

Case Study for User Management System

☑ About Client

Abu Dhabi judicial Department of Abu Dhabi government was looking for portal application that enables their user to use electronic media to receive the services of the Judicial Department, and the Courts, in a fast and easy manner. Client also wants server application to manage their user and services requested by user.

☑ Application Understanding

Users Management system aims to identify and acknowledge the individual and business entities that interact with Customer and to grant a unified system access to authorized entities seeking services from Customer.

☑ Available Features

Users Management system is divided into two modules. UMS Admin and Portal UMS. Ums application is developed into two languages Arabic and English.



Users Management system includes the following key business processes:

Client Registration process through Active Directory Server

- Register Client Profile: This is the primary process that registers client profiles and issues client code and initial online access details to prospective clients.
- Maintain Client Profile: This is the secondary process that allows registered clients and Client Service Representative to access client details and request additional eServices

Following images shows new client registration into Arabic language.

The screenshot displays the 'User Management System' interface for the 'Emirate of Abu Dhabi - Judicial Department'. The main heading is 'CSR - Business Client Registration'. The form is organized into several sections:

- Company Details:** Fields for company name, type, address, phone number, and fax number.
- License Details:** Fields for license number, area, company name, and license type.
- Company Authorized Person Details:** Fields for authorized person name and ID number.
- ID Details:** Fields for ID number, address, expiry date, and gender (Male/Female).

At the bottom, there are buttons for 'Request e-Services Access', 'Back', and 'Save'. The footer contains the copyright notice: 'Copyright © 2011 Emirate of Abu Dhabi Judicial Department. All rights reserved'.

Managing Eservice of ADJD Department provided for Customer

- Application provide following feature related to eservices
- Create and Manage Eservice Types and workflow groups
- Create and Manage Workflow Groups
- Associate eService types with workflow groups
- Add/Remove users to workflow group for getting access of eservices of eservices types
- Create and Manage Eservice of various eservice types
- Approve or Suspend eService access

Following figures shows list of workflow group and list of eservice.



Emirate of Abu Dhabi - Judicial Department
 إماراة أبو ظبي - دائرة القضاء
 User Management System
 نظام إدارة المستخدمين

eService Management User Management Group Management Search Profiles Logout

Admin-List Groups Create Group

Show 10 entries Search

Sl.	Group name	Group type	Actions
1	CSR Group	CSR	View Remove
2	BAM Group	BAM	View Remove
3	BA Group	BM	View Remove

Showing 1 to 3 of 3 entries First Previous Next Last

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Emirate of Abu Dhabi - Judicial Department
إمارة أبوظبي - دائرة القضاء

User Management System
نظام إدارة المستخدمين

eService Management User Management Group Management Search Profiles Logout

eService Create eService

Show 10 entries Search: _____

Sr.No.	eService English Name	eService Url	eService Type	eService Accessibility	eService Application	English Description	Actions
1	eServiceA	http://www.eserviceA.com	eType A	Close	EService Testing		View Remove

Showing 1 to 1 of 1 entries First Previous 1 Next Last

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Manage Client Request for eservices

- Register Client Request
- Generate workflow for client eservice request for CSR (customer Service Representative) BA (Business Manger) and BAM (Business Approver Manager)
- Validate Supporting Documents Request to Access Closed eServices
- Approve/reject Request to Access Closed eServices
- Search Profiles & Search submitted eServices for client
- Access eservices for client

Manage Client Supporting Documents for Services Request

- ☑ Application provides handling of an electronic document submitted by a client or authorized person as a supporting document during client profile registration or maintenance.

Portal-ums application

Portal used by customer of ADJD client to access Judicial Department eservices and generate request for new eservice access.

By using this portal customer can registration their portal, view list of eservices and eservice types available at Abu Dhabi department.

Following images shows list eservice types available at Judicial Department.

