

SOUTH AFRICAN



***CIVIL AVIATION
AUTHORITY***

Abridged Business Requirement Specifications:

Document Details	
Project Name	Application for Deviation from standard regulations or procedures

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1. Document Control

1.1 Document Version

Document Name	Change Description	Version	Date
SACAA BRS Exemptions V0.1	Final Document	0.1	30 Jan. 24

1.2 Glossary of Terms

Name	Definition
Deviation	A formal request to depart from standard regulations or procedures
BRS	Business Requirement Specifications
DCA	Director Civil Aviation
DoT	Department of Transport
ICT	Information and Communication Technology
LAC	Legal and Aviation Compliance Division
SLA	Service-Level Agreement
SACAA	South African Civil Aviation Authority
User	Means a person who interacts with the system.
AO	Administrator Officer
AD	Active Directory
SM	Senior Manager
ATS	Air Traffic Services
Comms	Communication Department
Paygate	An online payment processing service.
EMPIC	A system for aviation regulators
AMOC	Alternative Means of Compliance

2. Purpose of Document

The purpose of this Business Requirements Specification (BRS) is to define the requirements for the exemption and Alternative Means of Compliance process. This process is initiated when an external client applies for an exemption or AMOC, make payment via Paygate, involves cursory review, recommendations from affected divisions, and final approval steps from the Director of Civil Aviation (DCA) and department of Transport (DoT). Once an exemption or AMOC processes is finalised the system generate a record on the EMPIC system.

The process ensures that the exemption or AMOC requested by external operators are reviewed and approved efficiently, maintaining compliance and operational integrity.

2.1 Objectives

The objectives are to:

- Provide seamless collaboration and traceability of the application.
- Provide a system that can be used by the external and internal users.
- Provide a system that will receive and distribute applications to the relevant stakeholders for processing.
- Provide a system to eliminate manual work and reduce the time required to process the application without introducing unnecessary risk.
- Ensure a streamlined, efficient approval process that meets regulatory standards and operational requirements.

2.2 Strategic Outcomes

- Improve turnaround time for SACAA and DoT services offerings.
- Improve client experience.
- Improve accuracy and completeness of recommendations
- Reduced processing time for exemption or AMOC requests; compliance with regulatory standards; stakeholder satisfaction.
- Accurate tracking of all applications
- Secure record keeping.

3. Project Scope

This document covers the end-to-end process of handling client applications within the aviation sector, from the initial application to the final approval. The system shall provide an interface for external clients to submit exemption or AMOC application. The cursory review process shall ensure that all mandatory information is provided in the initial application. The system will have access controls to ensure that only authorized personnel can review, recommend and approve the exemption or AMOC application. The system shall provide an interface for DoT to make final outcome

3.1 In-Scope

- User sign-up on e-services Portal
- Creating automated Application forms
- Payment processing via Paygate
- Submission of application by external clients.
- Generate Log number.
- Cursory Review
- Recommendations by affected divisions
- Service-Level Agreement (SLA) management
- External and Internal user engagements

- Email notifications
- Creating user and management reports on the progress of the Application
- Generate outcome letters.
- Final Approver by the DCA
- Final Approver by the DoT for specific exemptions
- Integrate with the EMPIC system for record-keeping

3.2 Out of Scope

- Other regulatory compliance processes not related to exemptions

3.3 Constraints & Assumptions

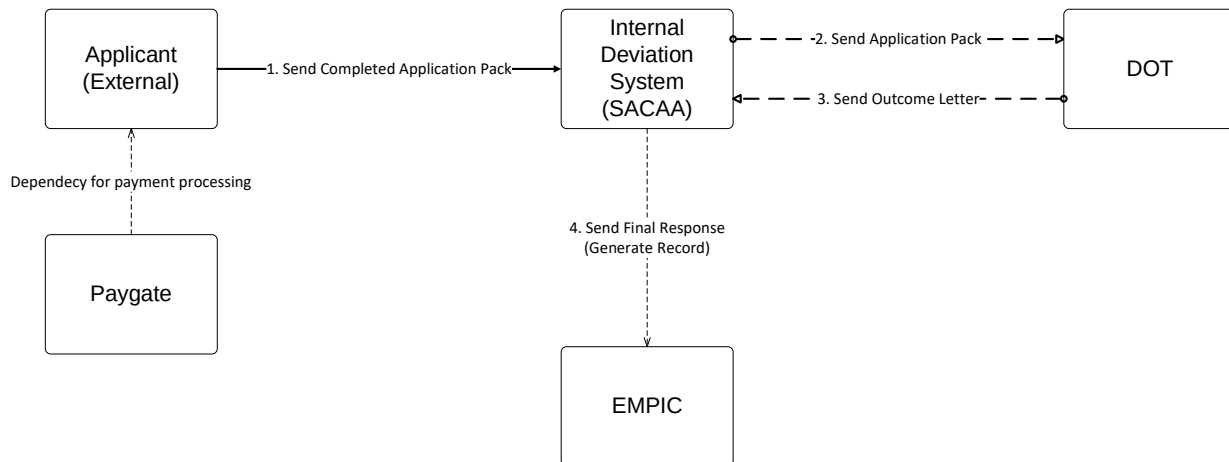
Assumption/ Description	Constraints	Impact	Mitigation	Dependency Owner
Project Assumption – All impacted stakeholders will avail themselves during the requirement gathering to solution implementation.		High	Invite stakeholders at least 5 days before the project meetings, system testing, and providing system and business requirements.	LAC ICT
Project Constraints - Time restrictions		High	Prioritise project tasks due to limited resources.	LAC ICT
External Clients		High	External clients should have internet access Paygate should be available 24 hours	
EMPIC			EMPIC should be available 24 hours	

3.4 Stakeholder Chart

Stakeholder (Division)	Stakeholder/System Involvement
Legal and Aviation Compliance	Executive: Legal and Aviation Compliance
	Manager: Enforcement and Exemptions • Legal & Aviation
	Administration Officer: Enforcement and Exemptions
Information Technology Communications	Project Sponsor
	ICT Application & Projects Manager
	System Analyst
	SharePoint Web Developer
	SharePoint Web Developer
	Application Support Specialist
	SharePoint Developer

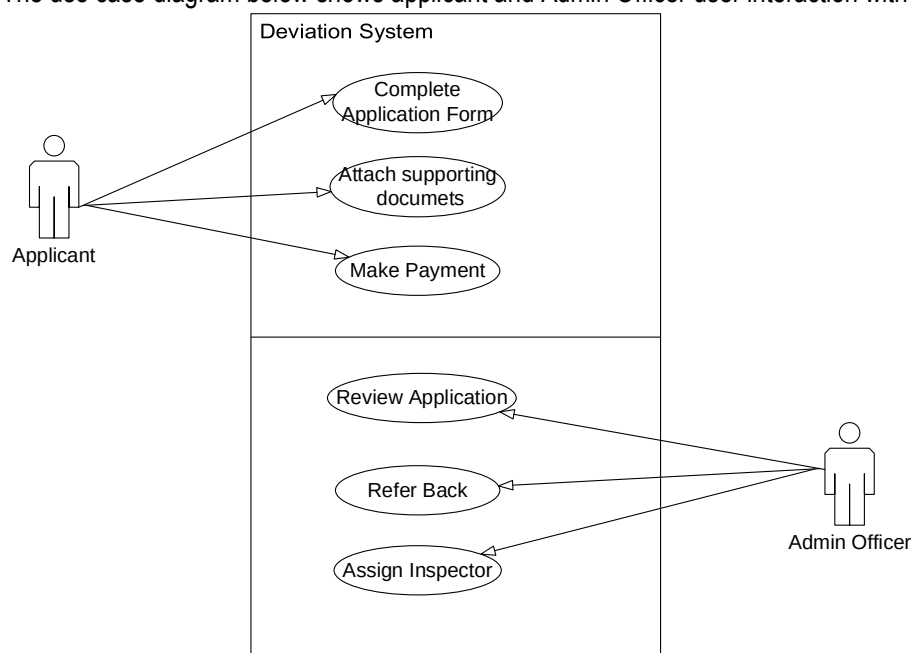
4. High Level Integration Requirements

The diagram below shows the systems that the deviation system, will need to integrate with

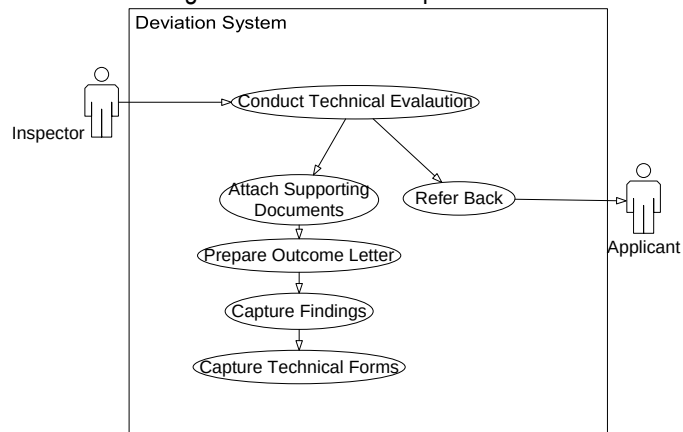


5. Functional Requirements

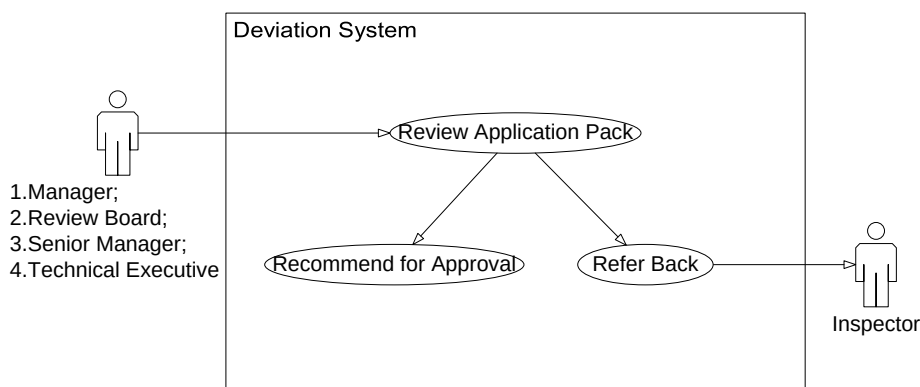
a) The use case diagram below shows applicant and Admin Officer user interaction with the system



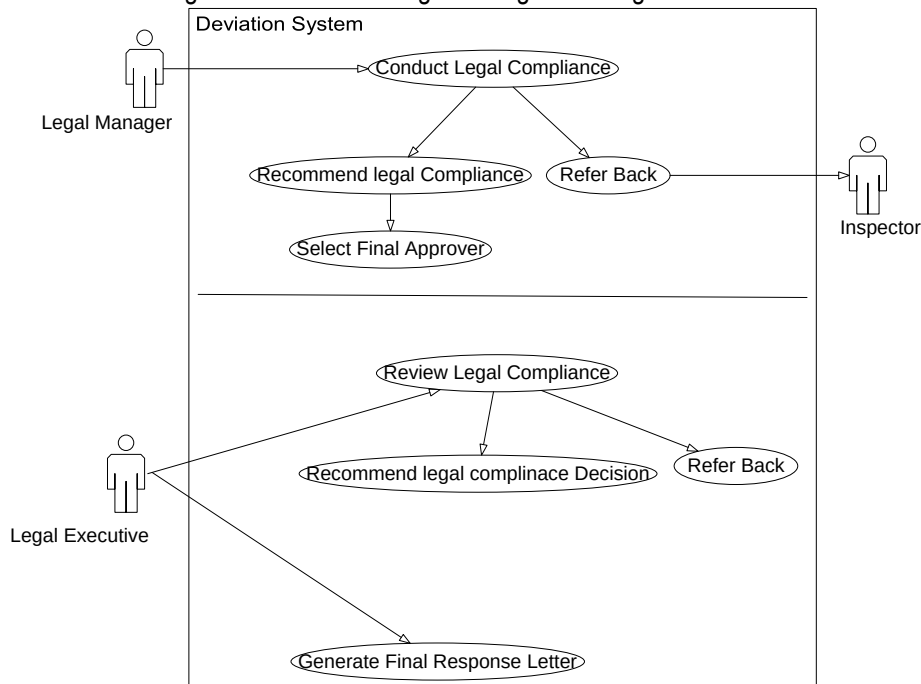
b) The use case diagram below shows Inspector interaction with the system



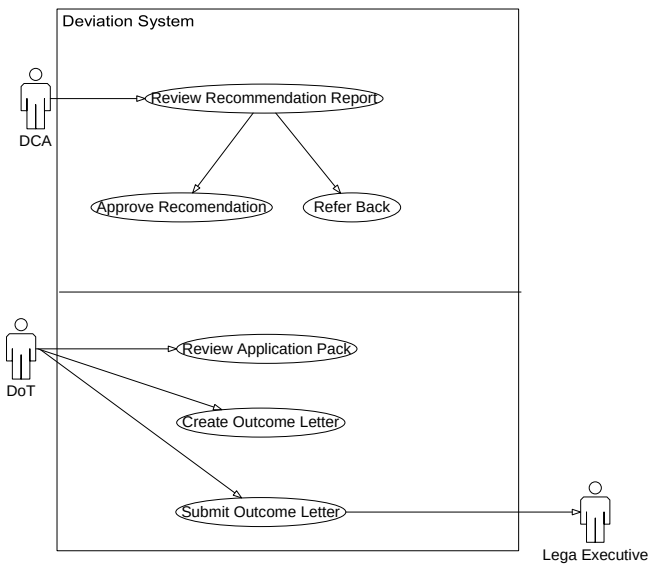
c) The use case diagram below shows Manager, Review Board, Senior Manager and Technical Executive interaction with the system



d) The use case diagram below shows Legal Manager and Legal Executive interaction with the system

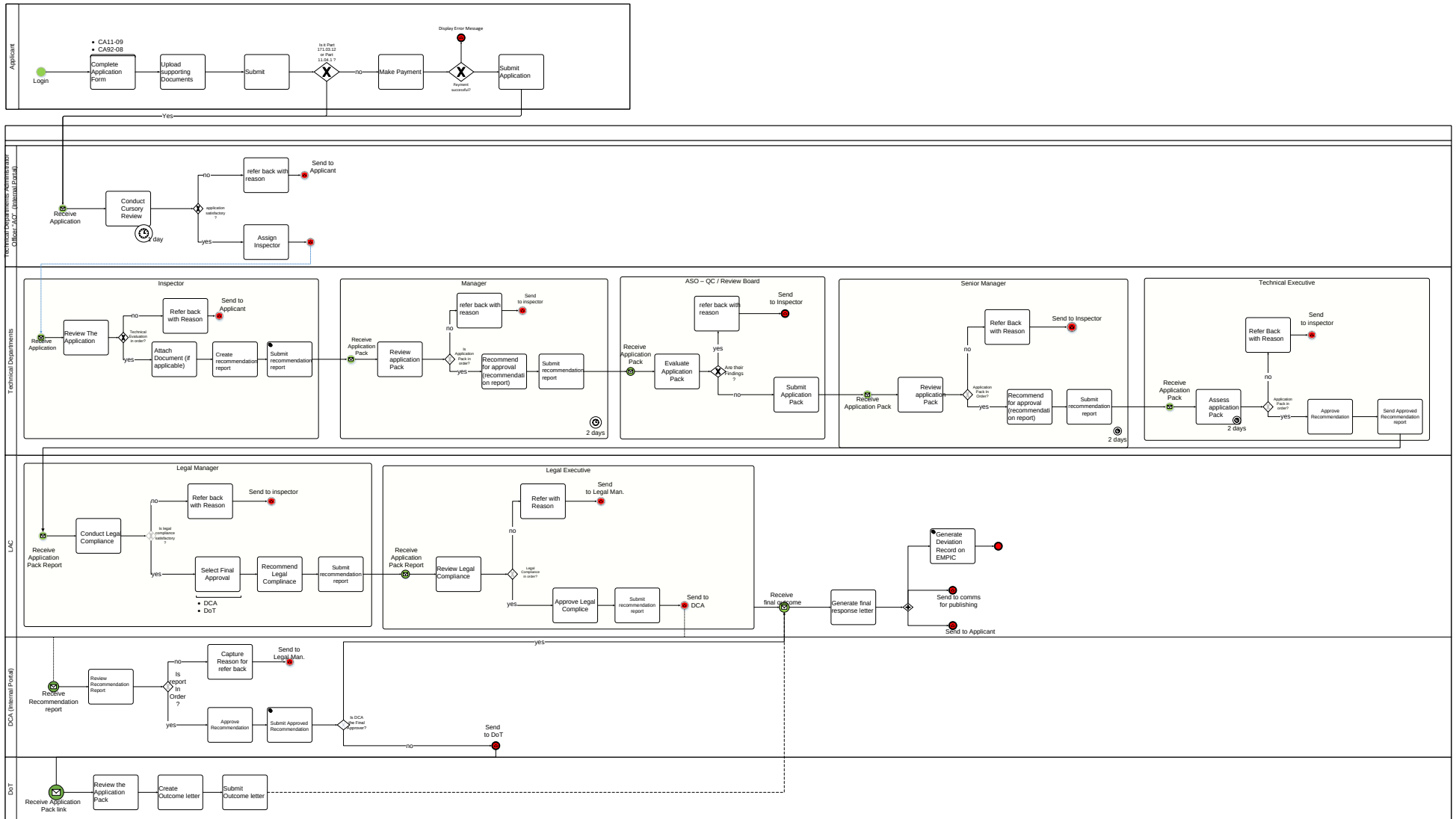


e) The use case diagram below shows DCA and DoT interaction with the system



6. Business Process Flow

The process flow diagram below depicts the deviation business process flow.



7. Business Requirements

BR ID	Business Requirement	Requirement Details
General Requirements		
BR-G-01	Access to the Application for Deviation from standard regulations or procedures system.	The Applicant must have an account on e-services
BR-G-02	The Applicant completes the exemption or AMOC form and submits it.	The application forms CA 11-09 and CA92-08 must be automated to allow external users to complete and submit request through the system. The Applicant must be able to select the nature of the application, the Part number and type of application.
BR-G-03	Uploading the documents	The system must allow the Applicant to upload any supporting document(s).
BR-G-04	Make application payment.	The Applicant must be able to make application payment using any available payment method. Integrate with Paygate to handle application fees. If the payment method used is EFT, the Applicant must upload the proof of payment and apply.
BR-G-05	The system generates the reference number when the application is submitted.	When the Applicant submits the application, the system must generate the reference number. The reference number must be emailed to the Applicant.
BR-G-06	Save, Edit, and Delete the Application.	The Applicant must be able to Save the application without submitting it. The Applicant must be able to Edit the Saved application. The Applicant must be able to Delete the Saved application.

BR-G-07	The Admin Officer receives the application.	Applications must be routed to the Admin Officer for cursory review The Admin Officer must be able to view the application on the system. The Admin Officer should be able to view the uploaded supporting documents.
BR-G-08	Refer back to the application	The Admin Officer and the Technical Department User (Inspector/ Manager /Senior Manager) must be able to refer back the application by providing a reason.
BR-G-09	Assign application	The system must allow the Admin Officer to assign the application to the inspector.
BR-G-10	The inspector recommendation	The User must be able to review the application and make recommendations. The user must be able to prepare outcome letter
BR-G-11	The Managers recommendation	The User must be able to review the application and make recommendations.
BR-G-12	The ASO-QC/ Review Board recommendation	The User must be able to review the application and make recommendations.
BR-G-13	The Senior Manager recommendation	The User must be able to review the application and make recommendations.
BR-G-14	The Executive recommendation	The Executive must be able to view the application pack approve the recommendations.
BR-G-15	The Legal Manager Compliance Report	The User must be able to review the application and capture legal compliance on the recommendation report. The user should be able to select the final approver for the application
BR-G-16	The Legal Executive approval	The Executive must be able to view the application pack approve the legal compliance recommendations
BR-G-17	The DCA approval	The DCA must be able to view the application pack and recommendation report, The DCA must be able to provide final approval or rejection.

		The DCA should be able to approve the recommendation report
BR-G-18	The DoT	The DoT must be able to view the application pack, recommendation report. Generate the final outcome letter
BR-G-19	The Legal Executive	The Executive must be able to upload the final report from DoT The Executive must be able to generate the final response letter The system should generate a record on EMPIC
BR-G-20	Receive the outcome letter	The Applicant must receive the application feedback. The Applicant must be able to view the outcome letter The Applicant must be able to download the outcome letter
BR-G-21	Integration with EMPIC	The system should generate a deviation record on EMPIC
BR-G-22	Resubmit the application.	The Applicant must be able to edit the application and resubmit. The Applicant should not pay for the resubmission.
BR-G-23	System templates	The system must have templates for every output for standardisation. The following templates must be created. - Technical referral form (If Applicable) - ATS Review Board application (If Applicable) - Recommendation report - Outcome Letter - Rejection letter
BR-G-24	Services available for Applicant.	The User must be able to see the following services on the system. - Create a New Deviation Application - View Application Status - Download Invoice. - View and Download Outcome Letter.
BR-G-25	Application Progress status	The system must allow the user to manage the application's progress status. Applicant's View:

		- In progress: When the Applicant has submitted the application. - Rejected / Referred: When the application has been rejected by either the Technical Department or Admin Officer. - Closed: When the application is completed. Internal View: - New: When the application has not been attended to. - Assigned: When the application has been assigned to the inspector. - Rejected / Referred: When the application has been rejected - LAC: When the application has been assigned to the LAC for further recommendation - DOT: When application is awaiting DoT response - Closed: When the application is completed. Each application will also have an SLA indicator.
BR-G-26	SMS/Email Notification	The system must send an email notification when the application status changes.
BR-G-27	Report creation	The Users must be able to run reports on the system.
Usability Requirements		
BR-U-01	Quick Response	The status of all the applications must be visible in real time which allows the Admin Officer to respond to new proposals quickly.
BR-U-02	User interface	The system User interface shall be responsive, allowing for proper display on tablets, laptops, smartphones, and desktop devices.
BR-U-03	Build-In SLA	The system must have SLAs within the various sections of the process reminders for the users and escalations to the managers.
BR-U-03	Security	Ensure all data transmitted to Paygate is encrypted