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| **Name** | **Daily Email Reminders/Email Queue** |
| **Description** | In the new version of the application an email is scheduled to be sent out the day before any entry request. Employee’s are reminded to check-in using the app’s check-in check-out feature. |
| **System Impact** | 1. A new SharePoint list called EmailQueue is part of the data storage 2. A new PowerAutomate flow constantly checks the Queue and send’s emails that are schedule to go out 3. Employees will be receiving a lot more emails if they are going into the office frequently |
| **Concerns** | * The EmailQueue system will present a large technical hurdle because our Office 365 does not have built-in Outlook. The mail service we are forced to use would limit a flow to 100 emails per day. No workaround is currently available. * It’s questionable business value to send daily email reminders about the check process. |
| **Recommendation** | We recommend that this feature be disabled in the production |
| **Comments** |  |

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| **Name** | **Visitor Attestation Survey** |
| **Description** | DoJ has linked a CRM Customer Voice survey into the system for visitors to fill out before they come to the workplace. If the visitor does not fill out the survey the employee who made the request for them is able to agree to the screening questions on their behalf |
| **System Impact** | We need to create a Voice Survey (or other online fillable form) and include it into the application setting. The link will then be emailed to the visitor when their request is approved |
| **Concerns** | We have never setup a customer voice survey. We may not have the ability to do this. We may have to look at other third-party survey tools |
| **Recommendation** | This feature might be difficult to implement, recommend we consider removing it from the application unless it’s absolutely requires. |
| **Comments** | We should evaluate in this type of survey is needed. |

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| **Name** | **User Login tracking** |
| **Description** | A new SharePoint list tracks user’s login into the system. It creates a record of the employee name and the time they accessed the system |
| **System Impact** | A new SharePoint list is in the data store and an event triggers on-load in the application |
| **Concerns** | This data does not go into a dashboard or serve much of a purpose. This list will grow in size very rapidly and has no clear added value to the system for ECCC |
| **Recommendation** | We should disable the login tracking unless there is a good business reason to track this data |
| **Comments** |  |

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| **Name** | **Check in/check out feature** |
| **Description** | Users are able to select any request within 24 hours of the current time and check-in. They will be showing the covid-19 screening criteria and asked to agree they met that criteria.  On check-out the user can enter the actual time they where in the building (versus the timeslot they booked). This data is added to their request record. This feature improves the accuracy of potential contact tracing |
| **System Impact** | Check-in and check-out times are added to the AccessRequest list. Users are not technically required to check-in or check-out. Users do not have to check-in to see proof screen  The new button is on the home page to allow users to see their request for the current day |
| **Concerns** |  |
| **Recommendation** |  |
| **Comments** |  |

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| **Name** | **Multi-day booking** |
| **Description** | Users can now select multiple days in a single request. Each day’s capacity will be checked before they are allowed to submit the series of dates.  Managers are able to approve the entire series of booking in one action, or they can decline/approve individual day’s requests. Managers see all the days capacity or they can drill down to each day/hour |
| **System Impact** | This new paradigm of multiple day a booking is the core feature implemented in this version it has effects on many workflow screens. |
| **Concerns** |  |
| **Recommendation** |  |
| **Comments** |  |

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| **Name** | **User Impersonation (booking assistant)** |
| **Description** | The system allows a user to have a booking assistant assigned to their User account. That assistant user can login and then set themselves as any account they have access too. Once they are impersonating that other user, they can book requests on their behalf, they can cancel requests for the user, and they can agree to the attestation on their behalf.  The application has special text shown to users impersonating (or assisting) other users when they agree to statements |
| **System Impact** | 1. A field is added to user setting to assign someone an assistant 2. The agreement screen check if they are impersonating someone and if they are special text is shown to them 3. A new screen is added on the login screen where users can select an account to impersonate |
| **Concerns** |  |
| **Recommendation** | This is a good feature to mitigate accessibility concerns |
| **Comments** | ECCC will need to review and approve the text around agreements signed by the booking assistant |

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| **Name** | **Proof Screen** |
| **Description** | Once a user has an approved request, they can open that request and see the proof screen. This screen can be shown to commissionaires proving they have an approved request for that day |
| **System Impact** | New link added to the request screen. If the user clicks on the “approved” icon they will see the proof screen |
| **Concerns** |  |
| **Recommendation** |  |
| **Comments** | We should add the Building name to this screen and confirm that the information is what the commissionaires need to see |