

وزارة السياحة
Ministry of Tourism



Virtual Inspections

Solution Design Document

31/03/2021





Content

1 Scope of Work

2 Dashboards

3 Custom-Label Branding

4 User Journey

5 Users Who Benefit

6 High Level Diagram

7 Appendix



Scope of Work



VUSPEX NOW

- Deliverable: An electronic inspection tool/service allowing MOT inspectors to perform “virtual inspections” - from within their office or from anywhere with an Internet connection
- No software installation is required for the Inspector
- No software installation is required for the Hotel Agent

VUSPEX NOW

- Total Technical Triangle (3T) will implement VuSpex NOW which is a workflow solution for MOT inspection activities.
- Automation includes: MOT workflow, scheduling, messaging, checklists/guide sheets, inspection history and inspection media
- Administrators can manage users, create inspection groups/types and result types, create sub-agencies and import and export data.
- API allows for ongoing integration



Business/Workflow Objectives

- Reduce the need for field visits by inspectors (“virtual inspections” enable this)
- Increase the efficiency of the inspection process (ease of scheduling, reduced drive-time, etc.)
- Improve (reduce) the speed-of-response in resolving violations submitted via complaints system
- Create highest level of communication between MOT’s staff and partners from residential facilities
- Archive all inspection processes and inspection media, results, communications, etc.



Dashboards

VUSPEX NOW

Inspector Dashboard

المدير Kevin Kalajan 19:43:06 01-03-2021 جار المشاهدة منذ: وحدة زمنية: Asia/Riyadh

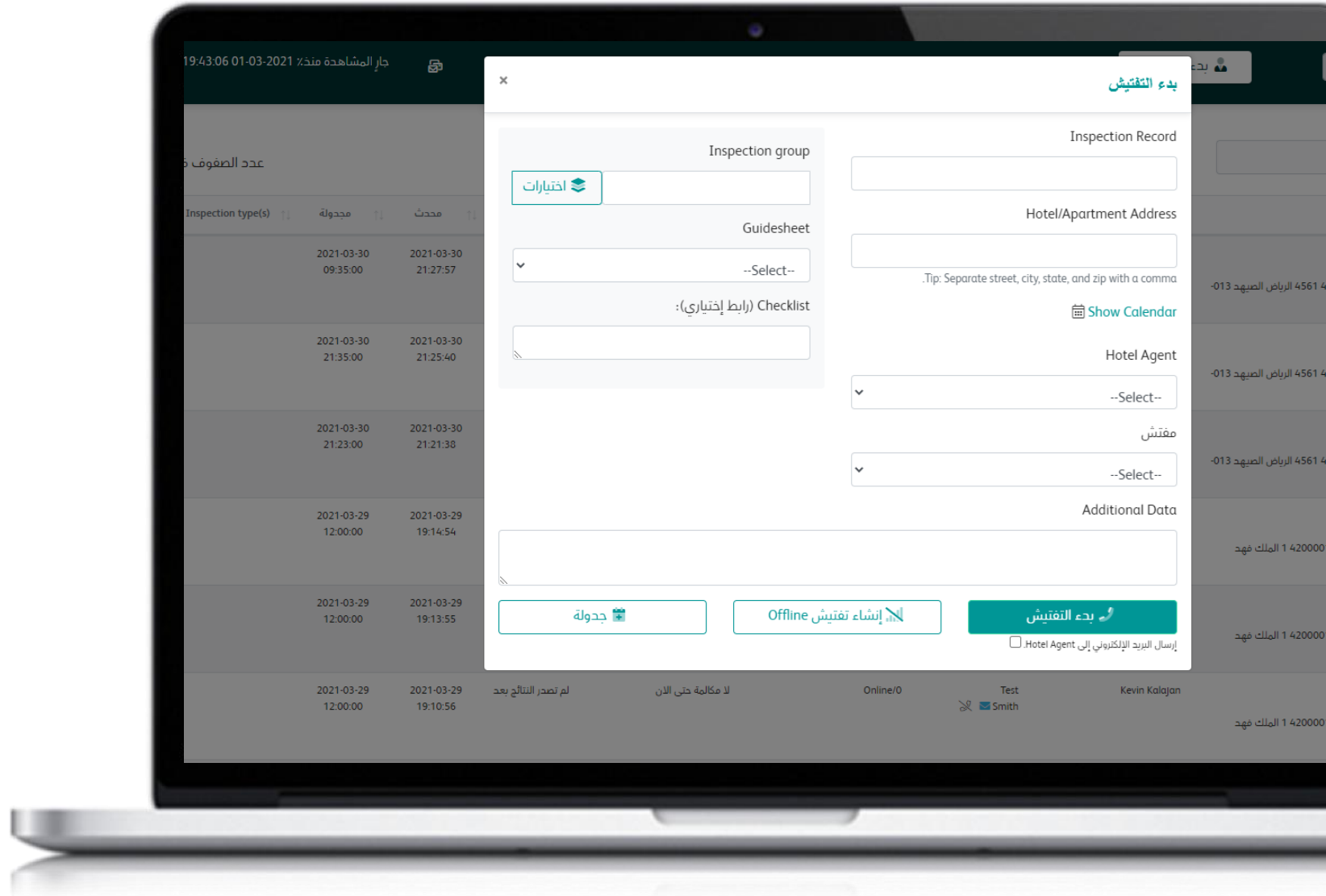
عدد الصفوف في الصفحة: 100

وسائل الإعلام	Inspection type(s)	مجدولة	محدث	أسفرت	نتيجة	عمل	الوضع	Hotel Agent	مفتش
وسائل الإعلام: 0		2021-03-30 09:35:00	2021-03-30 21:27:57	لم تصدر النتائج بعد	لا مكاملة حتى الان		Online/0	966500213208 %	Zakaria Bey
وسائل الإعلام: 0		2021-03-30 21:35:00	2021-03-30 21:25:40	لم تصدر النتائج بعد	لا مكاملة حتى الان		Online/0	966500213208 %	Abdulaziz A
وسائل الإعلام: 0		2021-03-30 21:23:00	2021-03-30 21:21:38	لم تصدر النتائج بعد	لا مكاملة حتى الان		Online/0	966500213208 %	Mr Inspector
وسائل الإعلام: 0		2021-03-29 12:00:00	2021-03-29 19:14:54	لم تصدر النتائج بعد	لا مكاملة حتى الان		Online/0	Test % Smith	Test Inspections
وسائل الإعلام: 0		2021-03-29 12:00:00	2021-03-29 19:13:55	لم تصدر النتائج بعد	لا مكاملة حتى الان		Online/0	Test % Smith	Kevin Kalajan
وسائل الإعلام: 0		2021-03-29 12:00:00	2021-03-29 19:10:56	لم تصدر النتائج بعد	لا مكاملة حتى الان		Online/0	Test % Smith	Kevin Kalajan
وسائل الإعلام: 0		2021-03-29 12:00:00	2021-03-29 19:10:16	لم تصدر النتائج بعد	لا مكاملة حتى الان		Online/0	Test % Smith	Zakaria Bey
وسائل الإعلام: 0		2021-03-29 12:00:00	2021-03-29 18:38:58	لم تصدر النتائج بعد	لا مكاملة حتى الان		Online/0	Test % Smith	Abdulaziz A



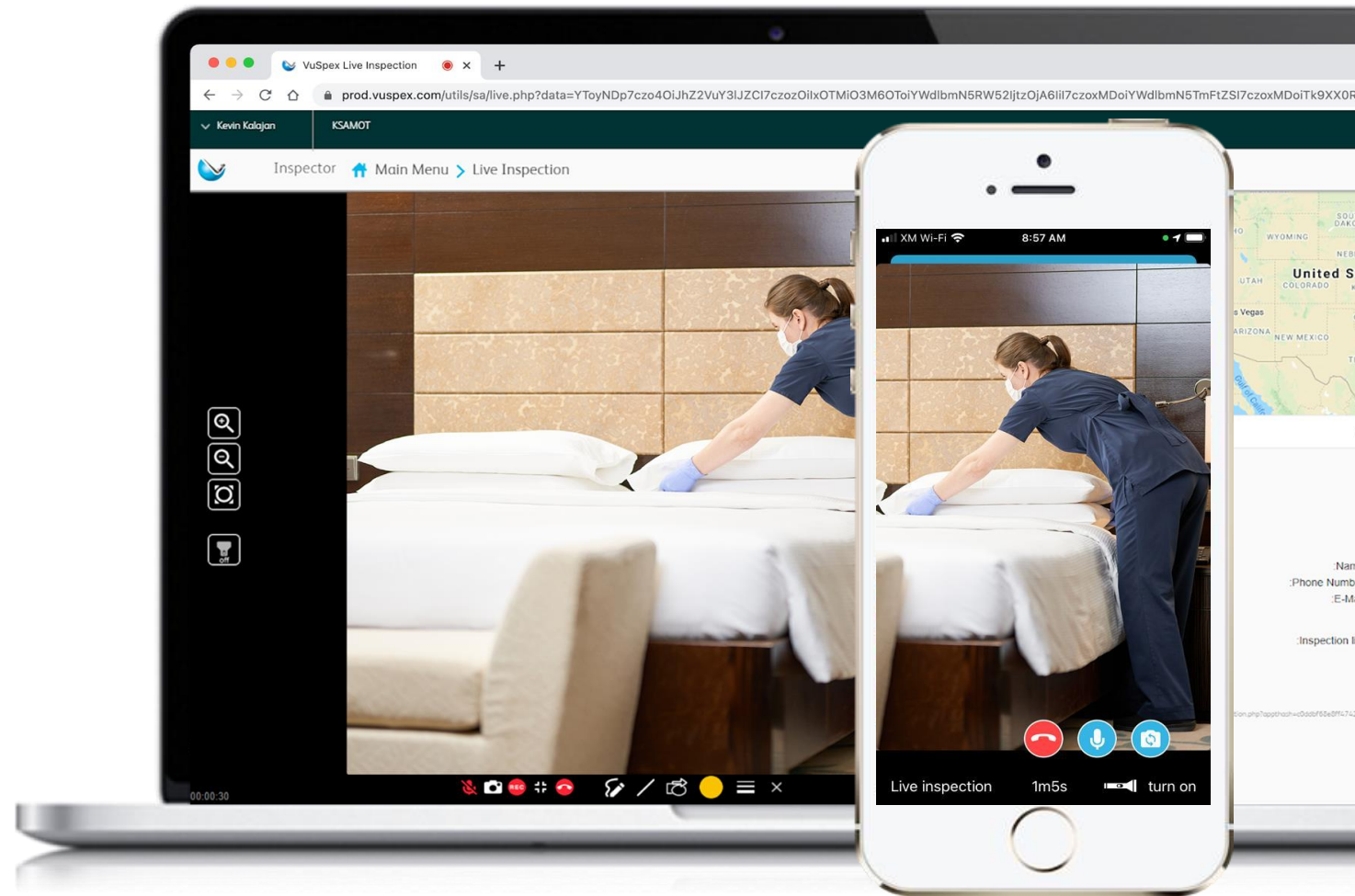
VUSPEX NOW

Initiate Inspection





Virtual Inspections

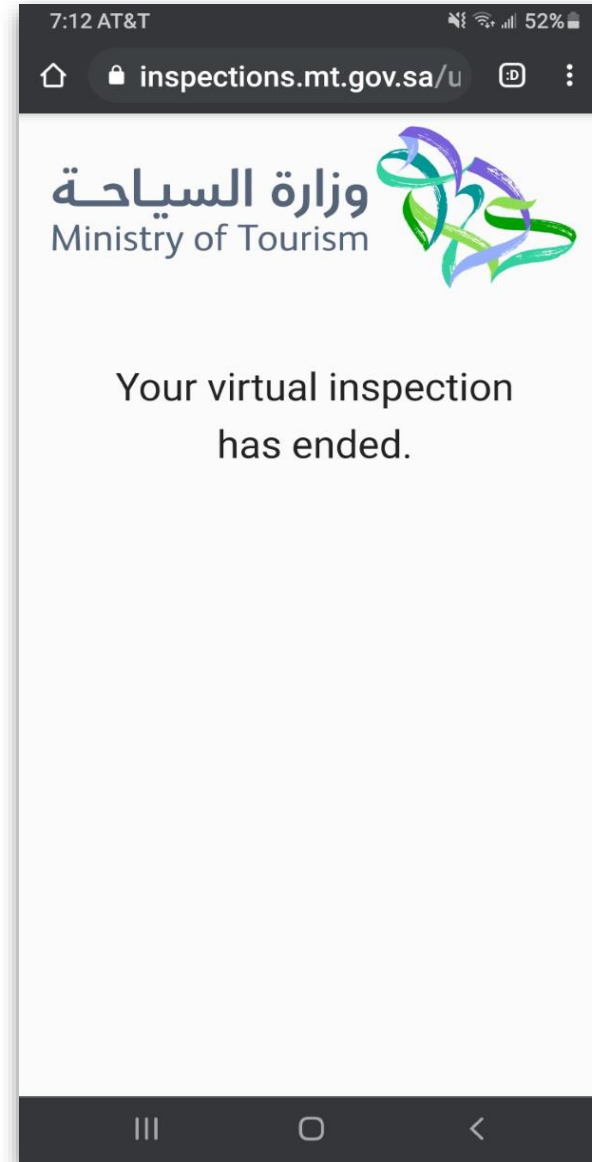


A blue-tinted landscape photograph of a mountain peak with a stone tower, overlaid with a white rectangular frame. The scene is misty and atmospheric, with a stone tower perched on a rocky peak in the foreground. The background shows rolling hills and a valley filled with mist or low clouds. The entire image has a monochromatic blue color scheme.

Custom-Label Branding

Custom-Label Branding

- Dashboard
- Logo on report
- Custom report
- Call connect screen
- Call end screen
- Text msg sender





User Journey

User Journey



An aerial photograph of a coastal city, likely Dubai, featuring a large artificial island with a curved road and a body of water. The image is overlaid with a semi-transparent teal filter. A white rectangular frame is positioned on the left side of the image, containing the text "Users Who Benefit".

Users Who Benefit

Users Who Benefit

- Schedulers
- Inspectors
- Technical Reviewers
- Hotel Agents
- Administrators

- Login via SAML
- Record selection
- Hotel agent selection
- Inspector selection
- Inspection group selection
- Inspection type selection
- Meta information entry
- Date/time selection
- Cancel inspection
- Reassign inspection

User Features - Inspector

- Login via SAML
- Identify today's schedule
- Single-click to launch inspection
- Zoom in/out/restore, flashlight on/off, real-time map, real-time collaboration, image capture, video capture, full-screen, auto rotation, private annotations, text-to-Hotel Agent, chat interface, guide sheets, compliance document
- Messaging to Hotel Agent
- PDF report generation
- Add viewers:
- On-the-fly via email or phone, unlimited in number
- Invite from prior list
- Invite with group URL

- Login via SAML
- Identify items ready for review
- View media: individually
- View media: by single PDF report
- View media: download ZIP file
- Message hotel agent
- “Result” inspection

User Features - Hotel Agent

- No app to install
- No account to create
- Receive text message, click on text message launches live stream
- Local capture
- Real-time annotations
- Receive SMS with captured image from Inspector
- Can receive SMS from Inspector/Tech Reviewer (if desired) and respond (all communications logged to inspection record)

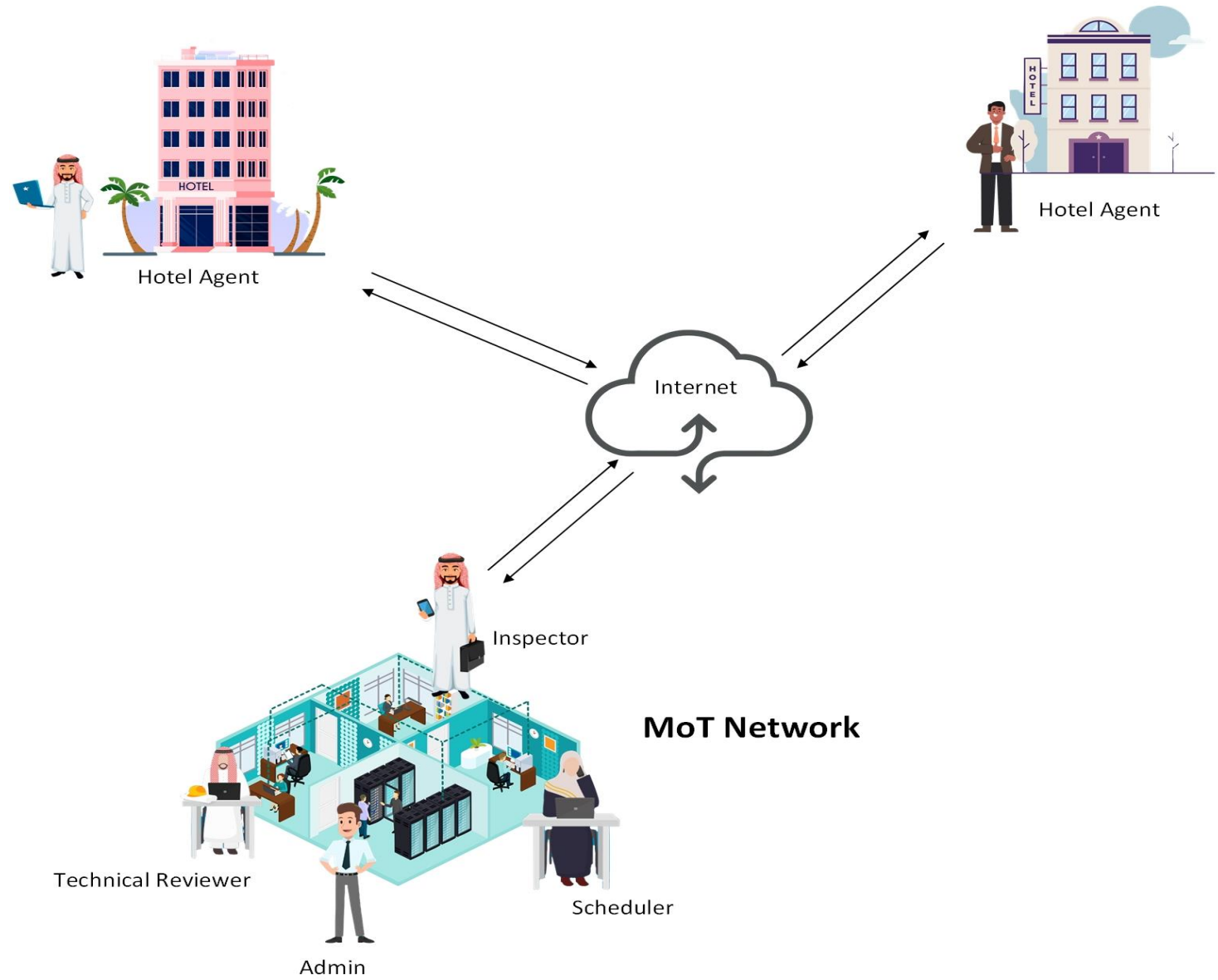
User Features - Administrator

- User creation if required (e.g. Administrators)
- User disabling
- CSV download of activity
- Profile change for users
- Review guide sheets
- Review compliance document
- Update translations
- Site-wide settings
 - Logo
 - Media IP address restriction
 - Max wait time
 - Date/time format
 - Default view timeframe
 - Media expiry



High Level Network Diagram

High Level Network Diagram



Thank you