

From manual to intelligent: Transforming government processes with Power Platform

For many public sector institutions, citizen services still rely on manual, paper-based processes that create delays, inconsistencies, and barriers to vital services like healthcare, law enforcement, or tax registration. The Citizen Management HuB set out to change that.

The solution, developed using [Microsoft Power Platform](#), simplifies identity registration by enabling officers to collect, validate, and manage personal records digitally helping governments modernize public services quickly and at scale.

Challenge

Unifying fragmented identity registration systems

In regions with limited digital infrastructure, identity management is a complex task. Officers and administrators often depend on fragmented tools and time-consuming processes to register or verify citizen data. These inefficiencies slow down access to essential services and increase the risk of errors.

Registration officers needed an intelligent tool that was easy to use. The system also needed to securely connect across sectors like healthcare, immigration, and law enforcement, while remaining easy to deploy and scale.

The goal was to create a guided, intelligent solution that registration officers could use on the ground without requiring a complete system overhaul.

Solution

Using integrated tools to build smarter

Developer Andrew Phiri used Power Platform to rapidly prototype and deliver a functional citizen registration solution. Using Power Apps as the front-end, officers can input or review citizen records quickly.

[Watch the video >](#)

Core components include:



Power Apps + Power Automate

Custom app for Registration Officers to manage new citizens and automate email notifications of application progress.



AI Builder + Whisper API

Used optical character recognition (OCR) and voice transcription to extract data from physical documents and spoken input.



Dataverse + Azure AD

Leveraged Microsoft Entra ID security groups for role assignment of Dataverse teams.

AI Builder and Whisper API extract information from the documents or speech making the system accessible for a wide range of users.

Result

A better way to communicate

By building on Power Platform, an app for Registration Officers to manage citizen records was developed in a fraction of the time traditional methods would require.

Key outcomes:

- Automated document processing to reduce errors and speed up workflows.
- Enabled AI-assisted data capture via text and voice input.
- Simplify security role management through Azure AD security groups associated with Dataverse teams
- Application Lifecycle Management implemented using pipelines to deploy solution version from developer environment to target environment to isolate building a testing.

Citizen Management HuB lays the groundwork for registration officers to rapidly process citizens securely through AI and automation capabilities of Power Platform.

Learning resources

Explore these resources for more examples and practical guidance.

- [Citizen Management HuB GitHub repository](#)
- [Powerful Devs Hack Together series](#)
- [Power Platform Samples](#)
- [AI in Action series](#)