

# Duplo 2.0: Delivery Manager Integration

## Current Scope (MVP 1)

Allow APAC users to request asset services from vendors and allow users to see delivery status of required materials for requested asset services

Assets are media that exist in Program Inventory as case and cut

Asset services are creation of deliverables by vendors based on required materials provided by Discovery. These services include subtitling and dubbing for specific languages

Vendors use (outbound) materials delivered by Discovery to fulfill service requests and generate deliverables. The outbound materials can include Scripts and proxies.

### Questions / Notes

The current scope applies to the APAC region

IBMS is the asset management and language ordering system that APAC uses

DRA is the system that helps deliver asset materials from Discovery to Vendors for the APAC region

Delivery Manager is replacing the file delivery functionality provided by DRA

How do IBMS assets appear in Program Inventory in terms of Case Id and Cut Id? Are the actual locations of asset related files stored in PI?

## Main Use Cases

UC\_INT\_001 Duplo will allow APAC users to request services from vendors for assets

UC\_INT\_002 Duplo may request services from vendors by creating a work order in Delivery Manager

UC\_INT\_003 Delivery Manager will notify Duplo when worker order requests has been accepted

UC\_INT\_004 Delivery Manager will deliver asset files to vendors required for requested services and will notify Duplo when files are delivered to vendors

UC\_INT\_005 Duplo may Cancel a Work Order in Delivery Manager

UC\_INT\_006 Duplo user Updates Work Order Facility in Duplo

UC\_INT\_007 Duplo user Cancels Work Order in Duplo

UC\_INT\_008 Duplo user Restores Work Order in Duplo

UC\_INT\_009 Duplo will load all Languageing Vendors

UC\_INT\_010 Duplo and Vendor Manager will synchronize all Vendor data between systems (including Vendor UUID here)

UC\_INT\_011 Support will be able to add new Vendors to Vendor Manager and Duplo (manual for now)

UC\_INT\_012 Duplo requests to Delivery Manager and Delivery Manager notifications should be added to the Work Order History

## UC\_INT\_001 Duplo will allow APAC users to request services from vendors for assets

APAC Users follow the same workflow as the current implementation

Add Worktypes, Subtypes, Tasks, and Additional Tasks for APAC

## Questions / Notes

Are Worktypes, Subtypes, Tasks, and Additional Tasks region specific?

## UC\_INT\_002 Duplo will request services from vendors by creating a work order in Delivery Manager

### Triggers

Duplo user indicates order is ready to be delivered to vendor by changing a task status (TBD)

Duplo user updates the Facility information for a Languageing Work Order

Duplo user updates the Work Type of a Languageing Work Order (verify that this is possible)

### Work Order Request Data

Case Id

Work Type

Vendor Id

RefId - Duplo specific id used to notify Duplo of Delivery Manager Worker Order events. e.g. Work Order Id + Vendor Id

## Questions / Notes

The create request to Delivery Manager is asynchronous. Delivery Manager will notify Duplo when the work order has been created

Does Duplo need to indicate to the user that a request has been made to deliver materials to the Vendor? Maybe one of the tasks from the languaging Work Order?

How do we ensure that this workflow only applies to APAC regions? This is a APAC / DRA specific workflow

## UC\_INT\_003 Delivery Manager will notify Duplo when worker order requests has been accepted

Duplo will receive Work Order created notifications from Delivery Manager

Duplo will indicate to the user that the requested Delivery Work Order was created

### Work Order Notification Data

Notification Type - WIP... values could be Created, Cancelled, Delivered?

Case Id

Work Type

Vendor Id

RefId - Duplo specific id used to notify Duplo of Delivery Manager Worker Order events. e.g. Work Order Id + Vendor Id

## Questions / Notes

Need to verify if Notification Type can be included in the notification

## UC\_INT\_004 Delivery Manager will deliver asset files to vendors required for requested services and will notify Duplo when files are delivered to vendors

Duplo will receive asset files delivered notifications from Delivery Manager

Duplo will indicate to the user that the request Delivery Work Order was fulfilled

### Work Order Notification Data

Notification Type - WIP... values could be Created, Cancelled, Delivered?

Case Id

Work Type

Vendor Id

RefId - Duplo specific id used to notify Duplo of Delivery Manager Worker Order events. e.g. Work Order Id + Vendor Id

#### **Questions / Notes**

Need to verify if Notification Type can be included in the notification

### **UC\_INT\_005 Duplo may Cancel a Work Order in Delivery Manager**

#### **Triggers**

Duplo user updates the Facility information for a Languageing Work Order

Duplo user updates the Work Type of a Languageing Work Order (verify that this is possible)

#### **Work Order Cancel Request Data**

Case Id

Worktype

Vendor

RefId

#### **Questions / Notes**

The cancel work order request to Delivery Manager is asynchronous

Need to think through how to build the RefId so that Delivery Manager and Duplo doesn't get confused on what's happening

Duplo will receive a cancelled notification from Delivery Manager (need a use case for this)

### **UC\_INT\_006 Duplo user Updates Work Order Facility in Duplo**

Duplo must cancel the old Delivery Manager Work Order

Duplo must create a new Delivery Manager Work Order

### **UC\_INT\_007 Duplo user Cancels Work Order in Duplo**

Duplo must cancel the old Delivery Manager Work Order

### **UC\_INT\_008 Duplo user Restores Work Order in Duplo**

Duplo must create a new Delivery Manager Work Order

### **UC\_INT\_009 Duplo will load all Languageing Vendors**

#### **Solution 1**

Users may manually enter all languaging vendors into Duplo

There is a cutoff date when users will no longer be able to add any vendors

## **Solution 2**

Languaging vendors list is exported from Duplo 1.0

Product team or users may review the list of languaging vendors and data

Duplo imports the languaging vendor list into database (db script)

**UC\_INT\_010 Duplo and Vendor Manager will synchronize all Vendor data between systems (including Vendor UUID here)**

Assume that all languaging vendor data is in Duplo

Duplo will export vendor list (id, name, email, languages, regions)

Vendor Manager will import Duplo vendor list

Vendor Manager will export its vendor list (uuid, name, email, languages, regions)

Duplo will update its vendor data based on Vendor Manager vendor list

**UC\_INT\_011 Support will be able to add new vendor to Vendor Manager and Duplo (manual for now)**

User submits request ticket to add (or update?) vendor

Support creates vendor in Vendor Manager (db script)

Support creates vendor in Duplo (db script) which includes uuid from Vendor Manager

**UC\_INT\_012 Duplo requests to Delivery Manager and Delivery Manager notifications should be added to the Work Order History**