# SELCO Solution Design

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| Date | Version | Person | Comments |
| 19 Feb 2024 | V1 | Atul Gupta | Signed off |
| 22 Apr 2024 | V1.1 | Atul Gupta | Updated to clarify on Tenancy information |

This document is to be used as a reference to design decisions made for SELCO Incident Management System V1.

## Platform

SELCO IMS will be based on

1. DIGIT 2.9
2. PGR Service 2.0
3. Inbox Service 2.0
4. MDMS Service 2.0
5. HRMS Service 2.0
6. Other related services from DIGIT Platform

## Key Solution Design Points

#### 2.1 Tenancy Configuration

1. Root tenant - State. States will be configured as root tenant
2. Sub-tenant - PHCs. A PHC will be a sub-tenant of a state

#### 2.2 Actors and Tenancy Access

1. CRM (SELCO users) - Will be setup at the state level with access to all sub-tenants/PHCs. They can view aggregated data in their Inbox and can navigate to specific sub-tenant/PHC to view or act on relevant data
   1. DIGIT Setup
      1. When a new CRM user is added to a state, customize the current logic to also add them to each sub-tenant i.e. each PHC within that state, so that they can access PHC data.
      2. Auto-update their user access each time a new sub-tenant (PHC) is added in the state
2. Vendors - Setup at state level and add access to other sub-tenants based on on-ground PHC responsibility assigned to them.
   1. DIGIT Setup
      1. In V1 vendor will be created via a backend script, which will also add them to the required PHC sub-tenants.
      2. In V2 we will need to build a UI to be able to assign PHCs.
3. PHC personnel - Setup as sub-tenant within a State tenant.
   1. DIGIT Setup
      1. Created at sub-tenant level, where they need to be given access, so that they can view and work with that PHC.
      2. They can be re-aligned to another PHC if they more from 1 PHC to other.
      3. Add address to the PHC tenant during configuration

#### 2.3 Login Screen Customization

Along with user name and password, the login screen will be modified to show a drop down that shows only the tenants I.e. the states. In V1, It will show only Karnataka in the list.

1. As more states are added, they will be added to the list
2. After login, based on access to different tenants, sub tenants, they will be shown in the tenant drop down on the top right menu bar.
3. A person like CRM who has access to State and all sub-tenants will be defaulted to the state level view
4. A person like Vendor will be default to show the first PHC from all accessible PHCs
5. A person like a PHC person, will default to the PHC the person has access to.

#### 2.4 Inbox Customization

1. For a CRM user, the inbox should have a unified view of incidents across all centers within the state. They can also search, or filter incidents based on types, or centers etc.
2. A vendor should see only those incidents that are assigned to him/her. As the vendor logs in, the Inbox will show data for a specific PHC. A search or unified view needs to be provided to see incidents across PHCs
3. The top drop down, from where we select the tenant/sub-tenant, will be made a searchable drop down

#### 2.5 Create Complaint

1. When a CRM user creates a complaint, need to show a drop down of all PHCs, from which 1 is selected to raise a complaint against. On selection of PHC, related fields like address details should get auto populated.
2. When a PHC user logs in and raises a complaint, the drop down should auto select the specific PHC (and no other PHC should be shown in the list).

#### 2.6 Reject Complaint

1. When a complaint is rejected, there should be mandatory ‘reason’ text box that should capture the reason. Also there should be at least a minimum text length validation like at least 16 characters etc.

#### 2.7 HRMS

1. Remove ‘assignment’ related details from the employee creation screen. This can be done after the first deployment of the pilot.