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eCitizenConnect

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Basic Scenario and Use Cases

A. Scenario Overview and Context

Vision: Design an aspirational architecture and model for a prototype system demonstrating next-generation City interface for business interactions.
Goals: Improve ease of use, efficiency, effectiveness and value for both the City and for businesses using the system.
Objectives: Ensure implementations can use existing, open source, widely deployed and simple user account web identity services for single login and authorized protected data sharing by business with the City.
Outcomes: Build a Prototype City Business Permit Wizard and Modern Business Account Service
Criteria: The Wizard should be customizable to the Permit and other business interaction contexts by each City that implements it;
Criteria: The Wizard should be personalizable to the look and feel desired by businesses using it, including by use of appes or services accessing the Wizard engine via an API;
Criteria: The Wizard should be capable of receiving Business identity attributes (OpenID Connect Standard Claims and Custom Claims) and other relevant business information when authorized by the business account holder and

the account holder should be able to review or revoke authorizations;

Criteria: The Wizard should be capable of routing a Case File to the appropriate City or other system (ie Permitting System or Business Referral System);

Criteria: The Wizard should be capable of transmitting a "Case File" to the appropriate City or other system, comprised of the authorized business information of the account holder and the resulting determination of needed approvals and recommended process;

Criteria: The Wizard and Business Account System should be designed to create, preserve and transmit reporting data enabling continuous performance reporting, incident alerts and real-time analytics supporting process and outcome optimization.

B. Use Cases

Use Case 1.0 Small Business Auto-Form Fill on City Site
1.1 Business:
1.2 Legal:
1.3 Technical:
1.4 Diagrams:

Use Case 2.0 Business View: City refers small business to external business provider
2.1 Business
2.2 Legal
2.3 Technical
2.4 Diagrams

Use Case 3.0 City Business Intake Wizard Helps Determine Needed Approvals and Routes Session and Case Data to Business Permitting Site
3.1 Business
3.2 Legal
3.3 Technical
3.4 Diagrams

Use Case 4.0 City Business Hub Refers Case to Other City of Boston Departments
4.1 Business
4.2 Legal
4.3 Technical
4.4 Diagrams

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