

# ZamMobile

The e-Government Service Suite for Mobile Users is envisioned as a mobile application that enables all registered users to interact with the e-government digital service delivery system and access their data stored in government databases.



## Modules:



### Digital Identity:

secure and reliable identification and signing



### Secure digital repository of the government – issued identity documents:

National Registration Card, Driver's License, Travel Passport, Immigration Permit



### Notifications:

receive timely updates and notifications about transactions through email, SMS, push notifications



### Payments:

handle financial transactions seamlessly by managing the government invoices, keeping a record of made payments, and paying for government services through ZamPay, ApplePay, and GooglePay



### My data:

access to personal records managed by public authorities (vehicles, properties, social security, fiscal situation)



### Document Library:

organized repository to store, access, and manage permits, offenses, and public cases related to public services



### Services:

secure, user-friendly interface to overview and apply for digital public services

## Benefits:

- ✓ **Convenience**  
access anytime and from anywhere
- ✓ **No bureaucracy**  
saves time for more healthy activities
- ✓ **Part of the e-Government ecosystem**  
seamless integration with all existing e-Government solutions
- ✓ **Continuous improvement**  
new modules and functionalities to be developed for better covering the user needs and expectations

Crafted to enhance user convenience, security, and efficiency, ZamMobile is a comprehensive solution for unified Zambian public services.



<https://szi.gov.zm>

SMART Zambia - e-Government Division

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**Quality, Security, Professionalism and Corporate Maturity** -- We are Microsoft Gold Certified Partner since 2005. Since 2017, three independent audits consistently confirmed organizational maturity of our capabilities and processes in compliance with the CMMI-DEV-3 V2 standards, across 21 (twenty-one) disciplines. Since 2019, we have undergone annual audits and certified as having a quality management system for custom software development, in compliance with ISO 9001:2015, as well as information security policies and procedures compliant with ISO 27001:2013. We are a registered U.S. Government Vendor (sam.gov, DUNS No. 119287758) and the World Bank Group (Vendor No: 122856).

**Agile Methodology (Scrum-over-CMMI)** -- Our work practices are institutionalized using Azure DevOps application lifecycle management (ALM) tools, such as Azure Pipelines (for release planning and management, continuous integration / continuous deployment, CI/CD), Azure Board (for task management and work tracking), Azure Repos (for pair programming, refactoring, test-drive development, technical debt management), Azure Artifacts (for product integration); Azure Test Plans (for validation and verification of products).

**All-in-One Technology Suite (Government-in-a-Box)** -- We are the original maker of **dotGov Framework (DGF)**®, a low-code, all-in-one environment for modeling, developing, deploying and supporting e-government solutions. It's built on microservices architecture and free, open source, open standards technologies. The included service portal, sample solution, mobile suite and product backlog help jump-start the development process and enable government agencies to start providing their service online in a matter of days. Each solution-as-a-service comes with enabling microservices (e.g., e-ID, e-sign, e-pay, e-notify and e-log).

**e-Government Expertise** -- E-government is a highly specialized niche and, as former government officials, we know the government operations inside and out. In twenty years, we have developed nearly 100 software solutions across all three branches, legislative, executive and judicial. We can serve as one-stop shop covering all aspects of digital government transformation, from readiness assessment to regulatory reform, from strategic planning to business process analysis and reengineering, from cloud infrastructure to national service bus and all-in-one payment gateways, from mobile apps to government-wide ecosystems, from local capacity building to post-implementation support.

**Global Experience** -- We have worked in 30 (thirty) countries, including Albania, Antigua and Barbuda, Armenia, Bangladesh, Barbados, Belize, Dominica, Gambia, Georgia, Grenada, Guyana, Iraq, Jamaica, Kosovo, Kyrgyzstan, Moldova, Mongolia, Nigeria, Russia, Rwanda, Somaliland, South Africa, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Suriname, Tanzania, Trinidad and Tobago, Ukraine, United States and Zambia.

**Clients** -- Our clients include international donors and regional organizations (USAID, MCC, UK DFID, EU, UN, IFC, IADB, COMESA, EAC, CARICOM), national governments (Albania, Armenia, Moldova, Nigeria, Rwanda, Zambia, etc.), private clients (Chemonics, DAL, RTI, NCSC, etc.).

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