

GovSmart

Government Review & Visit Management System

Digital-First Citizen Services for a Smarter Government

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**Smart Review
Government
Services**

The Challenge: Past Problems



Citizen Challenges

- No clear document requirements
- Multiple visits to government offices
- Long waiting times
- No request tracking



Government Challenges

- Manual document review
- Repeated errors & rework
- Overloaded employees
- No visibility or performance metrics

Result: Wasted time, frustration, inefficiency



Our Solution: Introducing GovSmart

What is GovSmart?

- Guides citizens before visiting offices
- Reviews documents digitally
- Issues visit tickets only after approval
- Tracks requests end-to-end



Who Uses GovSmart



Citizens

- Submit service requests
- Upload & correct documents
- Track request status
- Receive visit tickets



Reviewers

- Review submitted documents
- Flag missing or incorrect data
- Request corrections



Managers

- Approve or On Hold requests
- Monitor team workload
- Track SLAs
- Handle execution issues
- Ensure service quality



Admin Regions

- Approve region-specific requests & Assign Tasks
- Validate office availability & capacity per region
- Generate Tickets with Specific Date and Time



System Administrators

- Track overall system performance through dashboard reports
- Maintain system stability

User & Group Structure (Our Groups)

We structured users using ServiceNow Groups to ensure clarity, control, and accountability.

- Admin Regions are the top-level structure
- Each region contains service-specific groups
- Every group has a dedicated Manager
- Reviewers are organized in independent reviewer groups
- Employees belong to their assigned service group

Traffic Service Cairo Reviewer	Traffic Service Cairo Reviewer	true	Jess Assad
Traffic Service Alexandria Reviewer	Traffic Service Alexandria Reviewer	true	Melinda Carleton
Civil Registry Cairo Reviewer	Civil Registry Cairo Reviewer	true	Allan Schwantd
Civil Registry Alexandria Reviewer	Civil Registry Alexandria Reviewer	true	Alissa Mountjoy

The screenshot shows the ServiceNow Groups list view. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and Groups. The Groups link is highlighted with a yellow star icon. The main content area displays a table of service groups. The columns are: Name, Description, Active, Manager, Parent, and Updated. The table lists various groups such as Civil Registry_Sidi Gaber, Civil Registry_Ibrahimia, Civil Registry_Mansheya, Abees Traffic Unit, Montazah Traffic Unit, El Montazah Traffic Licenses Unit, Ain El Sira Traffic Office, Heliopolis Traffic Office, New Nasr City Traffic Office, and Civil Registry Abbasia. Each group entry includes a checkbox, a magnifying glass icon for search, and a blue link to the group details page. The 'Updated' column is sorted in descending order. The bottom right corner of the screenshot features a dark blue footer bar with the text "Made with GAMMA".

Name	Description	Active	Manager	Parent	Updated
Civil Registry_Sidi Gaber		true	Timothy Janski	Civil Registry Alexandria Admin Region	2025-12-23 20:15:51
Civil Registry_Ibrahimia		true	Karen Flierl	Civil Registry Alexandria Admin Region	2025-12-23 20:15:02
Civil Registry_Mansheya		true	Hillary Holmes	Civil Registry Alexandria Admin Region	2025-12-23 20:14:16
Abees Traffic Unit		true	Carmel Overfelt	Traffic Service Alexandria Admin Region	2025-12-23 20:13:20
Montazah Traffic Unit		true	Ross Spurger	Traffic Service Alexandria Admin Region	2025-12-23 20:12:39
El Montazah Traffic Licenses Unit		true	Justina Dragaj	Traffic Service Alexandria Admin Region	2025-12-23 20:11:16
Ain El Sira Traffic Office		true	Vanessa Lewallen	Traffic Service Cairo Admin Region	2025-12-23 20:09:08
Heliopolis Traffic Office		true	Dollie Pillitteri	Traffic Service Cairo Admin Region	2025-12-23 20:08:09
New Nasr City Traffic Office		true	Bridget Knightly	Traffic Service Cairo Admin Region	2025-12-23 20:07:07
Civil Registry Abbasia		true	Dwain Cuttitta	Civil Registry Cairo Admin Region	2025-12-23 20:05:36

Solving Citizen Pain Points

Citizen Experience



Virtual Agent

- Service selection
- Required documents guidance
- Nearest office lookup
- Request status tracking



Digital Document Submission

- Upload documents online
- Fix only missing/incorrect items
- No need to re-submit everything



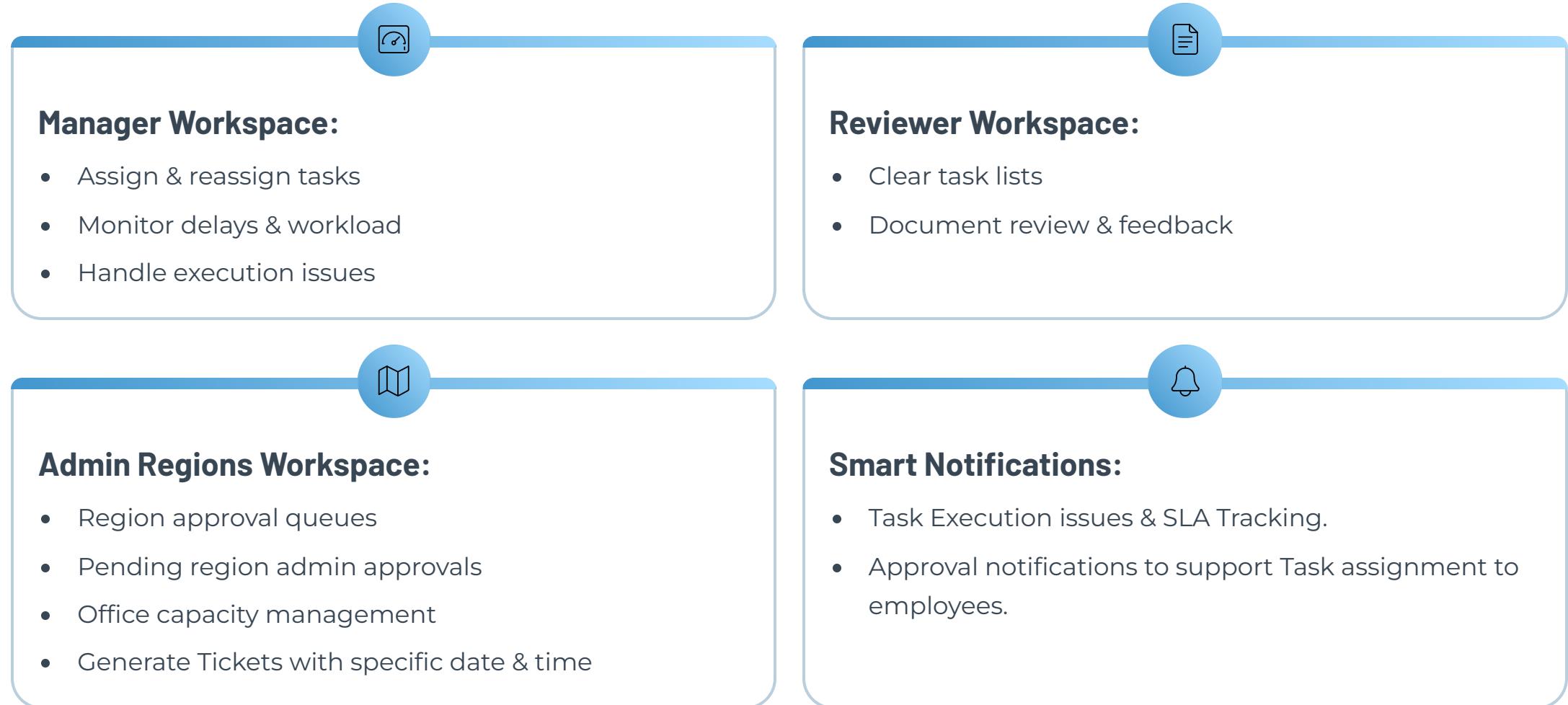
Visit Ticket

- Issued only after approval
- Time-bound & organized visits

Result: Fewer visits, clarity, transparency

Solving Government Challenges

Government & Review Team Experience



Result: Better control, faster reviews, accountability

Techniques Used: Intelligent Automation



DATA TABLES

Structured data model to support the full request lifecycle:

- Request Table – Main service request data
- Employee Reviewer Task – Review and action tracking
- Ticket Table – Operational ticket generation
- Service Information Table



SECURITY & ACCESS CONTROL

Roles Configuration:

- Admin, Reviewer, Admin Region, User

Access Control Rules (ACLs):

- Control Read / Create / Write / Delete permissions
- Conditional access based on user role



UI POLICIES

Dynamic form behavior to guide users correctly:

- Lock approved fields
- Allow correction of incorrect data only
- Control fields to be: Read-only, Mandatory, Visible
- **Example:** Assigned To field editable by Manager only



CLIENT SCRIPTS

Form-level control and validation using scripts:

- onLoad – Initialize form behavior
- onChange – Dynamic field updates
- onSubmit – Validation before submission
- **Examples:** Make Description mandatory, Auto-detect Region,by Government,Get Region by Service Type,Control ticket assignment order,Manage Assigned To logic dynamically

Techniques Used: Intelligent Automation



AUTOMATION (FLOW DESIGNER)

End-to-end intelligent workflow automation:

- Assign request to Manager Reviewer
- Automated reviewer actions
- Reassignment management
- SLA tracking for employee tasks
- Ticket tracking and lifecycle control



SERVER-SIDE DEVELOPMENT

Business Rules:

- WhatsApp notifications
- Auto-create Employee Task
- Auto-populate user reference fields

Assign request to:

- Reviewer, Admin Region



SMART EMAIL NOTIFICATIONS

- Approval & ticket booking
- Missing documents alerts

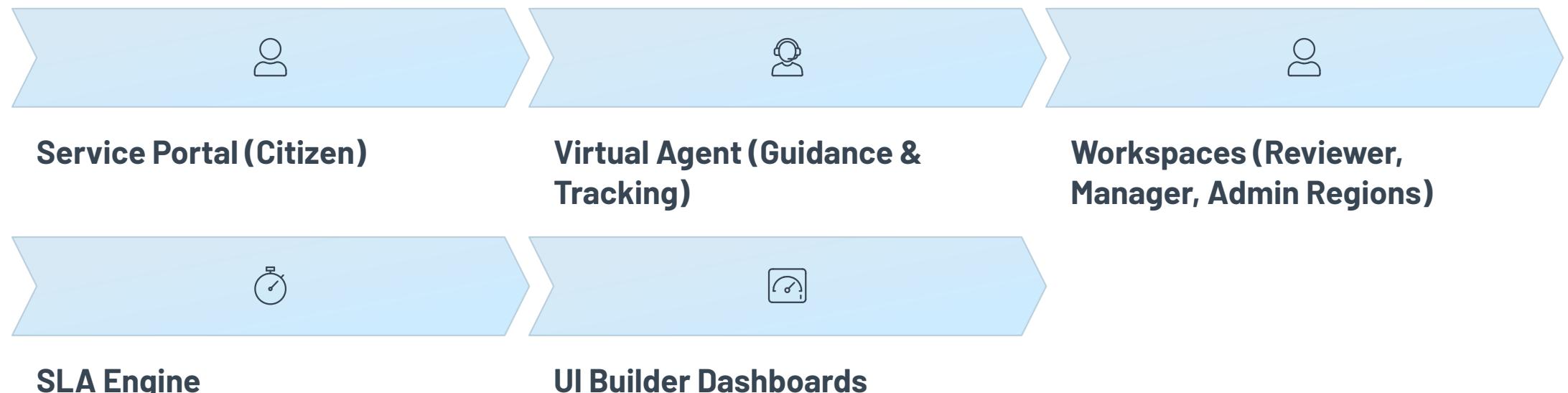
Each Email Includes:

- Request Number
- Service Name
- Reviewer Comments
- Resubmission Deadline 15-Day , Auto-cancel if no update

How We Built It: ServiceNow Foundation

Platform Architecture

Built using ServiceNow best practices:



Conclusion: Secure, scalable, low-code solution

What's Next for GovSmart

Future Vision:



AI document validation



Mobile application



More government services



National system integrations



Citizen Feedback & Service Rating



End-to-End Digital Service Fulfillment



Digital & Physical Delivery Options



Unified Digital Payments Integration

Thank You

Questions?
Feedback?