

# SmartGov™ Mobile Application

Efficient operations in the  
office and the field



Your municipality's community development operations consist of many moving parts – both in the office and in the field. And since your job is to serve your community, you often need to perform work away from the office. The mobile capabilities SmartGov™ offers allow government workers to manage and complete the tasks their community depends on from anywhere.

Wherever you have a mobile device, you have SmartGov.

## Key Benefits



**Gain critical mobile capabilities.** Work anywhere your role takes you. Perform on-site inspections and code enforcement with SmartGov easily accessible on your mobile device.



**Cut unnecessary time drains.** With your dashboard at your fingertips, you can see your and your team's assignments on the go. That means no back and forth to the office to see what task is next.



**Improve reporting and communication.** View and upload data from your phone, instead of waiting until you're back in the office. Attach photos and documents on-site, as well as review plans.



**Drive community service, growth and revenue.** When your workday is more productive and organized, you can achieve quicker turnaround times on tasks and approvals.



## Product Features

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### Standard features

Any authorized user can:

- Filter the mobile dashboard to view their assignments or other's assignments
- Create and edit contact names\*, addresses, emails\*, phone numbers\* and points of contact
- Manage contractor license numbers
- View permit data, license data, parcel data, code enforcement data and recurring inspection account data, including attached photos, documents and plans (subject to device capabilities)\*
- Search for contacts by name, phone number, email or address
- Search for permits, licenses, code enforcement requests/ cases or recurring inspection accounts by number, type, status, project name (permits only), DBA (license only), site address, inspection area and zone
- Search for parcels by parcel number, owner, site address, subdivision, neighborhood and zone
- Utilize voice to text for data entry (subject to device capabilities)
- View map and directions from current location to selected site address (uses Google Maps)
- Add and request inspections\*
- Generate, print and email permit, license, recurring inspection and code enforcement case reports
- View submittal note attachments





## Product Features (cont'd)

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### Inspection Specific Features

These features apply to inspections on permits, code enforcement cases, recurring inspections and licenses. Any user authorized to maintain these areas in the back office will be able to do the following as a *Mobile Inspector*:

- > View a mobile dashboard showing their assigned inspections scheduled for the current day\* (this is the default view, but the dashboard filter is customizable)
- > Schedule inspections\*
- > Call, email or text primary contacts on an inspection from the dashboard
- > Reassign an inspection to someone else or to themselves
- > Find inspections using permit, license, code enforcement case or recurring inspection number
- > Refined search capability by inspection type, status, inspector, schedule date, inspection area and address
- > Update inspection details, including inspection status and results text\*
- > Add and remove inspection actions, corrections and code references\*
- > Add and update notes and attachments on all areas of an inspection (i.e. the inspection itself, the actions, corrections and code references)\*
- > Use device camera to take and attach photos (subject to device capabilities)\*
- > Generate, print and email case inspection reports

### Code Enforcement Specific Features

These features apply to management of case requests and code enforcement cases. Any user authorized to maintain these areas in the back office will be able to do the following as a *Mobile Enforcement Officer*:

- > View a mobile dashboard showing their assigned code enforcement requests and cases\*
- > Call, email or text case reporters/complainants from the dashboard
- > Reassign a code enforcement case or request to someone else or themselves
- > Create and edit case requests\*
- > Create and edit code enforcement cases, including managing contacts, violations, citations, details and inspections\*
- > View code enforcement associations
- > Convert a code enforcement request to a code enforcement case\*
- > Search for a code enforcement case or case request by reporter and/or location
- > Search for a code enforcement case by assignee
- > Add and update notes and attachments to code enforcement cases and case requests\*
- > Use device camera to take and attach one or more photos (subject to device capabilities)\*
- > Dashboard visibility of assigned workflow steps and ability to add and manage workflow steps on a case
- > Create and request inspections\*

\*Feature available both online and offline



## Legendary Client Support

**We provide our best service so you can do your best work**

At Dude Solutions, our client support is legendary. That's because we're experts at smooth implementations, thorough data migrations, and providing ongoing support via email, phone or chat so you always have someone to talk to.

## Technical Requirements

This application is optimized for the default display settings for iOS and Android devices. Enlarged fonts and increased zoom levels may affect screen presentation. Uploading of attachments from cloud storage (Google Drive, OneDrive) and SD cards are not supported at this time.

### RECOMMENDED VERSIONS OF ANDROID

Minimum recommended requirements for Android:  
Version 8.1 or greater with 3+ GB RAM.

Running SmartGov Mobile on previous versions of Android (6.0.1+) may impact performance and stability.

- › Tablet: Android, Samsung Galaxy Tab S4
- › Phone: Samsung Galaxy S10+ or Samsung Galaxy Note 10+

### RECOMMENDED VERSIONS OF IOS

- › iPad: iPad pro (2018 or newer) iOS 12+,
- › iPhone: iPhone XS Max (or newer) iOS 12+

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## ABOUT DUDE SOLUTIONS

Dude Solutions is a leading software-as-a-service (SaaS) provider of operations management solutions to government organizations both large and small. For 20 years, Dude Solutions has inspired clients to create better work and better lives. We combine innovative, user-friendly technology with the world's smartest operations engine, empowering government operations leaders to transform the most important places in our lives. Today, more than 1,700 municipalities use our award-winning software to manage maintenance, assets, energy, safety, IT and more. For more information, visit [dudesolutions.com](https://dudesolutions.com).