

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO1

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Create and Update Customer Profile		
<b>Level:</b> User Goal		
<b>Description:</b> Customer creates and updates an online profile which will used to submit and track complaints to the CCPRO Department.		
<b>Precondition:</b> User has access to the web portal.		
<b>Primary Actor:</b> Customer		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO2 - Create, Update, and View Complaint by Customer		
<b>Success:</b> User is able to create a profile in the web portal.		
<b>Initial Path:</b> User wants to create a new profile.		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. User accesses the web portal.	2. System displays several options including the option to create a new customer profile.	
3. User selects to create a new customer profile.	4. System displays a new customer profile page.	
5. User enters <b>Customer Profile Information</b> and selects to save the profile.	6. System validates that the required fields are complete and formatted properly.	
	7. System saves the profile information.	
	8. System sends a confirmation email to the new registered user with the password.	
<b>Alternate Path 1:</b> User profile already exists.		
	1.1 (Step 6) System detects user email address is already registered.	
	1.2 System prompts the user to enter a different email address.	
1.3 User enters a new email address and selects to save.	1.4 System validates that the required fields are complete and formatted properly.	
	1.5 System saves the profile information.	
	1.6 System sends a confirmation email to the new registered user with the password.	
<b>Alternate Path 2:</b> User wants to update profile information.		
2.1 User logs into the web portal.	2.2 System displays customer profile page.	
2.3 User updates the <b>Customer Profile Information</b> and selects to save.	2.4 System validates that the required fields are complete and formatted properly.	
	2.5 System saves the profile information.	
	2.6 System sends a confirmation email to	

the registered user with the updates.

**Business Rules:**

**BR01 - (Step 7, Step 1.5)**

The system will create a unique user profile based on the user email address.

**BR02 - (Step 7, Step 1.5)**

The user login id shall be the user email address.

**Design:**

**(Step 1)** System shall provide the ability to reset customer password for the CCPRO online complaint portal.

**(Step 5, 2.3) Customer Profile Information**

Field Name	Data Type	Description/Comments	Required Field
Last Name	Alpha		Y
First Name	Alpha		Y
Phone Number (Cell)	Numeric	Allow entry of international and domestic	N
Phone Number (Work)	Numeric	Allow entry of international and domestic numbers. Allow entry of extension	N
Email Address	Alphanumeric	Force email formatting	Y
Preferred Contact Method	Text	A preferred method for contacting the customer. Defaults to Email. -Email -Text Message -Phone	N
Login ID		Same as Email ID	Y
Password		Password for the Login ID	Y

**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

**Reporting:**

**Comments:**

- Departments need to determine common user profile information.

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO2

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Create, Update, and View Complaint by Customer		
<b>Level:</b> User Goal		
<b>Description:</b> Customer creates and submits an online complaint to the CCPRO department. Customer is also able to view and update the complaint online.		
<b>Precondition:</b> Customer has access to the web portal.		
<b>Primary Actor:</b> Customer (Citizen)		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO3 - Create, Update, and View Complaint by Staff		
<b>Success:</b> User is able to create a new complaint in the web portal or user is able to view and update an existing complaint in the web portal.		
<b>Initial Path:</b> User wants to create a complaint (using a customer profile).		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. User accesses the web portal.	2. System displays several options including the option to create complaint.	
3. User selects to create a complaint.	4. System displays the option to create a complaint anonymously or login using a customer profile.	
5. User selects to login.	6. System displays the log in screen.	
7. User enters the login id and password.	8. System validates the login credentials.	
	9. System retrieves and displays the users contact information from the customer profile for validation.	
	10. System prompts user to provide <b>Complaint Information</b> starting with complaint location.	
11. User provides complaint location information. (Address, Location(Cross Street/APN), Location Type)	12. System verifies that the location provided is within Clark County jurisdiction, retrieves location information from the location source system, and returns listing of matching values.	
13. User selects the location information.	14. System prompts user to select complaint category.	
15. User selects the complaint category.	16. System displays all the complaint types for the selected category.	
17. User selects the complaint type.	18. System prompts user to provide complaint details.	
19. User provides the complaint details. (Complaint Description, Incident Date, Incident Time)	20. System prompts user to upload supporting photos/videos/documents.	
21. User uploads supporting photos/videos/documents.	22. System prompts user to verify the <b>Complaint Information</b> .	
23. User verifies the <b>Complaint Information</b> and selects to submit the	24. System validates the required fields, generates a unique complaint number and	

complaint.	saves complaint information.	
	25. System displays a complaint acknowledgement message and the complaint number.	
	26. System assigns the complaint to the designated CCPRO clerical staff's work queue.	
	27. System sends an email notification to the designated CCPRO clerical staff and the customer.	
<b>Alternate Path 1: Complaint location is out of Clark County jurisdiction.</b>		
	1.1 (At Step 12) System detects location is out of Clark County jurisdiction.	
	1.2 System displays a message that the complaint location is out of Clark County jurisdiction.	
1.3 User clicks ok and is redirected to the appropriate jurisdiction.		
<b>Alternate Path 2: User wants to create an anonymous complaint.</b>		
2.1 (At Step 5) User selects to create anonymous complaint.	2.2 Go to Step 10 through 26.	
	2.3 (At Step 27) System sends an email notification to the designated CCPRO clerical staff.	
<b>Alternate Path 3: User wants to update/view complaint.</b>		
3.1 User logs into the web portal.	3.2 System displays the option to search complaints.	
3.3 User enters the <b>Search Criteria</b> and selects to search.	3.4 System displays the requested complaints.	
3.5 User selects the required complaint.	3.6 System displays the <b>Complaint Status Information</b> .	
3.7 User views <b>Complaint Status Information</b> , updates Complainants Notes and Attachments and selects to save.	3.8 System saves the updated information.	
	3.9 System sends an email notification to the assignee with the updates.	
<b>Alternate Path 4: Anonymous user wants to view complaint status.</b>		
4.1 User accesses the web portal.	4.2 System displays several options including the option to search complaints.	
4.3 User selects to search a complaint.	4.4 System prompts the user to provide a complaint number.	
4.5 User enters the complaint number and selects to search.	4.6 System displays the <b>Complaint Status Information</b> .	
<b>Design:</b>		
(Step 12) Location information shall be pulled from the source data such as Assessors records or GIS		

or Comp Planning.

(Step 25) A sample complaint acknowledgement message could be “Your complaint has been submitted to the CCPRO department with a complaint number 1234”. Message can be finalized during implementation.

(Step 1.1. to 1.3)

- System will need to maintain a table listing of external jurisdictions information (links to website, phone number, or email id) and location mapping logic to determine out of jurisdiction location.
- System will need to record external jurisdiction complaint attempts for reporting purposes. E.g. Complaint redirected to City of Henderson.

**(At Step 10, 22, 23) Complaint Information**

Field Name	Data Type	Description/Comments	Required Field
Complaint Number	Numeric	System generated unique ID for a complaint	Y
Complaint Address	Alphanumeric	Address inspector needs to go to check the complaint	Y
Complaint Location	Alphanumeric	Location where inspector needs to go to check the complaint. It can be Cross streets, Commissioners District, Assessor’s Parcel Number or a point on the GIS map.	Y
Location Type	Text	Can be drop-down Selection of 1) Residential 2) Commercial	N
Date of Incident	Date	Date incident/violation occurred	N
Time of Incident	Time	Time incident/violation occurred	N
Date of Complaint	Date	Date complaint was created in the system. System generated.	Y
Complaint Category	Text	List of complaint categories.	N
Complaint Type	Text	List of complaint types associated to a category. Ability to search complaint types.	N
Complaint Description	Alphanumeric	Details of the complaint	Y
Complainant Contact Information	<Contact Information>	Contact information pulled from the user profile if it exists.	N
Attachment’s	< File>	Image/Audio/Video/Document Files	N

**(At Step 3.6, 3.7, 4.6) Complaint Status Information**

Field Name	Data Type	Description/Comments	Required Field
Complainants Notes	Text	Notes entered by the customer. Notes need to be date and time stamped.	N
Attachment's	< File>	Image/ Audio/Video/Document Files	N
Staff Notes	Text	Notes entered by the CCPRO staff. Notes need to be date and time stamped.	N
Complaint Status	Text	Status of the complaint	Y

**Business Rules:**

BR01 – (At Step 5) User shall have the option to provide location information via street address, assessor's parcel number, cross streets or by selecting a point on the GIS map.

BR02 – (At Step 8) System shall be configured with complaint category and complaint type data mapping.

BR03 – (At Step 9, 11) System shall provide the ability to add and maintain complaint categories and complaint types.

BR04 – (Step 3.7) System shall only allow open complaints to be updated. Only Complainants Notes and Attachments can be added or updated.

**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

(At Step 3.3)

1. Complaint Number
2. Complaint Address/Location
3. Complaint Date/Time
4. Complaint Category/Type
5. Complaint Status

**Reporting:**

**Comments:**

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO3

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Create, Update, and View Complaint by Staff		
<b>Level:</b> User Goal		
<b>Description:</b> User creates, updates, or views a customer complaint received by the CCPRO department via phone, email, postal mail or fax. User reviews and updates online complaints.		
<b>Precondition:</b> CCPRO receives a complaint from the customer via phone (IVR), email, postal mail or fax.		
<b>Primary Actor:</b> CCPRO Clerical Staff		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO2 - Create, Update, and View Complaint by Customer, CCPRO4 - Create and Update Code Enforcement Case		
<b>Success:</b> User is able to create a new complaint in the system or user is able to view and update an existing complaint in the system.		
<b>Initial Path:</b> User wants to create a complaint received by phone, email, postal mail or fax.		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. User logs into the system.	2. System displays the option to create, update, or view a complaint.	
3. User selects to create a complaint.	4. System prompts user to provide <b>Complaint Information</b> starting with complaint location.	
5. User provides complaint location information. (Address, Location(Cross Street/APN), Location Type)	6. System verifies that the location provided is within Clark County jurisdiction, retrieves location information from the location source system, and returns listing of matching values.	
7. User selects the location information.	8. System prompts user to select complaint category.	
9. User selects the complaint category.	10. System displays all the complaint types for the selected category.	
11. User selects the complaint type.	12. System prompts user to provide complaint details.	
13. User provides the complaint details. (Complaint Description, Incident Date, Incident Time)	14. System prompts user to upload supporting photos/videos/documents.	
15. User uploads supporting photos/videos/documents.	16. System prompts user to verify the <b>Complaint Information</b> .	
17. User verifies the <b>Complaint Information</b> and selects to submit the complaint.	18. System validates the required fields, generates a unique complaint number and saves complaint information.	
	19. System displays a complaint acknowledgement message and the complaint number.	
	20. System sends an email notification to the customer (if contact email id was provided).	

	21. System assigns the complaint to the designated CCPRO clerical staff's work queue. (System shall allow the user to continue from Step 5 in use case CCPRO04)	
<b>Alternate Path 1: Complaint location is out of Clark County jurisdiction.</b>		
	1.1 (At Step 6) System detects location is out of Clark County jurisdiction.	
	1.2 System displays a message that the complaint location is out of Clark County jurisdiction.	
1.3 User flags the "Out of Jurisdiction" Indicator and selects the appropriate out of jurisdiction entities.		
1.4 User enters the rest of the <b>Complaint Information</b> and selects to create an out of jurisdiction complaint.	1.5 System validates the required fields, generates a unique complaint number and saves complaint with an "Out of jurisdiction" complaint status.	
	1.6 System displays a complaint acknowledgement message and the complaint number.	
	1.7 System sends an email notification with the <b>Complaint Information</b> to the appropriate jurisdiction, and the customer (if contact email id was provided).	
<b>Alternate Path 2: Complaint is completely out of CCPRO purview.</b>		
2.1 (At Step 13) User discovers that the complaint is completely not within CCPRO's purview.		
2.2 User flags the "Out of CCPRO" Indicator and selects the appropriate entities (outside agencies/departments).		
2.3 User enters the rest of the <b>Complaint Information</b> and selects to create a complaint for outside agencies/departments.	2.4 System validates the required fields, generates a unique complaint number and saves complaint with an "Out of CCPRO purview" complaint status.	
	2.5 System displays a complaint acknowledgement message and the complaint number.	
	2.6 System sends an email notification with the <b>Complaint Information</b> to the appropriate agencies/departments, and the customer (if contact email id was provided).	
<b>Alternate Path 3: Complaint is partially out of CCPRO purview.</b>		
3.1 (At Step 13) User discovers that the complaint is partially within CCPRO's		

	purview and partially within the purview of outside departments/agencies.		
3.2	User flags the “Partially out of CCPRO” Indicator and selects the appropriate entities (outside agencies/departments).		
3.3	User enters the rest of the <b>Complaint Information</b> and selects to create a complaint for CCPRO and outside agencies/departments.	3.4	System validates the required fields, generates a unique complaint number and saves the complaint.
		3.5	System displays a complaint acknowledgement message and the complaint number.
		3.6	System assigns the complaint to the designated CCPRO clerical staff’s work queue.
		3.7	System sends an email notification with the <b>Complaint Information</b> to the appropriate agencies/departments, designated CCPRO clerical staff and customer (if contact email id was provided).
<b>Alternate Path 4: User wants to update/view complaint.</b>			
4.1	(At Step 2) User selects to update/view a complaint.	4.2	System displays the option to search complaints.
4.3	User enters the <b>Search Criteria</b> and selects to search.	4.4	System displays the requested complaints.
4.5	User selects the required complaint.	4.6	System displays the <b>Complaint Information</b> .
4.7	User updates <b>Complaint Information</b> and selects to save.	4.8	System saves the updated information.
<b>Design:</b>			
(Step 6) Location information shall be pulled from the source data such as Assessors records or GIS or Comp Planning.			
(Step 19) A sample complaint acknowledgement message could be “Your complaint has been submitted to the CCPRO department with a complaint number 1234”. Message can be finalized during implementation.			
(Step 1.1, 1.7) System will need to maintain a table listing of external jurisdictions information (email id) and location mapping logic to determine out of jurisdiction location.			
(Step 2.6) System will need to maintain a table listing of outside agencies/departments information (email id).			
(Step 4.8) Audit trail of any updates to the complaint shall be maintained.			

**(At Step 4, 16, 17, 1.4, 1.7, 2.3, 2.6, 3.6, 3.7) Complaint Information**

<b>Field Name</b>	<b>Data Type</b>	<b>Description/Comments</b>	<b>Required Field</b>
Complaint Number	Numeric	System generated unique ID for a complaint	Y
Complaint Source	Text	Source of the complaint. E.g. Online (web portal), phone (IVR), email, postal mail or fax.	Y
Complaint Address	Alphanumeric	Address inspector needs to go to check the complaint	Y
Complaint Location	Alphanumeric	Location where inspector needs to go to check the complaint. It can be Cross streets, Commissioners District, Assessor's Parcel Number or a point on the GIS map.	Y
Location Type	Text	Can be drop-down selection of 1) Residential 2) Commercial	N
Date of Incident	Date	Date incident/violation occurred	N
Time of Incident	Time	Time incident/violation occurred	N
Date of Complaint	Date	Date complaint was created in the system. System generated.	Y
Received By	Name	CCPRO clerical staff who receives the complaint	Y
Type of Structure	Text	Alley, Flood Wash, Water Box, Signs etc.	N
Complaint Category	Text	List of complaint categories.	Y
Complaint Type	Text	List of complaint types associated to a category.	Y
Complaint Description	Alphanumeric	Details of the complaint	Y
Complainant Contact Information	<Contact Information>	Contact information is pulled from the user profile if it exists. User can overwrite the information.	N
Attachment's	< File>	Image/Audio/Video/Document Files	N
Complainants Notes	Text	Notes entered by the customer. Notes need to be date and time stamped.	N
Staff Notes	Text	Notes entered by the CCPRO staff. Notes need to be date and time stamped.	N
Complaint Status	Text	Status of the complaint. System generated.	Y
Out of Jurisdiction Indicator	Flag	Indicates that the complaint is out of Clark County jurisdiction.	N
Out of CCPRO Indicator	Flag	Indicates that the complaint is completely out of CCPRO purview.	N
Partially Out of CCPRO Indicator	Flag	Indicates that the complaint is partially out of CCPRO purview.	N
Entity	Text	Out of jurisdiction entities (E.g. City of Las Vegas, City of Henderson) or outside agencies	N

		or departments (E.g. CC Public Works, Water District, NV Energy). Should be multi select.	
Duplicate Type	Text	Indicates that the complaint is a duplicate and its type. Can be drop-down selection of, 1) Duplicate from same customer 2) Duplicate from different customers	N
Parent/Original Complaint Number	Numeric	Parent/Original complaint number if the complaint is a duplicate.	Y

**Business Rules:**

BR01 – (At Step 5) User shall have the option to provide location information via street address, assessor’s parcel number, cross streets or by selecting a point on the GIS map.

BR02 – (At Step 8) System shall be configured with complaint category and complaint type data mapping.

BR03 – (At Step 9, 11) System shall provide the ability to add and maintain complaint categories and complaint types.

BR04 – (Step 3.7) System shall only allow open complaints to be updated.

**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

(At Step 3.3)

1. Complaint Number
2. Complaint Address/Location
3. Complaint Date/Time
4. Complaint Category/Type
5. Complaint Status
6. Complaint Source

**Reporting:**

**Comments:**

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO4

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Create and Update Code Enforcement Case		
<b>Level:</b> User Goal		
<b>Description:</b> User creates and updates a case for a customer complaint received by the CCPRO department.		
<b>Precondition:</b> A complaint that is reviewed by the clerical staff exists in the system.		
<b>Primary Actor:</b> CCPRO Clerical Staff		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO3 - Create, Update, and View Complaint by Staff, CCPRO5 - Assign or Reassign Case to an Inspector		
<b>Success:</b> User is able to create a new case in the system or update an existing case.		
<b>Initial Path:</b> User wants to create a new case.		
Actor	System	Rate
1. User logs into the system.	2. System displays the option to create or update a case.	
3. User selects to create a case.	4. System displays complaints that exclude out of jurisdiction, completely out of CCPRO purview, and duplicate complaints.	
5. User selects a complaint to create a case.	6. System retrieves the complaint information and populates available <b>Case Information</b> .	
7. User enters the <b>Case Information</b> and selects to create a case for CCPRO.	8. System validates the required fields, generates a unique case number and saves case information.	
	9. System displays a case acknowledgement message and case number.	
	10. System assigns the case to the designated CCPRO inspections staff's work queue. (Refer Use Case CCPRO5)	
	11. System sends an email notification to the designated CCPRO inspection staff.	
<b>Alternate Path 1:</b> User wants to update case.		
1.1 (At Step 3) User selects to update a case.	1.2 System displays the option to search cases.	
1.3 User enters the <b>Search Criteria</b> and selects to search.	1.4 System displays the requested cases.	
1.5 User selects the required case.	1.6 System displays the <b>Case Information</b> .	
1.7 User updates the <b>Case Information</b> and selects to save.	1.8 System validates the required fields and saves the updated case information.	
	1.9 System sends an email notification to the assignee.	

**Design:**  
**(At Step 6, 7, 1.6, 1.7) Case Information**

Field Name	Data Type	Description/Comments	Required Field
Case Number	Numeric	System generated unique ID for a case.	Y
Complaint Number	Numeric	System generated unique ID for a complaint. Retrieved from complaint information.	Y
Related Case Numbers	Numeric	Case numbers from other departments/agencies that relate to the case.	N
Case Status	Text	Status of the case. System generated.	Y
Case Address	Alphanumeric	Address inspector needs to inspect. Retrieved from complaint information.	Y
Case Location	Alphanumeric	Location where inspector needs to go to check the complaint. It can be Cross streets, Commissioners District, Assessor's Parcel Number or a point on the GIS map. Retrieved from complaint information.	Y
Location Type	Text	Can be drop-down selection of 1) Residential 2) Commercial Retrieved from complaint information.	N
Type of Structure	Text	Alley, Flood Wash, Water Box, Signs etc. Retrieved from complaint information.	N
Case Category	Text	List of case categories. Retrieved from complaint information.	Y
Case Type	Text	List of case types associated to a category. Retrieved from complaint information.	Y
Case Description	Alphanumeric	Details of the case. Retrieved from complaint information.	Y
Case Notes	Text	Notes entered by the CCPRO staff. Retrieved from complaint information.	N
Case Date	Date	Date case was created in the system.	Y

**Business Rules:**

BR01 – (At Step 8) Case number shall always be associated to one and only one complaint number.

**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

1. Complaint Number
2. Case Number, Address, Location, Date, Category, Type, Status

**Reporting:**

**Comments:**

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO5

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Assign or Reassign Case to an Inspector		
<b>Level:</b> User Goal		
<b>Description:</b> System automatically assigns a case to an Inspector based on various parameters or the supervisor manually assigns a case to an inspector.		
<b>Precondition:</b> Request for inspector assignment is triggered from CC04 - Create and Update Case.		
<b>Primary Actor:</b> Supervisor, System		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO4 - Create and Update Code Enforcement Case, CCPRO6 - Schedule or Reschedule Inspection		
<b>Success:</b> System or Supervisor is able to assign a case to an inspector.		
<b>Initial Path:</b> System automatically assigns a case to the inspector.		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
	1. System receives a case to be assigned to a CCPRO inspection staff's work queue.	
	2. System retrieves the inspection checklist based on the case type.	
	3. System looks up inspectors assigned to the geographical area in which the complaint is located.	
	4. System determines the skillset required for the inspection based on the case type and looks up inspectors with the skillset.	
	5. System looks up inspector's calendar availability and workload.	
	6. If inspectors are not available, system looks up backup for the inspector's.	
	7. System determines the available inspector and assigns the inspection.	
	8. System assigns the case to the designated inspector's work queue.	
	9. System sends an email notification to the designated inspector.	
<b>Alternate Path 1:</b> Supervisor manually assigns a case to the inspector.		
1.1 User logs into the Land Management system.	1.2 System displays several options including the option to manually assign a case to the inspector.	
1.3 User selects to manually assign a case to the inspector.	1.4 System prompts the user to search for cases.	
1.5 User enters the search criteria and selects to search.	1.6 System displays the requested cases.	
1.7 User selects a case to be manually assigned.	1.8 System displays the case information.	

	1.9 System prompts the user to select the geographical area of inspection.	
1.10 User selects the geographical area of inspection.	1.11 System prompts the user to select the skillset required for the inspection.	
1.12 User selects the skillset for the inspection.	1.13 System displays suitable inspectors with their calendar availability, workload and backup information.	
1.14 User selects the appropriate inspector and selects to assign the case for inspection.	1.15 System assigns the case to the designated inspector's work queue.	
	1.16 System sends an email notification to the designated inspector.	

**Design:**

**(At Step 1.7 to 1.12) Case Assignment Information**

Field Name	Data Type	Description/Comments	Required Field
Geographical Area	Text	List of geographical areas under Clark County jurisdiction used for inspector assignment.	N
Skillset	Text	List of inspector skills used for inspector assignment.	N
Calendar Availability	Date and Time	Open/Available dates and times for an inspector.	N
Workload	Hours	Number of inspection hours scheduled for an inspector per day.	N
Backup	Text	List of backup staff for an inspector.	N
Inspector Name	Text	Name of inspector assigned to the case.	Y

**Business Rules:**

BR01 – (At Step 2, 1.6) System shall maintain a checklist of inspection activities for each case type.

BR02 – (At Step 5) System shall schedule inspectors to perform a minimum of X hours and a maximum of Y number of inspections per day.

BR03 – (At Step 6) If an inspector exceeds the maximum of Y number of inspections per day, then the backup staff will be considered for assignment.

BR04 – (At Step 7) Inspections will be assigned based on the following factors:

- Area Inspector Matrix- List of inspector assignments to a geographical area.
- Skillset- List of skills for an inspector.
- Calendar Availability - Open time available to perform work related activities.
- Workload – Number of inspections and hours an inspector has been allocated per day.
- Backup - List of backup resources for an inspector's.

BR05 – (At Step 1.4) If the system is not able to automatically assign a case, the case shall be put in unassigned status which can be manually assigned by the supervisor. An email notification shall be sent to the supervisor.

BR06 – (At Step 1.4) Supervisor shall have the ability to override automatic assignment made by the system.

BR07 – (At Step 1.11) If system is not able to find a suitable inspector, the supervisor shall have the ability to change the selection criteria and search again or assign any inspector in the system.

**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

1. Case Number
2. Case Address/Location
3. Case Date
4. Case Category/Type
5. Case Status

**Comments:**

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO6

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Schedule or Reschedule Inspection			
<b>Level:</b> User Goal			
<b>Description:</b> User schedules/reschedules an inspection for a case in the users work queue.			
<b>Precondition:</b> A case should be assigned to the inspector.			
<b>Primary Actor:</b> CCPRO Inspector			
<b>Secondary Actor:</b>			
<b>Related Use Case(s):</b> CCPRO5 - Assign or Reassign Case to an Inspector, CCPRO7 - Create and Maintain Case Worksheet			
<b>Success:</b> User is able to schedule or reschedule an inspection for a case.			
<b>Initial Path:</b> User wants to search calendar and schedule an inspection.			
<b>Actor</b>		<b>System</b>	
1. User logs into the system and navigates to the work queue.		2. System displays cases assigned to the inspectors work queue.	
3. User selects the case(s) for which an inspection needs to be scheduled.		4. System displays the option to search calendar to schedule, manually schedule or reschedule inspection(s).	
5. User selects to search calendar to schedule inspection(s).		6. System prompts user to provide inspection priority and estimated time to complete inspection for the selected case(s).	
7. User selects a priority and enters the estimated time to complete inspection for the case(s).		8. System checks inspector's calendar availability and displays the latest available date and time slot for the case(s).	
9. User selects the date and time slot for the case(s).		10. System schedules inspection for the case(s) and displays an inspection acknowledgement message.	
<b>Alternate Path 1:</b> User wants to manually schedule an inspection.			
1.1 (At Step 5) User selects to manually schedule/reschedule inspection(s).		1.2 System prompts user to provide date and time for the selected case(s).	
1.3 User selects date and time for the case(s).		1.4 System schedules/reschedules the inspection(s) and displays an inspection acknowledgement message.	
<b>Design:</b>			
<ol style="list-style-type: none"> <li>(At Step 6) Inspection priority shall be high, medium or low.</li> <li>(At Step 10, 1.4) System shall send a reminder to the assignee before the inspection.</li> </ol>			
<b>(At Step 7, 9, 1.3) <u>Inspection Information</u></b>			
<b>Field Name</b>	<b>Data Type</b>	<b>Description/Comments</b>	<b>Required Field</b>
Inspection Priority	Text	Priority of the inspection assigned by an inspector. It can be high, medium or low.	Y

Estimated Inspection Time	Hours and Minutes	Estimated time to complete an inspection.	Y
Inspection Date	Date	Date of Inspection.	Y
Inspection Time	Time	Time of Inspection.	Y
<b>Business Rules:</b>			
<b>Security Requirement(s):</b>			
<b>Data Retention:</b>			
<b>Search Criteria:</b>			
<b>Reporting:</b>			
<b>Comments:</b>			
<ol style="list-style-type: none"> <li>1. This use case assumes that the user's calendar will be maintained in the Land Management System.</li> </ol>			

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO7

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Create and Maintain Case Worksheet		
<b>Level:</b> User Goal		
<b>Description:</b> User is able to create or update a worksheet for a case. The worksheet will include inspection, notice, hearing, bidding, and impound item information for a case.		
<b>Precondition:</b> A case should be assigned to the inspector.		
<b>Primary Actor:</b> CCPRO Inspector		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO6 - Schedule or Reschedule Inspection, CCPRO8 - Create and Update Inspection resulting, CCPRO11 - Create and Issue Notices, CCPRO13 - Create and Maintain Contractors, CCPRO19 - Create and Maintain Impound Item		
<b>Success:</b> User is able to create or update a worksheet for a case.		
<b>Initial Path:</b> User wants to create a new worksheet.		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. User logs into the system and navigates to the work queue.	2. System displays cases assigned to the inspectors work queue.	
3. User selects a case.	4. System displays the option to create or update worksheet.	
5. User selects to create a new worksheet.	6. System creates and saves a new worksheet with inspection, notice, hearing, bid and impounded item information based on the case type.	
<b>Alternate Path 1:</b> User wants to create/update inspection information.		
1.1 (At Step 5) User selects to update a worksheet.	1.2 System displays the worksheet with inspection, notice, hearing, bid and impounded item information.	
1.3 User selects inspection information.	1.4 (Refer Step 8 in use case CCPRO8 - Create and Update Inspection resulting)	
<b>Alternate Path 2:</b> User wants to create/update notice information.		
2.1 (At Step 5) User selects to update a worksheet.	2.2 System displays the worksheet with inspection, notice, hearing, bid and impounded item information.	
2.3 User selects notice information.	2.4 (Refer Step 8 in use case CCPRO11 – Create and Issue Notices)	
<b>Alternate Path 3:</b> User wants to create/update hearing information.		
3.1 (At Step 5) User selects to update a worksheet.	3.2 System displays the worksheet with inspection, notice, hearing, bid and impounded item information.	
3.3 User selects to create/update hearing information.	3.4 System displays the <b>Hearing Information.</b>	
3.5 User enters/updates the hearing information and selects to save.	3.6 System validates and saves the hearing information.	
<b>Alternate Path 4:</b> User wants to create/update BCC hearing information.		

4.1	(At Step 5) User selects to update a worksheet.	4.2	System displays the worksheet with inspection, notice, hearing, bid and impounded item information.	
4.3	User selects to create/update BCC hearing information.	4.4	System displays the <b>BCC Hearing Information</b> .	
4.5	User enters/updates the BCC hearing information and selects to save.	4.6	System validates and saves the BCC hearing information.	
<b>Alternate Path 5: User wants to create/update court hearing information.</b>				
5.1	(At Step 5) User selects to update a worksheet.	5.2	System displays the worksheet with inspection, notice, hearing, bid and impounded item information.	
5.3	User selects to create/update court hearing information.	5.4	System displays the <b>Court Hearing Information</b> .	
5.5	User enters/updates the court hearing information and selects to save.	5.6	System validates and saves the court hearing information.	
<b>Alternate Path 6: User wants to create/update bid information.</b>				
6.1	(At Step 5) User selects to update a worksheet.	6.2	System displays the worksheet with inspection, notice, hearing, bid and impounded item information.	
6.3	User selects to create/update bid information.	6.4	System displays the <b>Bid Information</b> .	
6.5	User enters/updates the bid information and selects to save.	6.6	System validates and saves Bid information.	
<b>Alternate Path 7: User wants to add/update impounded item information.</b>				
7.1	(At Step 5) User selects to update a worksheet.	7.2	System displays the worksheet with inspection, notice, hearing, bid and impounded item information.	
7.3	User selects to create/update impounded item information.	7.4	System displays the <b>Impounded Item Information</b> .	
7.5	User selects the impounded item(s) from a list, enters/updates the number of items, item status and selects to save.	7.6	System validates and saves impounded item information.	
<b>Design:</b>				
<b>At Step (3.4) <u>Hearing Information</u></b>				
<b>Field Name</b>	<b>Data Type</b>	<b>Description/Comments</b>	<b>Required Field</b>	
Hearing Number	Numeric	Unique ID for a hearing within a case.	Y	
Hearing Officer	Text	Name of the hearing officer.	N	
Hearing Description	Text	Description of the hearing agenda.	N	
Hearing Results	Text	Results of the hearing.	N	
Hearing Date	Date	Date hearing was conducted.	N	
Attachment's	File	Image/Audio/Video/Document Files	N	

**At Step (4.4) BCC Hearing Information**

Field Name	Data Type	Description/Comments	Required Field
Hearing Description	Text	Description of the hearing agenda.	N
Hearing Results	Text	Results of the hearing.	N
Hearing Date	Date	Date hearing was conducted.	N
Attachment's	File	Image/Audio/Video/Document Files	N

**At Step (5.4) Court Hearing Information**

Field Name	Data Type	Description/Comments	Required Field
DA Name	Text	Name of the DA.	N
Hearing Description	Text	Description of the hearing agenda.	N
Hearing Results	Text	Results of the hearing.	N
Hearing Date	Date	Date hearing was conducted.	N
Attachment's	File	Image/Audio/Video/Document Files	N

**At Step (6.4) Bid Information**

Field Name	Data Type	Description/Comments	Required Field
Bid Description	Text	Description of the bid.	N
Bidding Date	Date	Date the bidding was conducted.	N
Bidding Results	Text	Results of the bidding.	N
Contractor Number	Numeric	Unique ID for a contractor.	N
Contractor Name	Text	Name of the contractor.	N
Contractor Quote	Numeric	Amount quoted by the contractor.	N
Attachment's	File	Image/Audio/Video/Document Files. E.g. Purchase Order.	N

**At Step (7.4) Impounded Item Information**

Field Name	Data Type	Description/Comments	Required Field
Item Number	Numeric	Unique number for the item.	Y
Item Name	Text	Name/Description of the impounded item.	Y
Item Type	Text	Type of item. E.g. Shopping Cart, Sign	Y
Number of Items	Numeric	Number of items impounded.	Y
Item Status	Text	Status of the item. E.g. In Yard, Retrieved by Customer, Sent for Recycle	Y
Business Name	Text	Name of the Business/Company who owns	N

		the cart or sign.	
Business Phone Number	Numeric	Telephone number for the Business/Company who owns the cart or sign.	N

**Business Rules:**

**BR01** – (At Step 6) A worksheet shall be related to a case number. A worksheet can have multiple inspections, notices, and hearings under it.

**BR02** – (At Step 6) Inspection information includes a checklist that depends on the case type. The mapping between case type and inspection checklist needs to be maintained in the system.

**BR03** – (At Step 6) The types of notice, types of hearing and impounded item information in the worksheet will depend on the case type. The mapping between case type and notices/hearings/impound item need to be maintained in the system.

**BR04** – (At Step 6) User shall be able to view and print summarized case worksheet information.

**BR05** – (At Step 3.3) User shall be able to add multiple hearings to a worksheet.

**BR06** – (At Step 6.3) User shall be able to add multiple contractor bids (Contractor Name, Number and Quote) under bid information.

**BR07** – (At Step 7.3) User shall be able to add multiple impounded items to a worksheet. Item information will be pulled from the impound item master (refer use case CCPRO19).

**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

**Reporting:**

**Comments:**

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO8

Created by (BA/BL/SME): Ashok Guthikonda/Don Coburn

<b>Use Case Name:</b> Create and Update Inspection Resulting		
<b>Level:</b> Summary		
<b>Description:</b> CCPRO inspector needs to inspect a Code Enforcement Case and record notes and/or results of an inspections		
<b>Precondition:</b> Mobile app is available for the system and is accessible on a tablet or smart phone device		
<b>Primary Actor:</b> CCPRO Inspector		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO7 - Create and maintain Case Work Sheet, CCPRO11 - Create and Issue Notices, CCPRO06 - Schedule/Reschedule Inspections		
<b>Success:</b>		
<ul style="list-style-type: none"> <li>- Inspection notes and/or results are entered and saved</li> <li>- Record time spent on Inspection</li> </ul>		
<b>Initial Path:</b> CCPRO Inspector performs an initial inspection and needs to record time and results. Inspection DOES NOT have violations or require additional steps.		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. User taps on the Mobile app	2. System displays to enter the user login and Password details	
3. User enters the login and password details	4. System validates the entry and open the mobile app console	
	5. System presents calendar default view of current day inspection schedules	
6. User selects the current assignment	7. System displays the Inspector work sheet related to the assigned Code Enforcement Case. (For detailed Inspector Work Sheet information, refer Use Case CCPRO7 - Create and maintain Case Work Sheet)	
8. User selects the Initial Inspection action from the work sheet	9. System displays details for Inspection	
	10. System allows an option to select Start Inspection timer to begin recording time it takes to complete inspection	
11. User selects Start Inspection Timer	12. System start the timer and displays the Inspection check list based on the violation category	
13. User checks off items completed while going through inspection	14. System provides the ability to change code violations and record comments regarding the issue	
15. User does not have any violations and enter the final comments	16. System validates the inspection resulting fields, save the information and flags inspection as “Inspection Complete”	
	17. System calculates and displays time spent,	

	summary, and inspection results	
18. User tap on the electronic signature to sign off	19. System date/time stamps signature with inspector's electronic signature and signoff	
<b>Alternate Path 1:</b> CCPRO Inspector performs an initial inspection and needs to record time and results. Inspection has a violation.		
1.1 (At Step 15) User has established a violation and adds details of violation	1.2 System records the information and prompts the user to send the Notice of violation and schedule next inspection <ul style="list-style-type: none"> <li>• Notices: Refer CCPRO11 - Create and Issue Notices</li> <li>• Schedule/re-schedule: Refer CCPRO06 - Schedule/Reschedule Inspections</li> </ul>	
	1.3 Continue step 16	
<b>Alternate Path 2:</b> Inspector performs a re-inspection (as a result of Alternate Path 1) and needs to record time and results. All violations have been corrected.		
2.1 (At step 8) User selects the Re-Inspection action from the work sheet	2.2 Continue Main Path Step 9 - 19	
<b>Alternate Path 3:</b> Inspection is partially completed and inspector needs to complete the inspection		
3.1 (At step 15) User selects to stop Inspection	3.2 System validates the inspection resulting fields, save the information and flags inspection as "Inspection Partially Complete"	
	3.3 System prompts to reschedule inspection.	
3.4 User selects to reschedule.	3.5 System displays to enter the date/time	
3.6 User enters date/time and saves		
<b>Business Rules:</b>		
(Step 12) <ul style="list-style-type: none"> <li>• An Inspection Check list will display based on case type. The checklist is required to be completed by the inspector.</li> </ul>		
(Step 15, 1.1) <ul style="list-style-type: none"> <li>• Results and comments added during previous inspections cannot be overwritten.</li> </ul>		
(step 1.2) <ul style="list-style-type: none"> <li>• Re- inspection will be scheduled based on the Notice expiry date</li> </ul>		
<b>Design:</b>		
<b>(Step 9) Details for Inspection</b>		
<b>Field Name</b>	<b>Description/Comments</b>	
Address	<i>Address being inspected</i>	
Case Number	<i>System Generated based on case that generated the inspection</i>	
Inspection Contact	<i>Contact for the request</i>	

APN	<i>Assessor's Parcel Number</i> <i>System auto-populate based on address and Comp Planning data</i>
Major Property Name	(one or more addresses or parcels related to a description of a property- ie MGM, Mandalay Bay) System auto-populated based on address from request
Tenant Name	(Company/Business taking up residence at unit/suite on property or entire property) System auto-populated based on address in request and business license information
Case Type	(Case that triggered the inspection. i.e. Complaint)
Inspections Detail	Inspections already completed as part of the case. Inspections outstanding for the case. Detail of all inspections completed historically and currently pending.
Case Detail	Button or selection which allows inspector to see the case detail
Building Detail	Button or selection which allows inspector to review Building detail (i.e. Occupancy Type, Square Footage, Occupant Load)
Zoning Detail	Button or selection which allows inspector to review Zoning Detail

**(At Step 12) Sample Inspection Check List for Abatable violation**

- Verify Complaint Location
- Determine Violation on the case
- Contact Property Owner
- Advise of violations and corrective actions.
- Advise of Code Enforcement procedures and actions that will be taken if they fail to comply with code.
- Need Notice of Violation
- Need Abatement Notice
- Hearing requested
- Hearing officer rules
- BCC Hearing requested
- BCC Rules

- Court Hearing requested
- Court Hearing rules
- Need bids from contractors to clean property
- Violation abated

**(Step 12)**

- Checklists presented will depend on the case type.

**(Step 8-16)** System will provide the functionalities and the ability to input the following levels of information during or after an inspection:

- Inspection Status
  - a) Complete
  - b) Partially Complete
  - c) Cancelled
- View current required inspections and Add/Remove inspections
- Assign Additional inspectors to the inspection
- Reassign the request to another Inspector
- Create/Modify a Notice of Violation
- Create/Modify a Citation
- Create/Modify a Stop Work
- Create/Modify a case

**(At Step 16) Inspection Resulting summary**

- **Nice-to-Have** The system shall provide a method to display the overview of Inspection

**(Step 13)**

- **(Nice-to-Have)** System shall provide the ability to upload pictures taken from a mobile device and attach the pictures with notes to the inspection.
- **(Nice-to-Have)** System shall provide the ability to send an email regarding an inspection, plan or request within the interface and store the email thread.

**(Step 11 & 17)**

- In the event there is not a timer available, a Start and End Date/time field will be provided for manual entry

**Audit Trail:**

1. An entry will be made for creation or modification of Inspection Results
2. Audit trail information will include User id, date/time, brief detail of transaction

**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

**Comments:**

- Checklist detail will need to be determined and inputted as part of implementation.

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO9

Created by (BA/BL/SME): Ashok Guthikonda/Don Coburn

<b>Use Case Name:</b> Painter Abating a Violation		
<b>Level:</b> Summary		
<b>Description:</b> A residential graffiti is reported and a CCPRO Painter will be assigned to abate the violation		
<b>Precondition:</b> Clerical staff already created a residential graffiti case and assigned to the painter work queue		
<b>Primary Actor:</b> Painter		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO3 - Create, Update, and View Complaint by Staff, CCPRO4 - Create and Update Code Enforcement Case, CCPRO10 - Create and Maintain Graffiti Abatement Consent		
<b>Success:</b>		
<ul style="list-style-type: none"> <li>• Painter able to schedule the site visit for violation abatement</li> <li>• Record work details in completion log</li> <li>• Close Code Enforcement Case</li> </ul>		
<b>Initial Path:</b> Complaint reported by a citizen and painter visits the property to abate the violation		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. Painter logs into the system and navigates through the menu to open painter work queue	2. System displays all the cases assigned to the painter	
3. Painter selects the cases and selects create/schedule next action task from defined action options.	4. System prompts user to enter scheduled inspection date.	
5. Painter enters site visit date	6. System schedules site visit for abatement on the entered date	
7. Painter is able to view the task scheduled on the work day calendar		
8. Painter visits the site and open the mobile app	9. System displays to enter the user login and Password details	
10. Painter enters the login and password details	11. System validates the entry and open the mobile app console	
	12. System presents calendar default view of current day abatement schedules	
13. Painter selects the current abatement task	14. System displays all the details related to the residential graffiti case	
15. Painter verifies location details on the case and updates the changes if required	16. System updates the changes entered by the painter	
17. Painter selects to verify for existing property Owner permission to abate the violation	18. System displays the Permission details of the property owner For More information refer use Case: CCPRO10 - Create and Maintain Graffiti Abatement Consent	
19. Painter abates the violation and selects	20. System displays the completion log to the	

the completion log	enter the details	
21. Painter enters the work details in the completion log and select to save	22. System records the information and saves the completion log.	
23. Painter selects to close the case	24. System closes the case and if available sends a notification to the contact on the code enforcement case	
<b>Alternate Path 1: Painter finds unreported graffiti</b>		
1.1 Painter finds graffiti in the area		
1.2 Painter abates the violation		
1.3 Painter logs into the Mobile app and selects to open the completion log	1.4 System displays completion log	
1.5 Painter enter details in completion log and selects to save	1.6 System records the abatement details and saves the completion log	
1.7 Painter logs into the system from the work station	1.8 System displays the CCPRO Main Screen	
1.9 Painter selects to create a complaint with a case and enter the details	1.10 System displays the complaint form and creates a complaint with a case attached to it. Refer Use Case: CCPRO3 - Create, Update, and View Complaint by Staff, CCPRO4 - Create and Update Code Enforcement Case	
1.11 Painter selects to open the completion log in step 1.5	1.12 System displays the completion log	
1.13 Painter enter the case number created at step 1.10 and selects to save	1.14 System save the case number on the completion log and tie's up the log to the case.	
1.15 Painter selects to close the case	1.16 System closes the case and if available sends a notification to the contact on the code enforcement case	
<b>Business Rules:</b>		
<b>(Prior Step 1)</b>		
<ul style="list-style-type: none"> <li>• Painter is assigned to a residential graffiti case based on the Zip Code of the violation.</li> <li>• Painter is an employee of Clark County</li> <li>• Painter is assigned only to Residential graffiti violations</li> </ul>		
<b>Design:</b>		
<b>(At step 8)</b> Mobile app is available for the system and is accessible on a tablet or smart phone device		
<b>(At step 14) Details of the Residential graffiti Case</b>		
<ol style="list-style-type: none"> <li>1. Case Number</li> <li>2. Commission District</li> <li>3. Zip Code</li> <li>4. Name</li> </ol>		

5. Phone #
6. Address
7. Location
  - a. Cross Street
  - b. Commission District
  - c. Parcel Number
8. Type of structure:
  - a. Alley
  - d. Electrical box
  - e. Power Pole
  - f. Flood Wash
  - g. Side Walk
  - h. Mail Box
  - i. Water Box
  - j. Traffic control Box
  - k. Light Pole
  - l. Signs
  - m. Others
9. Entity:
  - n. CC Public Works Traffic
  - b. CC Public Works Road
  - c. NDOT
  - d. NV Energy
  - e. Aviation
  - f. City of Las Vegas
  - g. City of North Las Vegas
  - h. City of Henderson
  - i. Water District
10. Other
11. Comments

**(At step 14) Completion Log**

- Case Number
- Wall Size
- Color of the Paint
- Time spent

**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

**Comments:**

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO10

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Create and Maintain Graffiti Abatement Consent				
<b>Level:</b> User Goal				
<b>Description:</b> User is able to create, update, or view consent information from a property owner to abate graffiti on the property.				
<b>Precondition:</b> Graffiti exists on a residential property.				
<b>Primary Actor:</b> CCPRO Painter				
<b>Secondary Actor:</b>				
<b>Related Use Case(s):</b> CCPRO9 - Painter Abating a violation				
<b>Success:</b> User is able to create or update property owner consent for abating graffiti.				
<b>Initial Path:</b> User wants to create new graffiti abatement consent.				
<b>Actor</b>		<b>System</b>		<b>Rate</b>
1. User logs into the system and navigates to the graffiti abatement consent page.		2. System displays the option to create or update graffiti abatement consent.		
3. User selects to create new graffiti abatement consent.		4. System prompts user to provide an address for the property where graffiti needs to be abated.		
5. User enters the property address.		6. System verifies that the address provided is within Clark County jurisdiction, retrieves address information from the location source system, and returns listing of matching values.		
7. User selects an address.		8. System displays <b>Graffiti Abatement Consent Information.</b>		
9. User enters the graffiti abatement consent information and selects to save.		10. System saves new graffiti abatement consent for the property.		
<b>Alternate Path 1:</b> User wants to update/view graffiti abatement consent.				
1.1 (At Step 3) User selects to update/view existing graffiti abatement consent.		1.2 System displays the option to search consents.		
1.3 User enters the <b>Search Criteria</b> and selects to search.		1.4 System displays the requested consent(s).		
1.5 User selects the required consent.		1.6 System displays the <b>Graffiti Abatement Consent Information.</b>		
1.7 User updates the consent information and selects to save.		1.8 System saves the updated information.		
<b>Design:</b>				
<b>At Step (8, 1.6) <u>Graffiti Abatement Consent Information</u></b>				
<b>Field Name</b>	<b>Data Type</b>	<b>Description/Comments</b>	<b>Required Field</b>	
Property Address	Text	Address of the property where graffiti needs to be abated.	Y	

Property Owner	Text	Name of the property owner.	Y
Telephone Number	Numeric	Telephone number of the property owner.	N
Consent Indicator	Text	Indicates if consent was provided or not.	Y
Consent Date	Date	Date consent was provided.	Y
Attachment's	File	E.g. Signed Consent Form	N

**Business Rules:**

**BR01** – (Step 6) Address information shall be pulled from the source data such as Assessors records or GIS or Comp Planning.

**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

(At Step 1.3)

1. Property Address
2. Property Owner

**Reporting:**

**Comments:**

Graffiti Abatement Consent Form



**Department of Administrative Services**

Code Enforcement / Public Response

PO Box 551716 Las Vegas, NV 89155-1716  
(702)455-4191 Fax (702) 455-2080

*Working together to preserve our neighborhoods by eliminating graffiti vandalism.*

**GRAFFITI ABATEMENT REQUEST/CONSENT FORM**

Graffiti is blight upon neighborhoods. With consent of the property owner, Clark County may cover or remove graffiti, visible to the public, on the exterior of walls or fences of single-family residences at County expense.

The County will attempt to match existing color schemes to preserve the neighborhood appearance, but cannot guarantee colors. This may entail painting entire sections of exterior walls upon which the graffiti is located. To protect from over spray damage, owners are asked to move or cover all personal property, including vehicles, at least 50 feet from the spray zone.

By signing below, the owner requests, consents and gives permission for Clark County to cover or remove graffiti on his or her property. This form shall be a continuing license and may be recorded in the real property records of the Clark County Recorder to bind successors and assigns, but may be revoked by the owner at any time by providing written notice to the Clark County Public Response Office at the address provided above.

\_\_\_\_\_  
Street Address of Property to be Painted

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Name of Property Owner

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
**Property Owner Signature,**  
I grant permission to cover graffiti on my private property.

\_\_\_\_\_  
**Date**

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO11

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Create and Issue Notices		
<b>Level:</b> User Goal		
<b>Description:</b> User is able to create, update and issue various notices for a case.		
<b>Precondition:</b> A worksheet should have been created and an inspection should have been conducted for the case.		
<b>Primary Actor:</b> CCPRO Inspector		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO6 - Schedule or Reschedule Inspection, CCPRO7 - Create and Maintain Case Worksheet		
<b>Success:</b> User is able to create and issue notices for a case.		
<b>Initial Path:</b> User wants to create and issue a new notice.		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. User logs into the system and navigates to the work queue.	2. System displays cases assigned to the inspectors work queue.	
3. User selects a case.	4. System displays the option to create or update worksheet.	
5. User selects to update the worksheet.	6. System displays the worksheet with inspection, notice, hearing and bid information.	
7. User selects notice information.	8. System displays the option to create or update a notice.	
9. User selects to create a new notice.	10. System prompts user to select a <b>Notice Type</b> .	
11. User selects a notice type.	12. System displays a template document for the selected notice type.	
13. User enters information in the notice document and selects to save.	14. System prompts user to enter <b>Notice Information</b> .	
15. User enters the notice information and selects to save.	16. System saves the notice information and the notice document.	
	17. System updates the case status and case comments with notice information.	
	18. System prompts user to print the notice.	
19. User selects to print the notice (which will be issued to the property owner via postal mail).	20. System displays the option to email notice to the complainant (if email id is available).	
21. User selects to email notice.	22. System emails notice to the complainant.	
	23. System prompts user to schedule a follow up inspection.	
24. User selects to schedule a follow up inspection.	25. System schedules a follow up inspection.  (Refer Step 4 of use case CCPRO6 - Schedule or Reschedule Inspection)	

<b>Alternate Path 1: User wants to update/view notice.</b>			
1.1 (At Step 9) User selects to update/view a notice.	1.2 System displays all the notices for a case.		
1.3 User selects a notice.	1.4 System displays <b>Notice Information</b> and a link to the notice document.		
1.5 User updates notice information and selects to save.	1.6 System saves the updated information.		
<b>Design:</b>			
<b>At Step (14, 1.4) <u>Notice Information</u></b>			
Field Name	Data Type	Description/Comments	Required Field
Notice Type	Text	Type/Description of notice.	Y
Issued By	Name	Name of the inspector who issued the notice	Y
Notice Date	Date	Date the notice was created.	Y
Notice Expiry Date	Date	Date the notice expires.	N
Notice Status	Text	Status of notice. E.g. Pending, Complete.	N
<b>At Step (10) <u>Types of Notices</u></b>			
<ol style="list-style-type: none"> <li>1. Courtesy Notice</li> <li>2. Courtesy Notice 2</li> <li>3. Declaration of Imminent Danger</li> <li>4. Demand for Payment</li> <li>5. First Notice of Delinquency</li> <li>6. Second Notice of Delinquency</li> <li>7. Third Notice of Delinquency</li> <li>8. Notice of Abatement 2</li> <li>9. Notice of Abatement Extension</li> <li>10. Notice of Cost to Abate</li> <li>11. Notice of Graffiti</li> <li>12. Notice of Hazardous Sign Removal</li> <li>13. Notice of Lien</li> <li>14. Notice of Sign Removal</li> <li>15. Notice of Violation and Sign Removal</li> <li>16. Second Notice of Violation</li> <li>17. Final Notice of Violation</li> <li>18. Rehabilitation Courtesy Notice</li> <li>19. Rehabilitation Notice</li> </ol>			
<b>Business Rules:</b>			
<b>BR01</b> – (At Step 9) User shall be able to add multiple notices to a case worksheet.			
<b>BR02</b> – (At Step 12) System shall auto populate the case number, property owner address, CCPRO inspector and inspector phone number in the document template.			

**BR02** – (At Step 12) System shall auto populate the relevant violation codes and its description in the document template based on the notice type.

**BR03** – (At Step 16) Notice documents need to be maintained in the system or interfaced to a document management system.

**BR04** – (At Step 16) System shall send an email reminder to the case assignee for following up on the notice. The reminder shall be sent X number of days prior to the notice expiry date.

**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

**Reporting:**

**Comments:**

Notice of Violation Template



CENAME  
CEADR1 CEADR2  
CECITY, CEST CENZIP

DATE:

**Public Response Office/ Code Enforcement**  
1650 S. Hollywood Blvd.  
Las Vegas NV 89142  
Fax: (702) 641-0444

Case Number: -CASENO

**NOTICE OF VIOLATION AND SIGN REMOVAL**

Dear Property Owner/Sign Owner:

The purpose of this notice is to advise you that the sign(s) posted on the property located at:

Is in Violation Section's: CDTA03  
of the Clark County Code, and are subject to removal by this office under authority of **Section 30.72.070 (1)** of the Clark County Code. If the violation is not corrected within 15 days from the date of this notice, the sign(s) will be removed from the property and impounded. The structures/signs may be dismantled if necessary for removal and signs will be destroyed if not recovered after 30 days of impoundment.

If you wish to appeal this action, you have the right to request a hearing pursuant to **Section 30.72.070 (6)** of the Clark County Code. Your written request for such a hearing must be received by the Clark County Public Response Office within 10 days from the date of this notice.

**ADVERTISEMENT STATED ON SIGN:**

Respectfully yours,

DFTIID  
Code Enforcement Officer  
Phone: CERSTO

**BOARD OF COUNTY COMMISSIONERS**  
STEVE SISOLAK Chair-, LARRY BROWN Vice-Chair  
SUSAN BRAGER - TOM COLLINS - CHRIS GIUNCHIGLIANI - MARY BETH SCOW- LAWRENCE WEEKLY  
DONALD G. BURNETTE - County Manager

Dept. Name: Clark County Public Response Office (CCPRO)  
 Process Name: CCPRO Business Process  
 Use Case Number: CCPRO12  
 Created by (BA/BL/SME): Ashok Guthikonda/Don Coburn

<b>Use Case Name:</b> Supervisor Review and Close Case		
<b>Level:</b> User Goal		
<b>Description:</b> Inspector signoff's the Code Enforcement case and supervisor reviews it for closure.		
<b>Precondition:</b> Code Enforcement Case is in supervisors work queue and has system access for review		
<b>Primary Actor:</b> Supervisor		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO7 - Create and maintain Case Work Sheet, CCPRO8 - Create and Update Inspection resulting		
<b>Success:</b>		
<ul style="list-style-type: none"> <li>• Supervisor is able to review the Code Enforcement Case</li> <li>• Supervisor is able to reassign the case to Inspector</li> <li>• Supervisor is able to close the case</li> </ul>		
<b>Initial Path:</b> Supervisor review Code Enforcement Case and determines to close		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. Supervisor logs into the system	2. System displays CCPRO Main page with a navigation menu	
3. Supervisor selects to open a work queue	4. System displays list of case for review	
5. Supervisor selects to open a case for review	6. System displays the case with Inspector work sheet and the case results	
7. Supervisor reviews the case findings, dispositions, data, narratives and add comments if required	8. System record the comments	
9. Supervisor determines case is appropriate for closure.	10. System displays to confirm the action with the digital signature	
11. Supervisor confirms the action for closure	12. System date/time stamps signature with supervisor's electronic signature	
	13. System close the case and change the status to "Case Closed"	
<b>Alternate Path 1:</b> Supervisor re-assign case to Inspector		
1.1 (At step 9) Supervisor determines to assign back the case to inspector		
1.2 Supervisor selects an option to re-assign the case to the inspector	1.3 System displays to enter the reason for re-assignment	
1.4 Supervisor enter the reason for case re-assignment	1.5 System records the reason and assign case to Inspectors work queue	
	1.6 Continue with Use Case: CCPRO7 - Create and maintain Case Work Sheet	
<b>Business Rules:</b>		
<b>(At Step 9)</b>		
<ul style="list-style-type: none"> <li>• All violations shall be removed before concluding a case for closure</li> </ul>		

<b>Design:</b>  <b>(At Step 7) Supervisor Comments</b> <ul style="list-style-type: none"><li>• A text box needs to be provided on the case level for the supervisor to add the comments</li></ul>
<b>Security Requirement(s):</b>
<b>Data Retention:</b>
<b>Search Criteria:</b>
<b>Comments:</b>

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO13

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Create and Maintain Contractors		
<b>Level:</b> User Goal		
<b>Description:</b> User is able to create, update, or view CCPRO contractors.		
<b>Precondition:</b> Contractor exists in the Business License system.		
<b>Primary Actor:</b> CCPRO Clerical Staff		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO7 - Create and Maintain Case Worksheet		
<b>Success:</b> User is able to create, update, or view contractors.		
<b>Initial Path:</b> User wants to create a new contractor.		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. User logs into the system and navigates to the maintain contractor page.	2. System displays the option to create or update contractors.	
3. User selects to create a new contractor.	4. System prompts user to provide the business license number for the contractor.	
5. User enters the business license number.	6. System verifies that the business license number exists and is active in the Business License System.	
	7. System retrieves <b>Contractor Information</b> from the Business License System and prompts user to verify.	
8. User verifies/enters contractor information and selects to save.	9. System saves the new CCPRO contractor.	
<b>Alternate Path 1:</b> User wants to update/view contractor.		
1.1 (At Step 3) User selects to update/view existing contractor.	1.2 System displays the option to search CCPRO contractors.	
1.3 User enters the <b>Search Criteria</b> and selects to search.	1.4 System displays the requested contractor(s).	
1.5 User selects the required contractor.	1.6 System displays <b>Contractor Information.</b>	
1.7 User updates contractor information and selects to save.	1.8 System saves the updated information.	
<b>Alternate Path 2:</b> Business license number does not exist or is not active in the Business License Department.		
	2.1 (At Step 6) System is not able to retrieve the business license number or the license is not active in the Business License Department.	
	2.2 System displays a message that the license number was not found or is not active.	
2.3 User views the message and selects ok.	2.4 System returns to the maintain contractor page.	

**Design:**  
**At Step (7, 1.6) Contractor Information**

Field Name	Data Type	Description/Comments	Required Field
Business License Number	Numeric	Unique ID for the business/company created by the Business License Department.	Y
License Classification	Text	Classification of the License.	Y
License Status	Text	Status of the License.	Y
Contractor Name	Text	Name of the contractor company.	Y
Contractor Address	Alphanumeric	Address of the contractor company.	N
Contractor Phone Number	Numeric	Telephone number for the contractor company.	N
Contractor Fax Number	Numeric	Fax number for the contractor company.	N
Contractor Email	Alphanumeric	Email address for the contractor company.	N
Contractor Status	Text	Indicates active/inactive CCPRO contractors.	Y

**Business Rules:**

**BR01** – (At Step 2.1) If the system is not able to retrieve the business license number from the Business License Department or if the license is not active then the system shall not allow the user to create a new contractor.

**BR02** – (At Step 1.7) Contractor shall be inactivated in the system if they are not approved to work with CCPRO.

**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

(At Step 1.3)

1. Business License Number
2. License Classification
3. License Status
4. Contractor Name
5. Contractor Address

**Reporting:**

**Comments:**

Dept. Name: Clark County Public Response Office (CCPRO)  
 Process Name: CCPRO Business Process  
 Use Case Number: CCPRO14  
 Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Create and Maintain Case Fees
<b>Level:</b> User Goal
<b>Description:</b> User is able to create, update, or view fees applied to a case.
<b>Precondition:</b> The case should exist in the system.
<b>Primary Actor:</b> CCPRO Inspector, CCPRO Clerical Staff
<b>Secondary Actor:</b>
<b>Related Use Case(s):</b> CCPRO15 - Create and Maintain Fee Payments
<b>Success:</b> User is able to create, update, or view case fees.

**Initial Path:** User wants to create a new fee.

Actor	System	Rate
1. User logs into the system and navigates to the work queue.	2. System displays cases assigned to the users work queue.	
3. User selects a case.	4. System displays various options including the option to maintain fees.	
5. User selects to maintain fees.	6. System displays the option to create or update a fee.	
7. User selects to create a new fee.	8. System prompts user to select a fee type (E.g. Civil Penalties, Shopping Cart Fee).	
9. User selects the fee type.	10. System prompts user for <b>Fee Information</b> .	
11. User enters the fee information and selects to save.	12. System saves the new fee for the case.	

**Alternate Path 1:** User wants to update/view a fee.

1.1 (At Step 7) User selects to update fees.	1.2 System displays all the fees for the case.	
1.3 User selects a fee to view the details.	1.4 System displays the <b>Fee Information</b> .	
1.5 User updates fee information and selects to save.	1.6 System saves the updates.	

**Design:**

**At Step (10, 1.4) Fee Information**

Field Name	Data Type	Description/Comments	Required Field
Fee Type	Text	Type of Fee (E.g. Civil Penalties, Shopping Cart Fee).	Y
Fee Code	Text	Unique Code for the Fee	Y
Fee Description	Text	Description of the Fee	Y
Fee Amount	Numeric	Fee amount applied to a case.	Y

**Business Rules:**

**BR01** – (At Step 11) System shall provide a link to the fee chart document used to calculate civil penalties.

<b>Security Requirement(s):</b>
<b>Data Retention:</b>
<b>Search Criteria:</b>
<b>Reporting:</b>  CCPRO shall be able to use the reports described in the following use cases for reconciliation, FD105 - Reporting-Balance End of Day transactions by Cashier FD098 - Reporting-Balance End of Day transactions-Daily Deposit
<b>Comments:</b>

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO15

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Create and Maintain Fee Payments
<b>Level:</b> User Goal
<b>Description:</b> User is able to create or view payments made by the customer.
<b>Precondition:</b> The case should exist in the system.
<b>Primary Actor:</b> CCPRO Inspector, CCPRO Clerical Staff
<b>Secondary Actor:</b>
<b>Related Use Case(s):</b> CCPRO14 - Create and Maintain Case Fees
<b>Success:</b> User is able to create or view fee payments.

**Initial Path:** User wants to create a new fee payment.

Actor	System	Rate
1. User logs into the system and navigates to the work queue.	2. System displays cases assigned to the users work queue.	
3. User selects a case.	4. System displays various options including the option to maintain fee payments.	
5. User selects to maintain fee payments.	6. System displays the option to create or view a fee payment.	
7. User selects to create a new fee payment.	8. System prompts user to provide <b>Payment Information.</b>	
9. User enters the payment information and selects to save.	10. System saves the new payment for the case.	

**Alternate Path 1:** User wants to view fee payments.

1.1 (At Step 7) User selects to view fee payments.	1.2 System displays all the fee payments made for the case.	
1.3 User selects a fee payment to view the details.	1.4 System displays the <b>Payment Information.</b>	

**Design:**  
**At Step (8, 1.4) Payment Information**

Field Name	Data Type	Description/Comments	Required Field
Receipt Number	Numeric	Unique ID for the receipt. System generated.	Y
Payment Method	Text	Method of Payment. E.g. Check, Money Order	Y
Amount Paid	Numeric	Amount paid by customer.	Y
Amount Due	Numeric	Amount due for the case.	Y
Check/Money Order Number	Numeric	Number on the check or money order.	Y
Credit Card Number	Numeric	Name of credit card. (Could be used in future)	Y
Credit Card Type	Text	Type of credit card. (Could be used in future)	Y
Received By	Text	CCPRO Staff who received the payment.	Y
Received From	Text	Customer who made the payment.	Y
Received Date	Date	Date payment was received by CCPRO.	Y

<b>Business Rules:</b>
<b>Security Requirement(s):</b>
<b>Data Retention:</b>
<b>Search Criteria:</b>
<b>Reporting:</b>
<b>Comments:</b>

Dept. Name: Clark County Public Response Office (CCPRO)

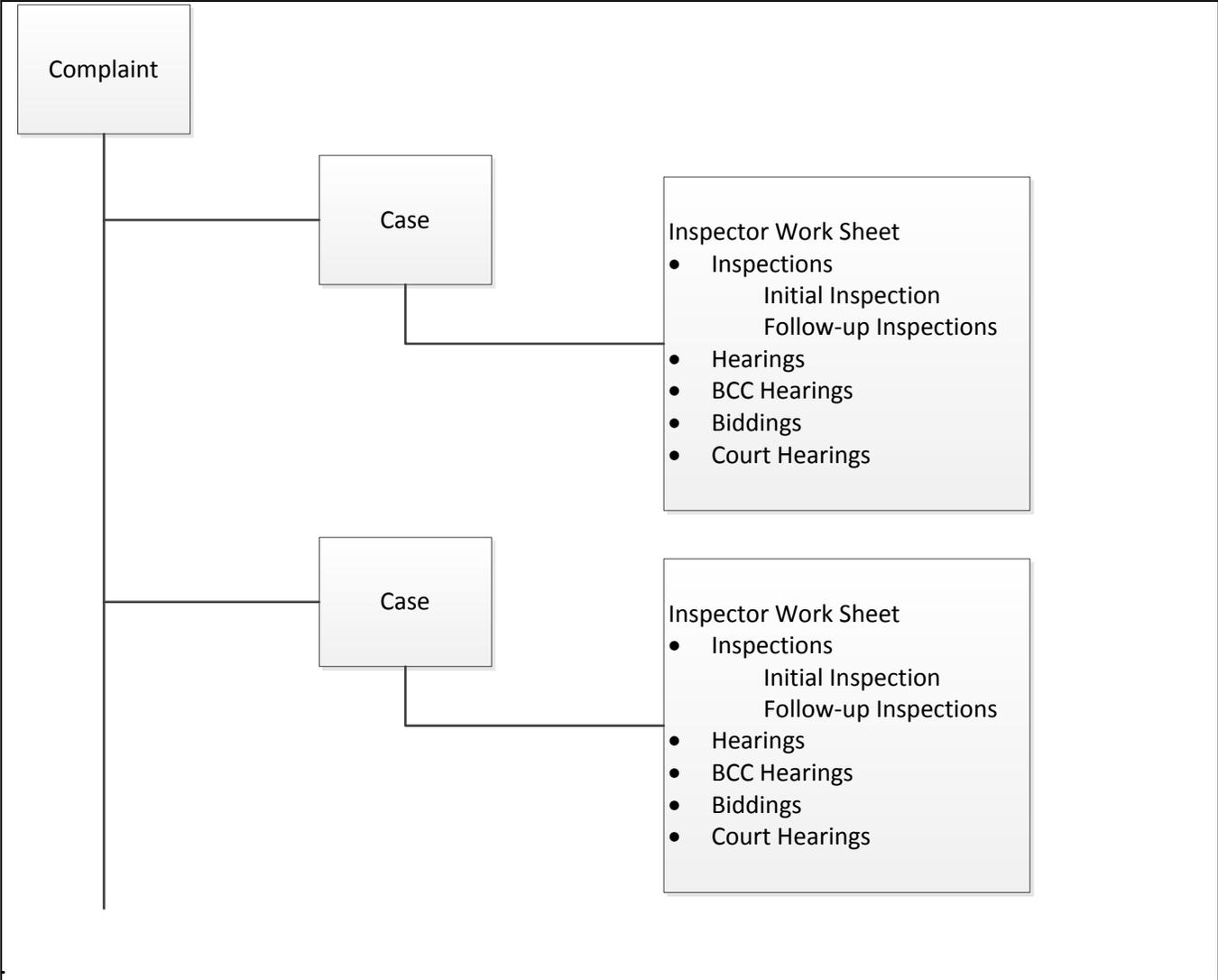
Process Name: CCPRO Business Process

Use Case Number: CCPRO16

Created by (BA/BL/SME): Ashok Guthikonda/Don Coburn

<b>Use Case Name:</b> Search Capabilities in CCPRO Module		
<b>Level:</b> User Goal		
<b>Description:</b> User wants to search for a specific record in the CCPRO module with different search criteria		
<b>Precondition:</b> User has access and logged into the system		
<b>Primary Actor:</b> CCPRO Staff		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b>		
<b>Success:</b>		
<ul style="list-style-type: none"> <li>• User is able to search and view specific record(s)</li> </ul>		
<b>Initial Path:</b> User wants to search for records with Complaint Number		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. User Navigates through the menu and select to open search form	2. System displays the search form with the following options <ul style="list-style-type: none"> <li>a. Complaint Number</li> <li>b. Case Number</li> <li>c. Inspector</li> <li>d. Parcel Number/Commission District</li> <li>e. Open/Close Status</li> </ul>	
3. User selects to search with Complaint Number and enters the number	4. System retrieves related information from the database and displays all the Cases related to the complaint	
<b>Alternate Path 1:</b> User wants to search by Case number		
1.1 (At step 3) User selects to search with Case Number	1.2 System displays to select following tasks to retrieve data <ul style="list-style-type: none"> <li>a. Inspections</li> <li>b. Notices</li> <li>c. Hearings</li> <li>d. BCC Hearings</li> <li>e. Court Hearings</li> </ul>	
1.3 User selects appropriate tasks	1.4 System displays Case information along with the tasks selected by the User	
<b>Alternate Path 2:</b> User wants to search by Inspector		
2.1 (At step 3) User selects to search with Inspector Name	2.2 System displays to enter the Inspector Name and to select following parameters <ul style="list-style-type: none"> <li>a. Assigned cases</li> <li>b. Open Cases</li> <li>c. Closed Cases</li> <li>d. Date range</li> </ul>	
2.3 User enters Inspector name and selects appropriate parameters	2.4 System retrieves relevant data as per the search criteria and displays the records	

<b>Alternate Path 3: User wants to search by Address/Parcel Number/Commission District</b>		
3.1 (At step 3) User selects to search with Address/Parcel Number/Commission District	3.2 System displays to enter the Parcel Address/Parcel Number/Commission district	
3.3 User enter the details	3.4 System displays all the Complaints logged at the Address/Parcel Number/Commission district	
<b>Alternate Path 4: User wants to search with Open/Close status</b>		
4.1 (At step 3) User selects to search with Open/Close status	4.2 System displays to select the status and prompts to select <ul style="list-style-type: none"> <li>a. Complaint</li> <li>b. Case</li> <li>c. Date Range</li> </ul>	
4.3 User enters appropriate status and selects the required options	4.4 System retrieves the records as per the search parameters and display accordingly	
<p><b>Design:</b></p> <p><b>(At step 4, 1.4, 2.4,3.4, 4.4)</b></p> <ul style="list-style-type: none"> <li>• Records display shall have drill down capabilities to perform research on associated information</li> </ul> <p><b>(At step 2, 1.2,2.2,3.2,4.2)</b></p> <ul style="list-style-type: none"> <li>• Required action types to be listed sequentially, and display available options according to fulfillment of prerequisite actions.</li> <li>• System shall able to provide a form to search and retrieve records at different levels and tasks</li> </ul> <p><b>Levels</b></p> <ul style="list-style-type: none"> <li>• Complaint</li> <li>• Case</li> </ul> <p><b>Tasks</b></p> <ul style="list-style-type: none"> <li>• Inspection</li> <li>• Notices</li> <li>• Hearing</li> <li>• BCC Hearing</li> <li>• Bidding</li> <li>• Court Hearing</li> </ul>		



**Security Requirement(s):**

**Data Retention:**

**Search Criteria:**

**Comments:**

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO17

Created by (BA/BL/SME): Ashok Guthikonda/Don Coburn

<b>Use Case Name:</b> Create and Update Liens		
<b>Level:</b> Summary		
<b>Description:</b> When a property owner does not pay the Fee and/or Penalty, a Lien is filed against the property. After payment, Lien shall be released.		
<b>Precondition:</b> Demand Notice for payment pass due date and a CCPRO Staff has to open a Lien on the property		
<b>Primary Actor:</b> Clerical Staff		
<b>Secondary Actor:</b>		
<b>Related Use Case(s):</b> CCPRO4 - Create and Update Code Enforcement Case, CCPRO11 - Create and Issue Notices		
<b>Success:</b> Attach Lien and Lien release documents to a case		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. User fills a form and file a Lien on a property		
2. User takes the Lien document and get it recorded in recorder's office		
3. Notice will be sent to property owner about the Lien.  (Refer Use Case: CCPRO11 - Create and Issue Notices)		
4. User logs into the system and selects to open the specific complaint for the specific case	5. System displays to enter the complaint number	
6. User enters the complaint number	7. System retrieves the complaint	
8. User navigates to the appropriate case and select to attach the Lien document	9. System attach the Lien document to the case	
10. User waits until the due amount is paid		
11. Property Owner pay off the fee at treasurer's office		
12. Treasurer's office intimates CCPRO about the due payment pay off		
13. User starts Lien release procedure and completes the procedure		
14. User logs into the system and selects to open the specific complaint for the specific case	15. System displays to enter the complaint number	
16. User enters the complaint number	17. System retrieves the complaint	
18. User navigates to the appropriate case and select to attach the Lien release document	19. System attach the Lien Release document to the case	
20. User selects to move the case to supervisor for closure	21. System places the case in the supervisor work queue for review and closure	

<b>Alternate Path 1: User closes the case</b>		
1.1 (At step 20) User closes the case if only Lien release is pending on the Case		
1.2 User selects to close the case	1.3 System records the user details closing the case and prompts a message that the case has been closed.	
	1.4 System changes the case status as “Case Closed”	
<p><b>Business Rules:</b></p> <p>(At step 21):</p> <ul style="list-style-type: none"> <li>• A Case can be closed only after the Lien is paid in full.</li> </ul>		
<p><b>Design:</b></p> <p>(At step 8,18)</p> <ul style="list-style-type: none"> <li>• System shall able to attach the documents to the case</li> </ul>		
<b>Security Requirement(s):</b>		
<b>Data Retention:</b>		
<b>Search Criteria:</b>		
<b>Comments:</b>		

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO18

Created by (BA/BL/SME): Ashok Guthikonda/Don Coburn

<b>Use Case Name:</b> CCPRO18 - Shopping Cart		
<b>Level:</b> Summary		
<b>Description:</b> Complaints come to CCPRO department regarding abandoned carts from different sources. Shopping Carts complaint received is created as a case, carts are collected, notice is created/sent, receive Impound Fee, salvage Carts and close case.		
<b>Precondition:</b> CCPRO clerical staff received a shopping cart complaint and it is logged as a Code Enforcement Case in the system		
<b>Primary Actor:</b> Clerical staff		
<b>Secondary Actor:</b> Supervisor		
<b>Related Use Case(s):</b> CCPRO2 - Create, Update, and View Complaint by Customer, CCPRO3 - Create, Update, and View Complaint by Staff, CCPRO4 - Create and Update Code Enforcement Case, CCPRO11 - Create and Issue Notices, CCPRO12 - Supervisor review and close case, CCPRO15 - Create and Maintain Fee Payments, CCPRO19 - Create and Maintain Impound Item		
<b>Success:</b>		
<ul style="list-style-type: none"> <li>• User is able to Notify Contractor about abandoned Carts</li> <li>• User is able to send Notices to Cart Owner</li> <li>• User is able to collect Impound Fee</li> <li>• User is able to close Case</li> </ul>		
<b>Actor</b>	<b>System</b>	<b>Rate</b>
1. Clerical staff creates a case in the system (refer Use Case: CCPRO4 - Create and Update Code Enforcement Case)		
2. Clerical staff selects to send a notification task from the predefined options in the case	3. System displays the notification template with the case information and prompts to enter contractor contact details	
4. Clerical staff enter the details and selects to send the notification	5. System send the notification to the contractor with the case details	
	6. System update the Case status as “ Pending with Contractor”	
7. Contractor retrieves Carts		
8. Contractor impounds Carts		
9. Clerical staff performs Inventory of Carts as part of weekly task (Refer Use Case: CCPRO19 - Create and Maintain Impound Item		
10. Clerical staff has an access to the system and logs into the system	11. System displays CCPRO main screen	
12. Clerical staff selects to open Notice template	13. System displays Notice template and prompts to select the Notice Type	
14. Clerical staff selects notice type	15. System inserts the text based on the notice type (refer use case: CCPRO11 - Create and Issue Notices)	

16. Clerical staff enters the cart owner details and selects to send the notification	17. System sends the notification	
	18. System changes the case status to "Notification sent"	
19. Cart Owner pays penalty fee and collect the carts (Refer Use Case: CCPRO15 - Create and Maintain Fee Payments)		
20. Clerical staff enters the payment information in the Case Notes and select to save	21. System save the notes entered in the case	
22. Clerical staff selects to sign off on the case	23. System signoff the case from the officer work queue and place the case in supervisors work queue	
24. Supervisor reviews the case and close the case in the system (CCPRO12 - Supervisor review and close case)		
<b>Alternate Path 1: Complaint Received by the contractor</b>		
1.1 (At step 1) Complaint about abandoned carts is given to the contractor		
1.2 Contractor retrieves Carts		
1.3 Contractor impounds Carts		
1.4 Clerical staff performs Inventory of Carts as part of weekly task (refer Use Case: CCPRO19 - Create and Maintain Impound Item)		
1.5 Clerical staff creates the case after coming back to Work station (refer Use Case: CCPRO4 - Create and Update Code Enforcement Case)		
1.6 Continue at step 12		
<b>Alternate Path 2: 14 Day impound Notice by Mail</b>		
	2.1 (At step 15) System is able to Print the Impound Advisement Notice	
2.2 Clerical staff selects to print the Notice	2.3 System prints the notice and changes the status as "Notification sent"	
2.4 Clerical staff sends the notice by certified mail.		
2.5 Continue step 19		
<b>Alternate Path 3: Cart owner does not pay the Impound Fee</b>		
3.1 (At step 19) Cart Owner does not respond		
3.2 Unclaimed carts sold to recyclers		
3.3 CCPRO receives check from the recycler		
3.4 Continue Step 20		
<b>Business Rules:</b>		
<b>(At step 1)</b>		
<ul style="list-style-type: none"> <li>All complaints are logged into the system even if it is out of Jurisdiction</li> </ul>		

<ul style="list-style-type: none"> <li>Public can also directly call the contractor and inform them about the carts.</li> </ul> <p><b>(At step 15)</b></p> <ul style="list-style-type: none"> <li>Cart owners have 14 days to pick up the carts after the Impound Advisement is sent.</li> </ul> <p><b>(At step 19)</b></p> <ul style="list-style-type: none"> <li>Impound fee is collected from the business owner (i.e. \$100 for up to 20 carts and after that \$5 per cart).</li> </ul>
<b>Design:</b>
<b>Security Requirement(s):</b>
<b>Data Retention:</b>
<b>Search Criteria:</b>
<b>Comments:</b>

Dept. Name: Clark County Public Response Office (CCPRO)

Process Name: CCPRO Business Process

Use Case Number: CCPRO19

Created by (BA/BL/SME): Don Coburn/Karthik Chandran

<b>Use Case Name:</b> Create and Maintain Impound Item			
<b>Level:</b> User Goal			
<b>Description:</b> User is able to create, update, or view items (E.g. shopping carts, signs) impounded by CCPRO.			
<b>Precondition:</b> Items (E.g. shopping carts, signs) are impounded by CCPRO.			
<b>Primary Actor:</b> CCPRO Clerical Staff, CCPRO Inspector			
<b>Secondary Actor:</b>			
<b>Related Use Case(s):</b> CCPRO7 - Create and Maintain Case Worksheet			
<b>Success:</b> User is able to create, update, or view impounded items.			
<b>Initial Path:</b> User wants to create a new item.			
<b>Actor</b>	<b>System</b>	<b>Rate</b>	
1. User logs into the system and navigates to the maintain inventory page.	2. System displays the option to create, update, or view an item.		
3. User selects to create a new item.	4. System prompts user to provide the <b>Item Information</b> .		
5. User enters the item information and selects to save.	6. System saves the new item.		
<b>Alternate Path 1:</b> User wants to update/view item.			
1.1 (At Step 3) User selects to update/view an item.	1.2 System displays the option to search items.		
1.3 User enters the <b>Search Criteria</b> and selects to search.	1.4 System displays the requested item(s).		
1.5 User selects the required item.	1.6 System displays <b>Item Information</b> for the item.		
1.7 User updates item information and selects to save.	1.8 System saves the updated information.		
<b>Design:</b>			
<b>At Step (4, 1.6) <u>Item Information</u></b>			
<b>Field Name</b>	<b>Data Type</b>	<b>Description/Comments</b>	<b>Required Field</b>
Item Number	Numeric	System generated unique id for the item.	Y
Item Name	Text	Name/Description of the impounded item.	Y
Item Type	Text	Type of item. E.g. Shopping Cart, Sign	Y
Business Name	Text	Name of the Business/Company who owns the cart or sign.	N
Business Phone Number	Numeric	Telephone number for the Business/Company who owns the cart or sign.	N

<b>Business Rules:</b>
<b>BR01</b> – (At Step 1.7) System shall provide the ability to remove/delete items in the system.
<b>Security Requirement(s):</b>
<b>Data Retention:</b>
<b>Search Criteria:</b> (At Step 1.3, 2.3) <ul style="list-style-type: none"> <li>1. Item Number</li> <li>2. Item Name</li> <li>3. Item Type</li> <li>4. Business Name</li> </ul>
<b>Reporting:</b>
<b>Comments:</b>