# Version History

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| **Version** | **Date** | **Description** | **Author** |
| 1.0 | 01/22/2014 | Initial Draft Before Workshop | J. Kelly |
| 1.1 | 02/04/2014 | Reviewed document | M. Schmidt |
| 1.2 | 02/05/2014 | Revisions After Workshop | J. Kelly |
| 1.3 | 02/12/2014 | Design-Related Changes | J. Kelly |
| 1.4 | 02/14/2014 | Design Change to Process Overview Section | J. Kelly |
| 1.5 | 02/19/2014 | Design-Related Changes | J. Kelly |
| 1.6 | 02/25/2014 | Added Sections for GIS, Action Items | J. Kelly |
| 1.7 | 03/05/2014 | Final updates to content and format | M. Schmidt |
| 1.8 | 04/16/2014 | Added Streets Department response to Action Item #1. Based on the response, added the Animal is Visible and Accessible field, an associated validation rule, and associated workflow rule, and an associated sentence in the agent instructions. | J. Kelly |
| 1.9 | 06/05/2014 | Added Redress Change | 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** | Dead Animal in Street |
| **Record Type Description** | Report a dead animal in the street |
| **Process Overview** | 1. Constituent requests the service 2. The Agent creates a case by selecting the *Dead Animal in Street* ***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 *Dead Animal in Street* ***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. |
| **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, In-Progress, Escalated, On Hold, and Closed | New | | Case Origin | Phone, Email, Web | Phone | | Priority | 1,2,3,4,5,6,7,8,9 | 5 | |
| **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** | | Dead Animal in Street | 3 | Business Days | 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** | | --- | --- | --- | | Dead Animal in Street | Sanit Ops | Donald Carlton; Tamalar Geiger; Garry Howell; Faruq Scott | | 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** | | --- | --- | --- | --- | --- | --- | | Animal Location | Picklist  **Values:** Street, Private Property, Sidewalk, Alley, State Highway, In Home, Vacant Lot  **Default:** | Yes | Workflow Rule #1, Workflow Rule #2. Workflow Rule #3 | No | Is the dead animal on a street, private property (to curb line), sidewalk, state highway, in a home, or on a vacant lot? | | Animal is Visible and Accessible | Dependent Picklist  (Controlling field = *Animal Location*)  Values = Yes, No  All values are shown if *Animal Location* = ‘Vacant Lot’ | No | Validation Rule #1, Workflow Rule #4 | No | Is the dead animal on the vacant lot both visible and accessible? | | Animal Type | Picklist  **Values:** Cat, Dog, Raccoon, Possum, Deer, Other  **Default:** | Yes | None | No | What type of dead animal must be collected? |   **Validation Rules**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Rule #** | **Rule Name** | **Validation Rule** | **Error Message** | **Comments** | | 1 | Validation Rule for *Animal is Visible and Accessible* | The *Animal is Visible and Accessible* field must be populated (not NULL) if *Animal Location* = ‘Vacant Lot’. |  |  |   **Workflow Rules**   | **Rule #** | **Rule Name** | **Rule Description** | **Evaluation Criteria** | **Rule Criteria** | **Workflow Action** | | --- | --- | --- | --- | --- | --- | | 1 | Workflow Rule for *Animal Location – Private Property, Sidewalk, or Alley* | If the dead animal is on private property or a sidewalk, the property owner is responsible for removing the dead animal. | Evaluate the rule when a record is created, and every time it’s edited. | *Animal Location* = ‘Private Property’ OR ‘On Sidewalk’ OR ‘Alley’ | Display message: “Property owners are responsible for removing dead animals from private property or a sidewalk.”  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 *Animal Location - State Highway* | If the dead animal is on a state highway, PennDOT is responsible for removing the dead animal. | Evaluate the rule when a record is created, and every time it’s edited. | *Animal Location* = ‘State Highway’ | Display message: “To report a dead animal on a highway contact PennDOT at 1-800-349-7623 or 215-225-1415,  8:00-4:30 pm, Monday through Friday.”  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 *Animal Location - Home* | If the dead animal is on a state highway, contact the Animal Care and Control Team (ACCT) to remove the dead animal. | Evaluate the rule when a record is created, and every time it’s edited. | *Animal Location* = ‘In Home’ | Display message: “To report a dead animal in a home, contact the Animal Care and Control Team (ACCT) at 267-385-3800.”  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 *Animal is Visible and Accessible* | Property owners are responsible for removing dead animals from vacant lots when the animals are not visible and accessible. | Evaluate the rule when a record is created, and every time it’s edited. | *Animal is Visible and Accessible = ‘No’* | Display message: “Property owners are responsible for removing dead animals from vacant lots when the animals are not visible and accessible.”  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 *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. The same case will be reopened with a status of “Redress”. 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 | Set Case Status = ‘Redress’ | |
| **Escalation Rule** | TBD |
| **Agent Instructions** | * **Purpose**: To submit a request to remove a dead animal. * **Contact** fields: Enter the name and contact information of the constituent reporting the dead animal. * **Service Address** fields: Enter the street address where the dead animal is located. * **Description** field: If the type of dead animal is “Other” then enter a description of the animal. * If the dead animal is:   + On a street or a boulevard within city limits, the Streets Department will send a crew to clean up the animal(s) within 3 business days.   If applicable:   * + **On a interstate highway (such as I-76 and I-95),** direct customers to PennDOT at 1-800-349-7623 or 215-225-1415,  8:00-4:30 pm, Monday through Friday.   + On private property or a sidewalk, the Streets Department will not pick up the dead animal. Property owners are responsible for removing dead animals from private property. The property owner is responsible for removing dead animals from the property line to the curb line.   + In a home, contact the Animal Care and Control Team (ACCT) at 267-385-3800.   + In a vacant lot and the animal is not visible and accessible, the Streets Department will not pick up the dead animal. Property owners are responsible for removing dead animals from vacant lots. |
| **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, In-Progress, Escalated, On Hold, Redress, and Closed |
| **ESRI/GIS Information** | Show streets, sidewalks, state highways, and parcels |
| **Other Information** |  |
| **Actions** | 1. Need clarification on what to do if a dead animal is on a vacant lot (Streets to investigate). *Per Tammi Geiger on 04/16/2014: Depends on the individual case, if it is accessible and animal is visible, streets will pickup. No posted Private Property locations.* |

# Approvals after Requirements Definition Workshop

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