# Requirements Overview

The purpose of this document is to record the functional requirements needed to successfully integrate CityWorks with Philly311 CRM.

# Workshop Attendees:

* Ed Schaffer
* Tom Gagne

# Requirements

**Citywide**

Unisys will develop one (1) interface to the Street’s Department instance of CityWorks using the City’s Software AG integration platform (City’s integration platform standard). Unisys will develop the work order management system interfaces for only the four (4) Streets and one (1) Neighborhood Services service requests identified for the Pilot. The remaining services request will be developed prior to full Citywide implementation. To perform this work, Unisys is dependent on the City providing Unisys access to its Software AG products, namely Web Methods Broker, Mediator, and Salesforce.com Adapter. These products must have a publicly accessible port that Unisys can use to implement integrations. The use cases for the Interfaces are:

1. Ability to create service request
2. Ability to list service request
3. Ability to sync status of the service request
4. Ability to modify service request
5. Ability to add comments to service request

**Citywide Implementation**

Unisys will develop and deploy three (3) new interfaces: a) CityWorks for the Water Department, b) Hansen for Licensing and Inspections Department, and c) Hansen for Neighborhood Services using Software AG integration platform (City’s integration platform standard). Unisys will enhance the interface provided in the Pilot phase for the implemented interface for CityWorks for Streets Department.

The above mentioned interfaces will be developed based on the City providing Unisys access to the City procured and owned Software AG products (namely Web Methods Broker, Mediator, and SFDC Adapter). These products should have a publicly accessible port that Unisys can use to implement integrations.

The interfaces will provide the following capabilities:

1. Create service requests
2. List service requests
3. Sync status of the service requests
4. Modify service requests
5. Reassign service requests back to the 311 Contact Center for re-assignment to another City department
6. Add comments to service requests

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| **Reference Number** | **Service Request Requirements** | **Type** | **Implementation Plan** | **How Provided** |
| 10.02 | The solution allows sharing of information on issues that require cooperation between different departments and outside agencies such as state or federal agencies, quasi-government agencies, or external firms | CU | The different features offered by Service Cloud will be configured to allow sharing of information on issues, including a portal environment to share records, Chatter feature will be configured to allow collaboration around records and business processes, and integrations to link applications and data together. | SFDC Service Cloud |
| 10.025 | The solution provides seamless bi-directional integration to the following systems, that are configurable by the City, including, but not limited to: |  | Seamless integration can be configured or customized with the Salesforce.com web services API. |  |
| 10.06 | Cityworks | TP | SFDC Service Cloud application will be configured to integrate with Hansen using Software AG integration server hosted within City's premises. | Software AG |
| 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 |  |
| 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 (Public Stuff, City Works, Hansen, GIS/ESRI) at no cost to Unisys.
* The City of Philadelphia will provide a technical contact for Software AG, PublicStuff, and CityWorks application. The PublicStuff, CityWorks, and Hansen technical contacts will be responsible for developing the legacy application to Software AG interface. (Citywide Integration)
* 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. (Citywide Integration)
* The City of Philadelphia must complete any updates to the existing CityWorks application to support the SFDC implementation and integration approach using Software AG.
* The City will provide a technical contact for Software AG, PublicStuff, CityWorks and Hansen application. The PublicStuff, CityWorks, and Hansen technical contacts will be responsible for developing the legacy application to Software AG interface. (Citywide Implementation)
* The City of Philadelphia will resolve any issues (that impact the 311 project) in any City applications such as GIS/ESRI, PublicStuff, CityWorks, Hansen etc. in a timely manner so that they do not impact the agreed upon project plan. (Citywide Implementation)

# Action Items – Unisys

* Setup Software AG connection to CityWorks and SFDC Service Cloud platform.
* Develop an interface from SFDC Service Cloud platform to the CityWorks for Water application (for Citywide Implementation)
* Develop, distribute and review Integration Design Document (enhanced from the previous version developed for the Pilot solution with the following topics)
  + CityWorks for Water Integration Design Document
* Develop and unit test each channel configuration and integration
  + CityWorks for Water Integration
* Develop the materials for the following technical knowledge transfer sessions
  + CityWorks for Water interface
* Conduct one (1) four (4) hour knowledge transfer session for no more than four (4) City technical resources
  + CityWorks for Water interface

# Meeting Notes