

SECTION 5 - BUSINESS REQUIREMENTS

Definitions:

BCC: Board of County Commissioners
CAO: County Attorney's Office
CM: County Manager
CMA: County Manager's Assistant
DCM: Deputy County Manager
DIR: Director
DM: Division Manager
DRD: Development Review Division
GIS: Geographical Information System
IO: Item originator
PAO: Property Appraiser's Office
PM: Project Manager

5.1 Expectations and use case scenarios

1. The system will provide a checklist of minimum requirements for each application process to the external customer. This will be available on the web site and at the front counters.

Use Cases:

- i. The customer logs in and selects the appropriate process from a list.
 - ii. The system asks: Where's your property? It then helps to find property.
 - iii. The customer receives a unique list of everything required for that particular process.
 - iv. The customer is prompted: Are you ready to start the application process?
 - v. If sufficient information is supplied in the application, the system will automatically start the process. Examples of first steps would be e-mailing the right person with the application and starting a database for the project.
2. The system will provide all available geographic information over the Internet in digital map form (ArcIMS).

Use Cases:

- i. The customer will be able to view all information available on a piece of property by clicking on a map. Examples of information include: Address, zoning, land use, flood prone, PAO, BCC district, and all available GIS layers.

- ii. The customer should be able to drill down for additional information on any of the above subjects.

- 3. The system will provide all available geographic data over the Internet for download in exportable format (shape files) with appropriate disclaimers.

Use Cases:

- i. The customer can click on a map and from there be able to select data that he wants to download.
- ii. The customer should be able to select from a menu what he wants and where he wants it and the program will download it for him.

- 4. The system will have the ability for customers to annotate on-line GIS information and save that information on our server for later attachment or to directly attach to their application.

Use Cases:

- i. The customer will be able to download information and then annotate on the display.
- ii. The customer will have the ability to save and submit digitally at a later date.
- iii. An option to have an auto fills process will be available to complete applications.

- 5. The initial submission of preliminary plats and site plans are in digital formats (.dwg or .dxf). This change in process will need to be coordinated with other Departments as well as PAO, CAO, Clerks Office, Developers and Surveyors. This will require BCC approval.

Use Cases:

- i. The customer will be able to submit their digital plans over the Internet or bring a disc to the office at the time of submission.
- ii. If the customer is unable to submit digitally, the County staff will scan their documents for further processing.
- iii. The County staff will be able to use site plans and plats in their digital form from the start of the DRC process through approval and other subsequent processes.

- iv. Digitally approved information can be directly imported into GIS for address assignment.
- v. Approved plans should automatically be sent to the PAO office in digital format to speed their editing of the parcel base map.
- vi. Site plan approval and recording of the plat should generate an email to the Addressing Office so SITUS editing can be finalized.

6. The system will be able to submit applications online.

Use Cases:

- i. The customer wants to start application process.
- ii. The customer fills out an application online (this is not a PDF printout).
- iii. The system will ask the customer to validate their data.
- iv. The customer receives confirmation that the application has been received and provides a tracking number.
- v. If the customer does not complete the application then it will not be accepted. If the customer did not submit the proper attachments then the application will be accepted but an email will sent informing the customer that the application will not be processed until the proper attachments are provided.

7. Customers must have multiple ways to provide feedback (phone, mail, e-mail, on-line, in person) to report possible address problems or see the status of their request.

Use Cases:

- i. The customer will be able to report address problems or request processes on line, and then steps 8 & 9 will apply.

8. The customer will be able to check on the status of address requests online.

Use Cases:

- i. The system will track the progress of every process the Addressing section provides.

- ii. The system will display the simplified flow chart highlighting the steps that have been completed.

- 9. The customer will be notified of the completion of addressing and will be able to electronically access the addressing documentation.

Use Cases:

- i. Addressing let the system know that the project is complete.
- ii. Addressing will be able to indicate who should be notified from pre-determined scenarios.
- iii. The system will know which telephone companies, power companies, post offices, etc. to notify that the project is complete.
- iv. The system will automatically notify the customer by the means they selected on their application (by e-mail, mail, fax, or phone).
- v. Dates and times of notification will be recorded in the database.

- 10. Whenever an address is added, changed, or deleted, all appropriate notifications are made and all necessary paperwork and reports are generated.

Use Case:

- i. See #9. Upon completion of the Addressing process, all other databases will be updated and the appropriate notification will be disbursed by the system to the appropriate applications and individuals. This includes PAO, Elections, 911, US Postal Service, School Board, Sheriff's Office, Public Safety, City Agencies, Water & Sewer, Solid Waste, Traffic Engineering, Owner/Developer, the Telephone and Power Company, and others that may require this information.

- 11. The goal of this system is that all redundant addressing data in the various databases be eliminated as they are identified.

Use Cases:

- i. The system will facilitate other Departments and Sections in notifying Addressing when changes are needed.

- ii. The Municipal Service Billing Units of Fiscal Services (MSBU) will have access to the new system to get their needed address information.
- iii. Addressing will no longer maintain the HTE “Land File.”
- iv. The Public Safety Section will need to decide whether they want to use our data live or continue using telephone (Entrado) data and the GIS Street CenterLine data.
- v. The system will make addressing data readily available to other entities such as cities, post office, school board, utilities, etc.
- vi. The PAO Office should rely on County addressing data to populate their “pad” addressing fields.

12. The system will provide a single entry for each new address that will be accessible to any other system needing addresses.

Use Case:

- i. The Addressing Section will add, change or delete address information once. The system will provide data to update all other databases used by the County.

13. Changes to any addresses will be made by the Addressing Section only.

Use Case:

- i. To maintain integrity, the Addressing Section will be the sole custodians of all address information for the system.

14. Transferring information related to an old parcel number to another parcel will be a simple process.

Use Cases:

- i. The system will create a link between the PAO parcel number and the SCI.NET database to automatically update all parcel changes.
- ii. The system will also maintain a historical relationship with the old or original parcel number.

- 15.** Seminole County will make available to other cities our processes and editing software (licenses permitting) to expedite new addresses becoming a part of Seminole County's addresses.

Use Cases:

- i. An inter-local agreement shall be signed by the Cities with regard to this item.

- 16.** Those municipalities not addressed by Seminole County Addressing should transmit address changes to Addressing in a preset format (GIS, XML) to be reviewed and accepted or rejected.

Use Cases:

- i. The format should be compatible with SCI.NET database.
- ii. Jurisdiction could enter directly into the system and Situs.
- iii. Each Municipality would need to develop their data in a technical format compatible with our current Addressing data.
- iv. Municipality data should be created from rules similar to Seminole County's Addressing rules (e.g., Chapter 90 LDC).

- 17.** The system will provide reminders (similar to those set up in the Agenda Process) that an Addressing supervisor can establish as milestone. (See item #14 of Agenda Process).

Use Cases:

- a. Default reminders will be set by the project manager.
- b. Reviewers will be able to set reminders for themselves.
- c. Copies of individual prioritized reminders will be sent to their supervisor/manager.
- ii. The system will automatically notify the proper Addressing person of approaching deadlines where applicable.
- iii. The system would do the same thing for Addressing when the project overlaps other Departments.
- iv. The current deadlines are:
 - a. Residential building permit: 2 days.

- b. Commercial Permit: 5 days
 - c. DRC Project: 2 weeks
 - d. Addressing Agenda Item: 4 weeks before scheduled meeting
 - e. Release of New Plat addresses: 14 working days from recording date.
 - f. Variance Process: 5 working days to schedule a hearing after receipt of the request and 5 working days to notify the applicant of the outcome.
- 18.** The system will automatically route the necessary information to the next person, Division, or Department in the pre-determined workflow (See item 11 in Agenda Process).
- Use Case:**
- i. For applications such as Building Permits, Development Review projects, Development Review agenda and back up, DRC approval letters, DRC pre-applications, BCC agenda items, MSAG updates, and requests from 911 Office, Public Safety, and the Sheriff's Office.
- 19.** The system will allow viewing of the data belonging to other constitutional officers on a near real-time basis. All necessary actors have access to the system.
- Use Cases:**
- i. At the present time, several constitutional officer databases are updated quarterly. Having the information on a near real-time basis will provide more accurate customer service and quality information for County staff use.
 - ii. Examples include PAO pad addresses, Tax Collector's address information, Elections Office addressing data, and the Clerk of the Court.
- 20.** All documents and attachments must be in digital format. If the customer cannot provide documentation in digital format, a paper form will be scanned when received by the County.
- Use Cases:**

- i. The Addressing Staff will accept and review all applications not completed online and supporting documents in a digital format,
- ii. If the customer is unable to provide documents in a digital format the County will scan the documents for submission (preferably while the customer waits so that his original will be immediately returned).
- iii. Original documents provided by the customer must be legible. This can be determined by OCR recognition or imaging technicians who review or hold the receiver accountable.

21. All digital documents will be tracked and easily recalled in-house. They will also be available for viewing as links in GIS.

Use Cases:

- i. An application for a change of street name could be accessed in GIS by clicking on any address on that street.
- ii. The plat for a new subdivision could be viewed by clicking on one of the new addresses in GIS.
- iii. Reviewing an old Variance file will give access to the original application and any supporting documentation as well as evidence that proper notification was provided during that project.
- iv. Relationships between associated documents and applications will be maintained by the system.

22. For employees inputting addressing data, as many fields as possible will have built-in quality control. The fields within the system will contain acceptable value tables where applicable (see item 8 in Agenda Expectations).

Use Cases:

- i. The system will check for accuracy of all information possible, such as the proper spelling of street names, owners, street types, number ranges, zip codes, abbreviations, cities, traffic zones and categories such as a 10 for mailable addresses or 20 for temporary structures.

23. The system will provide “auto-fill” and “auto-complete” capabilities (See items 7 and 9 in Agenda Expectations).

Use Cases:

- i. When the PM receives the notice of a request and wants to do research on that address, the address on the application will “auto fill” into the appropriate field in an appropriate query input box.
- ii. While typing “Lo” in the city field, the system will fill in the rest of the city name “Longwood” (remember there are mailing addresses outside of the county).

24. During new construction projects, coordination with Building Division will occur via the Building Division’s new system that will flag the Building Division if a new road does not have proper signage so that a permit will not be issued until the problem is remedied (changing the Addressing Ordinance to give the DR responsibility for correct signage would simplify this part of the process and should be pursued).

Use Cases:

- i. The system will provide a box for the Addressing Section during the Development Review process stating where street signs are required, locations to have approved street names, designations entered, and a link to the GIS pre-SITUS plat.
- ii. At the time of the permit application, if a box is checked, the permit will be rejected and a request will be generated by the system to prompt the DRD inspectors to schedule an inspection of the street signs. Additionally, the system will provide the status of this inspection to the developer.
- iii. The DRD inspector will update the system regarding the type of sign (temporary or permanent) and provide documentation.
- iv. The system will notify the Addressing Staff of status changes.
- v. If the sign is temporary the system will not generate a certificate of occupancy, and will send notification to the DRD inspector to request a check for a permanent street sign inspection, and then the system will notify the Addressing Staff of status changes.

25. The system will provide feedback and comments about how the system worked for them.
(See Item #26 of Agenda Process)

26. Once software is created, it will be completely documented. Any person editing code will document their respective changes.

Use Cases:

- i. As the project progresses, the metadata will be developed, and will include all background history documents, table descriptions and purposes, column descriptions and all table relationships

27. County parcels that get annexed by a city will generate a list of addresses that will be disseminated to the appropriate entities (e.g. Situs, elections, tax districts, etc).

Use Cases:

- i. The designated person creates a poly indicating the changed area
- ii. The system will use the poly to identify addresses that are now part of the city and populate the appropriate database.

28. Estoppel permits (permits issued prior to the final approval and recording of a plat) will be tracked by the new system from the creation of the address through the creation of the parcel so that the new address will be created and all records attached to the original address will be either changed automatically or “flagged” for an operator to change.

Use Cases:

- i. **ESTOPPEL - A bar which precludes someone from denying the truth of a fact that has been determined in an official proceeding or by an authoritative body. An Estoppel arises when someone has done some act that the policy of the law will not permit her to deny.** An Estoppel permit is a permit that is approved and issued after the application has been made to the DRC to create a new plat and prior to final plat approval and recording. These permits are issued prior to the creation in GIS of the new parcel on which the building was constructed. Therefore the parcel

- number the permit was issued under is no longer the correct parcel number. Several permits can be issued under the old parcel number.
- ii. The system will have a field to indicate Estoppels.
 - iii. The system will track all Estoppel permits from creation to assignment to new parcel number.
 - iv. After the parcel has been created by the Property Appraiser's Office, the system will prompt the Addressing staff and provide a "Wizard" to assist in moving all records created on the old parcel number to the new parcel number.
 - v. When the records have been moved to the correct parcel number, the system will notify the Building Department that the Certificate of Occupancy can be issued.
 - vi. This part of the system will coordinate with the signage expectation and use cases.

29. The Building Division system will track Certificate of Occupancy (COs) and Temporary CO's (TCOs). The systems will not allow the issuance of CO's and TCO's unless authorized by the Addressing office.

Use Cases:

- i. No CO or TCO will be allowed until all addressing requirements are met. The system will provide a check box for the Addressing Section during the Building Permit review process, which allows the issuing of a CO or TCO. The system will provide a location for the Addressing Section to enter requirements of a CO and TCO, and then the system will notify the Addressing Staff of status changes.

30. The system will have record keeping for digital Certified Registered Mail.

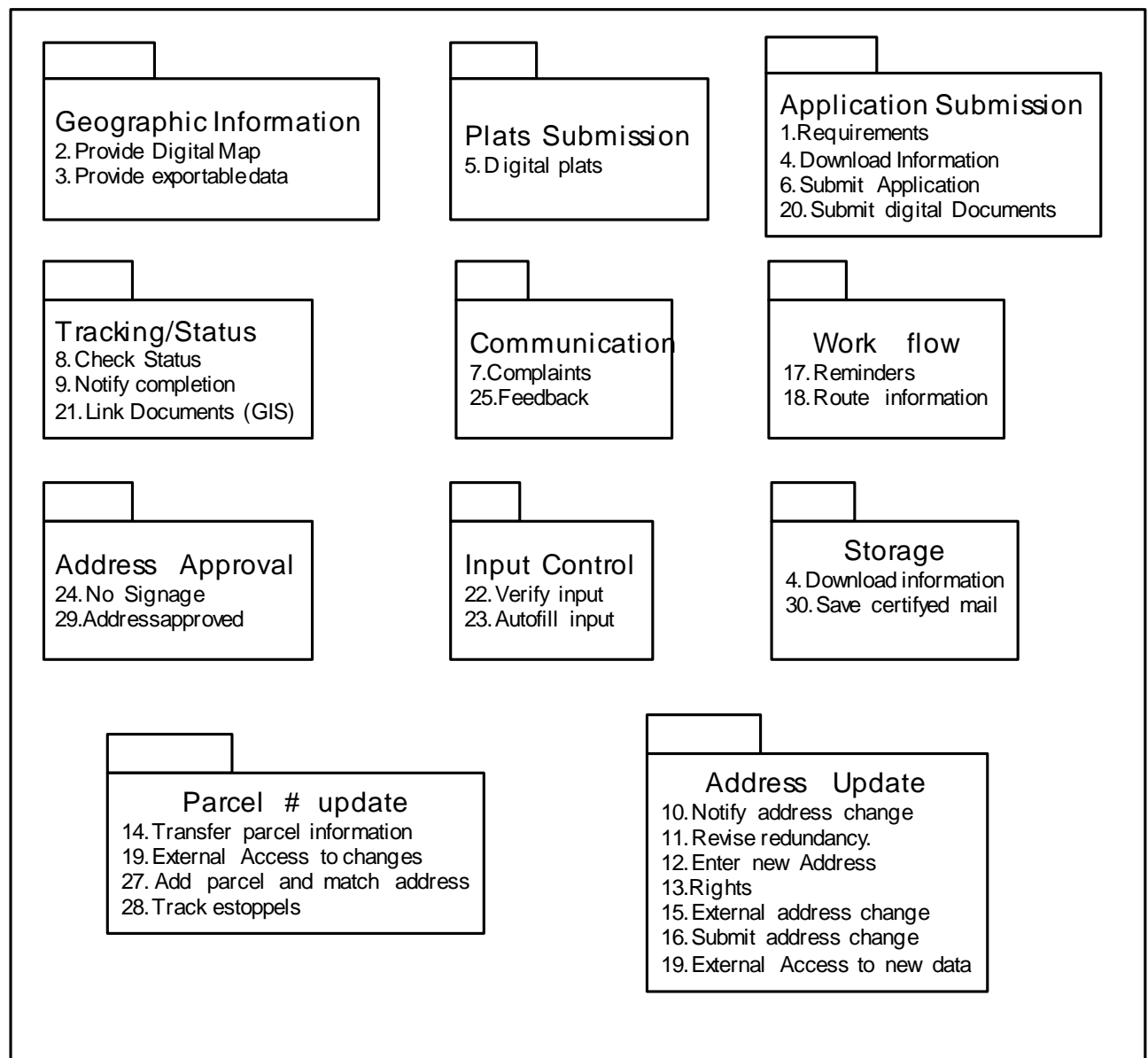
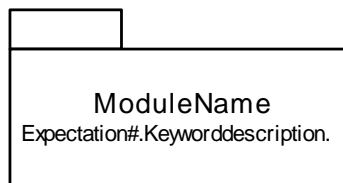
Use Cases:

- i. The system will provide a location for the Addressing Section to scan and save signed certified cards with digital letters.

5.2 System Categories Architecture

The system architecture identifies the potential modules that are required to meet expectations.

The diagram below shows the mapping between current identified modules and the corresponding expectations. The following notation is used:



The identified modules translate the expectations into a unified language that will facilitate understanding of the requirements. This language helps communicate the interaction of the users and the system, and also the sequence that the process follows.

Each expectation has different users, or what we call “Actors.” The methodology used has simplified the number of users (actors) previously defined, based on the rights or capabilities that each Actor should have. In those terms we have defined 4 different Actors:

1. Administrator: This Actor represents a user with the highest level of rights to interact with the system.
2. Staff: This Actor represents a user with enough rights allowing him to do his job.
3. Customer: This Actor represents the external customer that has limited rights.
4. System: This Actor manages the interactions of the other Actors.

5.2.1 Geographic Information

Expectations: Use cases

2. The system will provide to the external customer all available geographic information over the Internet in digital map form (using ArcIMS).

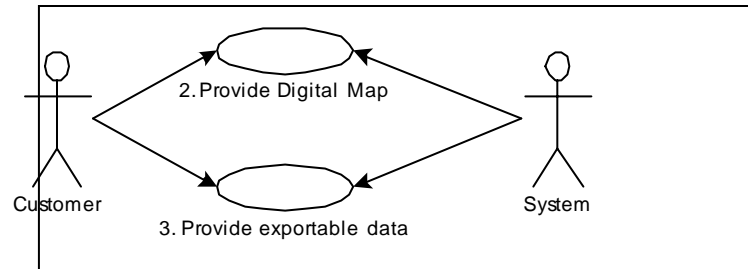
Use Cases:

- i. The external customer will be able to view all data regarding a piece of property by clicking on a map. Examples of data: Address, zoning, land use, flood prone, PAO, BCC district, all available GIS layers.
 - ii. The customer should be able to drill down through that information for additional information on any of the above subjects.
3. The system will provide all available geographic data over the Internet for download in exportable format (shape files) with appropriate disclaimers.

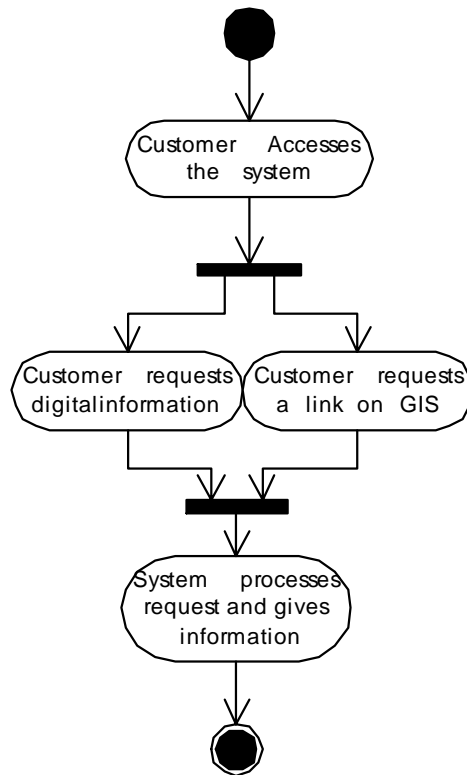
Use Cases:

- i. The external Customer can click on a map and from there be able to select the data that he wants to download.
- ii. The external customer should be able to select from a menu what he wants and where he wants it and the program will download it for him.

Context diagram (example of who accesses the system)



Activity diagram (example of sequences of events in the system)



5.2.2 Plats Submission

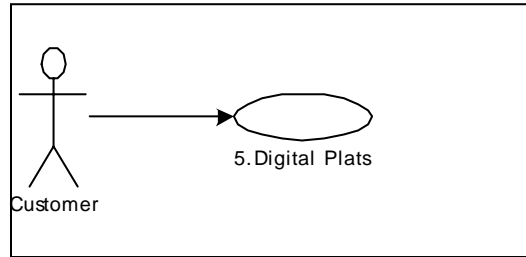
Expectation: Use case

5. The initial submission of preliminary plats and site plans are in digital formats (.dwg or .dxf). This change in process will need to be coordinated with other Departments as well as the PAO, CAO, Clerk's Office, Developers and Surveyors. This will require BCC approval.

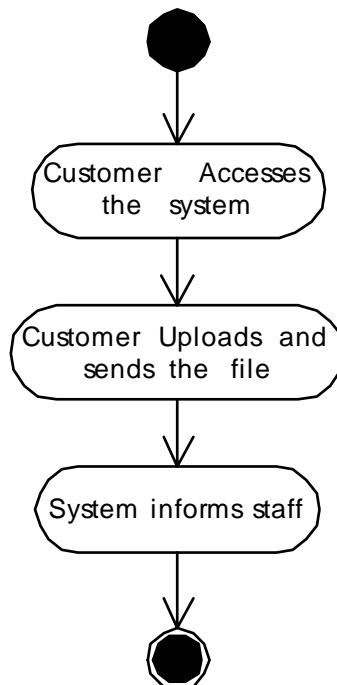
Use Cases:

- i. The customer will be able to submit their digital plans over the Internet or bring a disc to the office at the time of submission.
- ii. If the customer is unable to submit digitally, County staff at the point of submission will scan their documents for further processing.
- iii. County staff will be able to use site plans and plats in digital form from the start of the DRC process through approval and other subsequent processes.
- iv. Digitally approved information can be directly imported into GIS for address assignment.
- v. Approved plans should be automatically sent to the PAO office in digital format to speed up editing of the parcel base map.
- vi. After site plan approval and recording of plats, an email will be sent to the Addressing Office so that SITUS editing can be finalized.

Context diagram (example of who accesses the system)



Activity diagram (example of sequences of events in the system)



5.2.3 Application Submission

1. The system will provide a checklist of minimum requirements for each application process to the external customer. This will be available on the web site and at the front counters.

Use Cases:

- i. The customer logs in to the web and selects the appropriate process from a list
- ii. The customer is asked: Where is your property? The system then helps find the property.
- iii. The customer receives a unique list of all requirements for that particular process.
- iv. The system prompts customers: Are you ready to start the application process?
- v. If sufficient information is supplied in the application the system will automatically start the process. The first step would be e-mailing the right person with the application and starting a database for that project.

4. The system will have the ability for customers to annotate on-line GIS information and save that information on our server for later attachment or to directly attach to their application.

Use Cases:

- i. The external customer will be able to download information and then annotate on the display.
- ii. The customer will have the ability to save and submit digitally at a later date.
- iii. An option to include autofilling will be available.

6. The system will be able to submit applications online.

Use Cases:

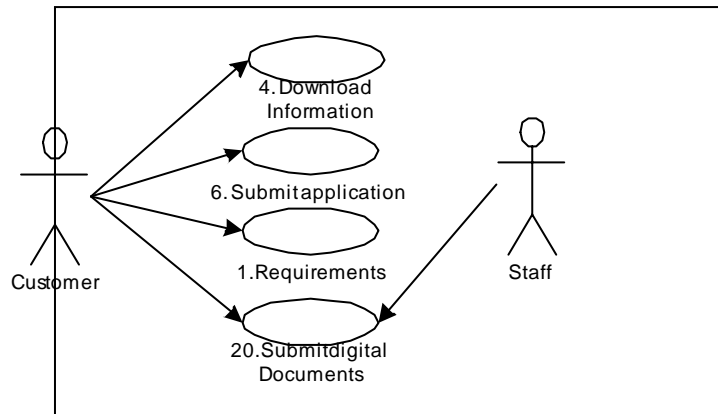
- i. The customer wants to start the application process.
- ii. The customer fills out the application online.
- iii. The system will ask the customer to validate their data.
- iv. The customer receives confirmation that the application has been received and provides a tracking number.
- v. If the customer does not complete the application then it will not be accepted. If the customer did not submit the proper attachments then the application will be accepted but an email will be sent informing them that the application will not be processed until the necessary attachments are submitted.

20. All documents and attachments must be in digital format. If the customer cannot provide documentation in digital format, the paper form will be scanned when received by the County

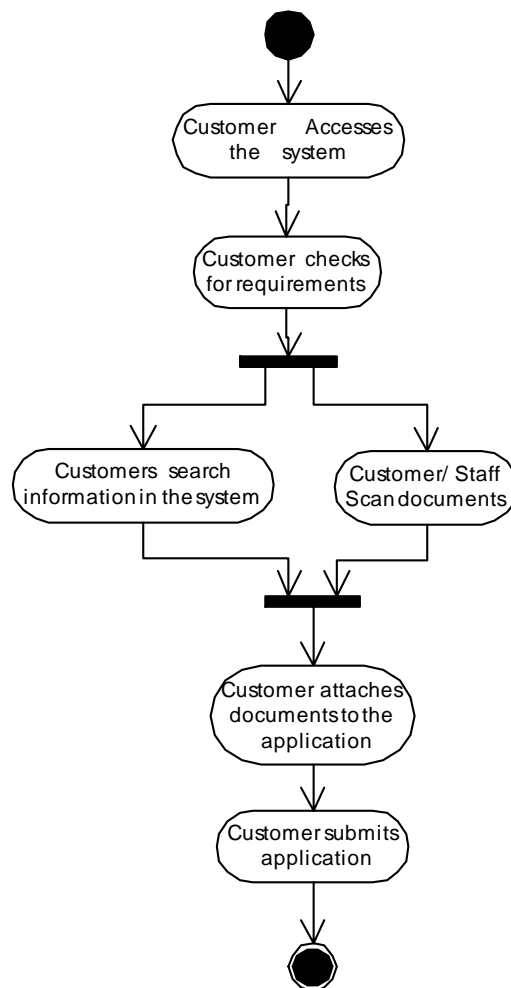
Use Cases:

- i. The Addressing Staff will accept and review all applications (not completed on-line) and supporting documents.
- ii. If the customer is unable to provide documents in a digital format then the County will scan the documents for submission (preferably while the customer waits so that his original might be immediately returned).
- iii. Original documents provided by the customer must be legible.

Context diagram (example of who accesses the system)



Activity diagram (example of sequences of events in the system)



5.2.4 Tracking / Status

Expectations: Use cases

8. The customer will be able to check the status of an address request online.

Use Cases:

- i. The system will track every process the Addressing section provides.
- ii. The system will display the simplified process and highlight the step that has been completed.

9. The customer will be notified of the completion of addressing and will be able to electronically access addressing documentation.

Use Cases:

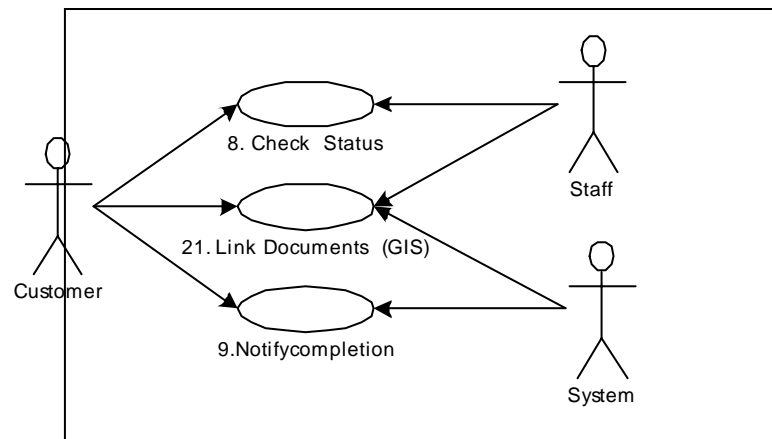
- i. Addressing will let the system know that the project is complete.
- ii. Addressing will indicate who should be notified from pre-determined scenarios.
- iii. The system will know which telephone companies, power companies, post offices, etc. to notify.
- iv. The system will automatically notify the customer by e-mail, mail, fax, or phone.
- v. Dates and times of notification will be recorded in the database.

21. All digital documents will be tracked and easily recalled in-house. They will also be available for viewing as links in GIS.

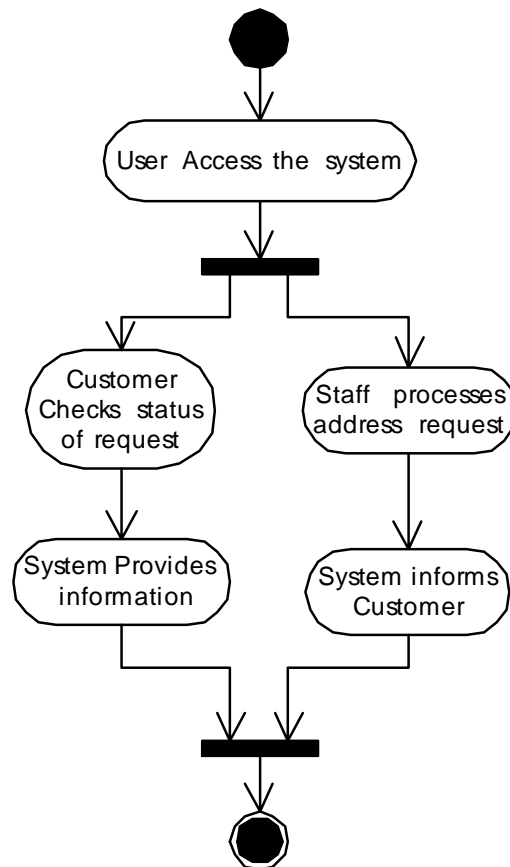
Use Cases:

- i. An application for change of street name could be accessed in GIS by clicking on any address on that street
- ii. The plat for a new subdivision can be viewed by clicking on one of the new addresses in GIS
- iii. Reviewing an old Variance file will give access to the original application and any supporting documentation.
- iv. Relationships between associated documents and applications will be maintained by the system.

Context diagram (example of who accesses the system)



Activity diagram (example of sequence of events in the system)



5.2.5 Communication

Expectations: Use cases

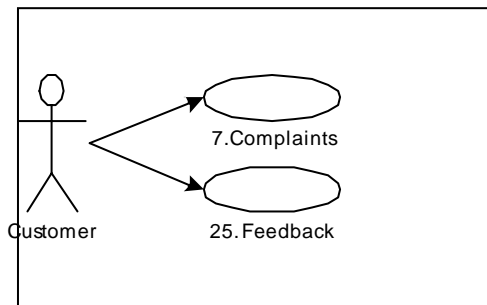
7. Customers must have multiple ways to provide feedback (phone, mail, e-mail, on-line, in person) to report possible address problems or to request a process and see the status of their request.

Use Cases:

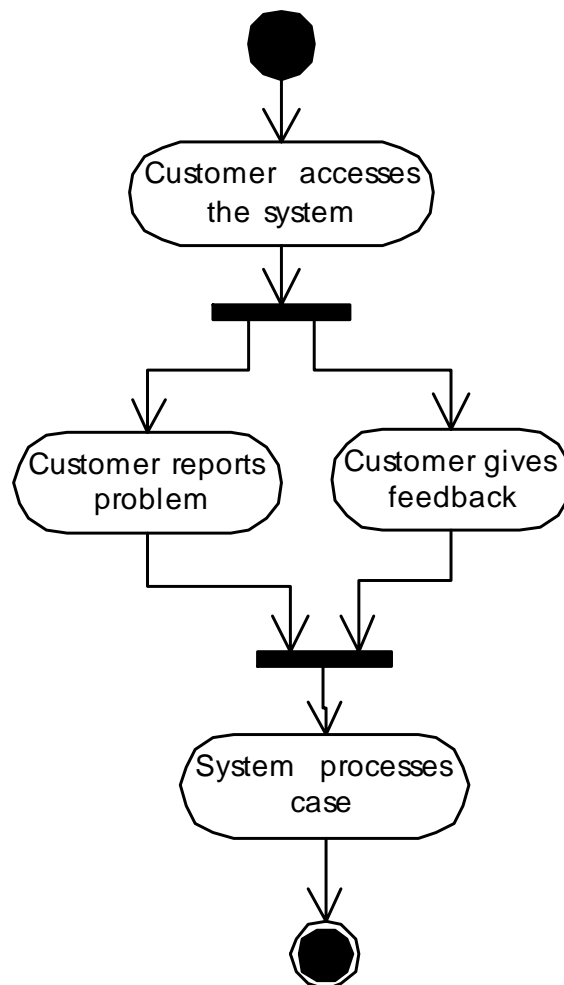
- i. The customer will be able to report address problems or request processes online, then steps 8 & 9 will apply.

25. The system will allow feedback and comments about how the system worked for them (See Item #26 of Agenda Process).

Context diagram (example of who accesses the system)



Activity diagram (example of sequence of events in the system)



5.2.6 Work Flow

Expectations: Use cases

17. The system will provide reminders (similar to those set up in the Agenda Process) that an Addressing supervisor can establish as milestone. (See item #14 of Agenda Process).

Use Cases:

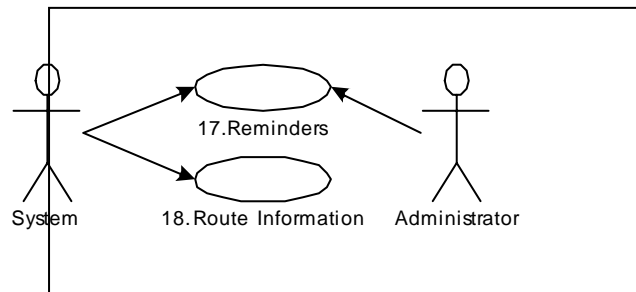
- a. Default reminders will be set by the PM.
- b. Reviewers will be able to set reminders for themselves.
- c. Copies of prioritized individual reminders will be sent to their supervisor.
- i. The system will automatically notify the proper Addressing person of approaching deadlines where applicable.
- ii. The system would notify Addressing when the project overlaps other Departments.
- iii. The current deadlines are:
 - a. Residential building permit: 2 days.
 - b. Commercial Permit: 5 days.
 - c. DRC Project: 2 weeks.
 - d. Addressing Agenda Item: 4 weeks before scheduled meeting.
 - e. Release of New Plat addresses: 14 working days from the recording date.
 - f. Variance Process: 5 working days to schedule a hearing after the receipt of request, then 5 working days to notify applicant of outcome.

18. The system will automatically route the necessary information to the next person, Division, or Department in the pre-determined workflow (See item 11 in Agenda Process).

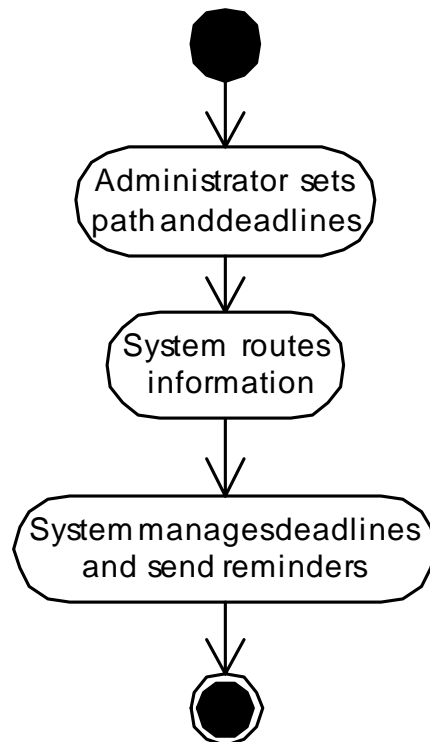
Use Cases:

- i. The system will route information for Building Permits, Development Review projects, Development Review agenda, DRC approval letters, DRC pre-applications, BCC agenda items, MSAG updates, and requests from 911 Office, Public Safety, and the Sheriff's Office.

Context diagram (example of who accesses the system)



Activity diagram (example of sequence of events in the system)



5.2.7 Address Approval

Expectations: Use cases

24. During new construction projects, coordination with the Building Division will occur via the Building Division's new system that will flag the Building Division if a new road does not have proper signage so that a permit will not be issued until the problem is remedied.

Use Cases:

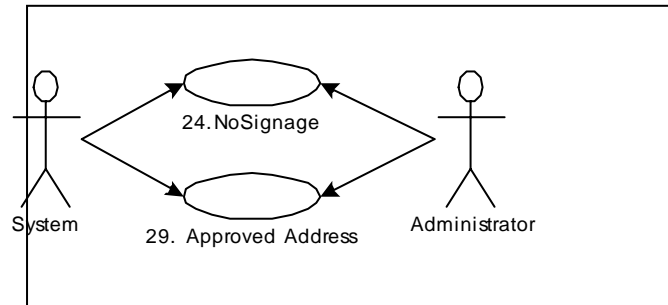
- i. The system will provide a check box during the Development Review process stating what street signs are required and provide a location to have approved street names and designations entered.
- ii. At the time of application, if a box is checked, the permit will be rejected and a request will be generated by the system to prompt the DRD inspectors to schedule an inspection of the street signs. The system will provide status of this inspection to the developer.
- iii. The DRD inspector shall update the system regarding the type of sign (temporary or permanent) and provide documentation.
- iv. The system will notify the Addressing Staff of status changes.
- v. If the sign is temporary the system will not generate a certificate of occupancy and will send notification to the DRD inspector to request a check for permanent street sign inspection. The system will notify the Addressing Staff of states changes.

29. The Building Division system will track CO's and TCO's. The systems will not allow the issuance of CO's and TCO's unless authorized by the Addressing office.

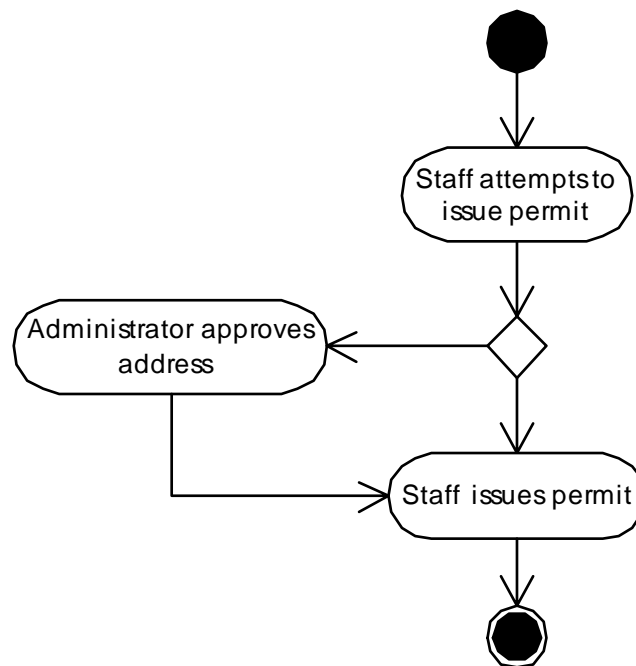
Use Cases:

- i. The system will provide a box to be checked by the Addressing Section if they place a hold on the issuance of a CO or TCO.
- ii. The system will provide a location for the Addressing Section to enter requirements for the issuance of a CO and TCO.
- iii. The system will notify the Addressing staff of status changes.
- iv. When approved by Addressing, the system will notify the Building department that addressing requirements have been met and that the CO or TCO can be issued.

Context diagram (example of who accesses the system)



Activity diagram (example of sequence of events in the system)



5.2.8 Input Control

Expectations: Use cases

22. For employees inputting addressing data, as many fields as possible will have built-in quality control. The fields within the system will contain acceptable values tables where applicable (see item 8 in Agenda Expectations).

Use Case:

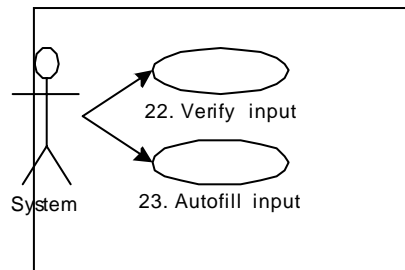
- i. The system will check for accuracy of all information possible, such as the proper spelling of street names, owner, street types, number ranges, zip codes, abbreviations, cities, traffic zones and categories such as a 10 for mailable addresses or 20 for temporary structures.

23. The system will provide auto-filling and auto capabilities (See items 7 and 9 in Agenda Expectations).

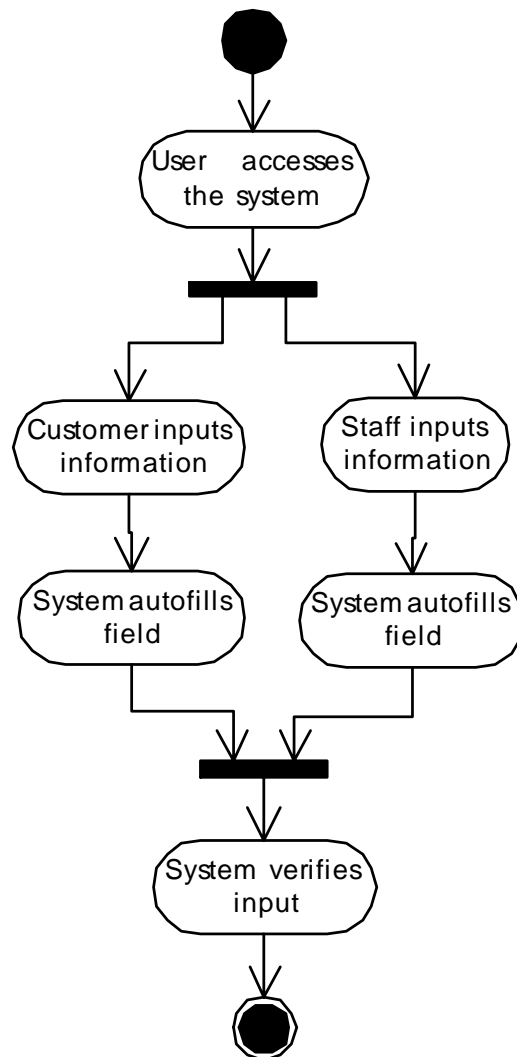
Use Cases:

- i. When the PM receives a notice of request and wants to do research on a certain address, the address on the application will auto fill into the appropriate field.
- ii. While typing "Lo" in the city field, the system will fill in the rest of the city name "Longwood."

Context diagram (example of who accesses the system)



Activity diagram (example of sequences of events in the system)



5.2.9 Storage

Expectations: Use cases

4. The system will have the ability for customers to annotate on-line GIS information and save that information on our server for later attachment or to directly attach to their application.

Use Cases:

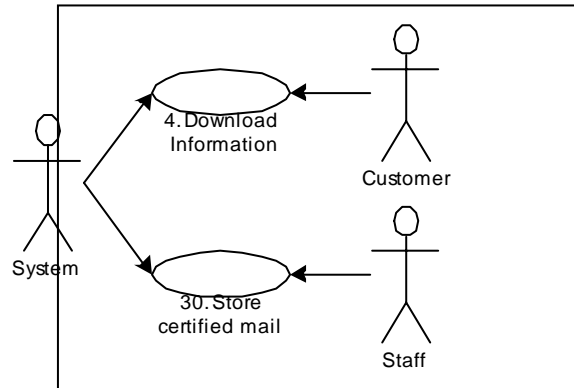
- i. The customer can download information then annotate it on the display.
- ii. The customer can save and submit digitally at a later date.
- iii. An option to auto fill information will be available for the customer to complete an application.

30. The system will have record keeping for digital Certified Registered Mail.

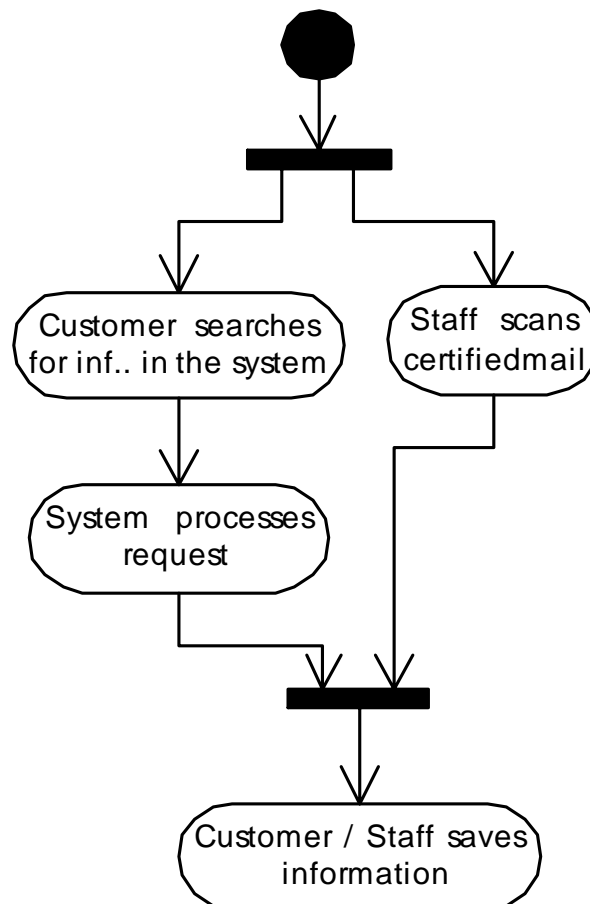
Use Cases:

- i. The system will track all Certified Mail, including who they were sent to, date sent, date returned for bad address or unclaimed by occupant, date Certified Mail resent, date signed green card received.
- ii. The system will provide a location for the Addressing Section to scan and save signed certified card with digital letters.
- iii. The system will be able to retrieve this information by parcel, addressing project, address and by property owner.

Context diagram (example of who accesses the system)



Activity diagram (example of sequence of events in the system)



5.2.10 Parcel Update

Expectations: Use cases

14. Transferring information related to an old parcel number to another parcel will be a simple process.

Use Cases:

- i. The system will create a link between the PAO parcel number and the SCI.NET database to automatically update all parcel changes.
- ii. The system will also maintain a historical relationship with the original parcel number.

19. The system will allow viewing of the data belonging to other constitutional officers on a near real-time basis. All necessary actors have access to the system.

Use Cases:

- i. At the present time, several constitutional officers' databases are updated quarterly. Having the ability to view information on a near real-time basis will provide more accurate customer service and quality information for County staff use.
- ii. Examples include: PAO pad addresses, Tax Collector's address information, Elections Office addressing data, Clerk of the Court.

27. County parcels that get annexed by a city will generate a list of addresses that will be disseminated to the appropriate entities.

Use Cases:

- i. The designated person creates a poly indicating the changed area.
- ii. The system will use that poly to identify the addresses that are now city addresses and populate the appropriate database.

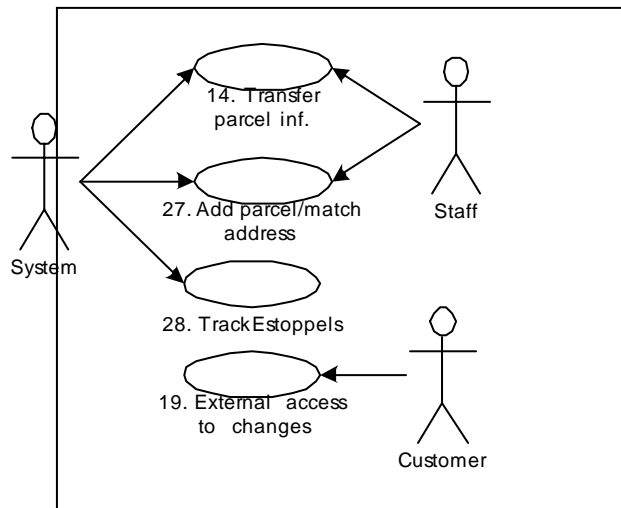
28. Estoppel permits (permits issued prior to the final approval and recording of a plat) will be tracked by the new system from the creation of the address through the creation of the

parcel t so that the new address will be created and all records attached to the original address will be either changed automatically or flagged for an operator to change.

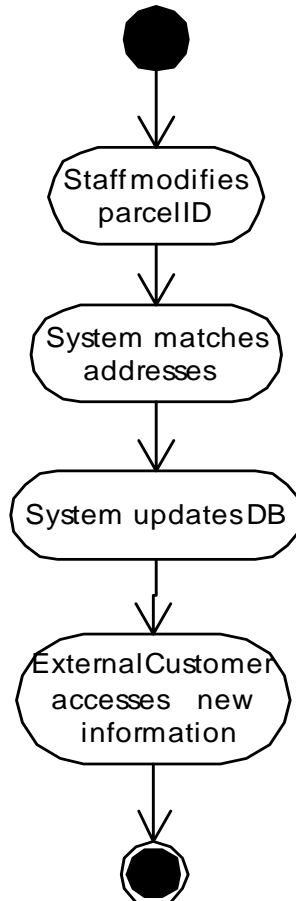
Use Cases:

- vii. **ESTOPPEL - A bar which precludes someone from denying the truth of a fact that has been determined in an official proceeding or by an authoritative body. An Estoppel arises when someone has done some act that the policy of the law will not permit her to deny.** An Estoppel permit is a permit that is approved and issued after the application has been made to the DRC to create a new plat and prior to final plat approval and recording. These permits are issued prior to the creation in GIS of the new parcel on which the building was constructed. Therefore the parcel number the permit was issued under is no longer the correct parcel number. Several permits can be issued under the old parcel number.
- viii. The system will have a field to indicate Estoppels.
- ix. The system will track all Estoppel permits from creation to assignment to new parcel number.
- x. After the parcel has been created by the Property Appraiser's Office, the system will prompt the Addressing staff and provide a "Wizard" to assist in moving all records created on the old parcel number to the new parcel number.
- xi. When the records have been moved to the correct parcel number, the system will notify the Building Department that the Certificate of Occupancy can be issued.
- xii. This part of the system will coordinate with the signage expectation and use cases.

Context diagram (example of who accesses the system)



Activity diagram (example of sequence of events in the system)



5.2.11 Address update

Expectations: Use cases

10. Whenever an address is added, changed, or deleted, all appropriate notifications are made and all necessary paperwork and reports are generated.

Use Case:

- i. Upon completion of the Addressing process all other databases will be updated and the appropriate notification will be disbursed by the system to appropriate applications and individuals. This can include the PAO, Elections, 911, US Postal Service, School Board, Sheriff's Office, Public Safety, City Agencies, Water & Sewer, Solid Waste, Traffic Engineering, Owner/Developer, Telephone and Power Company and any others.

11. The goal of this system is that all redundant addressing data in the various databases be eliminated as they are identified.

Use Cases:

- i. The system will facilitate other Departments and Sections by notifying Addressing when changes are needed.
- ii. The Municipal Service Billing Units of Fiscal Services (MSBU) will have access to the new system to get their needed address information.
- iii. Addressing will no longer maintain the HTE Land File.
- iv. The Public Safety Section will need to decide whether they want to use our data live or continue using telephone (Entrado) data and the GIS Street Centerline data.
- v. The system will make addressing data readily available to entities such as cities, post offices, school boards, utilities, etc.
- vi. The PAO Office should rely on the County addressing data to populate their "pad" addressing fields.

12. The system will provide a single entry for each new address that will be accessible to any other system needing addresses.

Use Cases:

- i. The Addressing Section will add, change or delete address information once. The system will provide data to update all other databases used by the County.

13. Changes to any addresses will be made by the Addressing Section only.

Use Cases:

- i. To maintain integrity, the Addressing section will be the sole custodians of all address information for the system.

16. Those municipalities not addressed by Seminole County should transmit address changes to Addressing in a preset format (GIS, XML) to be reviewed and accepted or rejected.

Use Cases:

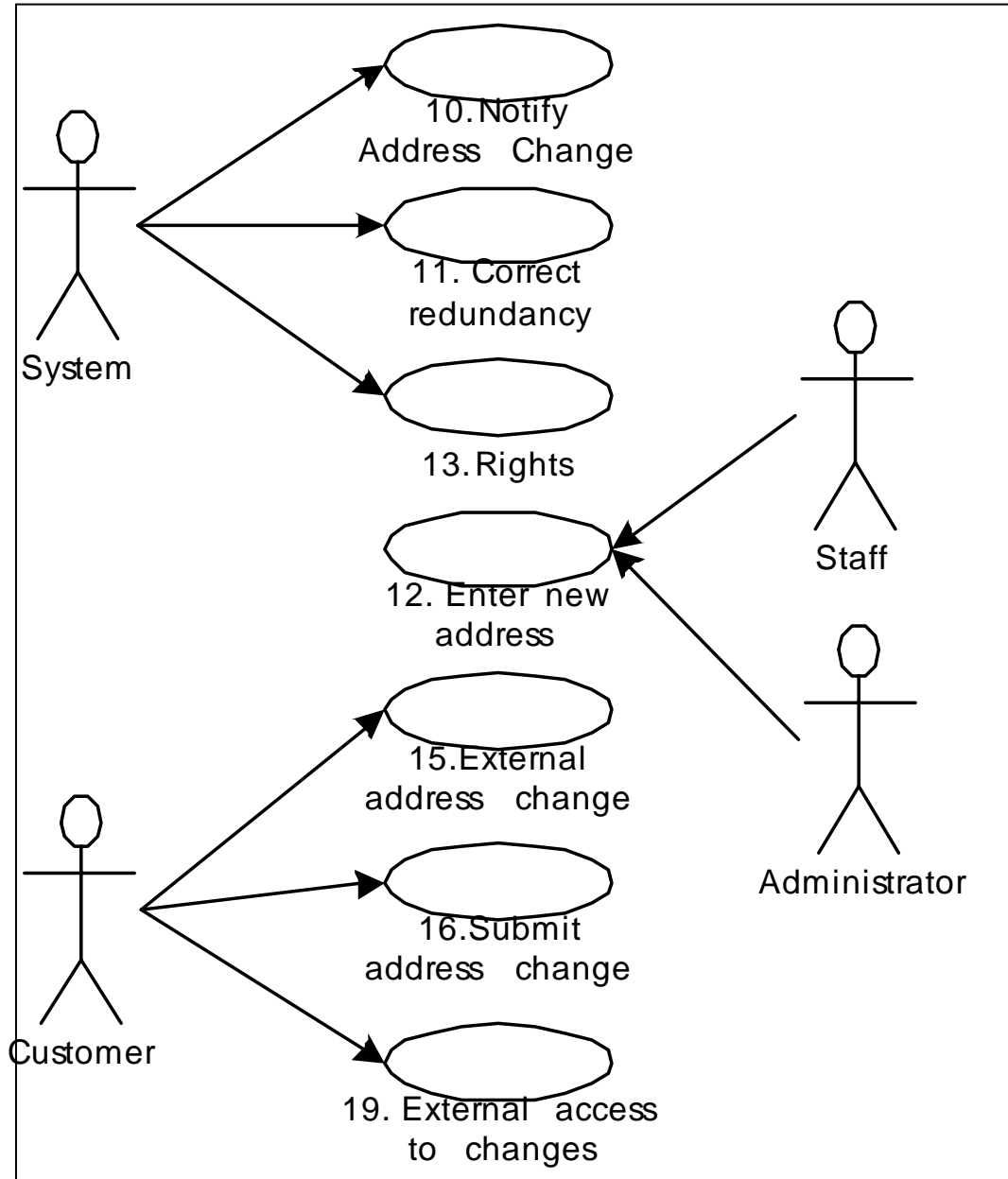
- i. The format should be compatible with the SCI.NET database.
- ii. Jurisdiction could enter directly into the system.
- iii. Each Municipality would need to develop their data in a technical format compatible with our current addressing data.
- iv. Municipality data should be created from rules similar to the Seminole County addressing rules.

19. The system will allow viewing of the data belonging to other constitutional officers on a near real-time basis. All necessary actors have access to the system.

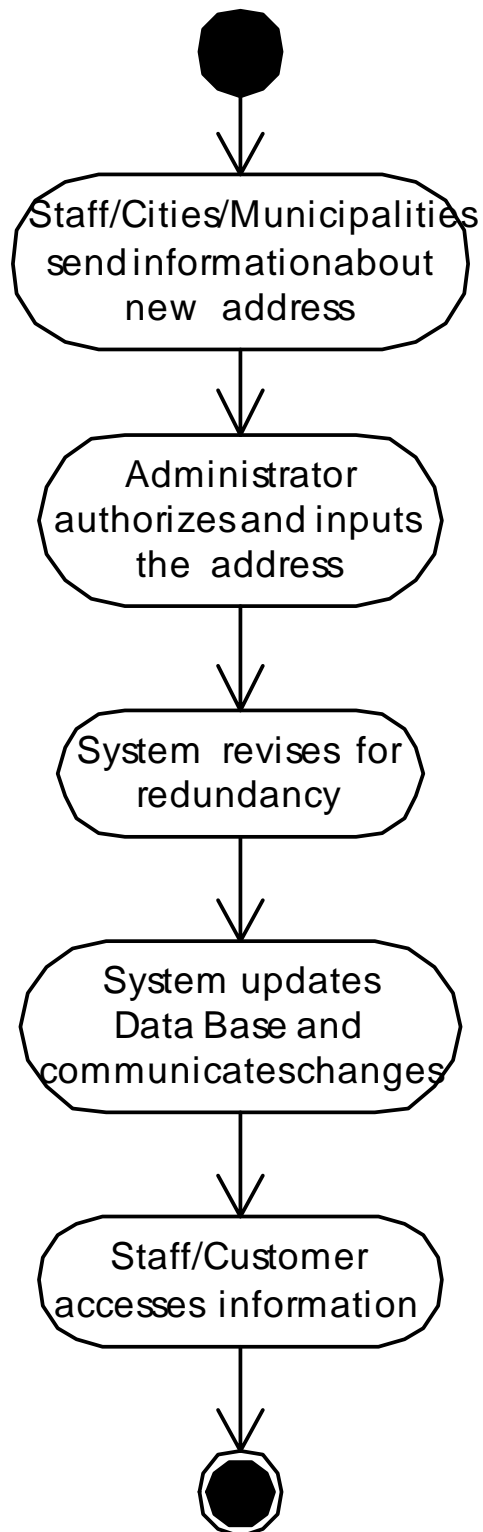
Use Cases:

- ii. At the present time, several constitutional officers' databases are updated quarterly. Having the ability to view information on a near real-time basis will provide more accurate customer service and quality information for County staff use.
- iii. Examples include: PAO pad addresses, Tax Collector's address information, Elections Office addressing data, Clerk of the Court.

Context diagram (example of who accesses the system)

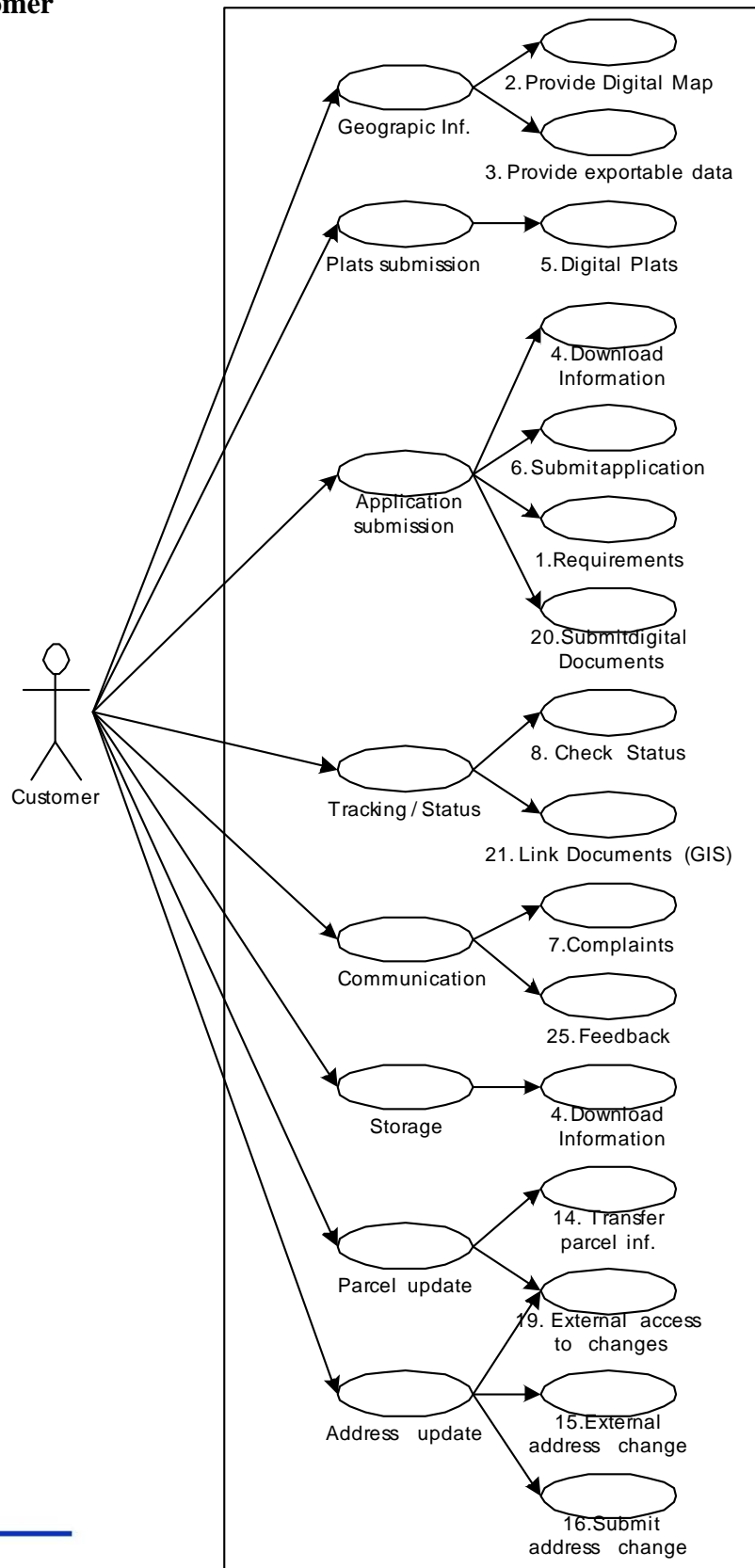


Activity diagram (example of sequence of events in the system)

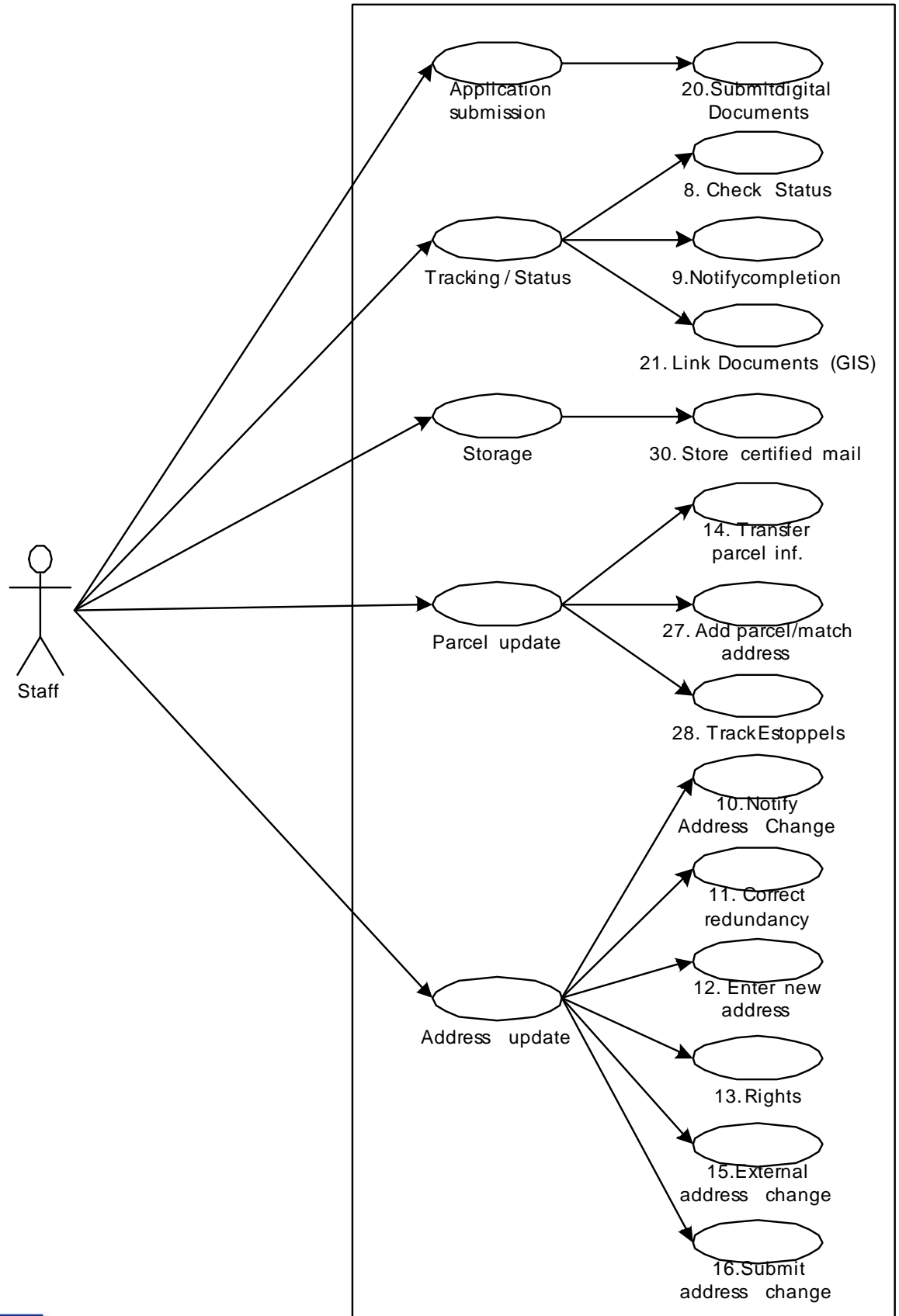


5.3 System-Level Use Cases

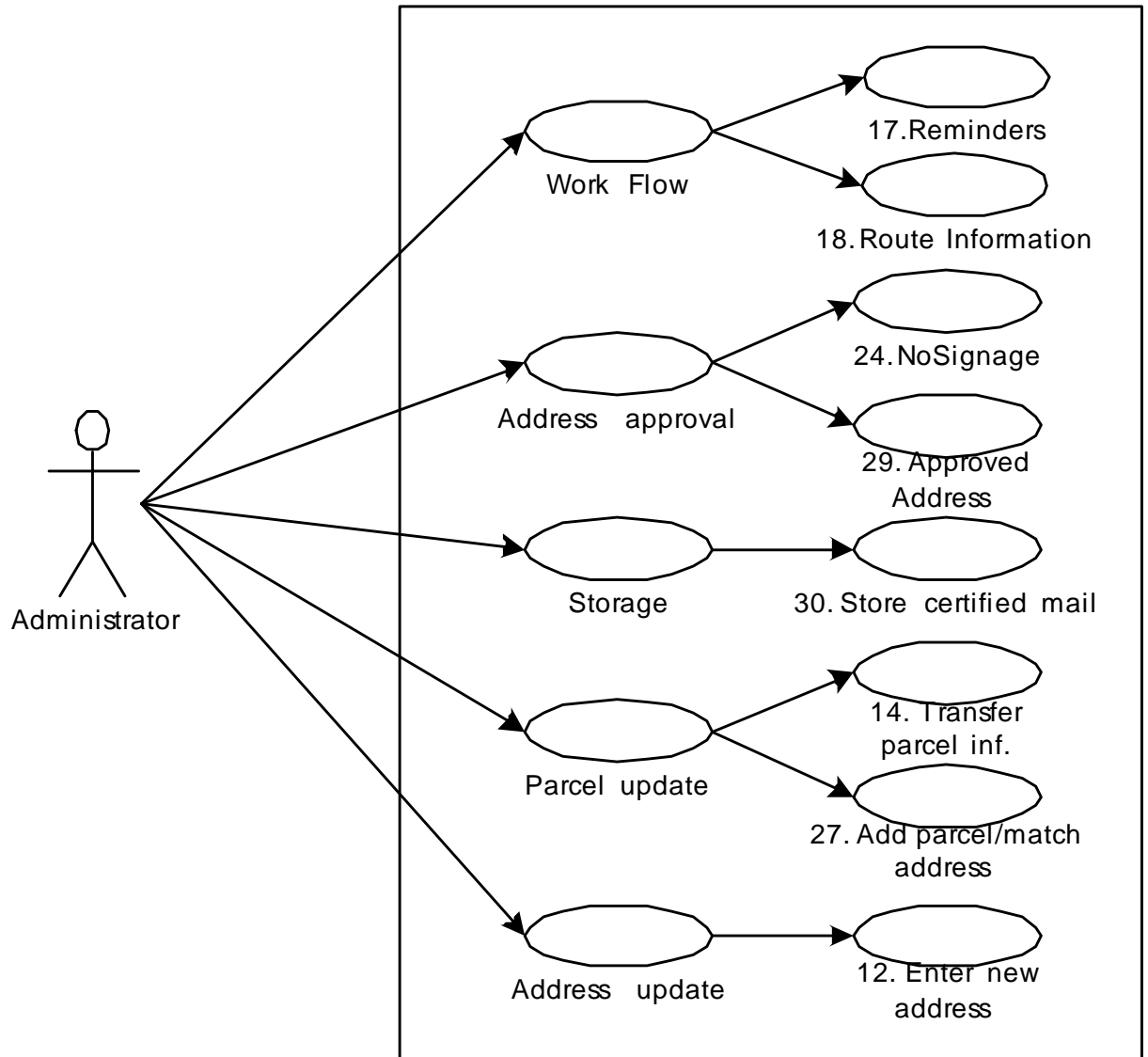
5.3.1 Customer



5.3.2 Staff



5.3.3 Administrator



5.3.4 System

