# Requirements Overview

The purpose of this document is to record the functional requirements needed to successfully implement CityWorks (Streets Department) service request integration for Philly311 CRM.

# Workshop Location and Time: 1/23/2013 1:00PM, 1234 Market, 18th Floor

# Workshop Attendees:

* Tammi Geiger
* Andrew Rothwell
* Steve Waters

# Version: 1.0

# Requirements

Unisys will develop a WebMethods service to send service requests from Salesforce.com to the Streets Department CityWorks instance. Unisys will also develop a WebMethods service to send service request status updates from the Streets Department CityWorks instance to Salesforce.com and the PublicStuff mobile application and website.

Finally, according to Tammi Geiger, approximately 45% of the Streets Department CityWorks service requests come from the Philly311 operators. The balance comes from the Streets department website, call centers and other sources. These other ‘non-311’ service requests will need to be pushed to Salesforce so that they can be displayed on the existing service request map used during case creation to avoid duplicate cases. Unisys will develop a WebMethods service which will pull ‘non-311’ service requests from Streets Department CityWorks instance and send to Salesforce.com.

Unisys assumes that the City has a CityWorks solution in production and a development environment that is accessible to Unisys for the purposes of this project.

| **Reference Number** | **Service Request Requirements** | **Type** | **Implementation Plan** | **How Provided** | **Workshop Notes** |
| --- | --- | --- | --- | --- | --- |
| 10.06 | The solution provides seamless bi-directional integration to the City’s Streets Department CityWorks instance and Salesforce.com. | TP | SFDC Service Cloud application will be configured to integrate with CityWorks using Software AG integration server hosted within City's premises.  WebMethods services will be developed to move data between the Streets Department CityWorks instance and Saleforce.com and the PublicStuff mobile application and website. | Software AG (WebMethods)/ SFDC | Andrew Rothwell to provide documentation on the CityWorks API. |
| 10.061 | The solution provides ability to submit service requests to CityWorks from Cases entered in the SFDC. | TP | WebMethods services will be developed to pull selected service requests from SFDC and push them to CityWorks. | Software AG (WebMethods)/ SFDC / CityWorks | Request types defined in other requirements documents. |
| 10.062 | The solution provides ability to send service request status updates from the CityWorks to SFDC and PublicStuff mobile application and website. | TP | WebMethods services will be developed to push status changes from CityWorks to SFDC and PublicStuff mobile application and website. | Software AG (WebMethods)/ SFDC / CityWorks |  |
| 10.063 | The solution provides ability to send non-311 service requests from CityWorks to Salesforce.com. | TP | WebMethods services will be developed to select new non-311 service requests in CityWorks and push to SFDC.  WebMethods will find or insert a Contact for the reporting user and insert the request as a Case in SFDC. | Software AG (WebMethods)/ SFDC / CityWorks |  |

# Action Items – The City

* The City of Philadelphia will provide Unisys with access to/right to use (as necessary to perform the Services) all of the City applications at no cost to Unisys.
* The City of Philadelphia will provide a technical contact for CityWorks (streets) to support the integration development and production support.
* The technical contact for CityWorks (streets) will provide API documentation and database schemas for mapping.
* The City of Philadelphia will resolve any issues (that impact the 311 project/System) in any City applications such as GIS/ESRI, PublicStuff, CityWorks, in a timely manner so that they do not impact the agreed upon project plan or performance of the System.

# Action Items – Unisys

• CityWorks (Streets) Integration Requirements Definition Document (this document)

* CityWorks (Streets) Integration Design Document
* Develop and unit test configuration and integration for CityWorks (Streets) Integration