

E-Government - Municipality Portal

Computer Science Department Diploma Project

Cs/365

System Analysis

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1.1 Scope and Requirements

The main scope of the system is to provide an e-way of paying online any liabilities concerning the municipality that a citizen member of Athieou municipality has.

Plus providing a way that users can be informed for special events occurring currently by the municipality. Citizens can also log in and post their comments online, this can be done anonymously but also by posting personal information in order for us to know who has this problem or this proposal.

A user can register in our municipality with a new account enabling him to log in just after he creates his account. A newly registered user must wait until the administrator validates its data and enters his liabilities online to the system in order to see them and pay them.

Users can pay their debts online by using a credit card or by making a standing order on a bank that he has an account.

The system provides also the back-end system that it will be used by the municipality employees in order to update site content such as the announcements of the events. The back-end system holds the comments and complaints made by the citizens to the front-end, these complaints can then be assigned to the different services of the municipality in order to be studied and solve any problems that citizens face.

System Basic Functions

Front-end System

- A. Citizens Registration**
- B. Post Complaints/Comments**
- C. Municipality Announcements**
- D. Online check and pay citizen accounts (municipality liabilities)**
- E. Request for certificates**
- F. Change personal info**

Back-end System

- A. Municipality Employees Authentications**
- B. Complaints/Comments Workflow assignment**
- C. Manage Board announcements**
- D. Generation of accounts status statistics**

Table of Contents

1. Analysis Phase	
1.1. Scope and Requirements.....	2
2. Design Phase	
2.1. Data Flow Diagram 0'Level – Front End.....	3
2.2. Data Flow Diagram 0'Level – Back-End.....	4
2.3. Entity Relationship Model.....	5
2.4. Relational Data Model.....	6
2.5. Normalization	
2.5.1. Un-Normalized Form.....	7-8
2.5.2. First-Normal Form.....	9-10
2.5.3. Second-Normal Form.....	11
2.5.4. Third-Normal Form.....	12
2.6. Structure Chart.....	13
3. Physical Database Creation.....	14-30
4. Appendix	
4.1 Relations.....	31
4.2 Entities Descriptions.....	32-40