# Version History

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| **Version** | **Date** | **Description** | **Author** |
| 1.0 | 01/29/2014 | Initial Draft Before Workshop | J. Kelly |
| 1.1 | 02/17/2014 | Design Revisions | J. Kelly |
| 1.2 | 03/10/2014 | Revisions Based on First Requirements Workshop and Splitting Zoning Residential and Business Back into Two Separate Documents | J. Kelly |
| 1.3 | 03/10/2014 | Changed “Workflow Rule for Sign on Street Pole, Median or Curb” to a service request and removed the Illegal Bandit Signs question, validation rule, and workflow rule per Graham Quinn’s 03/13/14 email. | J. Kelly |
| 1.4 | 04/07/14 | Added responses to Action Items #1 and #2. | J. Kelly |
| 1.5 | 05/29/2014 | Updated revised SLA, Field name modification due to size issue | Sreelatha SK |
| 1.6 | 06/19/2014 | Updated Workflow Rule #4 | M. Schmidt |
| 1.7 | 08/12/2014 | Updated based on follow-up session | M. Schmidt |
| 1.8 | 09/22/2014 | Updated Workflow-2 for *Property Improperly Used as Residential* field | Sreelatha SK |

# 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** | License & Inspections |
| **Record Type Name** | Zoning Business |
| **Record Type Description** | To report a commercial property being used for other than what it is legally zoned. |
| **Process Overview** | 1. Constituent requests the service 2. The Agent creates a case by selecting the *Zoning Business* ***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 *Zoning Business* ***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).       1. Assignment notification emails will NOT be sent for cases that are being interfaced with Hansen.    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** | | Zoning Business | Refer to SLA Document | | Hansen | | Service Not Needed | None | None | 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** | | Zoning Business | Zoning Business | Hansen | | Service Not Needed | 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** | | Request Type | Picklist  **Values:** Advertising Sign Complaint, Business Operating Without Proper License, Honor Box Problem, Property Used Without Proper Zoning, Sign Without Permit Attached to Property, Towing Company Complaint, Zoning Poster Not Posted  **Default:** No | Yes | None | No | What type of zoning business problem is being reported? | | Commercial or Residential | Dependent Picklist  (Controlling field = *Request Type*)  **Values:** Commercial, Residential  **Default:**  All values are shown if *Request Type* <> Property Used Without Proper Zoning’  This read-only field will be automatically populated from the GIS Zoning layer associated with the GIS record selected as the Service Request Location. | No | Validation Rule #1 | No | What type of building is it? (Commercial or residential.) | | Improperly Used as Residential | Dependent Picklist  (Controlling field = *Request Type*)  **Values:** Yes, No  **Default:**  Field is enabled and required if *Request Type* = ‘Property Used Without Proper Zoning’ | No | Validation Rule #2 Workflow Rule #1 | No | Is the commercial property being used as RESIDENTIAL without proper zoning permits? (Example: An old warehouse converted into apartments without a proper zoning/use permit.) | | Current Property Use | Dependent Text(255)  (Controlling field = *Request Type*)  Field is enabled and required if *Request Type* = ‘Property Used Without Proper Zoning’ | No | Validation Rule #3 | No | What is the building currently being used for? (Example: Operating a hair salon but building used to be a hardware store.) | | Business Hours of Operation | Dependent Text(255)  (Controlling field = *Request Type*)  Field is enabled and optional if *Request Type* = ‘Business Operating Without Proper License’ | No | Validation Rule #4 | No | What are the hours of operation? (if known) | | Business Type | Dependent Text(255)  (Controlling field = *Request Type*)  Field is enabled and required if *Request Type* = ‘Advertising Sign Complaint’ OR ‘Business Operating Without Proper License’ | No | Validation Rule #5 | No | What type of business is it? | | Sign on Street Pole, Median or Curb | Dependent Picklist  (Controlling field = *Request Type*)  **Values:** Yes, No  **Default:**  All values are shown if *Request Type* = ‘Advertising Sign Complaint’ | No | Validation Rule #6, Workflow Rule #2 | No | Is the sign on a street pole, median, or at a sidewalk curb? | | Sign Location | Dependent Text(255)  (Controlling field = *Request Type*)  Field is enabled and required if *Request Type* = ‘Advertising Sign Complaint’ | No | Validation Rule #7 | No | Where is the sign located on the property? | | Honor Box Outside Regulated Area | Dependent Picklist  (Controlling field = *Request Type*)  **Values:** Yes, No  **Default:**  All values are shown if *Request Type* = ‘Honor Box Problem’  **Can this be determined automatically by the service address and GIS information? See Action Item #3.** | No | Validation Rule #8, Workflow Rule #3 | No | Is the honor box outside the area regulated by L&I? | | Seeking Refund - Vehicle Not Released | Dependent Picklist  (Controlling field = *Request Type*)  **Values:** Yes, No  **Default:**  All values are shown if *Request Type* = ‘Towing Company Complaint’ | No | Validation Rule #9, Workflow Rule #4 | No | Is the customer seeking a refund for a vehicle that has not been released? | | Towing Business Name | Dependent Text(255)  (Controlling field = *Request Type*)  Field is enabled and required if *Request Type* = ‘Towing Company Complaint’  **Can this be determined automatically by the service address and GIS information? See Action Item #4.** | No | Validation Rule #10, | No | What is the name of the towing business? | | Location Vehicle Towed From | Dependent Text(255)  (Controlling field = *Request Type*)  Field is enabled and required if *Request Type* = ‘Towing Company Complaint’ | No | Validation Rule #11, | No | What is the location where the vehicle was towed from? | | Towing Fees Complaint | Dependent Text(100)  (Controlling field = *Request Type*)  Field is enabled and required if *Request Type* = ‘Towing Company Complaint’ | No | Validation Rule #12 | No | If the customer complains about fees, what fees were charged? | | Towing Company Hours of Operation | Dependent Text(100)  (Controlling field = *Request Type*)  Field is enabled and required if *Request Type* = ‘Towing Company Complaint’ | No | Validation Rule #13 | No | What are the hours of operation? (if known) | | Zoning Permit | Text(100)  This read-only field will be automatically populated from the GIS L&I Zoning layer associated with the GIS record selected as the Service Request Location. | Yes | None | No | The permits associated with the property. | | Zoning License | Text(100)  This read-only field will be automatically populated from the GIS L&I Zoning layer associated with the GIS record selected as the Service Request Location. | Yes | None | No | The licenses associated with the property. | | L&I District | Text(50)  This read-only field will be automatically populated from the GIS L&I District layer associated with the GIS record selected as the Service Request Location | Yes | None | No | The L&I district in which the property is located. | | L&I Address | Text(100)  This read-only field will be automatically populated from the GIS L&I District layer associated with the GIS record selected as the Service Request Location. | Yes | Workflow Rule #5 | No | The L&I address key, based on the entered service address. |   **Validation Rules**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Rule #** | **Rule Name** | **Validation Rule** | **Error Message** | **Comments** | | 1 | *Commercial or Residential* | Validation Rule for *Commercial or Residential* | The *Commercial or Residential* field must be populated (not NULL) if *Request Type* = ‘Property Used Without Proper Zoning’ |  | | 2 | *Property Improperly Used as Residential* | Validation Rule for *Property Improperly Used as Residential* | The *~~Sign on Street Pole, Median or Curb~~* *Property Improperly Used as Residential* field must be populated (not NULL) if *Request Type* = ‘Property Used Without Proper Zoning’ |  | | 3 | *Current Property Use* | Validation Rule for *Current Property Use* | The *Current Property Use* field must be populated (not NULL) if *Request Type* = ‘Property Used Without Proper Zoning’ |  | | 4 | *Business Hours of Operation* | Validation Rule for *Business Hours of Operation* | The *Business Hours of Operation* field must be populated (not NULL) if *Request Type* = ‘Business Operating Without Proper License’ |  | | 5 | *Business Type* | Validation Rule for *Business Type* | The *Business Type* field must be populated (not NULL) if *Request Type* = ‘Advertising Sign Complaint’ OR ‘Business Operating Without Proper License’ |  | | 6 | *Sign on Street Pole, Median or Curb* | Validation Rule for *Sign on Street Pole, Median or Curb* | The *Sign on Street Pole, Median or Curb* field must be populated (not NULL) if *Request Type* = ‘Advertising Sign Complaint’ |  | | 7 | *Sign Location* | Validation Rule for *Sign Location* | The *Sign Location* field must be populated (not NULL) if *Historical Building* = ‘Advertising Sign Complaint’ |  | | 8 | *Honor Box Outside Regulated Area* | Validation Rule for *Honor Box Outside Regulated Area* | The *Honor Box Outside Regulated Area* field must be populated (not NULL) if *Request Type* = ‘Honor Box Problem’ |  | | 9 | *Seeking Refund for Vehicle Not Released* | Validation Rule for *Seeking Refund for Vehicle Not Released* | The *Seeking Refund for Vehicle Not Released* field must be populated (not NULL) if *Request Type* = ‘Towing Company Complaint’ |  | | 10 | *Towing Business Name* | Validation Rule for *Towing Business Name* | The *Towing Business Name* field must be populated (not NULL) if *Request Type* = ‘Towing Company Complaint’ |  | | 11 | *Location Vehicle Towed From* | Validation Rule for *Location Vehicle Towed From* | The *Location Vehicle Towed From* field must be populated (not NULL) if *Request Type* = ‘Towing Company Complaint’ |  | | 12 | *Towing Fees Complaint* | Validation Rule for *Towing Fees Complaint* | The *Towing Fees Complaint* field must be populated (not NULL) if *Request Type* = ‘Towing Company Complaint’ |  | | 13 | *Towing Company Hours of Operation* | Validation Rule for *Towing Company Hours of Operation* | The *Towing Company Hours of Operation* field must be populated (not NULL) if *Request Type* = ‘Towing Company Complaint’ |  |   **Workflow Rules**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Rule #** | **Rule Name** | **Rule Description** | **Evaluation Criteria** | **Rule Criteria** | **Workflow Action** | | 1 | Workflow Rule for *Property Improperly Used as Residential* | For a commercial property being used as RESIDENTIAL without proper zoning permits, submit a Zoning Residential service request. | Evaluate the rule when a record is created, and every time it’s edited. | *Property Improperly Used as Residential* = ‘Yes’ | Display Message: “For a commercial property being used as RESIDENTIAL without proper zoning permits, submit a Zoning Residential service request.”  Automatically change the *Case Record Type* = ‘Zoning Residential’. | | 2 | Workflow Rule for *Sign on Street Pole, Median or Curb* | Signs on street poles, medians or at the sidewalk curbs are handled by the Mayor's Office of Transportation and Utilities. Switch to Bandit Signs service request. | Evaluate the rule when a record is created, and every time it’s edited. | *Sign on Street Pole, Median or Curb* = ‘Yes’ | Display Message: “The City currently does not take these requests.”  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 *Honor Box Outside Regulated Area* | L&I only regulates honor boxes in certain locations. | Evaluate the rule when a record is created, and every time it’s edited. | *Honor Box Outside Regulated Area* = ‘Yes’ | Display Message: “L&I only regulates honor boxes in certain locations.”  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”. | | 4 | Workflow Rule for *Seeking Refund for Vehicle Not Released* | The Office of Consumer Affairs (OCA) receives complaints of consumer abuse and unfair commercial practices. Contact Consumer Advocate Lance Haver, City Hall Rm 167 215-686-7599. | Evaluate the rule when a record is created, and every time it’s edited. | *Seeking Refund for Vehicle Not Released* = ‘Yes’ | Display Message: “The Office of Consumer Affairs (OCA) receives complaints of consumer abuse and unfair commercial practices. Contact ~~Consumer Advocate Lance Haver~~, ~~City Hall Rm 167~~ 215-686-7599.”  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”. | | 5 | Workflow Rule for *L&I* *Address (NULL)* | The system will change the case to a Service Not Needed if the Address Key returned from GIS is NULL. | Evaluate the rule when the value in a field(s) is populated/updated to a specific value. | *Address Key* returned from GIS is NULL | Display Message: “A zoning violation case can be submitted only if the exact L&I address key is validated.”  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** | * Purpose: To do any of the following: * Complain about advertising signs. * Complain about a towing company operating illegally. * Report honor boxes with maintenance issues or in an unauthorized location. * Report a sign erected without a zoning permit. * Report a zoning poster not posted as required by L&I. * Report a commercial property being used for other than what it is legally zoned. * Contact fields: Enter the name and contact information of the customer reporting the problem.   + Advise the customer that this information is requested in the event the department needs to obtain more information to follow up on this request.   + If the customer does not wish to leave their contact information, advise the customer that if the inspector cannot locate the issues identified, the case will have to be closed out.  Ask the customer, “Are you sure you want to submit this request anonymously?” * Service Address fields: Enter the exact, legal address of the property; the exact location or intersection where the honor box is located; the exact location of the sign; the exact, valid address of the towing business; or property address where the zoning poster should be posted.   + Verify that you entered the address correctly by repeating the address back to the customer. If the address does not verify in Hansen, advise the the customer that “The system is unable to locate the property address. I am sorry this request cannot be processed if the system cannot find it.” * Description field: Describe the problem in detail. (Advertising sign complaint, business operating without proper license, honor box problem, property used without proper zoning, sign without permit attached to property, towing company complaint, zoning poster not posted.) * Advise the customer:   + Once a request is entered into the system the business should be inspected within 30 business days and if appropriate a violation(s) issued by L&I.   + Once a report about a zoning poster is entered into the system, the building should be inspected within 45 days and, if appropriate, violations will be issued.   + Accessory signs and advertising signs attached to buildings require a permit from L&I. Signs of this type without a permit are in violation of City Code.   + Honor boxes are vend racks or stands designed to hold FREE distribution publications such as newspapers, pamphlets and magazines. L&I regulates honor boxes ONLY in the following locations: The area bounded by and including the south side of Bainbridge street, the east side of Columbus boulevard, the north side of Vine street and the west side of the Schuylkill River; the entire length of the Benjamin Franklin Parkway; 1700 block of Cottman Avenue; Frankford Avenue from the 5900 block to the 7600 block, inclusive; Torresdale Avenue from the 5000 block to the 7600 block, inclusive; The Manayunk Area bounded by and including the Schuylkill River, the Wissahickon Creek between the Schuylkill River and the SEPTA Norristown Railroad line, the SEPTA Norristown Railroad line between the Wissahickon Creek and Cresson street, Cresson street, Baker street and Leverington avenue extended to the Schuylkill River.   + To get money back or if tow company will not release vehicle, Information Request: Advise Customer: The responsibilities of the Office of Consumer Affairs (OCA) include receiving complaints of consumer abuse and unfair commercial practices, working with the City's Law Department to determine which matters deserve investigation and referring those that do to the appropriate authorities; The OCA will also study issues related to insurance rates, utility rates and consumer prices and practices in Philadelphia; The Automobile Insurance Task Force will report to the OCA and the Office will have the authority to intervene in legal proceedings for the establishment or approval of changes in insurance rates; For help with a consumer affairs issue or to see if the office can help, contact Consumer Advocate Lance Haver, City Hall Rm 167 215-686-7599. * The following complaints regarding towing companies can be reported to L&I for inspection: Towing companies operating without a valid Commercial Activity License or valid Towing License; towing companies charging fees over what was set by City Council in towing legislation; towing companies that accept Cash Only, no credit cards; towing companies whose sign does not meet the standard set by new towing legislation. |
| **Profiles** | 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 |
| **ESRI/GIS Information** | The GIS layers to be displayed for the service request Location are:   * Zoning (all) * L&I District (all five districts: South, North, East, West, and Central)   The GIS features to be displayed for a selected address are:   * Open Zoning Licenses * Open Zoning Permits * Open Commercial Activity Licenses * Open L&I license violations * Open Salesforce cases for Case Record Type = ZoningBusiness * Data to be displayed on mouse-over = Case #, Date Created, Contact Name, Status |
| **Other Information** | TBD: The current policy is that if the L&I address key is not validated (NULL) then this is an information request that the 311 call center cannot accept. The City may review this policy. |
| **Actions** | 1. Kimberly: Send Zoning Business articles to John. *Per Kimberly Adams on 03/28/14: Done.* 2. John: Rewrite based on articles from Kimberly. Keep Zoning Business and Zoning Residential separate. *Per John Kelly on 03/10/14: Done.* 3. Clinton: Can the “Honor Box Outside Regulated Area” be determined automatically from GIS and the Service Address? 4. Clinton: Can the “Towing Business Name” be determined automatically from GIS and the Service Address? |

# Approvals after Requirements Definition Workshop

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