**Purpose of the Document:**

This document contains details description of workflow enhancement and change request in process name of the Hargeisa GIS Portal.

**Workflow enhancement**

**Enhancement 1:** Service: New Registration – Land Auditor

**Existing workflow:**

Once map verification completed, workflow process enters executive one.

**Proposed workflow:**

Once map verification completed, workflow process should be entering into land auditor after approving by land auditor then process should be entering into executive one.

If any rejection from the land auditor, it goes to customer services land auditor.

**Basic Workflow**

1. Start a worksheet
2. To claim select the trno from an unclaimed section.
3. To approve select trno from the claimed section
4. To select check box from check list and confirm for approve /reject.
5. After approving enters executive one

**Alternative workflow:**

1. If any rejection of this process
2. It goes to customer services land auditor

**Enhancement 2:** Service: CO|GIS|TS – Quality Control | Land Auditor

**Existing workflow:**

Once parcel creation completed, workflow process enters executive one.

**Proposed workflow:**

Once parcel creation completed, workflow process should be entering into quality control after approving by quality control then process should be entering into land auditor, after approving by land auditor then process should be entering into executive one.

If any rejection from the quality control, it goes to customer services quality control.

If any rejection from the land auditor, it goes to customer services land auditor.

**Basic Workflow for quality control**

1. Start a worksheet
2. To claim select the trno from an unclaimed section.
3. To approve select trno from the claimed section
4. To select check box from check list and confirm for approve /reject.
5. After approving enters land auditors

**Alternative workflow:**

1. If any rejection of this process
2. It goes to customer services quality control

**Basic Workflow for Land Auditor**

1. Start a worksheet
2. To claim select the trno from an unclaimed section.
3. To approve select trno from the claimed section
4. To select check box from check list and confirm for approve /reject.
5. After approving enters executive one

**Alternative workflow:**

1. If any rejection of this process
2. It goes to customer services land auditor.

**2) Process name changes:**

|  |  |
| --- | --- |
| **Existing Name**  | **Proposed Name** |
| **New Registration Workflow** |  |
| Application Verification | NA |
| Payment 1 | NA  |
| Officer Verification | District Secretary |
| Geometer Survey | NA |
| Parcel Creation | NA |
| Geometer Supervisor | District Head of Planning |
| District Parcel Verification | District Chairman |
| Notary Attestation | NA |
| Payment 2 | NA |
| 2nd Level Parcel Verification  | Planning and Extension Officer |
| 2nd Level Officer Verification  | Head of Land Administration |
| City Officer Verification | Director of Land Department |
| Map Verification | NA |
| Land Auditor (new step) | NA |
| Executive 1 | Executive Secretary |
| Executive 2 | Deputy Mayor |
| Executive 3 | Mayor |
| Delivery | NA |
| **CO GIS TS Workflow** |  |
| Application Verification | NA |
| Payment | NA |
| Geometer Survey | NA |
| Parcel Creation | NA |
| Quality Control (new step) | NA |
| Land Auditor (new Step) | NA |
| Executive 1 | Executive Secretary |
| Executive 2 | Deputy Mayor |
| Executive 3 | Mayor |
| Delivery | NA |