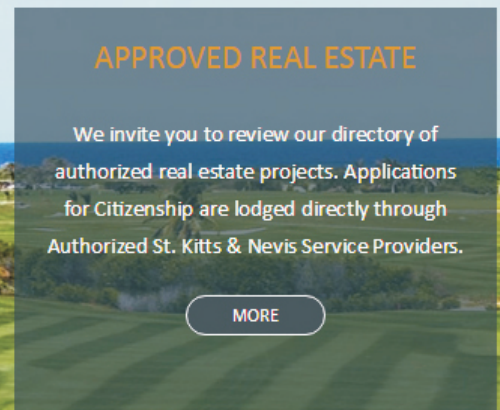# CAMS

Citizenship Application Management System (CAMS)

Introduction

The Citizenship Application Management System (CAMS) is a web based integrated software solution that enables approved service providers to submit applications for investment electronically to the Citizenship by Investment Unit(CIU) Office.

This software is intended to provide a more efficient file management system, that reduces processing time, increase security and accountability, managed workflow process and expected to increase overall productivity among staff.

Background

CIU department is the government agency of St. Kitts and Nevis established in 1984, The agency employs a web based application (CAMS) to accept citizenship request from the registered service providers. The CAMS was implemented in St Kitts & Nevis 2015.

Stakeholders

CIU Department, Govt. of St Kitts & Nevis.

Challenge of Department

The Citizenship by Investment Unit (CIU) is the Government Authority which handling all matters concerning Citizenship by Investment in the Federation of St. Kitts and Nevis. Below was challenges and drawbacks of their old process
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- Manual Record Keeping.
- Inconsistency in data entry, room for errors.
- Large ongoing staff cost. System is dependent on good individuals.
- Reduction in sharing information and customer services.
- Time consuming and costly.
- Lack of security.
- Duplication of data entry.

Technology Used

Operating System :
Window XP, Window-7 32/64 bit, Window Home, Vista etc.

Browser:
Google Chrome.

Web Server :
IIS-7 or above

Microsoft Frameworks:
.NET Framework 4.0, Entity Framework 4.0, MVC Framework 4.0.

Microsoft Sql Server 2008
For database (backend) we used SQL server 2008.

Solutions of Underline Challenges

Centralized Database

Before using this solution, there was no solution available for managing activities. Few backups was managing by department manually.

Secure System

- Electronic and VPN authentication.
- Centralized Database on client's location

Digital Signature

Digitally Signed certification facility.

Interactive User Interface

More users friendly.

Audit Trails

- Tracks user activity built-in.
- Email alerts for keeping track of business operations.

Reporting

Standard and ad hoc reporting capability.

Achievements & Benefits

- Responsive, Secure and Robust System
- Improve Quality of Customer Service
- Improve Data Quality and Accuracy
- Increase physical and virtual security
- Enhance due diligence and vetting procedures
- Faster processing time for applications and enable CIU to be more responsive to their clients
- Increase staff productivity and accountability
- Real Time reporting which helps management to make more informed decisions
- Digital Signature.
- Low maintenance cost.

Scope & Major Work Involved

- CIU Authorized Provider can submit application from anywhere using secure VPN access.
- CIU Providers can Upload Required Documents.
- Get Updates on day to day processing stage.
- Validation checks to ensure Require Documents and information are captured
- Ability to manage applications and get update on status of application through the software
- Ability to Generate and Print Forms
- CIU Staff can process application stage by stage.
- Access controls based on pre-defined rules, user roles and permissions.
- Ability to import, verify and process applications.
- Generate letters and documents automatically.
- Submit Manual, auto Alerts and email notifications for users.
- Capture signatures of Applicants
- Ability for Prime Minister to sign documents using secure E-Signature device.
- Reminders & Alerts for Users.
- Finance module to enable user to create Invoice, record payments and generate Receipts.
- Generate Financial, System and Summary Reports based on specific user criteria.
- Administrator section that enables the configuration of software.
- Enhancements/ Production Support (24*7)
- Administrator section that enables the configuration of software.
- Export or Print Letters and documents
- Ability to track and audit all actions taken by Users on any applications
- Enhance security embedded at all levels: physical, server, network, application and data.
- Enhancements/ Production Support (24*7)

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