



***DriveNG***

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## SUMMARY

DriveNG is a mobile and web app designed to eliminate the bottlenecks experienced in the Nigerian driving license renewal process, allowing drivers to apply for a license renewal from anywhere in the world.

## PROBLEM STATEMENT

How can drivers on Nigerian roads renew their driving license without being physically present at the licensing authority so that the process is easier and more effective?

## BACKGROUND

As is often the case in Nigeria, the driving license application process is fraught with numerous challenges. These range from the recurring demand to capture biometric data with every renewal application (compounded by frequent system downtimes) to the unsettling practice of officials soliciting tips before processing applications. Obtaining a driving license in Nigeria can be an arduous journey, sometimes taking as long as a year, even after fulfilling all the stipulated requirements. These challenges underscore the broader systemic issues that afflict many government and agency functions in Nigeria. In a country where many industries thrive through private ownership or government-private partnerships, DriveNG envisions innovative solutions that can liberate millions of Nigerians from the tiresome ordeal of renewing their driving licenses.

Unfortunately, for a lot of Nigerian statistics, there is a lack of reliable publicly accessible data to show the actual number of backlogs that exists because of biometric capture; it is however very easy to discern that there is a large systemic problem with every visit to any licensing authority office (where there are constant mountains of paperwork for applications yet to be attended to). From our independent research, we discovered that 88.9% of respondents had experienced delays in their driving license renewal application.

## WHY IT MUST BE ADDRESSED

It is very important to address this problem because Nigerian drivers experience a lot of pain and delays when trying to renew their driving license; wasting many productive hours often without fruit.

It also affords Nigerians in diaspora the opportunity to renew their license from abroad. From our independent research, 100% of respondents said they will much rather use an app than be required to be physically present for a driving license renewal application.

## GOALS

By creating this web and mobile app, that allows Nigerian drivers the ability to renew their driving license without the need to be physically present, we hope to;

- Help Nigerian drivers reduce the bottlenecks faced in the driving license renewal process.
- Ensure that there is a reduction in the overall time it takes to apply for a license renewal.
- Save drivers the need to be physically present for a renewal application.
- Protect drivers from predatory officials demanding tips before applications are processed.

S/ N	USER STORIES	S/ N	ACCEPTANCE CRITERIA
1	As a Nigerian driver, I want to be able to initiate the driving license renewal process through the DriveNG app from the comfort of my home, so that I can avoid the hassle of physically visiting the licensing authority.	1	The user should be able to log in to the DriveNG app using their credentials. Upon successful login, the user should easily locate and access the driving license renewal feature on the app's main interface.
		2	The app should prompt the user to input the necessary information required for the renewal process, such as personal details, existing license information, and any additional documentation if needed. It must then validate the entered information to ensure accuracy and completeness before proceeding to the next step.
		3	After providing all required information, the user should be able to submit the renewal application through the app. The app should display a confirmation message informing the user that their renewal application has been successfully submitted and will be processed by the licensing authority.
2	As a user of DriveNG, I want the app to guide me through the renewal process step by step, providing clear instructions and	1	When I start the driving license renewal process on the DriveNG app, I should see a clear and intuitive user interface that provides a step-by-step guide, outlining the

	options, so that I can easily understand and complete the renewal without any confusion.		necessary actions and information required at each stage of the renewal.
		2	The app should provide easily accessible and descriptive information of each step in the renewal process. This should be done either through tooltips, pop-up explanations, or an FAQ section.
		3	At the completion of each step in the renewal process, the app should provide a clear confirmation message or visual indicator to assure the user that they have successfully completed that particular stage.
3	As a Nigerian driver, I want to receive timely notifications and updates through the DriveNG app regarding the status of my license renewal application, so that I am informed about any progress or additional requirements.	1	When I submit my driving license renewal application through the DriveNG app, I should receive an initial confirmation notification acknowledging the receipt of my application within 24 hours.
		2	As my license renewal application progresses through different stages (processing, approval, etc.), I should receive real-time notifications through the app, providing updates on the current status of my application.
		3	In the event that additional information or documentation is required to complete my license renewal, the DriveNG app should promptly notify me, specifying the necessary details and providing a clear pathway for me to submit the required materials.
4	As a user, I want the app to have the option for auto renewal so that I don't have to worry about my license expiring before I get a new one.	1	The app must have a clearly visible and easily accessible option in the user interface allowing users to enable the auto-renewal feature for their driving license.
		2	The app should send timely notifications to the user, at least 30 days before the license expiration date, informing them about the upcoming auto-renewal process.
		3	Before initiating the auto-renewal process, the app must prompt the user for confirmation, ensuring they have the opportunity to review and verify the renewal details, including payment information and any other relevant data.

## Measuring Success

To consider the release a success, we shall track the following metrics

1. Total the number of registrations we get on a monthly basis.
2. Total number of monthly applications initiated.
3. The number of users that experience/report difficulty using the app for their DL applications
4. Churn rate

These metrics will serve as key indicators towards understanding how effectively our app solves the problem as well as give a roadmap towards ensuring the app is more fine-tuned to solve the problem more effectively.

## Milestones and Timeline.

Timeline	Milestone	Activities
Week 1	Development Kickoff	Project kickoff meeting with the development team.
		Finalize technical requirements and stack.
		Set up version control and collaboration tools.
		Assign tasks and responsibilities.
Week 2	User Authentication and Basic UI	Implement user authentication and authorization.
		Develop the basic user interface for the app.
		Ensure users can log in and access the main dashboard.
Week 3	Driving License Renewal Process	Implement the driving license renewal process.
		Integrate data validation for user-input information.
		Test the renewal process with a select group of users for feedback.
Week 4	Auto Renewal Feature	Develop and integrate the auto-renewal feature.
		Implement notification system for auto-renewal reminders.
		Conduct user testing for the auto-renewal functionality.
Week 5	User Guidance and Notifications	Implement step-by-step user guidance during the renewal process.
		Integrate real-time notifications for various stages of the renewal process.
		Conduct usability testing to ensure clarity and effectiveness.

Week 6	Reporting and Metrics Integration	<p>Implement metrics tracking for user registrations and application initiations.</p> <p>Set up reporting mechanisms for user difficulties and churn rate.</p> <p>Conduct internal testing to ensure accurate data collection.</p>
Week 7	User Feedback and Iteration	<p>Collect user feedback through beta testing.</p> <p>Iteratively improve the app based on user suggestions.</p> <p>Conduct bug fixes and performance optimizations.</p>
Week 8	Final Testing and QA	<p>Conduct thorough testing for all app functionalities.</p> <p>Address any remaining bugs or issues.</p> <p>Ensure the app meets security and performance standards.</p>
Week 9 onwards	Monitoring and review	<p>Continuously monitor user metrics and feedback.</p> <p>Implement regular updates and improvements based on user needs.</p> <p>Address any emerging issues promptly.</p> <p>Plan for future enhancements and features based on user trends and requirements.</p>