

Smart City App – Terminology Document

This document presents the terminology used on the Smart City application. It lists and gives short explanations of common expressions along the application flow.

- User
The people who are register accounts and use the application.
- 311 Service (Service Ottawa Client Service Centre)
The service that will be called to pull and push requests from users. The main API service of the application.
- Profile
Personal information related to the registered user.
- Filter
The button that allows users to filter the types of requests that are shown on the Map or List.
- Map
The view that shows nearby requests on a map.
- Camera
The view that allows the user to take a picture and post a new request.
- Requests
The service opened with the 311 Service. It describes issues across the city and addresses them to the appropriate department of the city administration (Road Maintenance, Parking, Solid Waste, etc.)
 - Public
Shows a view of all display requests from all the users that have opened an issue with the Smart City App.
 - Personal
It shows a view that displays only the requests that opened by the logged in user.
 - Acknowledge
It shows a view that displays all the “acknowledge” requests the user chose to

Smart City App – Terminology Document

support and/or follow.

- **Acknowledge (button)**
The button that allows the user to support and/or follow an open request that is relevant to them.
- **Date Submitted**
This is the date that the request was submitted.
- **Distance**
This is the distance in kilometers the user's position is from the address reported on the request.
- **Request Status**
This is the current status of the request. It displays either open or close. The status is displayed by the 311 service.
- **Description**
This is the description set by the user when opening the request.
- **Department**
This is the Ottawa department which the request is tied to. The department is responsible for receiving the request, dispatching services and updating request information after the request is submitted.
- **Subject**
This is the category the request is classified as under the chosen department. For instance, under the Road Maintenance department, there are Manhole Covers, Potholes and Road Signs as classifications for reporting an issue.