



SECTION 5 – REQUIREMENTS

Definitions:

AA:	Director's Admin Assistant
BCC:	Board of County Commissioners
BP:	Building Permit
CAO:	County Attorney's Office
CM:	County Manager
CMA:	County Manager's Assistant
CO:	Certificate of Occupancy
DCM:	Deputy County Manager
DIR:	Director
DM:	Division Manager
GIS:	Geographical Information System
IO:	Item originator
PM:	Project Manager

Assessment: Does or does not meet criteria (used for each expectation)

5.1 Expectations - General

1. The new system shall provide all the basic functionalities of the current system.

Use Case: Expectation is Self-Explanatory

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

Use Case:

- A. Customer logs in to the web and types, "I want to build a subdivision" into the search box.
- B. The system queries the customer: "Where is your property?" It then searches for the property.
- C. Customer receives a unique list of everything required for building a subdivision, with no extraneous information.
- D. The system then prompts customers, "Are you ready to start the application process?"
- E. If sufficient information is supplied in the application, the system will accept it and forward it to the appropriate division where a PM is assigned.



3. The system will have an interactive ability (via the web) to submit applications.

Use Case:

- A. A customer wants to start the application process.
- B. The customer fills out the application online (This is not a PDF printout).
- C. The system will ask the customer to validate their data (e.g. correct spelling of name).
- D. The customer will receive confirmation that the application has been received and the system will go to the next step as well provide a tracking number.

4. All documents and attachments must be in digital format.

Use Case:

- A. If the customer cannot provide documentation in digital format, paper forms can be scanned when received by the County (preferably in the presence of the customer).

5. A unique file/tracking# will be assigned upon generation of the first digital document associated with the item and will follow the project to the end of its life.

Use Case:

- A. Tracking number will be chosen by the user (this may possibly be based on selection/fields).
- B. Explore current descriptive file numbers vs. unique number not affected if, for example, the item type changes.
- C. Explore possible concatenation of unique # and descriptive number.

6. The system will maintain a complete record of all items, documentation, and data related to each item. Relationships between various associated items will also be maintained.

Use Case:

- A. The PM double checks history related to this item as well as any other data that is closely related. He is able to look at the history by clicking on a button that shows all relevant data.



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B. For example, he might notice any of the following:

- i.** That the original intent of the IO is not what is currently being asked of the BCC.
- ii.** Part of the site has been removed from legal review.
- iii.** Previous DO conflicts with current request.
- iv.** That the original application is in conflict with the current item.
- v.** That there is an existing grandfather clause.

7. The system will forward data completed during any prior process (such as zoning application information). There will be no duplicate data entry.

Use Case:

- A.** The system automatically supplies information known, i.e. applicant name if a customer is frequently listed, or the current zoning/land use if property is identified.

8. The system will “auto-complete” where applicable.

Use Case:

- A.** 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).

9. System will validate input into fields where applicable.

Use Case:

- A.** It will only accept zoning values that are in existence.
- B.** The main fields cannot be blank.
- C.** Text cannot be entered into numerical fields.
- D.** It will compare the zip codes to the city.

10. The system will automatically route the necessary information to the next person(s) in the pre-determined workflow.

Use Case:

- A.** The item type determines the workflow.



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B. The system will ask PM key questions to further determine the workflow.

11. The system will also provide the ability to add email/communication recipients on the fly.

Use Case:

A. The PM wants to FYI his backup, so he forwards his email that will have a link to the document.

B. The DIR wants to FYI DBA chairman.

C. The system adds a person to the FYI list if they want to stay informed.

12. Each tier of review will be allowed to set the deadline for their respective review as long as they adhere to the minimum time restraint set for each successive deadline.

Use Case:

A. The PM is going on vacation and wants to make sure he completes his item on time, so he sets an early deadline before his vacation.

B. The city statement will be voided after 180 days if no payment has been made.

C. The Permit will be voided after 180 days if no inspections have occurred.

13. The system will automatically send reminders of due dates and allow individuals to set impromptu reminders.

Use Case:

A. Default reminders will be set by the DIR. PM will be able to set additional reminders for reviewers.

B. Reviewers will be able to set reminders for themselves.

C. Copies of individual reminders will be sent to their supervisor/manager.

14. Editing rights to the item and supporting documents will be controlled by the system. Those without edit rights will have comment rights.

Use Case:

A. Your login will determine your level of rights.

B. There will be reading rights for all, with the exception of sensitive and confidential information.



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- C. Editing rights will to be determined at the field level.
- D. The DIR has all rights to change incorrect spelling.

15. All edits will be automatically communicated at the close of the edit to concerned persons who may be allowed to contest the changes.

Use Case:

- A. It will provide a method to obtain a single list of the affected persons.
- B. The DIR edits the PM opinion section and the PM is automatically notified of the change.

16. A history of all accepted changes will be created and maintained indefinitely.

Use Case:

- A. The original legal description is replaced with a corrected document. The original legal description will then be flagged as superseded.
- B. The DIR changes the wording of the document and the original wording is maintained as history.
- C. History is available when you click on an option to see history.

17. The system will provide multiple view capabilities for each project, including current, history, timeline, spatial, and flowchart.

Use Case:

- A. The PM wants to check on his workload. From a dropdown list, he selects the table view to filter for the items that he is most interested in. He filters by PM, selecting projects assigned to a coworker on vacation that he is backing up. He notices one project is due this week. To familiarize himself with the project, he selects the spatial view to find the location of the site and what is going on in the immediate vicinity. He clicks on several available icons to research neighboring projects. He returns to the primary project and uses multiple views to look at the details, history, and the timeline. Now armed with a thorough understanding of the project and the surrounding area, he goes to the current view and fills out the next portion due this week.



18. The designated person(s) will be set to override any of the system rules.

Use Case: Expectation is self-explanatory

19. The system will be capable of generating reports.

Use Case:

- A. A report of system overrides can be generated.
 - i. All emergency projects requiring DIR override are outlined in a monthly report, to include pertinent information such as IO, PM involved, reason late, etc.
- B. Reports can be generated based on criteria selected by the user.
- C. Permits based on type will be reviewable.

20. All concerned customers, internal and external, should be able to determine the status of all items (list example fields for different levels of access).

Use Case:

- A. The PM wants to know the status of his project. He types in his login and password and a table view automatically appears with all the appropriate information about his projects. He selects one piece of information that he is most concerned about. The time spent in each step of the process is indicated in the status. The PM notices it has been in Engineering for an extended period. He uses the posted contact information to call the engineering reviewer and inquires about the delay.

21. The system shall have the ability to report the current location of a project, the steps completed, and all future steps required for approval.

Use Case:

- A. The IO or PM is reviewing his projects. He sees that a future step of the project involves Engineering and requires an additional level of review. This enables him to make adjust his schedule appropriately.
- B. The customer has an inquiry about the status of his project.



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- i. The customer logs into the web and types in the project number. The interface appears with all information related to that project.
- ii. The customer clicks on the status button and finds out what stage his project is at, whose inbox it's in, and what the next step is. The customer would be able to click on the expand button and see all future steps.

22. The system shall provide the ability for all internal users to view any attached documents. External users will be able to view only after publication.

Use Case:

- A. The PM wants to view a site plan that was attached and it is in AutoCAD format. The PM clicks on the file icon and the system automatically loads (or installs if necessary) the viewer for this document type.

23. Access to the item and supporting documents will be limited as needed by a login/password system. Confidentiality issues will be considered.

Use Case:

- A. The PM logs in to the system and will have full access to his items.
- B. The IO (external customer) logs in to the system and can view status information and published details.

24. Approvals will be accepted electronically.

Use Case:

- A. The DM reviews PM comments and clicks to accept.

25. The system will allow customers to provide feedback and comments.

Use Case:

- A. The IO notices a new field is missing in a standard report. She clicks on the feedback button and makes a request for change to the report. The system e-mails feedback to the DIR. The DIR brings the feedback to the next Working Group meeting for consideration and implementation. The system e-mails the IO regarding status of request.



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- B.** The working group establishes who is the responsible for implementing the change.
 - C.** The working group establishes the acceptable time lapse to implement change.
 - D.** The feedback/comment system should build a database to enable reporting on system quality.
- 26.** Every capability of the system must be available using a web browser.
Use Case: Expectation is self-explanatory
- 27.** This system will make people more accountable for meeting deadlines through the use of standard tools.
Use Case:
 - A.** The PM types in “Wekiva” gets back a list of all items that have a project name with “Wekiva” (e.g. Wekiva River Bend, Estates at Wekiva, Wekiwa Park). He also gets back items where “Wekiva” is in the body of the item, i.e. “site is located ½ mile east of Little Wekiva River.” He also gets back items that someone named “Susan Wekiva” was involved with as an IO.
 - B.** Filtering.
 - C.** Custom user view (my desktop).
 - D.** Custom view based on process type.
 - E.** Will increase knowledge--all of the staff will view the same info. It will be up-to-date, accurate, and searchable.
 - F.** The system will generate a report containing deadlines met or not met, and why not. These statistics go into individual Performance Planners.
- 28.** The system will store the digital information and supporting documents in a database format (format undetermined at this time).
Use Case: Expectation is self-explanatory
- 29.** The system should be adaptable. As the cities progress to a digital environment it should be capable of encompassing their processes.



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Use Case:

- A.** The system is designed and programmed with open-ended source code. This will allow programmers to easily connect or develop solutions to adapt to external systems.
- B.** The system shall provide connectivity to city systems and will have the ability to review their data.

30. The system will provide an interface that is applicable to the procedure (Impact Fees or Concurrency).

Use Case:

- A.** An applicant types in, “impact fee statement within a city.”
- B.** The appropriate form (interface) appears.
- C.** The applicant identifies a property and the system will fill in all spatial information (e.g. road collector district, site address, etc).
- D.** The applicant identifies the use of the property (e.g. restaurant, single family, etc.) and the amount of square footage and number of units.
- E.** The system will estimate the approximate impact fee dollars for a single family residential only.
 - i.** The nonresidential will be calculated by the staff.
- F.** The system forwards the report to the PM to continue the process.

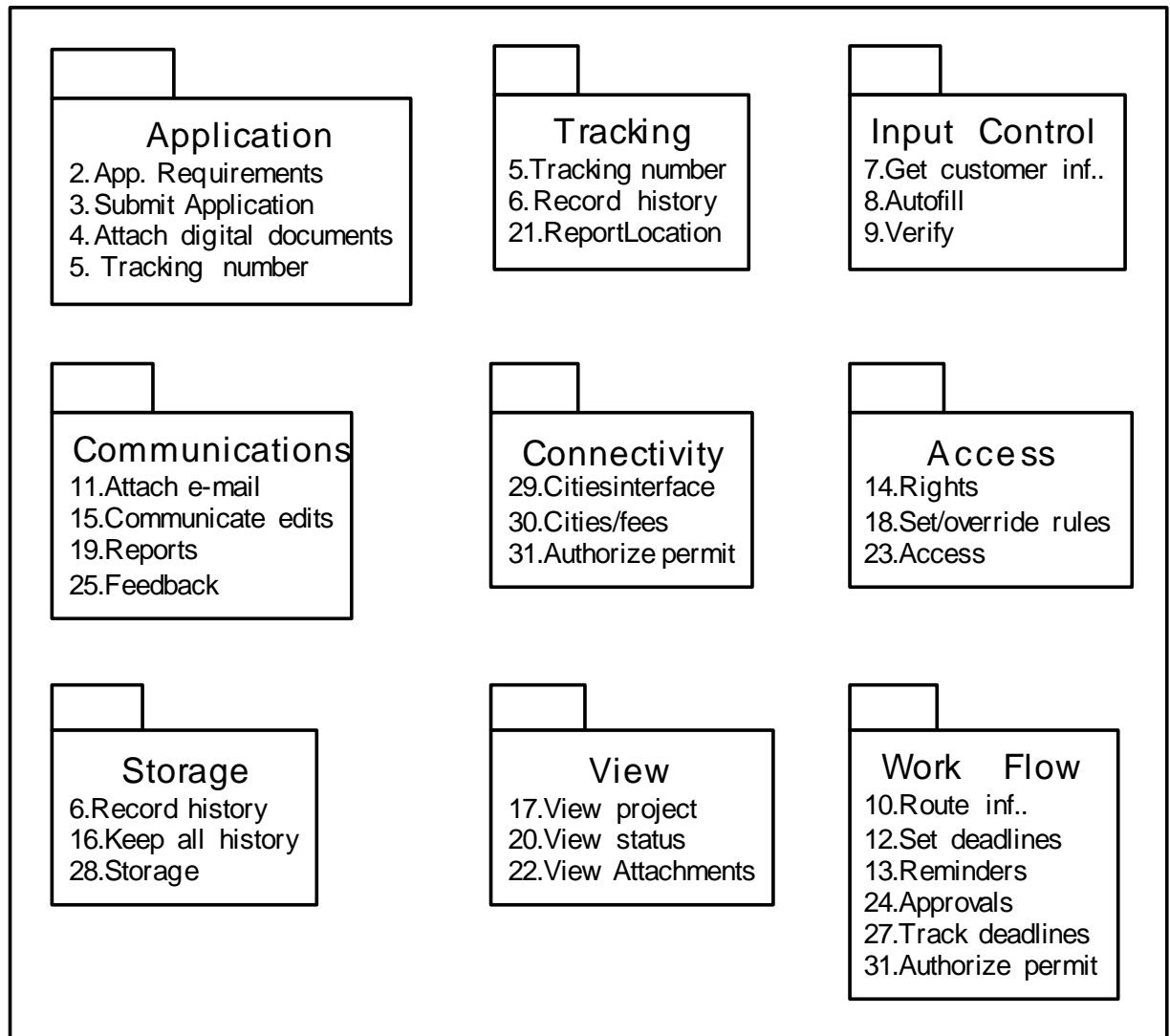
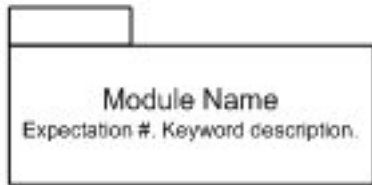
31. The system will not allow a printout of a certificate of occupancy (CO) if there is an outstanding impact fee payment.

Use Case:

- A.** The customer inquires about the status of his CO. The BP tech enters the customer name into the system and sees a list of all pending permits.
 - i.** The tech clicks on the permit in question and notices that there is an outstanding impact fee payment due.
 - ii.** She notifies the customer that a CO will not be issued until all impact fees are paid.

5.2 System Categories Architecture

The system architecture identifies the modules that are required in order to meet the expectations. The diagram below provides the mapping between current identified modules and the corresponding expectations. The following notation is being used:





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The modules translate the expectations into a unified language that will facilitate the understanding of the requirements. This language shows the interaction of the users and the system as well as the sequence that the process follows.

Each expectation has different users, or what we call “Actors” related to it. The methodology used has simplified the number of Actors previously defined, based on the rights or capabilities that each actor should have. Under those terms, we have defined four 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 some rights in the system that will allow him to do his job.
3. Customer: This actor represents the external customer that has limited rights depending upon what he should be able to access.
4. System: This actor manages the interactions of the other actors.



5.2.1 Application

Expectation(s): Use case(s)

2. The system will provide a checklist of requirements for each application process. This will be available both on the web site and at the front counters.

Use Case:

- A. The customer logs into the website and types, "I want to build a subdivision," into the search box.
 - B. The system asks, "Where is your property?" The system then helps find property.
 - C. The customer receives a unique list of everything required for building a subdivision.
 - D. The system then prompts, "Are you ready to start the application process?"
 - E. If sufficient information is supplied the system will accept the application and forward to the appropriate division where a PM is assigned.
3. The system will the ability to submit applications online.

Use Case:

- A. The customer wants to start the application process.
 - B. The customer fills out the application online.
 - C. The system will ask the customer to validate their data (e.g. correct spelling of name).
 - D. The customer will receive a confirmation that the application has been received. The system moves to the next step and provides a tracking number.
4. All documents and attachments must be in digital format.

Use Case:

- A. If the customer cannot provide documentation in digital format, a paper form can be scanned when received by the County (preferably in the presence of the customer).
5. A unique file/tracking# will be assigned upon generation of the first digital document associated with the item and will follow the project to the end of its life.

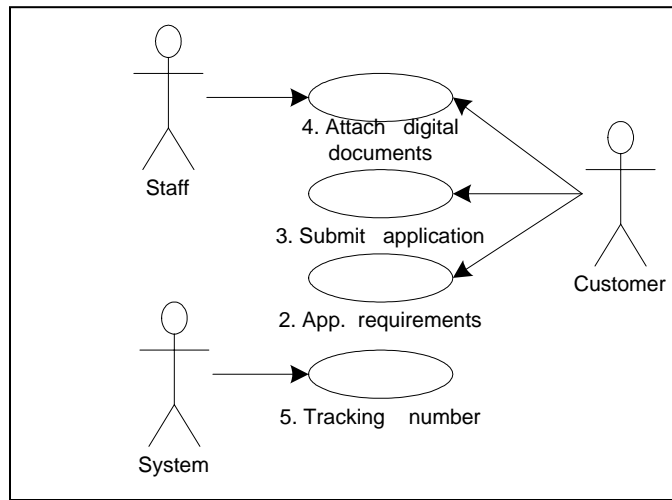
Use Case:



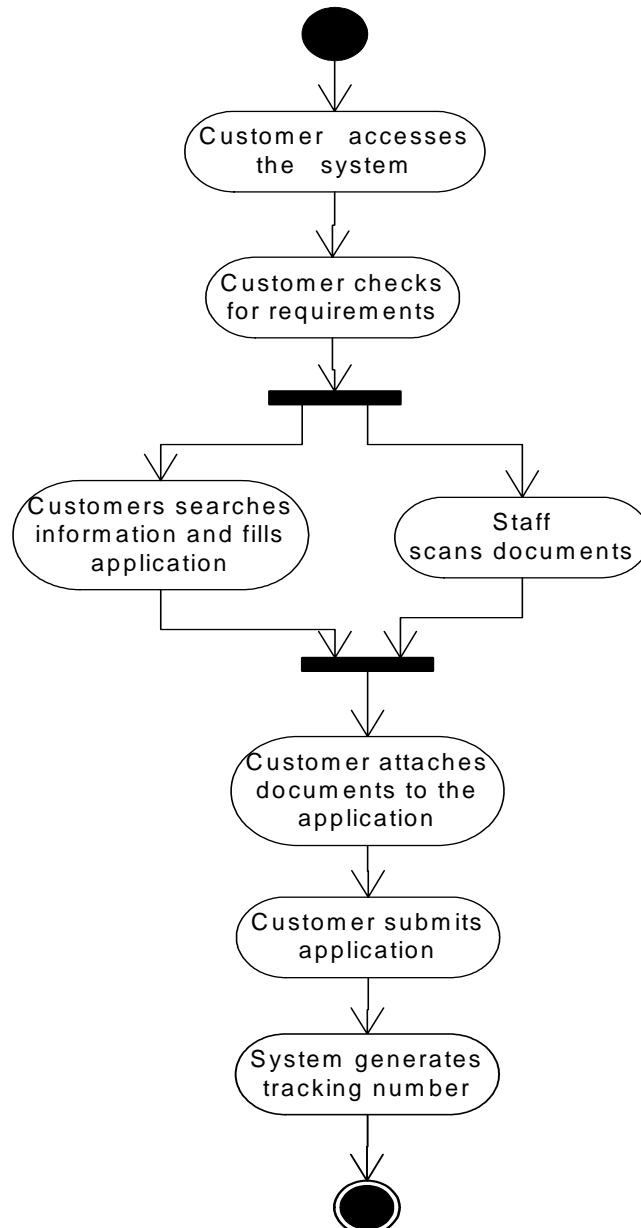
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- A. The tracking number can possibly be intuitive based on selections and fields chosen by the user.
- B. Explore current descriptive file numbers vs. unique number not affected if, for example, the item type changes.
- C. Explore the possible concatenation of unique # and descriptive number.

Context diagram (example of who accesses the system)



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





5.2.2 Tracking

Expectations: Use Case(s)

5. A unique file/tracking# will be assigned upon generation of the first digital document associated with the item and will follow the project to the end of its life.

Use Case:

- A. The Tracking number can possibly be intuitive based on selections and fields chosen by the user.
 - B. Explore current descriptive file numbers vs. unique numbers not affected if, for example, the item type changes.
 - C. Explore possible concatenation of unique # and descriptive number.
6. The system will maintain a complete record of all items, documentation, and data related to each item. Relationships between various associated items will also be maintained.

Use Case:

- A. The PM double checks the history related to this item as well as any other data that is closely related. He is able to look at the history by clicking on a button that shows all relevant data.
 - B. He then notices the following:
 - i. That the original intent of the IO is not what is currently being asked of the BCC.
 - ii. Part of the site has been removed from legal.
 - iii. Previous DO conflicts with current request.
 - iv. The original application is in conflict with the current item.
 - v. That there is an existing grandfather clause.
21. The system shall have the ability to report the current location of a project, the steps completed, and all future steps required for approval.

Use Case:

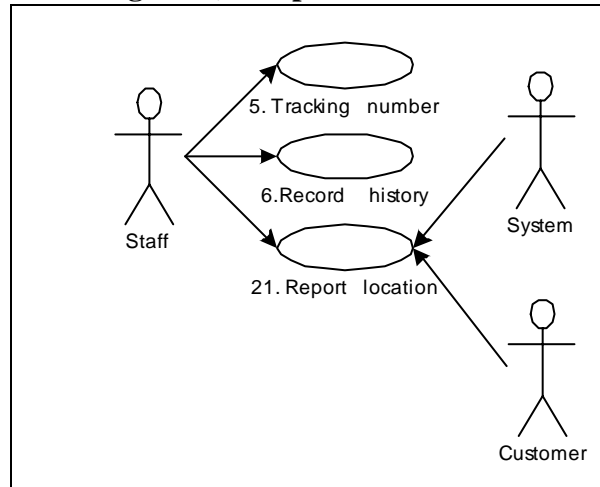
- A. The IO or PM is reviewing his projects. He can tell a future step of this project involves Engineering and requires an additional level of review. This enables him to adjust his schedule accordingly.



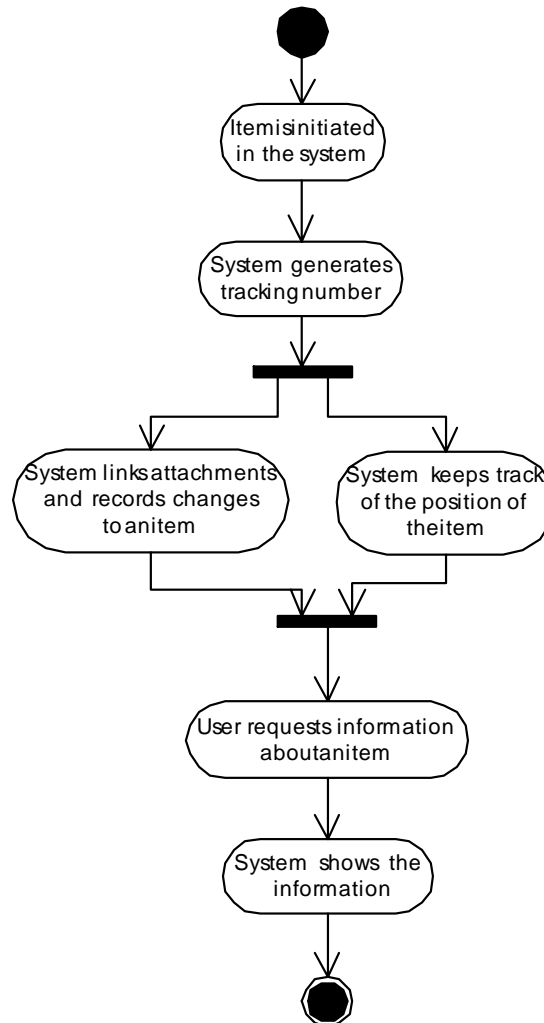
Cash Receipt, Impact Fees, and Concurrency

- B.** The customer has an inquiry about the status of his project.
- C.** The customer logs in and types the project number. The interface appears with all information related to that project.
- D.** The customer clicks on the status button and receives information about the current stage of the project, whose inbox it is located in, and what the next step is. The customer would be able to click on the expand button and see all future steps.

Context diagram (examples of who accesses the system)



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





5.2.3 Input Control

Expectation(s): Use case(s)

7. The system will forward data completed during any prior process (an example is zoning application information). There will be no duplicate data entries.

Use Case:

- A. The system automatically supplies information, such as the applicant name if listed as a frequent customer or current zoning and land use if the property is identified.
8. The system will “auto-complete” where applicable.

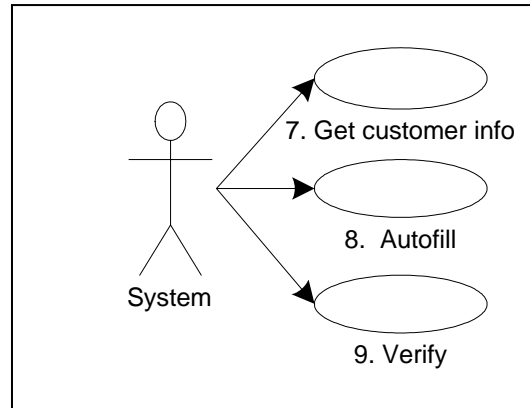
Use Case:

- A. 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).
9. The system will validate input into fields where applicable.

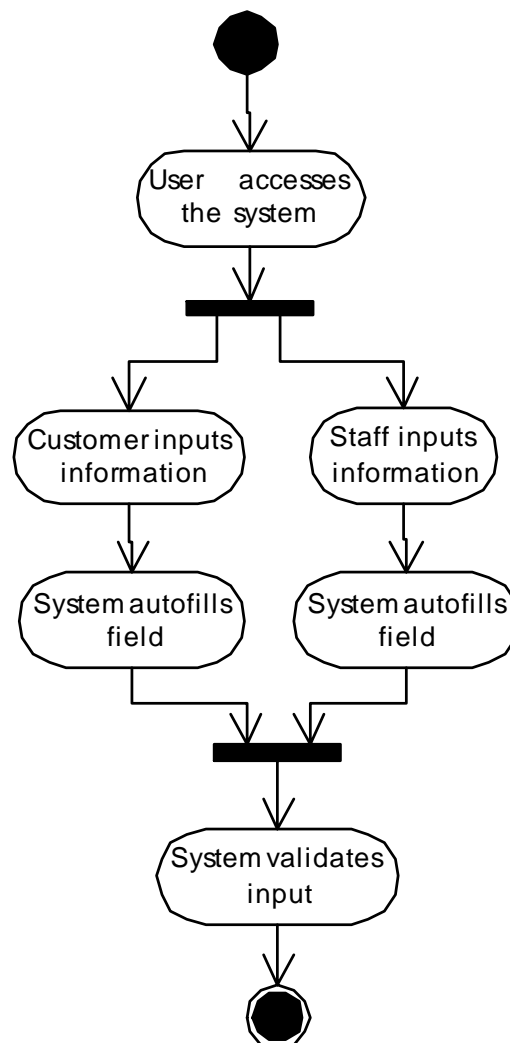
Use Case:

- A. It will only accept zoning values that actually exist.
- B. The main fields cannot be left blank.
- C. Text cannot be entered into numerical fields.
- D. It will compare the zip codes to the city.

Context diagram (example of who can access the system)



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





5.2.4 Communications

Expectation(s): Use case(s)

11. The system will also provide the ability to add email recipients on the fly.

Use Case:

- B.** The PM wants to FYI his backup, so he forwards his email that contains a link to the document.
- C.** The DIR wants to FYI DBA the chairman.
- D.** The system adds the person to the FYI list if they want to stay informed.

15. All edits to the documents will be automatically communicated to the concerned person(s) who may contest the changes.

Use Case:

- A.** The system will provide a method to obtain a single list of the affected persons.
- B.** The DIR edits the PM opinion section and the PM is automatically notified of the change.

19. The system will be capable of generating reports.

Use Case:

- A.** A report of system overrides can be generated.
 - i.** All emergency projects requiring a DIR override are outlined in a monthly report. This will include pertinent information such as the IO, the PM involved, the reason for the delay, etc.
- B.** Reports can be generated based on criteria selected by the user.
- C.** The system will have the ability to review all permits based on type.

25. The system will provide customers the ability to provide feedback and comments.

Use Case:

- A.** The IO notices a new field is missing a standard report. She clicks on the feedback button and requests a change to the report. The system e-mails feedback to DIR. The

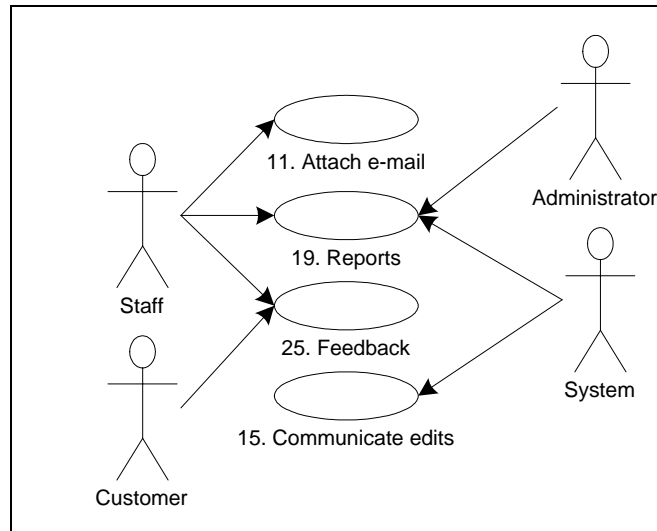


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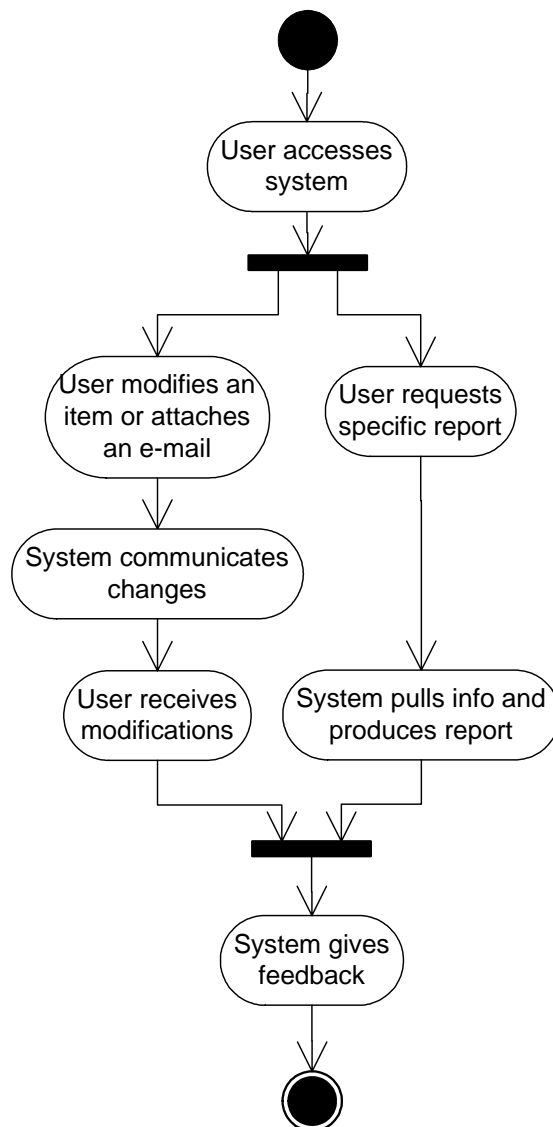
DIR brings the email to the next Working Group meeting for consideration and implementation. The system e-mails the IO regarding the status of request.

- B.** The working group will establish who is the responsible for implementing change.
- C.** The working group will establish acceptable a time lapse to implement change.
- D.** The feedback/comment system should build a database to enable reporting on system quality.

Context diagram (examples of who accesses the system)



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





5.2.5 Connectivity

Expectations: Use Cases

- 29.** The system should be adaptable. As the cities progress to a digital environment, it should be capable of encompassing their processes.

Use Case:

- A. The system is designed and programmed with open-ended source code. This will allow programmers to easily connect or develop solutions to adapt to external systems.
 - B. The system shall provide connectivity to city systems and have the ability to review their data.
- 30.** The system will provide an interface that is applicable to the Impact Fees or Concurrency procedures.

Use Case:

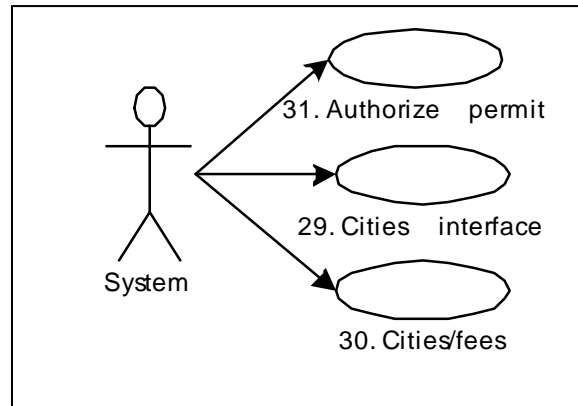
- A. The applicant types, "Impact fee statement within a city."
 - B. The appropriate form (interface) appears.
 - C. The applicant identifies the property and the system fills in all spatial information (e.g. road collector district, site address, etc).
 - D. The applicant identifies the use of property (e.g. restaurant, single family, etc.) and the amount of square footage/number of units etc.
 - E. The system will estimate the approximate impact fee dollars for a single family residential unit only.
 - i. Nonresidential units will be calculated by the staff.
 - F. The system forwards the information to the PM continues the process.
- 31.** The system will not allow a printout of a certificate of occupancy (CO) if there is an outstanding impact fee payment.

Use Case:

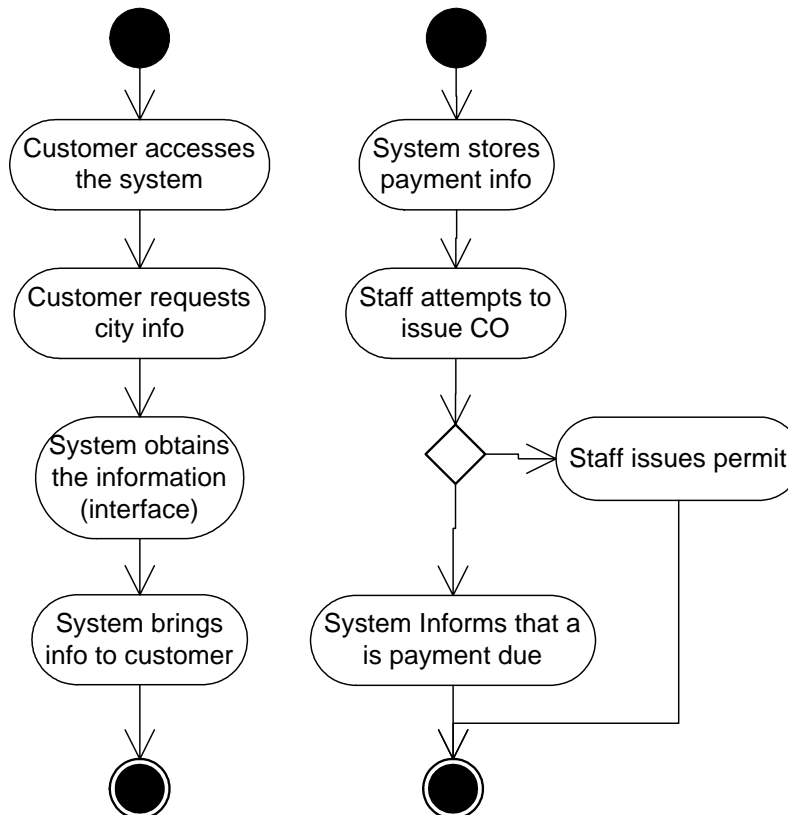
- A. The customer inquires about the status of his CO. The BP tech enters the customer name into the system and sees a list of all pending permits.

- i. She clicks on the permit in question and notices that there is an outstanding impact fee payment due.
- ii. She notifies the customer that a CO will not be issued until all impact fees are paid.

Context diagram (example of who accesses the system)



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





5.2.6 Access

Expectations: Use Cases

- 14.** The editing rights to the item and supporting documents will be controlled by the system.

Those without editing rights will have comment rights.

Use Case:

- A. The login will determine the level of rights.
 - B. Everyone gets reading rights except for sensitive and confidential information.
 - C. Editing rights will be determined at the field level.
 - D. The DIR has rights to change incorrect spelling.
- 18.** The designated person(s) can override any of the system rules.

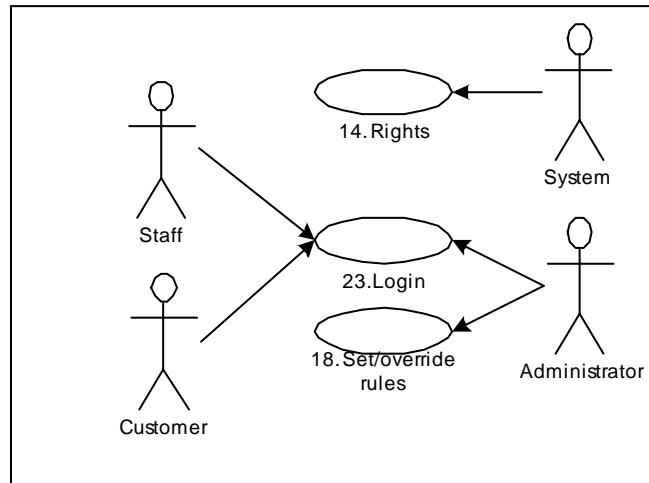
Use Case: Expectation is self-explanatory

- 23.** Access to the item including supporting documents will be limited as needed by a login/password system. Confidentiality issues will be considered.

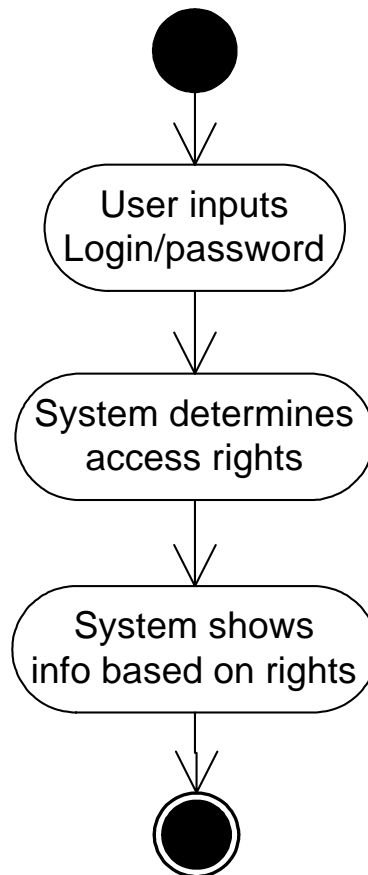
Use Case:

- A. The PM logs in to the system and will have full access to his items.
- B. The external customer logs in and views status information and published details.

Context diagram (examples of who accesses the system)



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





5.2.7 Storage

Expectations: Use cases

6. The system will maintain a complete record of all items, documentation, and data related to each item. The relationships between various associated items will also be maintained.

Use Case:

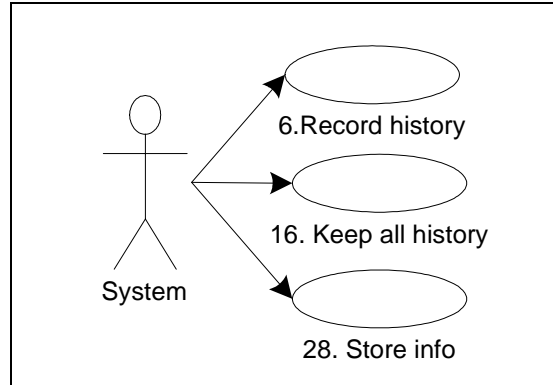
- A. The PM double checks history related to the item as well as any data that is closely related. The PM is able to look at the item history by clicking on a button.
 - B. The PM then notices the following:
 - i. That the original intent of the IO is not what is currently being asked of the BCC.
 - ii. That part of the site has been removed from legal description.
 - iii. That the previous DO conflicts with the current request.
 - iv. That the original application is in conflict with the current item.
 - v. There is an existing grandfather clause.
16. A history of all accepted changes will be created and maintained indefinitely.

Use Case:

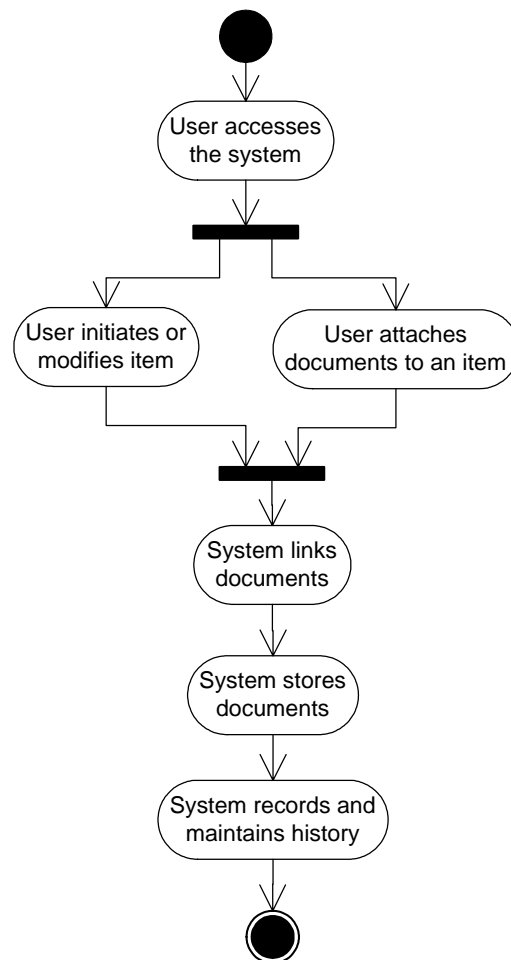
- A. The original legal description is replaced with a corrected document. The original legal description is flagged as superseded.
 - B. The DIR changes the wording of the document and the original wording is maintained as history.
 - C. The History is not available until you click on an option to see the history.
28. The system will store the digital information and supporting documents in a database format.

Use Case: Expectation is self-explanatory

Context diagram (example of who accesses the system)



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





5.2.8 View

Expectation(s): Use case(s)

- 17.** The system will provide multiple view capabilities for each project including current, history, timeline, spatial, and flowchart views.

Use Case:

- A.** The PM wants to check on his workload. From a dropdown list, he selects the table view to filter for the items that he is most interested in. He filters by PM, selecting projects assigned to a coworker on vacation that he is backing up. He notices one project is due this week. To familiarize himself with the project, he selects the spatial view to find the location of the site and activities in the immediate vicinity. The PM clicks on several available icons to research neighboring projects. He returns to the primary project and uses multiple views to look at the details, history, and timeline. Now with a thorough understanding of the project and surrounding area, he goes to the current view and fills out the next portion due this week.
- 20.** All internal and external customers should be able to determine the status of all items at all times (list example fields for different levels of access).

Use Case:

- A.** An external customer wants to know the status of his project. He types in his login and password and a table view automatically appears with all of the appropriate information about his projects. He selects one project that he is most concerned about. The time spent in each step of the process is indicated in the status. The PM notices it has been in Engineering for an extended period and uses the posted contact information to call the engineering reviewer to inquire about the delay.

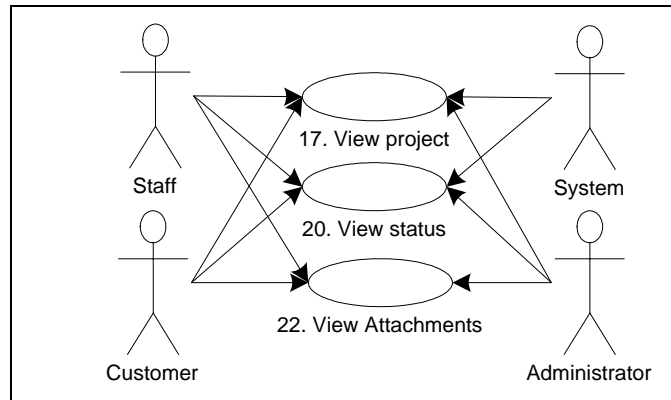


- 22.** The system shall provide the ability for users to view all types of attached documents at any time. External users will be able to view attached documents only after publication.

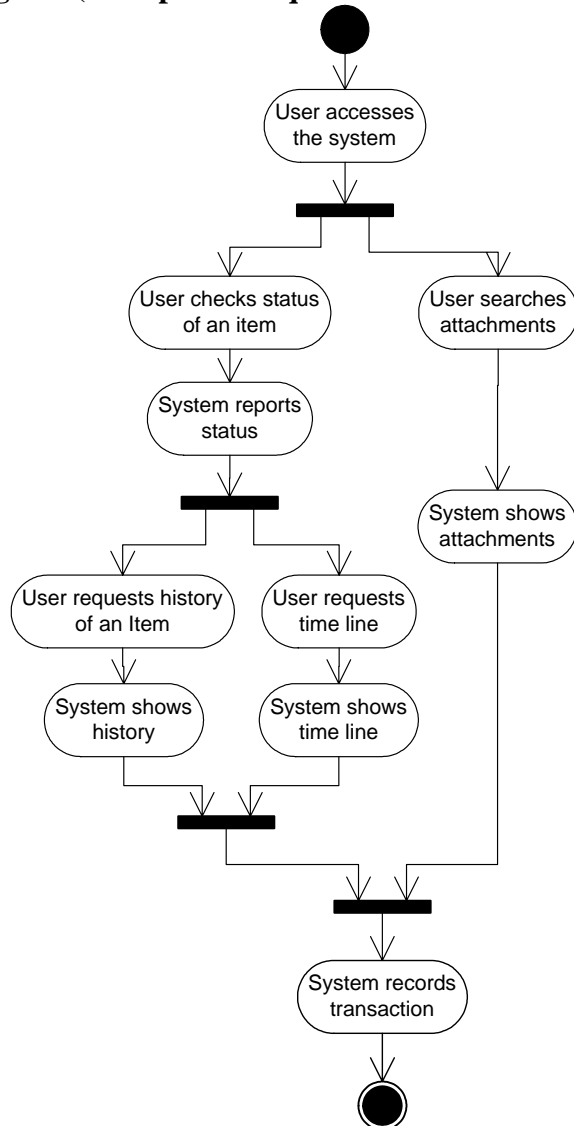
Use Case:

- A. The PM wants to view a site plan that was attached in AutoCAD format. The PM clicks on the file icon and the system automatically loads (or installs if necessary) the viewer for this document type.

Context diagram (examples of who accesses the system)



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





5.2.9 Work Flow

Expectations: Use cases

- 10.** The system will automatically route the necessary information to the next person(s) in the pre-determined workflow.

Use Case:

- A. The item type determines the workflow.
 - i. The system will ask the PM key questions to further determine the workflow.

- 12.** Each tier of review will be allowed to set the deadline for their respective review as long as they adhere to the minimum time restraint set for each successive deadline.

Use Case:

- A. The PM is going on vacation and wants to make sure he completes his item on time. He sets an early deadline before his vacation.
- B. The city statement will be voided after 180 days if no payment has been made.
- C. The permit will be voided after 180 days if no inspections have occurred.

- 13.** The system will automatically send reminders of due dates and allow individuals to set impromptu reminders.

Use Case:

- A. Default reminders will be set by the DIR. The PM will be able to set additional reminders for reviewers.
- B. Reviewers will be able to set reminders for themselves.
- C. Copies of individual reminders will be sent to their supervisor/manager.

- 24.** Approvals will be accepted electronically.

Use Case:

- A. The DM reviews the PM comments and clicks on accept.

- 27.** This system will make people more accountable for meeting deadlines through the use of standard tools.

Use Case:



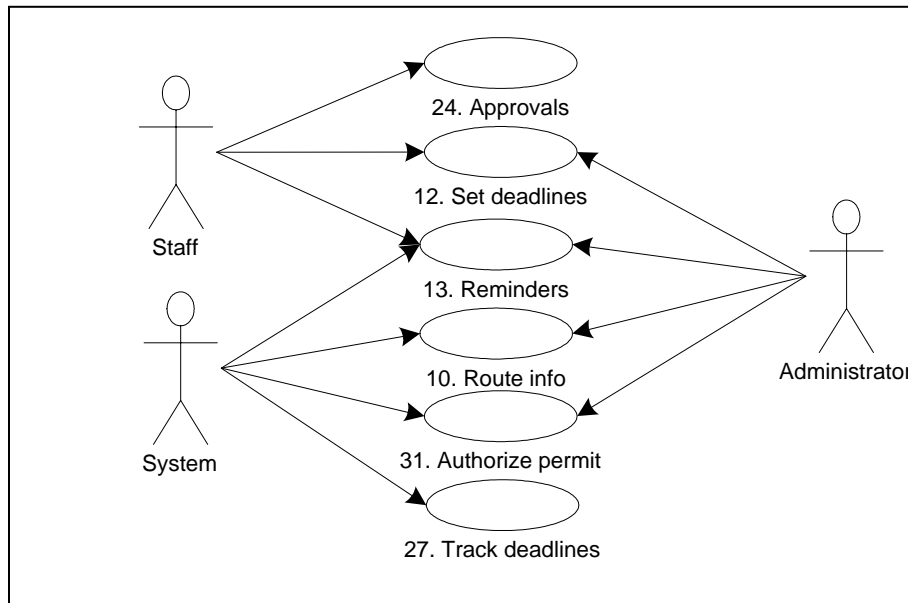
Cash Receipt, Impact Fees, and Concurrency

- A. The PM types in “Wekiva” he gets back a list of all items that have a project name with “Wekiva” (e.g. Wekiva River Bend, Estates at Wekiva, Wekiwa Park). He also gets back items where “Wekiva” is in the body of the item (e.g. “site is located ½ mile east of little Wekiva River”). He also gets back items that someone named “Susan Wekiva” was involved with as an IO.
 - B. Filtering.
 - C. Custom user view (my desktop).
 - D. Customs view based on process type.
 - E. All of the staff will view the same info (not multiple versions). It will be up-to-date, accurate, and searchable.
 - F. The system will generate a report containing deadlines met or not met, and why not. These statistics go into individual Performance Planners.
- 31.** The system will not allow a printout of a CO if there is an outstanding impact fee payment.

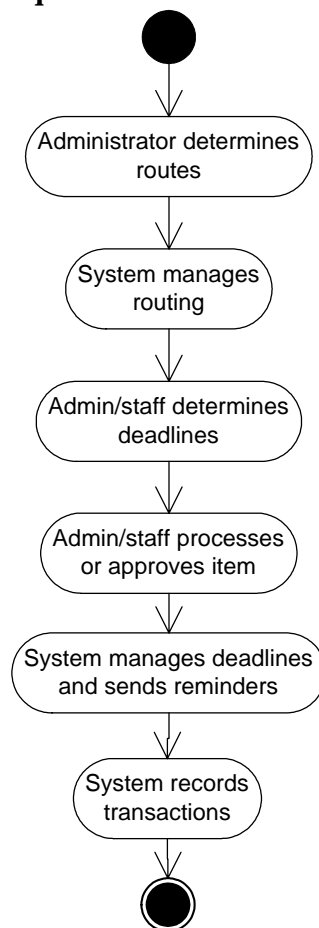
Use Case:

- A. The customer inquires about the status of his CO. The BP tech enters the customer name into the system and sees a list of all pending permits.
 - ii. She clicks on the permit in question and notices that there is an outstanding impact fee payment due.
 - iii. She notifies the customer that a CO will not be issued until all impact fees are paid.

Context diagram (examples of who accesses the system)

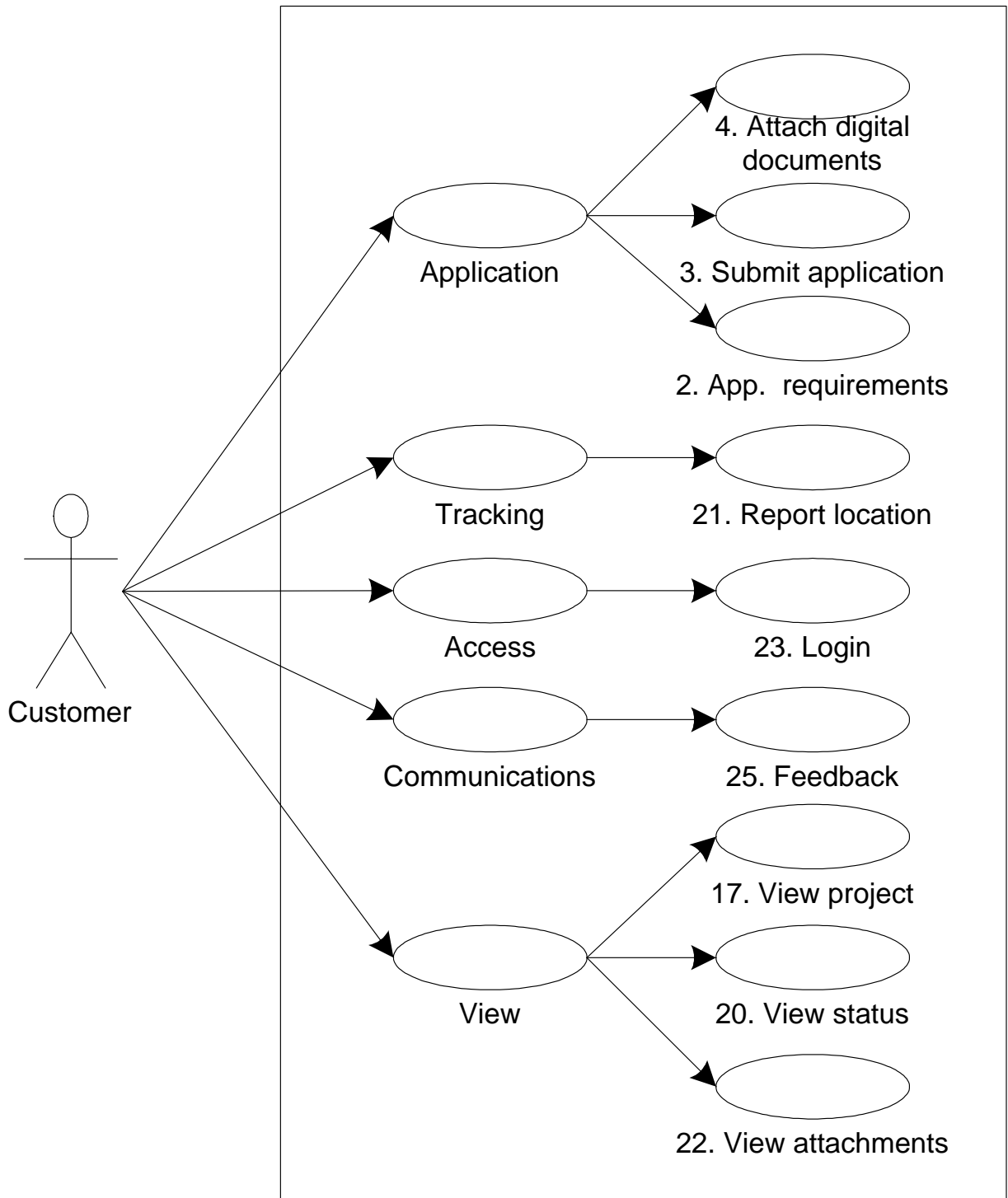


Activity diagram (example of sequences of events in the system)

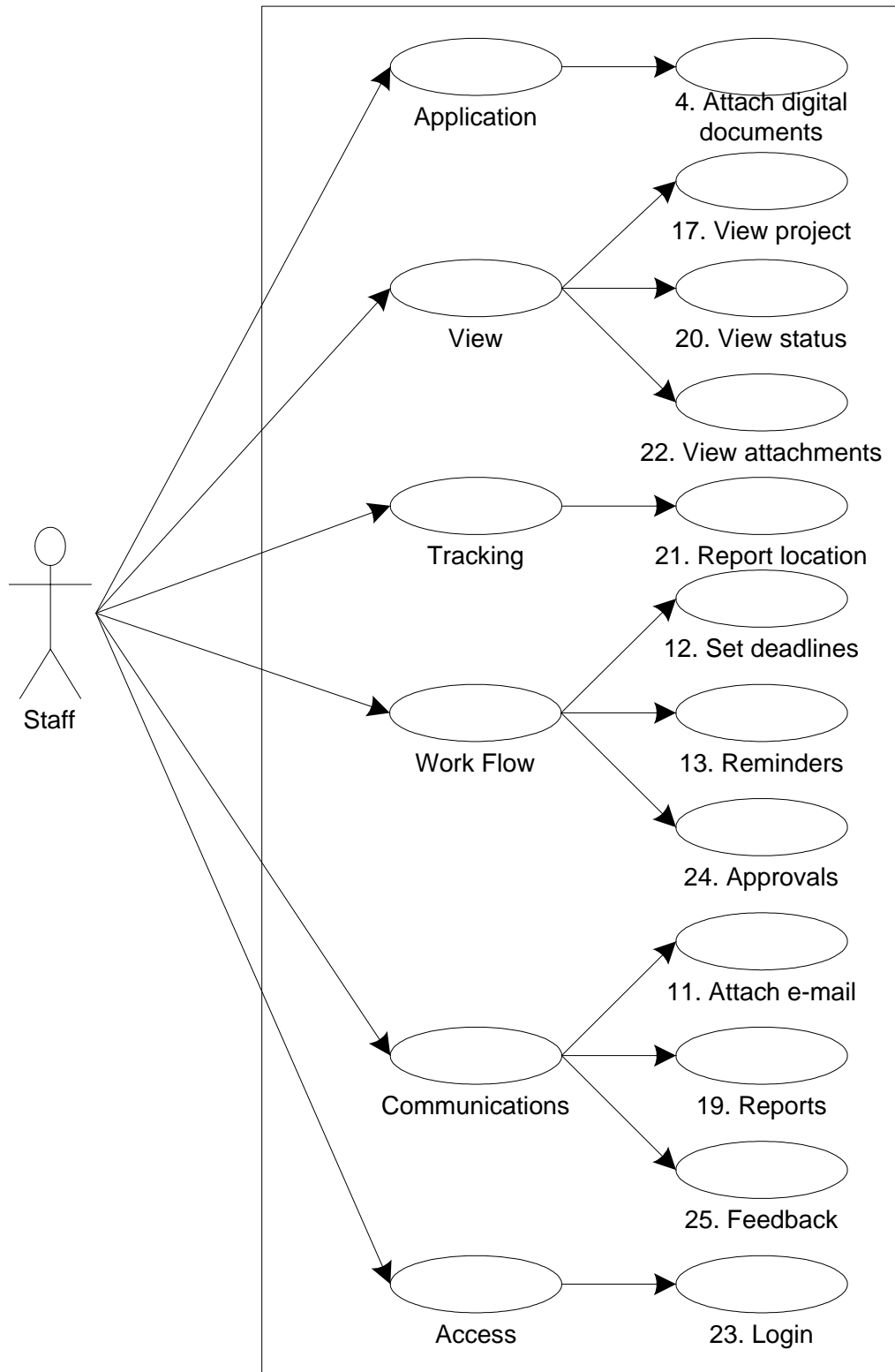


5.3 System-Level Use Cases

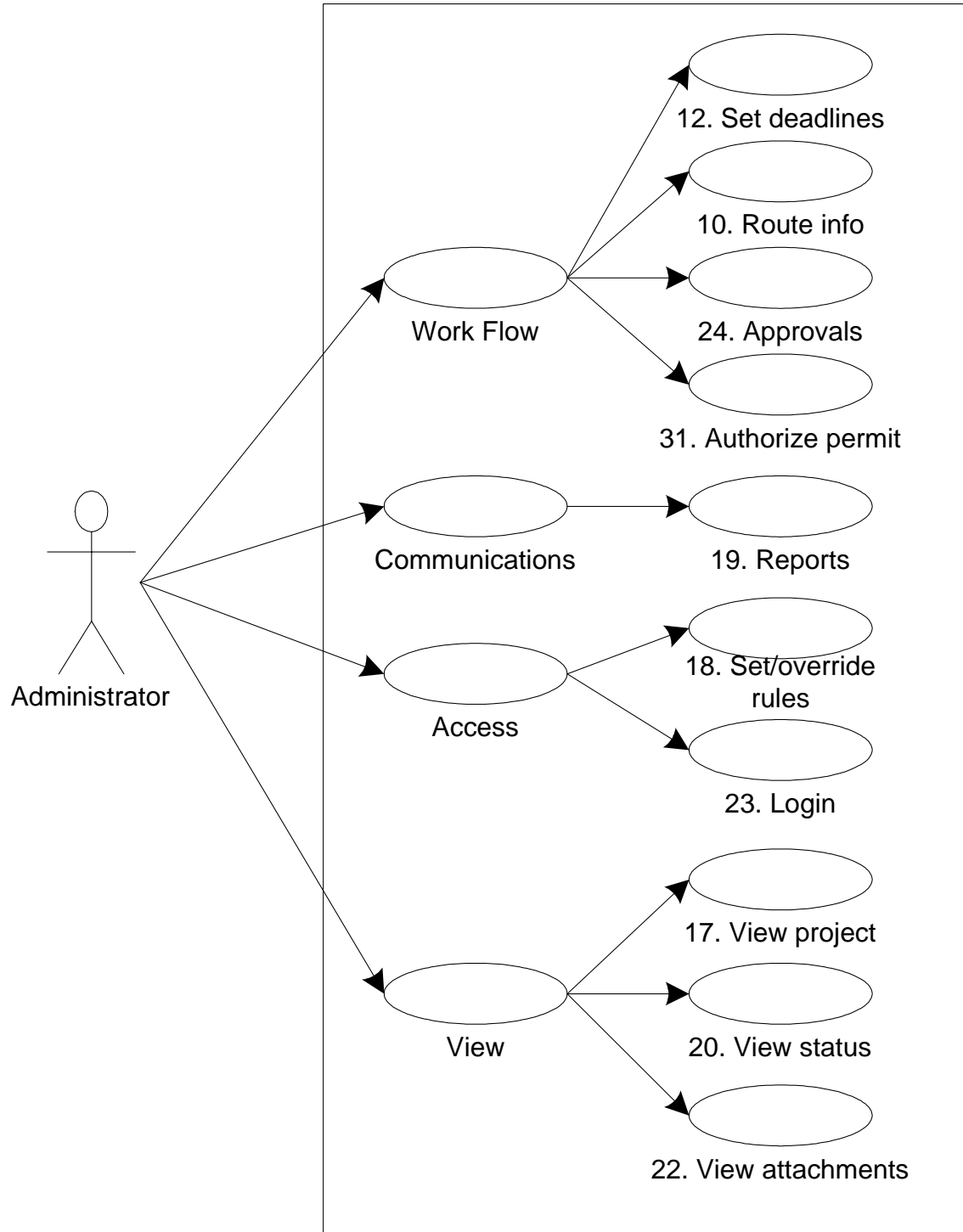
5.3.1 Customer



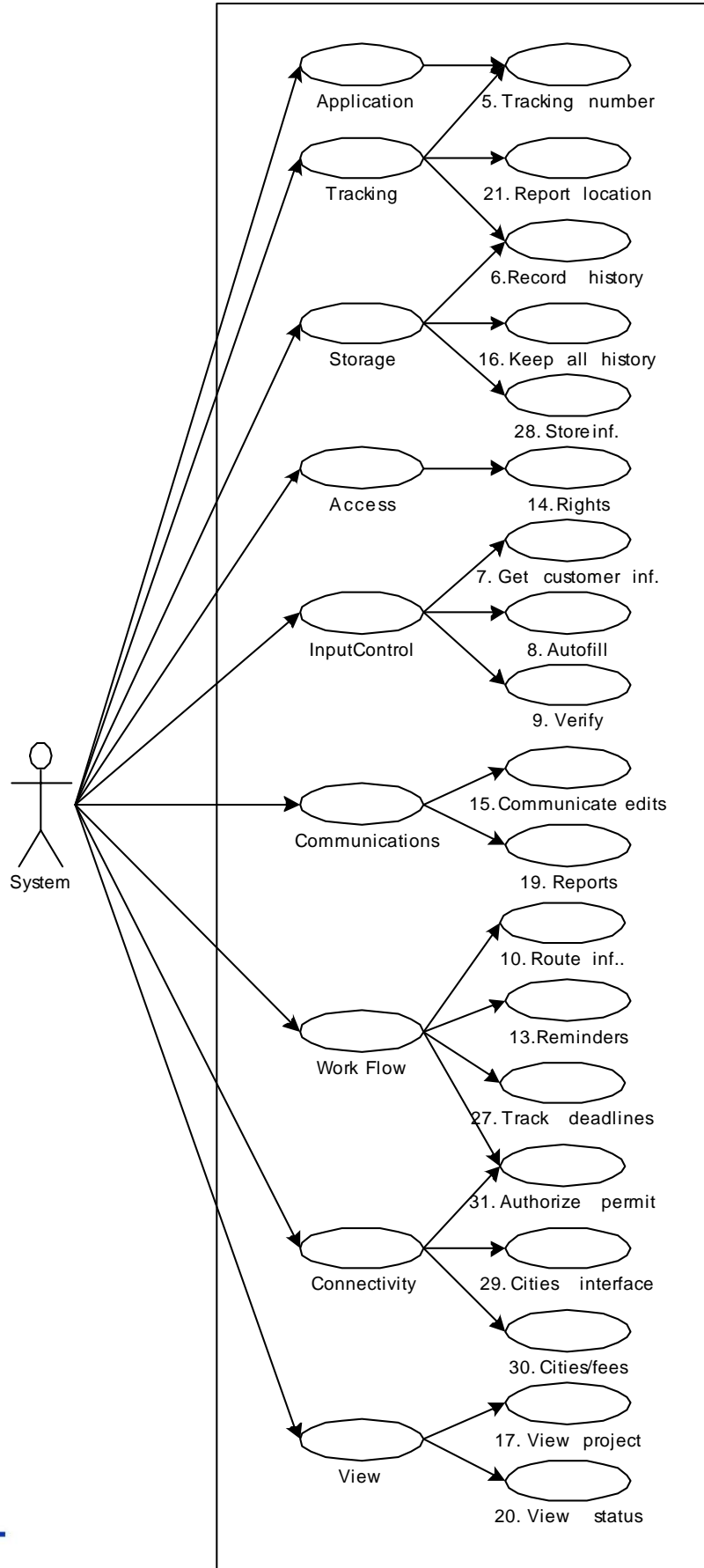
5.3.2 Staff



5.3.3 Administrator



5.3.4 System





5.4 Expectations – Concurrency and Impact Fees

32. The ability to use GIS to view data (e.g. rectified site plans and building permit data).

Use Case:

- A.** The customer is thinking about building a restaurant and knows that they will have to apply for concurrency.
- B.** The customer contacts the DR division who puts them in contact with the PM for concurrency.
- C.** The PM asks the customer for a tax ID number. The PM enters the number into the system and is provided with an option to look at the tax ID number in a map view.
- D.** The PM clicks on the map view option and the map zooms into a parcel. The map view has necessary GIS layers that allow the PM to make a decision.

33. The system will have the ability to track all changes that occur with multiple tenant buildings.

Use Case:

- A.** The customer wants to open a new restaurant in an existing retail plaza.
- B.** The PM pulls up the plaza information from the system. He receives payment history of impact fees for that address (building).

34. The system can track the available capacity for roads and utilities.

Use Case:

- A.** The customer wants to build a church but is not sure there if there is enough road capacity available.
- B.** The Customer finds the subject property on the website.
- C.** He clicks on the subject property and finds a link about the road capacity.
- D.** The customer clicks on the road capacity link and a wizard appears and asks for the estimated building square footage and use.
- E.** The system returns all estimated available capacity.



35. The system will maintain connectivity between the development review and building permit processes.

Use Case:

- A.** The customer wants to build a restaurant and has been through both the Concurrency and Development review processes.
- B.** Customer goes online to apply for a building permit. He logs in and types his project number into the input box.
- C.** A table view appears with the customer project. The customer notices the “Apply for Permit” Button is grayed out.
- D.** He then notices the link for “more information.” The customer clicks on the link and receives the following message, “Concurrency has expired. Must apply for a building permit within two years of approval of concurrency.”
- E.** At the bottom of the message box is a link for more information. The customer clicks on link and goes to the appropriate page to reapply for concurrency.

36. The system should provide a fee calculator for both external customers and employees. The calculator should have the ability to register credits where necessary.

Use Case:

- A.** The system should automatically calculate fees and credits based on use and a predetermined amount.
- B.** The PM calculates the impact fee amount for an existing building.
- C.** She enters the necessary information (e.g. square ft, use, etc).
- D.** The calculator returns the cost of the impact fees with a breakdown of the fees.
- E.** The calculator deducts credits based on prior payment history if available.
- F.** The system will assist the PM in the search of prior use of land for possible use of credits.
- G.** The system will have the ability to manually add history when necessary.
- H.** The developer is considering building a subdivision and wants an idea of how much he will pay in impact fees.
- I.** The developer logs into the system and types in the necessary information.
- J.** The system returns the estimated cost of impact fees.



37. The system will save estimated fees for a minimum of 90 days. This information will not necessarily be site specific.

Use Case:

- A.** A customer calls for an estimate on a specific use and size.
- B.** The PM calculates the fees and emails the estimate to the customer.
- C.** The system stores that estimate with the customer data.
- D.** Three weeks pass and the customer calls and states that he has misplaced the estimates he was given.
- E.** The PM enters the customer's name (if name is not available the PM can search by Parcel# or GIS) and accesses the estimate.

38. The system will have the ability to track concurrency files by specific site (geographically).

Use Case:

- A.** The PM receives a question concerning a parcel at the intersection of SR 46 and I-4.
- B.** She pulls up the Map View and zooms in to the intersection. She finds a project at that intersection and clicks on it. The project info appears, along with a link to view the plans of the project.

39. The system will have the ability to see all concurrency projects that occur within a PUD (Map view).

Use Case:

- A.** The PM receives a call from a developer about an existing PUD. The developer has been evaluating his property and thinks he can add in a few more units.
- B.** The current PM is fairly new to the county. She has heard of the PUD in question but is not fully up to speed on the site.
- C.** She asks the developer for a project number. The developer doesn't remember the number but does know the name of the PUD. The PM types in the name and the table view appears.

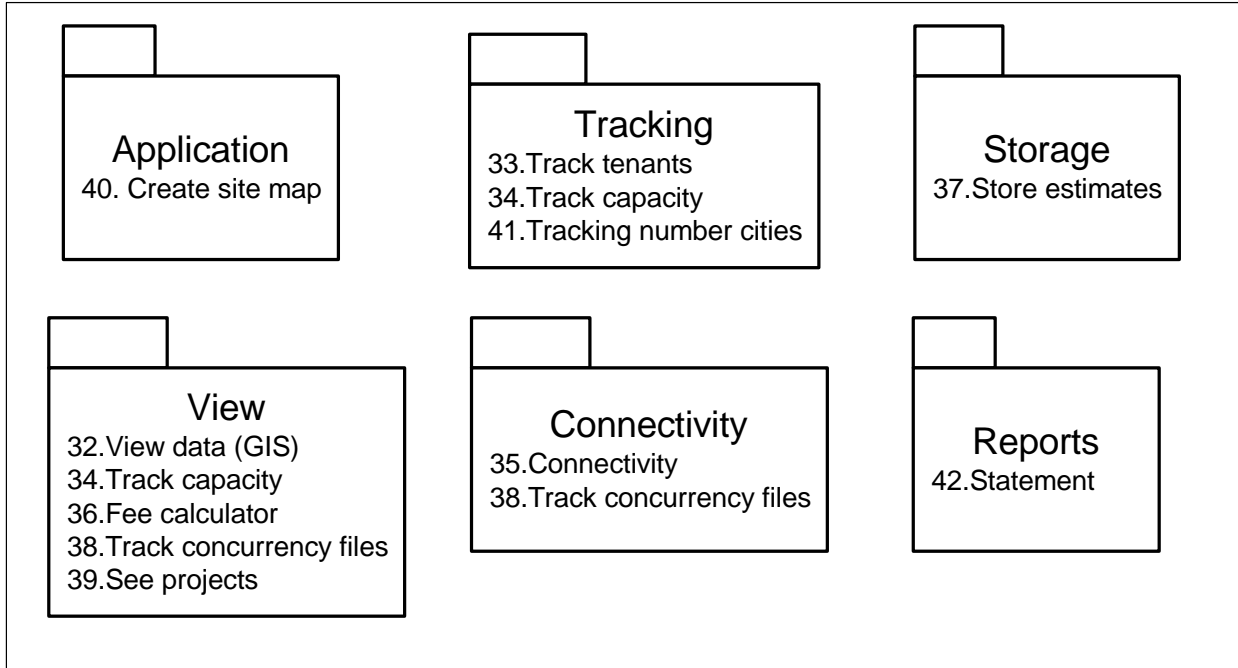


Cash Receipt, Impact Fees, and Concurrency

- D.** In the table view the PM can see the project and all related projects. She sees that two amendments were made to the PUD but she still is not sure what portion of the PUD changed.
 - E.** In the table view she notices a “map it” link. She clicks on the link and a map appears that shows the PUD along with all concurrency projects that have occurred within that PUD. She picks the PUD from the map and all available info about the PUD appears. She then contacts the developer and is able to make recommendations.
- 40.** A site map should be automatically created upon acceptance of an application.
 - Use Case:**
 - A.** When entering an application into the system, all ID numbers are entered (or selected from a map), which automatically creates a site map.
 - B.** When information is entered into the system it provides a way to verify data.
- 41.** No fake permit numbers for city impact fee statements can be created.
 - Use Case:**
 - A.** Customers can no longer use the BP numbers as Impact Fee numbers (04-100000025).
- 42.** The system must provide Impact Fee statements that list sequential numbering for each city.

5.5 System Categories Architecture

5.5.1 Application



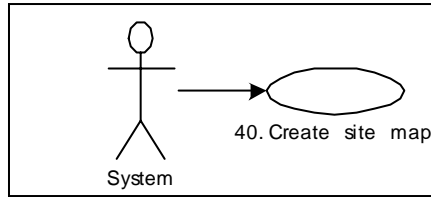
Expectations: Use cases

40. A site map should be automatically created upon acceptance of an application.

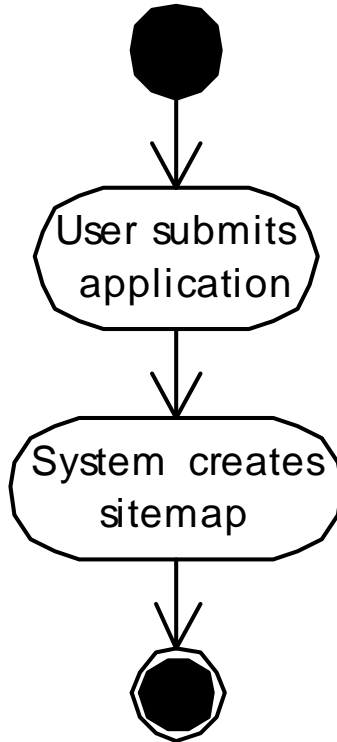
Use Case:

- A.** When entering an application into the system, all ID numbers are entered (or selected from a map), which automatically creates a site map.
- B.** When information is entered into the system, it provides a way to verify data.

Context diagram (example of who accesses the system)



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





5.5.2 Tracking

Expectations: Use cases

- 33.** The system will have the ability to track all changes that occur with multiple tenant buildings.

Use Case:

- A.** The customer wants to open a restaurant in an existing retail plaza.
- B.** The PM pulls up the plaza from the system. He clicks on the plaza and receives the payment history of impact fees for that address.

- 34.** The system can track the available capacity for roads and utilities.

Use Case:

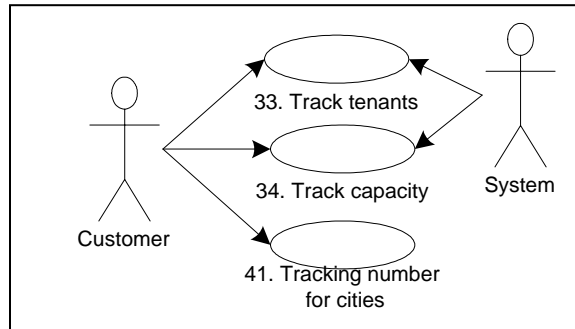
- A.** The customer wants to build a church but is not sure if there is enough road capacity available.
- B.** The customer logs onto the web site and finds the subject property.
- C.** He clicks on the subject property and finds a link about road capacity.
- D.** The customer clicks on the road capacity link and a wizard appears and asks for the appropriate information.
- E.** The system returns all estimated available capacity.

- 41.** Customers cannot use fake permit numbers for city impact fee statements.

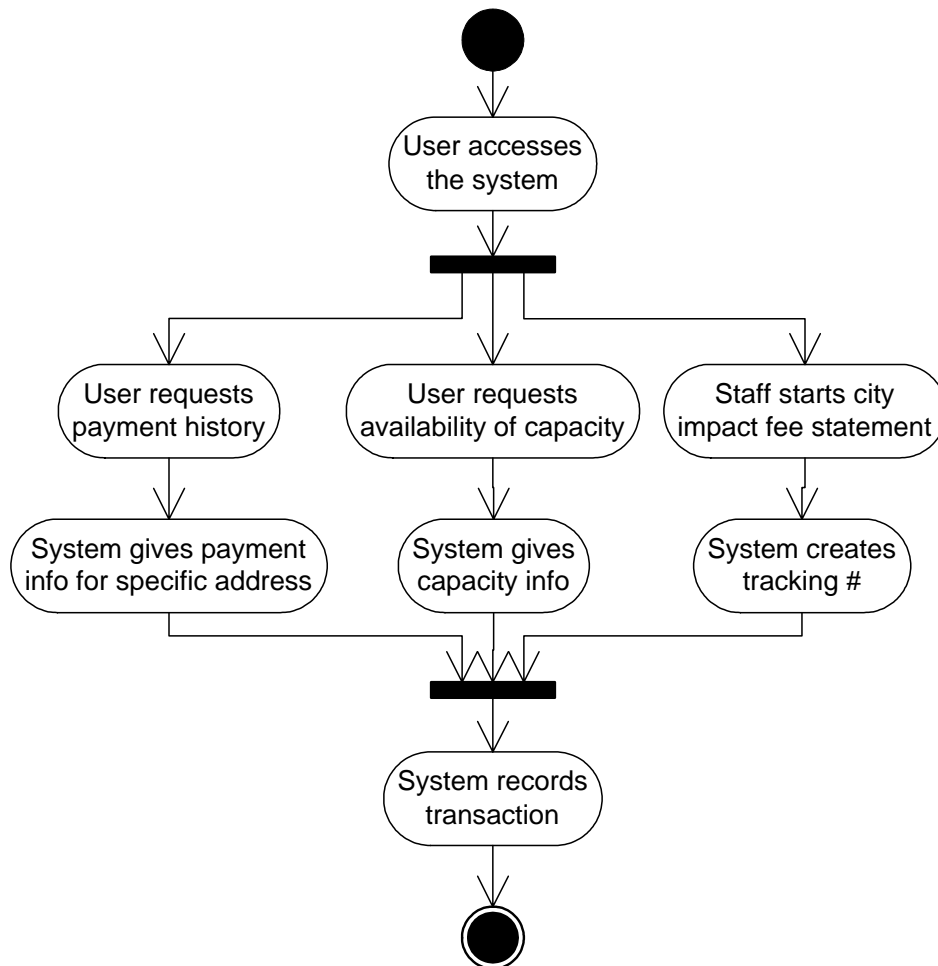
Use Case:

- A.** Customers can no longer use the BP numbers as Impact Fee numbers (04-100000025).

Context diagram (example of who accesses the system)



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





5.5.3 Storage

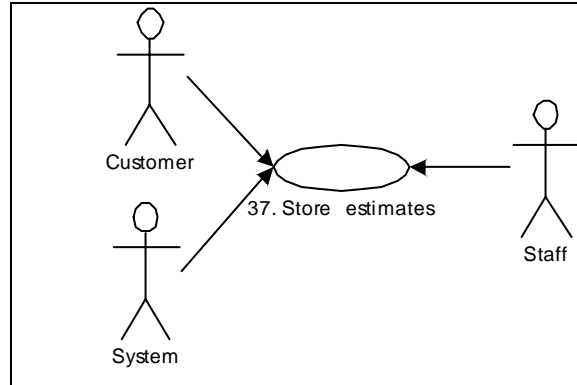
Expectations: Use cases

37. The system will save estimated fees for a minimum of 90 days. Not necessarily site specific.

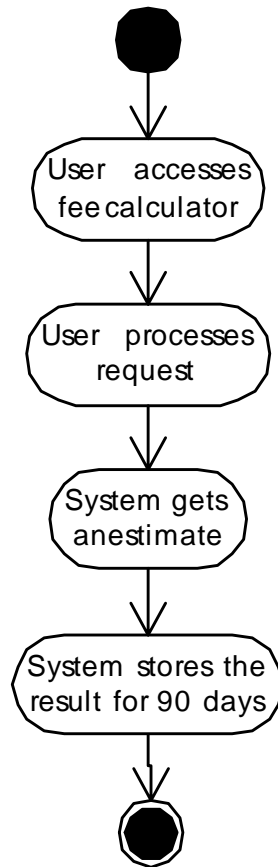
Use Case:

- A.** The customer calls in for an estimate on a specific use and size.
- B.** The PM calculates the fees and faxes or emails the estimate to customer.
- C.** The system stores that estimate with customer data.
- D.** Three weeks pass since the customer was given an estimate. The customer misplaces the estimates he was given.
- E.** He calls the PM and asks for a new estimate.
- F.** The PM enters the customer's name into the system and has access to the estimate.

Context diagram (example of who accesses the system)



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





5.5.4 View

Expectations: Use cases

32. The ability to use GIS to view data.

Use Case:

- A.** The customer is thinking about building a restaurant and knows that they will have to apply for concurrency.
- B.** The customer contacts the DR division who puts them in contact with the PM for concurrency.
- C.** The PM asks the customer for a tax ID number. The PM enters the number into the system and views the tax ID number in a map view.
- D.** The PM clicks on the map view option and the map zooms onto a parcel. The map view has the needed information that allows the PM to make a decision.

34. The system can track the available capacity for roads and utilities.

Use Case:

- A.** The customer wants to build a church but is not sure if there is enough road capacity available.
- B.** The customer logs onto the web site and finds the subject property.
- C.** He clicks on the subject property and receives a link to the information on road capacity.
- D.** The customer clicks on the road capacity link and a wizard appears, asking for the estimated building square footage and use.
- E.** The system returns all estimated available capacity.

36. The system should provide a fee calculator for both external customers and employees. The calculator should have the ability to register credits where necessary.

Use Case:

- A.** The system should automatically calculate the fees and credits based on use and a predetermined amount.
- B.** The PM calculates the impact fee amount for an existing building.



Cash Receipt, Impact Fees, and Concurrency

- C. The PM enters the necessary information (e.g. square ft, use, etc).
 - D. The calculator returns the cost of impact fees with a breakdown of the fees.
 - E. The calculator deducts credits based on prior payment history if available.
 - F. The system will assist the PM in the search of prior use of land for possible use of credits.
 - G. The system will have the ability to manually add history when necessary.
 - H. The developer is considering building a subdivision and wants an idea of how much he will pay in impact fees.
 - I. The developer logs into the system and types in the estimated square footage use and other pertinent information.
 - J. The system returns the estimated cost of impact fees.
38. The system will have the ability to track concurrency files by specific site (geographically) along with the relevant site plans.

Use Case:

- A. The PM receives a question concerning a particular parcel at the intersection of SR 46 and I-4.
 - B. The PM pulls up the Map View and zooms into the intersection. She sees a project at that intersection and clicks on it. The project info appears, along with a link to view the plans of the project. The PM can also check on the status of a project.
39. The ability to see all concurrency projects that occurs within a PUD (Map view).

Use Case:

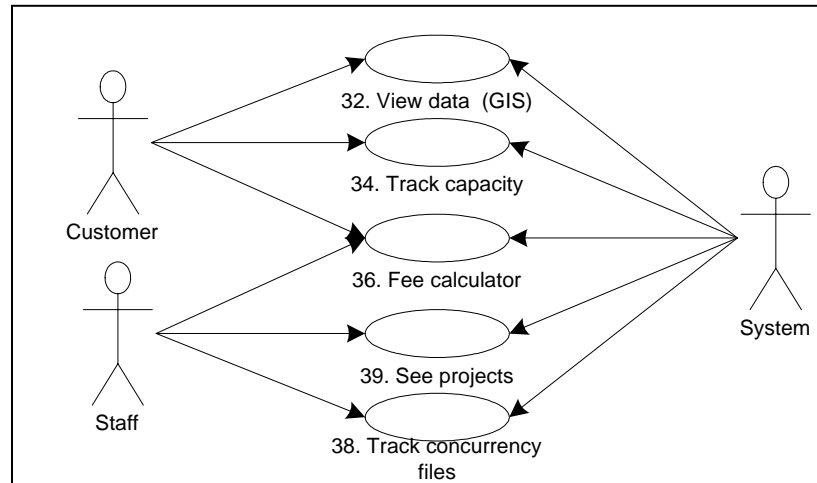
- A. The PM receives a call from the developer about an existing PUD. The developer has been evaluating his property and is considering adding a few more units.
- B. The current PM is fairly new to the county. She has heard of the PUD in question but is not fully up to speed on the site
- C. The developer doesn't remember the project number, but he does know the name of the PUD. The PM types in the PUD name and the table view appears.



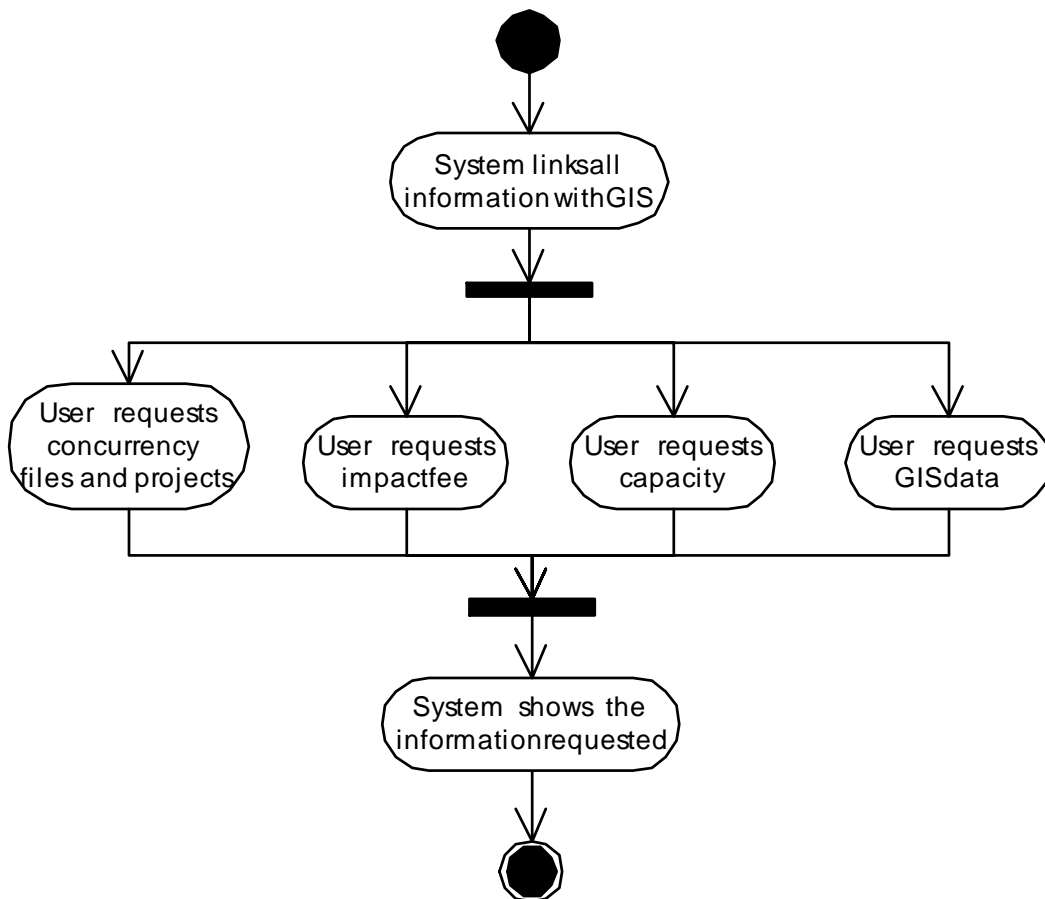
Cash Receipt, Impact Fees, and Concurrency

- D.** In the table view the PM can see the project and all related projects. She sees that two amendments were made to the PUD, but she still is not sure what portion of the PUD changed.
- E.** In the table view she sees a “map it” link. She clicks on the link and a map appears showing the PUD along with all the concurrency projects that have occurred within that PUD. She picks the PUD from the map and all available info about the PUD appears. She then contacts the developer and is able to make recommendations.

Context diagram (example of who accesses the system)



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





5.5.5 Connectivity

Expectations: Use cases

35. The system will maintain connectivity between the development review and building permit processes.

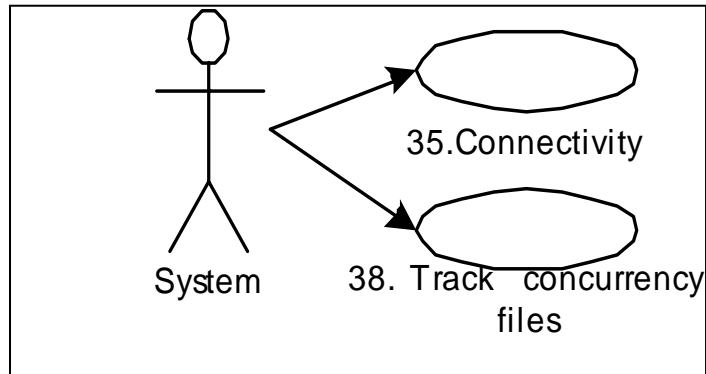
Use Case:

- A.** The customer wants to build a restaurant and has been through both the Concurrency and Development Review processes.
 - B.** The customer goes online to apply for a building permit. He logs in and types his project number into the input box.
 - C.** A table view appears with the customer project. The customer notices the “Apply for Permit” button is grayed out (not available).
 - D.** He then notices the link for “more information.” The customer clicks on the link and receives the following message, “Concurrency has expired. Must apply for a building permit within two years of approval of concurrency.”
 - E.** At the bottom of the message box is a link for “more information.” The customer clicks on the link and goes to the appropriate stage of the process to reapply for Concurrency.
- 38.** The ability to track concurrency files by specific site.

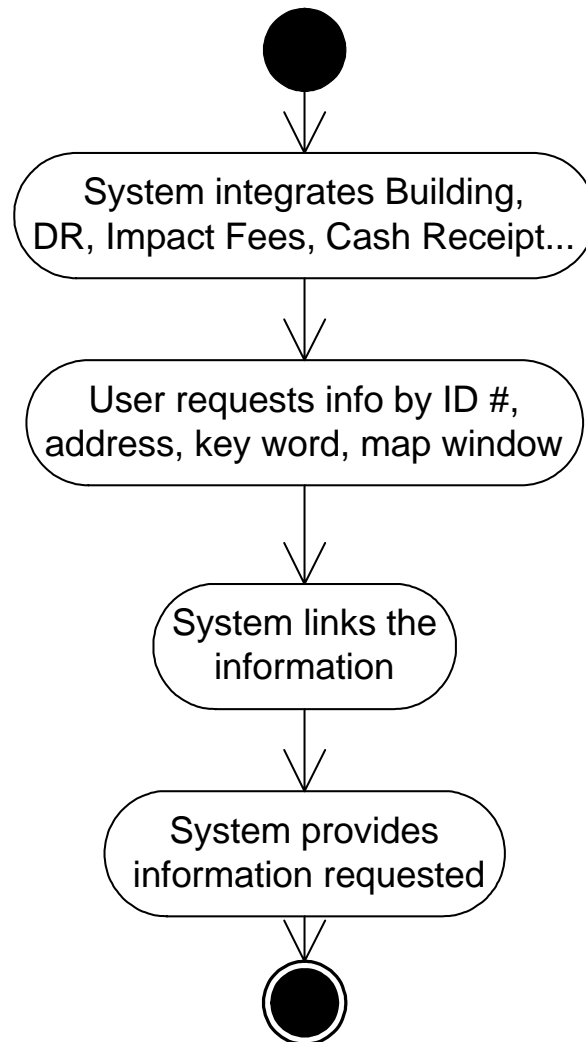
Use Case:

- A.** The PM receives a question about a particular parcel at the intersection of SR 46 and I-4.
- B.** The PM pulls up the Map View and zooms onto the intersection. She sees a project at that intersection and clicks on it. The project info appears along with a link to view the plans of the project.

Context diagram (example of who can access the system)



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





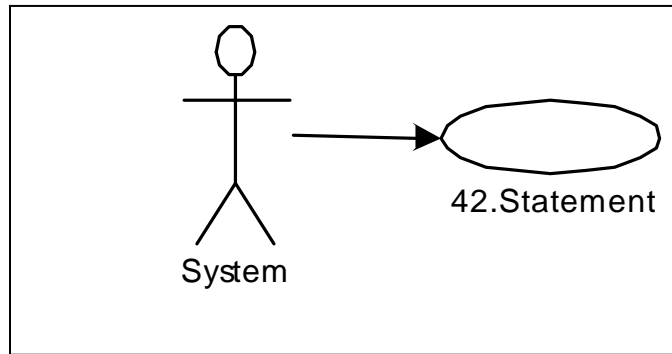
5.5.6 Reports

Expectations: Use case

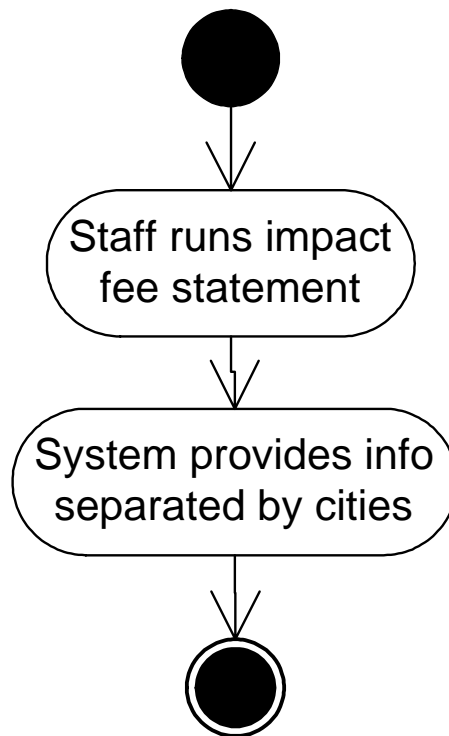
- 42.** The system must provide impact fee statements that list sequential numbering for each city.

Use Case: Expectation is Self-Explanatory

Context diagram (example of who accesses the system)

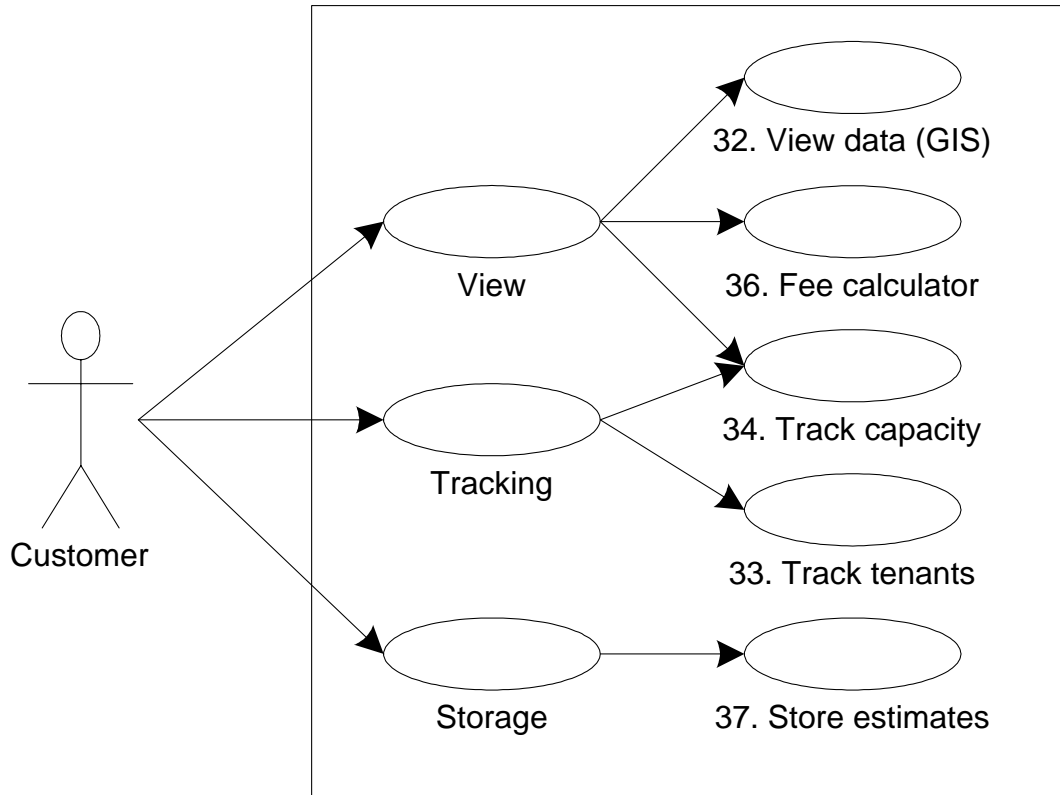


Activity diagram (example of sequences of events in the system)

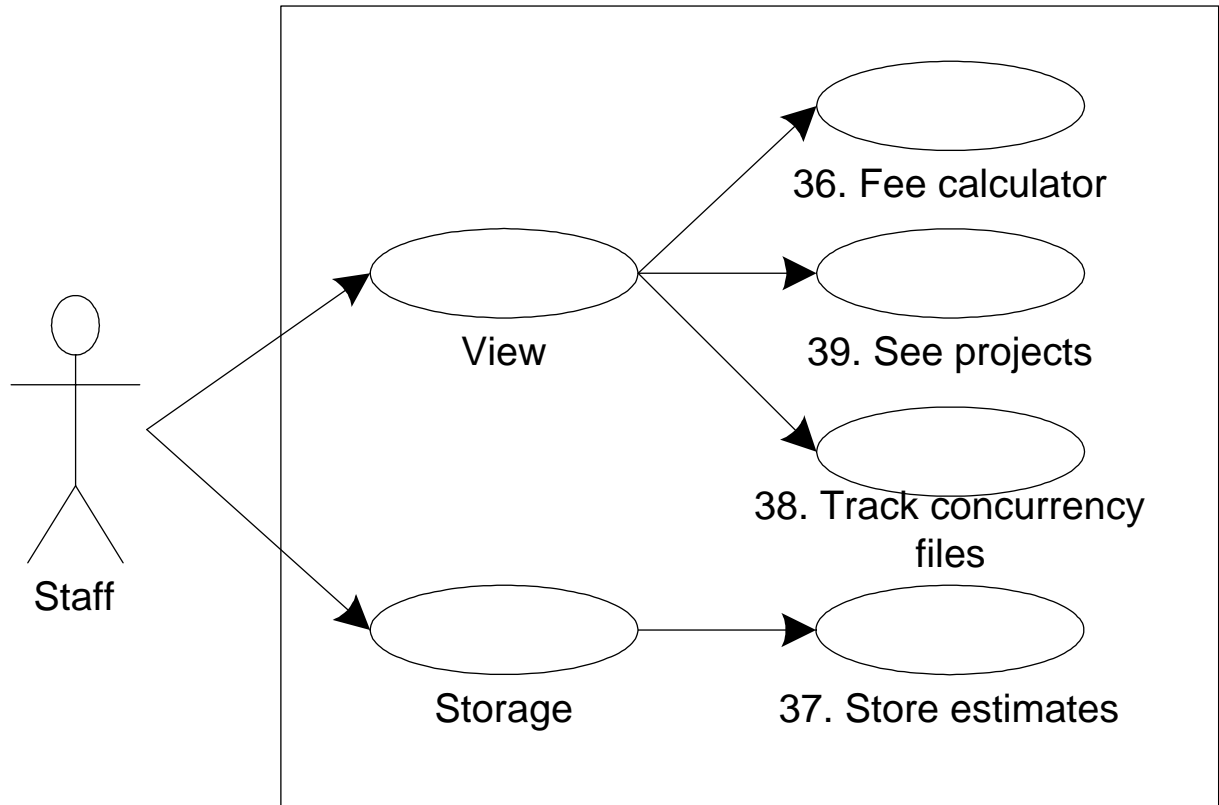


5.6 System-Level Use Cases

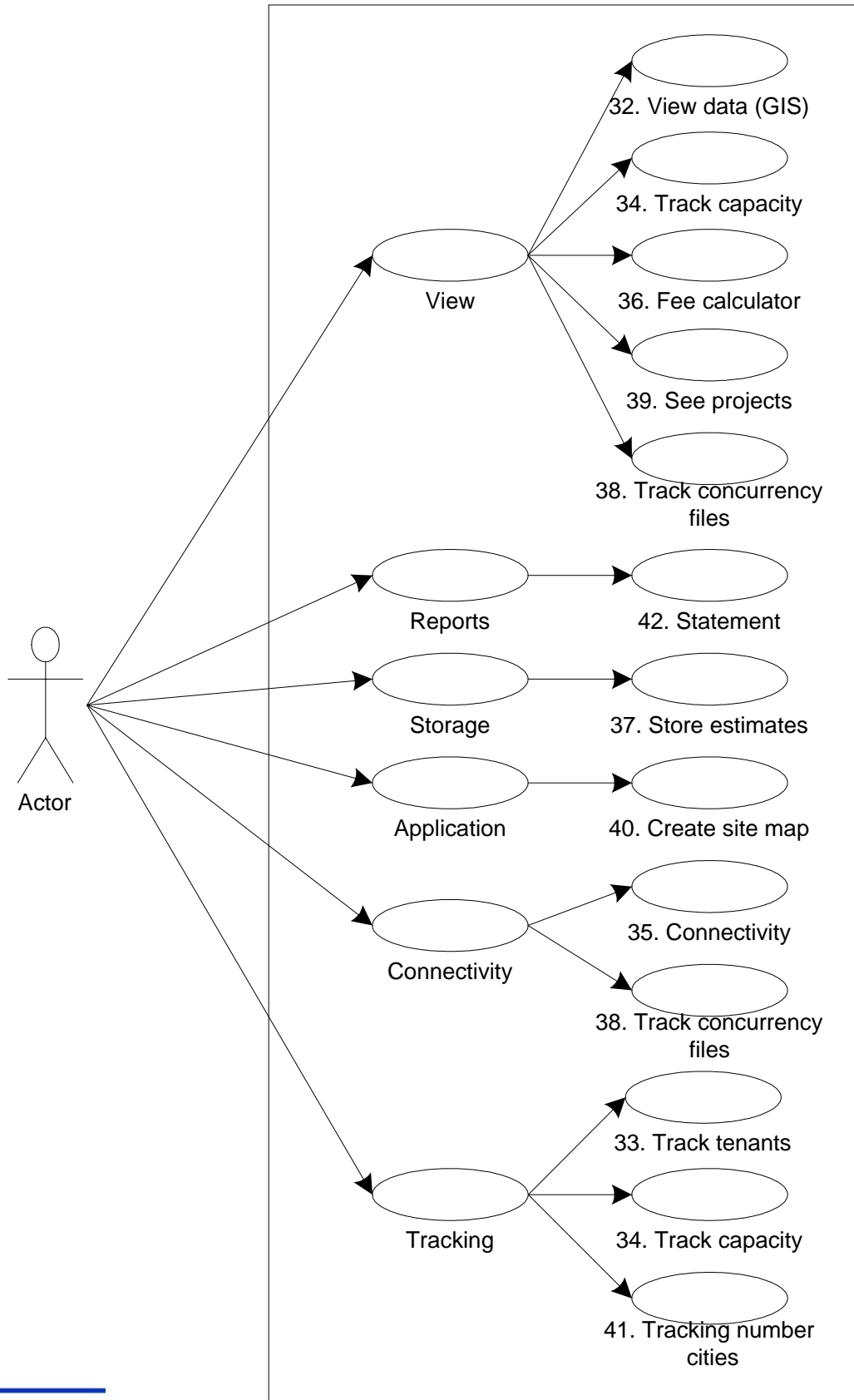
5.6.1 Customer



5.6.2 Staff



5.6.3 System





5.7 Expectations – Cash and Receipts

43. The overall goal is to simplify the Cash Receipt process.

Use Case: - Expectation is Self-Explanatory

44. The goal is to combine the Cash Receipts and Building Permits systems.

Use Case:

- A.** The system will process all payments similarly regardless of the Division.
- B.** The Cash Receipts system currently shows who has paid and the amount, while the BP system only shows an amount.

45. The system should provide the ability to print one receipt for multiple permits or print individual receipts.

Use Case:

- A.** The customer has multiple permits to pick up. He wants to write one check to cover all the permits.
- B.** The clerk at the permit counter tells him the total amount due. The customer hands her cash and she asks him if he wants one receipt (which shows a breakdown of the permits purchased) or individual receipts.

46. The system should provide the ability to search based on check number, name, or amount.

Use Case:

- A.** The PM is balancing books at the end of the day.
- B.** Her books are not balancing and she searches for a check-by-check number.
- C.** She receives a list of permits that were purchased with that particular check.

47. The employees only need one interface to handle information for the customers.

Use Case:

- A.** A technician has to print a receipt. From the BP screen the tech can access the print menu and print a receipt.



48. The system will be able to recreate receipts.

Use Case:

- A.** If someone lost his receipt, a building permit technician would be able to duplicate the receipt.
- B.** The customer can log into the system and print a copy of his or her receipt.

49. The system will be capable of connecting to the Finance Department.

Use Case:

- A.** The PM has a question about the refunds that are in process. She brings up the Finance system and requests to see all refunds that are pending.
- B.** The system returns the information and the PM is able to answer her question.

50. The system will provide a module to process all refunds.

Use Case:

- A.** The customer pulls a fence permit.
- B.** The customer discovers the fence is in the city.
- C.** The customer asks for a refund.
- D.** The refund letter is prepared and the refund is processed through the Clerks office.
- E.** The system enters the record into the payment history
- F.** The BP techs are able to see that a refund was made.

51. The system will be capable of creating a deposit slip after balancing the day's entry (this process generally takes 2-4 hours a day with the current system).

Use Case:

- A.** The PM has balanced her books for the day and needs to create a deposit slip. She clicks a button and the deposit slip is created.

52. The system will allow the use of debit and credit cards to help alleviate cash balance problems (debit and credit cards are preferred by customers).

Use Case: Expectation is Self-Explanatory



Cash Receipt, Impact Fees, and Concurrency

53. The system must provide a high level of security for money transactions. The system will track who did what and hold employees accountable.

Use Case:

A. The employee inputs a login ID to open the cash drawer.

54. The system will have an interface that reads the transactions from the cash register.

Use Case:

A. The cash machine will accept cash from the customer and return the necessary change to customer (e.g. Wal-Mart's self checkout).

55. The system will have the ability to accept partial payments. Also, it would be capable of distinguishing fees that require full payment.-

Use Case:

A. The customer is in the middle of purchasing his permit only to realize he is \$10 short. The clerk tells him he can put down part of the money.

B. The customer chooses to put down half the money. The clerk then processes the payment and hands the customer a receipt showing the remaining balance.

56. The system will work with the Water and Sewer systems.

Use Case:

A. A customer comes in to pay for a permit. The clerk accesses the customer's account and sees that there is an outstanding payment due to Water and Sewer.

57. The system will provide the ability to change account lines smoothly.

Use Case:

A. The PM has received a request from Finance to switch the account line numbers due to a change in their system.

B. The PM is able to access an account menu that gives her the ability to change account lines.



58. The system will track returned checks (perhaps use license).

Use Case:

- A.** The customer pays for a permit using a check.
- B.** The building supervisor receives a notice that the check has bounced.
- C.** The supervisor logs into the system and searches for the particular check. The System accesses the permit info associated with the check and the supervisor flags the name on the account.
- D.** The system returns a message to the supervisor advising that this is the third check that has bounced. It then provides the Supervisor with an option to no longer accept checks for accounts associated with this name.

59. Escrow accounts can be used against any fee (this may disappear once we have an e-payment option).

Use Case

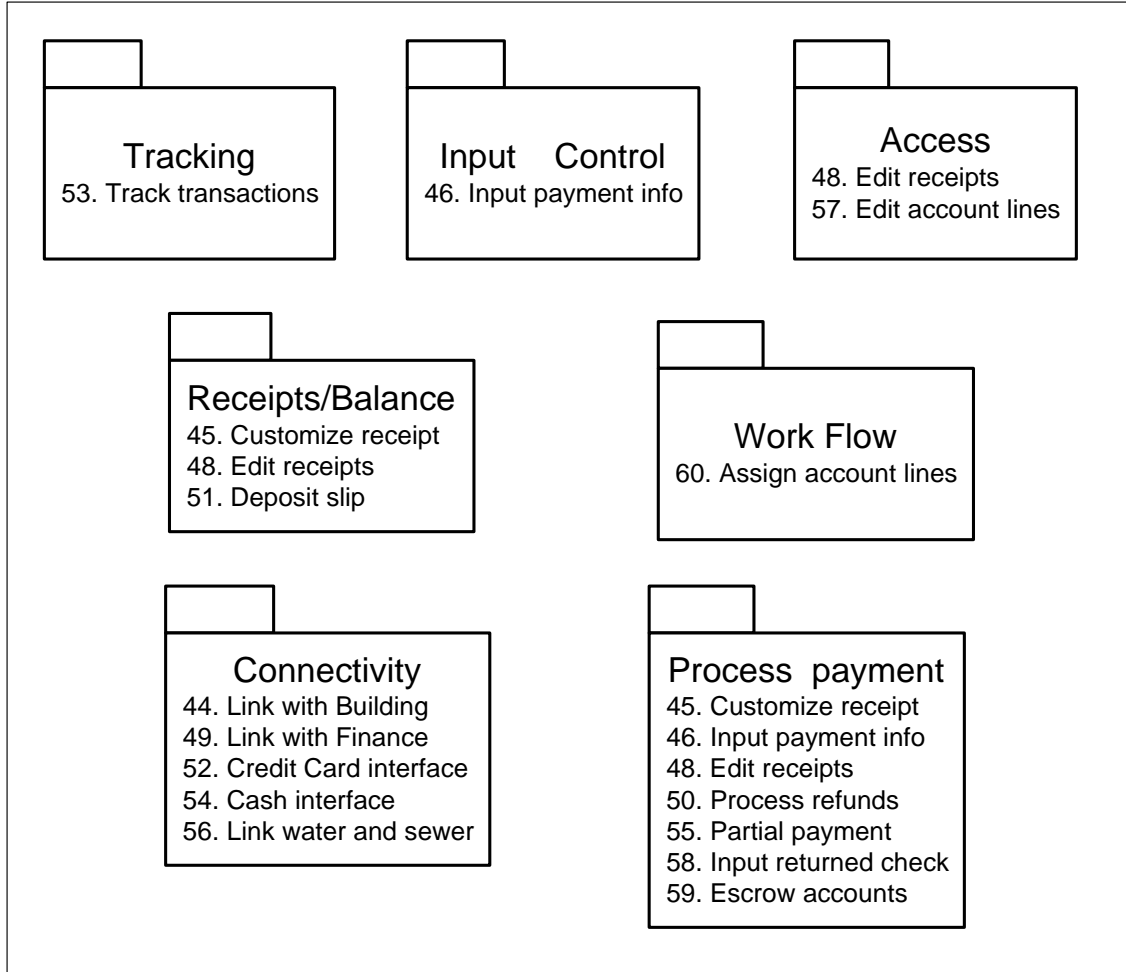
- A.** The customer wants to pay for a permit.
- B.** The clerk asks the customer if he would prefer to pay by check, cash, credit card, or withdraw from their escrow account.
- C.** The customer chooses the escrow option. The clerk withdraws the amount from the escrow account and provides the customer with a receipt that shows a breakdown of the fees paid.

60. Account lines are assigned based on permit selected.

Use Cases:

- A.** For one master permit there may be up to eight permits created (e.g. building, electrical, mechanical, roof and plumbing for R101)
- B.** Each permit has an account line.

5.8 System Categories Architecture





5.8.1 Tracking

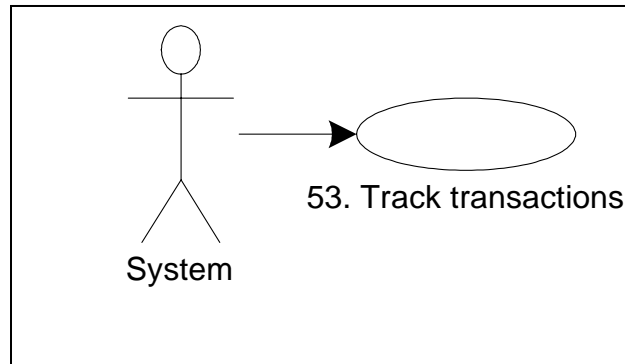
Expectations: Use case

53. The system must provide a high level of security for money transactions. The system will track who did what and hold employees accountable.

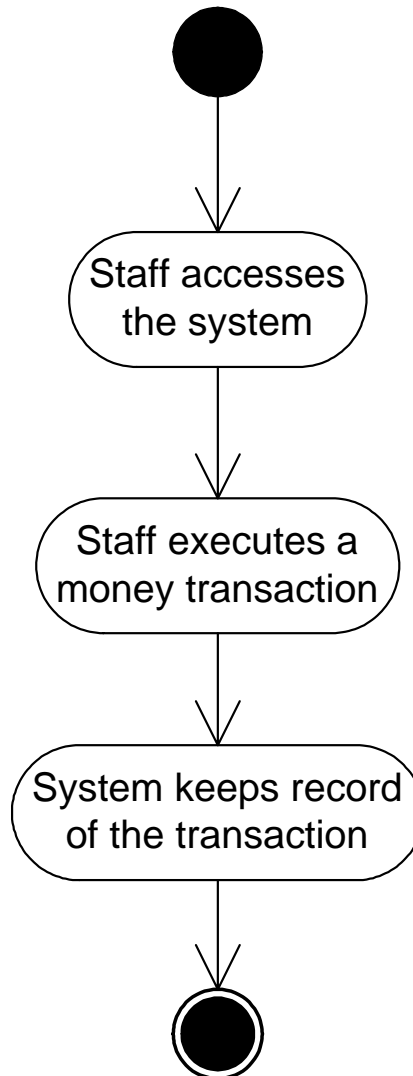
Use Case:

- A.** The employee inputs a login ID to open the cash drawer.

Context diagram (example of who accesses the system)



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





5.8.2 Input Control

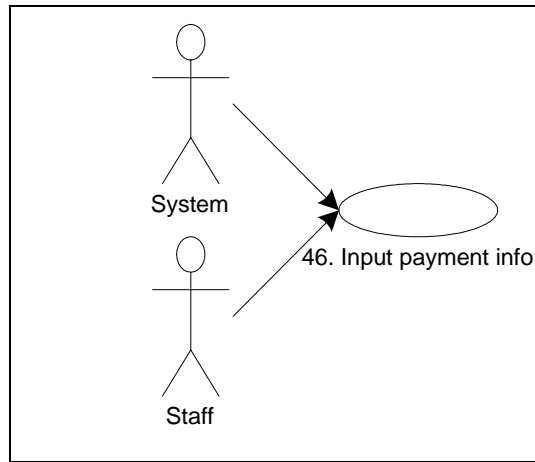
Expectations: Use case

46. The system should provide the ability to search based on the check number, name, or amount.

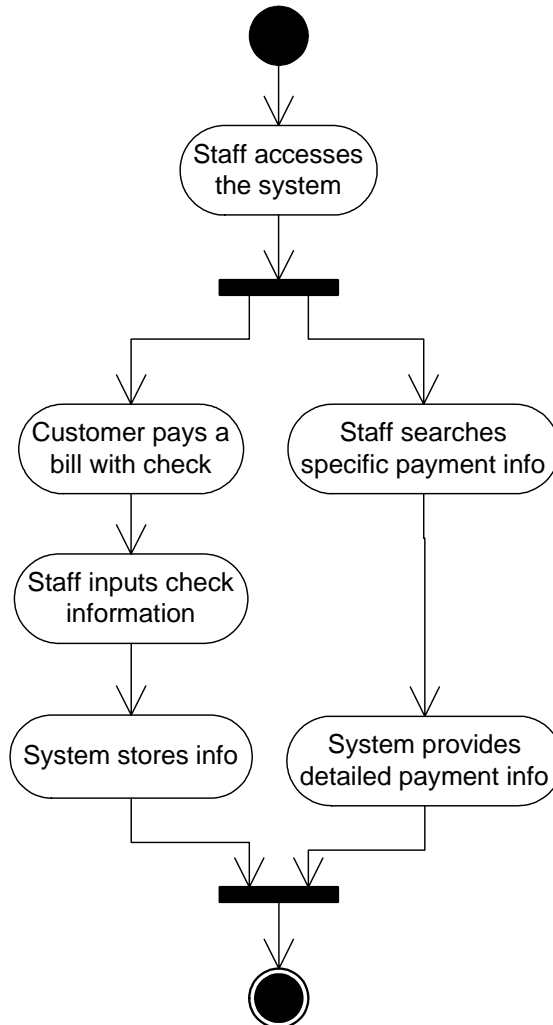
Use Case:

- A.** The PM is balancing books at the end of the day.
- B.** Her books are not balancing and she searches for a check-by-check number.
- C.** She enters the check number and receives a list of permits that were purchased with that check.

Context diagram (example of who accesses the system)



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





5.8.3 Access

Expectations: Use cases

48. The system will have the ability to recreate receipts.

Use Case:

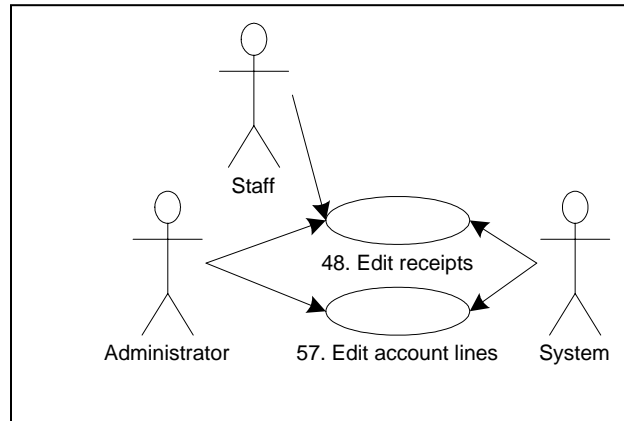
- A.** If someone loses his receipt, a building permit technician would be able to duplicate the receipt.
- B.** The customer will be able to log into the system and print a copy of their receipt.

57. The system will have the ability to change account lines smoothly.

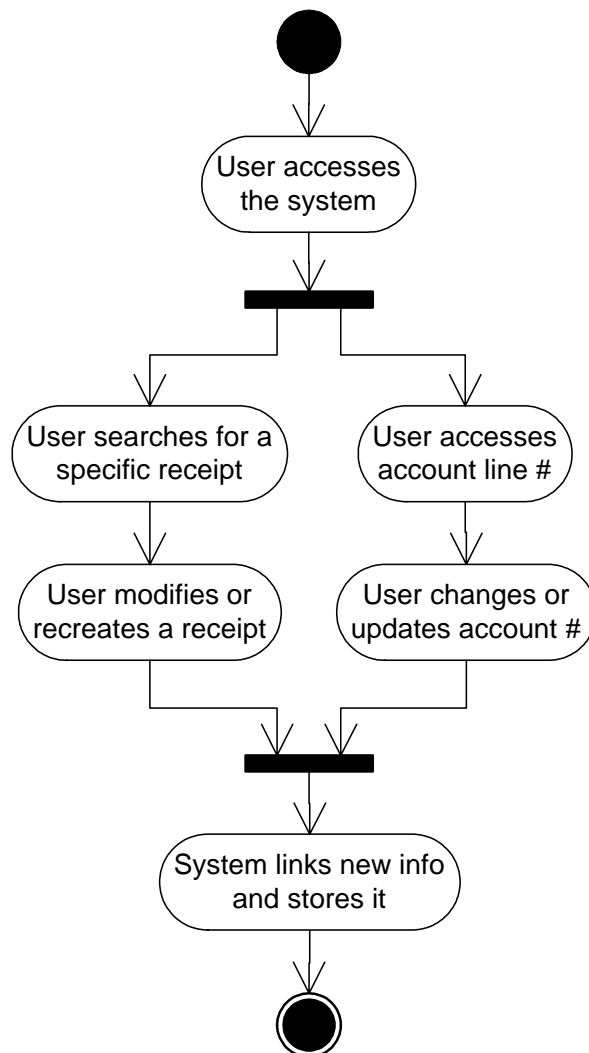
Use Case:

- A.** The PM has received a request from the Finance Department to switch the account line numbers due to a change in their system.
- B.** The PM is able to access an account menu that would give her the ability to change account lines.

Context diagram (example of who accesses the system)



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





5.8.4 Receipts/balance

Expectations: Use cases

45. The system should be able to print one receipt for multiple permits or print individual receipts.

Use Case:

- A.** The customer has multiple permits to pick up. He wants to write one check to cover all the permits.
- B.** The clerk at the permit counter tells him the total amount due. The customer hands her cash and she asks him if he wants one receipt (which shows a breakdown of the permits purchased) or individual receipts.

48. The system will have the ability to recreate receipts.

Use Case:

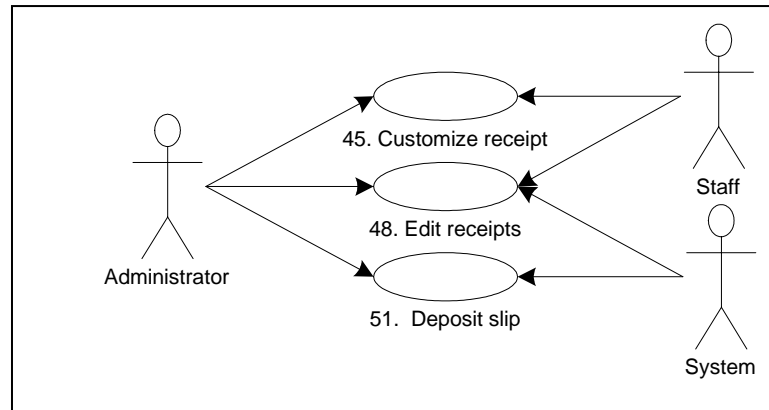
- A.** If someone lost his receipt, a building permit technician would be able to duplicate the receipt.
- B.** The customer will be able to log into the system and print a copy of their receipt.

51. The system will be capable of creating a deposit slip after balancing the day's entry (this process generally takes 2-4 hours a day with the current system).

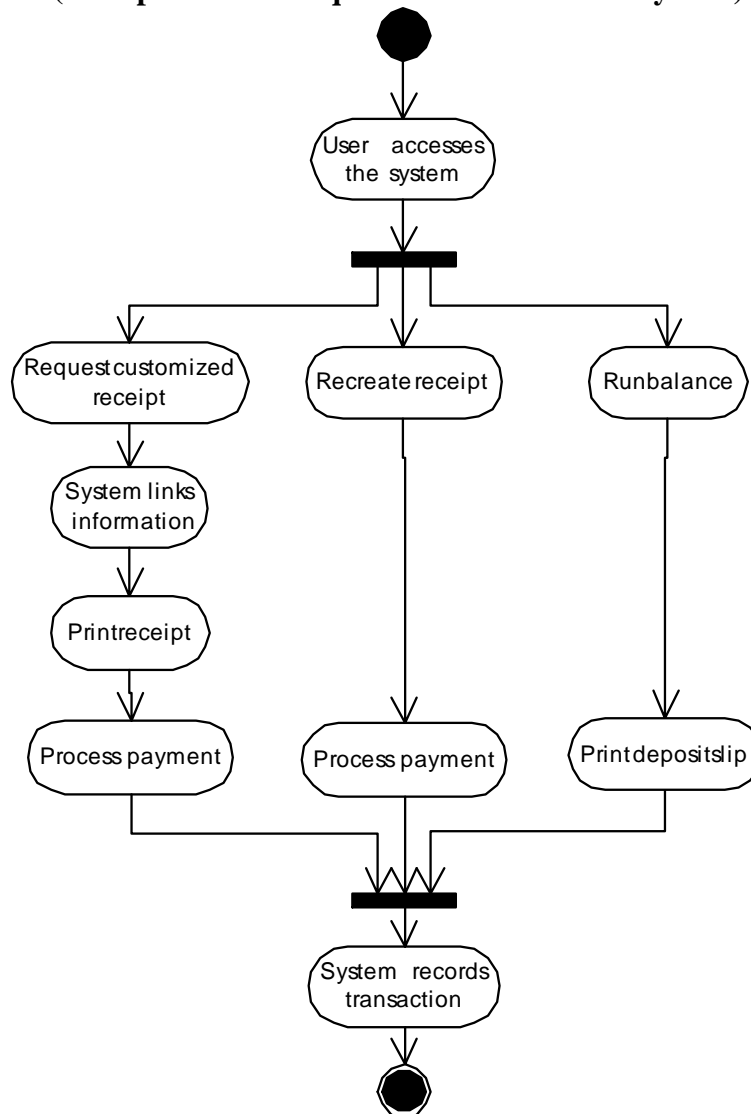
Use Case:

- A.** The PM has balanced her books for the day, and needs to create a deposit slip. She clicks a button and the deposit slip is created.

Context diagram (example of who access the system)



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





5.8.5 Work Flow

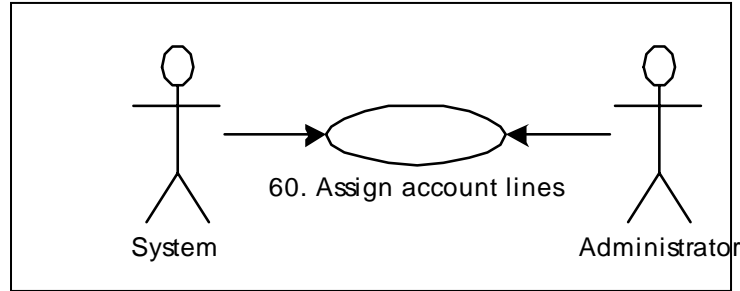
Expectation: Use case

60. Account lines are assigned based on the permit selected.

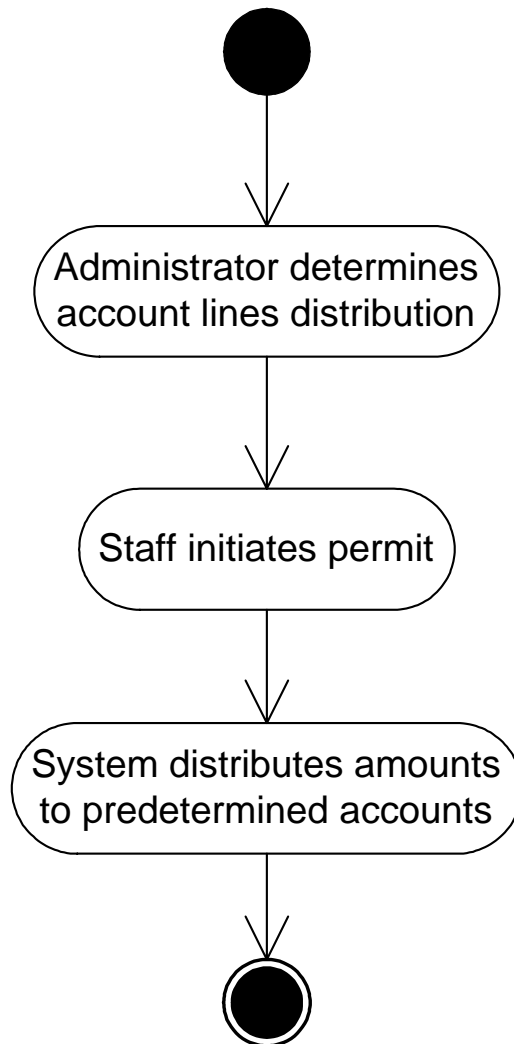
Use Cases:

- A.** For one master permit there may be up to eight permits created (e.g. building, electrical, mechanical, roof, and plumbing for R101).
- B.** Each permit has an account line.

Context diagram (example of who accesses the system)



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





5.8.6 Connectivity

Expectations: Use cases

44. The goal is to combine the Cash Receipts and Building Permits into a single system.

Use Case:

- A.** The system will process all payments similarly regardless of Division.
- B.** The Cash Receipts system currently shows who has paid and the amount paid, while the BP system only shows an amount.

49. The system will be capable of connecting to the Finance Department.

Use Case:

- A.** The PM has a question about the refunds that are in process. She brings up the Finance system and requests to see all refunds that are pending.
- B.** The system returns the information and the PM is able to answer her question.

52. The system will allow the use of debit and credit cards to help alleviate cash balance problems (debit and credit cards are preferred by customers).

Use Case: Expectation is Self-Explanatory

54. The system will have an interface that will read the transactions from the cash register.

Use Case:

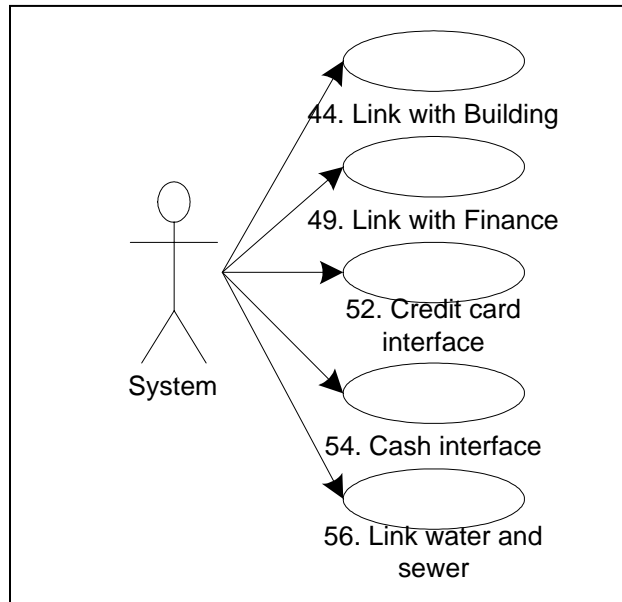
- A.** The cash machine will accept cash from the customer and return the necessary change (e.g. Wal-Mart's self checkout).

56. The system will work with the Water and Sewer systems.

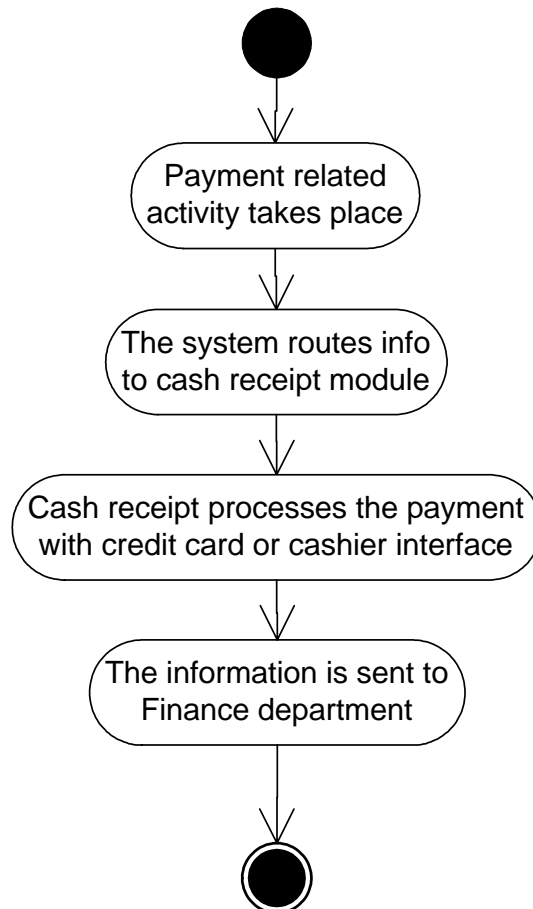
Use Case:

- A.** A customer comes in to pay for a permit. The clerk accesses the customer's account and sees that there is an outstanding payment due to Water and Sewer.

Context diagram (example of who accesses the system)



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





5.8.7 Process Payment

Expectations: Use cases

- 45.** The system should be able to print one receipt for multiple permits or print individual receipts.

Use Case:

- A. The customer has multiple permits to pick up. He wants to write one check to cover all the permits.
 - B. The clerk at the permit counter tells him the total amount due. The customer hands her cash and she asks him if he wants one receipt (which shows a breakdown of the permits purchased) or individual receipts.
- 46.** The system should provide the ability to see what permits one check has paid for. This would allow you to search based on the check number, name, or amount.

Use Case:

- A. The PM is balancing books at the end of the day.
 - B. Her books are not balancing and she searches for a check-by-check number.
 - C. She receives a list of permits that were purchased with that particular check.
- 50.** The system will have the ability to recreate receipts.

Use Case:

- A. If someone lost his receipt, a building permit technician would be able to duplicate the receipt.
 - B. The customer will be able to log into the system and print a copy of their receipt.
- 50.** The system will provide a module to process all refunds.

Use Case:

- A. The customer pulls a fence permit.
- B. He discovers the fence was in the city.
- C. The customer asks for a refund.
- D. The refund letter is prepared and a refund is processed through the Clerk's office.



Cash Receipt, Impact Fees, and Concurrency

- E. The system enters the record into payment history.
- F. The BP techs are able to see that a refund was made.

55. The system will have the ability to accept partial payments, and would be capable of distinguishing which fees require full payment.-

Use Case:

- A. The customer is in the middle of purchasing his permit only to realize he is \$10 short. The clerk tells him he can put down part of the money.
- B. The customer chooses to put down half of the money. The clerk then processes the payment and hands the customer a receipt showing the remaining balance.

58. The system will track who provided returned checks (perhaps by using license).

Use Case:

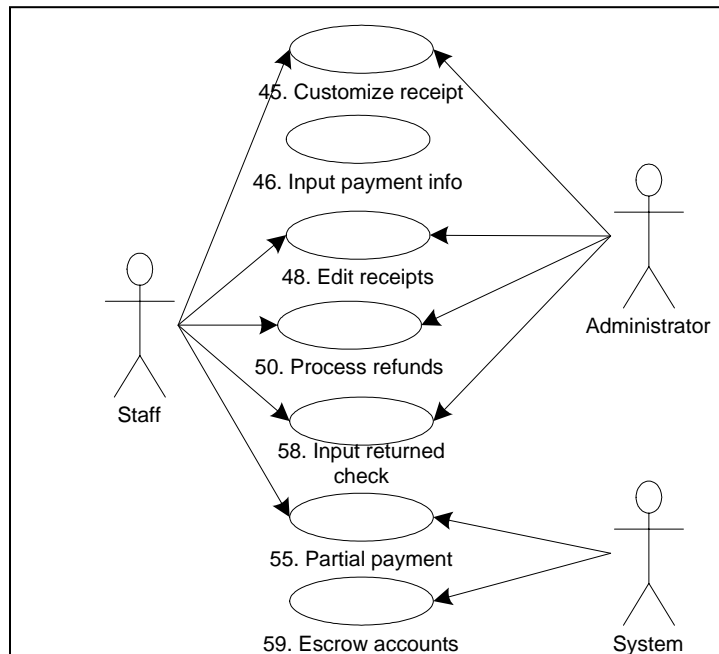
- A. The customer pays for a permit using a check.
- B. The building supervisor receives a notice that a check has bounced.
- C. The supervisor logs into the system and searches for the check. The system accesses the permit information associated with the check and the supervisor flags the name on account.
- D. The system returns a message to the supervisor advising that this is the third check that has bounced. It then provides the supervisor with an option to no longer accept checks for accounts associated with these names.

59. Escrow accounts can be used against any fee (this may disappear once we have an e-payment option).

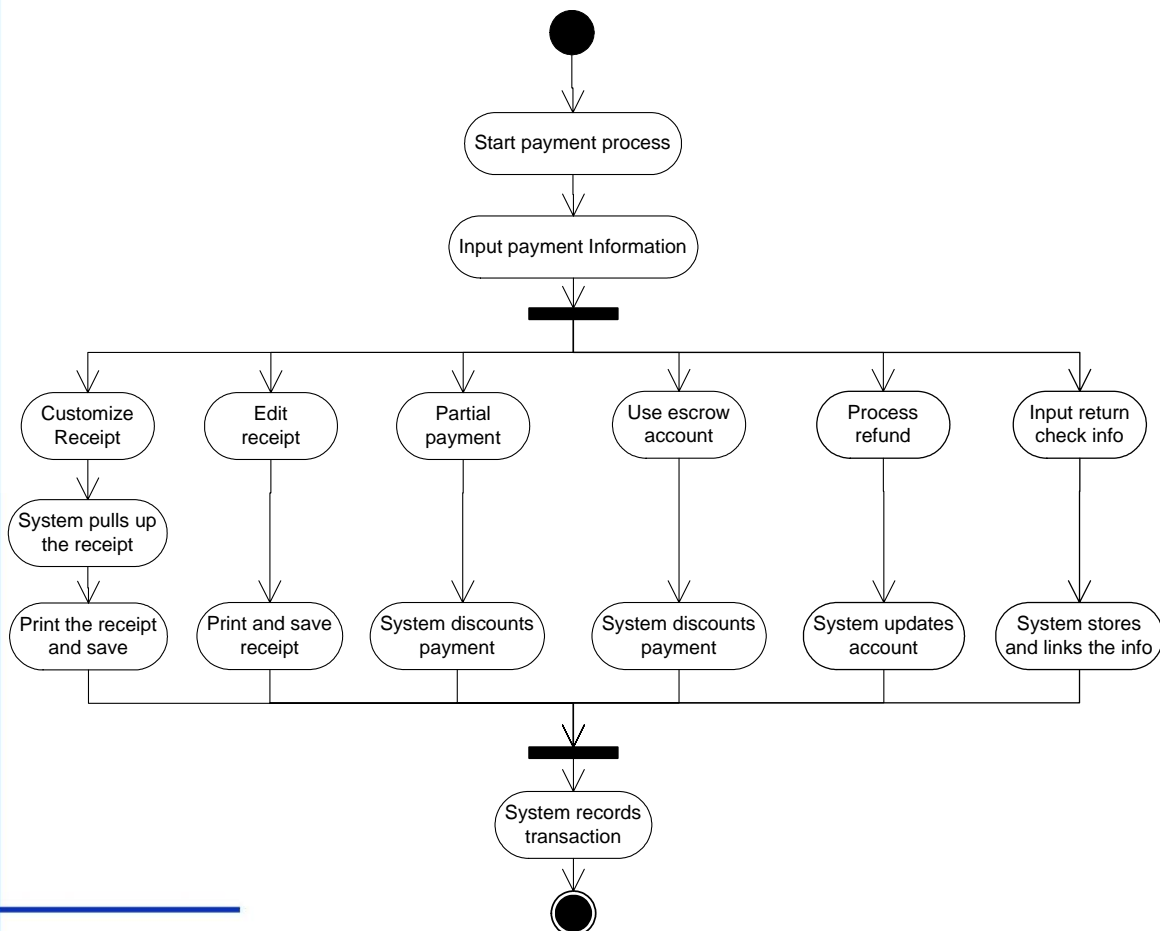
Use Case

- A. The customer wants to pay for a permit.
- B. The clerk asks the customer if he would prefer to pay by check, cash, credit card, or withdraw from their escrow account.
- C. The customer chooses the escrow option. The clerk withdraws the amount due from the escrow account and provides the customer with a receipt that shows a breakdown of the fees paid.

Context diagram (example of who accesses the system)

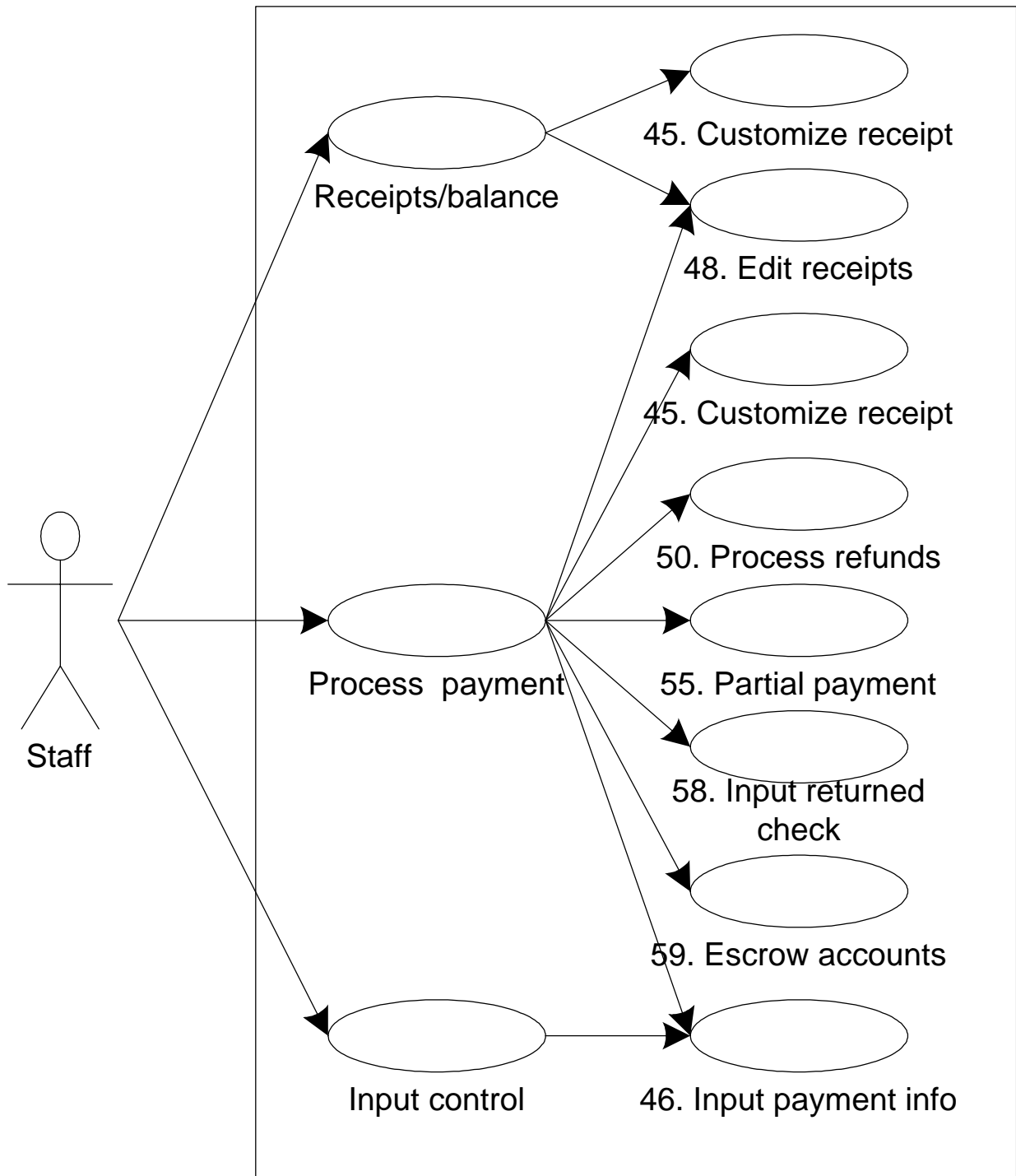


Activity diagram (example of sequences of events in the system)

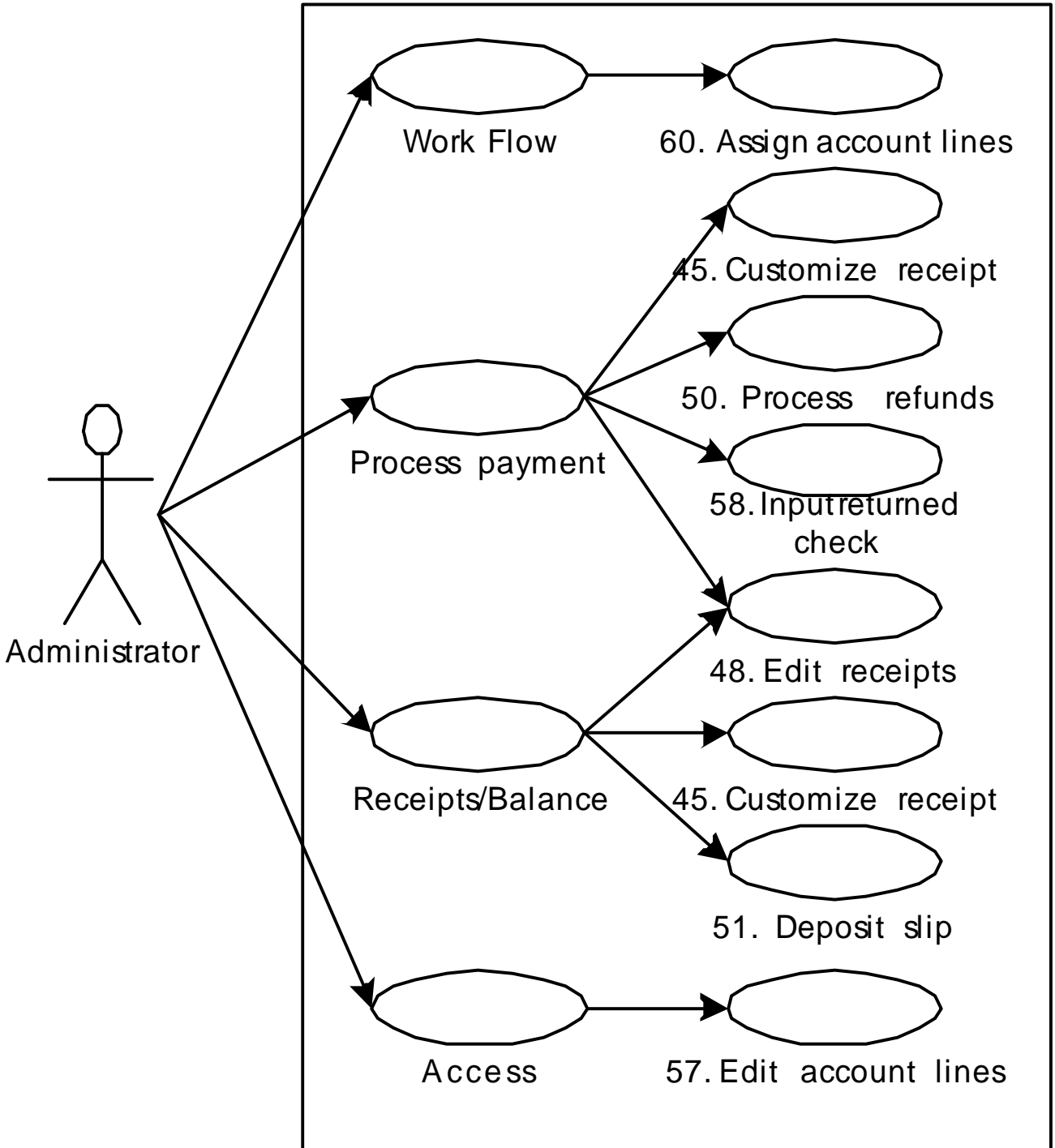


5.9 System-Level Use Cases

5.9.1 Staff



5.9.2 Administrator



5.9.3 System

