



GovStack - WiGTC

GovSpark

Violence reporting system

scan to test



Violence against women is a widespread, underreported human rights violation and global health crisis.

- Survivors often face fear, stigma, lack of access, and delayed responses, this leaves many without the protection and support they urgently need
- Scattered fragmentation of systems and initiatives that create entropy
- For policy makers and stakeholder involved accurate measurement and reporting of data on violence against women remains challenging

1 in 3 women worldwide

(approximately 736 million)
experienced physical and/or sexual violence at least once in their lifetime

140 women or girls are killed every day by someone in their own family.

Technology-facilitated violence

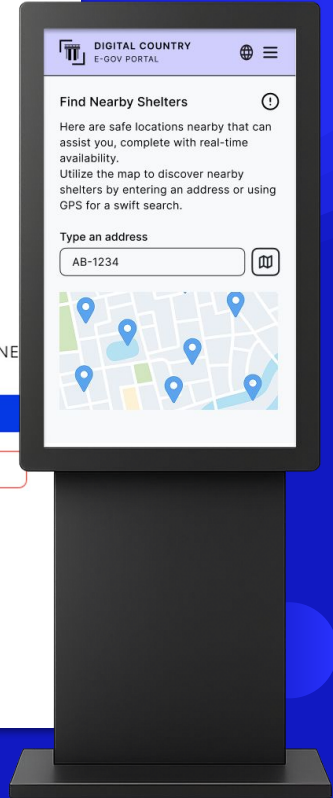
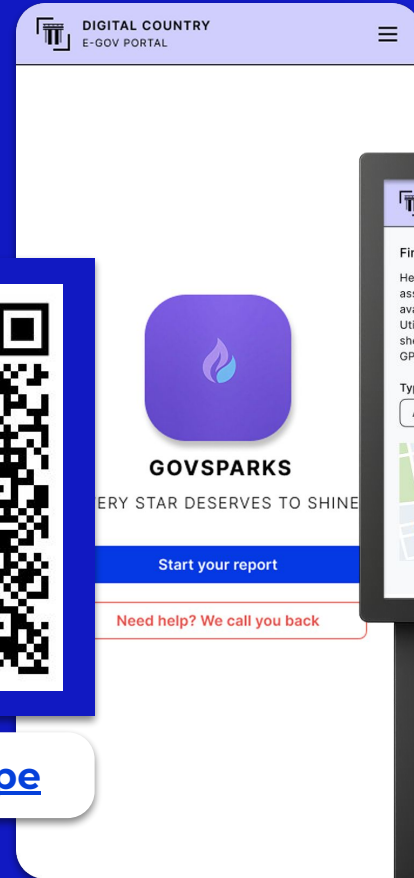
prompting new global measures to **online harassment and abuse.**

A safer and accessible reporting system for survivors of gender-based violence

scan to test

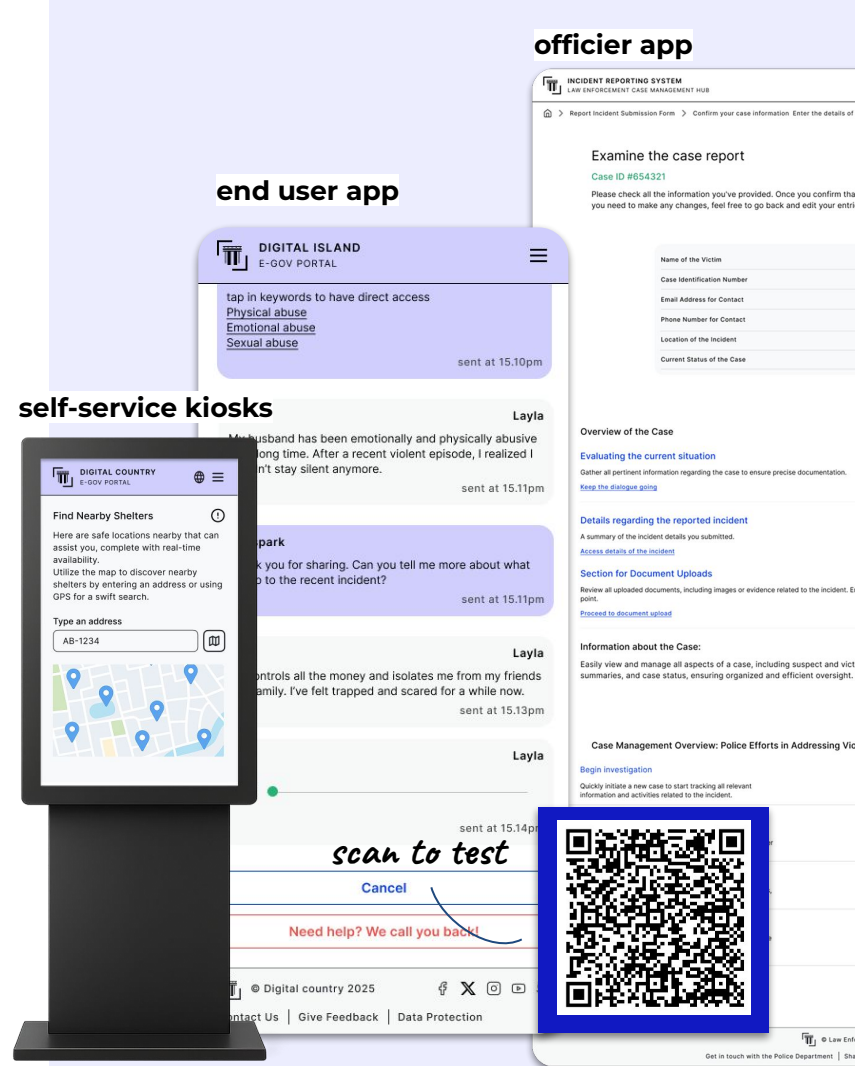


[Test the prototype](#)



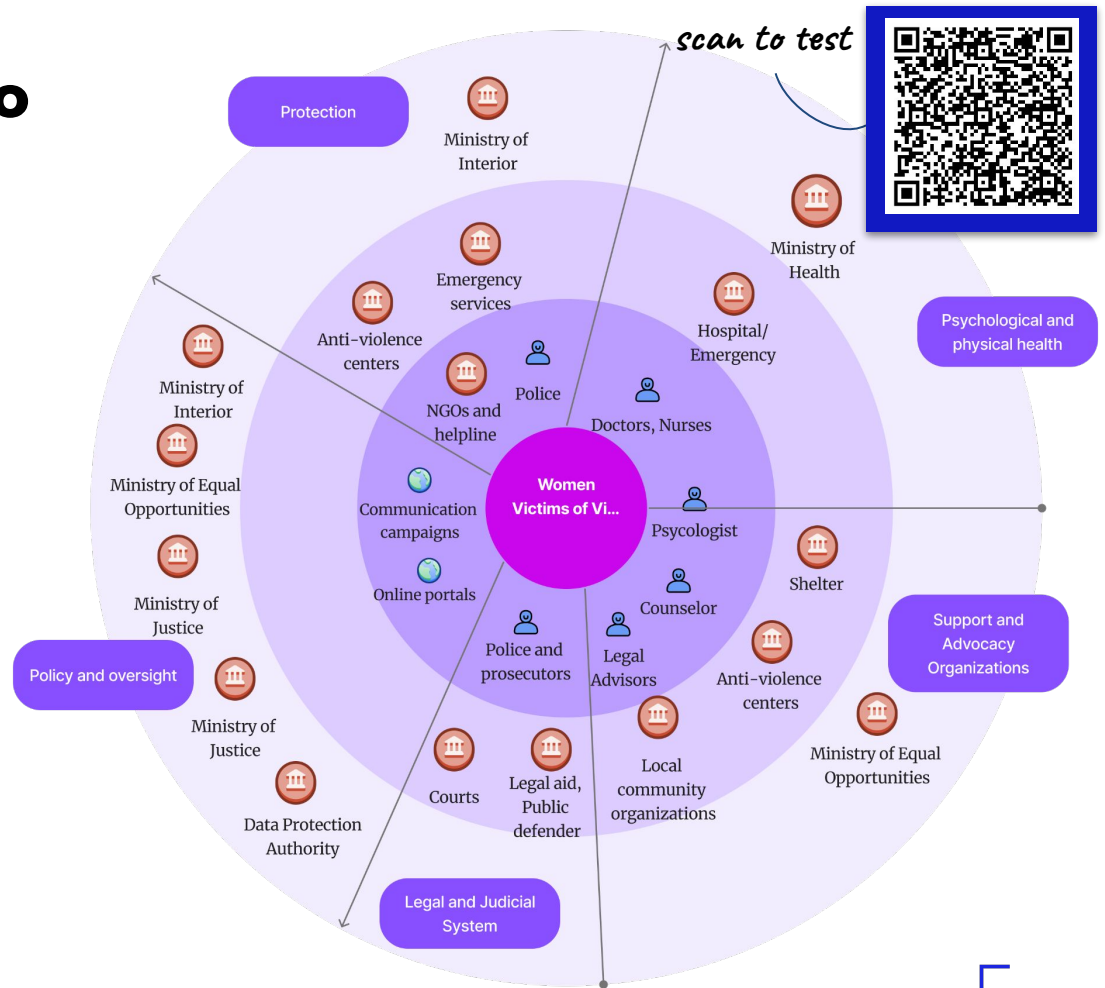
GovSpark is a secure, accessible, and anonymous digital system maximizing DPI safeguards, following the Govstack principles

- Integrated in the service catalog of the government, **multichannel** and **multi languages**, enables women to report violence incidents
- Ensure 24/7 digital access for reporting violence, providing a **secure** and **privacy-first** approach, **anonymous** channel
- Interoperable registries and data integrity ensuring **data driven**, AI solution enabled
- **Transparent** algorithm to follow each stage of case resolution



Multiple stakeholder to engage and make the service possible

- Protection
- Policy and oversight
- Support and advocacy organizations
- Psychological and physical health
- Legal and juridical system



Public institution



Online



Stakeholders



5 extreme personas to understand our users diverse cases to ensure inclusive, modular design.

scan to test



Meet Layla

“As a woman I want report her situation quickly and securely online, access legal and psychological support, and help improve the system with feedback.”

#online report #inspire others #accessible service
#rebuild her life #encryption with AI
#easy service #trained civil servants #reintegration #SMS
or Helpline #community trust

A user journey to report an issue

know more

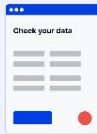


Service page - authentication - consent



- W3C compliant
- WCAG compliant
- Multilingual AI
- Multichannel service
- Real time map with safe location where to go
- Emergency quick-alert button (voice/video)

Digital ID login / registration



- Proactivity: personal data of the user will automatically be filled out because of interoperability of registries
- If some data is not right she can ask for modification, and go to the next step

Submit the report



- Interactive questionnaire (text, voice, video options)
- Emergency quick-alert button (voice/video)
- Privacy and security: Disguise like "Tul" the app in case of emergency

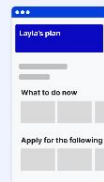


Helpline evaluation

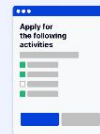


- Helpline people is trained to evaluate the case, and can call the woman in case of support

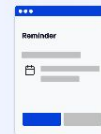
Evaluate and apply to proposed activities



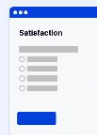
- Safety plan overview with recommended actions
- Nearby shelters/ events/jobs map with real-time updates



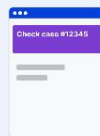
- List of activities that the woman can apply
- Schedule virtual therapy/legal sessions
- Legal and mental health resources
- Join peer groups or mentoring programs
- Nearby shelters/ events/jobs map with real-time updates
- Sharing stories and feedback



Feedback & Improvements
Digital survey or forum post
Updates on platform improvements based on feedback



Interoperable and encrypted case management



- Low: Helpline receive the case and routes based on criticality (to counselor/emergency or continue assessment)
- High: Police receive the case
- High-injured: Doctor receive the case



- Encrypted case management just with the case description without the sensible data
- Coordination Plan: Workflow BB is used to manage the coordination of the stakeholder and data flow of all the different systems
- A list of task for the coordination of each stakeholder is created and communicated to the different stakeholder



- Encrypted case management just with the case description without the sensible data
- A list of task for the coordination of each stakeholder is created and communicated to the different



- Encrypted case management just with the case description without the sensible data
- Every stakeholder use the case management application that is interoperable with the others

A user journey towards a safer, accessible digital reporting system for survivors of gender-based violence.

GovSpark ✨
Violence reporting system
and case management

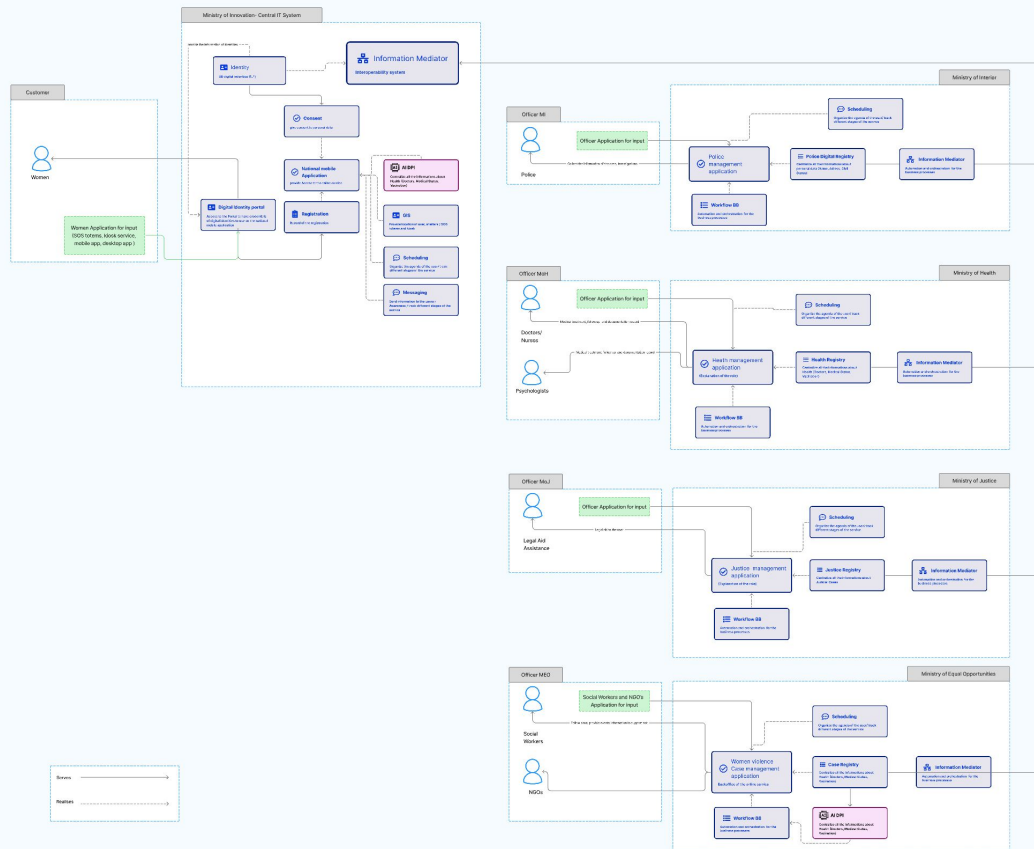
As a woman, I want to report a violence incident quickly and securely online. I will carefully read the service page and privacy policy. I will interact with the system to upload evidence. I want to access psychological support and book an appointment. I also want to help improve the system with my feedback.

wigt25 GovSpark#24

scan to test



Service Architecture - based on our understanding of the Italian DPI ecosystem



[Navigate in figma](#)

Service architecture

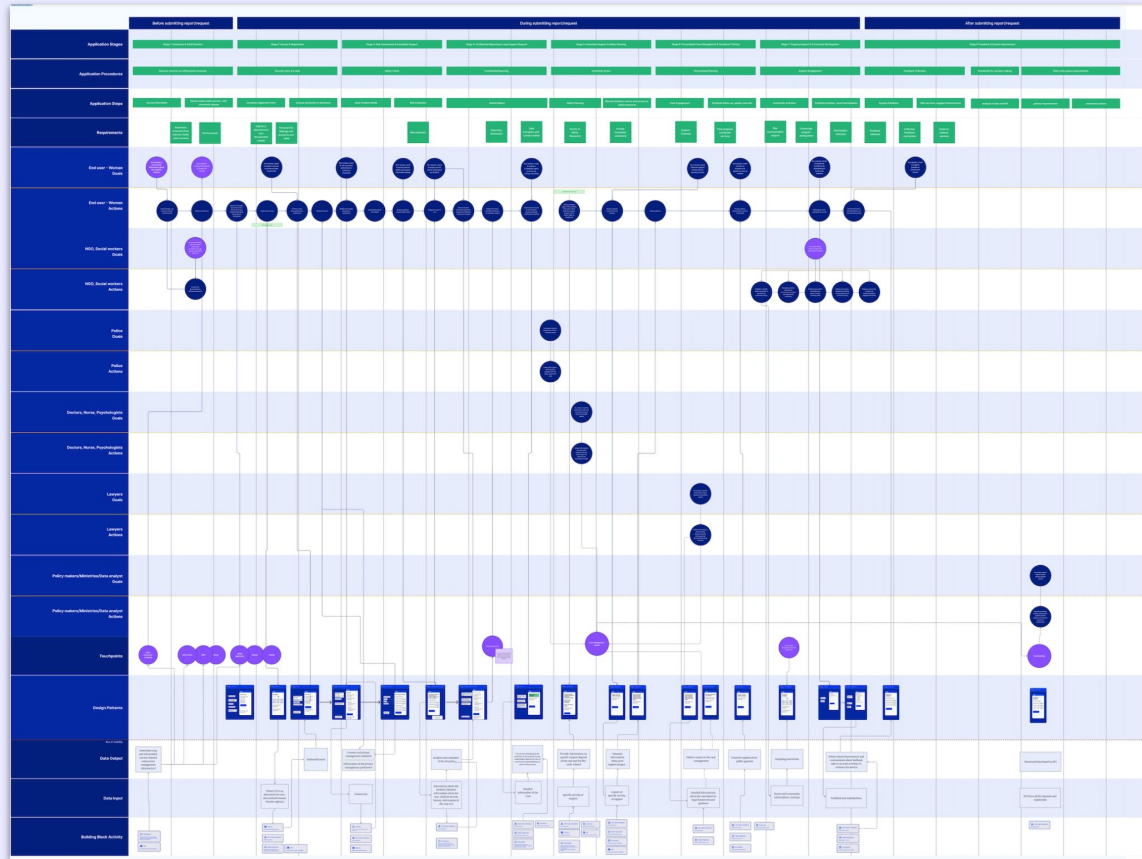
> The architecture is built to **enable a proactive, interoperable service** that actively connects users to support.

> It **leverages existing Digital Public Infrastructure (DPI)** and is designed for seamless integration with relevant systems.

> Maximize the **potential of GovStack building blocks** full functionalities.

Know more





Service Blueprint v3

> The Service Blueprint details the **entire service process from the user's perspective**, frontstage interactions, and backstage processes, **ensuring a logical and structured flow**

[Navigate in figma](#)

Strategic importance

- Addresses a **global challenge violence against women**, girls, and marginalized groups.
- Aligns with **SDG 5 (Gender Equality)** and **SDG 16 (Justice & Institutions)**.
- Advances **digital innovation in social protection and justice systems**.
- Promotes **transparency, data-driven governance**.

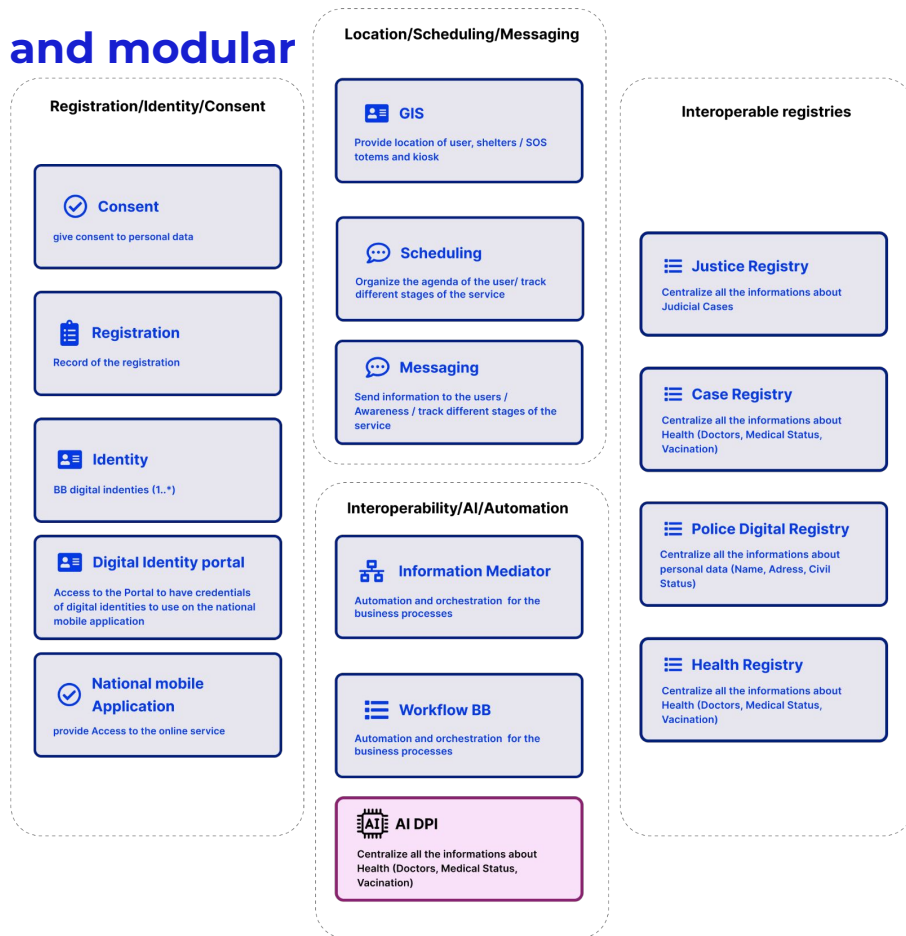
Political importance

- Aligns with **mandates of Government to protect their citizens**. Especially for the policies of Ministries of Interior, Equal and opportunities, and Justice.
- Encourages **cross-sector coordination** and institutional accountability.
- Backed by **growing political will for digital transformation and gender justice globally**.

 Open standards, reusable, scalable and modular

Technical and financial impact

- Uses proven tech: **AI chatbot, web/mobile platform, case dashboard**
- Easily integrates with **existing DPIs blocks to reduce implementation cost**
- Designed for **scalability across different countries and contexts**
- Supports **modular, phased implementation** to manage cost
- Fostering accountability w/ **dashboards, open data, and training**
- Opportunities for **funding via donors, multilateral agencies, and public-private partnerships**



BB used in our case

Showcase

Promote the service to demonstrate societal value to obtain feedback

Engage with stakeholders (government, donors and civil society entities) to showcase how the system addresses violence against women

Piloting

Engage pilot deployment programs with government GovStack Partners

Tailoring the service design based on the national contexts of the target country

Funding

Pursue Funding Opportunities

Explore current funding streams focused on gender equality, digital transformation, and social protection.

Engage with existent technical support between government and donors such as in Tunisia Danish cooperation and Expertise France

Standardization

Standardize the reporting workflow

Advocate for the institutional adoption of the system core workflow as a standardized incident reporting model.

Adoption of the service pattern as standard for any form of incident reporting

Reusable, modular and applicable to a wide range of reporting scenarios such as corruption, fraud, or public service complaints.



Claudia Pollina 

Service Designer at Department for Digital
Transformation - Presidency of the Council of
Ministers - Italy

c.pollina@innovazione.gov.it

Acknowledgements: Amina Ben Salem, Phiwayinkosi Mabuza, Riyam
Al-Saedi, Jean Omefe, Aziza Gasmi-Boubaker. Lana Mustafa Al Adaileh,
Fatma Dahman, Emna Gueddich and Stefania Guerra.



Jihen Louati 

Digital government
consultant - PwC Tunisia

jihen.louati@pwc.com

Image generated with AI

A group of five diverse women are smiling and holding hands in a circle. From left to right: a woman wearing a red hijab and a red long-sleeved shirt; a Black woman with short hair wearing a blue V-neck shirt; a woman wearing a grey hijab and a light beige long-sleeved shirt; a woman with long brown hair wearing a light pink button-down shirt; and a woman wearing a tan hijab and a tan long-sleeved shirt. They are all smiling warmly at the camera. The background is a soft-focus green outdoor setting.

**GovSpark: Every
voice lights a
brighter future**