



GovApp: A Smartphone Application for Civil Status and Passport Services

**Final Project Report Submitted to
The Department of Computer Science
Faculty of Computer and Information Technology
Jordan University of Science and Technology**

**In Partial Fulfillment of the Requirements for the Degree of
Bachelor of Science in
Computer Science**

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نموذج حقوق الملكية الفكرية لمشاريع التخرج في قسم علوم الحاسوب

يتم قراءة وتوقيع هذا النموذج من قبل الطلاب المسجلين لمشاريع التخرج في قسم علوم الحاسوب

تعود حقوق الملكية الفكرية لمشاريع التخرج ونتائجها (مثلاً براءات الاختراع أو أي منتج قابل للتسويق) إلى جامعة العلوم والتكنولوجيا الأردنية، وتخصيص هذه الحقوق إلى قوانين وأنظمة وتعليمات الجامعة المتعلقة بالملكية الفكرية وبراءات الاختراع.

بناءً على ما سبق أتفق على ما يلي:

- (1) أن أحفظ كافة حقوق الملكية الفكرية لجامعة العلوم والتكنولوجيا الأردنية في مشروع التخرج.
- (2) أن ألتزم بوضع اسم جامعة العلوم والتكنولوجيا الأردنية وأسماء جميع الباحثين المشاركين في المشروع على أي نشرة علمية للمشروع كاملاً أو لنتائجها. ويشمل ذلك النشر في المجلات والمؤتمرات العلمية عامة أو النشر على الموقع الإلكتروني أو براءات الاختراع أو المسابقات العلمية.
- (3) أن ألتزم بأسس حقوق التأليف المعتمدة في جامعة العلوم والتكنولوجيا الأردنية.
- (4) أن أقوم بإعلام الجهة المختصة في الجامعة عن أي اختراع أو اكتشاف قد ينتج عن هذا المشروع وأن ألتزم السرية التامة في ذلك وأن أعمل من خلال الجامعة على الحصول على براءة الاختراع التي قد تنتج عن هذا المشروع.
- (5) أن تكون جامعة العلوم والتكنولوجيا الأردنية هي المالك لأي براءة اختراع قد تنتج عن هذا المشروع وتشمل هذه الملكية حق الجامعة في إعطاء التراخيص و التسويق و البيع كمؤسسة راعية و داعمة لكافية الأنشطة البحثية. و يكون حق للطالب شمول اسمه على براءة الاختراع لأحد المخترعين، وفي حال تم إعطاء تراخيص أو تسويق وبيع لأي من منتجات المشروع يمنح المخترعون بما فيهم الطالب نسبة من الإيرادات حسب تعليمات البحث العلمي في جامعة العلوم والتكنولوجيا الأردنية.

التوقيع

إسم الطالب

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إسم المشرف

..... تاريخ

Dedication

“To Mom, who took me to the library.”

I dedicate my Graduation Project to my family and many friends. A special feeling of gratitude to my loving parents whose words of encouragement ring in my ears. My Brother Mohammed who have supported me throughout the process, I will always appreciate all he has done for me.

-Mamoun Abu Koush

I would like to dedicate my work to my parents without whom none of my success would be possible, for my father who helped me in all things great and small, to my friends Ammar al Qublan and Mohammaed Bdoor who were by my side during this long journey and always supported me with great encouragement.

-Ramdan Massadeh

I dedicate the work done in this project to my family who are the best supporters ever, to my friends, colleagues and to caffeine and sugar, my companions through many a long night of writing.

-Karam Badarneh

Acknowledgment

Many thanks and appreciation to Dr. Malak Abd al Ghani Abdullah who has been the ideal supervisor. Her wise advice, insightful criticisms, and encouragement and her steadfast support of this project which was greatly needed and deeply appreciated. aided the writing of this Project.

We would Also like to thank Dr. Eyad al Sharif and Dr. Noor Zaghal for their help and support throughout the development of this project. Also, Many thanks to CSPD Employees and our friends who helped us in filling the Surveys.

An African Proverb says it takes a village to raise a child. We have come to the conclusion that, at least in our case, it took a village to make a whole project. So we would like to thank every teacher and assistant teacher in our Computer Science department who taught us since we were freshmen until we became seniors, those who, thanks to their knowledge and education we would not have reached this stage of knowledge, Their names are too numerous to mention, we owe them a great debt, Thank you.

ABSTRACT

The Civil Status and Passport Department is responsible for granting and issuing several documents for both Jordanians and Foreigners in Jordan, such as issuance of birth certificate, Issuance of Passport, keeping record of the Jordanian families and issuing a family book for each family and assigning SSN to every Jordanian citizen, and Keeping record of their addresses. Also providing services for Jordanians living abroad Through Jordanian embassies and consulates.

In our project, we introduce a smartphone application system that provides a comprehensive approach to minimize the manual work, schedule resources, and time effectively. The application aims to replace the paper registration forms into online registration forms from the Civil Status and Passport Department (CSPD). The applicant whose testament is verified for its genuineness by the CSPD Automation System with respect to the already existing information in the database will be able to fill the online forms with details such as name, address and get their needed updated document. Our goal is improving the efficiency in issuing of documents and reducing the complexities involved in it to the maximum possible extent. Users who become members of the system will be able to create their own profiles, where they can apply for every service provided by the CSPD online and from home.

This documentation provides the final phase of our graduation project with the collecting of requirements, analysis and design of the system, implementation and testing of the mobile application. We also provide a user guide in the appendix. We believe this smartphone application will be able to provide the required needed services if it is adopted in our country.

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ABBREVIATIONS

Abbreviation	Full Name
CSPD	Civil Status and Passport Department.
E-Gov	Electronic Government
SSN	Social Security Number
MENA	Middle East and North Africa Region
MOJ	Ministry of Justice
MOL	Ministry of labor
MOI	Ministry of Interior
MOTA	Ministry of Tourism and Antiquities
GDRFA	General Directorate of Residency and Foreigners Affairs Dubai
UML	Unified Modeling Language

CHAPTER 1

INTRODUCTION

1.1 Overview

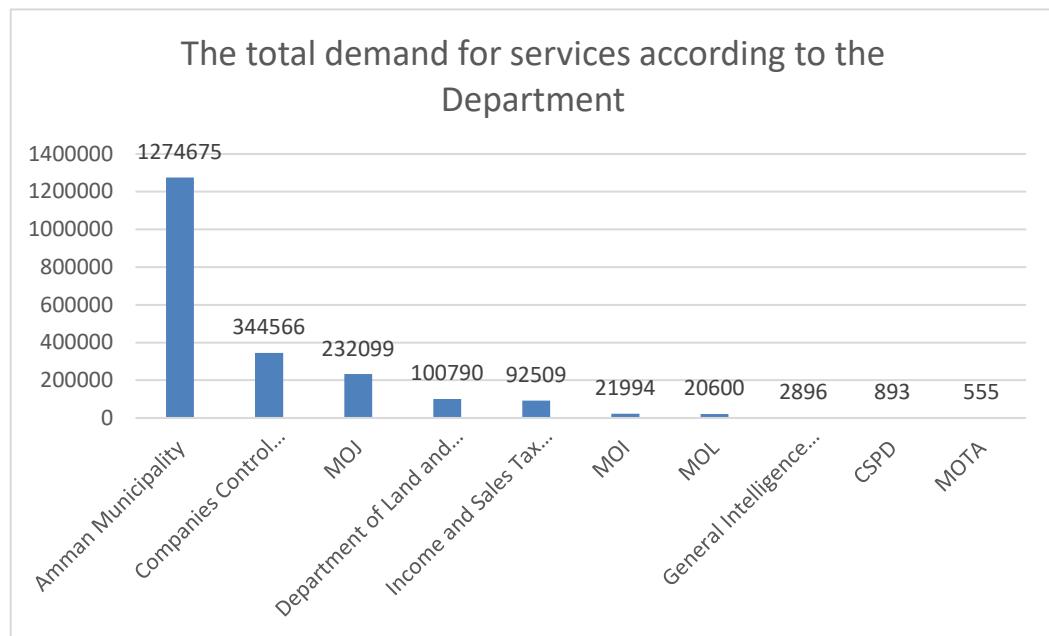
Delivery of effective and efficient services is one of the prime challenges for any Governmental department in any country. In the Jordanian Government, many believe that e-Governance is an opportunity to transform the corporation's commitment to be citizen centric, and to provide cost-effective services. It is also believed that this step will enhance governance through improving the access to accurate and transparent information and responsive institutions [1]. For both government organizations and citizens, e-Governance is no longer an experiment in administrative reform but a permanent part of the governing process. Moreover, its advantages are far reaching comparing to investment in establishing e-governance. This document covers detail scope of the proposed GovApp project Application for the Civil Status and Passport Department in Jordan.

The Civil Status and Passport Department is responsible for granting and issuing several documents for both Jordanians and Foreigners in Jordan, such as issuance of birth certificate, issuance of passport, keeping record of the Jordanian families and issuing a family book for each family and assigning SSN to every Jordanian citizen, and keeping record of their addresses. Also providing services for Jordanians living abroad through Jordanian embassies and consulates [2,3].

Our application, GovApp, will provide efficient and faster delivery mechanism for citizen services. It will also reduce the workload done by department personnel. Any Jordanian citizen can sign up and use the application, he will be offered a variety of services that are provided also by the Civil Status and Passport Services (CSPD). The user can apply for it from his home. The application will be designed and implemented in a responsive, flexible and interactive design; such that it requires least number of user actions/interaction to get the content delivered and presented.

1.2 Motivation

Unfortunately, unlike other departments in Jordan, the CSPD doesn't offer many services online for Jordanian citizens. According to the satisfaction of citizens on E-government services report (2018), out of 2,091,577 Jordanians and residents of Jordan who used e-gov services only 893 used the CSPD online services [4]. That is a small amount of participation for such a huge department that issued almost a 5,002,078 document in 2017, and the numbers are growing. Thus, creating an application for the CSPD to provide its services is a necessity for Jordanians. It will save time and cost for both the CSPD and for the service recipient. Furthermore, many developing and developed countries in the MENA region have launched some websites and applications that are similar to our proposed application and they were widely used by the citizens of those countries, we will talk about them in detail in chapter2.



1.1: Number of electronic services provided to Jordanians by the service provider⁵

1.3 Problem Statement

In terms of introducing and presenting new ideas, Jordan was one of the first developing countries that started e-government implementation in the year of 2000. However, due to lack organizational and customer readiness, some of the projects predominantly failed [6]. Also, with the increasing population, which caused an increasing demand for issuing documents, congested and overcrowded CSPD departments, Increased nepotism in every department, booming numbers of internet users with not enough E-services, all of these formed a burden on the CSPD, hence the aim of this document. The next section will discuss the qualitative solution that will be utilized to provide a good and suitable solution for both the Government and the citizens.

1.4 Solution

Our proposed solution is to create a mobile application for the CSPD that can be accessed via the internet at any time or anywhere. Having services available 24/7 will save time and money and users can access all services via single portal. They can download and apply for services via electronic forms. Also, they can upload documents that are required for some specific services that are provided by the CSPD. By making the citizens interact with government electronically, it will Improve the quality of services and reduce bureaucracy.

1.5 Purpose

This document aims at describing the details of requirements such as functionalities, features, and user interfaces of CSPD public application. In this document, the behaviors, user interface and interactivity details of the Application will be fully described. Moreover, the implementation and testing phase are also provided.

CHAPTER 2

REVIEW OF RELATED LITERATURE

In this chapter we will review the projects that have the same or different methods to solve the same problem done by others. These projects somehow tie with our own proposed work. We will discuss them briefly and talk about how their work are related to our work and how we can benefit from their experiences.

1. MOI Egypt

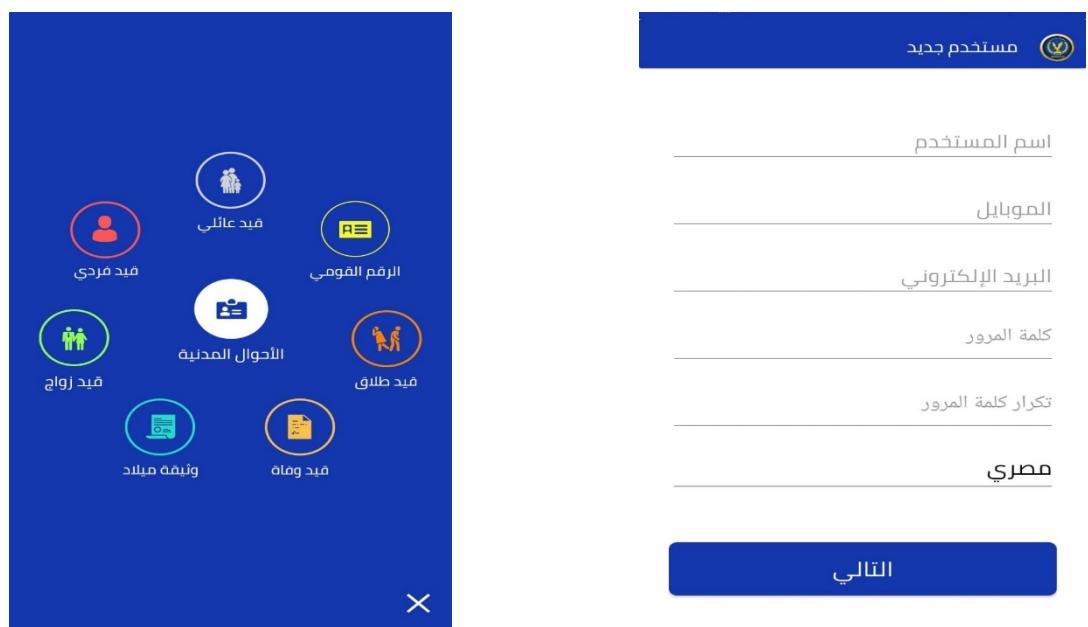


Fig 2.1: MOI Egypt Interface

Although it's not designed specifically for the Egyptian CSPD department, but from the MOI application the Egyptian and residents of Egypt can access several services provided by the CSPD. After that, a user login is required to proceed further with the procedure. The documents are delivered by the Egyptian postal services after filling the user information. The user will be asked whether he likes to pay Cash on delivery or to pay online via credit card or other online payment methods. The application faced some criticism due to lack of maintenance and not keeping up with the user demands for easier and effective system.

2. Metrash2 Qatar

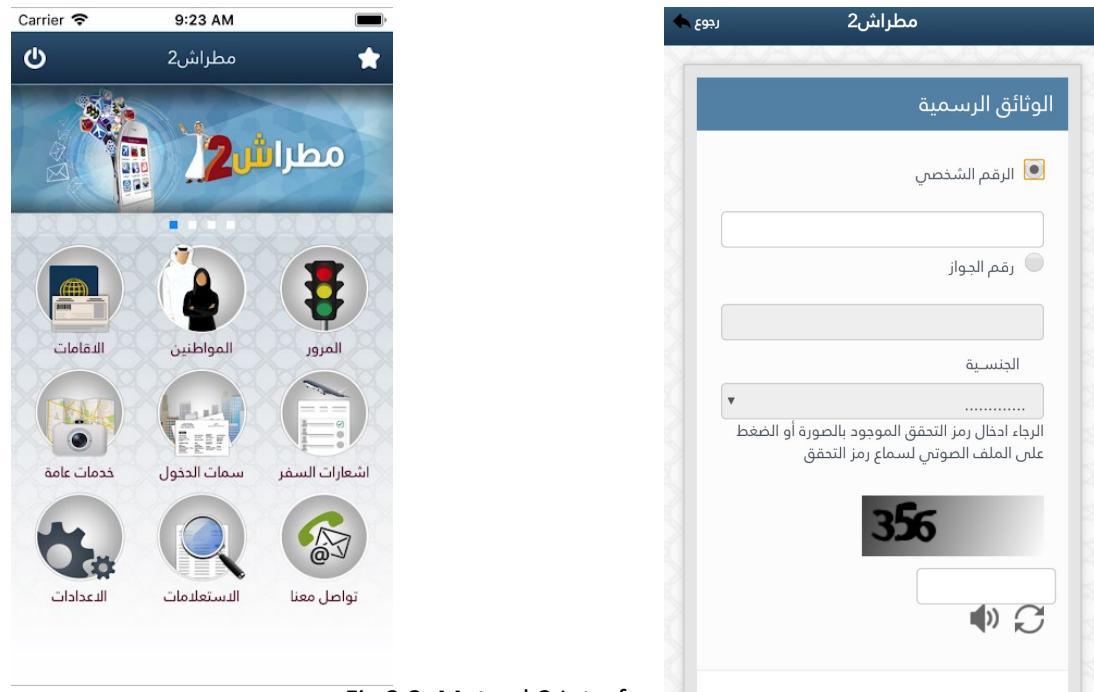


Fig 2.2: Metrash2 Interface

Metrash2 offers the residents and citizens of Qatar an easy way to access MOI services through their mobile devices. Services like enquiring about official documents, creating and paying for individual/company exit permits. It requires a user to first register for the service and then download and install the application on his/her mobile device in quick easy steps. Unfortunately, Metrash2 lacks an easy-to-use and a good user interface.

3. GDRFA Dubai

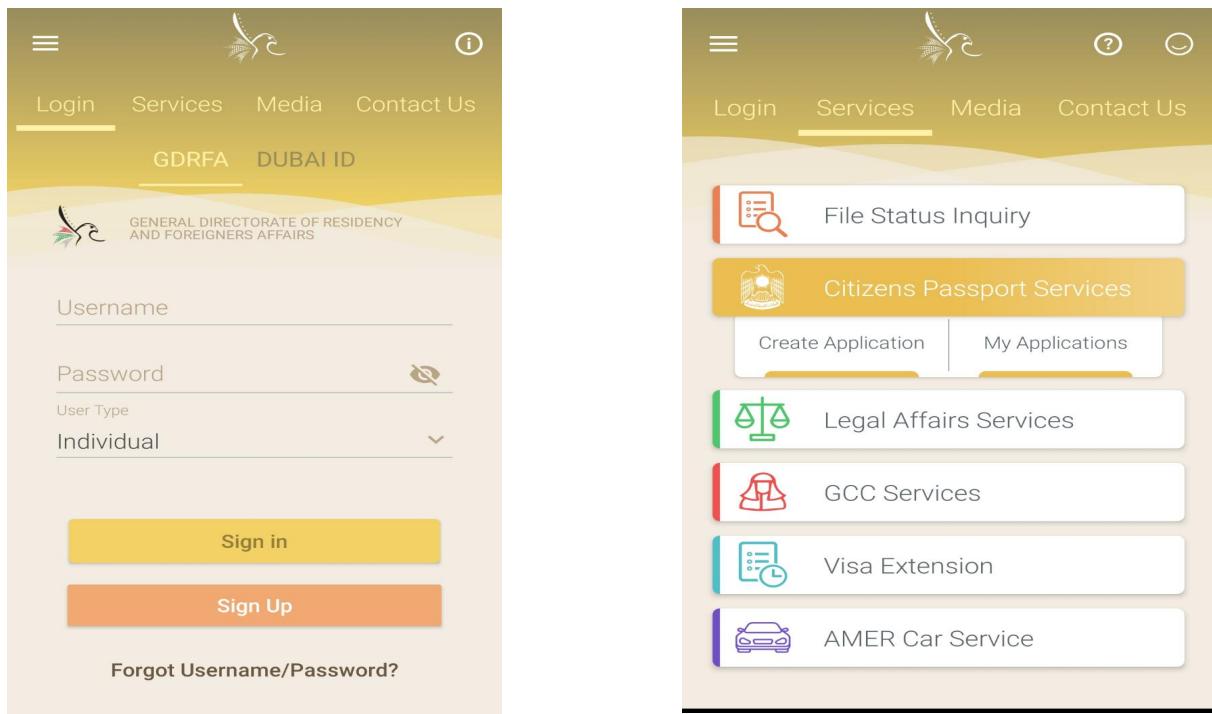


Fig 2.3: GDRFA Interface

This application provides you access to the most frequently required services of Dubai Government. As a Dubai citizen or resident, the GDRFA Dubai will provide the following services: request a new or renew your UAE passport, check your residence and entry permit status, apply for a visit visa for your relatives and much more. The application allows the user to upload their documents to apply for the services, the application have very user friendly interface.

4. Abshir KSA

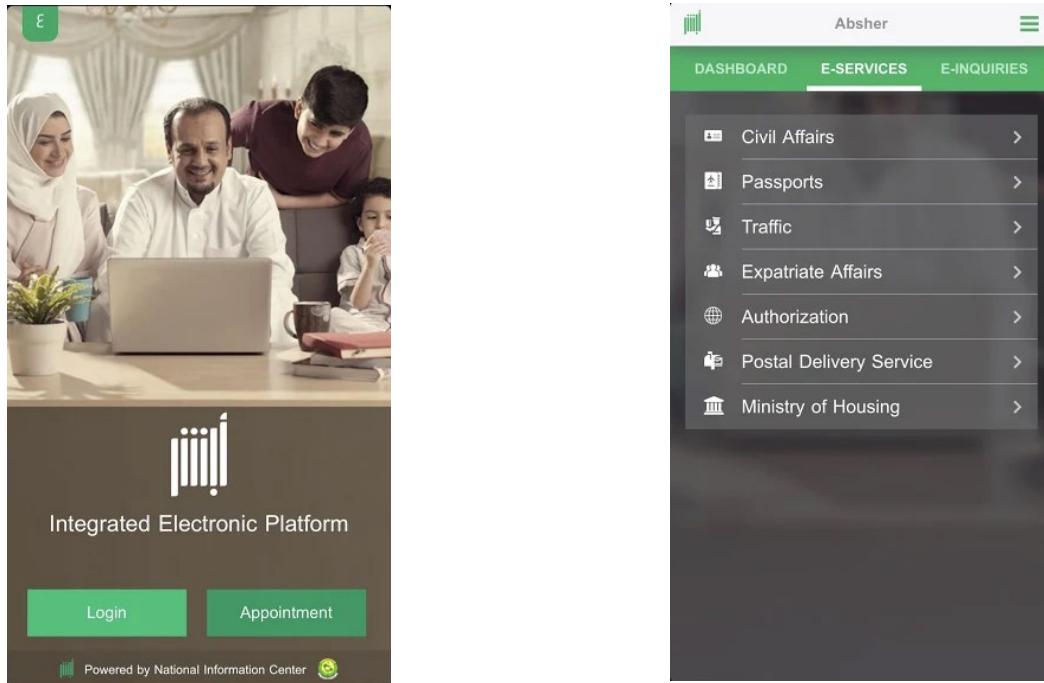


Fig 2.4: Abshir Interface

Abshir is the official e-Service's Mobile Application that provides the services of Abshir portal in Kingdom of Saudi Arabia. With Abshir, which is available in both Arabic and English, you will be able to perform many services for individuals in KSA whether they are citizens or residents. Abshir has been designed and developed with special consideration to security and privacy of user's data and communication. So, users can safely browse their profile or their family members, and perform a wide range of e-Service's online.

5. Conclusion:

In conclusion, we need to design an application that has the pros of the mentioned relevant work, such as a good and friendly user interface, considering user information security, and an easy to use comprehensive application.

App Name	Country	Friendly UI	Comprehensive	Security	Rating on the Play Store
MOI	Egypt	NO	NO	Secure	3.5/5
Mettrash2	Qatar	No	No	Secure	4.5/5
GDRFA	Dubai	Yes	Yes	Secure	4/5
Abshir	Saudi Arabia	Yes	Yes	Secure	4.5/5

Table 2.1 Related Work Comparison

CHAPTER 3

ANALYSIS AND DESIGN

1. Introduction

An application for the civil status and passport department can be very useful. However, the creation of such a system requires great efforts. Although, this system is designed with citizens in mind, it can be used by everybody who wants to access the CSPD services. Anyone with proper credentials can access this system.

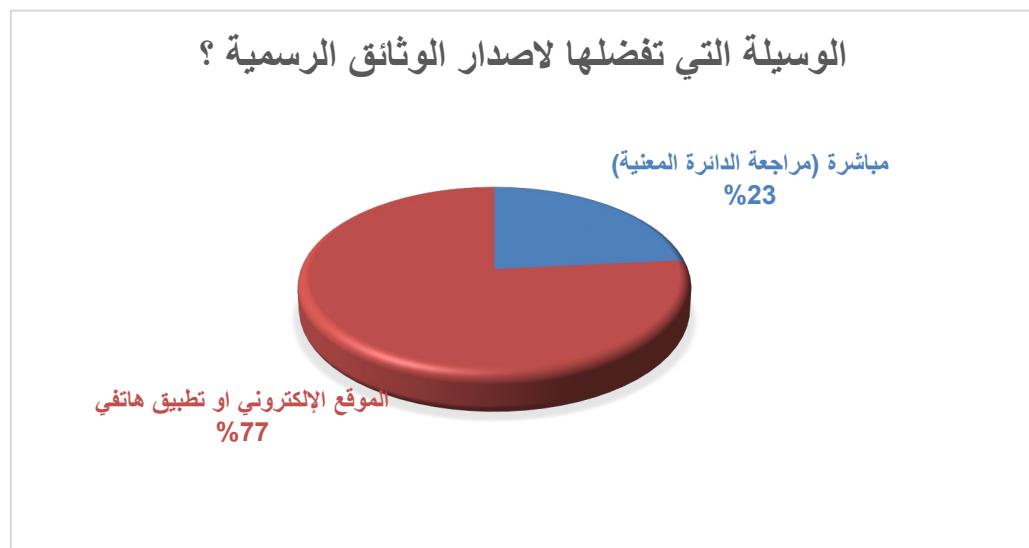
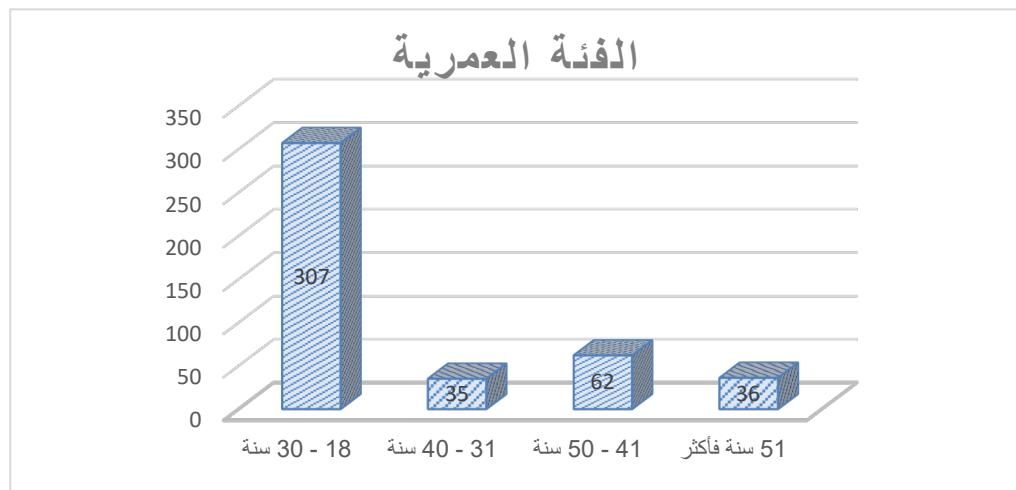
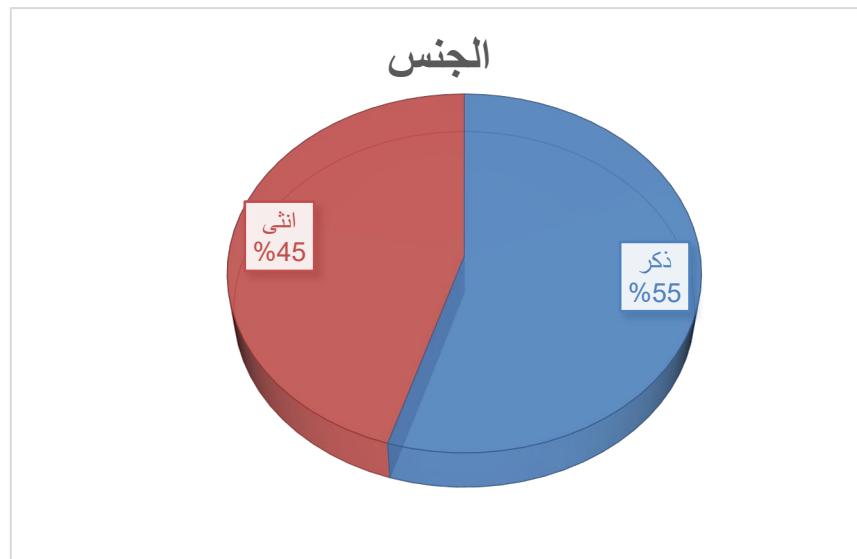
2. Functional Requirement Specification

We obtained the system requirements by surveying almost 450 Jordanians using Google Forms as you can see them in the Appendices of this document. Also, we surveyed 26 CSPD employees, interviewing some CSPD employees, and we have done team brainstorming. The following subsection introduces more details about the analysis and requirement collections.

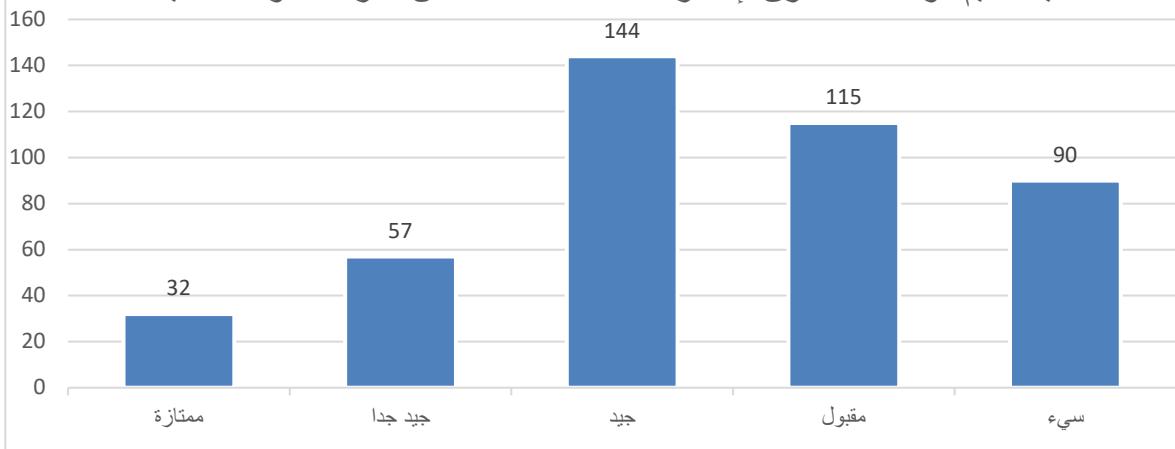
1) Analysis of Survey Answers:

Obtaining user views is difficult. Therefore, we need robust survey questions that effectively develop users and employees' insights. In this section, we'll discuss not only the survey results but also, we will present the findings and analysis of survey results using charts, which are a visually appealing way to share data.

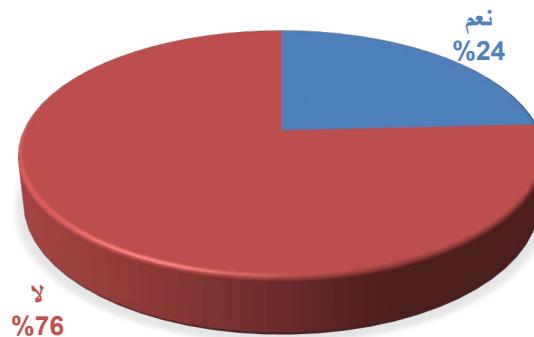
- 1. Citizens Survey:** 450 Jordanians had been surveyed using Google Forms as you can see them in the Appendices. The results shown as below:



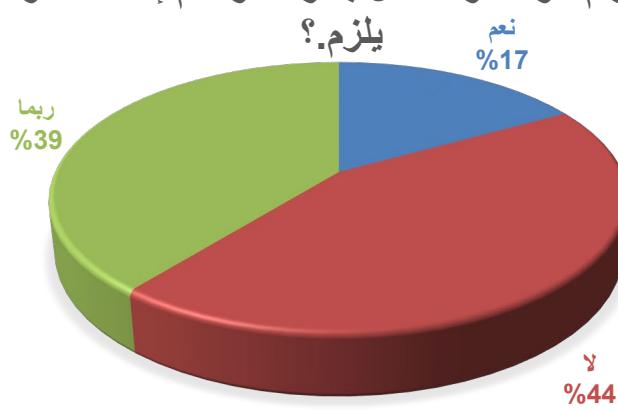
كيف تقيم الوقت المستغرق لإنجاز الخدمة المقدمة لك من دائرة الاحوال المدنية ؟



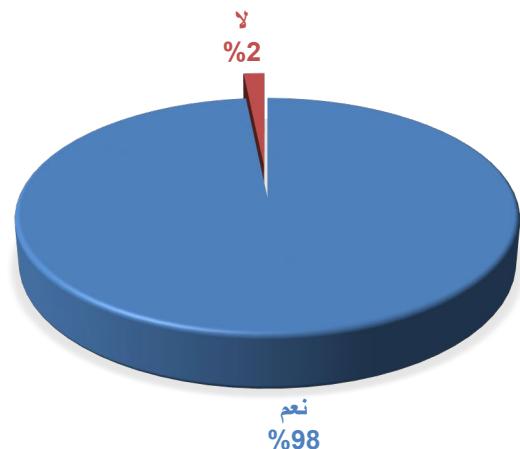
هل يتم إعلامك بأي تغيير يطرأ على إجراءات تقديم الخدمة التي تعنىك؟



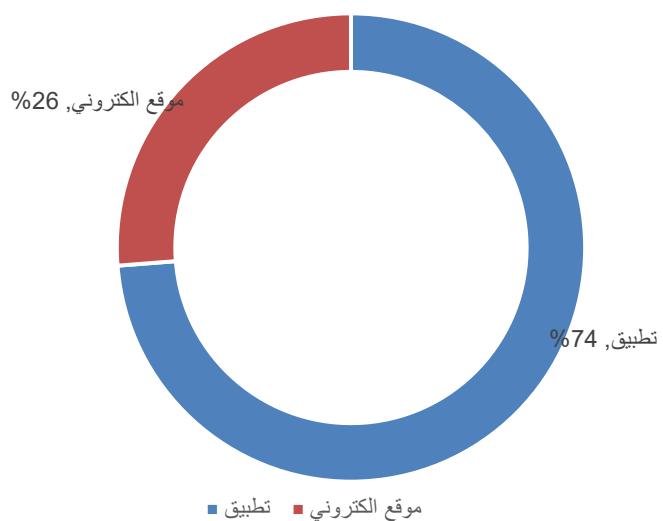
هل هناك احترام للوقت والتعامل بسرعة وعدم إضاعة الوقت فيما لا يلزم؟



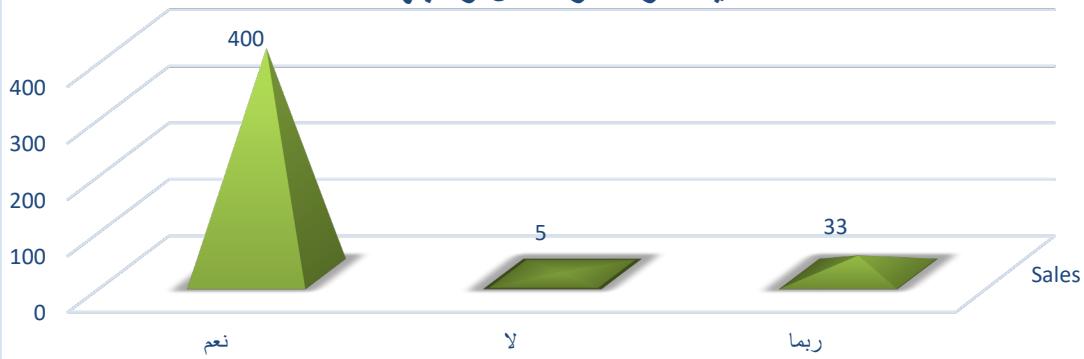
هل تؤيد وجود تطبيق او موقع الكتروني خاص بدائرة الاحوال المدنية لتقديم الخدمات منه؟



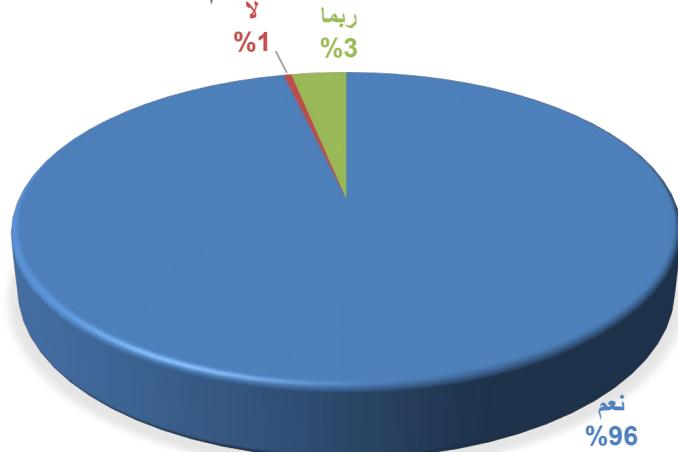
إذا كان الجواب نعم، هل تفضل استخدام تطبيق ام موقع الكتروني لتقديم الخدمة منه؟



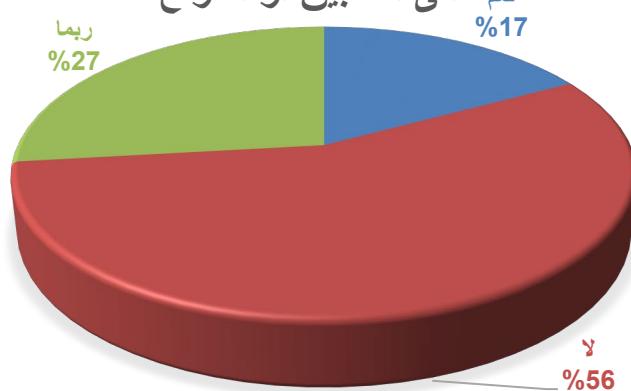
برأيك، وجود تطبيق او موقع لتقديم الخدمات من خلاله سيوفر عليك الوقت و المال والجهد؟



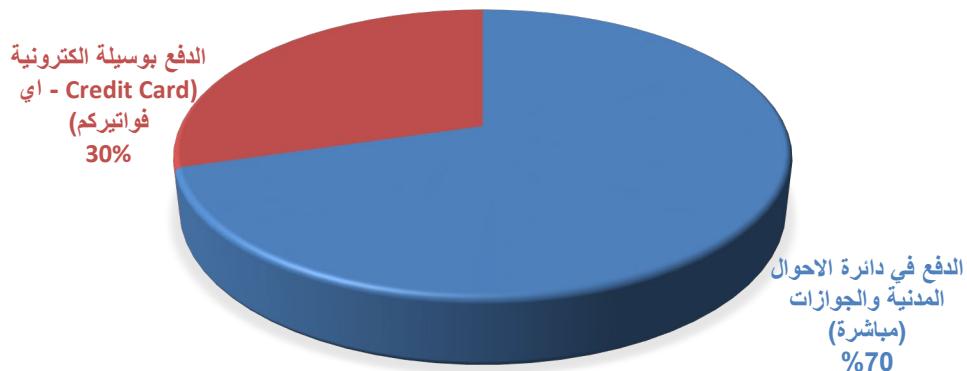
برأيك ، سيكون ذو فائدة للمقيمين خارج الاردن ويوفر
الوقت والجهد عليهم ؟



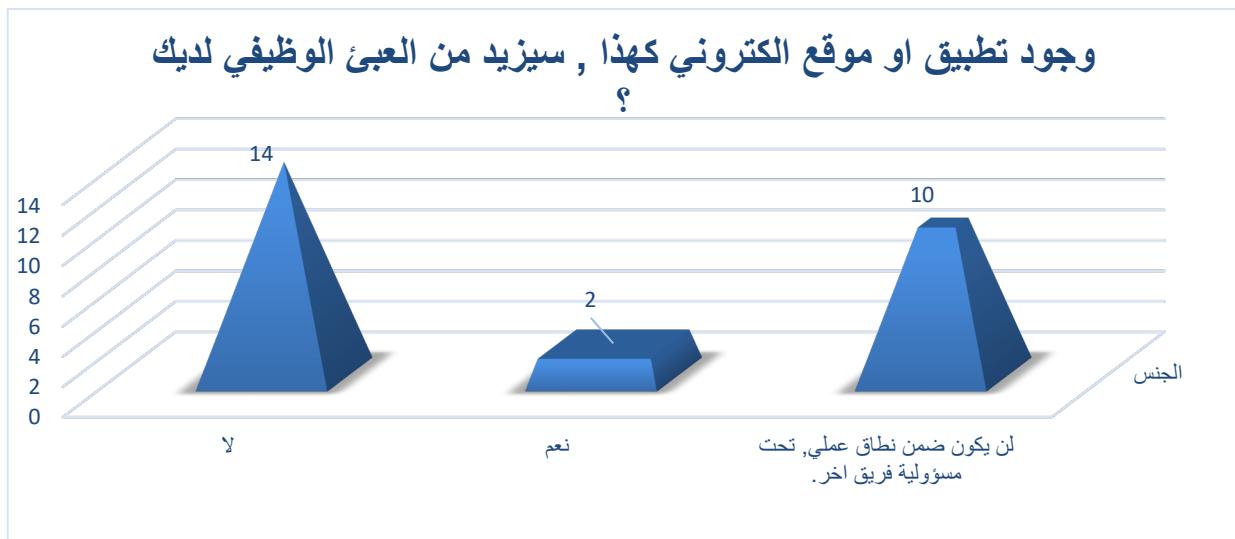
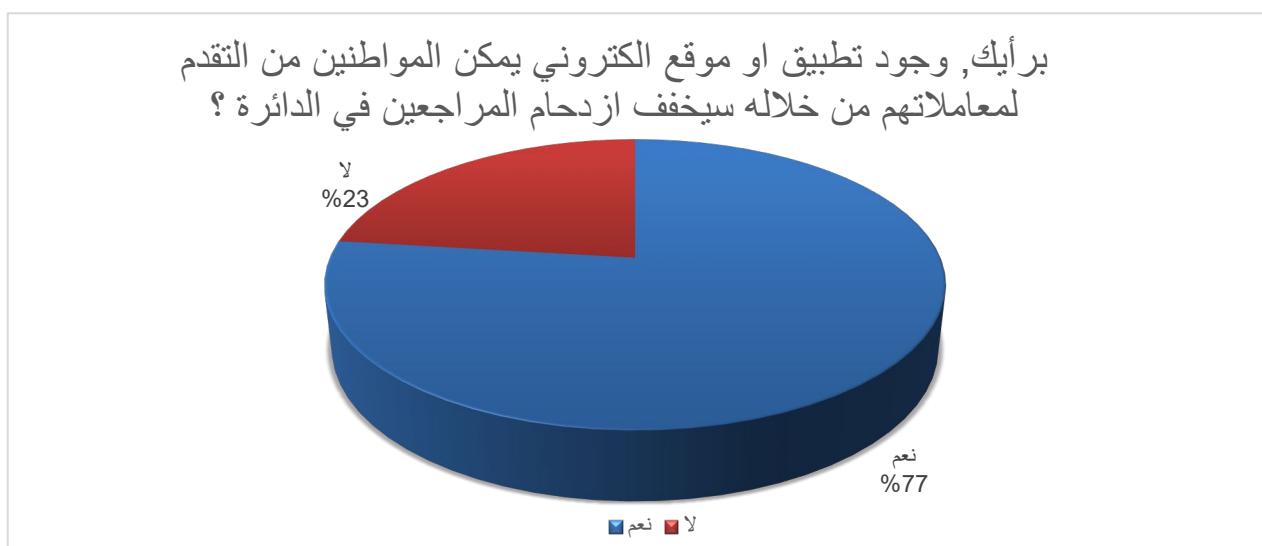
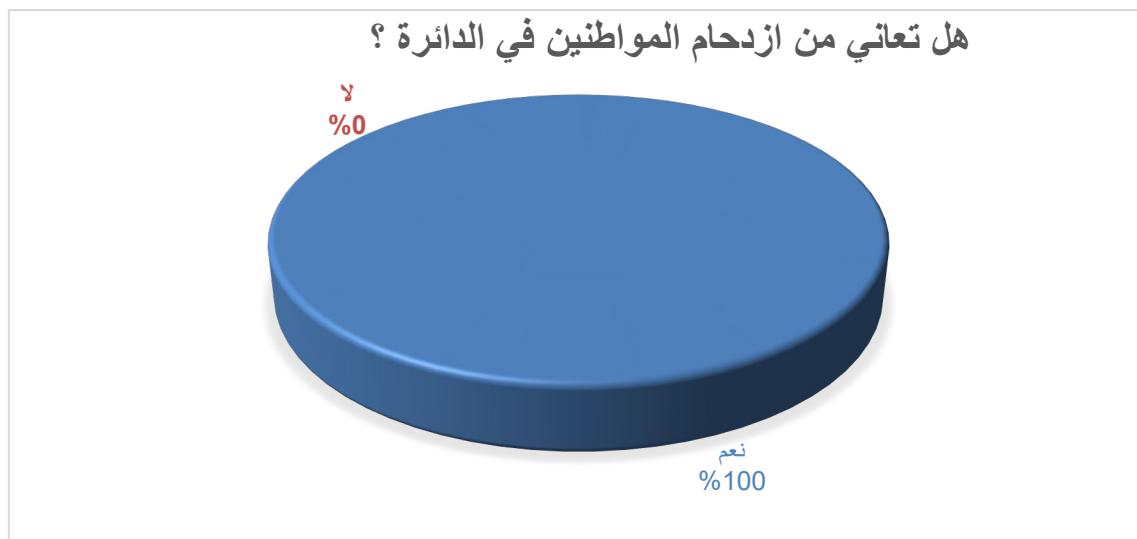
إذا تطلب الأمر، هل ستعتقد انك ستواجه صعوبة في رفع ملفاتك الشخصية (مثلا صورة عن جواز السفر او الهوية) بصيغة صورة
نعم الى التطبيق او الموقع ؟



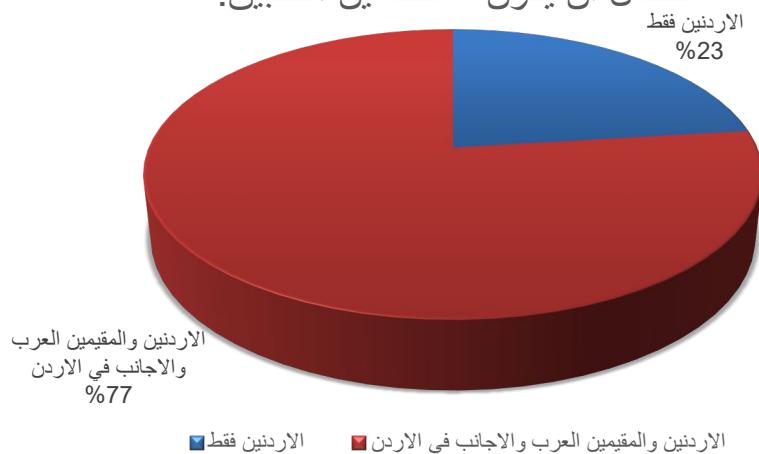
يتطلب اصدار بعض الوثائق رسوم مالية، لدفع هذه الرسوم تفضل :



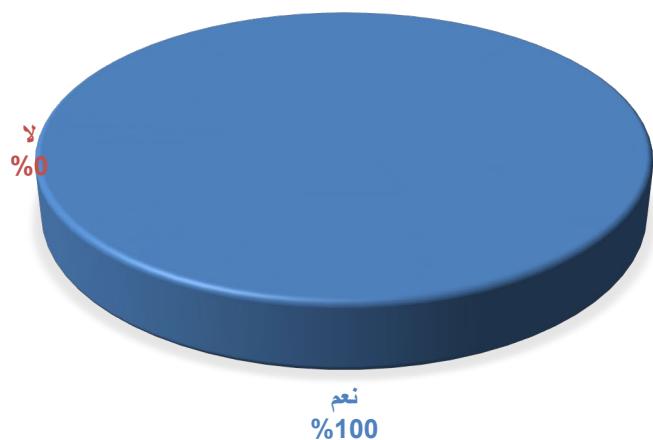
2. Employees Survey: We surveyed 26 CSPD employees



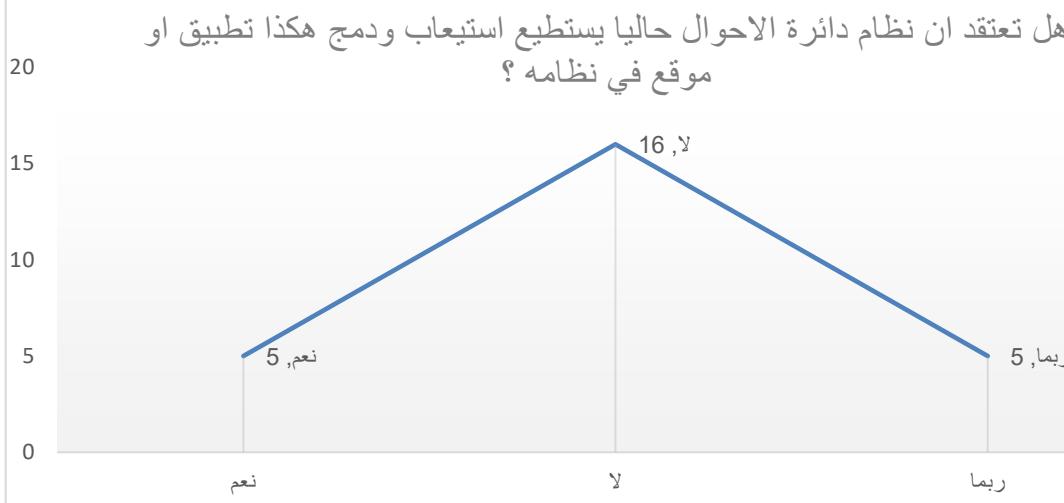
تفضل ان يكون مستخدمين التطبيق:



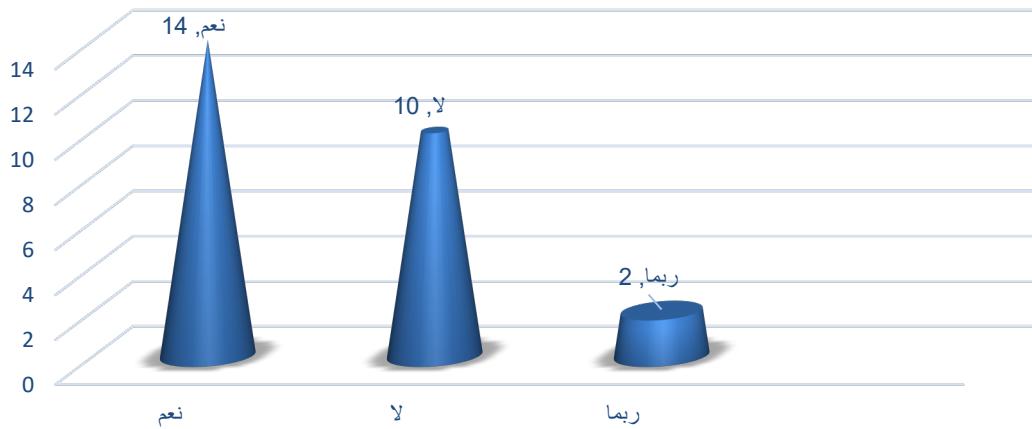
سيوفر التطبيق او الموقع الجهد و الوقت على المواطنين :



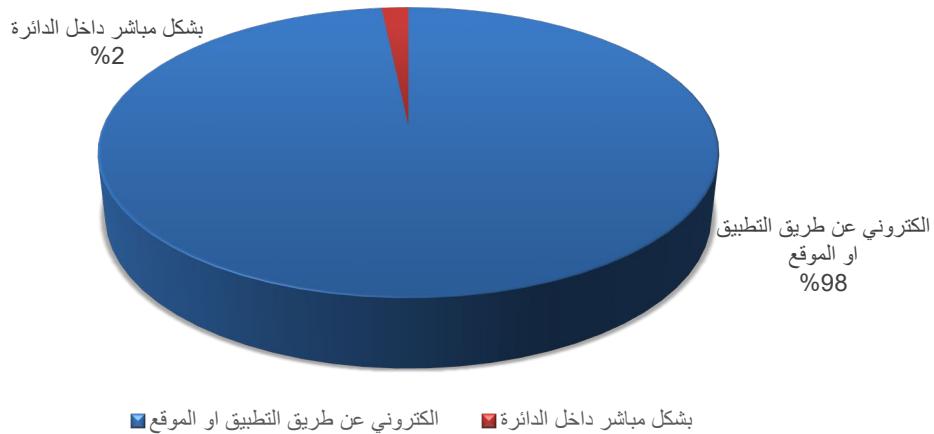
هل تعتقد ان نظام دائرة الاحوال حاليا يستطيع استيعاب ودمج هكذا تطبيق او موقع في نظمه؟



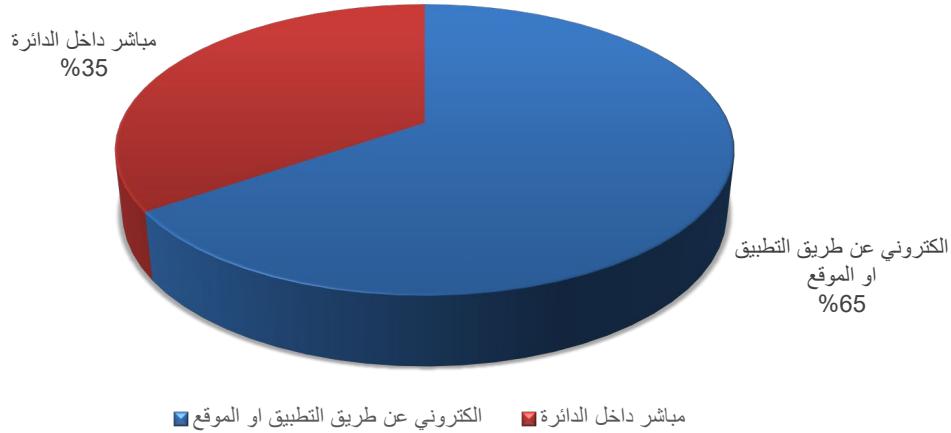
سيوفر التطبيق او الموقع فرص عمل جديدة داخل دائرة الاحوال ؟



استلام الوثائق المطلوبة للمعاملات يجب ان يكون :

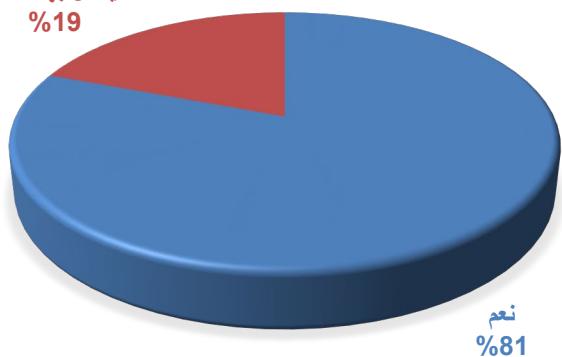


دفع الرسوم الخاصة بالوثائق والمعاملات يجب ان يكون :



يجب ان يحتوي التطبيق او الموقع خاصية تكشف الوثائق المزورة او المعدل عليها :

لا , النظام الرئيسي
سيتكفل بهذا الامر.
%19



Citizens and Employees Survey Analysis

Total Participants
450/26
(Citizens/Employees)

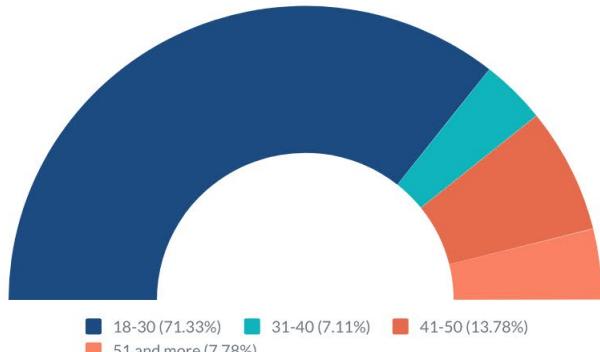
Male Female
54.4% **45.6%**

98% Said yes for CSPD APP or website

100% of employees suffer from citizens congestion

Age Group :

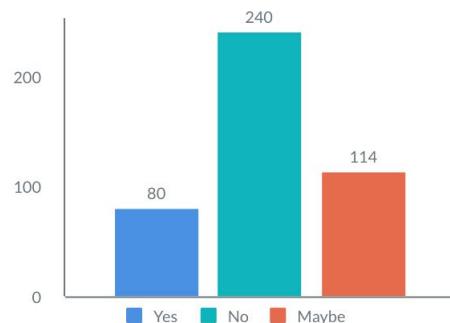
The age group of Citizens Survey respondents



How do you rate the time taken to complete the service provided to you by the CSPD?

Rating	Percentage
Excellent	7.4%
Very good	13.1%
Good	32.4%
Acceptable/Bad	47.1%

Do you think you will have difficulty uploading your files (e.g., a passport) in the form of an image to the application or site?



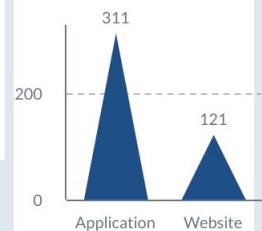
Preferred payment method



Will it save you time, effort,money?



Do you prefer to use an application or a website to access CSPD services?



76.4%
Preferred
Egov
Services

"I hope that all the services provided by the Civil Status Department become electronic to facilitate and save time and money together on the citizen"
• a survey respondent



2) Stakeholders

The system would be used by the following people:

- End Users:
 - Citizens
- Administrators
 - CSPD Employees
 - CSPD Department Directors

3) Functional Requirements:

- The system shall allow the user (Citizen or Employee) to register using a unique user id and password.
- The system shall store the data into database.
- The system shall have an instruction (User Guide) to tell the user how to use the Software.
- The system shall allow logout and login at any time.
- The system shall allow the user (Citizen) to upload their personal documents; Passport, ID card, Family book, Birth Certificate, Address Proof, Flag service book. Uploaded as PDF or image format.
- The system shall allow any user to modify their personal profile.
- The system shall allow users (Citizen) to apply for every Possible CSPD service. (i.e. renew Passport)
- The system shall give the user (Citizen) the option to save his application and be able to retrieve it later for future use.
- The system shall give the user (Citizen) a unique QR code for his application.
- The system shall have a payment method for the user (Citizen) to pay for his application charges.
- The system shall take the user fingerprint as his signature for some specific services using the Smartphone sensor.
- The system shall provide the user a guide to upload his documents, such as preferred background of the document, size, clear and not blurry document.
- The System shall inform the user with the latest updates about his application, if is it ready for pick up from the CSPD department or not.

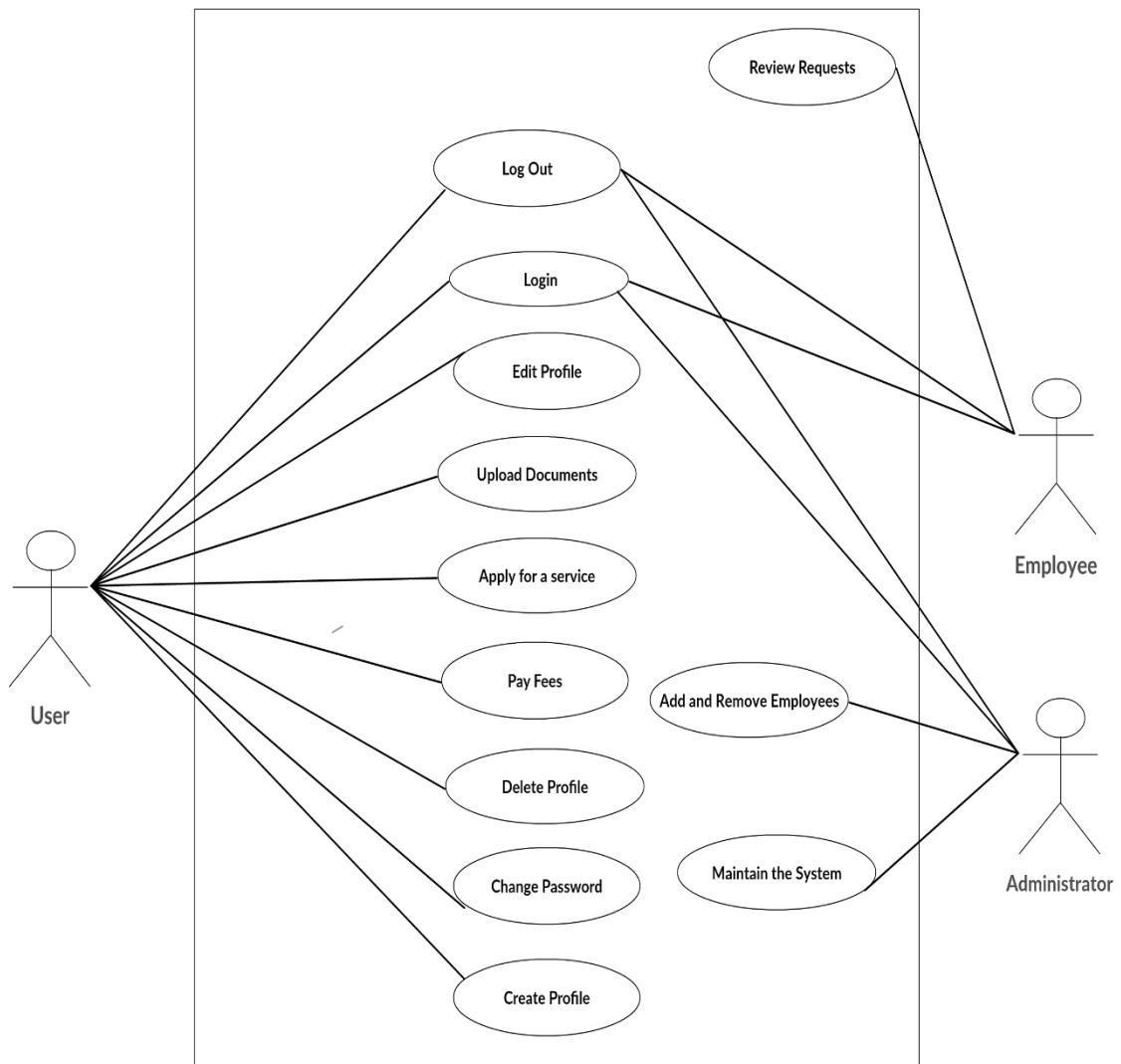
- The system shall allow the user to delete his account.
- The system shall support the Arabic language.

4) Non-Functional Requirements:

- The system shall provide the user with friendly forms for all services provided by the CSPD.
- The system shall require minimum maintenance, at most once per month.
- The system shall allow many people to use the Application at the same time and respond rapidly to the users' operation. It will not be crashed just because of overload.
- The system shall have an uptime for almost 24/7.
- The application shall have a simple design for easy navigation.
- The system shall have high security. For example, only administrator could get access into User data (Citizens). And Users information will not be divulged.
- The system shall respond rapidly to the users' operation. For example, users don't need to wait for too much time after clicking or selecting a button.
- The system shall verify the user login by using captcha test.

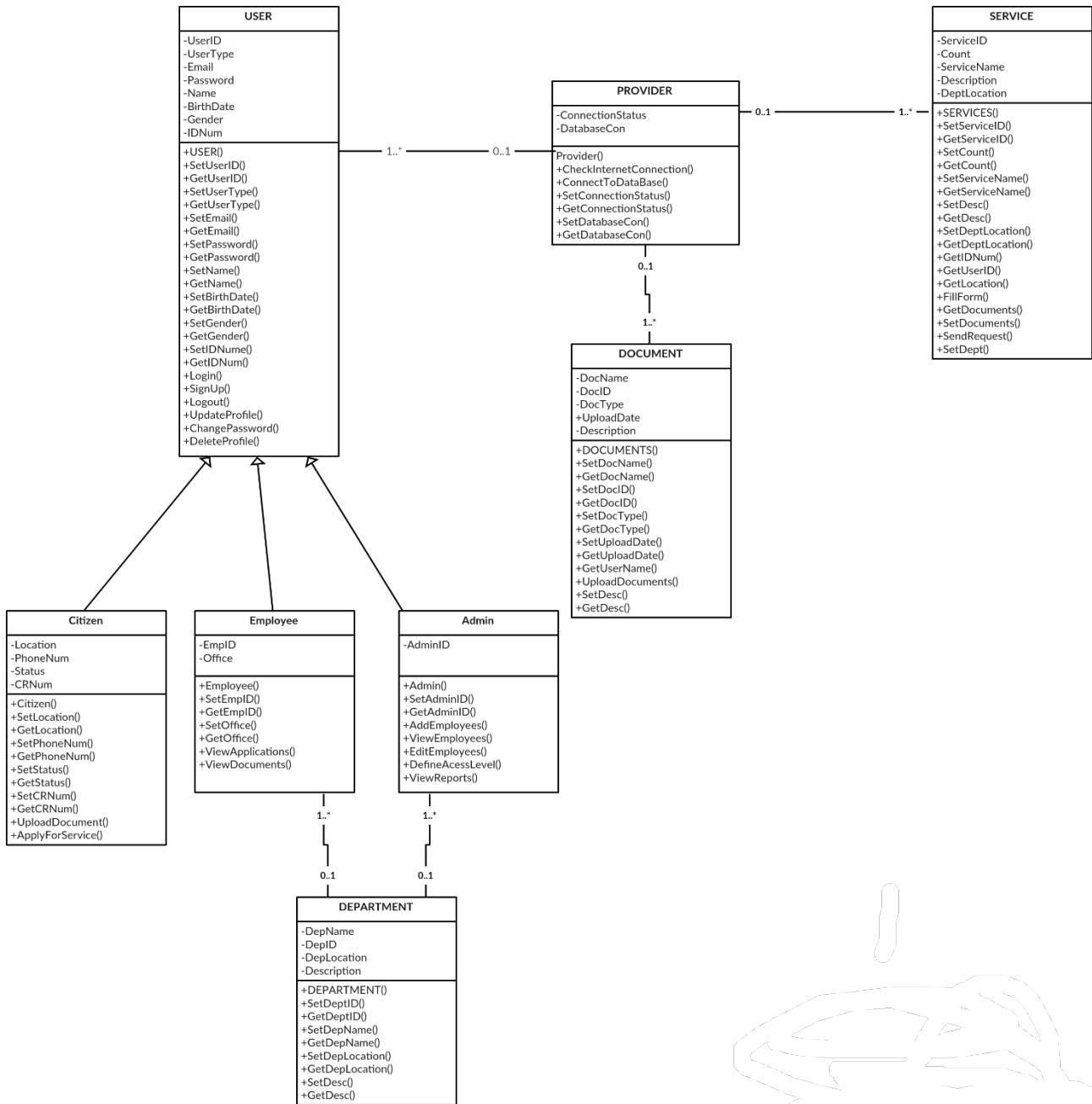
5) Use Case Diagram:

The following figure shows the use case diagram for our project



6) Class Diagram

The following figure shows the class diagram for our project

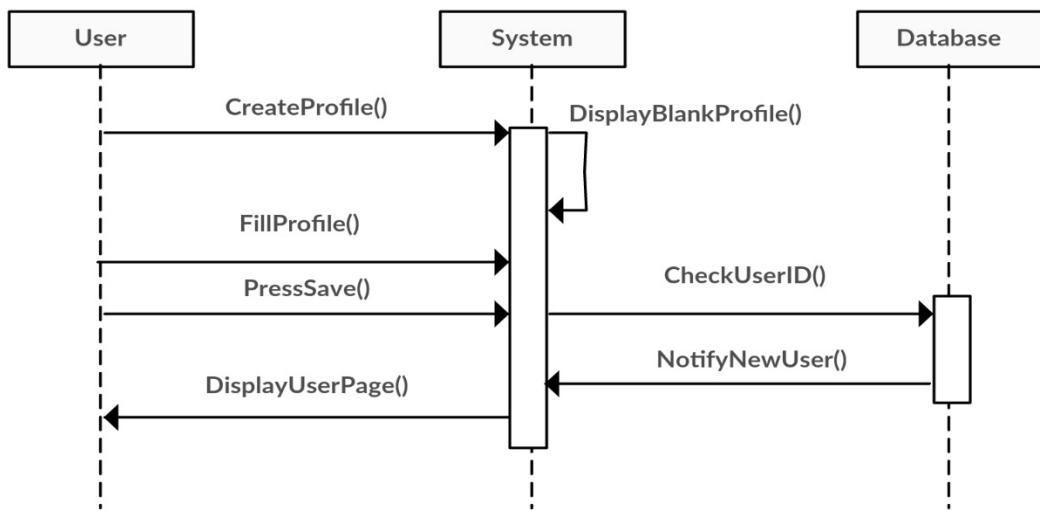


7) Sequence Diagrams:

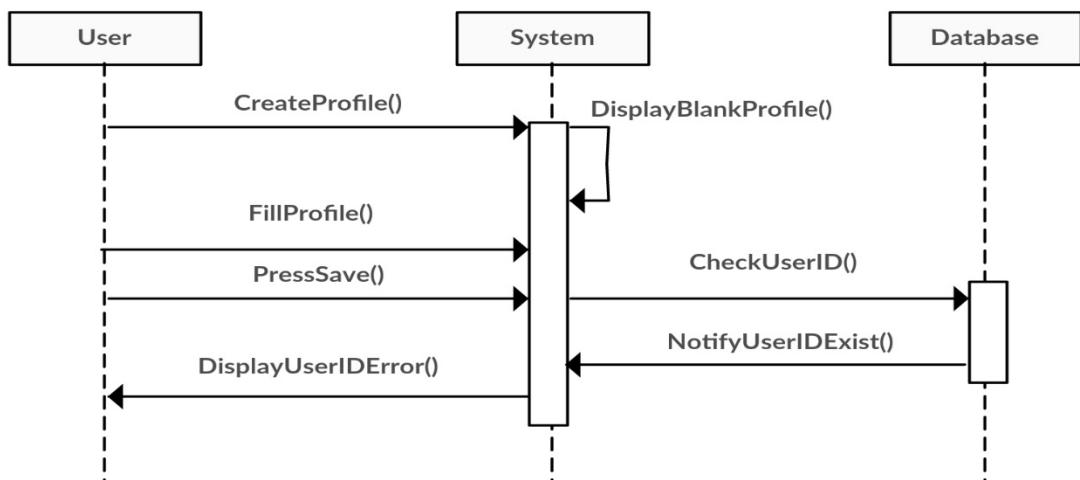
The following subsection show the sequence diagrams for our project

[1] Create Profile

Success Case:

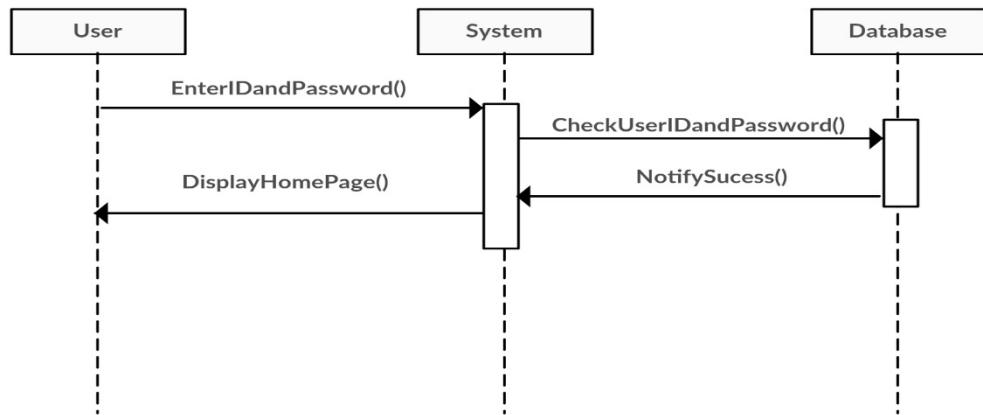


Unsuccessful Case:

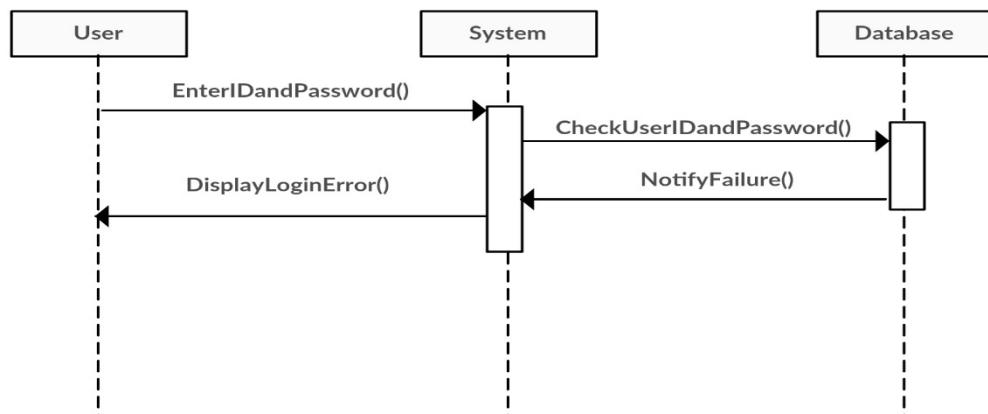


[2] Login

Success Case:

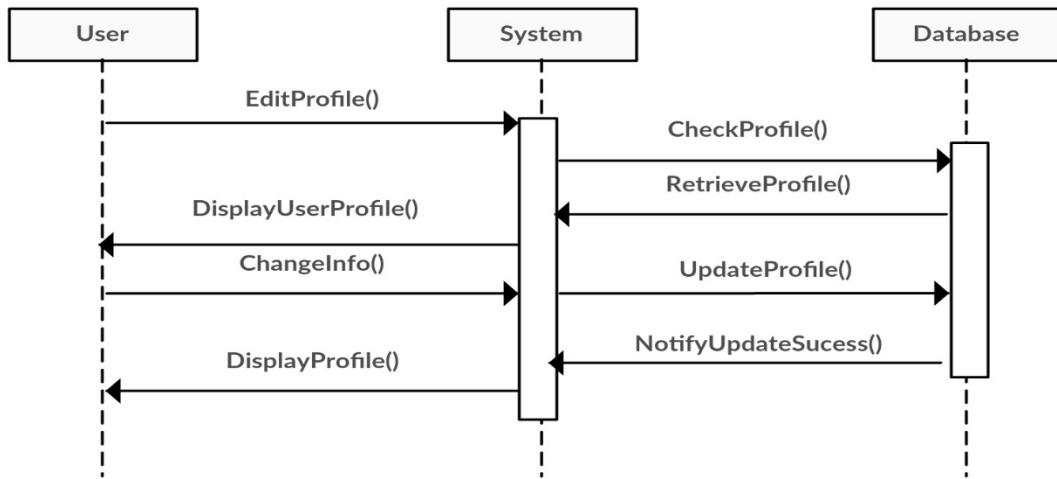


Unsuccessful Case:

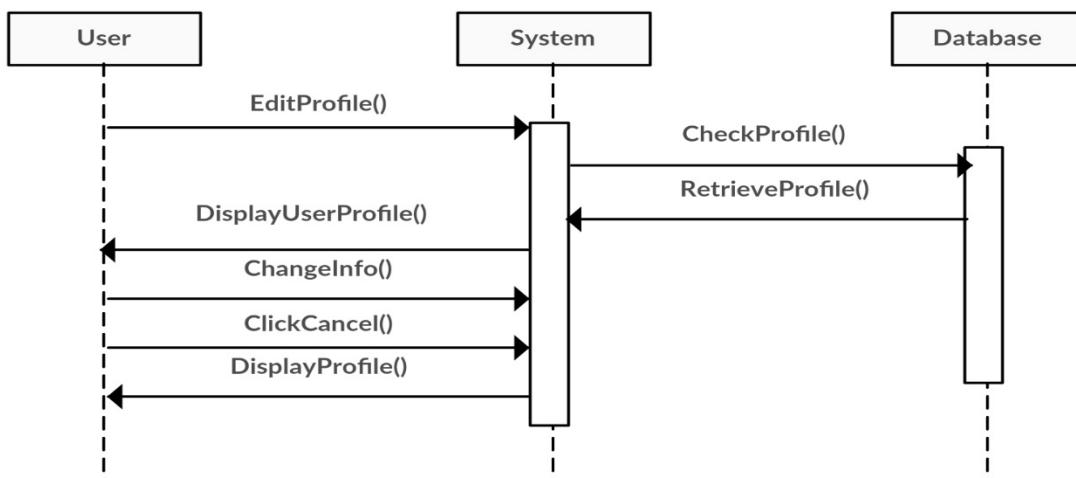


[3] Edit Profile

Success Case:

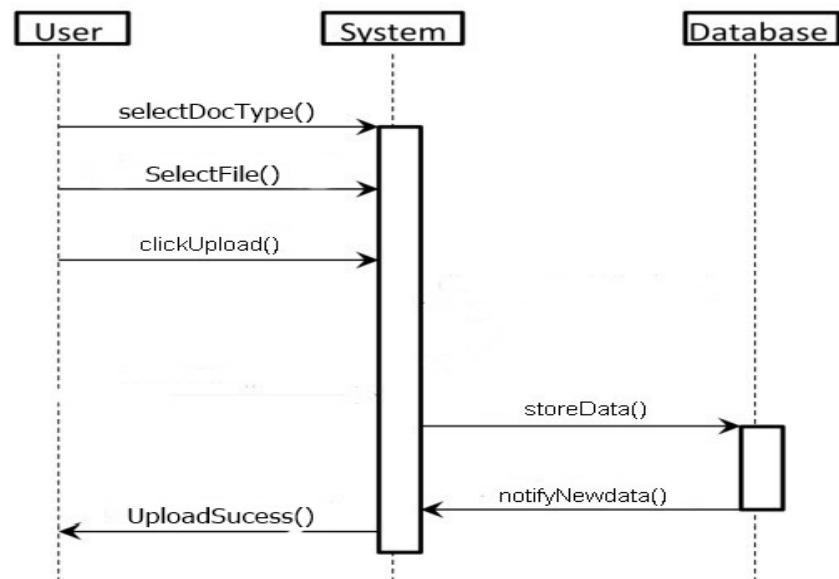


Unsuccessful Case:

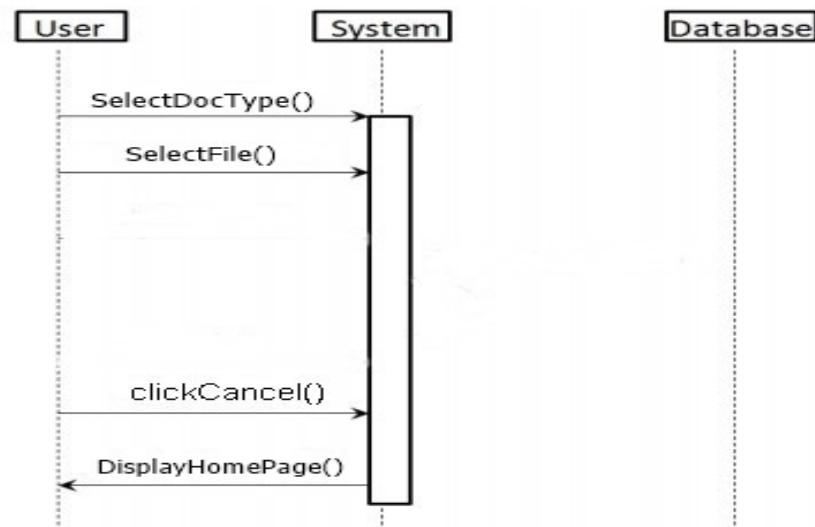


[4] Upload Documents

Success Case:

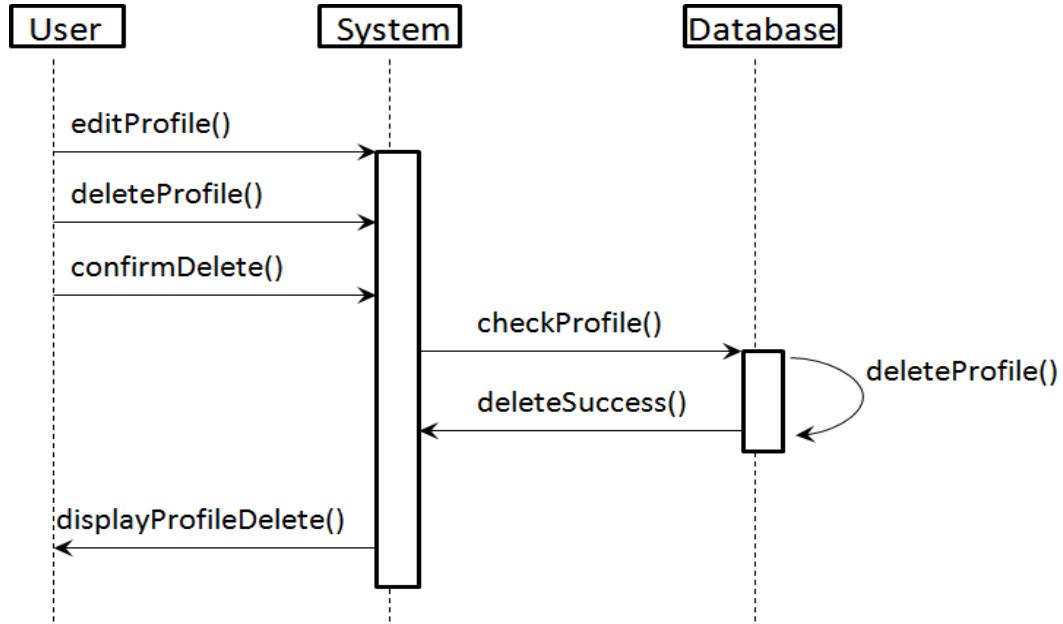


Unsuccessful Case:

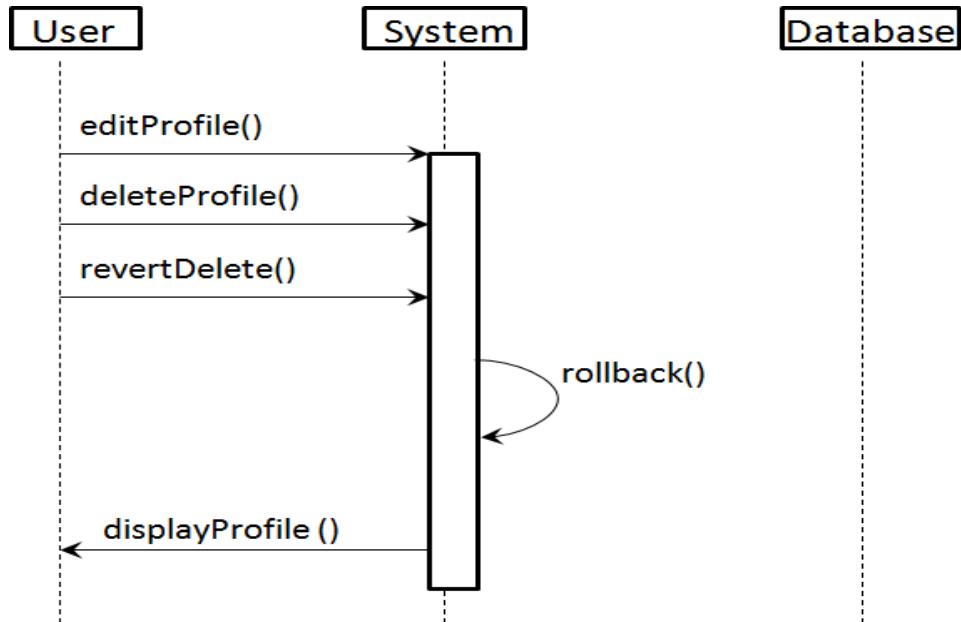


[5] Delete Profile

Success Case:

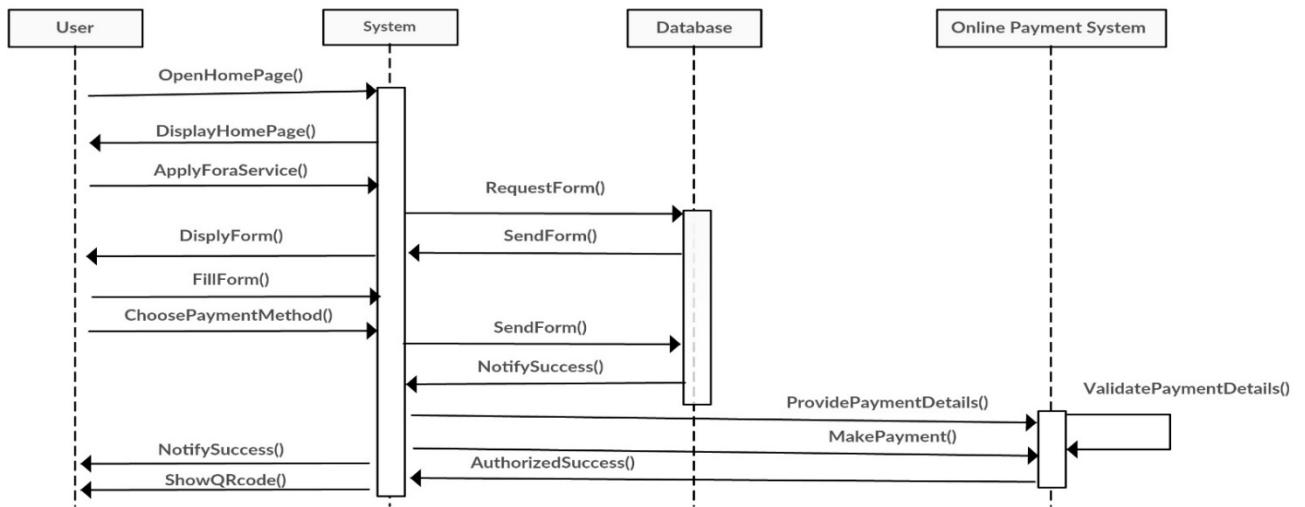


Unsuccessful Case:

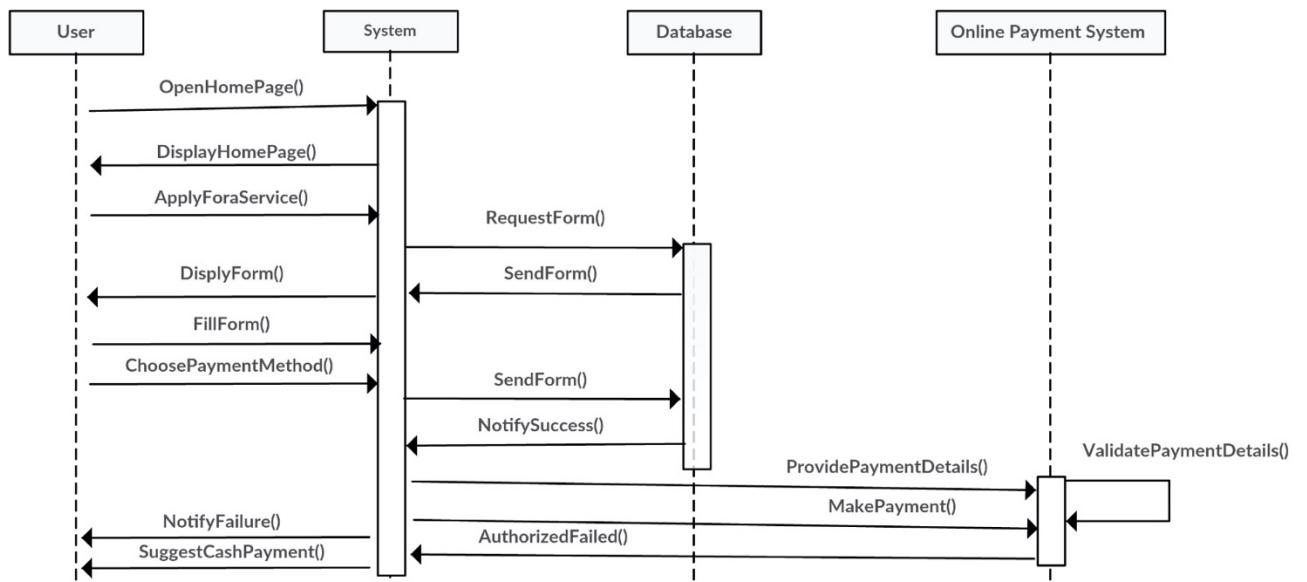


[6] Apply for a service and Pay fees

Success Case:

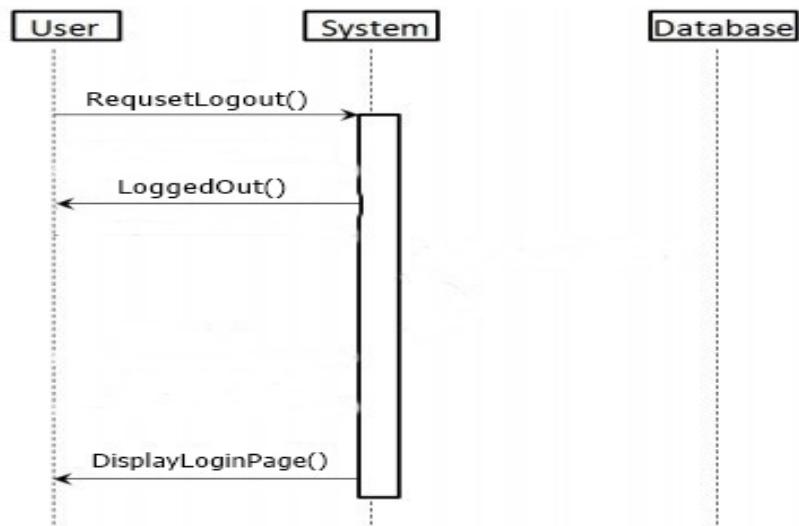


Unsuccessful Case:

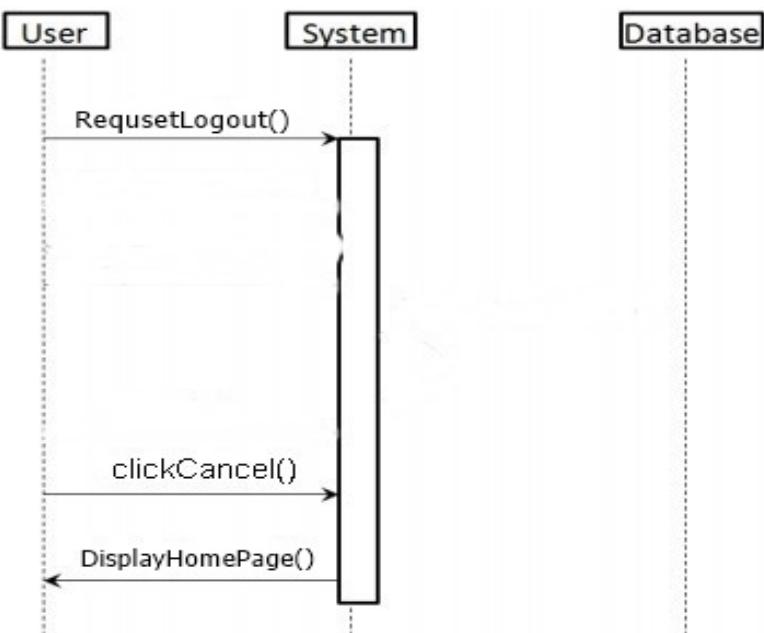


[7] LogOut

Success Case:

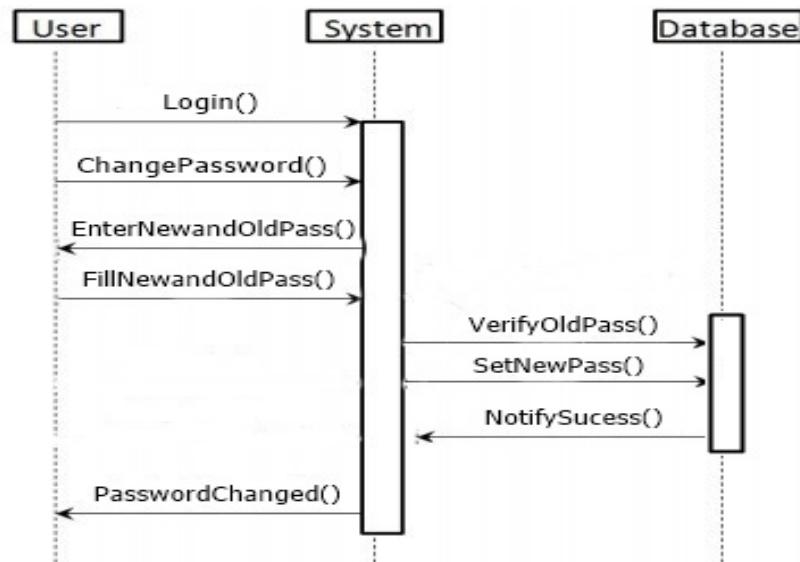


Unsuccessful Case:

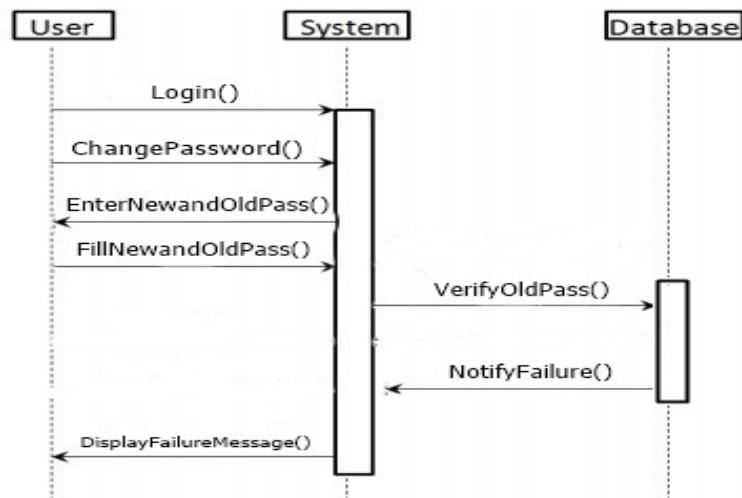


[8] Change Password

Success Case:

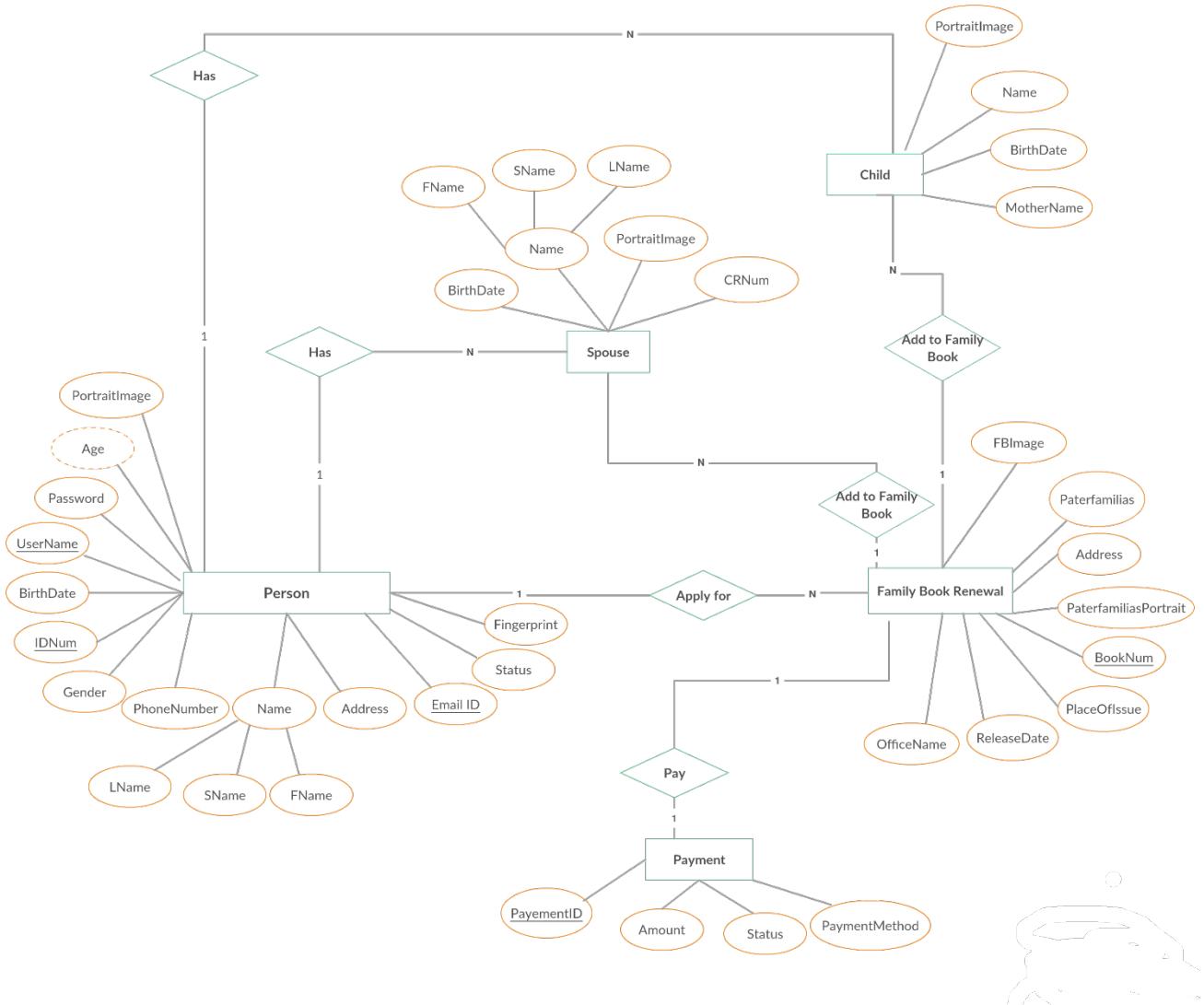


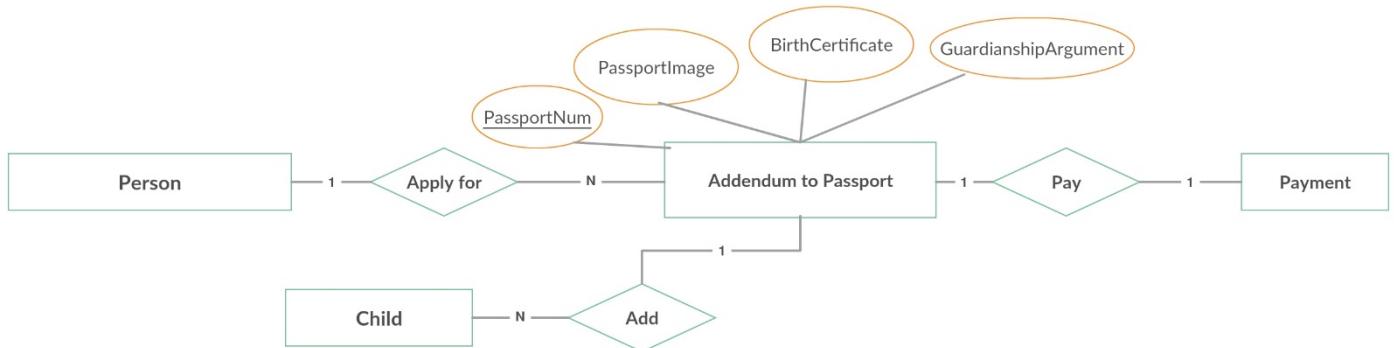
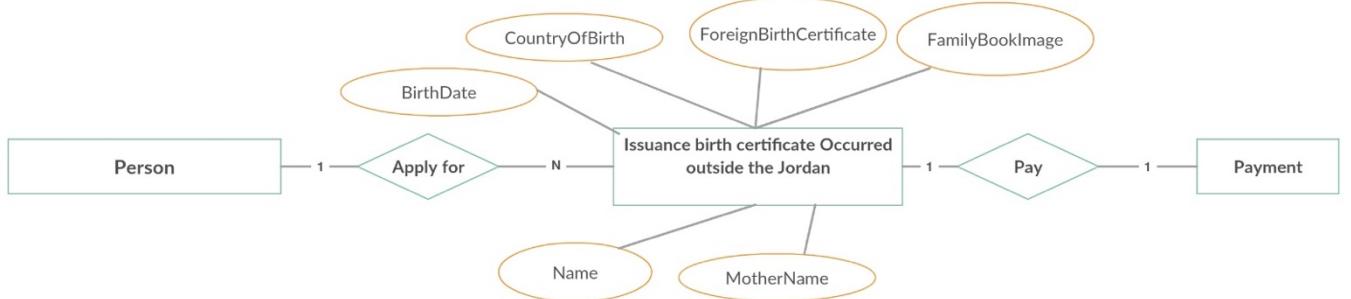
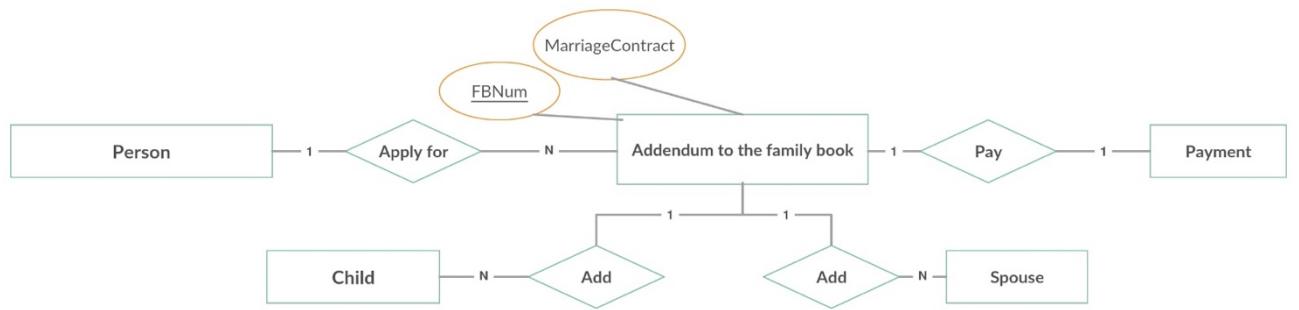
Unsuccessful Case:

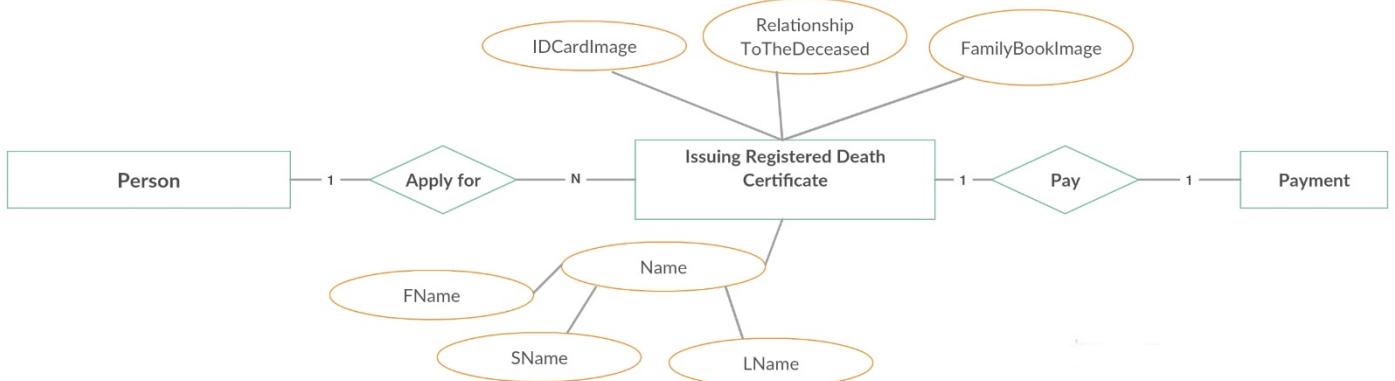
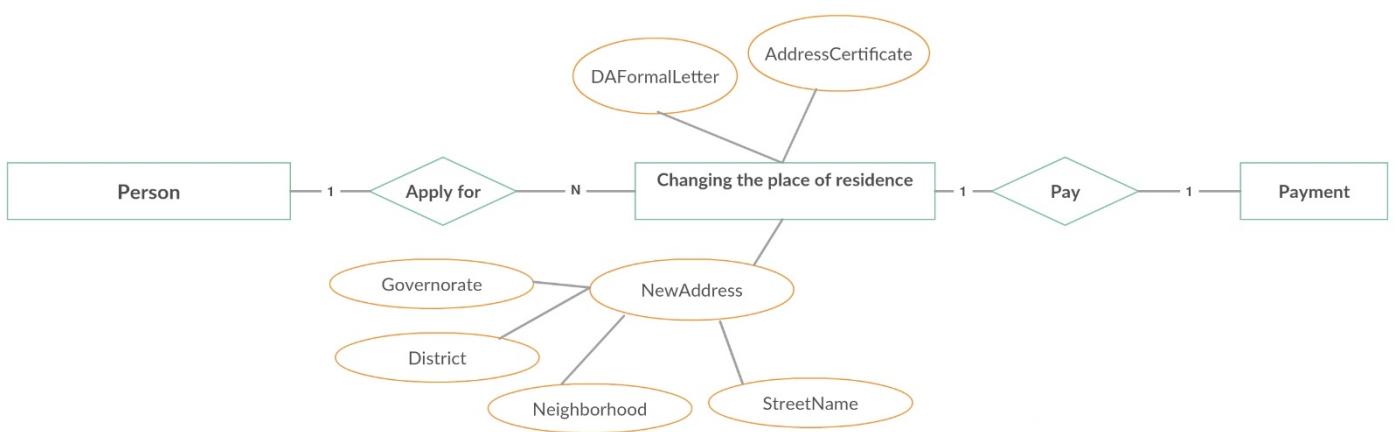


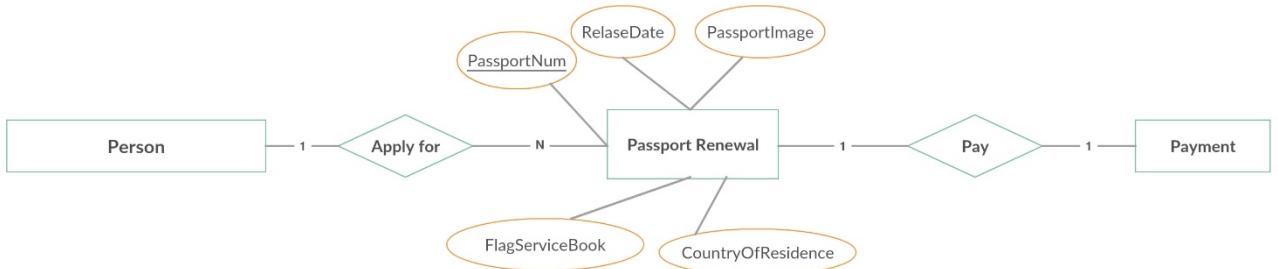
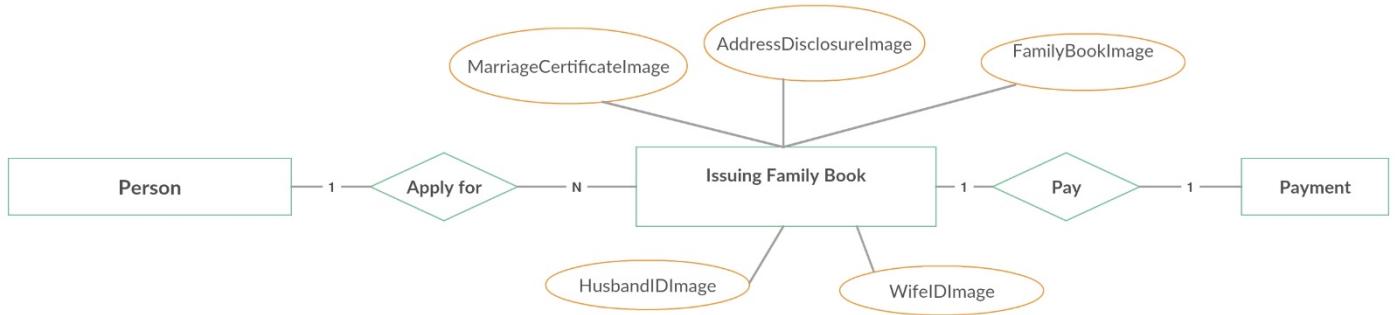
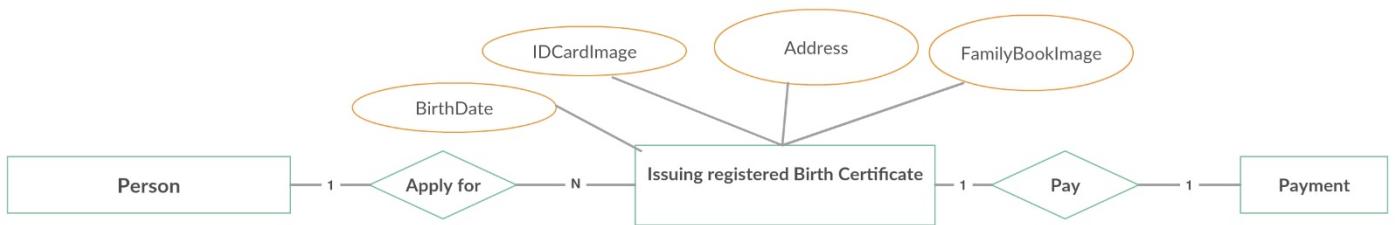
8) Entity-Relationship Diagram and Database Table

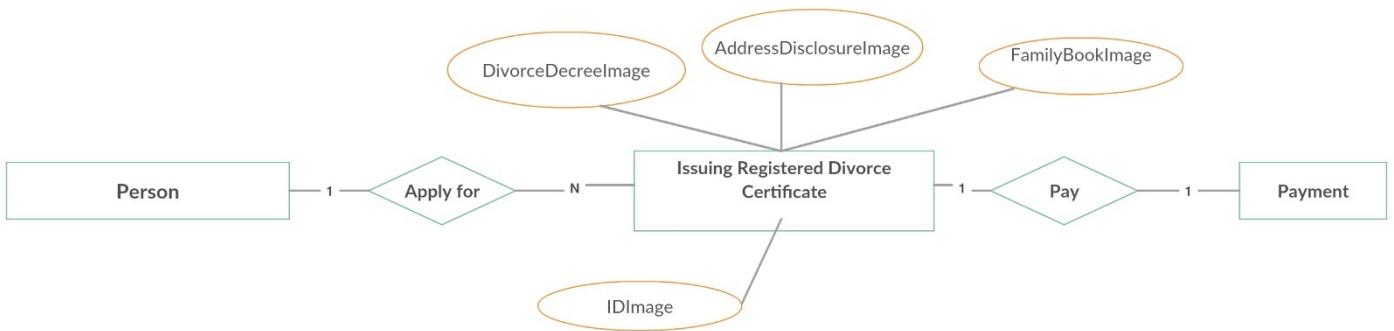
1) **Entity-Relationship Diagram:** The following figures show the Entity-Relationship diagrams for our project. We have divided the figure into multi-figures so it will be easy to read.











2) Database Tables:

Person Table:

Field Name	Data Type	Size	Allow Null	Description
UserName	Varchar	50	No	ID to Log In
Password	Varchar	50	No	Password to Log In
BirthDate	Varchar	50	No	Date of Birth as DD/MM/YEAR
IDNum	Varchar	50	No	ID Number of identity card (Primary key)
Gender	Char2	2	No	User Gender Male or Female
PhoneNumber	Integer		Yes	Phone Number in 07X-XXX-XXXX Format
FName	Varchar	50	No	First Name of User
SName	Varchar	50	No	Second Name of User
LName	Varchar	50	No	Last Name of User

Address	Varchar	50	Yes	Full Address of User
Email ID	Varchar	50	No	Email ID of User
Status	Varchar	50	No	Marital Status of User (Single, married, Divorced)
Age	Integer		No	Age of User
Fingerprint	Varbinary	MAX	Yes	User Fingerprint taken by the smartphone sensor, will be used as his signature.
PortraitImage	Varbinary	MAX	YES	Portrait Image of the user.

Spouse Table:

Field Name	Data Type	Size	Allow Nulls	Description
BirthDate	Varchar	50	No	Date of Birth as DD/MM/YEAR
FName	Varchar	50	No	First Name of Spouse
SName	Varchar	50	No	Second Name of Spouse
LName	Varchar	50	No	Last Name of Spouse
PortraitImage	Varbinary	MAX	YES	Portrait Image of Spouse.
CRNum	Integer		Yes	Civil Registration Number of family book

Child Table:

Field Name	Data Type	Size	Allow Null	Description
Name	Varchar	50	No	First Name of Child
BirthDate	Varchar	50	No	Date of Birth as DD/MM/YEAR
MotherName	Varchar	50	No	Mother Name of child
PortraitImage	Varbinary	MAX	YES	Portrait Image of Child.

Family Book Renewal Table:

Field Name	Data Type	Size	Allow Null	Description
FBImage	Varbinary	MAX	No	Old family book image.
Paterfamilias	Varchar	50	No	Head of Family Name
Address	Varchar	50	No	Address of Family
PaterfamiliasPortrait	Varbinary	MAX	No	Paterfamilias Portrait image
BookNum	Integer		No	Family Book Number
ReleaseDate	Varchar	50	No	Release Date of old family book
Office Name	Varchar	50	No	Name of the C SPD office who released the old family book.

Payment Table:

Field Name	Data Type	Size	Allow Null	Description
PaymentID	Varchar	50	No	ID of Payment
PaymentMethod	Varchar	50	No	Method of payment (Cash, Credit Card....)
Amount	Varchar	50	No	Amount of Payment
Status	Varchar	50	No	Status of payment (Paid, to be paid directly..)

Addendum to Family Book Table:

Field Name	Data Type	Size	Allow Null	Description
FBNum	Integer		No	Family Book Number
MarriageContract	Varbinary	MAX	No	Marriage Contract Image

Addendum to Passport Table:

Field Name	Data Type	Size	Allow Null	Description
PassportNum	Integer		No	Passport Number.
PassportImage	Varbinary	MAX	No	Passport Image that require adding on it.
BirthCertificate	Varbinary	MAX	No	Birth Certificate of Child to be added
GuardianshipArgument	Varbinary	MAX	No	Guardianship Argument of the child in the case of death of the father.

Issuing Registered Divorce Table:

Field Name	Data Type	Size	Allow Null	Description
IDImage	Varbinary	Max	No	identity card Image.
DivorceDecreeImage	Varbinary	MAX	No	Divorce Decree Image to prove the user is divorced.
AddressDisclosureImage	Varbinary	MAX	No	Address Disclosure Image.
FamilyBookImage	Varbinary	MAX	No	Image of Family Book of the user.

Issuing Family Book (First Time) Table:

Field Name	Data Type	Size	Allow Null	Description
MarriageCertificateImage	Varbinary	Max	No	Image of the marriage Certificate of the user and his spouse.
Husband/WifeIDImage	Varbinary	MAX	No	Identification Card Image of the user and his spouse.

AddressDisclosureImage	Varbinary	MAX	No	Address Disclosure Image.
FamilyBookImage	Varbinary	MAX	No	Image of Family Book of the user and his spouse before they marry.

Issuing Birth Certificate Occurred outside of Jordan Book Table:

Field Name	DataType	Size	AllowNull	Description
ForeignBirthCertificate	Varbinary	Max	No	Image of the foreign Birth Certificate.
CountryOfBirth	Varchar	50	No	Country of birth of the child.
BirthDate	Varchar	50	No	Birth Date of the child as DD/MM/YEAR
Name	Varchar	50	No	Child Name.
MotherName	Varchar	50	No	Child Mother Name.
FamilyBookImage	Varbinary	MAX	No	Image of Family Book of the user.

Passport Renewal Table:

Field Name	Data Type	Size	AllowNull	Description
PassportImage	Varbinary	Max	No	Passport Image.
PassportNum	Integer	50	No	Passport Number.
ReleaseDate	Varchar	50	No	Release date of the passport as DD/MM/YEAR.
FlagServiceBook	Varbinary	50	No	If the user is male, a photo of the flag service book should be provided.
CountryOfResidence	Varchar	50	No	Current Country of user.

Change the Place of residence Table:

Field Name	Data Type	Size	AllowNull	Description
DAFormalLetter	Varbinary	Max	No	Image Formal letter from district administrator according to actual residence of the family.
AddressCertificate	Varbinary	50	No	Certificate from the police station according to the actual residence of

				the family for a period not less than one year in the place required change to it.
Governorate	Varchar	50	No	Name of Governorate (e.g. Irbid)
District	Varchar	50	No	Name of District (e.g. Kourah) District)
Neighborhood	Varchar	50	No	Name of Neighborhood.
StreetName	Varchar	50	No	Street Name.

Issuing Registered Death Certificate Table:

Field Name	DataType	Size	AllowNull	Description
FamilyBookImage	Varbinary	Max	No	Image of the Family Book.
IDCardImage	Varbinary	50	No	Identity Card Image.
RelationshipTothe Deceased	Varchar	50	No	Relationship to the Deceased (Wife,Brother,Son,Sister..)
Fname	Varchar	50	No	First name of the deceased.
Sname	Varchar	50	No	Second name of the deceased.

Lname	Varchar	50	No	Last name of the deceased.
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Issuing Registered Birth Certificate Table:

Field Name	Data Type	Size	AllowNull	Description
FamilyBookImage	Varbinary	Max	No	Image of the Family Book.
IDCardImage	Varbinary	50	No	Identity Card Image.
BirthDate	Varchar	50	No	Birth date as DD/MM/YEAR
Address	Varchar	50	No	Location of Birth.

9) Architectural Model

Since we need data to store and manipulate, our system will use a client/server architectural model. The client and server are communicated through network. Our system has one server to keep data. Many clients can use the same server to access the same data at the same time. The server will do most of the data storage and data calculations. It will have a database to store all the information and use algorithms to calculate all the desired data required by the clients.

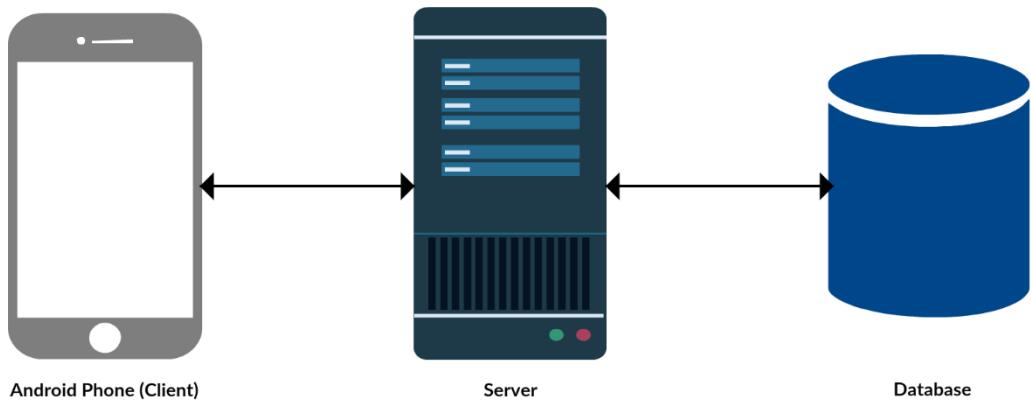


Fig 3.2: Client/Server Model

CHAPTER 4

IMPLEMENTATION

This chapter provides a general idea of how the application would look like and how it would be navigated. We show the screen mock-ups in which the user - whether he is an employee or a citizen- is able to navigate in one application. However, it will rise a security risk when putting the admin and the employee together in one application with the citizen users instead of providing different sets of pages for CSPD system admin/employees and citizens. So, we have separated all the three stakeholders into two different applications, thereby leading to simpler design and more secured system.

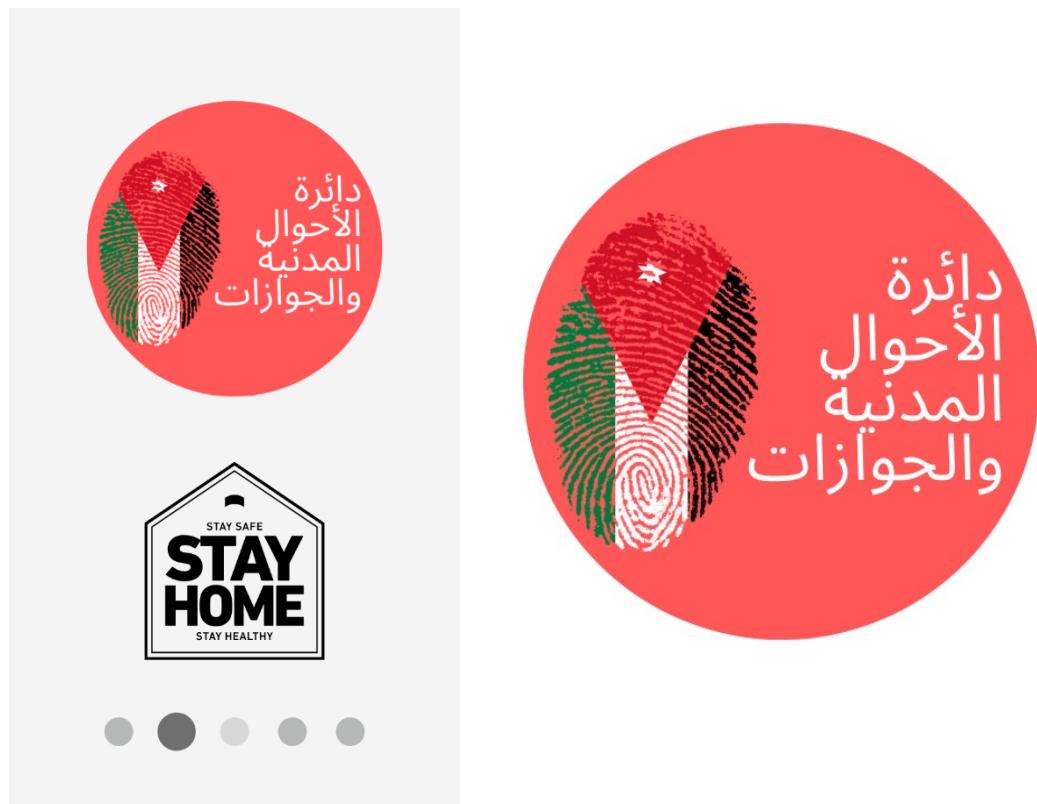
- There are some considerations, which tipped the scales in favor of two distinct applications:
 1. It is easier to lock down a separate Admin/Employee application in term of login. For example, the Citizens main app may be publicly accessible via the internet and google play store, but the Admin/Employee app could be locked down to the internal network, or even certain CSPD workstations.
 2. It would be much harder to Brute Force (a hacking method) a valid login for the Admin/Employee app without having access to it.
 3. With two apps, if a developer made a mistake and accidentally expose admin functionality to regular users, the citizen will not be affected and will not be granted any authority to admin functions.

This chapter provides more details about the application tasks and implementation, the application provides multiple access to two type of users (CSPD employees and System Admin, Citizens). Also, it is available in both languages' **Arabic** and **English**.

1. Citizens Main Application:

- Start Page**

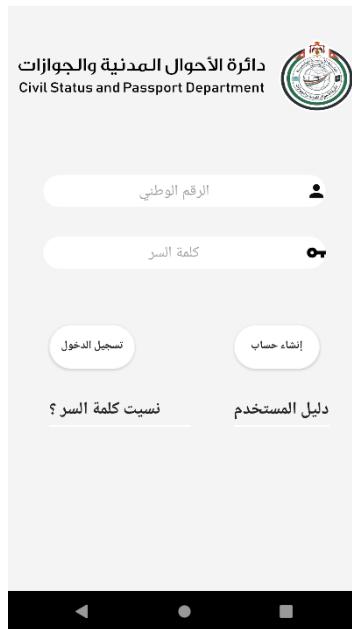
Upon opening the application, the user will see the loading screen with App logo and Stay at home Logo for 5 seconds (Splash Screen).



Loading Page

• Login Page

User will have to use his username and password to access the application. If he doesn't have any, then he will have to register for a new account.

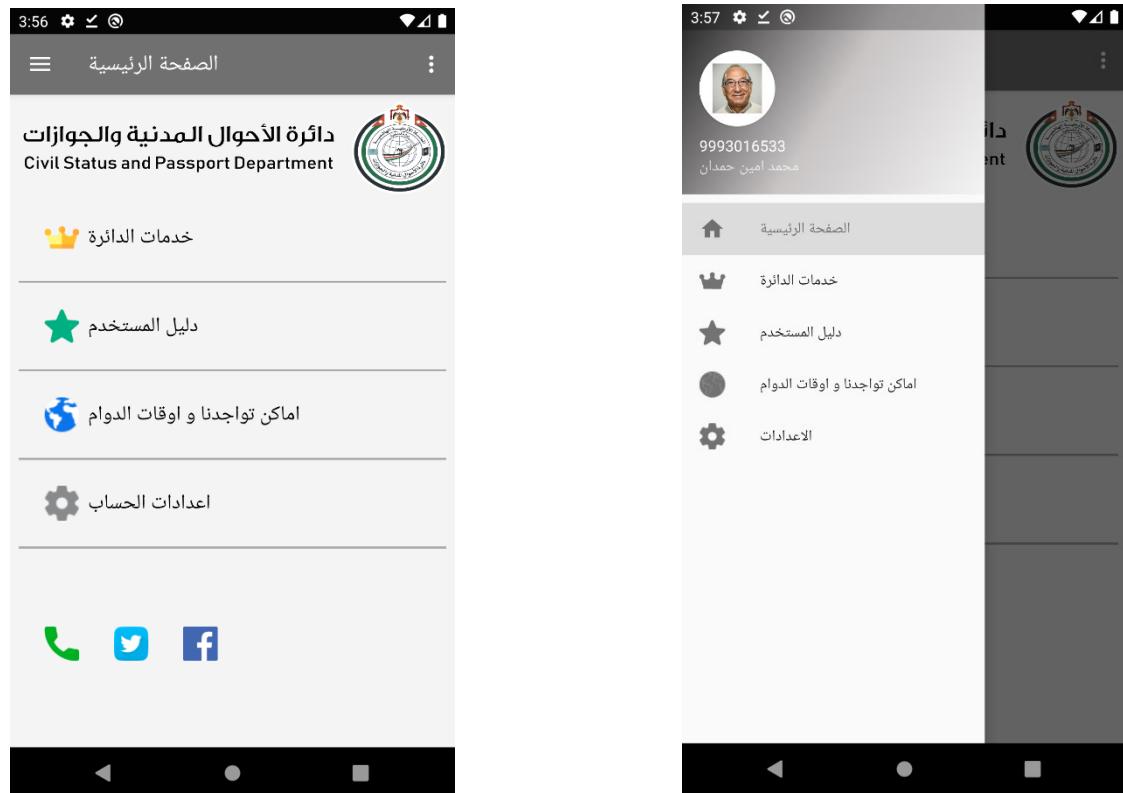


• Register Page

The user will fill his information to sign up. After checking and validating his information, the user will be signed up to the system and will be navigated to the home page. We have added restrictions to signing up, we will talk about them in our presentation.

- **Home Page**

When Signed in, the system will display the home page, where the user can navigate through the system from. He can go to the CSPD Services Page, User Guide, Locations and opening times of the CSPD and User Account Settings or he can Choose to contact CSPD Directly.



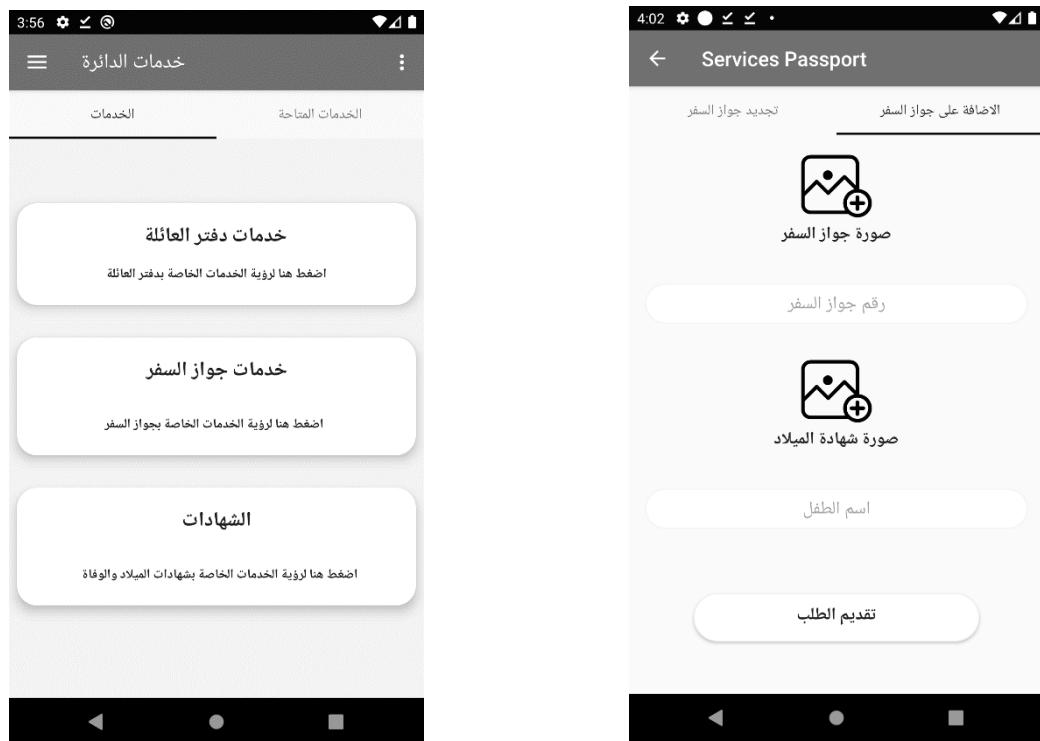
• Edit Profile

If the user wanted to edit his info, he can easily edit them from the edit profile page.



• Services Page

From this page the user can view CSPD services, the services are listed according to a specific document e.g. Passport Services will include: Renew Passport, addendum to passport Etc.



• More Services

The first screen shows the "Services Passport" section with options for renewing a passport or adding it to an existing one. It includes fields for passport number, date of birth, place of residence, address, and a submission button.

The second screen shows the "Civil affairs" section for birth and death certificates. It includes fields for date of birth, date of death, location, address, and a submission button.

The third screen shows the "Civil affairs" section for family registration. It includes fields for date of birth, address, and a submission button.

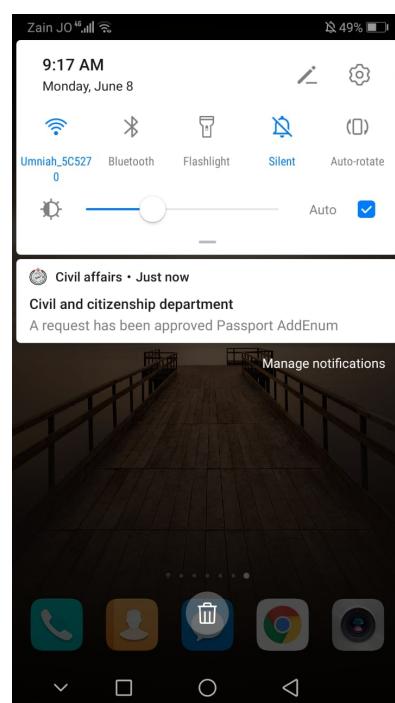
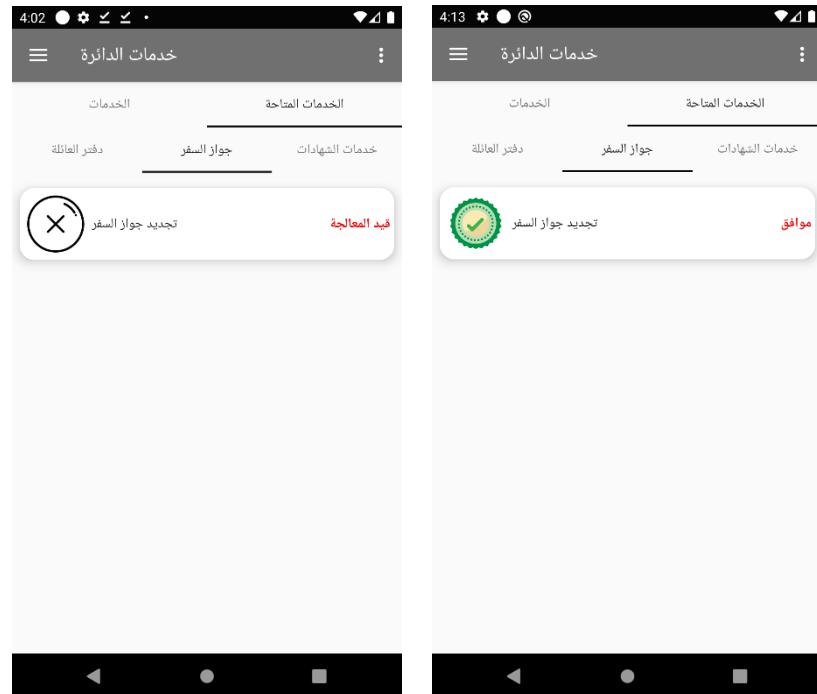
The first screen shows the "Civil affairs" section for birth and death certificates. It includes fields for date of birth, date of death, location, address, and a submission button.

The second screen shows the "Family notebook services" section. It includes fields for entering the head of the household's name, address, and a submission button.

The third screen shows the "Services Passport" section for renewing a passport or adding it to an existing one. It includes fields for passport number, date of birth, address, and a submission button.

- **Applied Service Page**

In this page the user will see his history of applied services and their status (accepted, under-processing, refused), whenever the status changes the user should be notified, even if he is not using the application.



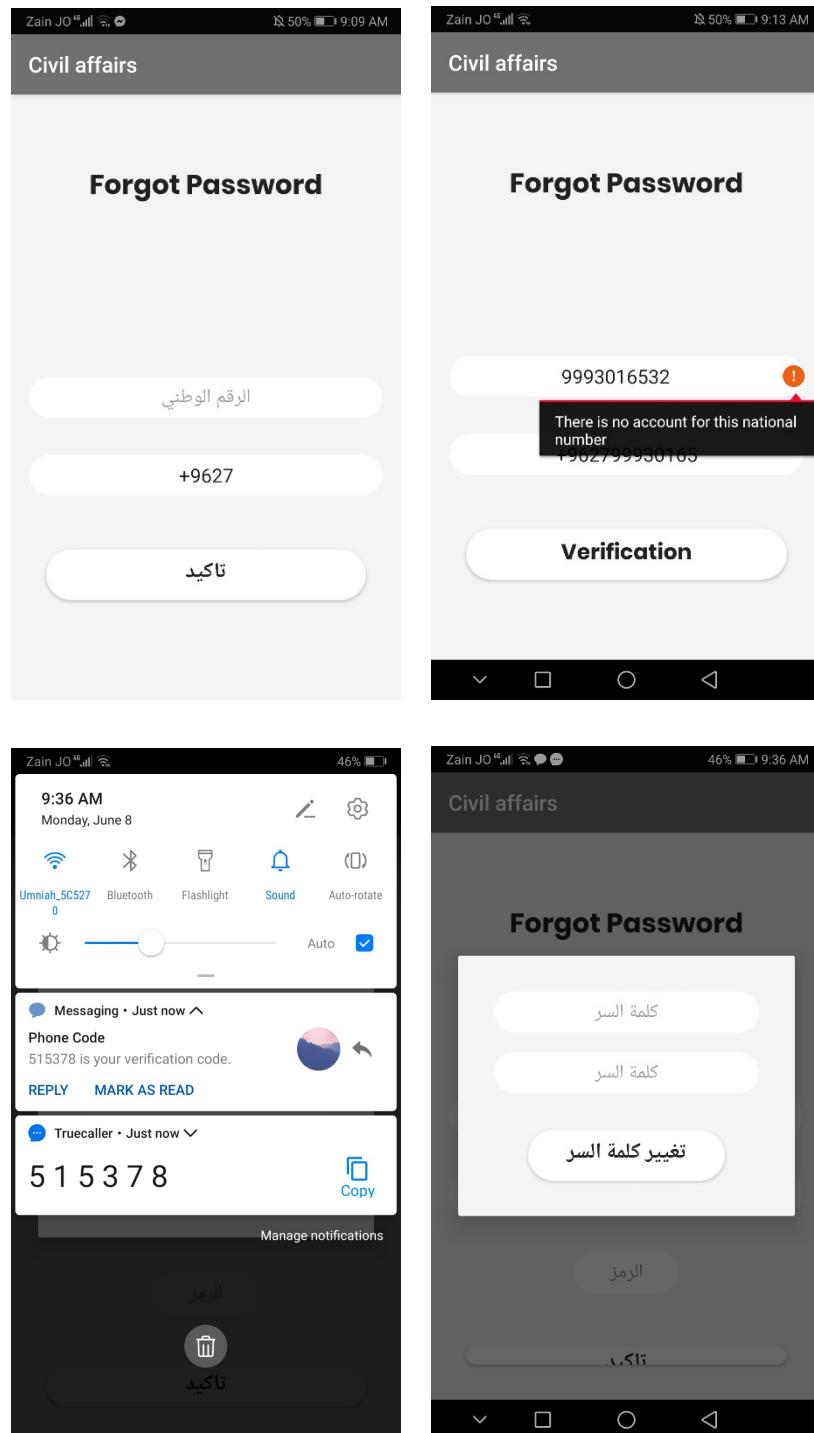
- **Opening Times Page**

In this page the user will see the opening times and locations of the Civil Status and Passport Department. This page will be updated whenever the CSPD resume their work.



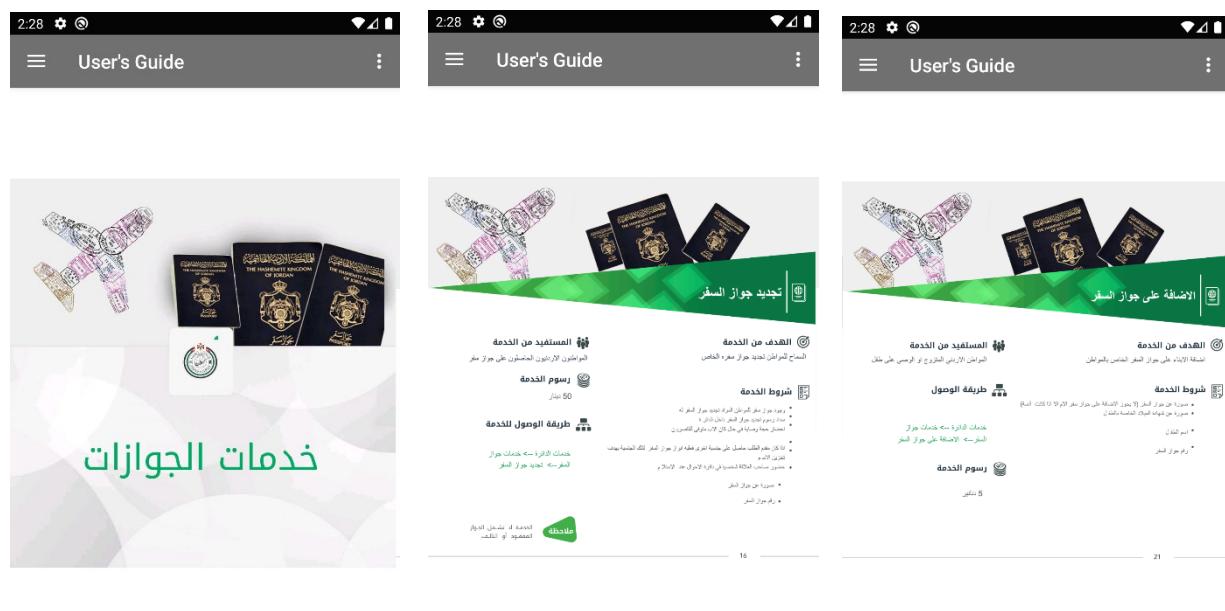
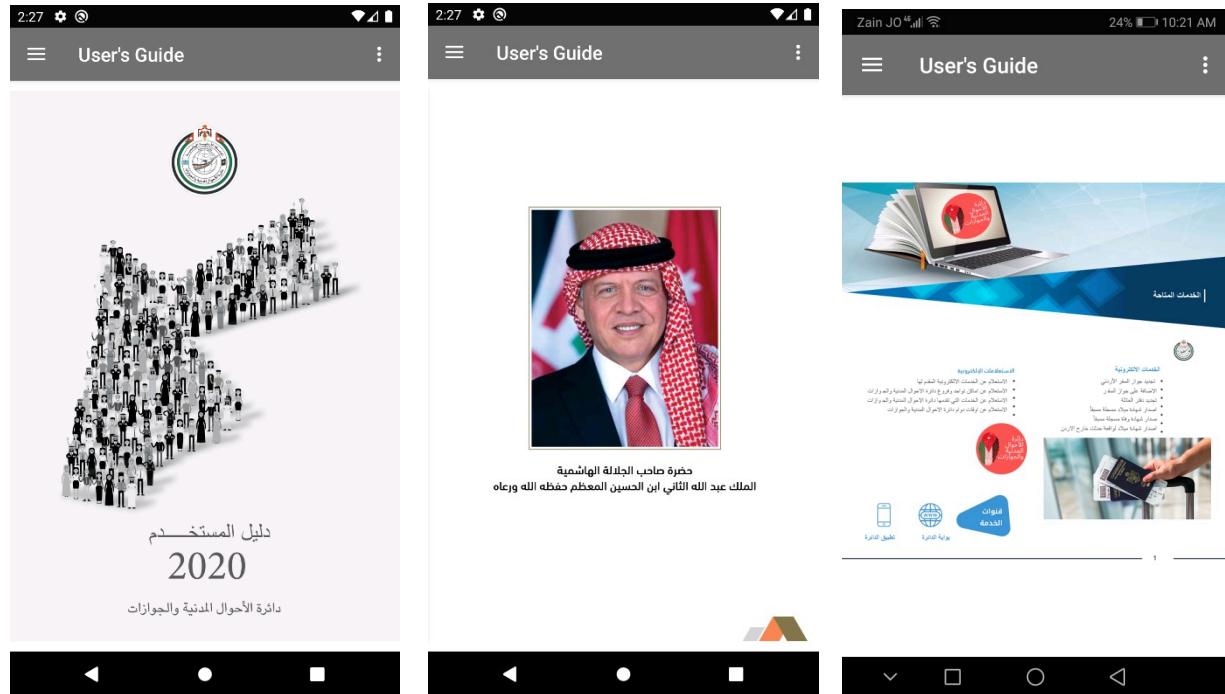
- **Forget Password Page**

In this page, the user will be able to reset his password using his phone number he used to sign up to the system. We preferred using phone number over email due to the reason that most people here in Jordan are not familiar with using emails, also phone numbers provide authentication.



• User Guide Page

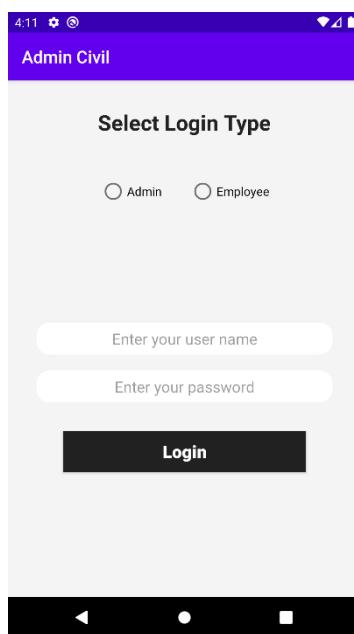
It's very essential to add a user guide to our system so we can give users assistance on how to use the CSPD Mobile Application, the user guide will give instructions to the user on how he can apply to CSPD Services and how he can use the system. The full user guide is added to the appendix



2. Admins and Employees Application:

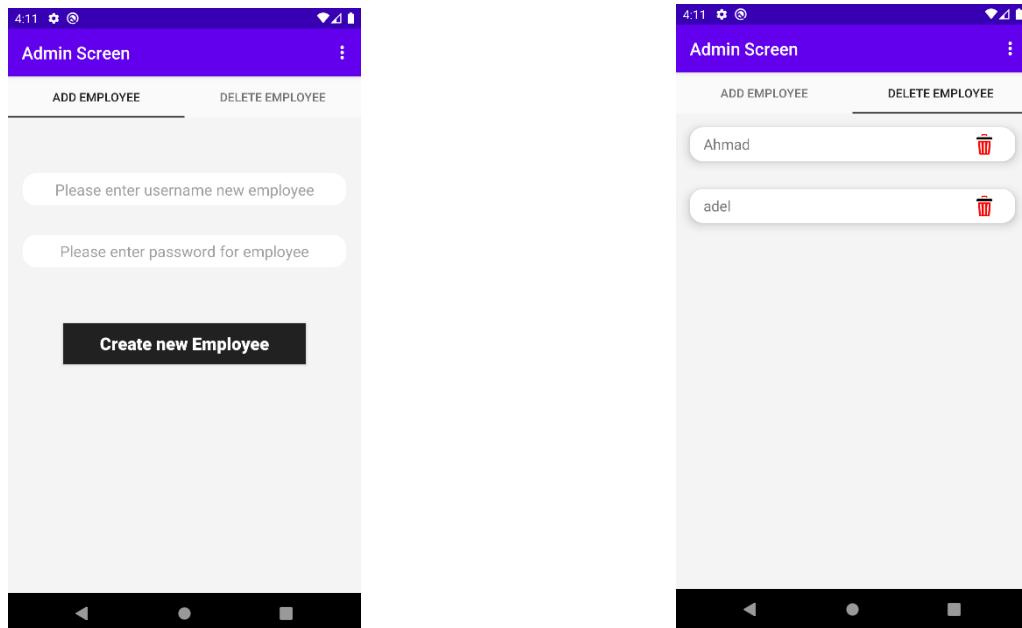
- Login Page**

User will have to use his username and password to access the application and his login type (Admin – Employee). Since it's a Locked down app, Users can't sign up, they receive their Usernames and passwords from the system admins, and they can use it to sign into the system.



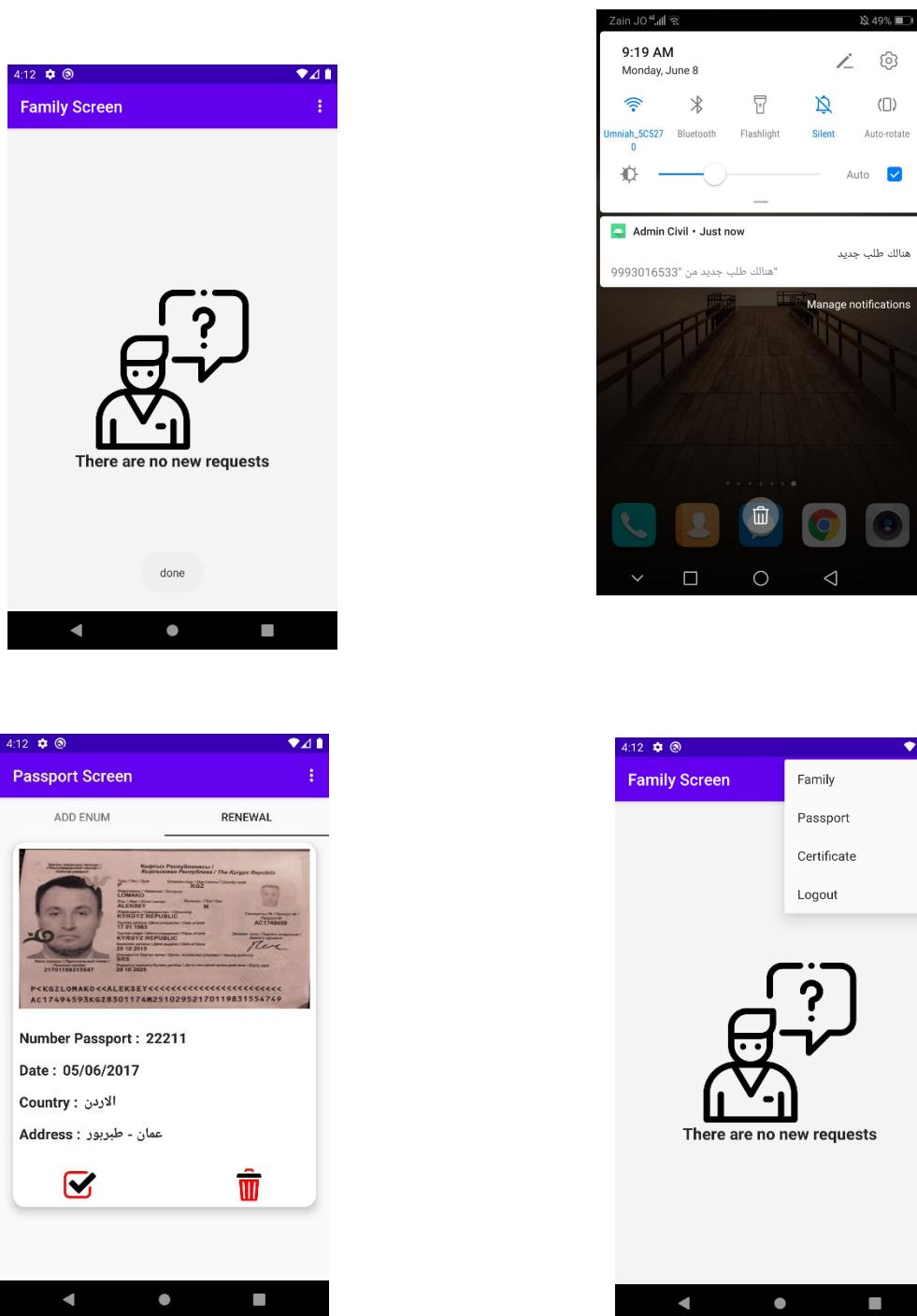
- **Admin Page**

Only the Admin can add Employees and delete them, it will also provide authorization by deleting unauthorized users.



- **Employee Home Page**

When Signed In, the Employee can navigate through the three CSPD Main Services and their subsections. Also, whenever there is a new request, the system will notify the user. Then, the user will see the application and validate the info through the main CSPD System and then chose to accept or reject the request at both cases the Citizen will be notified of the result.



3. Demo Video and Promo:

A video demo has been uploaded to [YouTube](#); the links provided below:

- **Video Demo:**

Includes Instructions on how to use the app:

<https://youtu.be/5p2Yro0DBns>

Or click [Here](#).



- **Promotional Video:**

A general rule of thumb is to spend about as much time promoting your product as you do creating them. So, we created a promotional video for our CSPD App we used Adobe After Effects to produce the promo.

<https://youtu.be/lcLw7iJr-5I>

Or click [Here](#).



CHAPTER 5

TESTING AND EVALUATION

In this chapter, we will describe the testing process that are carried out to test the system. These are test cases for determining the correctness of implemented structures in the Program and to evaluate the system's compliance with the specified needs.

- **Goal:** To test the basic function of the whole product, we plan to test the functions includes:

1. Test The connection of Firebase database with Both Admin and Citizen Applications
2. Display the data on the Mobile App
3. Test the basic view of the Home Page
4. Test the Sign-Up Page
5. Test the Login Page
6. Test Applying for Any Service
7. Test Accepting and Rejecting Services
8. Test Forget Password Feature
9. Test Adding or Removing Employees
10. Test Editing Profile Page
11. Test the Notification Function

- **The Results:**

1. The Firebase Connected with Both Applications Created Successfully
2. The data gathered from the Citizens Application can be successfully stored in Firebase and displayed successfully in both Applications
3. The UI of the Mobile Application shows the way we design it
4. The Sign-Up Page is working as Required
5. Login Page is Working Properly
6. User Can Apply to any service he wants with no lags in the application
7. User Can view the status of his application as soon as the CSPD Employees Accept or Reject the Request with no delays.
8. User Can reset his Password via his phone number with no lags or problems while doing it.
9. Admin can view, remove or add Employs without any complications and instantly.
10. Citizens Application Users can edit their Profile freely, and the require password function with each edit is working properly.
11. Both Employees and Citizens Receive notification Immediately after a new request is placed or change of request Status occurs. Even if the user is not using the Application.

1. Login Test:

Input Values	Expected Results	Result	Pass/Fail
Valid User Id and Valid User Name	Login Successfully	System allowed Valid user to log in	Pass
Invalid User Id or password	Display error (E.g. "Invalid User ID/Password")	System displays invalid user message for unregistered users or registered users entering incorrect log in information.	Pass

2. Sign-up Test:

Input Values	Expected Results	Result	Pass/Fail
User information with an existing user-id field (SSN)	Display error in registration. (E.g. User ID already in use Please select a different ID").	System doesn't allow same user-id to be used twice.	Pass
User information with a unique user-id field	Register Successful	new user is successfully registered	Pass
User Password Confirmations Is Not Match	Display Error in Password Confirmation.	System Ask the user to double check on his password	Pass
User uses invalid Email	Display Error in Email Format.	System Ask the User to double check on his email	Pass
Users Fill Registration Form without his personal Picture	Display Error in Portrait	System ask the user to upload his Portrait	Pass

3. Forget Password Test:

Input Values	Expected Results	Result	Pass/Fail
Valid User Id and Valid Phone Number	Verification Code is sent to use phone number	System Sends the verification code	Pass
Invalid User Id or Phone Number	Display error (E.g. "Invalid User ID/Number")	System displays invalid user or phone number message.	Pass
Correct Verification Code	System Allows the user to reset his password	System Display Set New Password screen	Pass
Invalid Verification Code	System Display Error Massage	System Ask the user to enter his verification code again	Pass

4. Apply for a Service Test:

Input Values	Expected Results	Result	Pass/Fail
Valid Information Filled	Application Uploaded Successfully	System sends the Application to the Employees App and notify Them.	Pass
The Form is not completely filled and User try to send the application	Display error (E.g. "Please, Fill the form")	System displays error message.	Pass
User tries to apply for a service with no internet connection.	Display error (E.g. "Check your internet connection")	System displays error message.	Pass

5. Changing Application Status Test:

Input Values	Expected Results	Result	Pass/Fail
Accepting/Rejecting Application	User is Notified that his application is Accepted/Rejected	System Notifies the user instantly that his application status has changed	Pass

6. Edit Profile Test:

Input Values	Expected Results	Result	Pass/Fail
Edit Information and Confirm Password	Data Updated Successfully	System Updates User Information	Pass
Edit Information without Confirming Password	Display error (E.g. "Please Confirm Your Password")	System displays error Message.	Pass

7. Adding and Removing Employees Test:

Input Values	Expected Results	Result	Pass/Fail
Adding an existing User ID Employee	Display error (E.g. "Existing User ID")	System Displays Error Message	Pass
Adding an employee with unregistered ID	Employee is added to the system Successfully.	System Assign the User id and Password for Employee, and allow him to login with Employee Privileges	Pass

CHAPTER 6

CONCLUSION

We started this project with a novel idea that we, as team members, believed that we can be truly innovative and useful in the field of E-Government Services Systems. Considering the challenges and opportunities that are presented, we are very confident from the beginning that we have a great deal to learn through this project. There were a lot of key accomplishments and milestones that occurred throughout the duration of the creation of the project. Even some of the smallest feats were actually huge accomplishments toward the success of the overall project. Getting two functions to work together was a milestone each and every time it worked without failure. Seeing a code compile without any runtime or exceptions for the first time was also a big deal each time it happened. Each little thing that worked correctly contributed to the overall success of the project. Knowing that the existence of one minuscule error, the whole project could have potentially not worked or just flat out crashed altogether.

We started our project work by Interviewing CSPD Employees and Looking into their Governmental Applications Forms for CSPD Services by contacting the various firms to get details about their Services. Initially we faced a problem that most of the Employees were not willing to share the details about their Work Process. Then one of our team members contacted a senior official in Irbid Civil status and Passport department, who agreed to provide us with Services Forms to work-on and to distribute our survey among his employees. Also, We surveyed 450 people as citizens. We obtained the system requirements with brainstorming and interviews, prototyping and both surveys.

To Ensure our work quality during the second/final phase of our project, we kept our supervisor, Dr. Malak, up to date regarding the process of our project and followed her instructions and guidance. The reviews were really encouraging, helpful and thorough in appreciating the work done by our group and also in pointing out the scope for improvements in our report. Also, since most of our other courses were different, managing our schedules was really tough, however we solved this problem by following a proper schedule decided earlier and strictly following it.

We were relatively more affected by the disruptions caused by the Covid-19 Pandemic that caused a delay in our work and to combat this problem we divided each section of our project between each member and we made sure that all parts were updated and corrected wherever required according to the reviews from Dr. Malak and our own understanding. most of our work was always complete well ahead in time and we had a weekly meeting through Zoom Platform and Microsoft Teams.

1. Technical Challenges

When designing and building our system, we ran into three main technical challenges. The first, although we have all programmed using OOP languages, none of us was accustomed to creating a truly modular design as was described in Report 1. We had to rethink how to design our system and break our design down into smaller modules than we were used to. We overcome this challenge with the help of Software Engineering Techniques By determining requirements and use cases before starting programming. We were able to see more clearly what our system would have to be capable of. The sequence diagrams for the use cases helped us get an idea of the communication that would be necessary, we then created the more in-depth Class Diagram to determine exactly how our system would be created. By the time we actually started programming most of the work was already done. We simply had to read the classes and methods of diagrams we had already created. The only thing that we had to do was translate the concepts to code. it certainly was a huge help in developing a good design.

The second technical challenge was creating a valid and secure payment method for citizens to use, since none of our team members had any previous experience with E-Payment Systems and how to integrate them into our system, we decided to remove this feature from our application and make the user pay directly in CSPD. According to our survey 70% of citizens preferred to pay directly inside CSPD as a payment method rather than paying online.

The third technical challenge was security flaws, as we all know, Android is an open source software, and because of that, manufacturers find it easy to customize Android to their desired specifications. However, this openness makes Android a frequent target for security attacks. There have been several instances where the security of millions of Android mobile devices has been affected by security flaws and bugs. So, to protect Citizens data and to overcome this challenge we separated the Admin/Employee app from the Main Application (Services Application) and we moved it to a locked down environment, with this step we prevented any unauthorized access to citizens applications.

2. Possible Directions for Future Work

When we came up with this project, we felt we had come up with a very solid idea for an application that could be used in the real world. We still feel this way, we know that our project needs some modifications so we can reach the ultimate goal in our project, an app that a Jordanian Citizen Deserve, some of these modifications include:

1. We need to setup our own Servers with its own Secured Database instead of using Firebase because uploading Citizens private and personal information to a public mobile platform is not a good idea.
2. Adding a feature to check the user nationality number before signing him up, it will provide authentication.
3. Editing the locations of CSPD page, e.g. adding an interactive map that shows the exact locations of CSPD across the kingdom.
4. Adding a new page that keeps the user up to date with the latest CSPD News.
5. Adding a payment feature.
6. Adding a document delivery feature with the assistance of Jordanian Post or DHL or Aramex.
7. Adding Two factor authentication to our system.
8. Adding more Services.

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APPENDICES

APPENDIX A

Plan of Future Work

Task name	Duration	Start date	Finish date
1. App logo Design	1	1/6/2020	1/6/2020
Paper Sketches	1	1/6/2020	1/6/2020
Canva/Photoshop Design	1	1/6/2020	1/6/2020
Adjustment	1	1/6/2020	1/6/2020
2. App Development	94	1/29/2020	5/1/2020
UI/UX Design	7	1/29/2020	2/4/2020
Database Structure	10	2/5/2020	2/14/2020
System Architecture Design	5	2/15/2020	2/19/2020
2.1 Backend	20	2/20/2020	3/10/2020
Preliminary Study	2	2/20/2020	2/21/2020
Coding	18	2/22/2020	3/10/2020
2.2 Admin Panel	4	3/11/2020	3/15/2020
Admin Panel Design	4	3/11/2020	3/15/2020
2.3 Frontend	35	3/16/2020	4/19/2020
Android App Development	25	3/16/2020	4/9/2020
Testing and Debugging	5	4/10/2020	4/14/2020
Fix issues and bugs	5	4/15/2020	4/19/2020
3. Deploy	12	4/20/2020	5/1/2020
Deployment	2	4/20/2020	4/21/2020
Analyze project performance	5	4/22/2020	4/26/2020
Document project closure	5	4/27/2020	5/1/2020

APPENDIX B

SURVEY QUESTIONS

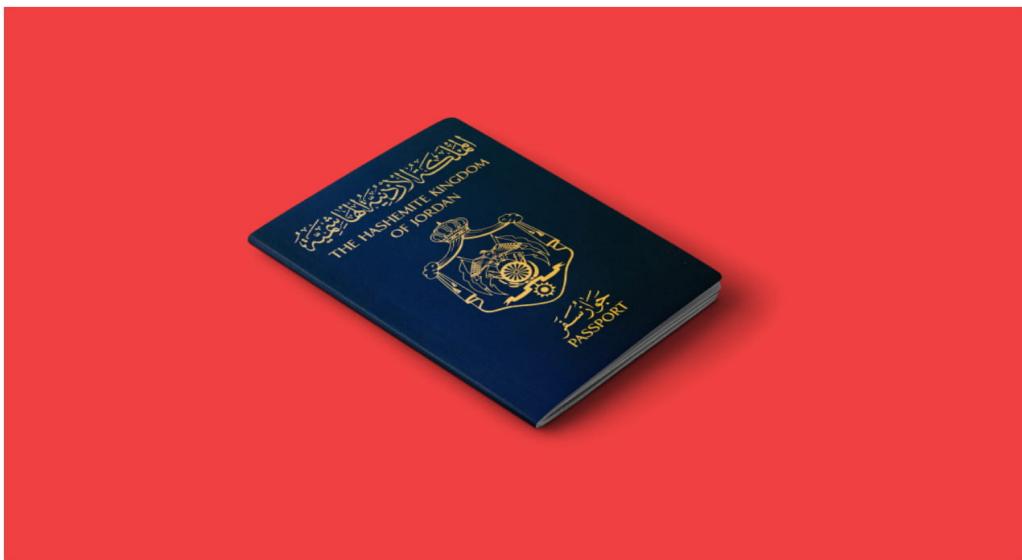
12/24/2019

(استبيان عن تطبيق للاحوال المدنية (مشروع تخرج

استبيان عن تطبيق للاحوال المدنية (مشروع تخرج)

من خلال هذا التطبيق سيمكن المواطن بسهولة استخراج الوثائق الصادرة عن دائرة الاحوال المدنية والجوازات.
الاستبيان مخصص لاغراض بحثية لانشاء التطبيق ضمن مشروع تخرج.

* Required



1.

الجنس :

.Mark only one oval

ذكر

أنثى

2.

الفئة العمرية : *

.Mark only one oval

سنوات 30 - 18

سنوات 40 - 31

سنوات 50 - 41

سنوات فأكثر 51

3.

الوسيلة التي تفضلها لاصدار الوثائق الرسمية : *

.Mark only one oval

مباشة (مراجعة الدائرة المعنية)

الموقع الإلكتروني او تطبيق هاتفي

كيف تقيم الوقت المستغرق لإنجاز الخدمة المقدمة لك من دائرة الاحوال المدنية؟ *

.Mark only one oval

 ممتازة جيد جداً جيد مقبول سيء

5.

هل يتم إعلامك بأي تغيير يطرأ على إجراءات تقديم الخدمة التي تعنىك؟ *

.Mark only one oval

 نعم لا

6.

هل هناك احترام للوقت والتعامل بسرعة وعدم إضاعة الوقت فيما لا يلزم؟ *

.Mark only one oval

 نعم لا ربما

7.

هل تؤيد وجود تطبيق او موقع الكتروني خاص بدائرة الاحوال المدنية لتقديم الخدمات منه : *

.Mark only one oval

 نعم لا

8.

إذا كان الجواب نعم، هل تفضل استخدام تطبيق او موقع الكتروني لتقديم الخدمة منه ؟

.Mark only one oval

 تطبيق موقع الكتروني

9.

برأيك، وجود تطبيق او موقع لتقديم الخدمات من خلاله سيوفر عليك الوقت و المال والجهد؟ *

.Mark only one oval

 نعم لا ربما

10.

برأيك ، سيكون ذو فائدة للمغتربين المقيمين خارج الاردن ويوفر الوقت والجهد عليهم؟ *

.Mark only one oval

 نعم لا ربما

11. إذا تطلب الأمر، هل ستعتقد أنك ستواجه صعوبة في رفع ملفاتك الشخصية (مثلاً صورة عن جواز السفر او الهوية) بصيغة صورة الى التطبيق او الموقع ؟ *

.Mark only one oval

نعم

لا

ربما

12. يتطلب اصدار بعض الوثائق رسوم مالية، لدفع هذه الرسوم تفضل :

.Mark only one oval

الدفع في دائرة الاحوال المدنية والجوازات (مباشرة)

الدفع بوسيلة الكترونية (Credit Card - اي فراتيركم)

13. Comments and/or Suggestions

Powered by



استبيان لموظفي دائرة الاحوال المدنية والجوازات

استبيان خاص بمشروع تخرج طلبة من جامعة العلوم والتكنولوجيا الاردنية لانشاء تطبيق خاص بدائرة الاحوال المدنية والجوازات سيسهل على المواطنين استخراج الوثائق الرسمية.

1. هل تعاني من ازدحام المواطنين في الدائرة ؟
.Mark only one oval

نعم
لا

2. برأيك، وجود تطبيق او موقع الكتروني يمكن المواطنين من التقدم لمعاملتهم من خلاله سيخفف ازدحام المراجعين في الدائرة ؟
.Mark only one oval

نعم
لا

3. برأيك، وجود موقع او تطبيق للدائرة سيرفع من كفائتها ويزيد من الانتاجية ؟
.Mark only one oval

نعم
لا
لا اعلم

4. وجود تطبيق او موقع الكتروني بهذا ، سيزيد من العبء الوظيفي لديك ؟
.Mark only one oval

نعم
لا
لن يكون ضمن نطاق عملي، تحت مسؤولية فريق اخر.

5. تفضل ان يكون مستخدمين التطبيق:
.Mark only one oval

الاردنيين فقط
الاردنيين والمقيمين العرب والاجانب في الاردن

6. سيوفر التطبيق او الموقع الجهد و الوقت على المواطنين :
.Mark only one oval

نعم
لا

7.

هل تعتقد ان نظام دائرة الاحوال حاليا يستطيع استيعاب ودمج هذان التطبيق او موقع في نظامه ؟
.Mark only one oval

- نعم
- لا
- ربما

8.

سيوفر التطبيق او الموقع فرص عمل جديدة داخل دائرة الاحوال ؟
.Mark only one oval

- نعم
- لا
- ربما

9.

استلام الوثائق المطلوبة للمعاملات يجب ان يكون :
.Mark only one oval

- الكتروني عن طريق التطبيق او الموقع
- بشكل مباشر داخل الدائرة

10.

دفع الرسوم الخاصة بالوثائق والمعاملات يجب ان يكون :
.Mark only one oval

- الكتروني عن طريق التطبيق او الموقع
- مباشر داخل الدائرة

11.

يجب ان يحتوي التطبيق او الموقع خاصية تكشف الوثائق المزورة او المعدل عليها :
.Mark only one oval

- نعم
- لا ، النظام الرئيسي سيتケف بهذا الامر.

APPENDIX C

User Guide



دليل المستخدم

2020

دائرة الأحوال المدنية والجوازات



**حضره صاحب الجلالة الهاشمية
الملك عبد الله الثاني ابن الحسين المعظم حفظه الله ورعاه**



صاحب السمو الملكي ولي العهد
الأمير الحسين بن عبد الله الثاني



| الخدمات المتوفرة



الاستعلامات الإلكترونية

- الاستعلام عن الخدمات الإلكترونية المقدمة لها
- الاستعلام عن أماكن تواجد وفروع دائرة الأحوال المدنية والجوازات
- الاستعلام عن الخدمات التي تقدمها دائرة الأحوال المدنية والجوازات
- الاستعلام عن أوقات دوام دائرة الأحوال المدنية والجوازات



الخدمات الإلكترونية

- تجديد جواز السفر الأردني
- الإضافة على جواز السفر
- تجديد دفتر العائلة
- إصدار شهادة ميلاد مسجلة مسبقاً
- صدار شهادة وفاة مسجلة مسبقاً
- إصدار شهادة ميلاد لولادة حديثة خارج الأردن



تطبيق الدائرة



بوابة الدائرة

قنوات
الخدمة



الأحوال المدنية



خدمات
الأحوال المدنية



إصدار شهادة ولادة لواقة أو قيد ولادة مسجلة سابقاً



المستفيد من الخدمة

الموطنون الاردنيون

الهدف من الخدمة

تمكين الفرد من اصدار شهادة ميلاد خاصة به او ببنائه

طريقة الوصول للخدمة

خدمات الدائرة --> خدمات الشهادات -->
اصدار شهادة ميلاد

شروط الخدمة

- تعبئة النموذج وارفاق البيانات التالية:
- صورة عن الهوية الشخصية
- تاريخ الميلاد
- صورة عن دفتر العائلة
- العنوان

رسوم الخدمة



دينار

- لا يقبل الاستدعاء إلا من صاحب الشهادة المطلوبة أو من أحد أفراد الأسرة البالغين.



إصدار شهادة وفاة لواقعة أو قيد وفاة مسجلة سابقا



المستفيد من الخدمة

الموطنون الاردنيون

الهدف من الخدمة

تمكين الفرد من اصدار شهادة وفاة لاحد افراد الاسرة

طريقة الوصول للخدمة

خدمات الدائرة --> خدمات الشهادات -->
اصدار شهادة وفاة

شروط الخدمة

- تعبئة النموذج وارفاق البيانات التالية:
- صورة عن الهوية المدنية
- صلة القرابة
- صورة دفتر العائلة
- اسم المتوفى
- ان يقدم الطلب من احد افراد الأسرة البالغين.

رسوم الخدمة



دينار



تسجيل واقعة ولادة حديث خارج المملكة



المستفيد من الخدمة

الموطنون الاردنيون

الهدف من الخدمة

تمكين الفرد من اصدار شهادة ميلاد لافراد اسرته لواقعة حصلت خارج المملكة

طريقة الوصول للخدمة

خدمات الدائرة --> خدمات الشهادات -->
اصدار شهادة ميلاد وقعت خارج الاردن

شروط الخدمة

- تعبئة النموذج وارفاق البيانات التالية:
- صورة عن الهوية المدنية
- تاريخ الميلاد
- الاسم الكامل للطفل واسم الام
- شهادة الولادة الاجنبية مصدقة حسب الاصول
- دفتر العائلة

رسوم الخدمة



إذا حديث الولادة في دولة غير عربية يجب ترجمتها من مكتب ترجمة معتمد

دينار

تجديد دفتر العائلة



المستفيد من الخدمة

الموطنون الاردنيون

الهدف من الخدمة

تمكين الفرد من تجديد دفتر العائلة الخاص به

طريقة الوصول للخدمة

خدمات الدائرة --> خدمات دفتر العائلة -->
تجديد دفتر العائلة

شروط الخدمة

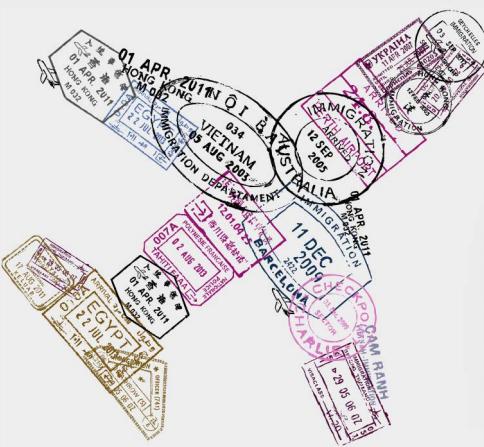
- تعبئة النموذج وارفاق البيانات التالية:
 - صورة عن دفتر العائلة
 - اسم رب الاسرة
 - رقم دفتر العائلة
 - الرقم الوطني لرب الاسرة
 - تاريخ اصدار دفتر العائلة

• يجب تجديد دفتر العائلة خلال ثلاثة أشهر من تاريخ انتهاء صلاحيته .

رسوم الخدمة



2 دينار



خدمات الجوازات

تجديد جواز السفر



المستفيد من الخدمة

الموطنون الاردنيون الحاصلون على جواز سفر

رسوم الخدمة



50 دينار

طريقة الوصول للخدمة

خدمات الدائرة --> خدمات جواز السفر --> تجديد جواز السفر

الهدف من الخدمة

السماح للمواطن تجديد جواز سفره الخاص

شروط الخدمة



- وجود جواز سفر للمواطن المراد تجديد جواز السفر له
- سداد رسوم تجديد جواز السفر داخل الدائرة
- احضار حجة وصایة في حال كان الاب متوفى لقاصرین
- اذا كان مقدم الطلب حاصل على جنسية اخرى فعليه ابراز جواز السفر لتلك الجنسية بهدف تخزين الاسم
- حضور صاحب العلاقة شخصيا في دائرة الاحوال عند الاستلام

• صورة عن جواز السفر

• رقم جواز السفر

الخدمة لا تشمل الجواز المفقود أو التالف.

ملاحظة

الاضافة على جواز السفر



الهدف من الخدمة

اضافة الابناء على جواز السفر الخاص بالمواطن

المستفيد من الخدمة

الموطن الاردني المتزوج او الوصي على طفل

طريقة الوصول



شروط الخدمة

- صورة عن جواز السفر (لا يجوز الاضافة على جواز سفر الام الا اذا كانت آنسة)
- صورة عن شهادة الميلاد الخاصة بالطفل

خدمات الدائرة --> خدمات جواز
السفر--> الاضافة على جواز السفر

- اسم الطفل
- رقم جواز السفر

رسوم الخدمة



5 دنانير



تعليمات رفع الوثائق

التعليمات



عزيزي المواطن عند رفعك لصور الوثائق الخاصة بك، تأكد من اتباع التعليمات التالية

1. التأكد من جودة وضوح الصورة قبل ارسالها والتأكد من عدم وجود اي معيقات بالصورة تؤدي لعدم رؤية البيانات بوضوح
2. التأكد من رفع الوثيقة المطلوبة بذاتها وعدم ارسال اي وثيقة اخرى
3. ان تكون الصورة حديثة وليس قديمة
4. ان تكون الصورة الشخصية الخاصة بك على التطبيق حقيقة وتتبع التعليمات المطلوبة في الاسفل



- اي مخالفة في تعليمات ارسال الوثائق والصور ستؤدي الى الغاء طلبك وعدم الاخذ به .



خدماتنا بين يديك

سهلناها علىك
وثيقتك بين إيديك



حكومة
بخدمتي



DISCLAIMER

هذه المادة الاعلانية غير صادرة عن دائرة الأحوال المدنية والجوازات الأردنية
ولا تمت لها بأي صلة.

خاص بمشروع تخرج طبة جامعة العلوم والتكنولوجيا الأردنية - قسم علوم الحاسوب :

- .1. مأمون ابو كوش
- .2. كرم بدارنة
- .3. رمضان مساعدة

إشراف الدكتورة ملك عبد الغني

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