# Version History

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| **Version** | **Date** | **Description** | **Author** |
| 1.0 | 01/22/2014 | Initial Draft Before Workshop | M. Schmidt |
| 1.1 | 01/27/2014 | Draft after Initial Workshop | J. Kelly |
| 1.2 | 01/30/2014 | Updates to Workflow Rules | M. Schmidt |
| 1.3 | 02/04/2014 | Updates after Second Workshop | J. Kelly, M. Schmidt |
| 1.4 | 02/05/2014 | Review after Second Workshop | M. Schmidt |
| 1.5 | 02/12/2014 | Design-Related Changes | J. Kelly |
| 1.6 | 02/14/2014 | Design Change to Process Overview Section | J. Kelly |
| 1.7 | 03/19/2014 | Revisions Based on Tammi Geiger’s Review Comments Emailed on 03/10/2014; Removed Question Marks from Field Labels; Shortened Field Labels, Initial-Capped Field Labels; Changed help text for Sanitation District | J. Kelly |
| 1.8 | 4/22/2014 | Updated workflow rules | M. Schmidt |
| 1.9 | 06/05/2014 | Added Redress Change | Sreelatha SK |
| 1.10 | 06/16/2014 | Modified to address UGSI questions | M. Schmidt |
| 1.11 | 08/14/2014 | Updated based on follow-up session | M. Schmidt |
| 1.12 | 08/20/2014 | Updated type in “How Many Bags of Trash” | M. Schmidt |
| 1.13 | 03/24/2014 | Modified the field name  “Is there commercial hazardous Waste” w.r.t Support ticket 09083281 | 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** | Streets Department |
| **Record Type Name** | Illegal Dumping |
| **Record Type Description** | Notify the City of illegal dumping |
| **Process Overview** | 1. Constituent requests the service 2. The Agent creates a case by selecting the *Illegal Dumping* ***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 *Illegal Dumping* ***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 CityWorks.    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.       1. If *Does Trash Include Commercial Hazardous Waste?* = ‘Yes’ then send an email to Municipal Radio. |
| **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** | | Illegal Dumping | Refer to SLA Document | | CityWorks | | 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** | | Illegal Dumping | Sanit Ops | None (CityWorks interface) | | Service Not Needed | 311 Contact Center | None |   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** | | Includes Household Hazardous Waste | Picklist  Values: Yes, No  Default: | Yes | Workflow Rule #1 | No | Household Hazardous Waste such as: oil based paint, fluorescent light tubes, Compact Fluorescent Lights (CFLs), computer equipment, TVs, etc. | | ~~Includes~~ Is there Commercial Hazardous Waste | Picklist  Values: Yes, No  Default: | Yes | Workflow Rule #2 | No | Commercial Hazardous Waste such as: chemical waste, spilled oil, abandoned oil drums, etc. | | Trash on Street or Sidewalk | Picklist  **Values:** Yes, No  **Default:** | Yes | Workflow Rule #3 | No | Is it a public right-of-way for pedestrians or vehicles? | | Trash on Vacant Lot | Picklist  **Values:** Yes, No  **Default:** | Yes | Workflow Rule #4 | No | Is the trash dumped on a parcel of land with no standing structure? | | Active Construction at Site | Picklist  **Values:** Yes, No  **Default:** | Yes | Workflow Rule #5 | No | Have construction crews and vehicles been present at the site within the last week? | | Condition of Materials | Picklist  **Values**: Bagged, Container, Litter, Construction Debris | Yes | None | No | Is the trash in bags or a container or is it loose (litter)? If loose is the debris construction material? | | How Many Bags of Trash (If Bagged) | Number | No | None | No | If the trash is in bags, how many bags are there (estimate)? | | Type of Materials | Multi-Picklist  **Values:** Construction Material, Appliances, TV’s and Monitors, Mattress/Furniture, Other  **Default:** | Yes | None | No | What types of material have been improperly disposed of? | | Description of Vehicle/Person Involved | Text(100) | No | None | No | Description of the person or vehicle and plate information such as licensing state and tag number, if known. | | Police District | Text(25) | Yes |  | No | Auto-populated from GIS | | Sanitation District | Text(25) | Yes |  | No | Auto-populated from GIS |   **Validation Rules**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Rule #** | **Rule Name** | **Validation Rule** | **Error Message** | **Comments** | |  |  |  |  |  |   **Workflow Rules**   | **Rule #** | **Rule Name** | **Rule Description** | **Evaluation Criteria** | **Rule Criteria** | **Workflow Action** | | --- | --- | --- | --- | --- | --- | | 1 | Workflow Rule for *Includes* *Household Hazardous Waste* | If trash includes Household Hazardous Waste (HHW), list the HHW items in the Description field. | Evaluate the rule when a record is created, and every time it’s edited. | *Includes* *Household Hazardous Waste* = ‘Yes’ | Display message: “If there are Household Hazardous Waste (HHW) items at the illegal dumping site, list the items in the Description field” | | 2 | Workflow Rule for *Includes Commercial Hazardous Waste* | If trash includes commercial hazardous report the problem to the Commercial & Industrial Fire Unit of L&I | Evaluate the rule when a record is created, and every time it’s edited. | *Includes Commercial Hazardous Waste* = ‘Yes’ | Display Message: “Service Request has been changed to L&I Fire Residential and Commercial”  Automatically change the *Case Record Type* to ‘L&I Fire Residential and Commercial’ | | 3 | Workflow Rule for *Trash on Street or Sidewalk* | If the illegally dumped material is on private property, the Streets Department does not pick it up. The property owners must dispose of the materials. | Evaluate the rule when a record is created, and every time it’s edited. | *Trash on Street or Sidewalk* = ‘No | Display Message: “Advise the constituent that the property owners are responsible for the disposing of the materials. Service Request has been changed to Sanitation Violation”  Automatically change the *Case Record Type* = “Sanitation Violation”. | | 4 | Workflow Rule for *Trash on Vacant Lot* | If material is illegally dumped on a vacant lot, then case should be a Vacant Lot Clean Up case. | Evaluate the rule when a record is created, and every time it’s edited. | *Trash on Vacant Lot* = ‘Yes’ | Display Message: “Service Request has been changed to Vacant Lot”  Automatically change the *Case Record Type* = “Vacant Lot Clean-Up” | | 5 | Workflow Rule for *Active Construction at Site* | If on an active construction site case should be a Sanitation Violation case. | Evaluate the rule when a record is created, and every time it’s edited. | *Active Construction at Site* = ‘Yes’ | Display Message: “Service Request has been changed to Construction Site Task Force”  Automatically change the *Case Record Type* = “Construction Site Task Force”. | | 6 | Workflow Rule for *Redress* | If the Streets Department closes a case as completed, and a constituent disagrees that the problem associated with that case was fixed, the constituent has 30 days to report the problem to 311 and the Streets Department will inspect the problem again. A new case will be created referencing the previous case. After 30 days, a new case must be opened. | Evaluate the rule when a record is created, and every time it’s edited. | If Case Status = ‘Closed’ AND Current Date – Case Opened Date <= 30 | Case is treated as a redress. | |
| **Escalation Rule** | TBD |
| **Agent Instructions** | * **Purpose**: To report illegal dumping, left on the street, sidewalk, or other public right-of-way.   + The Streets Department does not pickup illegal dumping from private property such as alleys, backyards, vacant lots, common driveways, private driveways, etc. Does not pickup construction material such as bricks, concrete, drywall, and other remodeling house setouts. These materials must be disposed of privately by property owners. * **Contact** fields: Enter the name of the constituent reporting the problem. * **Service Address** fields: Enter the location of the illegal dumping. * **Description** field: Enter a description of the illegally dumped materials. If no description available enter None. * **Advise the customer**:   + Streets Department will investigate and resolve within 5business days.   + The illegal dumping location is reported to the SWEEP Unit to investigate for any identification of the violator. If identification is found, a violation can be cited.   + To report the violator of the illegal dumping material to the authorities, contact the appropriate Philadelphia Police District and ask for the Code Violation Notice (CVN) trained officer. If possible, provide a description of the vehicle and license plate state and tag number. * **Hazardous Materials:**   + If there are Household Hazardous Waste (HHW) items at the illegal dumping site, list the items in the Description field.   + If you receive a complaint of a chemical / hazardous waste / oil spill (posing a public danger or going down an inlet) needing an immediate response - 311 Agent call Municipal Radio at (215) 686-4514 or (215) 686-4515. |
| **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** |  |
| **Other Information** |  |
| **Actions** |  |

# Approvals after Requirements Definition Workshop

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