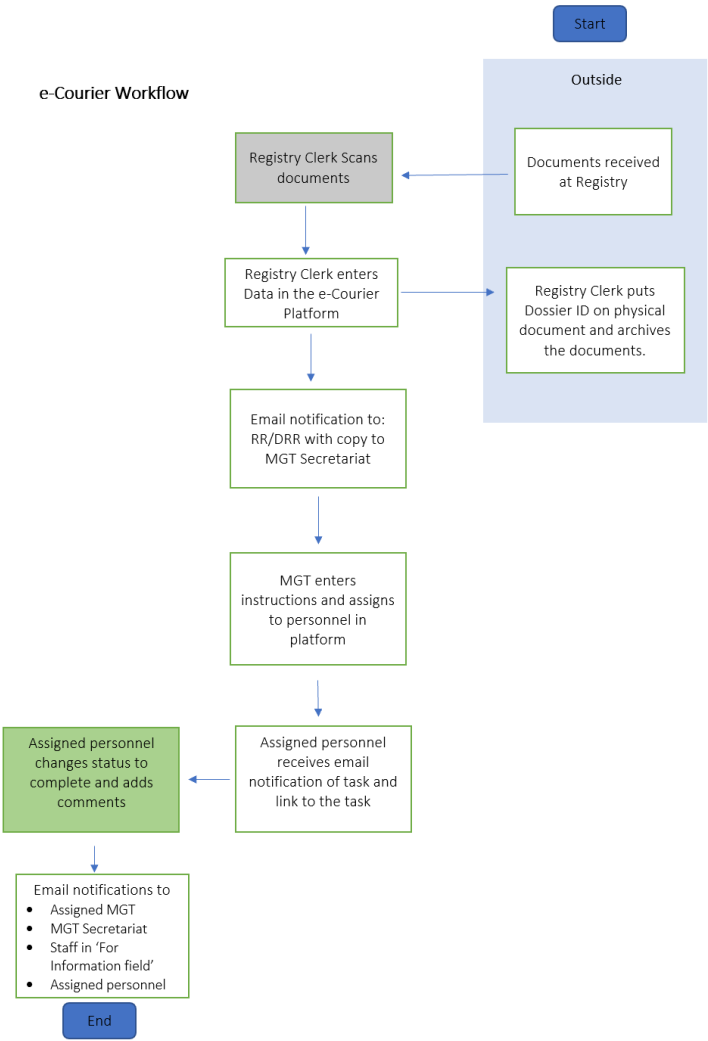
2. Cost recovery 1.0

Service requests from agencies are sent directly to cost centers or registry then dispatched to the cost centers i.e., Finance, HR, Procurement etc. Upon receiving the request, the cost center staff, reviews the request, once verified, enters on the cost recovery platform. The platform is for internal use to help cost centres (Finance, HR, Procurement, ICT, Administration and Logistics) record transactional services provided to clients on a cost recovery basis (mainly UN agencies, whether resident or non-resident). Additionally, making information retrieval for billing easier and faster.

Unfortunately, the two systems do not allow for external users i.e., agencies, government officials to electronically send in courier or service requests to UNDP and are unable to monitor progress. The proposed system is to capture these flaws to enable external clients to send in courier and service request electronically as well as facilitate the monitoring of the progress of the entries via dashboards.

E. Objective

1. Strengthen communication between UNDP as an administrative agent and operational backbone in the UN system in Zambia.
2. Automate the service request and billing process for UN Agencies
3. The portal should calculate the cost recovery bill using the Local Price List and Universal Price List for quarterly billing
4. Efficient monitoring of UNDP courier to ensure timely response and action to stakeholder requests
5. Improved communication with UNDP stakeholders

F. General requirements of proposed system

E-Courier 2.0

Functional requirements

1. Document submitted.
2. Document ID to be generated, format (Unit/Year/000000XX/I).
3. External Partner notified of successful submission.
4. Submission saved in E-courier 2.0
5. Registry notified of submission for processing in E-courier 1.0
6. Numbering   >> Incoming letter (Unit/Year/000000XX/I
                              >> Outgoing letter (Unit/Year/000000XX/O).
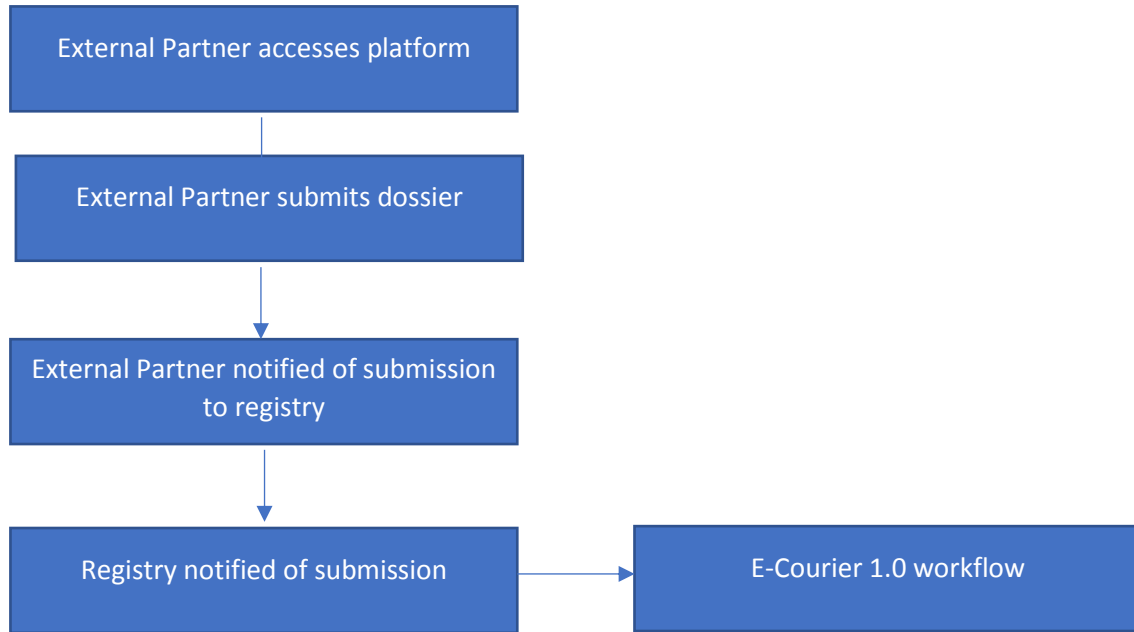
User requirements

1. External partners to access platform.
2. External partners to make entry and submit dossiers.
3. To track status of submission
4. Receive response via platform (email notification)
5. Registry able to receive courier for agencies and bill them according to price list

Fields

1. Partner (drop down list) Partners
2. Letter ID
3. Attachment

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```
┌─────────────────────────────┐
│ External Partner accesses    │
│        platform              │
└─────────────────────────────┘

┌─────────────────────────────┐
│ External Partner submits     │
│        dossier               │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ External Partner notified of │
│   submission to registry     │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐        ┌─────────────────────────────┐
│ Registry notified of         │───────▶│   E-Courier 1.0 workflow     │
│       submission             │        │                              │
└─────────────────────────────┘        └─────────────────────────────┘
```

Cost Recovery 2.0

Functional requirements

1. Request submitted
2. Service ID to be generated
3. Agency focal point notified of submission
4. Service Coordinator notified of submission and assigns to cost center for processing in Cost recovery 1.0
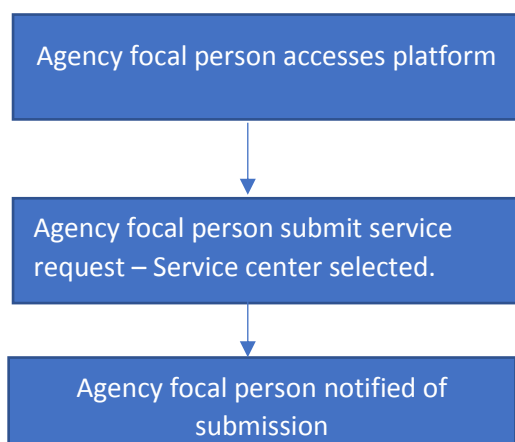
Agency focal point able to track the processing of the request
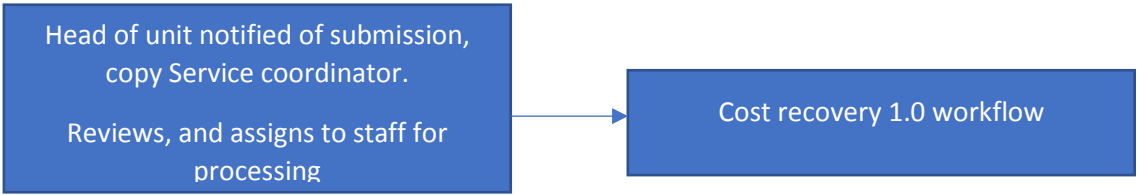
User requirements

1. Agency focal person to register to platform
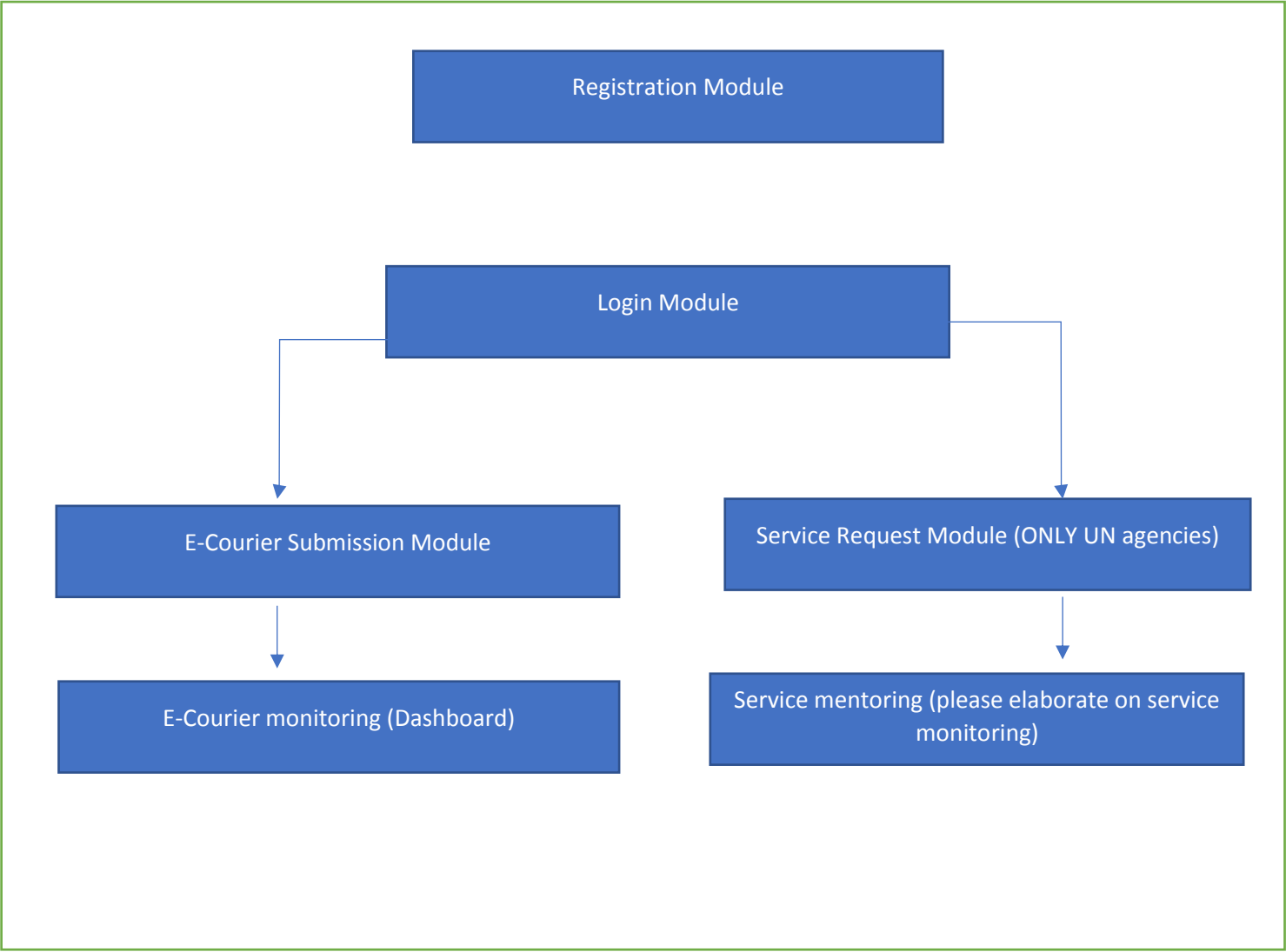2. Only agency focal person to access platform.

Fields

3. Services (Drop down list)
4. Specifics of service requested
5. Selection of COA or FA to charge
6. Automatic charge calculated
7. Attachment

```
┌─────────────────────────────┐
│ Agency focal person accesses │
│        platform              │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ Agency focal person submit   │
│ service request – Service    │
│ center selected.             │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ Agency focal person notified │
│      of submission           │
└─────────────────────────────┘
```

Head of unit notified of submission, copy Service coordinator.

Reviews, and assigns to staff for processing

→ Cost recovery 1.0 workflow

G. Main modules and architecture of proposed system

Registration Module

Login Module

E-Courier Submission Module

Service Request Module (ONLY UN agencies)

E-Courier monitoring (Dashboard)

Service mentoring (please elaborate on service monitoring)

H. Reporting

The system should include a Power Bi reporting page that shows the number of requests submitted per agency, numbers per cost center, status of requests, average turnaround time

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I. Security requirements

Refer to Information Security Policy

Action plan below:

Action
Information classification that will be processed in system
Back up, annual testing and maintenance specifications defined, to ensure that critical information is backed up and always available
Monitoring specifications (intervals of monitoring system, ensure audit logs of users is up to date etc.)
Access control and permission level defined for external users and internal users
Draw up third party agreements with UN agencies and partners
Draw up third party agreements with web hosting entity
Present overall system to Snr Managements approval in liaison with ICT Manager

J. Privacy overall requirements

i.   User access to the platform will be limited to registered and approved users via the registration module.

ii.   Users are to login int the platform.

iii.   Permission levels will be defined my UNDP Snr Management for users.

iv.   Users are only to view and track their requests only.

v.   Users to only have view and submission permission.

K. References

i.   Information Security Policy

ii.   Example 1 | Website Service Level Agreement

iii.   Example 2 | Development and management guidelines

iv.   Information classification

L. Annexes

TOR for the developer, outline for the system development life cycle, outline of life cycle deliverables in details (System design, development, implementation, integration and testing, operational implementation, and maintenance.)