# Version History

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| **Version** | **Date** | **Description** | **Author** |
| 1.0 | 01/22/2014 | Initial Draft Before Workshop | M. Schmidt |
| 1.1 | 01/23/2014 | Updates after workshop | M. Schmidt / J. Kelly |
| 1.2 | 01/28/2014 | Added Powerwash read-only field and instruction. | J. Kelly |
| 1.3 | 01/28/2014 | Modified Case Fields | M. Schmidt |
| 1.4 | 01/28/2014 | Modified Fields and Workflow Rules | M. Schmidt |
| 1.5 | 02/17/2014 | Design Revisions to Process Overview, Service Request Type and SLA, and Assignment Queue Sections; Removed SLA Field | J. Kelly |
| 1.6 | 03/05/2014 | Removed Question Marks from Field Labels, Verified Field Label Character Limit, Removed Error Message for Validation rule for *Paint Color*. | J. Kelly |
| 1.7 | 03/14/2014 | Changed Record Type Name to “Graffiti Removal”. | J. Kelly |
| 1.8 | 04/02/2014 | Updated Workflow Number References in Custom Fields Section | J. Kelly |
| 1.9 | 4/8/2014 | Created Pilot document. Updated Workflow rules. | M. Schmidt |
| 1.10 | 4/22/2014 | Inserted words ***Use same message for Pilot.*** | M. Schmidt |
| 1.11 | 4/23/2014 | Made the Center City District field optional to allow it to be automatically populated. Fixed the workflow rule numbers. Added the error message for the Powerwash validation rule. | J. Kelly |
| 1.12 | 04/29/2014 | Updated values for the Center City District field to “In” or “Null”. | J. Kelly |
| 1.13 | 06/17/2014 | Updated Workflow Rule for Center City District | M. Schmidt |
| 1.14 | 08/08/2014 | Updated based on follow-up session | M. Schmidt |

# Requirements Overview

The purpose of this document is to record the functional requirements needed to successfully develop a new service request. Certain standards have already been defined to record and resolve service requests received by the City, which should be followed as much as possible when defining the requirements for a new service request (see **Service Requests Standards** document).

# Requirements

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| **Department** | **Community Life Improvement Program (CLIP)** |
| **Record Type Name** | Graffiti Removal |
| **Record Type Description** | Report Graffiti / Tagging for removal |
| **Process Overview** | 1. Constituent requests the service 2. The Agent creates a case by selecting the *Graffiti Removal* ***Record Type***.    1. The system displays a screen that has a ***Page Layout***, a ***Flow*** (agent script), and the ***Suggested Articles sidebar*** configured components:       1. The ***Page Layout*** associated with the *Graffiti Removal* ***Record Type*** is being shown in the middle panel. This section shows the optional and mandatory data the agent needs to supply in order to create the case.       2. The ***Flow*** associated with the ***Page Layout*** is shown in the left panel. The flow is used to help an agent successfully step through the call taking process.       3. The ***Suggested Articles sidebar*** is being shown in the right panel. Articles display based on any matching words typed in the “Subject” field on the case.    2. The agent enters the required and optional data displayed for the specific Record Type selected. 3. When the agent saves the case, the system:    1. Auto-generates the next sequential Case Number    2. Associates the ***Contact*** record and related ***Account*** record to the case    3. Assigns the “New” case to the *Queue* representing the group of users responsible for resolving this type of service request (see Assignment Queue).    4. Sends an email to the contact indicating a new case has been created for their request if the “Send Notification Email to Contact” checkbox is selected. The standard “Case Creation” template will be used for the email. |
| **Default Settings for Standard and Custom Fields** | As indicated in the “Service Requests Standards” document, the following picklist values will be configured as the default values for the designated standard and custom case fields:   |  |  |  | | --- | --- | --- | | **Field Label** | **Standard List of Values** | **Default Value for New Case** | | Status | New, Open, In-Progress, Closed | New | | Case Origin | Phone, Email, Web, Facebook, Twitter, Mobile, Text, Communities |  | | Priority | High, Medium, Low | Medium | |
| **Service Request Types and SLAs** | As indicated in the “Service Requests Standards” document, each Case Record Type will be associated to one or more Service Request Types. If there is only one value, it will be selected by default otherwise there will not be a default. Below, please define the Service Request Type values for this case:   |  |  |  |  | | --- | --- | --- | --- | | **Service Request Types** | **SLA Number (e.g. 1, 2, 3, …)** | **SLA Type  (Hours, Business Hours, Days, or Business Days)** | **Interface** | | Graffiti Removal | Refer to SLA Document | | None |   **NOTE: If the Case Record Type has one and only one Service Request Type the system will populate the Service Request Type when the New Case page is displayed.  If the Case Record Type has more than one Service Request Type the system will populate the Service Request Type via a workflow rule based on how the agent populates one or more fields.** |
| **Assignment Queue** | As indicated in the “Service Requests Standards” document, each Service Request Type is assigned to a Queue, representing the group of users responsible for resolving that type of request for service. If this type of service request follows the standard assignment methodology, please complete the following information:   |  |  |  | | --- | --- | --- | | **Service Request Types** | **Queue Name** | **Queue Members** | | Graffiti Removal | Graffiti Abatement | << ??? >> | | Center City District | 311 Contact Center | << ??? >> |   If this type of case does not follow the standard assignment methodology, please describe how the case should be assigned and who the case should be assigned to: NOT APPLICABLE |
| **Additional Case Fields** | The standard and custom case fields described in the “Service Requests Standards” document will be available for all cases. If this type of service request needs any other fields, please enter them below:   **Additional Information section**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Field Label** | **Field Type** | **Required** | **Rule #** | **History** | **Field Help Text** | | Floor | Picklist  **Values:** 1st, 2nd, 3rd or above, N/A  **Default:** | Yes | Workflow Rule #2  Workflow Rule #3 | No | Is the graffiti on the third floor or higher of the property? | | Rail Corridor | Picklist  **Values:** Yes, No, Not Known  **Default:** | Yes | Workflow Rule #4 | No | Is the property with the graffiti in a rail corridor? Railroad path including tracks and land on either side. | | Painted Surface | Dependent Picklist  (Controlling field = *Center City District*)  **Values:** Yes, No  **Default:**  All values are shown if *Center City District* = NULL | Yes | None | No | Is the graffiti on a painted surface? | | Surface Type | Dependent Picklist  (Controlling field = *Center City District*)  Picklist  **Values:** Brick, Concrete, Marble, Metal, Stone, Other, Not Known  **Default:**  All values are shown if *Center City District* = NULL | Yes | None | No | On what type of surface is the graffiti? | | Powerwash | Dependent Picklist  (Controlling field = *Center City District*)  Picklist  **Values:** Yes, No  **Default:**  All values are shown if *Center City District* = NULL | Yes | Validation Rule #1 | No | Auto-populated | | Paint Color | Dependent Picklist  (Controlling field = *Painted Surface?*)  **Values:** Black, Blue (Light), Blue (Dark), Brick Red, Brown, Buff, Cement, Eley Cement, Forest Green, Gray (Light), Gray (Dark), White, Unknown  All values are shown if *Painted Surface?* = ‘Yes’ | No | Validation Rule #2 | No | The color of paint required to clean the property. | | Property Type | Dependent Picklist  (Controlling field = *Center City District*)  Picklist  **Values:** Alleyway, Bridge, Building, Cinderblock, Cobble Wall, Concrete Wall, Door, Dumpster, Elect Control Box, Fence, Garage, House, Pole, Security Gate, Sidewalk, Steps, Stop Sign, Street, Street Sign, Stucco Wall, Traffic Control Box, Under/Overpass, Window, Wood Telephone Pole, Other  **Default:**  All values are shown if *Center City District* = NULL | Yes | None | No | What kind of property has graffiti? | | Location on Property | Dependent Picklist  (Controlling field = *Center City District*)  Picklist  **Values:** Front, Back, Side, Alleyway, Driveway, Other, Not Known  **Default:**  All values are shown if *Center City District* = NULL | Yes | None | No | Where on the property is the graffiti located? | | Property Owner | Picklist  **Values:** Yes, No  **Default:** | Yes | Workflow Rule #2 | No | Does the constituent own the property with the graffiti? | | Blight Pamphlet | Picklist  **Values:** Yes, No  **Default:** | No | None | No | Would the constituent want more information on blight prevention programs? | | Do you have access to the internet | Dependent Picklist  (Controlling field = *Mail Blight Pamphlet*)  Picklist  **Values:** Yes, No  **Default:**  All values are shown if *Mail Blight Pamphlet* = ‘Yes’ |  |  |  | If the constituent does not have access a form can be mailed to them if their address is included in the Contact Information. | | Center City District | Text (5)? | No | Workflow Rule #1 | No | Return Center City District (“In” or “Null”) based on geo-location of Service Request |   **Validation Rules**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Rule #** | **Rule Name** | **Validation Rule** | **Error Message** | **Comments** | | 1 | Validation Rule for Powerwash | If *Painted Surface* = ‘No’ then *Powerwash* = ‘Yes’ | If Painted Surface is No, then Powerwash must be Yes. | Read-only field. | | 2 | Validation rule for *Paint Color*. | The *Paint Color* field must be populated (not NULL) if *Painted Surface* = ‘Yes’ |  |  |   **Workflow Rules**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Rule #** | **Rule Name** | **Rule Description** | **Evaluation Criteria** | **Rule Criteria** | **Workflow Action** | | 1 | Workflow rule for *Center City District* | Populates *Center City District* based on ESRI layer. | Evaluate the rule when a record is created, and every time it’s edited. | *Center City District* = “In” | *Center City District* will be populated based on value returned.  If “In”, Display message: “The Center City District is responsible for graffiti located within the Center City boundaries. Please contact CCD at 215-440-5500.”  Automatically change Service Request Type to “Service Not Needed’ and save the case.  Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | | 2 | Workflow rule for *Floor* | The GAT does not remove graffiti above the second floor | Evaluate the rule when a record is created, and every time it’s edited. | *Floor* = “3rd or above”  AND  *Property Owner* = ‘Yes’ | Display message: “The Graffiti Abatement Team does not remove any graffiti located above the second floor of a building This is the responsibility of the property owner.”  Automatically change Service Request Type to “Service Not Needed’ and save the case.  Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | | 3 | Workflow rule for *Floor L&I* | The GAT does not remove graffiti above the second floor | Evaluate the rule when a record is created, and every time it’s edited. | *Floor* = “3rd or above” AND  *Center City District* = NULL  AND  *Property Owner* = ‘No’ | Display Message: “Graffiti Removal is the property owner’s responsibility. This is an L&I Case.”  Automatically change the *Case Record Type* to “Maintenance Residential or Commercial”. | | 4 | Workflow rule for *Rail Corridor* | The entity managing the property is responsible for graffiti on rail corridors. | Evaluate the rule when a record is created, and every time it’s edited. | *Rail Corridor* = “Yes” | Display message: “This does not fall within the scope of city government services. Please contact the provider.”  Automatically change Service Request Type to “Service Not Needed’ and save the case.  Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | |
| **Escalation Rule** | TBD |
| **Agent Instructions** | * The City of Philadelphia Graffiti Abatement Team (GAT) provides homeowners, businesses and community organizations with free powerwash and painting services to combat graffiti vandalism from their respective properties and neighborhood. Graffiti removal normally takes place 7 business days from the time it is reported, depending on weather conditions. * The Graffiti Abatement Team cannot remove graffiti under the following conditions:   + Above the first floor on private property, the owner is responsible for removing the graffiti.   + Along the Amtrak, Conrail or SEPTA rail corridors refer the customer to the responsible authority to request graffiti removal.   + Oil spills, grease stains, utility markings or spilled paint from properties are not graffiti related.   + “Acid etch” from windows. The customer can hire a private contractor who specializes in acid etch removal or replace the damaged window.   + Schools and recreation centers when children are not present for safety reasons.   + During temperatures below 40 degrees because it freezes the equipment. * The Graffiti Abatement Team is not responsible for removal in the following areas and callers should be directed to the proper contact listed:   + **Graffiti in Center City:**refer the customer to the Center City District (CCD) at (215) 440-5500.  The Center City District boundaries may be reviewed at  <http://www.centercityphila.org/docs/CCDBoundaryMap.pdf>   + **Public Schools:**215-400-6434   + **News Stands:**610-800-6455   + **Mailboxes:**215-895-8610   + **SEPTA Bridges:**215-580-7800 * More detailed information about the Graffiti Abatement Team and other blight related services can be found on www.phila.gov/qualityoflife |
|  | Case Record Type will be made available to the “311 Agents”, “311 Supervisors”, “Case Workers”, and “System Administrators” Profiles.  **Note**: Profile definitions for the City have not been determined. Profiles above are for reference. |
| **Support Process Values** | New, Open, In-Progress, Closed |
| **Other Information** | ESRI / GIS will plot the location for duplicate identification. |
| **Actions** | None. |

# Approvals after Requirements Definition Workshop

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| **Date** | **Approver Name** | **Approver Signature** |
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