# Requirements Overview

The purpose of this document is to record the functional requirements needed to successfully implement PublicStuff integration for Philly311 CRM.

# Workshop Location and Time: 1/22/2013 4:00PM, 1234 Market, 18th Floor

# Workshop Attendees:

* Clinton Johnson
* James Robb
* Steve Waters
* Vince Polidoro from PublicStuff

# Version: 1.0

# Requirements

Unisys will develop a Web Service interface in WebMethods to which the PublicStuff mobile application and website will send service requests and service request comment. Unisys will also develop a WebMethods service which will send service request status/field updates and comments from the City’s Salesforce.com system to the PublicStuff mobile application and website.

In the solution, the City’s PublicStuff account will continue to use the City’s GIS services to for address resolution.

Unisys assumes that the City has a PublicStuff account for development and production that is accessible to Unisys for the purposes of this project.

| **Reference Number** | **Service Request Requirements** | **Type** | **Implementation Plan** | **How Provided** | **Workshop Notes** |
| --- | --- | --- | --- | --- | --- |
| 11.33 | The solution provides seamless bi-directional integration to the City’s PublicStuff account | TP | SFDC Service Cloud application will be configured to integrate with PublicStuff using Software AG integration server hosted within City's premises  Web Services developed in and exposed by WebMethods to accept incoming data from PublicStuff Mobile application and website.  WebMethods services will be developed to push data from the City to the PublicStuff mobile application and website. | Software AG (WebMethods)/ SFDC | Vincent from PublicStuff will provide documentation on the service types and fields available so these fields can be mapped to Case fields in SFDC |
| 11.331 | The solution provides ability to accept service requests from the PublicStuff mobile application and website. | TP | Web Service developed in and exposed by WebMethods to accept service requests from PublicStuff Mobile application and website.  Once received, WebMethods will find or insert a Contact for the reporting user and insert the service request as a Case in SFDC. For certain service request types, the service request will be routed to the appropriate city department. | Software AG (WebMethods)/ SFDC / PublicStuff | PublicStuff sends these calls in batches periodically throughout the day. |
| 11.332 | The solution provides ability to accept service request comments from the PublicStuff mobile application and website. | TP | Web Service developed in and exposed by WebMethods to accept service request comments from PublicStuff Mobile application and website.  Once received, WebMethods will append the comment to the related Case in SFDC. | Software AG (WebMethods) / SFDC / PublicStuff | PublicStuff sends these calls in batches periodically throughout the day. |
| 11.334 | The solution provides ability to send service request status and/or field updates from the City to the PublicStuff mobile application and website. | TP | WebMethods services will be developed to push status and/or field updates from the City to the PublicStuff mobile application and website. | Software AG (WebMethods) / SFDC / PublicStuff | WebMethods will send these in batches periodically throughout the day. |
| 11.335 | The solution provides ability to send selected service request comments to the PublicStuff mobile application and website. | TP | WebMethods services will be developed to push selected service request comments from the City to the PublicStuff mobile application and website. | Software AG (WebMethods) / SFDC / PublicStuff | Events like service request escalations will be added as a Case Comment and pushed to PublicStuff.  WebMethods will send these in batches periodically throughout the day. |

# 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 (including PublicStuff.
* The City of Philadelphia will provide a technical contact for the City’s PublicStuff implementation.
* 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 – PublicStuff

* PublicStuff will provide documentation on all available service request types and integration interfaces.

# Action Items – Unisys

• PublicStuff Integration Requirements Definition Document (this document)

* PublicStuff Integration Design Document
* Develop and unit test configuration and integration for PublicStuff Integration