# Requirements Overview

This document defines the functionality needed to successfully integrate Hansen for the Philly311 CRM Salesforce solution.

# Requirements

Unisys will develop and deploy one (1) new interface to Hansen for Licensing and Inspections Department using Software AG integration platform (City’s integration platform standard).

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

# 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.
* 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.
* 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.

# Action Items – Unisys

* Setup Software AG connection to PublicStuff, CityWorks, Hansen and SFDC Service Cloud platform.
* Develop an interface from SFDC Service Cloud platform to Hansen for Neighborhood Services application
* Develop an interface from SFDC Service Cloud platform to the Hansen Licensing & Inspections application
* Develop, distribute and review Integration Design Document (enhanced from the previous version developed for the Pilot solution with the following topics)
  + Hansen for Licensing and Inspections Integration Design Document
* Develop and unit test each channel configuration and integration
  + Hansen for Licensing and Inspections Integration
* Develop the materials for the following technical knowledge transfer sessions
  + Hansen for Licensing and Inspections interface
* Conduct one (1) four (4) hour knowledge transfer session for no more than four (4) City technical resources
  + Hansen for Licensing and Inspections interface
* Technical Knowledge Transfer Sessions Materials
  + Hansen for Licensing and Inspections interface
* Technical Knowledge Transfer Sessions Completed
  + Hansen for Licensing and Inspections interface

# Deliverables

* Technical Requirements Definition Document
  + Hansen for Licensing and Inspections Requirements Definition Document
* Technical Detail Design Document
  + Hansen for Licensing and Inspections Integration Design Document
* Configured/Developed the channels and integrations
  + Hansen for Licensing and Inspections Integration

# Assumptions

None

# SOW Appendix C Requirements

| **Reference Number** | **Service Request Requirements** | **Type** | **Implementation Plan** | **How Provided** | **Workshop Notes** |
| --- | --- | --- | --- | --- | --- |
| 10.01 | The solution provides the ability to queue if an integration fails allowing solution to run standalone until integration is available again | TP | SFDC Service Cloud application will be configured to use Software AG products for integration to City work order systems. Software AG integration server will be configured to queue messages during a failure. | **Software AG** |  |
| 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 |  |
| 10.03 | The solution provides seamless bi-directional integration to the following systems, that are configurable by the City, including, but not limited to: Hansen | TP | SFDC Service Cloud application will be configured to integrate with Hansen using Software AG integration server hosted within City's premises. | **Software AG** |  |
| 10.14 | The solution provides public-facing APIs or a web services interfaces, including one that conforms to the Open 311 platform in which the APIs provide control over which fields are offered to the public | CU | SFDC Service Cloud application will be configured to implement this requirement. | SFDC Service Cloud | Hansen does not support Open 311 APIs. Direct database inserts will be developed. |
| 10.15 | The solution provides APIs or a web services interface only accessible by City users. Internal-facing APIs should include more fields than are used via the public-facing API | TP | SFDC Service Cloud application will be configured to implement this requirement using City's Software AG integration platform. | **Software AG** |  |
| 10.16 | The solution provides the ability to write to an API as defined by the City | CU | SFDC Service Cloud application will be configured to implement this requirement using City's Software AG integration platform. | **Software AG** |  |
| 10.17 | The software provides the ability for a map service to interface location data | CU | SFDC Service Cloud application will be configured to integrate with Esri ArcGIS Server using SFDC web service API's to provide location data. | SFDC Service Cloud |  |