Dept. Name: Fire Department
Process Name: FD-Create/Modify-Application/Request Process
Use Case Number: FD001
Created by (BA/BL/SME): Evelina Girard/ Kelly Blackmon/Chandra Adair

Use Case Name: Customer-Create/ModifyProfile		
Level: User Goal		
Description: Customer needs to register or create an online profile to submit work requests to the Fire Department		
Precondition: User has access to the internet via a browser		
Primary Actor: Customer		
Secondary Actor:		
Related Use Case(s): FD005-PopulateCompanyInformation FD004-PopulatePersonInformation		
Success: System retains person or company profile information and user can login to website to perform specific functions.		
Initial Path : User wants to create a new profile		
Actor	**System**	**Rate**
1. User accesses the online portal via an internet browser	2. System displays “Login” and “New Registration”	
3. User selects to access the registration page. User does not have an existing account.	4. System displays a registration page with option to create a single user profile or a company profile	
5. User selects user profile	6. System displays fields for profile detail	
7. User enters **<u>Profile Information</u>** and saves profile	8. System validates required fields of data are complete and formatted properly.	
	9. System retains profile information	
	10. System generates confirmation email to registered user.	
Alternate Path 1: User Profile already exists under that email address		
	1.1 (Step 8) System detects user id (email address) is already registered.	
	1.2 System prompts user for option to send password to email account	
1.3 User selects option to send password to email account		
1.4 User checks email for password		
1.5 User goes back to website to login with profile information.		
Alternate Path 2: User wants to create a Company Profile		
2.1 (Step 5) User selects option to create a company profile	2.2 System displays fields for company profile detail	
2.3 User enters **<u>Company Profile Information</u>** and saves profile	2.4 Go to Steps 8 and 9	

	2.5 System generates confirmation email to registered company	
Alternate Path 3: System detects business/company information		
	3.1 (Step 2.3) System detects company/business license information	
	3.2 System validates with user if company and business license # is the same for said company	
3.3 a) User validates it is the same company and selects Yes b) User indicates it is not the same company and selects No	3.4 If a selected, system relates business license and company data and continues to Step 8 If b selected continue to Step 8	
Instead of alternate path 3- provide option for company lookup and select existing company/business by name and populate profile with existing data or relate existing data.		N
Alternate Path 4: User wants to manage/make changes to user or company profile		
4.1 User logs into website	4.2 System displays user profile or company profile field information	
4.3 User modifies profile information	4.4 System validates required fields of data are complete and formatted properly	
	4.5 System retains profile information	
	4.6 System generates confirmation email of changes to registered user.	
Business Rules: **(Step 7, Step 2.3)** The system will create unique profiles-suggested login id to use -> email address.		

Design:

<u>Profile Information</u>

Refer to FD004-PopulatePersonInformation

<u>Company Profile Information</u>

Refer to FD005-PopulateCompanyInformation

(Post Use Case Steps)

1. Once registered, the system will allow the user the following functions
   a) Manage Profile (update profile information and change password info)
   b) Manage Escrow (if the person has an Escrow account)
   c) Create/Modify Requests (Submit request for complaint, permit, Submit Request for Address Change, Ownership Change, Plan Change, etc.
   d) Manage Permits (View & Renew annual permits)
   e) Schedule/Reschedule Inspections
   f) Submit Plans electronically
   g) Report problems with site (Submit a request for help with the site)
   h) View alerts and emails

<u>Audit Trail:</u>

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

Security Requirement(s):

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

- Alternate path 4- departments need to determine if updates to profile data should update data elsewhere in the system.

Dept. Name: Fire Department
Process Name: FD-Create/Modify-Application/Request Process
Use Case Number: FD002
Created by (BA/BL/SME): Evelina Girard/ Kelly Blackmon/Chandra Adair

Use Case Name: PopulateAddressInformation

Level: User Goal

Description: Customer or staff member is required to enter address information as part of profile or request completion

Precondition: User is in the middle of completing profile or request information

Primary Actor: Customer

Secondary Actor: *Any Fire Department Staff*

Related Use Case(s):

Success: System retains address information

Initial Path : Customer or staff member is required to enter new address information

Actor	System	Rate
	1. System prompts user for **Address Information**	
2. User types in Street Number		
3. User types in Street Name		
4. User types in Building information		
5. User types in Suite#/Unit#		
6. User types in City		
7. User types in State/Province		
8. User types in Country		
9. User types in Zip Code		
10. *User continues with steps within main to save new address information*		

Alternate Path 2: System detects existing address

1.1 (Step 2-9) During the address entry process the system detects the same address already in the system. The customer can select the address to complete the remaining information in the request

Business Rules:

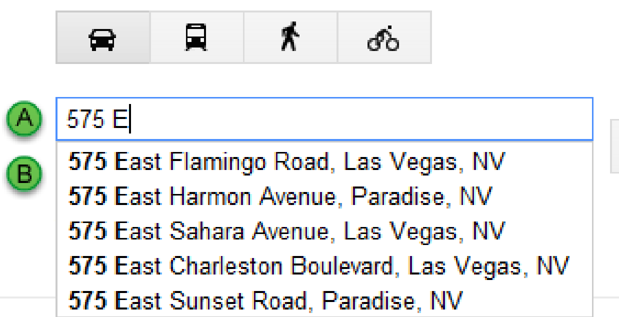
1. Street Number, Street Name, City, State/Province, Country, Zip Code are required fields for any set of address information
2. If the address does not already exist within the system to select from, the customer or Fire Department staff member can submit the new address information.
3. Address Information not pre-populated via Comp Planning will be flagged as an address outside of Clark County jurisdiction.
4. Field level information of addressing shall be standard across all departments- ie utilize address 1, address 2 versus Street Number Street Name, Street Direction
5. Addresses within the system cannot be deleted, only inactivated.
6. Address entry must allow entry of domestic and international formats

Design:

Address Information

Field Name	Data Type	Description/Comments	Required Field?
Street Number	Numeric		Y
Street Name	Alphanumeric		Y
Building	Alphanumeric		N
Suite#/Unit#	Alphanumeric		N
City	Alpha		Y
State/Province	Alpha		Y
Country	Alpha		Y
Zip Code	Alphanumeric		Y

(Step 2-9)
When entering address information, the system will begin detecting what is being typed in and provide selection of the pre-populated information to assist in completing the form.
ie of type ahead feature google has



(Step 2-9)
Clark County jurisdiction address information shall be pre-populated from Comp Planning or another authoritative address source and be kept up-to-date with changes

(Step 6-9) Nice-to-have
System will pre-populate City and State by entering zip code

Audit Trail:

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

Security Requirement(s):

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:
Comments:
Street Address formatting for Clark County jurisdiction should come from GIS or Comp Planning so it remains consistent throughout the agencies and documents can be tied back to correct addressing since APN is not reliable as a unique identifier.

21Dept. Name: Fire Department
Process Name: FD-Finance-EscrowAccounts
Use Case Number: FD003
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Customer-Escrow Account Request-Online		
Level: User Goal		
Description: Customer wants to setup an escrow account within Clark County or the Fire Department		
Precondition: User already has a login/profile and is logged into website.		
Primary Actor: Customer		
Secondary Actor:		
Related Use Case(s): FD002-PopulateAddressInformation FD004-PopulatePersonInformation FD005-PopulateCompanyInformation		
Success: System creates an escrow account with deposited funds		
Initial Path : User wants to setup an escrow account and deposit funds		
Actor	**System**	**Rate**
1. User selects Escrow Account setup	2. System displays **Escrow Information** fields	
	3. System pre-populates Applicant Information with current user's profile information	
4. User completes Account Manager information		
5. User adds and completes Authorized Users information		
6. User completes Finance Contact 1 information		
7. User completes Finance Contact 2 information		
8. User completes Company information		
9. User completes Dept/Branch information		
10. User saves information	11. System validates required fields of data are complete and formatted properly.	
	12. System retains escrow account information	
	13. System prompts customer for deposit of funds via credit card	
14. User enters credit card information and amount to deposit/transfer	15. System displays confirmation of transaction to be completed	

16. User confirms transaction	17. System performs deposit and displays confirmation of receipt	
	18. Detail of transaction displays on user or company's escrow activity	
Alternate Path 1: Deposit of Funds via Bank Account		
	1.1 (Step 13) System provides alternate method of transfer from bank account	N
2.1 User enters bank account information and amount to transfer	Continue to Step 15.	N
Alternate Path 2: Information on confirmation is incorrect		
	2.1 (Step 15) Information displayed is incorrect	
	2.2 System returns user back to method and amount information screen for corrections	
2.3 User goes back to Step 14		
Alternate Path 3: User selects option to cancel transaction		
	3.1 (Step 15) System provides option to cancel transaction	
3.2 User selects cancel	3.3 System returns user to main or home screen.	

Business Rules:
(Step 1) A Company can have one or more escrow accounts.
(Step 5) Up to 6 authorized users can be added to an escrow account. At minimum, 1 authorized user must be on the account.
(Step 14, 2.1) Account information shall be masked after entry and transaction passed securely

Design:
(Step 2) Escrow Information

Field Name	**Data Type**	**Description/Comments**	**Required Field?**
Applicant Information	*Person Information*	Person who submitted the request	Y
Account Manager Information	*Person Information*	Person responsible for managing the account and who can make deposits online	Y
Authorized User(s)	*Person Information*	Persons who are authorized to submit permit requests or other requests for services under this escrow	Y
Finance Contact 1	*Person Information*		
Finance Contact 2	*Person Information*		
Escrow Account #	*Numeric*	System generated-unique number	Y

Company	*Company Information*	Company this escrow account applies to	Y
Dept/Branch	Alphanumeric	Department or Branch number or name this applies to	N

Audit Trail:

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

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments: If a universal escrow account is to be utilized via the county, must be able to allocate specific funds to specific departments

Dept. Name: Fire Department
Process Name: FD-Create/Modify-Application/Request Process
Use Case Number: FD004
Revision: 2/7/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: PopulatePersonInformation		
Level: User Goal		
Description: Customer or staff member is required to enter information about self or another person as part of profile or request completion		
Precondition: User is in the middle of completing profile or request information		
Primary Actor: Customer		
Secondary Actor: *Any Fire Department Staff*		
Related Use Case(s): • FD001-Customer-Create-ModifyProfile		
Success: System retains person information		
Initial Path : Customer or staff member needs to enter new person information for contact, applicant, etc.		
Actor	**System**	**Rate**
	1. System prompts user for **Person Information**	
2. User types in Last Name		
3. User types in First Name		
4. User types in Cell #		
5. User types in Work #		
6. User types in Fax#		
7. User types in Email Address		
8. User types in Preferred Contact Method		
9. User types in Title		
10. *User continues with steps within main use case to save information*		
Alternate Path 1: System detects person information already exists for same person		
	1.1 (Step 2-9) System detects if same person already exists and provides option to select existing information to populate and complete submission.	
Business Rules: 1. When person information is required on a request, the system shall collect all Person Information field data. 2. A person can be an Applicant (person submitting a request) 3. A person can be a Contact (person is contact for request) 4. A person can have an Online Profile he/she can manage and modify (Refer to FD001) 5. A person can work for (be a contractor for) multiple Companies 6. When saving new person information, if person with same name, and email address		

combination exists, do not allow duplication.

7.

Design:

(Step 1) Person Information

Field Name	Data Type	Description/Comments	Required Field?
Last Name	Alpha		Y
First Name	Alpha		Y
Cell #	Numeric	Allow entry of international and domestic	Y
Work #	Numeric	Allow entry of international and domestic Allow entry of extension	Y
Fax #	Numeric	Allow entry of international and domestic	N
Email Address	Alphanumeric	Force email formatting	Y
Preferred Contact Method	Radio Button	-Email -Text Message -Phone Defaults to Email	Y
Title	Alphanumeric		N

Audit Trail:

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

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

Dept. Name: Fire Department

Process Name: FD-Create/Modify-Application/Request Process

Use Case Number: FD005

Created by (BA/BL/SME): Evelina Girard

Use Case Name: PopulateCompanyInformation		
Level: User Goal		
Description: Customer or staff member is required to enter information about a company/contractor (Business) as part of profile or request completion		
Precondition: User is in the middle of completing profile or request information		
Primary Actor: Customer		
Secondary Actor: *Any Fire Department Staff*		
Related Use Case(s): FD002-PopulateAddressInformation		
Success: System retains Company (Business) information		
Initial Path : New entry of Company (Business)		
Actor	**System**	**Rate**
	1. System prompts user for **Company Information**	
2. User types in Company Name		
3. User types in Company Physical *Address Information*		
4. User types Company Mailing *Address Information*		
5. User types in Mailing Address		
6. User types in Company Email Address Information		
7. User types in Company Email Address		
8. User types in Company Main #		
9. User types in Main #		
10. *User continues with steps within main use case to save information*		
11. *Optional* Mobile Operation Only checkbox		
12. *Optional* Mailing Address Same as Physical		
13. *User continues with steps within main use case to save information*		
Alternate Path 1: Company information already exists in system		
	1.1 (Step 2) System provides option to lookup existing Company information.	
1.2 Customer selects company that already exists in system	1.3 System populates required field information	

Business Rules:

1. Company information in system will be pre-populated with Clark County (jurisdiction) Business/Company data from Business License.
2. If the company entered does not already exist, the system will allow entry of new company information and retain the information
3. A Company Name must be unique-duplicate name cannot exist
4. A Company can have multiple physical addresses
5. A company can be “Active” or “Inactive”
6. When creating a Company, status shall default to “Active”
7. A company may be tied to one or more escrow accounts

Design:

(Step 1.1) When performing a lookup, system will search for what is entered in field within Company Name *ie Cupcake entered may yield Cupcakes Limited, We Love Cupcakes.*

<u>Company Information</u>

Field Name	**Data Type**	**Description/Comments**	**Required Field?**
Company Name	Alphanumeric		Y
Company Physical *Address Information*	-------------------	Address where business or company physically resides If mobile operation, field is not required	Y
Mobile Operation Only	Checkbox	If checked, Company Physical Address Information not required	N
Company Mailing *Address Information*	-------------------	Not required if Mailing Address Same as Physical is checked	Y
Mailing Address Same as Physical	Checkbox	If checked, company mailing address does not need to be completed	N
Company Email Address	Alphanumeric	Monitored email address utilized via company	Y
Company Main #	Numeric	Main telephone number of business/company	Y
Company Fax #	Numeric	Fax number of business/company	Y

CC	Drop-down	Flag for ClarkCounty jurisdiction/business Automatically populated to Y for yes via Business License if Clark County business, else set to N for No	N

Audit Trail:

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

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria

- Company Name –*when utilizing in search criteria look for what is entered in the field within the Company Name. ie Cupcake entered may yield Cupcakes Limited, We Love Cupcakes. In other words, allow wildcard search.*

(Step 1.1)

Must be able to search by utilizing one or more of the below field criteria

- Company Name –*when utilizing in search criteria look for what is entered in the field within the Contractor Name. ie Cupcake entered may yield Cupcakes Limited, We Love Cupcakes*
- Street #
- Street Name
- Telephone
- Status

Reporting:

1. Must be able to export a report by utilizing one or more of the below search criteria
   - Company Name
   - Street #
   - Street Name
   - Telephone
   - Status
2. Export will yield all company information fields and data

Comments:

- Pre-populated data from Business License-it is to be determined if only that department can update that specific set of data/company information versus companies added outside of that process.
- Departments need to identify best way of handling same name companies that have different address and/or different owners

Dept. Name: Fire Department
Process Name: FD-Finance-EscrowAccounts
Use Case Number: FD006
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Customer-Escrow Account Request-InPerson		
Level: User Goal		
Description: Customer wants to setup an escrow account within Clark County or the Fire Department and is in person at the fire station or submitted a request to the Fire Department		
Precondition: Fire Department staff has login and is logged into the system		
Primary Actor: Intake		
Secondary Actor: Finance		
Related Use Case(s): FD002-PopulateAddressInformation FD004-PopulatePersonInformation FD005-PopulateCompanyInformation		
Success: System creates an escrow account with deposited funds		
Initial Path : User wants to setup an escrow account and deposit funds		
Actor	**System**	**Rate**
1. User selects Escrow Account setup	2. System displays **Escrow Information** fields	
3. User completes Applicant Information		
4. User completes Account Manager information		
5. User adds and completes Authorized Users information		
6. User completes Finance Contact 1 information		
7. User completes Finance Contact 2 information		
8. User completes Company information		
9. User completes Dept/Branch information		
10. User saves information	11. System validates required fields of data are complete and formatted properly.	
	12. System retains escrow account information	
	13. System prompts user for method for deposit of funds via credit card, cash or check	
14. User selects method and enters information and amount to deposit	15. System displays confirmation of transaction to be completed	

16. User confirms transaction	17. System performs deposit and displays confirmation of receipt	
	18. Detail of transaction displays on company's escrow activity	
	19. System allows option to print receipt	
20. User prints receipt to give to customer		
Alternate Path 1: Information on confirmation is incorrect		
	1.1 (Step 15) Information displayed is incorrect	
	2.2 System returns user back to method and amount information screen for corrections	
1.3 User goes back to Step 14		
Alternate Path 2: User selects option to cancel transaction		
	2.1 (Step 15) System provides option to cancel transaction	
2.2 User selects cancel	2.3 System returns user to main or home screen.	

Business Rules:
(Step 1) A Company can have one or more escrow accounts.
(Step 5) Up to 6 authorized users can be added to an escrow account. At minimum, 1 authorized user must be on the account.
(Step 14) Account information shall be masked after entry and transaction passed securely
(Step 20) System will allow user to print receipt detail of that single transaction

Design:
Escrow Information

Field Name	Data Type	Description/Comments	Required Field?
Applicant Information	*Person Information*	Person who is requesting the escrow account	Y
Account Manager Information	*Person Information*	Person responsible for managing the account and who can make deposits online	Y
Authorized User(s)	*Person Information*	Persons who are authorized to submit permit requests or other requests for services under this escrow	Y
Finance Contact 1	*Person Information*		
Finance Contact 2	*Person Information*		
Escrow Account #	*Numeric*	System generated-unique number	Y

Company	*Company Information*	Company this escrow account applies to	Y
Dept/Branch	Alphanumeric	Department or Branch number or name this applies to	N

<u>Audit Trail:</u>

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

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria

Reporting:

Comments:

- If a universal escrow account is to be utilized via the county, must be able to allocate specific funds to specific departments

Dept. Name: Fire Department
Process Name: FD-Finance-EscrowAccounts
Use Case Number: FD007
Created by (BA/BL/SME): Evelina Girard

Use Case Name: FD-Customer-Manage Escrow Account-Online		
Level: User Goal		
Description: Customer wants to manage an escrow account within Clark County or the Fire Department		
Precondition: User already has a login/profile and is logged into website.		
Primary Actor: Customer		
Secondary Actor:		
Related Use Case(s): • FD002 for Address Information • FD004 for Person Information • FD005 for Company Information • FD006-Customer-Escrow Account Request-InPerson		
Success: User is able to deposit funds. User is able to update Financial Contact information. User is able to update Authorized User information. User is able to view Escrow activity.		
Initial Path : User wants to deposit funds into existing escrow account		
Actor	**System**	**Rate**
1. User selects Manage Escrow Account	2. System displays options to view escrow account activity, deposit funds, manage financial or authorized user contact information	
3. User selects option to deposit funds	4. System prompts customer for deposit of funds via credit card or bank transfer	
5. User selects option for credit card		
6. User enters credit card information and amount to deposit/transfer and submits	7. System displays confirmation of transaction to be completed	
8. Customer confirms transaction	9. System performs deposit and displays confirmation of receipt	
	10. Detail of transaction displays on user or company's escrow activity	
Alternate Path 1: Deposit of Funds via Bank Account		
1.1 (Step 5) User selects option to do a bank transfer		N
1.2 User enters bank account information and amount to transfer	Continue to Step 7	N
Alternate Path 2: Information on confirmation is incorrect		
	2.1 (Step 7) Information displayed is	

	incorrect	
	2.2 System returns user back to amount information screen for corrections	
2.3 User goes back to Step 14		
Alternate Path 3: User selects option to cancel transaction		
	3.1 (Step 15) System provides option to cancel transaction	
3.2 User selects cancel	3.3 System returns user to main or home screen.	
Alternate Path 4: User modifies Financial and/or Authorized User Contact information		
4.1 (Step 3) User selects option to modify financial contact or authorized user information	4.2 System presents list of Financial Contacts and Authorized Users	
4.3 User makes update to Financial or Authorized User information. Ie changes person listed as Financial or Authorized User or updates existing person information	4.4 System validates required fields of data are complete and formatted properly.	
	4.5 System retains escrow account information	
	4.6 System emails confirmation email with changes	
Alternate Path 5: User wants to view Escrow Activity		
5.1 (Step 3) User selects option to view Escrow Activity	5.2 System presents screen to select date range (Start and End Date)	
5.3 Use enters Start and End Date and selects Generate Report	5.4 System displays report of escrow activity and option to export, print or close	
5.5 User selects option	5.6 If export option is selected system allows export to .pdf If print option is selected, system allows printing to local or computer If close is selected, system returns user to main/home screen	
Business Rules: **(Step 1)** Only a person listed as the Account Manager can Manage the escrow account online. **(Step 6, 1.2)** Account information shall be masked after entry and transaction passed securely **(Step 4.3)** Up to 6 authorized users can be added to an escrow account. At minimum, 1 authorized user must be on the account. At minimum, 1 Financial contact must be on the account. **(Step 5.4)** Only 2 years of data are available to the customer online		
Design: **(Nice-to-Have)** • The system shall send out on the first of the month escrow account statements (specific to that Company) via email with a) the statement attached to the email or b) a link to the system with instructions to view the statement. • Statement will summarize the activity for the previous month and provide the current		

balance as of the statement generation date.
- The statement shall be printable.

Audit Trail:

1. An audit trail entry will be made for modification of escrow account information.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria

Reporting:

(Step 5.4)

Person managing the escrow account must be able to export or print a detail or summary report of escrow activity (of the specified Company & Escrow Account being managed) by date range

Escrow report header information shall contain:

- Company Information
- Dept/Branch
- Account Manager
- Financial Contacts
- Escrow Account #

Escrow report detail information shall contain:

- Transaction Date
- Request #
- Project Name and/or Event Name
- Sub Project Name
- Address
- Transaction Amount
- Beginning Balance
- Ending Balance

Comments:

Example of current Escrow Report

CLARK COUNTY FIRE DEPARTMENT
Fire Prevention Bureau (FPB)
575 E Flamingo Rd, Las Vegas, NV 89119
Phone: (702) 455-7316 Fax: (702) 735-0775
Website: www.clarkcountynv.gov/depts/fire E-mail: permits@clarkcountynv.gov

Escrow Account Activity

Date Range: 01/12/01 - 20/12/12

FD HANSEN MECHANICAL CONTRCTRS
ATTN: SHELIA BIDDINGER
6325 S VALLEY VIEW BLVD

LAS VEGAS NV 89118

Acct ID #: 61245 FEA
Phone: 702-361-5111
Fax: 702-361-6753
E-mail:

IMPORTANT MESSAGE:
This is not a bill - it is a summary of your account activity for the month. When making deposits please include your Acct ID # on your check stub. Also, please be sure to notify us regarding any changes to your "Authorized Users" or "Account Manager". For questions you may email us at permits@clarkcountynv.gov or call (702)455-7043. Thank you.

Tran Date App # App Type	Project Name Sub Project Name Event Name	Fee Type	App/Permit Address	Tran Amount	
			Beginning Funds:		$0.00
05/08/2010 00-00000000		ES	944-#HMC01 TRANSFER	$100.00	$100.00
08/11/2010 10-00021232 FCST	COSMOPOLITAN RESORT CASINO CRYOGEN SYSTEM TEMPORARY	PF	Transfer OP to escrow #61245	$75.00	$175.00
05/27/2011 00-00000000		ES	042013	$75.00	$250.00
06/03/2011 00-00000000		ES	42022	$50.00	$300.00
06/03/2011 78-06098220 FCGC	HANSEN MECHANICAL CONTRACTORS PROCYON YARD	PF	5655 PROCYON ST	$-300.00	$0.00
Authorized Users			**Ending Available Funds:**		$0.00

Dept. Name: Fire Department
Process Name: FD-Finance-EscrowAccounts
Use Case Number: FD008
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Manage Escrow Account		
Level: User Goal		
Description: Fire Department staff wants to manage an escrow account within Clark County or the Fire Department		
Precondition: User already has a login/profile and is logged into system		
Primary Actor: Intake		
Secondary Actor: Finance		
Related Use Case(s): FD002-PopulateAddressInformation FD003-Customer-Escrow Account Request-Online FD004-PopulatePersonInformation FD005-PopulateCompanyInformation FD006-Customer-Escrow Account Request-InPerson		
Success: User is able to deposit funds. User is able to update Financial Contact information. User is able to update Authorized User information. User is able to view Escrow activity. User is able to activate/de-activate an Escrow account.		
Initial Path : User wants to deposit funds into existing escrow account		
Actor	**System**	**Rate**
1. User selects Manage Escrow Account	2. System displays search for escrow account by company name or escrow account number	
3. User searches for account by Company Name	4. System returns list of available accounts by company name, address, and escrow account number	
5. User selects specific account	6. System displays options to view escrow account activity, deposit funds, manage financial or authorized user contact information, or de-activate an account.	
7. User selects option to deposit funds	8. System prompts user for deposit of funds via credit card, cash, or check	
9. User selects option for credit card		
10. User enters credit card information and amount to deposit/transfer and submits	11. System displays confirmation of transaction to be completed	
12. Customer confirms transaction	13. System performs deposit and displays confirmation of receipt	

	14. Detail of transaction displays on user or company's escrow activity	
Alternate Path 1: Information on confirmation is incorrect		
	1.1 (Step 7) Information displayed is incorrect	
	1.2 System returns user back to amount information screen for corrections	
1.3 User goes back to Step 14		
Alternate Path 2: User selects option to cancel transaction		
	2.1 (Step 15) System provides option to cancel transaction	
2.2 User selects cancel	2.3 System returns user to main or home screen.	
Alternate Path 3: User modifies Financial and/or Authorized User Contact information		
3.1 (Step 3) User selects option to modify financial contact or authorized user information	3.2 System presents list of Financial Contacts and Authorized Users	
3.3 User makes update to Financial or Authorized User information. Ie changes person listed as Financial or Authorized User or updates existing person information	3.4 System validates required fields of data are complete and formatted properly.	
	3.5 System retains escrow account information	
	3.6 System emails confirmation email with changes	
Alternate Path 4: User wants to view Escrow Activity		
4.1 (Step 3) User selects option to view Escrow Activity	4.2 System presents screen to select date range (Start and End Date)	
4.3 Use enters Start and End Date and selects Generate Report	4.4 System displays report of escrow activity and option to export, print, email, or close	
4.5 User selects option	4.6 If export option is selected system allows export to .pdf If print option is selected, system allows printing to local or computer If email is selected, system will input .pdf version of report and allow user to email to specified email address. If close is selected, system returns user to main/home screen	
Alternate Path 5: User wants to de-activate/activate an escrow account		
5.1 (Step 3) User selects option to activate/de-activate an escrow account	5.2 System checks status of account. If active, prompt user confirmation to de-activate.	
5.3 User confirms de-activation	5.4 System checks if escrow account has a	

	balance.	
	5.5 System notifies user account has a balance and a refund amount of x $ will be refunded	
	5.6 System automatically submits refund to account management system	
	5.7 System changes escrow account status to Inactive	
	5.8 System returns user to main work management console	
Alternate Path 6: User wants to manage an escrow account from Company Information screen		
6.1 User is already looking at information for a company	6.2 System provides option to Manage Escrow Account	
	6.3 Continue to Step 6	
Alternate Path 7: User wants to manage activate/de-activate an escrow account		
7.1 (Step 3) User selects option to activate/de-activate an escrow account	7.2 System checks status of account. If inactive, prompt user confirm activation	
7.3 User confirms activation	7.4 System activates account	
	7.5 Continue to Step 8	

Business Rules:
(Step 1) Intake and Finance can manage all escrow accounts
(Step 6, 1.2) Account information shall be masked after entry and transaction passed securely
(Step 4.3) Up to 6 authorized users can be added to an escrow account. At minimum, 1 authorized user must be on the account. At minimum, 1 Financial contact must be on the account.
(Step 5.4) Only 2 years of data are available to the customer online

Design:
(Step 9) If check option is selected, the system will prompt user for the amount and check # and require the check # to complete the transaction.
(Step 9) The same check number can be used to apply the check towards several transactions in the system. Ie. A portion of the check may be applied to escrow and payment of a permit.
(Step 3.3) In the event a Financial or Authorized User Contact is removed or modified, the system shall record in the audit trail the previous values, date/time of the change, and the user id that made the change.

Audit Trail:
1. An audit trail entry will be made for modification of escrow account information.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):
Levels of permissions amongst Intake and Finance will need to be identified once a solution has been identified.

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting: User managing the escrow account must be able to export, print, or email a detail or summary report of escrow activity by date range and by company. Escrow report header information shall contain: • Company Information • Dept/Branch • Account Manager • Financial Contacts • Escrow Account # Escrow report detail information shall contain: • Transaction Date • Request # • Project Name and/or Event Name • Sub Project Name • Address • Transaction Amount • Beginning Balance • Ending Balance
Comments:
Example of current Escrow Report

CLARK COUNTY FIRE DEPARTMENT

Fire Prevention Bureau (FPB)

575 E Flamingo Rd, Las Vegas, NV 89119

Phone: (702) 455-7316 Fax: (702) 735-0775

Website: www.clarkcountynv.gov/depts/fire E-mail: permits@clarkcountynv.gov

Escrow Account Activity

Date Range: 01/12/01 - 20/12/12

FD HANSEN MECHANICAL CONTRCTRS
ATTN: SHELIA BIDDINGER
6325 S VALLEY VIEW BLVD

LAS VEGAS NV 89118

Acct ID #: 61245 FEA
Phone: 702-361-5111
Fax: 702-361-6753
E-mail:

IMPORTANT MESSAGE:

This is not a bill - it is a summary of your account activity for the month. When making deposits please include your Acct ID # on your check stub. Also, please be sure to notify us regarding any changes to your "Authorized Users" or "Account Manager". For questions you may email us at permits@clarkcountynv.gov or call (702)455-7043. Thank you.

Tran Date App # App Type	Project Name Sub Project Name Event Name	Fee Type	App/Permit Address	Tran Amount	
			Beginning Funds:		$0.00
05/08/2010 00-00000000		ES	944-#HMC01 TRANSFER	$100.00	$100.00
08/11/2010 10-00021232 FCST	COSMOPOLITAN RESORT CASINO CRYOGEN SYSTEM TEMPORARY	PF	Transfer OP to escrow #61245	$75.00	$175.00
05/27/2011 00-00000000		ES	042013	$75.00	$250.00
06/03/2011 00-00000000		ES	42022	$50.00	$300.00
06/03/2011 78-06098220 FCGC	HANSEN MECHANICAL CONTRACTORS PROCYON YARD	PF	5655 PROCYON ST	$-300.00	$0.00
Authorized Users			**Ending Available Funds:**		$0.00

Dept. Name: Fire Department
Process Name: FD-Finance-EscrowAccounts
Use Case Number: FD009
Created by (BA/BL/SME): Evelina Girard

Use Case Name: SystemMonitoring-Escrow-NoActivity		
Level: User Goal		
Description: System deactivates escrow accounts that have a balance but have no activity within 90days		
Precondition: Company has an escrow account		
Primary Actor: System		
Secondary Actor:		
Related Use Case(s):		
Success: System automatically deactivates escrow account System automatically triggers a refund. System automatically sends an email		
Initial Path: System determines escrow account has had no activity with X days and has a balance.		
Actor	**System**	**Rate**
	1. System checks for escrow accounts that are active.	N
	2. System checks if there are transactions against each escrow account within the last 90 days from current date	N
	3. System determines that there are no transactions/activity against that specific escrow account within the last 90 days	N
	4. System deactivates escrow account	N
	5. System checks if balance exists.	N
	6. System determines a balance exists	N
	7. System automatically processes a refund to accounts receivable and zeros out escrow balance	N
	8. System emails company escrow account has been closed due to inactivity and a refund of X $ has been issued. Information provides detail for reopening account	N
Alternate Path 1: System determines escrow account has had no activity with X days and does not have a balance		
	1.1 (Step 6) System determines balance does not exist	
	1.2 System emails company escrow account has been closed due to inactivity.	

	Information provides detail for reopening account	

Business Rules:

Design:

Audit Trail:

1. An audit trail entry will be made for modification of escrow account information.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria

Reporting:

- If automation is not a viable solution, the a report that provides a list of Escrow accounts with a balance or with a zero balance and no activity within 90 days must be provided so Finance can make the determination if a refund is needed.

Comments:

- Amount of days to be used in rule to be determined via Fire Department at time of implementation

Dept. Name: Fire Department
Process Name: Administrative-Create/Modify Company
Use Case Number: FD010
Created by (BA/BL/SME): Evelina Girard/ Kelly Blackmon/Chandra Adair

Use Case Name: Create-Modify Company		
Level: User Goal		
Description: Company needs to be created or modified outside of the request submission process.		
Precondition: User is already logged into system		
Primary Actor: Intake		
Secondary Actor: Finance		
Related Use Case(s): FD002-PopulateAddressInformation FD005-PopulateCompanyInformation		
Success: System retains updates or new Company data		
Initial Path : Company Name does not Exist-Create		
Actor	**System**	**Rate**
1. User selects option to manage Company	2. System displays “Company Information” dialogue	
3. User enters Company Name and selects “Search”	4. System searches to see if same or similar Company Name exists	
	5. System returns message “No results found for that Company Name”	
6. User closes results and populates Company details		
7. User selects “Save”	8. System returns message “Company creation successful- Company #”.	
9. User clicks “OK”		
Alternate Path 1: Company Name or Similar Name Exists-Modify		
	1.1 At step 5, if the same or similar name exists, system will display a list with the name or names to select from and option to update or continue with new creation	
1.2 User selects the name to update	1.3 System will populate existing record/company information to update.	
1.4 User updates information detail		
1.3 User selects “Save”	1.5 System updates the information that has changed and returns message “Company modification successful-Company#”	
1.6 User clicks “OK” or closes message window		
Business Rules: Refer to related use cases		
Design:		

Refer to related use cases

(Step 1.1)
When displaying the list, show Company Name, Business Address detail and Status

(Step 1.2)
If the user has not selected a Company Name and presses Save, system will attempt to create a new contractor

(Step 4, 1.3, 2.2, 3.4) Audit Trail:
1. An audit trail entry will be made for creation or modification of a company
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):
1. Intake and Finance will have the rights to create or modify company information not pre-populated via Business License

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:
(Step 1.1)
Must be able to search by utilizing one or more of the below field criteria
- Company Name –*when utilizing in search criteria look for what is entered in the field within the Contractor Name. ie Cupcake entered may yield Cupcakes Limited, We Love Cupcakes*
- Street #
- Street Name
- Telephone
- Status

Reporting:
Must be able to export a report by utilizing one or more of the below field criteria
Export will yield all company information fields and data
- Company Name –*when utilizing in search criteria look for what is entered in the field within the Company Name. ie Cupcake entered may yield Cupcakes Limited, We Love Cupcakes*
- Street #
- Street Name
- Telephone
- Status

Comments:
- Nice-to-Have A historical view of businesses owned by the same person
- Nice-to-Have A historical view of name changes on the same business

Business name is utilized via Fire Department in determining recycle/reject rate of plans. Ie, some companies repeatedly submit bad plans or do not follow procedure although the procedures and requirements have been explained to them several times. When a company changes names, it makes it difficult to track. Having the historical information will assist fire in determining reject rates and repeat offenders. The historical information will need to come from business license.

- Multiple departments use the same companies. Fire Department and Building seem to utilize the same contracting names. Ideally, if Building already inputs a contracting company, Fire Department would like to utilize the same entry and prevent duplicate entries.
- Fire Department will need to identify business process wise how to enter Company Names that are the same if constraint “Company Name must be unique” is kept or if there should be allowance for duplicate names but add a third criteria to make it unique based on address or division, etc.

Dept. Name: Fire Department
Process Name: FD-Create-Modify-Applicaton-Request Process
Use Case Number: FD011
Created by (BA/BL/SME): Evelina Girard

Use Case Name: SystemMonitoring-IncomingEmail		
Level: User Goal		
Description: The system will monitor email coming into specified email/mailboxes and automatically create a request or update a request		
Precondition:		
Primary Actor: Customer		
Secondary Actor: System		
Related Use Case(s):		
Success: A work request is created or an existing request is updated.		
Initial 1: Customer submits an email with a request number or permit number in subject		
Actor	**System**	**Rate**
1. Customer has a question regarding a request or permit		N
1. Customer creates an email to X specified address with the request number in the subject line	2. System monitors email coming into inbox	N
	3. System checks for request number in subject	N
	4. System identifies a matching request	N
	5. System submits the communication/email into the request	N
	6. System notifies assignee an email has been received regarding the request and provides a link to the correspondence	N
	7. Assignee executes the link and system opens the correspondence for review	N
Alternate Path 1: Customer submits an email with a general question		
1.1 At Step 2 customer creates an email without an existing request or permit number in the subject.. 1.2 Go to step 3 & 4 1.3 At Step 5, system does not identify a matching request 1.4 System creates a request in the system and automatically assigns it to a staff member for review 1.5 Staff logs into the system and reviews the request 1.6 Staff inputs work log activity/notes, time spent, and closes/completes request.		N
Business Rules:		
Design: (**Step1.5**) A user can relate one request to another relationship. Ie if an emailed request was received but it was regarding another open request, the user can relate the new request to the older request.		

(Step 7) The assignee can reply to an email from within the system/send email correspondence within the system

Audit Trail:

1. An audit trail entry will be made for creation and modification of an email request.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Not Applicable

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Comments:

- FD will need to identify what email boxes will need to be monitored and upon request completion if request gets assigned to a general queue or gets auto-assigned based on a set of rules.
- FD will need to identify what gets entered (inputs) into a new request creation- Usually subject goes into summary,Body of email goes into Detail Decription. System populates submitter via looking for matching email address information.
- FD will need to identify assignment for emails
- Prior to implementation, need to determine system and business process on what to do in the event of non-deliverable emails/emails returned due to invalid email addresses or email addresses no longer in service.
- Mailboxes currently monitored:

a) permits@ClarkCountyNV.gov

Reporting:

- One report shall provide a count of emails received over a specified date range
- One report shall provide detail and summary of time spent per request/email.

Dept. Name: Fire Department
Process Name: FD-Create-Modify-Applicaton-Request Process
Use Case Number: FD012
Created by (BA/BL/SME): Evelina Girard

Use Case Name: CustomerPaymentOnline		
Level: User Goal		
Description: User needs to make a payment on outstanding fees on an existing request		
Precondition: A request was submitted and has outstanding fees due. The user already has a profile required to manage payments, permits, requests, etc.		
Primary Actor: Customer		
Secondary Actor:		
Related Use Case(s):		
Success: Payment is made and applied to a specific request or transaction		
Initial Path: User has outstanding fees due and need to make a payment		
Actor	**System**	**Rate**
1. User logs into website	2. System checks for any outstanding fees due on: a) Requests submitted via the user b) Requests submitted via the company the user is contracting for	
	3. System detects outstanding fees are due and displays an alert and a list with Request # XXXX or Permit # XXXXX and fees due and prompts user for payment.	
4. User selects the specific request or permit and selects make payment	5. System prompts user for method of payment- via credit card or escrow	
6. User selects credit card as the method of payment		
7. User enters credit card information, amount to apply to transaction and submits	8. System displays confirmation of transaction to be completed	
9. User confirms transaction	10. System completes payment transaction and displays confirmation of receipt	
	11. Payment and receipt detail displays on request	
	12. System allows option to print receipt	
Alternate Path 1: No outstanding` fees detected on requests submitted by user or company person is contracted with. User can select a specific request to make a payment on.		
1.1 At Step 3, no outstanding fees are detected 1.2 System provides option to search for a specific request number or permit number 1.3 User enters request or permit number 1.4 System returns a list of results 1.5 Continue to Step 4		

1.6 System displays detail of request and provides total fees due 1.7 User selects option to make payment. 1.8 Go to step 5-12	
Alternate Path 2: User wants to pay for a renewable permit/renew a permit	
2.1 At Step 3, no outstanding fees are detected 2.2 System provides list/table/console of permits to manage/view 2.3 User selects the specific permit he/she wants to manage 2.4 System displays detail of the permit 2.5 User selects option to pay for renewal 2.6 Go to steps 5-12	
Alternate Path 3: User is in the middle of an existing transaction such as a request for a permit that requires fees	
3.1 Skip Step 1-7 3.2 System calculates fees due (Refer to **Fire Department Fee Table**) 3.3 System presents user option to pay or Cancel request 3.4 System prompts user for method of payment via credit card or escrow 3.5 User selects payment option and goes through payment process 3.6 Continue to Step 8-12	
Business Rules: (Step 5) A user can only pay with Escrow if he/she is considered the manager or authorized user of the specified account (Step 1.1) Any user can make a payment against a request that has outstanding fees **<u>Audit Trail:</u>** 1. An audit trail entry will be made for a payment submitted 2. Audit trail information will include User id, date/time, brief detail of transaction	
Design: (Step 5) System will allow payment from user online via method of Credit Card or Escrow account (Step 5) System will inform user of amount currently in Escrow prior to payment. If funds are insufficient, system will allow customer to deposit funds and payment of transaction. **(Step 10)** If credit card transaction is not approved, system will provide option to resubmit payment using another method or a different credit card	
Security Requirement(s): *Not Applicable*	
Data Retention: *Not Applicable- will utilize existing data retention requirements*	
Search Criteria:	
Comments:	
Reporting: • One report shall provide detail, summary and a count of all payment transactions completed directly by customer based on a specified date range	

Dept. Name: Fire Department
Process Name: FD-Create-Modify-Applicaton-Request Process
Use Case Number: FD013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: CustomerPaymentInPerson		
Level: User Goal		
Description: User needs to make a payment on outstanding fees on an existing request-in person		
Precondition: A request was submitted and has outstanding fees due. Customer comes in person to make a payment Intake is already logged into the system.		
Primary Actor: Intake		
Secondary Actor: Customer		
Related Use Case(s):		
Success: Payment is made and applied to a specific request or transaction		
Initial Path: Customer has outstanding fees due on a request and needs to make a payment in person		
Actor	**System**	**Rate**
1. Intake staff selects option to search for request by request number		
2. Intake staff enters request number and selects search	3. System checks for any outstanding fees due	
	4. System alerts user X dollars are owed on request, Do you want to make a payment?	
5. Intake selects option to make payment		
	6. System prompts user for method of payment- via cash, check, credit card or escrow	
7. Intake selects cash as the method of payment		
8. Intake enters amount to apply to transaction and submits		
	9. System displays confirmation of transaction to be completed	
10. Intake confirms transaction	11. System completes payment transaction and displays confirmation of receipt	
	12. Payment and receipt detail displays on request	
	13. System allows option to print receipt	
14. Intake prints receipt and gives to Customer		
Alternate Path 1: Search for request by Company		

1.1 At Step 1 Intake looks up Company information 1.2 System provides table/list of outstanding requests/open requests for that company 1.3 Intake double clicks on request 1.4 Continue to Step 3-14	
Alternate Path 2: User is in the middle of an existing transaction such as a request for a permit that requires fees	
2.1 (Skip Step 1-5) 2.2 System calculates fees due (Refer to **Fire Department Fee Table**) 2.3 Go to Step 6-14	
Business Rules: (Step 6) A user can only pay with Escrow if he/she is considered the manager or authorized user of the specified account **Audit Trail:** 1. An audit trail entry will be made for a payment submitted 2. Audit trail information will include User id, date/time, brief detail of transaction	
Design: **(**Step 6) System will allow payment from user in person via method of Credit Card, Escrow account, Cash or Check. (Step 6) Syste will allow application of same check number to multiple transactions. (Step 6) System will inform user of amount currently in Escrow prior to payment. If funds are insufficient, system will allow customer to deposit funds and payment of transaction. **(Step 11)** If credit card transaction is not approved, system will provide option to resubmit payment using another method or a different credit card Nice to Have-lookup list of permits via property address or parcel number	
Security Requirement(s): *Not Applicable*	
Data Retention: *Not Applicable- will utilize existing data retention requirements*	
Search Criteria:	
Reporting: • One report shall provide detail or summary of permits issued to a specified address by Date Range and/or All permits	
Comments: • **Fire Department Fee Table** will need to be identified prior to implementation	

Dept. Name: Fire Department
Process Name: FD-Permit-Permit Survey Form
Use Case Number: FD014
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Customer-PermitSurveyOnline		
Level: Summary		
Description: User needs to submit a permit survey form per the request of a Clark County department		
Precondition: A permit survey form was not already submitted for the same project. Customer already has a profile/login online and is logged into the site		
Primary Actor: Customer		
Secondary Actor: Plans Checker		
Related Use Case(s): FD002-PopulateAddressInformation FD004-PopulatePersonInformation FD005-PopulateCompanyInformation		
Success: Permit survey form is submitted for review, and Plan Checker reviews and responds with comments electronically.		
Initial Path: Customer needs to submit a permit survey as requested via another department and some checkbox responses selected resulted in a Yes.		
Actor	**System**	**Rate**
	1. System provides option to submit a permit survey request	
2. Customer selects submit "Permit Survey" request	3. System displays **Permit Survey Detail**	
4. Customer completes form detail and saves request	5. System validates required fields of data are complete and formatted properly.	
	6. System retains permit survey form information	
	7. System displays confirmation of successful submission to customer	
	8. System checks for answers on checkboxes	
	9. System identifies one or more Yes responses were made	
	10. System automatically assigns request to available staff responsible for Permit Survey (based on **Work Assignment table)**	
	11. System displays request in Fire Department assignee work console	
	12. If Hazardous Occupancy required answer is yes, System sends email notification to	

	Agency requiring permit survey and Building department regarding permit survey form submission	
13. Plans Checker opens request from work management console	14. System displays detail of request	
15. Plans Checker reviews survey form		
16. Plans Checker adds notes/ comments		
17. Plans Checker adds electronic signature to verify request has been reviewed.		
18. Plans Checker adds start date/time and end date/time		
19. Plans Checker changes request status to Complete and saves	20. System retains information and sends email notifications to: a) customer regarding completion and detail of review b) Agency requiring signature regarding completion c) Building department regarding completion	
Alternate Path 1: Customer needs to submit a permit survey as requested via another department and checkbox responses selected resulted in a No.		
1.1 **(Step 8)** System identifies No responses were made 1.2 Skip **Steps 9-18** 1.3 System automatically sets status to Complete 1.4 Go to **Step 19** 1.5 Process ends		
Alternate Path 2: Plans Checker requires additional information and puts request in Pending status.		
2.1**(Step 15)** Plans Checker requires additional information and changes status to Pending with Pending detail of Customer information. 2.2 System prompts Plans Checker to enter email with detail of information Plans Checker requires 2.3 Plans Checker enters email and saves. 2.4 System sends email notification to customer with detail of information requested and a link to website where customer can respond and upload additional information 2.5 (Time Delay) Customer responds with information and submits on website 2.6 System alerts Plans Checker an unread email related to request # is waiting 2.7 Plans Checker reviews email and returns to **Step 15-19**		
Business Rules: **(Step 5 & 18)** All Agencies/Departments shall have visibility to the Permit Survey form submissions and results in order to prevent duplicate requests or submissions. **(Step 9)** The system shall set the due date for permit survey requests at 3 business days from the submission date.		

(**Step 2.1, 2.2**) System shall set the due date 3 business days from current date/time and include the due date change within the notification to the customer. The customer has 2 business days to respond. If no response is received within that period, the system will automatically cancel the request and notify the customer a new request will need to be submitted

Design:

(Step 2) Permit Survey Detail

Field Name	**Data Type**	**Description/Comments**	**Required Field?**
Applicant Information	*<Person Information>*	Person who is submitting the request	Y
Agency Requiring Signature	Checkbox	Agency which is requiring the survey to be completed. Selection options allow more than one to be selected: Air Quality Building Division Business License Current Planning Fire Department Health District	Y
Type of Work Being Completed	Alphanumeric	Project detail/purpose of work	Y
Property Type	Checkbox	Selection of one: Business Residence	Y
Business/Residence Address	*<Address Information>*	Address permit survery form request is for	Y
Business/Residence Name/	*<Company Information>*	Company permit survey form request is for	Y
Does your project include?	Text	*Label text for questions below it*	-----------
Propane Tank	Checkbox	Selection of Yes/No If Yes- require input of # of **gallons**	Y
# of gallons	Numeric		If Yes on Propane Tank
Flammable/Combustible liquid tank(s)	Checkbox	Selection of Yes/No If Yes- require input of # of **gallons**	Not required if Residence

# of gallons	Numeric	Volume for Flammable/Combustible liquid	If Yes on Flammable/Combusitble liquid tank(s)
High-piled storage*	Checkbox	Selection of Yes/No If Yes- require input **height**	Not required if Residence
Height	Alphanumeric	Height of high piled storage	If Yes on High-piled storage
Spray paint booths	Checkbox	Selection of Yes/No	Not required if Residence
Compressed Gases	Checkbox	Selection of Yes/No If Yes- require input of **Type** and # of **cubic ft**	Not required if Residence
Cubic Ft	Alphanumeric	Amount for compressed gases	If Yes on Compressed Gases
Dust Collection System	Checkbox	Selection of Yes/No If Yes- require input of **Room Size** and # for **flow rate**	Not required if Residence
Room Size	Alphanumeric	Detail for dust collection system	If Yes on Dust Collection System
Flow Rate	Alphanumeric	Detail for dust collection system	If Yes on Dust Collection System
Chemicals-Storage, Manufacture, or Use	Checkbox	Selection of Yes/No If Yes- require input of **type** and # for **qty**	Not required if Residence
Type	Alphanumeric	Detail for chemicals being stored or manufactured	If Yes on Chemicals-Storage,Manufacture, or Use

Qty	Alphanumeric	Detail for chemicals being stored or manufactured	If Yes on Chemicals-Storage,Manufacture, or Use
Note about Yes response	Text	*Information text* A "Yes" response may require a permit from the Clark County Fire Department. Contact CCFD Planscheck at fppcq@clarkcountynv.gov or (702-455-7316) for permit requirements. Plans must be reviewed and approved by CCFD Planscheck Division. A "Yes" response to any of the above conditions may also require a Special Use Permit from the Current Planning Division.	N/A
Note about High Piled storage	Text	*Information text* *High-Piled Storage is storage of combustible materials in closely packed piles or combustible materials on pallets, in racks or on shelves where the top of storage is greater than 12 feet (3658 mm) in height. High-piled combustible storage also includes certain high-hazard commodities, such as rubber tires, Group A plastics, flammable liquids, idle pallets and similar commodities, where the top of storage is greater than 6 feet in height. **Refer to the Clark County Fire Departments "Hazardous Materials Systems" Guideline.	N/A
Hazardous Occupancy Required	Checkbox	Selection of Yes/No If Yes- Building Special Use Permit Required	Y

(Step 9) Request will be automatically assigned to available staff with "Permit Survey" responsibilities which will be maintained in a **Work Assignment table**. The **Work Assignment table** will contain a designation of the type of work assignments a resource may work on. Ie Record Search, Inspection, Fire Drill, Complaints, Courtesy

Inspections. A resource may be responsible for several different kinds of work assignments. **<u>Audit Trail:</u>** 1. An audit trail entry will be made for submission and modification of a Permit Survey request 2. Audit trail information will include User id, date/time, detail of transaction
Security Requirement(s): *Not Applicable*
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria:
Reporting:
Comments: • **(Step 11 & 19)** Will require the agencies to decide on an email distribution to use for the notification. • **(Step 19)** Need to decide on email verbiage prior to implementation. Ie. Customer email output may include a notification indicating Fire Department has reviewed the information provided and based on the information, the following permits are recommended: and include a list of the permits plans checker supplied. Also want to include instructions or links to the guidelines. • **(Step 12)** Need to identify from Building department if this is still required Example of Permit Survey paper form to be replaced

CLARK COUNTY FIRE DEPARTMENT
PERMIT SURVEY FORM

Agency Requiring Signature: **(Check box next to all that apply)**

☐ AIR QUALITY	BUSINESS LICENSE	☐ FIRE DEPARTMENT	☐
☐ BUILDING DIVISION	CURRENT PLANNING	☐ HEALTH DISTRICT	☐

DATE ____________________ **APN (ASSESSOR'S PARCEL #)** ______________

BUSINESS/RESIDENCE ADDRESS ____

BUSINESS/RESIDENCE NAME ____

BUSINESS TYPE ____

APPLICANT NAME ______________________________ **PHONE #** ____________

APPLICANT E-MAIL ______________________________ **FAX #** ____________

NOTE: Single family detached residences: complete items 1 only.
Commercial occupancies/multi-family/home based business: Complete all items below.

Does your building/project include:

	Yes	**No**				
1.	___	___	Propane tank(s)		________	(gallons)
2.	___	___	Flammable/Combustible liquid tank(s)		________	(gallons)
3.	___	___	High-piled storage* (see definition below)		________	(height)
4.	___	___	Spray paint booths			
5.	___	___	Compressed Gases	**Type:** ________________	________	(cubic ft)
6.	___	___	Dust Collection System	**Room Size:** ________________	________	(flow rate)
7.	___	___	Chemicals – Storage, Manufacture, or Use **	**Type:** ________	________	(qty)

A "Yes" response may require a permit from the Clark County Fire Department. Contact CCFD Planscheck at fppcq@clarkcountynv.gov or (702-455-7316) for permit requirements. Plans must be reviewed and approved by CCFD Planscheck Division. A "Yes" response to any of the above conditions may also require a Special Use Permit from the Current Planning Division.

PRINT NAME ______________________ SIGNATURE ______________________

EMAIL fppcq@clarkcountynv.gov OR FAX 702-735-0775 (CCFD Plans Check)

Fire Dept. Review/Comments

____

Signature Date

****

*High-Piled Storage is storage of combustible materials in closely packed piles or combustible materials on pallets, in racks or on shelves where the top of storage is greater than 12 feet (3658 mm) in height. High-piled combustible storage also includes certain high-hazard commodities, such as rubber tires, Group A plastics, flammable liquids, idle pallets and similar commodities, where the top of storage is greater than 6 feet in height.
**Refer to the Clark County Fire Departments "Hazardous Materials Systems" Guideline.

****

For Development Services – Building Division Use Only

Hazardous Occupancy Required? YES_______NO________ If yes, then Special Use Permit Required.

Signature of Building Official____

☐ New construction ☐ PAC Process ☐ Commercial
☐ Addition ☐ Walk-thru ☐ Residential
☐ Remodel

-DISTRIBUTION-
CUSTOMER AIR QUALITY MANAGEMENT BUSINESS LICENSE DEPARTMENT FIRE DEPARTMENT HEALTH DISTRICT
DEVELOPMENT SERVICES: BUILDING PLANS EXAMINATION ZONING PLANSCHECK CURRENT PLANNING

Dept. Name: Fire Department
Process Name: FD-Create-Modify-Application-Request Process
Use Case Number: FD015
Created by (BA/BL/SME): Evelina Girard

Use Case Name: CustomerCheckRequestStatus		
Level: User Goal		
Description: Customer needs to check the status of a request online		
Precondition: Customer already has a login to the website. A request was already submitted.		
Primary Actor: Customer		
Secondary Actor: Fire Department Staff		
Related Use Case(s):		
Success: Customer can review status and/or submit a message to assignee for status		
Initial Path: View request detail from table		
Actor	**System**	**Rate**
1. User logs into the website		
	2. System displays table/list of **Open Requests** on main screen/home page	
3. User double clicks on a specific request	4. System displays **Request Detail**	
Alternate Path 1: Request not visible on table-lookup by #		
1.1 (Step 2) the request is not visible on the table or list 1.2 System provides option to look up a request by number, Company or Submitter 1.3 User looks up request by number and inputs the request number 1.4 System searches for request and locates the request 1.5 Go to Step 4		
Alternate Path 2: Request not visible on table-lookup by Company		
2.1 (Step 1.3) User looks up request by Company 2.2 System searches for Company or similar company name and provides list of companies to select from. 2.3. User makes selection 2.4 System searches for list of **Open Requests** and returns final list to select from 2.5 Go to Step 3 & 4		
Alternate Path 3: Request not visible on table-lookup by Submitter		
3.1 (Step 1.3) User looks up request by Submitter last and first name 3.2 System searches for requests opened by the Submitter and provides a list of individuals by that name 3.3. User makes selection 3.4 System searches for list of **Open Requests** submitted via individual and returns final list to select from 3.5 Go to Step 3		
Alternate Path 4: User wants to request additional detail/update as to what is occurring with request		
4.1 **(Step 4)** User is looking at the request detail and wants to request additional detail/status		

4.2 System provides option to “Request additional detail/information”
4.3 User selects option and enters information into an email and submits
4.4 System sends **Email Notification** to assignee
4.5 Assignee logs into system and opens request
4.6 Assignee responds to email within system

Business Rules:
(Step 2) Only open requests submitted via the user will display on the list or table

Design:
(Step 2) Open Requests table/list shall include:

- Request #
- Request type
- Creation Date
- Request Status
- Request Summary
- Company

(Step 4) Request Detail shall include:

- *Visible stage indicator that the request ie Plan Review-1st review, Pending Plan Review, Pending Inspection Schedule.*
- *Visibility to request data/field data entered via the user*
- Request type
- Creation Date
- Request Status
- Request Summary
- Company
- Plan Status
- Plan Due Date *-if a Plan is applicable to the request*
- *Related requests or permits associated with the request*
- Inspection Status
- Next Inspection Date-*if an Inspection is applicable to the request*

(Step 4.5) Email Notification shall include:
Subject: Additional detail/information requested for *Request #*
Body:

- Request Type
- Request Summary
- Company
- Request Status
- *Email detail entered in step 4.3*

<u>Audit Trail:</u>

1. An audit trail entry will be made for submission of a request for additional detail/information
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):
Not Applicable

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Comments:
Reporting:

Dept. Name: Fire Department
Process Name: FD-Create-Modify-Applicaton-Request Process
Use Case Number: FD016
Created by (BA/BL/SME): Evelina Girard

Use Case Name: CustomerCancelRequest		
Level: User Goal		
Description: Customer needs to cancel request online		
Precondition: Customer already has a login to the website. A request was already submitted.		
Primary Actor: Customer		
Secondary Actor: Intake		
Related Use Case(s):		
Success: Customer can cancel or submit a request for cancellation		
Initial Path: User wants to cancel a request online-no activity		
Actor	**System**	**Rate**
1. User logs into the website		
	2. System displays table/list of **Open Requests** on main screen/home page	
3. User double clicks on a specific request	4. System displays **Request Detail**	
	5. System displays option to cancel request	
6. User selects opton to cancel	7. System prompts for cancellation reason/detail	
8. User enters cancellation reason/detail and submits	9. System checks for any activity completed	
	10. Sytem detects no user activity completed	
	11. System checks for any scheduled plan assignment- cancels plan review	
	12. System checks for any scheduled inspection assignment- cancels inspection	
	13. System checks for fees assessed and creates a work request for Finance.	
	14. System notifies assignee request has been cancelled	
	15. System sets Request Status to Cancelled	
Alternate Path 1: User wants to cancel a request online-but activity has been completed		
1.1 **(Step 10)** System detects activity has been completed 1.2 System notifies customer “A request for cancellation has been submitted to the Fire Department” 1.3 System creates a **Work Request** for “Request Cancellation” and assigns to Intake		

queue 1.4 Refer to FD017-CancelRequest	

Business Rules:
(Step 2) Only open requests submitted via the user will display on the list or table

Design:
(Step 2) Open Requests table/list shall include:

- Request #
- Request type
- Creation Date
- Request Status
- Request Summary
- Company

(Step 4) Request Detail shall include:

- *Visible stage indicator that the request ie Plan Review-1st review, Pending Plan Review, Pending Inspection Schedule.*
- *Visibility to request data/field data entered via the user*
- Request type
- Creation Date
- Request Status
- Request Summary
- Company
- Plan Status
- Plan Due Date *-if a Plan is applicable to the request*
- *Related requests or permits associated with the request*
- Inspection Status
- Next Inspection Date*-if an Inspection is applicable to the request*

(Step 4.5) Work Request shall include:

- Request #- Request # of the request that needs to be cancelled
- Request Type- Request type of the request that needs to be cancelled
- Request Summary- “Request Cancellation for Request #”
- Cancellation Reason- Cancellation reason submitted in Step 7
- Submitted By- User information who submitted the cancellation request.

Audit Trail:

1. An audit trail entry will be made for cancellation of a request.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):
Not Applicable

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Comments:

Reporting:

Dept. Name: Fire Department
Process Name: FD-Create-Modify-Application-Request Process
Use Case Number: FD017
Created by (BA/BL/SME): Evelina Girard

Use Case Name: CancelRequest

Level: User Goal

Description: Fire Department needs to cancel a request

Precondition: User is already logged into the system

Primary Actor: Intake

Secondary Actor: Finance

Related Use Case(s):

Success: Any open tasks for plan review, or inspection are cancelled and request is cancelled in the system.

Initial Path: User wants to cancel a request

Actor	System	Rate
	1. System provides option to look for request by request #, Company, Submitter	
2. User searches for request by #	3. System displays **Request Detail**	
	4. System displays option to cancel request	
5. User selects opton to cancel	6. System prompts for cancellation reason/detail	
7. User enters cancellation reason/detail and submits		
	8. Sytem detects no user activity completed	
	9. System checks for any scheduled plan assignment- cancels plan review	
	10. System checks for any scheduled inspection assignment- cancels inspection	
	11. System checks for fees assessed and prompts user to select funds to refund or select no refund	N
12. User selects no refund	13. System notifies assignee request has been cancelled	
	14. System sets Request Status to Cancelled	
	15. Request no longer displays in open requests/work to be managed	

Alternate Path 1: Specific fees are required to be refunded

1.1 **(Step 11)** User selects check boxes next to fees to be refunded and submits 1.2 System automatically calculates fees to be refunded 1.3 System displays to user Total amount to be refunded and option to confirm or cancel	N

1.4 User selects confirm 1.5 System processes refund 1.6 Go to Step 10 & 11	

Business Rules:

Design:

(Step 3) Request Detail shall include:

- *Visible stage indicator that the request ie Plan Review-1st review, Pending Plan Review, Pending Inspection Schedule.*
- *Visibility to request data/field data entered via the user*
- Request type
- Creation Date
- Request Status
- Request Summary
- Company
- Plan Status
- Plan Due Date *-if a Plan is applicable to the request*
- *Related requests or permits associated with the request*
- Inspection Status
- Next Inspection Date-*if an Inspection is applicable to the request*

Audit Trail:

1. An audit trail entry will be made for cancellation of a request.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):
Not Applicable

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Comments:

Reporting:

Dept. Name: Fire Department
Process Name: FD-Create-Modify-Application-Request Process
Use Case Number: FD018
Created by (BA/BL/SME): Evelina Girard

Use Case Name: CourtesyInspection		
Level: User Goal		
Description: Customer wants to setup a Courtesy Inspection and contacts Fire Department to setup an inspection		
Precondition:		
Primary Actor: Scheduling		
Secondary Actor:		
Related Use Case(s): FD019-System-Auto-Assignment-Inspection FD005-PopulateCompanyInformation FD004-PopulatePersonInformation FD002-PopulateAddressInformation		
Success: Courtesy Inspection Request is submitted and an inspection task created, scheduled and assigned.		
Initial Path : Customer contacts the Fire Department and wants to setup a courtesy inspection		
Actor	**System**	**Rate**
1. User selects Courtesy Inspection request	2. System displays **Courtesy Inspection Request Detail**	
3. User populates **Courtesy Inspection Request Detail**	4. System validates required field information is complete and proper formatting is met.	
	5. System prompts user for date/time Inspection should be scheduled for	
6. User selects date/time & submits	7. System checks for designated inspector and availability. Refer to **FD019-System-Auto-Assignment-Inspection**	
	8. System detects date/time is available	
	9. System alerts user date/time and inspector to be assigned	
10. User confirms assignment	11. System submits request and creates related inspection task.	
	12. System displays request/task in Fire Department assignee work console and calendar of assignments	
	13. System returns message- *Request # and inspection has been scheduled*	
	14. System returns user to main screen/home page	
Alternate Path 1: Date/Time requested is unavailable-choose alternate date/time		
1.1 **(Step 8)** System detects date/time is not available for designated area inspector		

1.2 System presents alternative dates/times for designated area inspector and backup inspector
1.3 User selects alternative date/time
1.4 Go to Steps 11-14

Business Rules:

1. A Courtesy Inspection does not have fees assessed/charged unless the customer selected an inspection date/time that was on overtime.
2. All inspection types must be visible on an inspectors schedule and contribute to the total calculation of time/work an inspector can be allocated per day
3. A Courtesy Inspection can only be submitted via contacting the Fire Department. It will not be made available to customers online
4. Plans are not submitted/Plan Review is not completed as part of a Courtesy Inspection

Design:

Courtesy Inspection Request Detail

Field Name	Data Type	Description/Comments	Required Field?
Applicant Information	*<Person Information>*	Person who submitted the request	Y
Contact Information	*<Person Information>*	Person who will be the contact for the inspector	Y
Contact Same As Applicant	Checkbox	If checked, Contact Information is not required	N
Project Name	*Alphanumeric*	Field used to designate if this is for a project.	N
Inspection Address	*<Address Information>*	Field used to designate the address to be inspected	Y
Company Name	*<Company Information>*	Field used to designate the company the courtesy inspection is being done for	Y
Inspection Purpose	Alphanumeric	Field used to describe the purpose of the inspection	Y

Audit Trail:

1. An audit trail entry will be made for creation and modification of a courtesy inspection request.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria & Reporting:

Comments:

- Online Courtesy Inspection pdf version will be left as-is.**http://www.clarkcountynv.gov/Depts/fire/fire_prevention/Documents/CourtesyRequestForm.pdf**

Dept. Name: Fire Department
Process Name: FD-Inspection-Perform Inspection
Use Case Number: FD019
Revision: 2/12/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: System-Auto-Assignment-Inspection
Level: User Goal
Description:
Precondition: Request for an inspection is triggered through another workflow
Primary Actor: System
Secondary Actor: Customer
Related Use Case(s): • FD012-CustomerPaymentOnline • FD028-Customer-ComplaintRequest • FD033 CreateBusinessLicenseInspection • FD051-SystemMonitoring-CreateOccupancyInspection • FD060-System-Auto-Assignment-Overtime
Success: • Inspection is scheduled • Additional fees are calculated and assessed • Calendars and assignments updated
Initial Path: Inspection date/time was requested and needs to be scheduled and assigned for a major property or event (**Specialty Assignment**).

Actor	System	Rate
	1. System receives a request that requires an inspection	
	2. System identifies inspection required based on Permit type or Request type	
	3. System queues up inspection	
	4. System checks if request is for major property	
	5. System determines inspection is for a major property and looks up inspector under **Specialty Assignment**	
	6. System checks date requested and inspector's calendar and availability and workload	
	7. System determines inspector is available and assigns inspection to resource.	
	8. System updates and displays assignment on inspector work console and calendar	

Alternate Path 1: Inspection date/time was requested and needs to be scheduled and assigned for a major property or event (**Specialty Assignment**). Backup is required.	
1.1 **(Step 7)** System determines Specialty assigned inspector is unavailable. 1.2 System looks up inspector's Backup 1.3 System checks date requested and Backup inspector's calendar and availability 1.4 System determines Backup is available and assigns inspection to inspector 1.5 Go to **Step 8**	
Alternate Path 2: Inspection date/time was requested and needs to be scheduled and assigned for a major property or event (**Specialty Assignment**). Neither Specialty designated inspector nor Backup are available.	
2.1 **(Step 1.4)** System determines Specialty inspector and Backup are unavailable. 2.2 System checks skillset required for inspection 2.3 System checks availability of resources with skillset 2.4 System determines match between skillset and availability and assigns inspection to inspector with least workload. 2.5 Go to Step 8	
Alternate Path 3: Inspection date/time was requested and needs to be scheduled and assigned for a major property or event (**Specialty Assignment**). Neither Specialty designated inspector nor Backup is available, nor another inspector with the required skillset. Alternate dates are selected	
3.1 **(Step 2.4)** System determines inspector with skillset is unavailable and notifies user, date/time selected will need to be scheduled on overtime and fees will be assessed unless user wants to select another date/time. 3.2 User selects option for alternative dates 3.3 System displays the next available 5 date/times amongst the schedules of the inspectors in the initial path, alternate paths 1, 2, 4 3.4 Use selects a different Date/Time 3.5 System assigns inspector 3.6 Go to Step 8	
Alternate Path 4: Inspection date/time was requested and needs to be scheduled and assigned and is not for a major property or event **(Non-Specialty Assignment)**	
4.1 **(Step 5)** System determines inspection is not for a Major property or Event **(Specialty Assignment)** and assigns inspector based on **Area Inspector Matrix** 4.2 Go to **Step 6** -If Area inspector is available. If Area inspector is available, go to **Steps 7-8**. -If Area inspector is unavailable, Go to **Steps 1.2-1.5**. -If Backup inspector is unavailable, System goes to **Steps 2.2 & 2.5** -If Inspector with Skillset is unavailable, System goes to Steps **3.1-3.6**	
Alternate Path 5: Inspection date/time was requested and overtime is selected.	
5.1 **(Step 3.2)** User selects option for overtime. 5.2 System calculates fees related to overtime 5.3 System prompts customer that overtime will initially cost X$ and additional fees may be assessed do you still want to continue? 5.4 User selects to continue 5.5 System takes customer through payment process (Refer to FD012-CustomerPaymentOnline) 5.6 User completes payment process	

5.7 System confirms payment amount and tentative date/time of inspection 5.8 System returns user to home/main screen 5.9 System continues processing – Go to FD060-System-Auto-Assignment-Overtime)	

Business Rules:

(Step 1)

- If the request required plans submission**,** an Inspection cannot be scheduled until Plans have been Approved (Note: There are some Permit Types this rule does not apply to and where after plans review an inspection is not required Refer to the Fire Department Fee table)

(Step 5)

- An inspector can be designated as an assigned inspector for one or more Major Properties or Events (**Specialty Assignment**) and that property or event can technically reside within another inspector's area designation.
- Every Major Property shall have a designated inspector

(Step 6) Complaint Inspections (Refer to FD028-Customer-ComplaintRequest)

- For a Complaint Inspection, the system shall attempt to find the first available date based on Complaint Category requirement.
- A Complaint cannot be scheduled on overtime
- Complaint Category = High Inspection is to be scheduled and completed within 24 hours
- Complaint Category = Medium inspection is to be scheduled and completed within 7 days
- Complaint Category = Low inspection is to be scheduled and completed within 20 days

(Step 6) Business License Inspections (Refer to FD033-CreateBusinessLicenseInspection)

- For a Business License Inspection, the system shall attempt to find the first available date on inspector's calendar and schedule the inspection
- A Business License Inspection is not initially scheduled on overtime. A customer can login to the system and change the inspection date/time and based on requested inspection date/time, system may prompt customer to request overtime service and pay fees.
- A Business License inspection must be scheduled and completed no later than10 business days from the submission date.

(Step 6) Occupancy Inspections(Refer to FD051-SystemMonitoring-CreateOccupancyInspection)

- If the inspection request is for an Occupancy Inspection, system will determine first available date/time on inspector's calendar and schedule the inspection no later than required by the Occupancy Schedule
- Occupancy Inspections shall not be scheduled on overtime

(Step 6)

- System will schedule inspectors to perform at minimum X hours of inspections daily.
- Inspection times shall incorporate X minutes for travel time.
- Normal workload for the day cannot exceed X hours per day and shall include meetings, and inspections.

- System will fill an inspector’s day with additional inspections if scheduled inspections run shorter than pre-calculated.
- The system will not be expected to reallocate workloads when employees call in sick.

(Step 4.1)

- The Area Inspector Matrix will contain one Inspector to area (1:1 relationship-only one inspector per area)

(Step 3.1)

- The system shall keep track of when inspection date/times requested could not be met and the data shall be available via a report or export.
- Date/Time Requested
- Actual Date/Time Scheduled
- Requesting Company
- Request #
- Permit #

Design:

Inspections will be assigned based on the following factors:

- **Specialty Assignment**- a list of inspector assignments to major property or event
- **Area Inspector Matrix**- a list of inspector assignments to geographical area
- **Backup**- a list of who an inspector’s backup is
- **Skillset-** a list of specific skills an inspector has
- **Calendar Availability**-open time available to perform work related activities
- **Workload –** amount of inspection hours inspector has allocated for the day

(Step 2.3-2.4)

- **Nice-to-Have** The system shall also look at the office location (or station) a resource works out of and select the resource that is closest (X miles of the inspection site). If there are no available resources within those X miles of the inspection site, then go to Step 3.1

(Step 5)

- System will need to have a listing **(Specialty Assignment)** of what is considered a Major Property or Event and the listing must be able to be maintained via the Fire Department.
- A **Specialty Assignment** matrix will contain a mapping and assignment of Major Property Names or Event Names to Inspector(s). Note: This same matrix will contain Plans checker Specialty Assignments and must be able to be maintained via the Fire Department.

(Entire Use Case)

- In the event a request cannot be auto-assigned, the request will get assigned to scheduling to manually assign. The system will log an event with detail as to why the request could not be auto-assigned

<u>Audit Trail:</u>

- An audit trail entry will be made for creation and modification of an inspection request.
- Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s): • Management and scheduling will have the ability to manually assign and reassign inspections and modify allocated work requests as needed • Management and scheduling will have the ability to change the inspection date or due dates on work requests.
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria
Reporting:
Comments: • Specialty Assignment, Area Inspector Matrix, Backup, Skillset, Calendar Availability data will need to determined and entered on implementation Need to identify if specific inspections are codependent-in other words there may be multiple inspections for a related request but one inspection A may have to occur before inspection B

Dept. Name: Fire Department
Process Name: FD-Permit-Apparatus Standby
Use Case Number: FD020
Created by (BA/BL/SME): Evelina Girard/Chief Blackmon/Chandra Adair & Craig Meyers

Use Case Name: Customer-ApparatusStandby-Online
Level: Summary
Description: Customer needs to request an Apparatus Standby online
Precondition: Customer already has a profile/login online and is logged into the site
Primary Actor: Customer
Secondary Actor(s): Deputy Fire Marshal, Prevention & Suppression Chief Staff (C-Staff)
Related Use Case(s): FD002-PopulateAddressInformation FD004-PopulatePersonInformation FD005-PopulateCompanyInformation FD021-System-Auto-Calculate Overtime
Success: Apparatus Standby request submitted successfully. Notification received via standby email distribution. Base fee payment received. Update of request and additional fees assessed. Closure of Request.
Initial Path: Customer requests an Apparatus Standby Online

Actor	**System**	**Rate**
1. Customer selects "Request Apparatus Standby Engine"		
	2. System displays **Apparatus Request Detail** dialogue	
	3. System pre-populates applicant's information under Applicant section	
4. User enters **Apparatus Request Detail** and submits request	5. System validates required fields of data are complete and formatted properly.	
	6. System retains request information	
	7. System calculates fees due $1200/unit (Refer to **Fire Department Fee Table**)	
	8. System presents customer option to pay or Cancel request.	
9. Customer goes through payment process and selects credit card as payment option	10. System validates and processes information	
	11. System retains transaction information and processes request and notifies customer request submission was successful.	

	12. System automatically sends email to email distribution addresses for Finance, DFM, Chiefs, C-Staff	
	13. System sets request status to “Pending Assignment”	
14. DFM or Chief logs in and assigns prevention staff/Inspector(s) and Saves request		
15. C-Staff logs in, and assigns suppression staff and Saves request	16. System sets status to “Assigned”, inserts entry on calendar and sends email to assigned staff (Note: time lapse until next step)	
17. Staff performs standby request (Note: time lapse until next step)		
18. Suppression captain records detail of standby- staff arrival and departure date/time under **Additional Apparatus Standby Information**		
19. Prevention inspector(s) records arrival & departure date/time under **Additional Apparatus Standby Information**	20. Once Arrival and Departure Date/Time has been completed for assigned staff, system automatically sets status to “Completed”	
	21. System auto-calculates based on arrival time/date and departure time/date if over 4 hours and/or O.T and was required.	
	22. System calculates additional fees if over 4 hours and/or O.T was required from Inspector and post additional fees to company balance. (Refer to **Fire Department Fee Table**)	
Alternate Path 1: Management Cancels request/End Process		
1.1 **(Step 15, 16)** Management staff changes request status to “Cancelled” – defined as apparatus standby will not be performed/was not performed and request no longer requires processing 1.2 System prompts user for cancellation reason/detail/comments 1.3 System sends a cancellation email notification to distribution lists in step 12 & 16 and updates calendar entry 1.4 System submits refund Work request to Finance 1.5 Process ends		
Alternate Path 2: Customer can select Escrow to pay		
2.1 **(Step 8 & 9)** Customer has the option to pay with Escrow account if logged in user is an authorized		

user of that company’s escrow account
2.2 Continue to Steps 10-22

Business Rules:

1. Plans are not submitted/Plan Review is not completed as part of an Apparatus Standby
2. Only a DFM (Deputy Fire Marshal), or Chief can assign staff to an Apparatus Standby request.
3. More than one inspector can be assigned to an Apparatus Standby request
4. More than one suppression staff can be assigned to an Apparatus Standby request
5. Arrival and Departure Date/Time must be completed for each staff member before changing status to “Completed”
6. All base fees must be paid in full at time of submission
7. Standby request greater than 4 hours results in a Suppression staff charge of $300.00 per hour per unit (rounded up by .15 minutes) (Refer to **Fire Department Fee Table**)

Design:

Apparatus Request Detail

Field Name	**Data Type**	**Description/Comments**	**Required Field?**
Applicant Information	<Person Information>	Person who submitted the request	Y
On-site Contact 1	<Person Information>		Y
Contact Applicant	Checkbox	If selected, On-site Contact 1 is not required	N
On-site Contact 2	<Person Information>		Y
Company Name	<Company Information>	Company responsible for the standby request	
Event Information (information text label)	Text	Header text	Y
Purpose of Event	Alphanumeric	Describes the event taking place	Y
Complex/Facility Name	Alphanumeric	Describes the building, location, complex where evetn is taking place	Y
Event Address	<Address Information>	Describes the address the event is taking place	Y
APN	Numeric	Describes the Assessor's parcel #	N
Reporting location for Standby	Alphanumeric	Describes where the standby staff should meet	Y
Requested Time/Date	Date/Time	Time/Date the standby request needs to take place	Y

Number of Units Requested	Numeric	Number of standby units required for the event	Y

Additional Apparatus Standby Information

1. Target Start Date/Time – *set to what customer inputs as "Requested Date/Time" but can be modified by Management (DFM, Chiefs) or Finance.*
2. Unit # Assigned – *Can have up to 10 units assigned to a request*
3. Staff Names Assigned to Unit – *Minimum of 4 staff assigned per unit*
4. Arrival Time/Date – *for each* staff member
5. Departure Time/Date – *for each* staff member

(Step 15)
User can modify Target Start Date/Time (Requested Date/Time). In the event it is changed, the system will automatically email the distribution lists in step 12 & 16
(Step 16)
Email notification sent from the system will contain the following fields of information for an Apparatus Standby request:
Subject: Apparatus Standby Assignment-*Request #* - Target *Start Date/Time*
Body:
Company Name
Purpose of Event:
Complex/Facility Name
Event Address
Staff Names Assigned to Unit
Reporting Location for Apparatus
Contact 1 information
Contact 2 information

(Step 21 & 22)

- Standby request greater than 4 hours results in an a Suppression staff charge of $300.00 per unit per hour (rounded up) (Refer to **Fire Department Fee Table**)
- In the event of an Inspector overtime-refer to use case FD021-System-Auto-Calculate Overtime

(Step 7 & 22)

- Fire Department shall have the ability and flexibility to modify fees as needed

Audit Trail:

1. An entry will be made for creation and modification of the Apparatus Standby request
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

1. Customer will have the rights to create an Apparatus Standby request. To modify the request, customer will need to contact the Fire Department at 702-455-7316
2. Only a DFM or Chief can assign staff to the Apparatus Standby request.

Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria:
Reporting:
Comments: • Gap-Process for municipal Apparatus Standby will not be tracked within the system. There is no charge for municipal/government requests. • Suppression staff will need to be included in training on system, else if not, rules will need to be modified. • Fees within this use case or in the **Fire Department Fee Table** are subject to change and will need to be verified prior to implementation ***Example of current Apparatus Standby Form to be replaced***

Clark County Fire Department
Fire Prevention Bureau

575 E Flamingo Rd • Las Vegas, NV 89119-6950 • Phone: (702) 455-7316 • Fax: (702) 735-0775
Website: www.clarkcountynv.gov/depts/fire Email: permits@clark.countynv.gov

Apparatus Standby Request/Authorization

Minimum fee for an "Apparatus Standby" is $1,200.00, payable in the form of cash or check (US currency) to the Clark County Fire Department, and due at time of request submittal. The $1,200.00 fee is a 4-hour minimum standby at $300.00 per hour for (1) unit, which includes set-up and drive time. Should the apparatus standby exceed the 4-hour minimum, additional fees of $300.00 per hour per unit (rounded up) will be assessed and invoiced to the requesting company. You may contact CCFD financial personnel at (702) 455-7043 should you have questions regarding these fees.

Requesting Company Name: *(Please print or type information)*

Name: ______________________ ______________
Number of Units Requested

Address: ______________________

City/State/Zip: ______________________ ______________
Prepaid Acct # (if established)

Contact Phone #: ______________________

Contact Fax #: ______________________

Apparatus Standby Requested for: *(Please print or type information)*

Purpose/Event: ______________________

Complex/Facility Name: ______________________

Complex/Facility Address: ______________________

On-Site Company Rep + Phone & Cell #: ______________________

Alternate On-Site Contact + Phone & Cell #: ______________________

Reporting Location for Apparatus: ______________________

Requested Standby Date(s): ______________________

Requested Time(s): ______________________

I understand payment of $1,200.00 must accompany this request, that I will be invoiced for additional fees if the standby exceeds the 4-hour minimum, that this request and the minimum $1,200.00 payment must reach the Clark County Fire Department no less than (7) business days prior to the requested standby date(s), and that failure to do so may result in my having to reschedule the requested standby date.

______________	X______________	______________
Company Representative – Print Name	Company Representative – Signature	Date
______________	X______________	______________
CCFD Representative – Print Name	CCFD Representative – Signature	Date

FOR FIRE DEPARTMENT USE ONLY

______________	______________
Plan Number	Processed By
______________	______________
Assigned Inspector	Authorized FPB Supervisor

Dept. Name: Fire Department
Process Name: FD-Administrative-Overtime
Use Case Number: FD021
Revision: 2/21/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: System-Auto-CalculateOvertime

Level: Summary

Description: System automatically calculates and records overtime

Precondition:

Primary Actor: System

Secondary Actor: Plan Checker, Inspector, Management

Related Use Case(s):

- FD055-PlanReview
- FD045-Create-ModifyInspectionResults
- FD064-System-Auto-CalculateFees

Success:

- Time Spent during normal schedule is calculated and recorded
- Time Spent during overtime is calculated and recorded
- Overtime authorization is updated and sent electronically
- Overtime authorization is approved electronically
- Finance is sent Overtime information
- **Nice-to-Have** Overtime is logged in Telestaff

Initial Path : Plan Checker completes Plan Review

Actor	System	Rate
1. During Plan Review process (FD055), Plan Checker records Start and Stop Date/Time	2. System checks Plan Checker schedule (normal staff business hours)	
	3. System compares Start and End date and time against normal schedule	
	4. System calculates time spent during normal schedule	
	5. System calculates time spent during overtime	
	6. System logs time spent during normal schedule and time spent on overtime for specified plan review	
	7. If System detects overtime was required, system prepares **Plan Review Overtime Authorization** and sends to Management (Chief)	
8. (Time Delay) Management reviews authorization and approves electronically		

Alternate Path 1: Inspector completes Inspection

1.1 During Inspection process (FD045), Inspector records time while inputting Inspection Results (using Start and Stop timer or manual entry of Start/End	

Date/Time) 1.2 System checks Inspector's schedule (normal staff business hours) 1.3 System compares Start and End date and time against normal schedule 1.4 System calculates time spent during normal schedule 1.5 System calculates time spent during overtime 1.6 System logs time spent during normal schedule and time spent on overtime 1.7 If overtime was required, System will perform two tasks A) Update the Inspection Overtime Authorization with Actual Start & End Date/Time and Time Spent on Normal and Time Spent on Overtime B) Email prevention@co.clark.nv.us **Overtime information**	

Business Rules:
(Step 5-6)

- System will record **actual overtime**. (*ie 1* inspector's normal business hours are 7AM-5PM. Inspection started at 4:00PM and lasted until 5:30PM. System would record the **actual overtime** = 30 minutes. *ie 2…*inspector's normal business hours are 7AM-5PM. Inspection started at 7:00PM and lasted until 9:00PM. System would record **actual overtime** = 2 hours)
- System will need to determine and record whether overtime was completed on extension (3 hours before shift or 3 hours after shift) and or outside shift and extension in order to calculate fees defined in **FD064-System-Auto-CalculateFees**

Design:
(Post Step 8)

- **Nice-to-Have** The system shall provide an interface or report to review overtime authorizations within a user specified date range or by resource that accrued the overtime.
- **Nice-to-Have** The system automatically logs overtime in Telestaff

(Step 6)

- **Nice-to-Have** The system shall provide an interface to input average time or it will calculate average times it takes to complete a plan review by permit type. This will allow Management the opportunity to compare average completion times to actual completions, run Quality Checks and establish standard completion targets for plan reviews.
- **Nice-to-Have** The system shall provide an interface to input average time or it will calculate average times it takes to complete an inspection by permit type. This will allow Management the opportunity to compare average completion times to actual completions, run Quality Checks and establish standard completion targets for inspections.

(Step 1.7)

- **Overtime information** shall contain the following detail:
- Inspector Name
- Request #
- Permit #
- Address Overtime is applicable to:
- Start Date/Time of Inspection
- End Date/Time of Inspection

- Hours and Minutes Spent using Overtime (Extension & Non-Extension)
- Hours and Minutes Spent using Normal Work Hours

Audit Trail:

1. An audit trail entry will be made for creation and modification of overtime entries
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

- System shall provide a Daily Dashboard or Report that displays a list of assignments (Fire Drill, Plan Reviews, Inspections, etc.) not completed/closed or cancelled and sorted by Due Date
- The Daily Dashboard or Report shall contain the following fields of information:

a) Assignee
b) Due Date (Plan Review Due Date, Inspection Date)
c) Request #
d) Request Summary
e) Permit Type
f) Permit #
g) Address/APN/GIS
h) Company

- The Daily Dashboard or Report shall allow the ability to view information by:

a) Plan Service (i.e, OTC, 24hr, 48hr, 5, 10, 15, or 20 business days, etc.)
b) Assignee (Assignments by Plan Checker, Inspector, other FD Staff)
c) Total # in Queue

- System shall provide a Weekly and Monthly Report of Total Assignments (Fire Drill, Plan Reviews, Inspections, etc.) completed by Assignee
- The Weekly and Monthly Report of Total Assignments shall contain a summary (subtotal of all assignments by assignee) by Assignee and Total of all assignments at the end of the report.
- The Weekly and Monthly Report of Total Assignments shall contain the following fields of information:

a) Due Date
b) Request #
c) Request Summary
d) Service(s) Selected
e) Permit Type
f) Permit #
g) Time Spent (calculated from Start and End Time)
h) Completed Date

Comments:

Dept. Name: Fire Department
Process Name: FD-Permit-Apparatus Standby
Use Case Number: FD022
Created by (BA/BL/SME): Evelina Girard/Chief Blackmon/Chandra Adair & Craig Meyers

Use Case Name: Customer-ApparatusStandby-InPerson
Level: Summary
Description: Customer requests an Apparatus Standby in person.
Precondition: User is already logged into system
Primary Actor: Intake
Secondary Actor(s): • Customer • Deputy Fire Marshal, Prevention & Suppression Chief Staff (C-Staff)
Related Use Case(s): FD002-PopulateAddressInformation FD004-PopulatePersonInformation FD005-PopulateCompanyInformation FD021-System-Auto-CalculateOvertime
Success: Apparatus Standby request submitted successfully. Notification received via standby email distribution. Base fees calculated and payment received. Update of request and additional fees assessed. Closure of Request.
Initial Path: Customer requests an Apparatus Standby Online

Actor	System	Rate
1. Intake selects Apparatus Standby Request	2. System displays **Apparatus Request Detail** dialogue	
3. Intake enters **Apparatus Request Detail** and submits request	4. System validates required fields of data are complete and formatted properly.	
	5. System retains request information	
	6. System calculates fees due $1200/unit (Refer to **Fire Department Fee Table**)	
	7. System presents user option to pay or Cancel request.	
8. Intake goes through payment process and selects credit card as payment option	9. System validates and processes information	
	10. System retains transaction information and processes request and notifies user request submission was successful.	
	11. System automatically sends email to email distribution addresses for Finance, DFM, Chiefs, C-Staff	
	12. System sets request status to “Pending Assignment”	

	13. System allows option to print receipt	
14. Intake prints receipt to give to Customer (Note: Time delay after this step)		
15. DFM or Chief logs in and assigns prevention staff/Inspector(s) and Saves request		
16. C-Staff logs in, and assigns suppression staff and Saves request	17. System sets status to “Assigned”, inserts entry on calendar and sends email to assigned staff (Note: time lapse until next step)	
18. Staff performs standby request (Note: time lapse until next step)		
19. Suppression captain records detail of standby- staff arrival and departure date/time under **Additional Apparatus Standby Information**		
20. Prevention inspector(s) records arrival & departure date/time under **Additional Apparatus Standby Information**	21. Once Arrival and Departure Date/Time has been completed for assigned staff, system automatically sets status to “Completed”	
	22. System auto-calculates based on arrival time/date and departure time/date if over 4 hours and/or O.T and was required.	
	23. System calculates additional fees if over 4 hours and/or O.T was required from Inspector and post additional fees to company balance. (Refer to **Fire Department Fee Table** and FD021)	

Alternate Path 1: Management Cancels request/End Process

1.1 **(Step 15, 16)** Management staff changes request status to “Cancelled” – defined as apparatus standby will not be performed/was not performed and request no longer requires processing
1.2 System prompts user for cancellation reason/detail/comments
1.3 System sends a cancellation email notification to distribution lists in step 12 & 16 and updates calendar entry
1.4 System submits refund work request to Finance
1.5 Process ends

Business Rules:

1. Plans are not submitted/Plan Review is not completed as part of an Apparatus Standby
2. Only a DFM (Deputy Fire Marshal), or Chief can assign staff to an Apparatus Standby request.
3. More than one inspector can be assigned to an Apparatus Standby request
4. More than one suppression staff can be assigned to an Apparatus Standby request

5. Arrival and Departure Date/Time must be completed for each staff member before changing status to “Completed”
6. All base fees must be paid in full at time of submission
7. Standby request greater than 4 hours results in a Suppression staff charge of $300.00 per hour per unit (rounded up by .15 minutes) (Refer to **Fire Department Fee Table**)

Design:
Apparatus Request Detail

Field Name	Data Type	Description/Comments	Required Field?
Applicant Information	<Person Information>	Person who is requesting the standby	Y
On-site Contact 1	<Person Information>		Y
Contact Applicant	Checkbox	If selected, On-site Contact 1 is not required	N
On-site Contact 2	<Person Information>		Y
Company Name	<Company Information>	Company responsible for the standby request	
Event Information (information text label)	Text	Header text	Y
Purpose of Event	Alphanumeric	Describes the event taking place	Y
Complex/Facility Name	Alphanumeric	Describes the building, location, complex where evetn is taking place	Y
Event Address	<Address Information>	Describes the address the event is taking place	Y
APN	Numeric	Describes the Assessor's parcel #	N
Reporting location for Standby	Alphanumeric	Describes where the standby staff should meet	Y
Requested Time/Date	Date/Time	Time/Date the standby request needs to take place	Y
Number of Units Requested	Numeric	Number of standby units required for the event	Y

Additional Apparatus Standby Information

1. Target Start Date/Time – *set to what customer inputs as “Requested Date/Time” but can be modified by Management (DFM, Chiefs) or Finance.*
2. Unit # Assigned – *Can have up to 10 units assigned to a request*
3. Staff Names Assigned to Unit – *Minimum of 4 staff assigned per unit*
4. Arrival Time/Date – *for each* staff member

5. Departure Time/Date – *for each* staff membe

(Step 8) Fire Department staff has the option to pay with Escrow account, Cash, Check or Credit Card
(Step 15)
User can modify Target Start Date/Time (Requested Date/Time). In the event it is changed, the system will automatically email the distribution lists in step 12 & 16
(Step 16)
Email notification sent from the system will contain the following fields of information for an Apparatus Standby request:
Subject: Apparatus Standby Assignment-*Request #* - Target *Start Date/Time*
Body:
Company Name
Purpose of Event:
Complex/Facility Name
Event Address
Staff Names Assigned to Unit
Reporting Location for Apparatus
Contact 1 information
Contact 2 information

(Step 21 & 22)
- Standby request greater than 4 hours results in an a Suppression staff charge of $300.00 per unit per hour (rounded up) (Refer to **Fire Department Fee Table**)
- In the event of an Inspector overtime-refer to use case FD021-System-Auto-CalculateOvertime

(Step 6 & 23)
- Fire Department shall have the ability and flexibility to modify fees as needed

<u>Audit Trail:</u>
1. An entry will be made for creation and modification of the Apparatus Standby request
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):
1. Customer will have the rights to create an Apparatus Standby request online. To modify the request, customer will need to contact the Fire Department at 702-455-7316
2. Only a DFM or Chief can assign staff to the Appartus Standby request.

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:
- Gap-Process for municipal Apparatus Standby will not be tracked within the system. There is no charge for municipal/government requests.
- Suppression staff will need to be included in training on system, else if not, rules will need to be modified.
- Fees within this use case or in the **Fire Department Fee Table** are subject to change

and will need to be verified prior to implementation

- Email distribution lists will need to be identified prior to implementation. Current address utilized is CCFDEVENTS@ClarkCountyNV.gov
- How does company get notified and pay additional outstanding fees or how should fees be invoiced

Dept. Name: Fire Department
Process Name: FD-Inspection-Perform Inspection
Use Case Number: FD023
Created by (BA/BL/SME): Evelina Girard

Use Case Name: SystemMonitoring-UpdateSuppressionCAD		
Level: User Goal		
Description: Fire Suppression's Computer Aided Dispatch (CAD-Command Scope) System will be updated when a series of events occurs.		
Precondition:		
Primary Actor: System		
Secondary Actor:		
Related Use Case(s): • FD045-Create-ModifyInspectionResults • FD055-PlanReview		
Success: Computer Aided Dispatch System (CAD-Command Scope) is updated		
Initial Path: Building Structure changes from Building Departments		
Actor	**System**	**Rate**
	1. System detects building structure changes from initial structure	N
	2. System triggers sends data or notification or revised plan to Suppression Computer Aided System	N
	3. System triggers a Pre-Plan review task to Suppression staff	N
Alternate Path 1: Hazardous material found or documented on structure		
1.1 **(Step1)** System detects hazardous material found related to a specific plan or inspection (Refer to use cases for Create-ModifyInspectionResults & Plans Review) 1.2 Continue to Step 2 & 3		N
Alternate Path 2: Permits issued to a specific parcel/structure		
2.1 **(Step1)** System detects permits issued to a specific parcel/structure 2.2 Continue to Step 2 2.3 Process ends		N
Business Rules:		
Design: **(Step 3)** System will have a place to track (per address) when the last Pre-Plan review date was completed and whom (UserID) the Pre-Plan review was completed by. **(Step 1, 1.1, 2.1, 3.1, 4.1)** System will scan for changes daily **(Step 2)** System will send data over to CAD system within 24 hours of trigger detection **(Step) Audit Trail:** 1. An entry will be made for transfer of information to Suppression system 2. Audit trail information will include system id, date/time, brief detail of transaction		
Security Requirement(s):		
Data Retention: *Not Applicable- will utilize existing data retention requirements*		
Search Criteria:		

Reporting: Report listing of structure/parcel/address with list of hazardous materials on site. Requirement from state.
Comments: 1. Additional detail needs to be flushed out for this entire use case based on the the type of system and detail the system will have for building, plan submission/review, permitting, code enforcement, and Hazardous Material tracking. 2. Not every structure requires a pre-plan, therefore, additional business rules need to be identified 3. If updates from the new system cannot be made to the CommandScope, then a report of changes is desired so a lookup of record information can be completed

Dept. Name: Fire Department
Process Name: Administrative-Create/Modify Company
Use Case Number: FD024
Created by (BA/BL/SME): Evelina Girard

Use Case Name: PlaceContractingCompanyonHold		
Level: User Goal		
Description: Hold needs to be placed on a Company for lack of payment of outstanding balance		
Precondition:		
Primary Actor: Finance		
Secondary Actor: FD Staff, Customer		
Related Use Case(s): FD005-PopulateCompanyInformation FD012-CustomerPaymentOnline FD013-CustomerPaymentInPerson		
Success: Company record is set with hold flag and additional requests that have fees cannot be submitted or completed		
Initial Path : Set company flag to "Financial Hold"		
Actor	**System**	**Rate**
1. User selects option to manage Company	2. System displays "Company Information" dialogue	
3. User enters Company Name and selects "Search"	4. System searches to see if same or similar contracting Company exists	
	5. System displays a list with the name or names to select from and option to update	
6. User changes status to "Financial Hold"		
7. User selects "Save"	8. System confirms modification successful	
9. User clicks "OK"		
	10. System emails Company with email indicating hold has been placed until X$ of outstanding fees are paid	
Alternate Path 1: Attempt to create new request for services or permit for Company with Financial Hold		
1.1 (Post Steps 1-10) completion, System detects user attempts to submit/create a new request for permit, plan review or another fee based service for specified Company 1.2 System checks for outstanding fees owed. 1.3 System displays alert to user – "Unable to request permits or new services due to Outstanding Fees owed on.." 1.4 System displays **Outstanding Fees table** 1.5 System provides user option to pay fees- Pay Now, Pay Later 1.6 If Pay Now is selected, system walks user through payment process (refer to		

FD012, FD013) 1.7 If Pay Later is selected, system cancels request and brings user back to Home/Main Page	

Business Rules:
(Step 10, 1.2, 1.4) A fee is considered outstanding when it has not been paid and is over 30 days due from the initial incurred date.

Design:
(Step 5) When displaying the list, show Company Name, Business Address detail and Status

(Step 1.4)
Outstanding Fees Table displays
- Request Number
- Request Type
- Fee Type Owed
- Fees Owed

(Post Step 10) Once total outstanding fees are paid, the system will automatically
1) Remove the Hold on the account- set the status back to "Active"
2) Send an email notification to FD Staff (Finance)

Audit Trail:
1. An audit trail entry will be made for modification of a company
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):
(Step 6) Only Finance or Management can place a Company on Financial Hold

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:
(Step 3)
Must be able to search by utilizing one or more of the below field criteria
- Company Name –*when utilizing in search criteria look for what is entered in the field within the Contractor Name. ie Cupcake entered may yield Cupcakes Limited, We Love Cupcakes*
- Street #
- Street Name
- Telephone
- Status

Reporting:
Reports shall be provided which display:
- A weekly report of Companies (Name, Address, Company system Identifier) that have an outstanding balance owed greater than X$ over 30 days old as of the report generation date
- A list of Companies that have a Financial Hold and the outstanding dollar amounts as of the report generation date

Comments:

- Fire Department needs to establish a firm requirement and procedure for when to put a company/business on Financial Hold
- Email outputs/verbiage and email distribution list will need to be determined prior to implementation for **(Post Step 10)**

Dept. Name: Fire Department
Process Name: FD-Permit-Permit Survey Form
Use Case Number: FD025
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Customer-IdentifyPermitsRequired		
Level: User Goal		
Description: Customer needs to submit a request for a permit but doesn't know what kind of permits are needed.		
Precondition: Customer already has a profile/login online and is logged into the site		
Primary Actor: Customer		
Secondary Actor:		
Related Use Case(s): FD014-Customer-PermitSurveyOnline		
Success: List of permits needed is generated along with estimated costs		
Initial Path: Customer does not know what permits are needed		
Actor	**System**	**Rate**
	1. System provides option to submit a request for a permit	N
1. User selects request permit	2. System displays dialogue- "Know what permits are needed" Or "Estimate Permits needed"	N
3. User selects "Estimate Permits"	4. System displays dialogue asking customer "What is the permit for ?	N
5. User selects from drop-down list	6. System displays dialogue asking customer "Enter the detail and description of the the type of work, operation or event you are hosting"	N
7. User enters detail description and selects next	8. System performs search in knowledgebase for keywords	N
	9. System displays dialogue with a list of common activities (in layman terms) that require permits and prompts user for selection	N
10. User selects multiple activities	11. System evaluates based on activities what type of permits are required	N
	12. System generates list and then calculates estimated fees	N
	13. System presents list and estimates to user	N
14. User has options to start over, save estimate, and print list and estimates.		N
15. User prints list and saves estimate		N
Alternate Path 1: User wants to start process over in order to input more detail		
1.1 (Step 14) User selects Start Over		

1.2 System returns user to Step 2 where previous answers were retained and can be modified.
1.3 User continues with remaining steps in process and can revise answers or clear existing answers

Business Rules:
(Step 2-10) All questions in the permit estimator/wizard are required to be answered prior to moving onto the next question.

Design:
(Step 4) Answer selection/drop-down:
A) Install/Construction Project
B) Event
C) Business Operation

(Post Step 15) Nice to Have
A customer can retrieve the estimate and submit a request for permit(s) where estimate will pre-populate and start submission process for permits.

Audit Trail:
1. An entry will be made for creation or modification of a permit estimate.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:
This use case is intended for future replacement of the Permit Survey form (Refer to use case FD014-Customer-PermitSurveyOnline which makes the form electronic).

This use case is merely an example. Additional detail will need to be flushed out per permit type in order to populate and identify questions needed, how many, activity types in layman terms, to permit type/code and fees.

Note detail will need to be added on the estimate indicating the list provides only an estimate and is not an all inclusive guaranteed cost.

Dept. Name: Fire Department
Process Name: FD-Permit-Renewal-Expiration
Use Case Number: FD026
Created by (BA/BL/SME): Evelina Girard

<table>
<tr><td colspan="3">Use Case Name: SystemMonitoring-PermitRenewalDue60-30</td></tr>
<tr><td colspan="3">Level: Summary</td></tr>
<tr><td colspan="3">Description: The system will check for permits that are 60 and 30 calendar days from expiration and will send a communication or print renewal notice.</td></tr>
<tr><td colspan="3">Precondition: Permit Status is Active</td></tr>
<tr><td colspan="3">Primary Actor: System</td></tr>
<tr><td colspan="3">Secondary Actor: Finance/Administration</td></tr>
<tr><td colspan="3">Related Use Case(s):</td></tr>
<tr><td colspan="3">Success: An renewal notice is sent out.</td></tr>
<tr><th>Actor</th><th>System</th><th>Rate</th></tr>
<tr><td></td><td>1. The system will monitor and identify Active Renewable permits with a Permit Expiration Date 60 or 30 days from current date.</td><td></td></tr>
<tr><td></td><td>2. For each “Renewable” permit with an expiration of 60 or 30 days from current date, the system will determine if there is a business(Company) associated that is Active or Inactive.</td><td></td></tr>
<tr><td></td><td>3. For “Renewable” permits that have an associated business that is Inactive, the system will change the ‘Permit Status’ to “Inactive” Status Detail= “Out of Business”</td><td></td></tr>
<tr><td></td><td>4. The system will notify the area inspector with “Out of Business” detail.</td><td></td></tr>
<tr><td colspan="3">Alternate Path 1: Business(Company) active or no business associated</td></tr>
<tr><td colspan="2">1.1 (Step 2 & 3) If the system determines a related business is still Active the system will send a renewal notice via email.
1.2 The system will post a copy of the the renewal notice sent out in the Company’s Activity detail
1.3 Process ends</td><td></td></tr>
<tr><td colspan="3">Alternate Path 2: Permit information missing email address</td></tr>
<tr><td colspan="2">2.1 At step 1.1 if the system determines there isn’t a valid email address the system will check for a FAX number. If there is a FAX number the system will send the renewal notice via FAX. If there isn’t a FAX number Go to step 2.2.
2.2. Finance/Administration will manually create a printed version of the renewal notice via the click of a button.
2.3 Finance/Administration will mail the renewal notice
2.4 Finance/Administration will record in the system a) Who sent out the renewal b) Date renewal was sent out</td><td></td></tr>
</table>

Process ends	

Business Rules:
(Step 1.1, 2.1)
The system will send a maximum of two renewal notices per permit per year- one within 60 days, and another within 30 days of the expiration

Design:
(**Step 2)**
1. Information will be validated from Business Licensing data

(Step 1.1)
1. If more than one permit related to a business(Company) is due for renewal, the list of permits due will be generated on the one renewal notice for that 60 or 30 day notice period.
2. Letter format will utilize a similar format as the **BP605 Renewable Permits report**

(**Step 2.2)**
1. Finance will have the ability to print notices
2. Finance will have the ability to print an individual notice related to one permit one company (expired permits by Company) or multiple notices related to multiple permits and multiple companies (all notices that fit the 60 day or 30 day criteria)
3. If printing and sending out manually, the system shall have a field or work log available to record when the the notice was sent out to the customer

(Step 2.4)
A date and text field will need to be provided or the ability to add a work log/diary entry

Configuration:
(Step 1.1, 2.1)
The notice format inputs/outputs and format will be easily configurable
The notice will include:
- Business(Company) Name and Mailing Address
- Renewal Fees (cost of the renewable permit)
- Permit #
- Permit Type
- Permitted Address
- Assessor Parcel Number
- Period existing Permit is valid for
- Text Note section
  a) where and how to renew/pay fees
  b) where and how to update billing or contact information.
  c) how to notify department permit is no longer needed
  d) how to submit revised plans for permit
  e) how to notify department of address change for permit
  f) how to notify department of ownership change for permit

Audit Trail:
1. An entry will be made for a renewal notice generated and emailed or faxed
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Not Applicable
Reporting: • A report shall be provided which filters out permits due to expired in a user specified date range. Field detail will include the following and report can be sorted by Company or Business Address: 1. Business(Company) Name and Mailing Address 2. Business Address 3. Renewal Fees 4. Overdue Fees 5. Permit # 6. Permit Type 7. Permitted Address 8. Assessor Parcel Number 9. Permit Expiration Date
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria:
Reporting:
Comments: • Permit states will need to be validated with the business prior to configuration/execution • Step 1.1- The business will need to determine the from email address and inputs and outputs of the letter • Need to identify future renewal fee calculations
Example of Existing Renewal Notice ***BP605 Renewable Permits report***

Clark County Fire Department
Fire Prevention Bureau
575 E Flamingo Rd – 2nd Floor • Las Vegas, NV 89119
Renewal Office #: 702.455.7122 • Fax #: 702.735.0775
Email: Permits@ClarkCountyNV.gov • Website: www.ClarkCountyNV.gov/depts/fire

9/11/2012 ***** RENEWAL NOTICE *****

Permit #: 76-9210220
*** RENEWAL FEE: $ 75 ***
Due date: 10/10/2012

7-ELEVEN INC
WESTFALL, MARC or Risk Mgmt/Safety
PO BOX 711

DALLAS TX, 75221

Payment must be postmarked by due date or the renewal fee will be: $ 150

- *Use permit # above as your invoice number.*
- *All fees payable to Clark County Fire Department.*
- *Payable in cash, check or money order – no credit cards.*
- *Please include a copy of this notice with payment.*
- *Mail notice and payment to address listed above.*

	Permit #: 76-9210220 **Expiration Date: 10/16/2012**
Permit / App Type:	**FD REPAIR GARAGE/MV FUEL DISP / FD MOTOR VEHICLE FUEL DISPENSE STATION CONSTR**
Permitted Name:	**7-ELEVEN #19588**
Permitted Address:	**6515 S EASTERN AVE**
Assessor Parcel No:	**177-02-501-003**
Reportable Amounts:	

Our records indicate the above referenced renewable permit issued to your facility is scheduled to expire. Please check appropriate box below to indicate whether or not there have been changes since your last permit was issued. Also, please confirm the renewal/billing contact information at the bottom of this form. If there are any updates, please list them in the area provided.

☐ **Updated plans are required** for this renewal period, which will be reviewed by our Plans Check Division. Additional fees will be assessed, when applicable, based on the plan type and reportable amounts.

☐ There have been **NO CHANGES** to the ownership, permitted address of operation, reportable amounts, or the layout of operation/storage since the last permit was issued. The previously approved plans and signed permit are located on-site, as directed by the Fire Department.

☐ **CHANGES** have been made that impact the ownership, permitted address of operation, reportable amounts, and/or the layout of operation/storage since the last permit was issued. Included with this notice are 3 sets of updated plans, related materials, completed "Renewable Permit – Application" form, and the base plan review fee of $75.00. It is understood that additional fees may apply and will be assessed upon plan review, if applicable.

☐ **Permit no longer needed** for the following reason(s). ______________________

____

Signature/Printed Name *Title* *Date*

Upon our receipt of the required fees, your renewal will be processed and then forwarded to our Inspection Division for inspection scheduling. Please allow us a minimum of 7-10 business days to process your payment and schedule your inspection. Should you have any questions or concerns regarding this notice, please email us at **Permits@ClarkCountyNV.gov**, or call (702) 455-7122.

**** Contact Name and Phone Number for Inspection:** ______________________

Current Renewal/Billing Contact Information	Updates to Renewal/Billing Contact Information
7-ELEVEN INC WESTFALL, MARC PO BOX 711 DALLAS TX, 75221 MARC.WESTFALL@7-11.COM Contact Phone: (214) 415-0146 Contact Fax: (972) 828-1085	

*** Application and guidelines for submittal requirements are available at www.ClarkCountyNV.gov/Depts/Fire/Fire_Prevention/Pages/default.aspx. ***

Dept. Name: Fire Department
Process Name: FD-Permit-Renewal-Expiration
Use Case Number: FD027
Created by (BA/BL/SME): Evelina Girard

Use Case Name: SystemMonitoring-ExpiredPermits-Greaterthan14		
Level: Summary		
Description: The system will check for permits that have an expiration for a given number of days and validate if there is a related inactive business. If there isn't a related business or the business that is related is still active, the system will send out expiration notifications. If after 30 days the permit has not been renewed, the system will create a complaint.		
Precondition: Permit Status is Inactive and Detail is equal to Expired and it is 14 days or more past the expiration date.		
Primary Actor: System		
Secondary Actor: Finance/Administration		
Related Use Case(s): FD019-System-Auto-Assignment-Inspection		
Success: Initial Path the Permit Status is updated. Alternate path 1, an email expiration notice is sent out.		
Actor	**System**	**Rate**
	1. Once a week, the system will monitor and identify "Renewable" permits with a 'Permit Status' of "Inactive" Status Detail "Expired" and are 14 or greater days past the expiration date	
	2. For each "Renewable" permit with an expiration of 14 days or greater, the system will determine if there is a business associated that is Active or Inactive.	
	3. For "Renewable" permits that have an associated business that is Inactive, the system will change the 'Permit Status' Detail to "Out of Business"	
	4. The system will notify the area inspector with "Out of Business" detail.	
Alternate Path 1: Business active		
1.1 At step 2 and 3 if the system determines a related business is still Active the system will send an expiration notice via email 1.2 Process ends		
Alternate Path 2: Permit information missing email address		
2.1 At step 1.1 if the system determines there isn't a valid email address the system will check for an existing FAX number. If there is an existing FAX number, the system will FAX the expiration notice. If there is no FAX, got to Step 2.2. 2.2. Finance/Administration will manually create a printed version of the expiration notice via the click of a button 2.3 Finance/Administration will mail the expiration notice		

2.4 Process ends	
Alternate Path 3: Permit expiration date greater than 30 days	
4.1 At step 1.1, if the expiration is greater than 30 days the system will no longer email an expiration notice. It will create a “Complaint” request in the system. 4.2 If a complaint request was already related and created and is open/active, the system will take no further action. 4.3 The System will automatically assign the complaint to the designated inspector (Refer to FD019-System-Auto-Assignment-Inspection) 4.4 Process ends	

Business Rules:
(Step 1.1) The system will send a maximum of two expiration notices prior to creating a complaint.
(Step 3.1) The system shall show the relationship between the complaint # and the permit #

Design:
(**Step 2)**
1. The expectation is that this information will be validated from Business Licensing data

(Step 2.2)
1. Finance will have the ability to print expiration notices that have not been sent via email
2. Finance will have the ability to print an individual notice related to a permit or multiple (all notices that fit the greater than 30 day criteria)

Audit Trail:
(Step 3, 2.2, 3.1)
1. Audit trail information will include date/time, brief detail of transaction, userid or system

(Step 2.1)
1. Audit trail information will include date/time email was sent, type of email, copy of email

Configuration:
(Step 1.1, 2.2)
The notice format inputs/outputs and format will be easily configurable
The notice will include:
- Business(Company) Name and Mailing Address
- Renewal Fees
- Overdue Fees
- Permit #
- Permit Type
- Permitted Address
- Assessor Parcel Number
- Permit Expiration Date
- Text Note section
  a) where and how to renew/pay fees
  b) where and how to update billing or contact information.
  c) how to notify department permit is no longer needed
  d) how to submit revised plans for permit
  e) how to notify department of address change for permit
  f) how to notify deparment of ownership change for permit

Security Requirement(s):

Not Applicable
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria:
Reporting: 1. A report shall be provided which displays the list of permits closed out automatically with a permit status of Inactive and permit status of Out of Business within an user specified date range. 2. A report shall be provided which filters out permits with a permit status of Inactive and permit detail expired in a user specified date range. Field detail will include the following: a) Business(Company) Name and Mailing Address b) Renewal Fees c) Overdue Fees d) Permit # e) Permit Type f) Permitted Address g) Assessor Parcel Number h) Permit Expiration Date
Comments: Permit states will need to be validated with the business prior to configuration/execution Step 1.1- The business will need to determine the from email address and inputs and outputs of the letter Complaint inputs and outputs will need to be identified Need to identify future renewal fee calculations

Dept. Name: Fire Department
Process Name: Complaint Submission
Use Case Number: FD028
Created by (BA/BL/SME): Evelina Girard

Use Case Name: FD-Customer-ComplaintRequest		
Level: User Goal		
Description: Customer or user needs to submit a complaint regarding a property or company		
Precondition: Customer already has a profile/login online and is logged into the site Scheduler has a login and is already logged into system		
Primary Actor: Customer		
Secondary Actor: Scheduler		
Related Use Case(s): • FD019-System-Auto-Assignment-Inspection		
Success: • Complaint is submitted and retained • Complaint displays in work management console • Inspection is scheduled.		
Intial Path: Customer or user submits a complaint		
Actor	**System**	**Rate**
1. User/Customer selects to submit a Complaint	2. System displays **Complaint Detail**	
3. User/Customer populates **Complaint Detail** and saves	4. System validates required field information is complete and proper formatting is met.	
	5. System retains request information	
	6. System automatically sets **Complaint Category** based on inputs	
	7. System automatically determines due date required for inspection to be completed	
	8. System checks for designated inspector and availability and assigns inspection. Refer to **FD019-System-Auto-Assignment-Inspection.**	
	9. System returns message *complaint # has been submitted successfully*.	
	10. System sends email to complainant with complaint detail	
	11. System displays assignment on inspector's work console and calendar	
12. User/Customer selects OK	13. System returns customer to home screen	
Alternate Path 1: Address Complaint is regarding is not within Clark County jurisdiction		

1.1 **(Step 4)** System detects address is not located within Clark County jurisdiction. 1.2 System alerts customer and provides contact information for other jurisdictions 1.3 Customer selects OK 1.4 System abandons transaction and returns customer to main screen/home screen 1.5 Process ends	
Alternate Path 2: Complaint Category is High	
2.1 (Step 10) If the Complaint Category is High, the System will also send an email to the inspector with date/time of inspection 2.2 Continue to steps 11-13	

Business Rules:

- **(Step 8)** A Complaint Inspection can be scheduled on overtime
- **(Step 8)** A Complaint Inspection will not have fees assessed/charged automatically
- **(Post Step 13)** Fire Department may be assess/charge fees manually
- **(Step 8, 11)** A Complaint inspection must be visibile on an inspectors schedule/work assignments and contribute to the total calculation of time/work an inspecter can be allocated per day
- **(Step 3)** Plans are not submitted as part of a Complaint request.
- **(Step 8)** The system will automatically assign one required inspection upon submission
- **(Post Step 13)** Fire Department staff can add additional inspections/follow-up inspections to a complaint

Design:

(Step 2) Complaint Detail

Field Name	Data Type	Description/Comments	Required Field?
Complainant Information	*<Person Information>*	Person reporting the issue/submitting the issue	Y
Address Complaint is Regarding	*<Address Information>*	Address inspector needs to go to	Y
Cross Streets	Alphanumeric	Cross streets where inspector needs to go to	Y
Property Type	Checkbox	Can be drop-down Selection of 1) Residential 2) Commercial	Y
Company Name	*<Company Information>*	Business/Company complaint is about Provide lookup/matchup for existing companies	Y
Date of Incident/Report	Date	Date incident occurred	Y

Nature of Issue	Checkbox	Selection of 1) Alarms 2) Barbeque 3) False/Nuisance Alarms 4) Fire Extinguishers 5) Fire Hydrants 6) Fire Lanes 7) Kitchen Extinguishing Systems 8) Locked/Disabled/Obstructed Exit 9) Monitoring 10) Open burning 11) Overcrowding 12) Other 13) Public/Private Water Supply 14) School Drills 15) Spray Painting 16) Sprinklers 17) Work done w/o Permit	Y- one selection at min
Detail description of the issue	Alphanumeric	Text field used to enter detail of the issue	Y
Does issue present imminent danger	Checkbox	Can be drop-down Selection of 1) Yes 2) No	Y
Are you a Fire Department Employee?	Checkbox	Can be drop-down Selection of 1) Yes 2) No Defaults to No. Manually set	Y
Station #	Numeric	Manually set Require if Applicant is a Fire Department Employee	N
Platoon #	Numeric	Manually set	N
Complainant Contact Information	<Person Information>	Person to contact in regards to the complaint. May be the same as the applicant	N

Complaint Category	Drop-down	Selections: High Medium Low Only visible to Fire Department Staff Defaults to Low	Y	

(Step 2) If the user is a Fire Department staff member, the Complaint Category shall be visible
(Step 2.1) Nice-to-Have (alternate solution to sending an email) The system shall send a text message or alert to inspector's mobile device
(Step 3) The user shall be able to attach documents to the complaint
(Step 6-8) Nice-to-Have If the user is a Fire Department staff member, the system shall provide the option to override automation and manually select the Complaint Category, set the Inspection Date and Inspector Assignment
(Step 6) Complaint Category (drop-downs selection)

- High
- Medium
- Low

Case Type		**Complaint Category**	**Code**
Complaint	FP ALARMS	Medium	FPA
Complaint	FP BARBEQUE ISSUES	Medium	FPB
Complaint	FP ELECTRICAL HAZARD	Medium	FPH
Complaint	FP EXITING	High	FPE
Complaint	FP FALSE/NUISANCE ALARM	High	FPF
Complaint	FP FIRE EXTINGUISHERS	Medium	FPX
Complaint	FP FIRE HYDRANTS	Medium	FPY
Complaint	FP FIRE LANES	Medium	FPL
Complaint	FP FIRE SYSTEM CONTRACTS	Medium	FPC
Complaint	FP KITCHEN EXTINGUIS SYS	Medium	FPK
Complaint	FP MONITORING	Medium	FPM
Complaint	FP ODORS	High	FPO
Complaint	FP OPEN BURNING	High	FPOB
Complaint	FP OTHER	Medium	FPOT
Complaint	FP OVERCROWDING	High	FPOC
Complaint	FP SCHOOL DRILLS	High	FPSD
Complaint	FP SPRAY PAINTING	Medium	FPSP
Complaint	FP SPRINKLERS	Medium	FPS
Complaint	FP SYSTEM OUT OF SERVIC	High	FPWS
Complaint	FP TRASH REMOVAL	Low	FPT
Complaint	FP WEED ABATEMENT	Low	FPW

Complaint	FP WORK DONE W/O PERMIT	High	FPP

(Step 7)

- Complaint Category of High-Requires inspection to be completed within 24 hours
- Complaint Category of Medium-Requires inspection to be completed within 7 days
- Complaint Category of Low-Requires inspection to be completed within 20 days

(Post Step 13)

- Complaint information will display under parcel history/activity and outstanding issues list.
- On the completion (closure) of a complaint, the system shall send an email notification to the complainant with a detail of the outcome

Audit Trail:

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

Security Requirement(s):

1. Customer will have the rights to add work log/additional notes to his/her own complaint after submission
2. Fire Department staff can manually input and override the Complaint Category, Inspection Date, Inspector assigned

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

- **(Step 10)** Will need to determine email inputs/outputs prior to implementation
- Current complaint inspections average 1-1.5 hours (includes inspection, travel, paperwork)
- Any informational notes need to be added to online form such as “Information will be kept confidential”
- Does this web page need to be retired once application is implemented: http://dsnet.co.clark.nv.us/ccconcernreq/fdconcerntype.aspx

Example of Existing Complaint form

CLARK COUNTY FIRE & HAZARD PREVENTION SERVICES DIVISION

575 E. Flamingo Rd, Las Vegas, NV 89119
Phone: (702) 455-3396 • Fax: (702) 455-7347

Please fill out the form to the best of your knowledge and be as specific as possible. Required fields are denoted with an asterisk (*).

Note: Sufficient information must be provided in order for your complaint to be addressed.

Today's Date: ___________________

Please provide information about the non-complying party in this section.

Street Address: * ___________________

City: * ____________ State: * ____________ Zip code : ____________

Cross Streets: ____________ / ____________ (For example: Sahara/ Las Vegas Blvd.)

Corner of Intersection: ☐ NE ☐NW ☐SW ☐SE ☐ Residential ☐ Commercial

Business Name: ___________________

Date of Incident/Report: ___________________

Please indicate if this issue, in your opinion, represents an imminent risk to life or limb: ☐ Yes ☐ No

* Nature of Issue:

☐ Alarms
☐ Barbeque Issues
☐ False/ Nuisance Alarms
☐ Fire Extinguishers
☐ Fire Hydrants/ Fire Lanes
☐ Kitchen Extinguishing Systems
☐ Locked/ Disabled/ Obstructed Exit
☐ Monitoring
☐ Open burning
☐ Overcrowding
☐ Other
☐ Public/ Private Water Supply
☐ School drills
☐ Spray Painting
☐ Sprinklers
☐ Work done without Permit

* Complaint Description:

Are you a Clark County Fire Department Employee? ☐ Yes ☐ No

If you are a Clark County Fire Department employee, enter Station Number and Platoon: Station # ______ Platoon ________

Complainant's Contact Information

Note: Providing your contact information is not required, however it will help us in contacting you if we need further information.

Name (first, middle initial and last): ___________________

Phone Number: ___________________

Email Address: ___________________

Mailing Address: ___________________

I would like to be notified of the inspection results. ☐ Yes ☐ No

For Fire Department Use Only

Complaint Entered By: ___________________
Complaint Reference #: ___________________
System Entry Date: ____________
Imaging Date: ____________

Dept. Name: Fire Department
Process Name: FD-Permit-Ownership Change
Use Case Number: FD029
Revision Date: 2/5/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: SystemMonitoring-OwnershipChange		
Level: Summary		
Description: System monitors for Ownership Changes and upon detection, de-activates permit.		
Precondition: Company/Business information is tracked and retained in the system Permit status is Active		
Primary Actor: System		
Secondary Actor: Customer, Finance		
Related Use Case(s):		
Success: System automatically sends email notification to customer with informational packet System sends email notification to Finance and Inspection System flags Company and Parcel for follow-up/permits required		
Initial Path: System runs daily scan for Ownership Change. Change is detected.		
Actor	**System**	**Rate**
	1. System runs a daily scan/monitor for Company/Business Ownership Change	N
	2. System detects an Ownership change on a Business	
	3. System checks for Active permits related to Business/Company	
	4. If system detects Active permits related and flags the Company for follow-up/permits required	
	5. System sends email notification to Business/Company	N
6. (Time Delay) Customer (Business/Company) receives email notification and clicks on link to website	7. System prompts for login to website	N
8. Customer enters id and password	9. System authenticates user and displays dialogue with detail of permit(s) in question	N
	10. System displays information within dialogue. “This permit is no longer valid due to an ownership change detected. Please verify if the operation(s) remain the same or there are changes. “	N
11. Customer selects “There is no	12. System removes flag for follow-	N

change in operation" and saves	up/permits required	
	13. System updates related permit(s) with Ownership Change and uploads electronic copy for Customer download	N
	14. System presents dialogue indicating updated permits are ready for download and allows the user to view, download and print	N
15. Customer selects option to view and print		N
16. Permit(s) print on default printer		N
17. Customer closes print window	18. System returns user to main/Home screen	N
Alternate Path 1: Active permits not related or found		
1.1 **(Step 4)** No active permits are related permits are found. 1.2 Process ends		
Alternate Path 2: No email on file and Finance determines there are no operation changes		
2.1 **(Step 5)** System detects no email address is detected for the company. System emails Finance of missing email and requirement to contact customer directly. 2.2 System creates **Work Request** assigned to Finance for Ownership Change 2.3 (Time delay) Finance follows up with Company to identify if operation has changed 2.4 Finance identifies operation has not changed 2.5 Finance goes into system and searches for Company 2.6 System returns Company detail 2.7 Go to Step 10 2.8 **(Step 11)** Finance selects "There are no operation changes" and saves 2.9 Continue to **Steps 12-14** 2.10 Skip **Steps 15-17** 2.11 Go to **Step 18**		
Alternate Path 3: During initial path customer identifies operation has changed		
3.1 **(Step 11)** Customer selects option "Operation has changed" 3.2 System presents dialogue "You must submit a request for new permits. Permit(s) will remain active for X days. Click here to request new permits. 3.3 System returns customer to main screen and directs user to option to submit a request for a permit 3.4 Go to use cases for requesting new permits.		
Alternate Path 4: No email on file and Finance determines there are no operation changes		
4.1 (Step 5) System detects no email address is detected for the company. System emails Finance of missing email and requirement to contact customer directly. 4.2 System creates Work Request assigned to Finance for Ownership Change 4.3 (Time delay) Finance follows up with Company to identify if operation has changed 4.4 Finance identifies operation has not changed 4.5 Finance goes into system and searches for Company 4.6 System returns Company detail 4.7 Go to Step 10 4.8 (Step 11) Finance selects "There are no operation changes" and saves		

4.9 Continue to Steps 12-14 4.10 Skip Steps 15-17 Go to Step 18	
Alternate Path 5: No email on file and Finance determines there are operation changes	
4.11 (Step 5) System detects no email address is detected for the company. System emails Finance of missing email and requirement to contact customer directly. 4.12 System creates Work Request assigned to Finance for Ownership Change 4.13 (Time delay) Finance follows up with Company to identify if operation has changed 4.14 Finance identifies operation has changed and informs customer he/she needs to request new permits 4.15 Finance goes into system and searches for Company 4.16 System returns Company detail 4.17 Finance sets flag for follow-up/permits required and saves	
Business Rules: **(Step 2)** Only 100% ownership change shall continue to Steps 3-10. **(Step 13)** Upon creation of the new permit, the system will deactivate the original permit, relate the original permit to the new permit and retain a copy of the original permit in the system	
Design: **(Step 1)** Changes in ownership data shall be detected through a Business License Company data comparison to Fire Department Permit data. **(Step 5)** Email notification will include list of permits impacted **(Steps 2.2)** A work request shall be created for each company ownership change detected if the Company has not already been flagged for follow-up or applied for new permits. **(Post Alternate Path 3 & 5)** Finance will utilize the report specified in the reporting section to identify companies that still have a follow-up flag set and check to see if companies have applied for new permits. The system shall provide the ability for Finance to manually de-activate the original permits and remove/uncheck the follow-up/permits required flag once new permits have been activated. **Audit Trail:** 1. An audit trail entry will be made for modification of permits and company information. 2. Audit trail information will include User id, date/time, brief detail of transaction	
Security Requirement(s): (Step 10) Only FD Finance can modify the follow-up flag • Only FD Finance can change the status of Fire Department permits	
Data Retention: *Not Applicable- will utilize existing data retention requirements*	
Search Criteria:	
Reporting: • A report shall be provided which shows Companies with a flag for follow-up/permits required. The report shall contain the following fields of information: a) Company Name	

b) Company Physical Address c) Company Contact Information d) List of Active Permits
Comments: • Ownership Changes will need to be a formalized process. It has been proposed by Fire Department that this begins with Business License. Will need to have Fire Department and Business License meet to establish what the process should be for the customer and answer questions • If a paper form (which turns into a work request) or online form (which turns into a work request) needs to be completed? • If once an ownership change has been completed and if customer does not apply/submit for new FD permits can Business License put a hold on the company's business license? • If company does not apply for new permits- Finance will need to manually create a complaint. • If FD finds a discrepancy between Business License company address data-refer to FD050-Create-ModifyInvestigation • If business is outside Clark County jurisdiction, department staff will need manually to notify the customer and provide information on how to contact other jurisdictions. • **(Steps 6)** Email outputs will need to be determined prior to implementation • **(Step 7) Work Request** inputs will need to be determined prior to implementation • **(Step 9)** It will need to be determined if this is a field which can be systematically set and/or manually set or a work task/request gets triggered and assigned to an individual

Dept. Name: Fire Department
Process Name: FD-Administrative-Scheduling
Use Case Number: FD030
Revision: 2/21/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyPermit		
Level: User Goal		
Description: Fire Department staff wants to create a related permit		
Precondition:		
Primary Actor: Inspector		
Secondary Actor:		
Related Use Case(s): • FD045-Create-ModifyInspectionResults • FD055-PlanReview		
Success: • Permit is emailed or printed successfully • Finance is notified of any permit changes		
Initial Path : Inspector completes inspection and wants to create a permit		
Actor	**System**	**Rate**
1. User finalizes and passes inspection (Refer to FD045-Create-ModifyInspectionResults)	2. System prompts the user "do you want to create the permit?	
3. User selects Yes and continues	4. System generates preview of permit and displays.	
	5. System prompts user for signature	
6. User signs permit	7. System provides option to print or email the permit	
8. User selects option to email permit	9. System displays email address permit will be sent to (email address of Company that was provided at time of request submission) and provides the option to change it	
10. User leaves email address as-is and selects continue	11. System generates permit and emails customer and uploads copy of the permit to Company profile	
Alternate Path 1: User selects option to print permit		
1.1 (Step 8) User selects option to print permit 1.2 System allows user to select printer 1.3 User selects default printer (mobile printer) 1.4 System prints permit with signature		N
Alternate Path 2: Information on the permit needs corrections		
2.1 (Step 4) Information on the permit requires corrections. 2.2 System allows modification of fields 2.3 User makes the change and saves 2.4 System sends email notification to Finance regarding permit changes 2.5 Continue to Steps 5-11		

Business Rules:
(Step 4)

- A Permit cannot be printed or emailed unless all outstanding fees are paid
- If there are multiple permits being created, separate electronic files or physical paper copies are required for each type of permit
- A permit that is Temporary shall only be valid for the period of the Venue/Project Start and End Dates**,** with a maximum period of up to 6 months.
- A System/Construction/Install Permit shall only be valid for 365 days from the last plan approval and is not renewable
- A permit that is Renewable is valid for 365 days from initial plan review approval date and is required to be renewed annually
- All permits considered renewable shall have a 1:1 relationship of 1 renewable permit type to Company/Business and address.
- The same address may have more than one business associated. (ie Cirque Du Soleil & Bellagio)
- If the permit being created is on a permit that was already issued and is being renewed, the system will flag the permit as Renewed. The period the permit is valid for shall be set to 365 days from the latest permit period end date.
- A Permit is required to be related to one or more of the following three attributes:

a) A specific address
b) Assessor's Parcel Number (APN)
c) GIS coordinates

- A Permit shall indicate if address is within Clark County jurisdication
- A Permit shall indicate if permit is for a mobile operation
- A Permit shall indicate if the site has related Hazardous Material and the list of materials shall be displayed on the permit
- A Permit Status can be Active or Inactive with Status Detail (ie Expired)
- Temporary permits shall include the Event or Project Start Date and End Date

(Step 5)

- Permits that are Temporary or Renewable are not considered valid until the Inspector signs the permit.

Design:
(Prior to this use case/Permit Generation)

- During review and inspection, the Plans Checkers and Inspectors must have the ability to add special conditions to a permit (Refer to FD045, FD055

(Step 4) Permit information shall at minimum include:

Field Name	**Data Type**	**Description/Comments**	**Required Field?**
Permit #	Numeric	Distinct number generated via system. Will typically be related to a request	Y
Plan Approval Date	Date	Initial Date the plans were approved.	Y
Inspection Approval Date	Date	Date the inspector approved the install/construction or operation	Y

Permit Valid	Date	Start Date and End Date permit is valid for	Y
Project Name	Alphanumeric	Major Project permit may be associated with	N
Event Name	Alphanumeric	Event permit may be associated with	N
SubProject Name	Alphanumeric	Subproject or event permit may be associated with	N
Parcel Number	Numeric	Assessor's Parcel Number where the permit applies to	Y
Site Address	Alphanumeric	Address where the permit applies to	Y
Tenant Name	Alphanumeric	ie Business/Company leasing property or space	Y
Property Owner	Alpha	<Person Information>	Y
Contracting Company	Alpha	Company performing the work or holding the event/permit applies to	Y
Permit Category	Alpha	ie Install	Y
Permit Type	Alpha	ie FD Fire Extinguishing Systems	Y
Initiated From	Alpha	Request # and type of request this was initiated from	Y
Permit comments/Conditions	Alphanumeric	See an example of an existing permit	Y
Hazmat Category	Numeric	Hazardous Material designation	Y

(Step 7)

- If fees are due or are outstanding, the system shall alert the inspector that the permit has been created; however, the customer has to go online to pay fees and download the permit or pay the fees in person and collect the permit. Once fees are paid, the system shall unlock the permit for download or printing.
- **Nice-to-Have**-System shall send an email notification to the customer if fees are outstanding with a link to pay the fees and print the permit.

(Post Step 11)

- In the event the email or print capability fails during the use case, other FD staff shall have the ability to print, email or upload the permit electronically to the customer's account

<u>Audit Trail:</u>

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

Security Requirement(s):

1. Only FD Management or FD Finance shall have the authority to override the permit period

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

- (Step 2.2) Fields will need to be prior to implementation
- If the permit cannot be printed out in the field then steps will need to be changed so the permit can be printed prior to the inspector going out into the field
- A business license inspection does not have a permit issued as part of the process

Nice-to-Have

- The system shall provide the capability to set one or more permits on a specific expiration schedule. ie-some of the major properties along with the inspectors prefer to have all permits at a major property expire on the same date and have an annual inspection performed for all permits at the same time versus having to create several inspections and renewal notices throughout the year. This also allows the major properties to only receive one invoice versus multiple invoices for the year.
- If permit period is changed/modified, system shall auto-calculate/prorate fees.
- The system shall provide a method to avoid duplicate requests for the same permit
- The system shall provide the capability to add internal notes not to be printed on the permit.

Example of Existing Permit to be Replaced

Clark County Fire Department
PERMIT
575 E Flamingo Rd • Las Vegas, NV 89119 • (702) 455-7316

IMPORTANT: Always use the permit number below when requesting inspections or information regarding this permit.

PERMIT NUMBER	PHONE SYSTEM NUMBER	ISSUE DATE	EXPIR. DATE
12-40136 FDEX	14306485	10/17/12	10/16/13

PROJECT NAME: ENCORE LAS VEGAS
SUB PROJECT NAME: ENCORE SWITCH RESTAURANT
EVENT NAME:
PARCEL NO: 162-09-412-001 RANGE-TOWNSHIP-SECTION 61-21-09
SITE ADDRESS: 3121 S LAS VEGAS BLVD
TENANT NAME: ENCORE SWITCH RESTAURANT TENANT NO:
PROPERTY OWNER: WYNN LAS VEGAS L L C
CONTRACTOR: STATEWIDE FIRE PROTECTION
PERMIT CATEGORY: NEXT DAY / EXPRESS
PERMIT: FD FIRE EXTINGUISHING SYSTEMS
APP TYPE: FD AUTO FIRE SPRINKLER SYS ALTER <=20 HEADS

If the permit category above is renewable or temporary, an inspector's signature is required below to perform the operations as described in the approved permit conditions.

Inspector Signature **Date**

* This Permit must be posted on-site and a set of approved plans, signed by Clark County Fire Department, available for inspection at all times. *

RENEWABLE PERMIT CUSTOMERS: You are responsible for ensuring the renewal of said Permit 30 days prior to expiration. If you have not received a renewal notice from Clark County Fire Department, you may contact our Plan Intake Staff at Permits@ClarkCountyNV.gov or by calling 702-455-7122.

This Permit is issued and accepted on condition that all applicable ordinances and regulations now adopted, or that hereafter be adopted, shall be complied with, and on the additional condition that the permittee shall comply with any and all further rules and regulations which the Clark County Fire Prevention Division shall, from time to time impose. This Permit does not take the place of any license required by law and is not transferable. Any alterations to the fire protection systems, or changes in the use/occupancy or ownership of premises, shall void this Permit and require a new plan.

COMMENTS/CONDITIONS:
10/17/12 removal of deluge system that is no longer needed due to removal of the movable ceiling elements

Dept. Name: Fire Department
Process Name: FD-Administrative-Permit-Modify-Address
Use Case Number: FD031
Created by (BA/BL/SME): Evelina Girard

Use Case Name: SystemMonitoring-Address Change		
Level: User Goal		
Description: System monitors for Address Changes and upon detection sends a work request over to FD staff for investigation		
Precondition: Company/Business information is tracked and retained in the system Permit status is Active		
Primary Actor: System		
Secondary Actor: Finance		
Related Use Case(s): • FD032-Address Change		
Success: System automatically sends work request to Finance		
Initial Path: System runs daily scan for Business Address Change. Change is detected.		
Actor	**System**	**Rate**
	1. System runs a daily scan/monitor for Company/Business Address Change	
	2. System detects an Address change on a Business	
	3. System checks for Active permits related to Business/Company	
	4. System detects Active permits related	
	5. System creates **Work Request** to Finance	
6. Continue to FD032-Address Change		
Alternate Path 1: Active permits not related or found		
1.1 (Step 4) No active permits are related permits are found. 1.2 Process ends		
Business Rules:		
Design: **(Step 1)** Changes in business address data shall be detected through a Business License Company comparison to Fire Department Permit Company data. **(Step 5)** Work Request will include list of permits detected in Step 4 **<u>Audit Trail:</u>** 1. An audit trail entry will be made for modification of permits and company information. 2. Audit trail information will include User id, date/time, brief detail of transaction		
Security Requirement(s): • Only FD Finance can modify the follow-up flag		

- Only FD Finance can change the status of Fire Department permits

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

1. A report shall be provided which displays
   A) The list of Companies with a follow-up flag set

List of Permits closed out automatically with a permit status of Inactive and permit detail Invalid-Business Address Change

Comments:

- Address Changes will need to be a formalized process. It has been proposed by Fire Department that this begins with Business License. Will need to have Fire Department and Business License meet to establish what the process should be for the customer and answer questions
  a) If a paper form (which turns into a work request) or online form (which turns into a work request) needs to be completed? If outside CC jurisdiction, gets automatically assigned to whom?
  b) Are customers going to be able to modify address information after initial submission?
  c) If once an address change has been completed and if customer does not apply/submit for new FD permits can Business License put a hold on the company's business license? If company does not apply for new permits- will Finance need to manually create a complaint and remove the follow-up flag?
  d) If FD finds a discrepancy between Business License company address data- notify via email in the system?
- **(Step 5) Work Request** inputs will need to be determined prior to implementation

Dept. Name: Fire Department
Process Name: FD-Administrative-Permit-Modify-Address
Use Case Number: FD032
Created by (BA/BL/SME): Evelina Girard

Use Case Name: AddressChange		
Level: Summary		
Description: Fire Department staff is notified of a Company(Business) Address change		
Precondition: Company/Business information is tracked and retained in the system. Permit status is Active		
Primary Actor: Finance		
Secondary Actor:		
Related Use Case(s):		
Success: Permit status is set to Inactive, permit detail Invalid –Address Change System automatically sends email notification to customer with informational packet System sends email notification to Inspection Flag is set for Company and Parcel follow-up/permits required		
Initial Path: Fire Department is notified of an Address Change that may impact permits issued. Change is result of a location move.		
Actor	**System**	**Rate**
1. User selects option to manage Company	2. System displays “Company Information” dialogue	
3. User enters Company Name and selects “Search”	4. System searches to see if same or similar Company Name exists	
	5. System displays a list with the name or names to select from and option to view information	
6. User selects company and selects option to modify	7. System displays Company Information	
8. User selects permit details and reviews list of permits.		
9. User identifies active permits		
10. User sets status of permits related to “Inactive” and permit detail to “Invalid-Address Change”		
11. User flags Parcel and Company for follow-up/permits required		
12. User modifies Company address information		
	13. System sends email notification to Business/Company	
	14. System sends email notification to New Area Inspector	
15. (time delay) Finance searches		

system for Company request for new permits		
16. Finance verifies new permits have been requested		
17. Finance removes follow-up flag		
Alternate Path 1: Active permits not related or found		
1.1 (Step 9) No active permits are related permits are found. 1.2 Process ends		
Alternate Path 2: No email on file		
2.1 (Step 12) System detects no email address is detected for the company. System emails Finance of missing email and requirement to contact customer directly. 2.2 Continue to Step 13-16		
Alternate Path 3: Address change as a result of a minor correction		
3.1 Skip Steps 8-11 3.2 Go to Step 12 3.3 System updates related address information on permit 3.4 System sends email notification to Business/Company regarding address change 3.5 User uploads updated version of permit for customer download 3.5 Process ends		

Business Rules:
(Step 1) Only 100% location/address change shall trigger this use case.

Design:
(Step 7) Company/business information created from business license and entries created outside business license shall be available.
(Step 12) Email notification will include list of permits deactivated
(Step 14) System will need to determine who the new area inspector is based on the new address and inspector's area assignment

Audit Trail:
1. An audit trail entry will be made for modification of permits and company information.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):
- Only FD Finance can modify the follow-up flag
- Only FD Finance can change the status of Fire Department permits

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:
Must be able to search for Company by utilizing one or more of the below field criteria
- Company Name –*when utilizing in search criteria look for what is entered in the field within the Contractor Name. ie Cupcake entered may yield Cupcakes Limited, We Love Cupcakes*
- Street #
- Street Name
- Telephone
- Status

Reporting:

1. A report shall be provided which displays
   A) The list of Companies with a follow-up flag set
   B) List of Permits closed out with a permit status of Inactive and permit detail of Invalid-Address Change

Comments:

- Address Changes will need to be a formalized process. It has been proposed by Fire Department that this begins with Business License. Will need to have Fire Department and Business License meeting to establish what the process should be for the customer and answer questions

a) If a paper form (which turns into a work request) or online form (which turns into a work request) needs to be completed? If outside CC jurisdiction, gets automatically assigned to whom?

b) Decide on formal submission process versus customer updating and system automatically updating.

c) If once an address change has been completed and if customer does not apply/submit for new FD permits can Business License put a hold on the company's business license? If company does not apply for new permits- will Finance need to manually create a complaint and remove the follow-up flag?

d) If FD finds a discrepancy between Business License company address data- notify via email in the system?

e) If address is repeated for example on an Escrow account will that need to be updated manually or will address be read only after initial entry and updated at one source?

- Imaging will need to be notified manually outside of this process/use case via Finance or the staff member taking care of the address change.
- Email outputs for Steps 13, 14, 2.1, 3.4 will need to be decided on prior to implementation
- Step 9 – it will need to be determined if this is a field which can be systematically set and/or manually set or a work task/request gets triggered and assigned to an individual

Dept. Name: Fire Department
Process Name: FD-Inspection-BusinessLicense
Use Case Number: FD033
Created by (BA/BL/SME): Evelina Girard

<table>
<tr><td colspan="3">Use Case Name: CreateBusinessLicenseInspection</td></tr>
<tr><td colspan="3">Level: User Goal</td></tr>
<tr><td colspan="3">Description: Business license triggers a request for an inspection from Fire Department</td></tr>
<tr><td colspan="3">Precondition: Business license has completed their internal process steps and is ready for Fire Departments inspection.</td></tr>
<tr><td colspan="3">Primary Actor: System</td></tr>
<tr><td colspan="3">Secondary Actor:</td></tr>
<tr><td colspan="3">Related Use Case(s):
• FD019-System-Auto-Assignment-Inspection</td></tr>
<tr><td colspan="3">Success: Business License inspection request is created and assigned to Fire Department.
Email notification is sent to customer with inspection date and guidelines.
Email notification is sent to inspector.</td></tr>
<tr><td>Actor</td><td>System</td><td>Rate</td></tr>
<tr><td></td><td>1. System receives request for Fire Department inspection from Business License</td><td></td></tr>
<tr><td></td><td>2. System requires customer’s email address from Business License use</td><td></td></tr>
<tr><td></td><td>3. System automatically assigns and schedules inspection (Refer to FD019-System-Auto-Assignment-Inspection)</td><td></td></tr>
<tr><td></td><td>4. System sends email notification to customer of inspection date/time along with guidelines</td><td></td></tr>
<tr><td></td><td>5. System sends email notification to inspector of inspection date/time</td><td></td></tr>
<tr><td colspan="3">Business Rules:
(Step 3) Business License Inspections are not automatically scheduled on overtime. A customer can login to the system and change the inspection time and based on requested inspection date, system may prompt customer to request overtime service and pay fees.
(Step 2) Plans are not submitted/Plan Review is not completed as part of a Business License Inspection</td></tr>
<tr><td colspan="3">Design:
(Step 1) Inspection information shall include the following detail from Business license either viewable in the request or the system:
1. Business License #
2. List of related business licenses/what the business is licensed for
3. Business License Status
4. Business Name
5. Business Description/Purpose</td></tr>
</table>

6. Projected Business Open Date
7. Move-In Date
8. Detail of requirement for inspection(ie Address Change, Business Name Change, Ownership Change, New business license application
9. Business email address
10. Inspection contact(s) information
11. Business Owner(s) informaton
12. Projected Opening
13. Zoning
14. Parcel #

(Step 3)

- An inspector, Scheduler or Management must be able to manually reassign a business license inspection to another FD staff member
- The system shall relate the business license # to the inspection task/request

(Post Step 5) An FD staff member shall have the ability to request additional information via the system from the business license department or the customer

Audit Trail:

1. An entry will be made for creation or modification of a business license inspection request
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

- Must be able to pull a report of pending business license inspections requested of Fire Department and scheduled within a user specified date range. Fields of data include:
  a) Assigned Inspector
  b) Inspection Date
  c) Business Category- New or Existing
  d) Business Name
  e) Business Type
  f) Business Licenses-Active and Pending

Comments:

It must be determined if going forward Fire Department wants to continue to allow a business license inspection to be triggered outside of business license triggering the response. Today, sometimes the customer calls to trigger it and sometimes it's triggered from Business License. Need to standardize the process.

Guidelines can be found at the below url
http://www.clarkcountynv.gov/Depts/fire/fire_prevention/Pages/BusinessLicenseChecklist.aspx

Dept. Name: Fire Department
Process Name: FD-Administrative-Scheduling
Use Case Number: FD034
Revision: 2/7/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: ManageWorkRequests		
Level: User Goal		
Description: Fire Department staff needs to view, or manage assignments or create work requests		
Precondition:		
Primary Actor: *Fire Department Staff*		
Secondary Actor:		
Related Use Case(s):		
Success: Staff is able to effectively navigate and manage assignments or work requests		
Actor	**System**	**Rate**
1. User logs into system	2. System authenticates user successfully and launches main/home screen	
	3. System defaults display of a **Manage Work Console** with current assignments (work tasks or requests assigned to the current user or role)	
4. User double clicks on a request on the table	5. System displays request detail and allows user to view and make modifications	
	6. System provides several different options/**Functions**	
Business Rules:		

Design:

(Step 3) Manage Work Console/Table shall list all open requests or tasks assigned to the current user and contain columns of field information. If a specific work item is coming due in 2 business days, display/highlight in red. If a specific work item is coming due in 5 business days, display/highlight in yellow. If a specific work item is past due display in red.

1. Request #
2. Work/TaskType
3. Request Summary
4. Company
5. Property Address
6. Service Requested
7. Plan Review Due Date
8. Next & Last Inspection Date/Time
9. Status of the request
10. Stage request is in

(Step 6) Functions shall include the following:

- Create or Search/Modify

A) Apparatus Standby Request
B) Complaint Request
C) Courtesy Inspection Request
D) Business License Inspection Request
E) Fire Prevention Bureau Records Request
F) Permit Request
G) Permit Survey Form Request
H) Escrow Account
I) Another Department's Work Request/Investigation
J) Independent Inspection (one not related to a specific permit or request)

- Search/Modify an existing request and schedule a plan review or inspection from it
- Search/Modify all or a specific request by Company
- Search/Modify the Service on an existing request
- Search/Modify Scheduled Inspections
- Take payments against a request
- A method to pull up a list of the recent request submissions or modifications (1-5) completed via the user
- A method to pull up a list of recent searches (1-5) completed via the user
- A method to view/manage current assignments/work requests for another user
- A method to view/manage permits via Company or parcel search
- A method to view/manage inspections via Company or parcel search
- A method to view/manage plan reviews via Company or parcel search
- A method to print request details
- A method to print list of all assignments or filtered list of assignments (i.e search criteria by Request/Task Type or Assignee, Due Date range)
- A method to view/manage all open work requests by department
- Accept Payments
- A method to apply payments
- A method to perform financial functions-fee adjustments, update fee schedules
- Assign/Reassign work requests to Fire Prevention and Fire Prevention Staff
- Reporting

Security Requirement(s):

- Fire Department staff can only modify Fire Department work related items.
- Fire Department staff can create a work item or investigation that needs to be assigned to another department or agency.
- Management will have the authority to modify specific attributes or perform specific functions over non-management

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

- Must be able to search for a request by request #
- Must be able to search for a permit by permit #
- Must be able to search for requests or permits by Company (Business)
- Must be able to search for requests via parcel number
- Must be able to search for requests Person (Contact, Submitter/Applicant
- Must be able to search for requests Assignee/Assigned-To

- Must be able to search for request via Assigned Department
- Must be able to search for inspection by inspection date or assignee
- Must be able to search for plan by Company, Address, APN, Assigned plan checker or last plan review completion date

Reporting:

Comments:

- **(Nice-to-Have**) View of specific functions based on role- ie Intake can submit payments, Finance and Management view financials
- Security levels for different functions will need to be determined prior to implementation

Dept. Name: Fire Department
Process Name: FD-Inspection-RecordSearch
Use Case Number: FD035
Revision: 2/14/2013
Created by (BA/BL/SME): Evelina Girard/JoDel Goss, Gregory Weinstein, Craig Meyers

Use Case Name: FD-Record Search Request
Level: Summary
Description: Customer needs to request Fire Department records for one or more addresses
Precondition: Customer already has a profile/login online and is logged into the site
Primary Actor: Customer
Secondary Actor(s): Intake, Inspector, Finance
Related Use Case(s): FD002-PopulateAddressInformation FD004-PopulatePersonInformation FD005-PopulateCompanyInformation FD012-CustomerPaymentOnline FD064-System-Auto-CalculateFees FD069-Select-ModifyService
Success: Record search request is created and processed. Fees are calculated and payment is accepted. Search results are documented returned and uploaded for customer review
Initial Path: Customer submits a record search request via website

Actor	System	Rate
1. Customer selects “Request Fire Prevention Bureau records”		
	2. System displays **Record Search Request Detail** dialogue	
	3. System pre-populates applicant’s information under Applicant section	
4. Customer enters remaining Record Search Request Detail and Saves	5. System validates required field information is complete and proper formatting is met.	
	6. System calculates due date and presents Expected Completion Date and option to continue or select upgraded Service	
7. Customer selects continue	8. System calculates fees (Refer to **FD064-System-Auto-CalculateFees**), presents customer option to pay **(Refer to FD012-CustomerPaymentOnline)** or Cancel request.	
	9. System retains transaction information and processes request and notifies customer request submission was successful.	

	10. System automatically assigns request to available staff responsible for Record Search (based on **Work Assignment table)**	
	11. System automatically sends email to assignee	
	12. System sets request status to "Assigned"	
13. (Time Delay) FD Staff performs record search		
14. FD Staff updates system with **Record Search Results Detail** and sets status to "Completed" and Saves request	15. System auto-calculates based on Start and Completion date/time if greater than one hour was required	
	16. System auto-calculates if additional media fees (if CD or Paper) were required.	
	17. System determines Preferred Media Response selected was paper and no additional fees are due and informs FD staff	
18. FD Staff closes dialogue and proceeds with returning paper results		
Alternate Path 1: Customer cancels transaction		
1.1 **(Step 8)** Customer selects to cancel transaction. System cancels request and no fees are incurred, and process ends. Returns user to home/main screen		
Alternate Path 2: Preferred Media Response selected was paper and additional fees are due		
2.1 **(Step 16, 17)** System assesses additional fees and displays dialogue informing FD Staff additional fees are due with total 2.2 **(Step 18)** FD Staff closes dialogue and holds results 2.3 System notifies customer via email that additional fees are due and to login to pay online or pay in person 2.4 Customer chooses to pay in person or online 2.5 Once payment is received, System changes status to release records 2.6 FD Staff releases results to customer 2.7 Process ends		
Alternate Path 3: Preferred Media Response selected was electronic and additional fees are due		
3.1 (**Step 16, 17)** System assesses additional fees and displays dialogue informing FD Staff additional fees are due with total 3.2 FD Staff closes dialogue 3.3 System notifies customer via email that additional fees are due and to login to pay online to release results 3.4 (Time Delay) Customer logs in and is prompted to pay outstanding fees. 3.5 Once payment is received system releases documents electronically for review- either unlocking uploaded attachments or emails customer results.		

3.6 Process ends	
Alternate Path 4: Preferred Media Response selected was electronic and there are no additional fees	
4.1 (**Step 16, 17)** No additional fees are assessed and dialogue informs FD Staff 4.2 FD Staff closes dialogue 4.3 System notifies customer via email results are available. If Preferred Method of pickup was email, email includes results. If Preferred Method was download, attachments are unlocked are ready for customer review. 4.4 Process ends	
Alternate Path 5: User selects a Service	
5.1 (Step 6) User selects a Service 5.2 System prompts user for Expected Completion Date 5.3 Based on request type, system checks list of Services offered in **Fire Department Fee table** 5.4 Based on Expected Completion Date and services available in step 5.3, system presents list of services available. 5.5 (Step 7) User selects service 5.6 Continue to Step 8 and remaining steps	
Alternate Path 6: Customer selects to submit a request other than online (ie in person)	
6.1 FD Staff selects "Request Fire Prevention Bureau records" 6.2 Go to Step 2 6.3 (Step 3) System does not pre-populate with submitter information. Staff member has to enter 6.4 Go to Step 4-6 6.5 (Step 7) FD Staff informs customer of expected completion and presents option to for another Service (or service upgrade). 6.6 (Step 8) Refer to FD013-CustomerPaymentInPerson 6.7 Continue to Step 9 and remaining steps	
Business Rules: **(Step 6)** Expected completion date is calculated at 10 business days from submission date. **(Step 9)** Plan submission/Plan review and inspection are not steps within the RecordSearchSubmission process **(Step 10)** Request will be automatically assigned to available staff with "Record Search" responsibilities which will be maintained in a **Work Assignment table**. The **Work Assignment table** will contain a designation of the type of work assignments a resource may work on. Ie Record Search, Inspection, Fire Drill, Complaints, Courtesy Inspections. A reource may be responsible for several different kinds of work assignments. **(Step 8, 15)** Base fee of $Xis to be charged upfront per search address and covers 1 hour worth of work (Refer to **Fire Department Fee Table**). Any additional time over 1 hour is charged at $X/hour. **(Step 15)** If Paper media is selected, charge is incurred for $1.00 per page **(Step 5.1)** If Service is selected, an additional fee of $X will be charged (depending on the servicer selected) per search address). (ie if 5 addresses were selected, today they would be charged $80.00 (base) $85.00 rush service – $165.00 per address = $825.00 **(Step 5.2)** Expected completion date cannot be less than 24 hours from current date	
Design: **(Step 2) Record Search Request Detail**	

Field Name	Data Type	Description/Comments	Required Field?
Applicant Information	*Person Information*	Person who is submitting the request	Y
Company Name	*Company Information*	Field used to designate the company requesting the record search	Y
Preferred Media Response	Drop-down	Field used to designate what form the results shall be returned in: 1) Electronic 2) Paper 3) Digital Media (CD or DVD)	Y
Preferred Method of Pickup	Drop-down	Field used to designate preferred method to return the results: If Preferred Media Response is Electronic: 1) Download from Website 2) Email If Preferred Media is Paper: 1) US Mail 2) FedEx 3) UPS System will prompt for billing account number for Paper Media selections	Y

Documents Requested	Checkbox	User can select more than one: 1) Flammable and Combustible Liquid Storage Tanks and Permits 2) Hazardous Materials Storage and Use Permits 3) Fire Code Violations 4) Fire Department Response to Fires, Hazardous Materials Incidents, etc. [If selected, prompt for Date of incident and do not require APN] 5) Request for Plans [If selected, prompt for CCFD application/request number] 6) Other [If selected, prompt with text field for entry of detail]	Y
Property Search Address	*Address Information*	Field used to describe the property address the search is for	Y
APN	Numeric	Field used to describe the assessor's parcel number the search is for Format needs to match Assessor's data format	Y
Municipal Project/Property?	Drop-down	Field used to describe if search is on a Municipal Property. This information shall auto-populate based on building, zoning and business license data. Two selection options: 1) Yes 2) No	Y
Business Name Related to Property or other Identifying information	Alphanumeric	Field used to provide additional detail on the property being search. Free form text field	Y

(Step 2) More than one property search can be included on one request. User must be able to add multiple Property Search Addresses (includes APN, Municipal flag, Business Name Related)
(Step 5.3 & 5.4)

- The system shall retain a list of services and fees associated with a record search. This shall be similar to the way plan review services are presented. Refer to FD069-Select-ModifyService)

(Step 14) Record Search Results Detail

- Work Log
- Start Date/Time
- Completion Date/Time
- # of documents-*numeric*
- Document(s) Released- *allow user to specify/add multiple names*
- # pages per documents- *make required if Paper Media was selected*
- *Attachment/Upload of documents if Electronic*

(Step 11)

The email notification sent from the system will contain the following fields of information from the request:

Subject: Records Search Assignment-*Request #* - Expected Completion *Date/Time*

Body:

Property Search Address(es)
Requesting Company
Expected Completion Date

Audit Trail:

1. An entry will be made for creation and modification of the Record Search request
2. Audit trail information will include User id, date/time, brief detail of transaction

(Step 2.1)

When changing status to "Cancelled" system will pop-up dialogue to insert cancellation reason/comments. User will be required to insert cancellation comments and save.

Security Requirement(s):

1. Customer will have the rights to create a Records Search request. To modify the request, customer will need to contact the Fire Department at 702-455-7316
2. Prevention staff require access to create, modify requests in the system

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

- **Nice to Have:** The ability to send documents/attachments/images within the system via an email dialogue
- **Nice-to-Have:** The District Attorney's Office needs to request record searches on an ongoing basis. Fees are not charged for the services in this case. There needs to be a solution provided where the DA staff (or other municipalities) can log in and request record searches (or other requests) without fees being assessed. A possible solution is using municipal escrows with authorized users. When a request is submitted using a municipal escrow # the system waives the fees.
- Clearer guidelines/definitions need to be documented in a procedure as to what is considered public record versus private and what documents can be released. Will need to refer to the legal and Nevada Statutes

- Suggestion: Establish separate fee schedule for postal services and charge fee for service
- Should advisements alert/notify the user some where? A) There is no guarantee records will be found. B) If no records are found, a refund is not applicable. C) An authorization letter must be attached to obtain copies of plans that were submitted by another contractor

Example of Current Record Search form to be replaced

SEARCH of FIRE PREVENTION BUREAU RECORDS - Application

Clark County Fire Department
Fire Prevention Bureau

575 E Flamingo Rd • Las Vegas NV 89119 • Phone (702) 455-7100 • Fax (702) 735-0775
Website: www.ClarkCountyNV.gov/depts/fire •••• Email Address: Permits@ClarkCountyNV.gov

$80.00 minimum application fee per address -or- $165.00 minimum expedite fee per address is due at time of submittal. Fee is payable in exact cash, check/money order (drawn from US bank – payable to CCFD), or FD escrow account only.

FDRS is a search of Fire Prevention Bureau records for a specific property address. When a search request includes multiple addresses and/or multiple APN's (multiple buildings and/or suites are considered multiple addresses), an application fee payment of $80.00 must be submitted for each address and/or APN along with a separate application form. If requesting an expedite search, an additional $85.00 must be submitted with each application (total of $165.00 for each address and/or APN).

Application Date: ______________ **Payment Type:** Cash Check -or- FD Escrow Account #: ______________
(Please circle one)

SEARCH INFORMATION

Expedite: Yes or No Municipal Project/Property: Yes or No APN: ______________

Property Address: ______________ Bldg-Suite #: ______________

Business name related to property or other identifying information: ______________

____

____

Check applicable line item(s) below:

[ ] A. Flammable and Combustible Liquid Storage Tanks and Permits.

[ ] B. Hazardous Materials Storage and Use Permits.

[ ] C. Fire Code Violations.

[ ] D. Fire Department Response to Fires, Hazardous Materials Incidents, etc. [Date of incident: ______________]

[ ] E. Request for Plans (must provide CCFD application number): ______________

[ ] F. Other - please specify: ______________

____

Preferred media response:
[ ] Email [ ] Fax [ ] Paper Copy ($1.00 per page)

Preferred method of pick up:
[ ] Pick up [ ] US Mail, FedEx, UPS, etc. *(Self addressed-stamped envelope or account # must be provided)*
Account #: ______________

APPLICANT INFORMATION

Submitting Company Name: ______________

Mailing Address: ______________ Bldg-Suite #: ______________

City, State, Country, Zip Code: ______________

Company E-mail Address: ______________

Company Phone #: (_____) _________ - ___________ Company Fax #: (_____) _________ - ___________

Applicant Phone #: (_____) _________ - ___________ Ext: _________ Fax #: (_____) _________ - ___________

Applicant E-Mail Address: ______________

______________ ______________
Applicant Name and Title *Applicant Signature*

P:\Finance\Fire Prevention\Application Forms\FD AppRecordSearch.2010.doc Created 03/16/10 – Revised 01/27/11

Dept. Name: Fire Department
Process Name: FD-Administrative-ManageTime-Availability
Use Case Number: FD036
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyDailyActivity		
Level: User Goal		
Description: Fire Department staff needs to enter daily activity detail at the end of the day.		
Precondition: User is already logged into system		
Primary Actor: *Fire Department Staff*		
Secondary Actor:		
Related Use Case(s):		
Success: Activity with hours and minutes are recorded daily for each staff member.		
Initial Path: Staff member needs to add daily activity		
Actor	**System**	**Rate**
	1. System provides option to enter Daily Activity	
2. User selects Manage Daily Activity	3. System displays daily activity entry module	
4. User selects to add entry for today or another date		
5. User selects Activity Code (See **Example of Daily Activities)** or Description and enters number of minutes and hours completed tfor specified activity on that day		
6. User adds additional Activity entries as needed and enters number of minutes and hours completed for specified activity on that day		
7. User saves information	8. System validates hours and minute are formatted correctly	
	9. System retains information.	
Alternate Path 1: Staff member needs to modify daily activity		
1.1 (Step 4) System allows user to modify previously entered Daily Activity 1.2 System allows selection of last 5 business days 1.3 User selects specific date 1.4 System displays daily activity detail 1.5 User makes modifications 1.6 Go to Step 7-9 1.7 System notifies management of modifications		
Business Rules: (Step 1.1) The current user can only modify his/her own daily activity with the last 5 business days. (Step 1.1) Management can modify all staff member daily activity entries.		
Design: **(Step 5)**		

System will supply a drop-down selection of Activity Descriptions and Codes based on job role. Activity Descriptions and Codes must be easily changeable.

(Nice to Have)
System shall automatically calculate and enter hours and minutes spent on activities based on schedule/calendar entries or work tasks. Example of activities that may be able to be pre-populated in daily activity:

- Meetings
- Inspections
- Plan Review

(Nice to Have)
System to synchronize time spent to Telestaff system:

- Overtime
- Sick time

Audit Trail:

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

Security Requirement(s):

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

- A report shall be provided of daily activities of one or more or all staff members for a specified date range
- A report shall be provided of daily activities of direct reports by manager. Must be able to get totals of a specific activity or multiple activities for all direct reports for a date range

Comments:
Example of Activities

Activity	**Code**
FD ADMIN (PHONE/EMAIL)	FAD
FD CCFD MEETINGS	MET
FD CODE RESEARCH	CDE
FD OUT OF OFFICE/LEAVE	OOO
FD PERMIT SURVERY FORM	PSF
FD PLAN DIVISION SUPPORT	PDS
FD PUBLIC ASSISTANCE	PUB
FD SITE VISITS	SVA
FD TRAINING	TRA
FD 4TH OF JULY	JUL
FD CODE ADOPTION/GUIDELIN	CAD
FD ELECTRIC DAISY	ELD
FD NASCAR	NAS
FD NEW YEARS EVE	NYE
FD NHRA	NHR
FD PUBLIC EDUCATION	PED

FD SPECIAL PROJECTS OTHER	SPE

Example of FPB Monthly Report

FIRE PREVENTION BUREAU MONTHLY REPORT

F #: 9 INSPECTOR: DUFFY, JUN

MO/YR: Sep-12

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	TOTAL
EB - Explosive/Blasting Agents Storage&Use																																
FL - Filming																																
FT-Fire Sprinkler Design Flow Test																																
FB-Fireworks Booth,FP-Fireworks/Pyrotechnics																																
FP - Fireworks/Pyrotechnics																																
FE - Flame Effects																																
FC - Flammable/Combustible Liquids																																
FR - Fruit Ripening																																
FM - Fumigation																																
GA - Gates/Access																																
HM - Hazardous Materials																																
HS - High Piled Combustible Storage																										1						1
HO - Hot-work Operations																																
LGV - Liquid- or Gas-fueled Vehicles or Equipment																																
LP - L.P.G. Storage/Use																																
LY - Lumber Yards																																
MA - Malls Assembly/Display fueled																																
MS - Motor Vehicle Fuel-Dispensing Stations																																
OB - Open Burning																																
OC - Organic Coatings																																
OI - Ovens–Industrial Types																																
PA - Places of Assembly																																
RE - Refrigeration Equipment																																
RG - Repair Garages																																
RM - Radioactive Materials																																
SB - Spray Booths/Spraying/Dipping																																
TM - Temporary Membrane Structures																																
TP - Tire Rebuilding Plants																																
TS - Tire Storage/ Scrap/Byproducts Storage																																
WS - Wood Pallet Storage																																
WP - Wood Products																																
OT - Others																																
VII. SYSTEM INSPECTIONS																																
AE - Automatic Fire Extinguisher System																																
FS - Fire Sprinkler Systems												1														1						2
FA - Fire Alarm Systems										1		1								1					2	2						7
FH - Fire Hydrant/Lanes										2															1	1						4
AS - All System Test																																
MO - Monitoring																				1												1
UN - Underground Fire Mains																																
SP - Standpipes										1																1						2
MI - Miscellaneous				1						2															2	3						8
FF - Final Fire																																
VIII. OTHER ACTIVITIES																																
# of Hours Spent in Meetings																									2.0	2.0						4.00
# of Hrs Spent on Special Project					2.0																					1.0						3.0
# on Plans Reviewed																																
# of Hrs Spent on Plan Review																																
# of Hrs Spent on Code Research																																
# of Hrs Spent on Administrative Duties				6.0	6.0	6.0				6.0		4.0	5.0						6.0	5.0				8.0	2.0	2.5						56.5
# of Hrs Spent on Vacation											10.0						10.0	10.0									10.0					40
# of Hrs Spent on Sick Leave/Family ER																																
# of Hrs Spent on Holiday Leave			10.0																													10
Fire Prevention Training (hours)																																
Fire Safety Presentations (hours)																																
# of Persons Receiving Presentation																																
# of Violations Found				1						2															5							8.0
# of Violations Corrected																																

OCCUPANCY TYPES	17
HAZ MAT CATEGORIES	17
NON CATEGORIES	
INSPECTION TYPES	10
SPECIFIC TYPES	14
PERMIT TYPES	2
SYSTEM INSPECTIONS	24
# OF HRS SPENT IN MEETINGS	4.00
# OF HRS SPENT IN SPECIAL PROJ.	3.0
# OF HRS OF PLAN REVIEWED	

Duffy,Jun2012-09.xls MONTHLY Page 2 of 2

Dept. Name: Fire Department
Process Name: FD-Inspection-Perform Inspection
Use Case Number: FD037
Revision: 2/7/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyPre-CitationLetter		
Level: Summary		
Description: Inspector needs to issue a Pre-Citation letter because customer has not made a reasonable effort to become Fire Code compliant		
Precondition: A NOV (Notice of Violation) has already been issued against the same address, APN or company		
Primary Actor: Inspector		
Secondary Actor: Management		
Related Use Case(s):		
Success: • Approvals and signature is obtained from Management • Pre-Citation letter is issued in the system • Flag and letter is posted under Violations Activity for the Address, APN or Company is flag • Pre-Citation letter is printable from the system		
Initial Path: Inspector is in the middle of resulting an inspection and needs to issue a Pre-Citation letter		
Actor	**System**	**Rate**
	1. System provides option to Issue Pre-Citation Letter against an address, APN, or Company	N
2. Inspector is in the middle of resulting an inspection (Refer to FD045-Create-ModifyInspectionResults) and selects option to Issue a Pre-Citation Letter	3. System prompts user for **Pre-Citation Information Inputs**	N
4. Inspector enters information and saves	5. System presents preview of letter (Refer to **Pre-Citation Letter Template**) in separate window	N
	6. System allows adjustments of verbiage in the event changes are required	N
7. Inspector reviews the letter and requires no changes		N
8. Inspector saves request for Pre-Citation letter	9. System submits over to Management for approval	N
10. (Time Delay) Management logs in and approves request	11. System notifies inspector via email of Pre-Citation letter approval	N
	12. System retains copy of letter and posts entry in **Violations Activity**	N

	view of Address, APN or Company	
	13. System allows printing of letter	N
14. Inspector prints letter and (time delay) provides copy to customer.		N

Alternate Path 1: Management does not approve Pre-Citation Letter

1.1 **(Step 10)** Management selects option to reject.
1.2 **(Step 11)** System notifies inspector via email of rejection
1.3 **(Step 12)** System cancels request in system and activity is not posted to customer record
1.4 Process ends

Business Rules:
(Step 10, 1.1) Once letter has been approved or rejected by Management the letter cannot be modified without going back to management for approval

Design:
(Step 3) Pre-Citation Information Inputs (Also refer to Example Letter)

A) Date **–** *Date issuing Pre-Citation Letter, System will automatically set to current date.*
B) Recipient First and Last Name – *User will need to enter*
C) Inspection Date – *Original Inspection date, System will attempt to pre-populate from records*
D) List of Code Compliance Ordinances & Violations, *System will attempt to pre-populate from latest inspection results*
E) Reinspection Dates- *System will attempt to pre-populate from records*
F) Next Inspection Date- *Date reinspection will occur after issuance of this letter, User will need to manually enter*
G) Closing Signature – *Inspector's electronic signature and date, System will stamp once saved*
H) Management Signature – *Deputy Fire Marshal or Chief's electronic signature and date, System will stamp once approved*

(Step 1-14) In the event functionality described cannot be provided, there shall be a method to flag and enter the date a pre-citation letter has been issued along with a scanned/attached copy of the letter submitted to the Recipient.

Audit Trail:

1. An entry will be made for creation or modification of Pre-Citation letter
2. Audit trail information will include User id, date/time, detail of transaction

Security Requirement(s):

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:
Pre-Citation Letter Template

APPENDIX I

Copy of Approved Pre-citation Letter

A April 16,2003

B Dear_____,

The Clark County Fire Prevention Division conducted a fire and life safety inspection at your business on _______ C

At that time a notice was issued indicating the corrections required to achieve compliance with applicable codes, regulations and ordinances. Compliance is required by the Uniform Fire Code, Section 103.4.3 as adopted by the Clark County Commission Ordinance ___________ D

Reinspections were conducted on _________ E, in attempt to gain compliance with the above-mentioned Fire Code regulations. These corrections have not been made and compliance has not been achieved. The following violations have not been corrected.

This letter is to inform you that a reinspection will be conducted by a Fire Prevention Division Inspector at the above-mentioned establishment on ______ F, to determine if the corrections have been made. If all violations have not been corrected and compliance achieved you will be issued a citation, which will require an appearance in Justice Court.

This letter is written as a courtesy to you in order to avoid being cited.

Sincerely,

G

Deputy Fire Marshal ____________ H
Fire Prevention Division
Clark County Fire Department.

Certified Mail, Return Receipt Requested

Dept. Name: Fire Department
Process Name: FD-Inspection-Perform Inspection
Use Case Number: FD038
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyNoticeofViolation
Level: User Goal
Description: Inspector needs to issue a Notice of Violation because customer has not made a reasonable effort to become Fire Code compliant
Precondition: One or more inspections have been completed or is in the middle of being completed at the same address, APN or company
Primary Actor: Inspector
Secondary Actor: Customer
Related Use Case(s): • FD045-Create-ModifyInspectionResults
Success: • Verbal approval is obtained from Management • Notice of Violation is issued in the system • Flag and NOV is posted under Violations Activity for the Address, APN or Company is flag • Notice of Violation is printable from the system
Initial Path: Inspector is in the middle of resulting an inspection and needs to issue a Notice of Violation

Actor	System	Rate
	1. System provides option to issue Notice of Violation against an address, APN, or Company	N
2. Inspector is in the middle of resulting an inspection (Refer to FD045-Create-ModifyInspectionResults) and selects option to Issue a Notice of Violation	3. System prompts user for **Notice of Violation Information Inputs**	N
4. Inspector enters information and saves	5. System presents preview of letter (Refer to **Notice of Violation Template**) in separate window	N
	6. System allows adjustments of verbiage in the event changes are required	N
7. Inspector reviews the letter and makes any necessary adjustments		N
8. Inspector presents letter to Customer (Representative) for signature		N
9. Customer signs letter		
10. Inspector saves NOV request		N

	11. System retains copy of NOV and posts entry in **Violations Activity** view of Address, APN or Company	N
	12. System emails copy of letter to recipient	N
	13. System also posts to Representative's online profile if a profile is present.	N

Business Rules:
(Step 1) Verbal approval from a Deputy Fire Marshal or Chief must be obtained prior to issuing a Notice of Violation

Design:
(Step 3) Notice of Violation Information Inputs (Also refer to Example NOV)

A) First and Last Name – *Representative of Company that is in violation, User will need to enter*
B) Address – *Mailing address of Contact, System will pre-populate if information is on file, otherwise User will need to enter*
C) Address – *Address/location in violation, System will pre-populate based on inspection address is taking place at*
D) List of Code Compliance Ordinances & Violations – *International or Clark County Code that is in violation, System will pre-populate based on violations added during inspection. If not supplied yet, User will add individual violations and details*
E) Days to Correct - *# of Days from when the violation is issued that the Contact has to resolve the issue, User will need to supply # of days*
F) Date **–** *Date issuing Notice of Violation, System will automatically set to current date.*
G) Closing Signature – *Inspector's electronic signature and date, System will stamp once saved*
H) Representative Signature –*signature and date*
I) Next Inspection Date- *Date reinspection will occur after issuance of this NOV, User will need to manually enter*
J) Email Address- *Email Address of Contact, System will pre-populate if information is on file, otherwise User will need to enter*

(Step 1-13)

- In the event functionality described cannot be provided, there shall be a method to flag and enter the date a Notice of Violation has been issued along with a scanned/attached copy of the letter submitted to the Recipient.
- Must be able to complete these steps using a computer, tablet or smart phone device

(Post Step 13)

- A user must be able to print a copy of the Notice of Violation issued from the system

<u>Audit Trail:</u>

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

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements
Search Criteria:
Reporting:
Comments:

Notice of Violation Template

CLARK COUNTY FIRE DEPARTMENT

Notice of Violation and Order of Abatement

575 E Flamingo Rd • Las Vegas, NV 89119 • Phone (702) 455-7316 • Fax (702) 455-7347
Website: www.ClarkCountyNV.gov/depts/fire/fire_prevention • Email Address: Permits@ClarkCountyNV.gov

A **NAME:** ____

B **ADDRESS:** ____

Pursuant to Chapter 1, Section 106.1 Chapter 1, Section 109.2.1 of the IFC 2009 Edition as adopted by the Clark County Code you are hereby notified that certain conditions on your premises located at

C ____

____

constitute a fire hazard and are in violation of Article(s) D ______________________

____

____

____

____

Therefore, you are hereby ordered to correct the aforesaid hazardous condition(s) within ________ E **day(s) of receipt of this Notice.**

Failure to comply with the foregoing order is a violation of Chapter 1, Section 109.2.2 and subjects you to enforcement provisions of Chapter 1, Section 109.3 as adopted by the IFC 2009 Edition, and Title 1, Section 1.08.020 of the Clark County Code, as follows:

> **Any person who violates any of the provisions of this chapter is guilty of a misdemeanor and upon conviction shall be punished by imprisonment in the county jail for a term not to exceed six months, or by a fine not to exceed one thousand dollars, or both such fine and imprisonment.**

F **Dated this** __________ **day of** ______________, **20**______.

Certified Mail No. ____________________ **Return Receipt Requested** _________

Delivered In Person ____________________

H ______________________ G ______________________
Signature of Person Notified **Signature Fire Prevention Bureau**

______________________ ______________________
Printed Name and Title **Printed Name and Title**

The above signed acknowledges receipt of this notice on date listed.

FPB – 38 Revised 3/2012

Dept. Name: Fire Department
Process Name: FD-Administrative-ManageTime-Availability
Use Case Number: FD039
Revision: 2/7/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyCalendarEntries

Level: User Goal

Description: Fire Department staff wants to enter staff availability, overtime availability, vacation blocks, holiday blocks, meeting blocks, sick time block entries in system.

Precondition: User is already logged into system

Primary Actor: Scheduling

Secondary Actor: Finance, Management

Related Use Case(s):
- FD036-Create-ModifyDailyActivity
- FD058-Schedule-RescheduleInspection
- FD064-System-Auto-CalculateFees

Success:
- Business hour availability is updated successfully
- Overtime avaialability is updated successfully
- Vacation, Meeting, Sick time, Training time, or any other blocked time is updated successfully
- Inspections are rescheduled successfully and customers are notified of schedule change.

Initial Path: User needs to indicate business work hours available for a staff member

Actor	System	Rate
	1. System provides option to manage calendar	
2. User selects manage calendar	3. System provides option to manage user’s calendar or another staff member	
4. User selects another staff member	5. System prompts user to perform search via last name, first name or employee id	
6. User runs search by last name and first name	7. System returns list of names and employee ids to select from	
8. User selects resource	9. System returns calendar view of resources calendar	
10. User adds or modifies resources business availability for the year	11. System provides checkbox to apply business schedule annually	
12. User selects option to apply annually	13. System retains schedule	
	14. System emails resource of calendar changes	

Alternate Path 1: User needs to indicate overtime availability for another staff member

1.1 (Step 10) System provides option to add/modify overtime availability. User adds or modifies overtime availability for a specific day(s), month(s)	

1.2 Skip Step 11 1.3 Go to Steps 12-14	
Alternate Path 2: User needs to block out time for vacation for another staff member	
2.1 (Step 10) System provides option to block out time for vacation. User adds or modifies entry for a specific day(s), month(s) 2.2 Skip Step 11-12 2.3 Go to Steps 12-14	
Alternate Path 3 User needs to block out time for company meeting	
3.1 (Step 3) System provides option to schedule group meeting. 3.2 (Skip Step 4-13) System prompts user to select all or specific names of the resources listed 3.3 System prompts for meeting details (date, time, Subject, location) 3.4 User enters detail of meeting and saves 3.5 System retains meeting and all selected resource calendars are updated 3.6 Go to Step 14	N
Alternate Path 4 User needs to block out time for training	
4.1 (Step 10) System provides option to block out time for training. User adds or modifies entry for a specific day(s), month(s) 4.2 Skip Step 11 and 12 4.3 Go to Steps 12-14	
Alternate Path 5: User needs to block out day for sick time	
5.1 (Step 10) System provides option to block out sick day. User adds or modifies entry for a specific day(s), month(s) 5.2 Skip Steps 11 and 12 5.3 System checks if list of inspections are impacted. If inspections are impacted, system displays list of inspections impacted 5.4 System provides option to reschedule, cancel or assign impacted inspections to another inspector 5.5 User selects option to reschedule and selects each entry and moves to a different date/time 5.6 Go to Step 13 & 14 5.7 System emails customer(s) regarding inspection date/time changes	
Alternate Path 6: User needs to move around inspection entries	
6.1 (Step 10) System provides option to move around inspection date/time. 6.2 User reviews calendar day for list of inspections 6.3 User selects each entry and moves to a different date/time 6.4 Go to Step 13 & 14 6.5 System emails customer(s) regarding inspection date/time changes	
Business Rules: • The system will not be expected to reallocate workloads when employees call in sick. Scheduling will have the ability to reassign work assignments	
Design: **(Step 9)** **1.** Nice-to-Have-System displays in red possible scheduling conflicts **2.** All work tasks/assignments and time blocks will be listed on the schedule/calendar. ie, complaint inspections, permit inspections, meetings, vacation blocks **3.** The system shall provide an easy method to assign or reassign an inspection or work	

request to another staff member

4. The system shall provide an easy method to move meetings or blocked time
5. Calendar/Schedule entries will include detail if hovering over entry

(Alternate Path 6)

- The system shall recalculate fees applied in the event a date/time selected requires overtime or overtime originally applied is removed. (Refer to FD058-Schedule-RescheduleInspection and FD064-System-Auto-CalculateFees)

(Step 5.4)

- If user selects option to cancel, system will queue up the inspection for later scheduling.
- If user selects option to reassign, system will update work assignments and calendar

Audit Trail:

1. An entry will be made for calendar modifications.
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

(Step 3)

- Only Scheduling, Finance, and Management can manage other users calendars
- A user can manage his/her calendar entries

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

Nice to Haves

1) One single calendar to update with availability, meetings, sick time, etc
2) Calendar in system has synchronization with MS Exchange/Outlook Calendar
3) Calendar in system synchronizes with Telestaff for business time availability, sick time, vacation blocks and overtime.
4) Calendar entries reflect totals in Daily Activity- Refer to FD036-Create-ModifyDailyActivity

Example of Daily Activities to have hours and minutes recorded against

Activity	Code
FD ADMIN (PHONE/EMAIL)	FAD
FD CCFD MEETINGS	MET
FD CODE RESEARCH	CDE
FD OUT OF OFFICE/LEAVE	OOO
FD PERMIT SURVERY FORM	PSF
FD PLAN DIVISION SUPPORT	PDS
FD PUBLIC ASSISTANCE	PUB
FD SITE VISITS	SVA
FD TRAINING	TRA
FD 4TH OF JULY	JUL
FD CODE ADOPTION/GUIDELIN	CAD
FD ELECTRIC DAISY	ELD
FD NASCAR	NAS

	FD NEW YEARS EVE	NYE	
	FD NHRA	NHR	
	FD PUBLIC EDUCATION	PED	
	FD SPECIAL PROJECTS OTHER	SPE	

Dept. Name: Fire Department
Process Name: FD-Inspection-Perform Inspection
Use Case Number: FD040
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyStopWorkOrder

Level: User Goal

Description: Inspector needs to issue a Stop Work Order because customer has not made a reasonable effort to become Fire Code compliant

Preconditions:

- Numerous inspections have been completed.
- Verbal approvals from Deputy Fire Marshal and a Chief have been obtained

Primary Actor: Inspector

Secondary Actor: Management

Related Use Case(s):

- FD045-Create-ModifyInspectionResults

Success:

- Stop Work Order is issued in the system
- Flag and Stop Work Order is posted under Violations Activity for the Address, APN or Company
- Stop Work Order is printable from the system

Initial Path: Inspector is in the middle of resulting an inspection and needs to issue a Stop Work Order

Actor	System	Rate
	1. System provides option to Stop Work Order against an address, APN, or Company	N
2. Inspector is in the middle of resulting an inspection (Refer to FD045-Create-ModifyInspectionResults) and selects option to Issue a Stop Work Order	3. System prompts user for **Stop Work Order Information Inputs**	N
4. Inspector enters information and saves	5. System presents preview of Stop Work Order (Refer to **Stop Work Order Template**) in separate window	N
	6. System allows adjustments of verbiage in the event changes are required	N
7. Inspector reviews the Stop Work Order and makes necessary adjustments		N
8. Inspector presents Stop Work Order to Customer (Representative) for signature		N
9. Customer signs letter		N
10. Inspector saves Stop Work Order	11. System retains copy of Stop Work	N

	Order and posts entry in **Violations Activity** view of Address, APN or Company	
	12. System emails copy of letter to representative and allows printing of letter	N
	13. System also posts to Representative's online profile if a profile is present	N

Business Rules:
(Step 1) Verbal approval from a Deputy Fire Marshal or Chief must be obtained prior to issuing a Stop Work Order

Design:
(Step 3) Stop Work Order Information Inputs (Also refer to Stop Work Order Template)

A) First and Last Name – *Representative of Company that is in violation, User will need to enter*
B) Address – *Mailing address of Contact, System will pre-populate if information is on file, otherwise User will need to enter*
C) Address – *Address/location in violation, System will pre-populate based on inspection address is taking place at*
D) List of Code Compliance Ordinances– *International or Clark County Code that is in violation, System will pre-populate based on violations added during inspection. If not supplied yet, User will add individual ordinances*
E) List of Code Violation Detail-*Detail of violations, System will pre-populate based on violation details added during inspection. If not supplied yet, User will add individual details*
F) Date **–** *Date issuing Stop Work Order, System will automatically set to current date*
G) Representative Signature –*signature and date, Customer must sign electronic or paper version*
H) Inspector Signature – *Inspector's electronic signature and date, System will stamp once saved*
I) Email Address- *Email Address of Representative, System will pre-populate if information is on file, otherwise User will need to enter*

(Step 1-13)

- In the event functionality described cannot be provided, there shall be a method to flag and enter the date a Stop Work Order has been issued along with a scanned/attached copy of the Stop Work Order submitted to the Representative.
- Must be able to complete these steps using a computer, tablet or smart phone device

(Post Step 13)

- A user must be able to print a copy of the Stop Work Order from the system\

<u>Audit Trail:</u>

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

Security Requirement(s):

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:	
Reporting:	
Comments:	

Stop Work Order Template

Clark County Fire Department
Stop Work Order

A Name:______________________________________

B Address:____________________________________

C Pursuant to Chapter 1, Section 111 of the 2009 International Fire Code as adopted by the Clark County Code you are hereby notified that certain conditions on your premises located at: ______________________________________

____

D Constitutes a fire hazard and are in violation of Section ____________________

____

____

____

____

E Therefore, you are hereby ordered to correct the aforesaid hazardous condition(s) ______

____

The failure to comply is a violation of Chapter 1, Section 111 and subjects you to enforcement provisions of Chapter 1, Section 111 as adopted by the 2009 International Fire Code:

Any person who violates any of the provisions of this chapter is guilty of a misdemeanor and upon conviction shall be punished by imprisonment in the county jail for a term not to exceed six months, or by a fine not to exceed one thousand dollars, or both such fine and imprisonment.

F Dated this ____________ day of ____________________, 2011________.

CERTIFIED MAIL NO.______________ Return Receipt Requested__________.

Delivered In Person__________________________

G ______________________________ H ______________________________

SIGNATURE OF PERSON NOTIFIED INSPECTOR, FIRE PREVENTION BUREAU

Dept. Name: Fire Department
Process Name: FD-Inspection-Perform Inspection
Use Case Number: FD041
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyFireWatch		
Level: Summary		
Description: Inspector needs to issue a Fire Watch because a sprinkler system or monitoring system is down		
Preconditions: • Inspector obtained verbal approval from Deputy Fire Marshal or Chief		
Primary Actor: Inspector		
Secondary Actor:		
Related Use Case(s):		
Success: • Fire Watch is issued in the system • Flag and Fire Watch is posted under Activity for the Address, APN or Company • Email is sent to Suppression staff		
Initial Path: Inspector is in the middle of resulting an inspection and needs to issue a Fire Watch		
Actor	**System**	**Rate**
1. Inspector runs search for Company Name	2. System returns detail for Company	N
	3. System provides option to place a property on a Fire Watch	N
4. Inspector flags Company and Address for Fire Watch	5. System displays Fire Watch Guideline **(**Refer to **Fire Watch Guideline Example)**	N
	6. System prompts for detail of systems impaired and reason for Fire Watch	N
7. Inspector enters information and saves		N
	8. System validates data and retains information	N
	9. System flags address, APN or Company for Active Fire Watch	N
	10. System sends email notification to Suppression distribution list	N
Alternate Path 1: (Time Delay) Inspector needs to de-activate Fire Watch because Fire monitoring or sprinkler system issues were resolved.		
1.1 (Step 3) System provides option to deactivate Fire Watch flag 1.2 Inspector selects option to deactivate Fire Watch 1.3 System removes flag against address 1.4 System sends email notification to Suppression distribution list		N
Business Rules: **(Step 1)** Verbal approval from a Deputy Fire Marshal or Chief must be obtained prior to issuing a Fire Watch		

Design:
(Step 3) Fire Watch Guideline Example

Impairment (Suppression-Based Systems, Groups A, E, H, I R)	Building/ Location Height – Stories Above Grade	Estimated Fix Time	Fire Watch Req'd	Dispatch Notify Req'd
		> 3 hours	Y	Y
	2-5	≤ 2 hours	Y	N
		> 2 hours	Y	Y
	6 or more	≤ 1 hour	Y	N
		> 1 hour	Y	Y
Fire Pump with back-up fire pump	1	≤ 10 hours	N	N
		> 10 hours	N	Y
	2-5	≤ 6 hours	N	N
		> 6 hours	N	Y
	6 or more	≤ 3 hour	N	N
		> 3 hour	N	Y
Feed Main/ Standpipe Out of Service (does not affect sprinkler system supplies)	1	≤ 10 hours	N	N
		> 10 hours	N	Y
	2-5	≤ 10 hours	N	N
		> 10 hours	N	Y
	6 or more	≤ 6 hours	N	N
		> 6 hours	N	Y
Feed Main/ Standpipe Out of Service (interrupts supply to more than one sprinkler system)	1	≤ 3 hours	Y	N
		> 3 hours	Y	Y
	2-5	≤ 2 hours	Y	N
		> 2 hours	Y	Y
	6 or more	≤ 1 hour	Y	N
		> 1 hour	Y	Y

(Step 7) System will provide user an option to cancel and exit out of transaction
(Step 1-8)

- In the event functionality described cannot be provided, there shall be a method to flag and enter the date for a Fire Watch issued against an address and/or Company.
- Must be able to complete these steps using a computer, tablet or smart phone device

Audit Trail:

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

Security Requirement(s):

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

- **(Step 5-7) Nice-to-Have** System will provide a drop down list of possible impairments.

When item is selected, system prompts for grade and estimated fix time. Details entered will determine if Fire Watch is required and if Suppression Dispatch is notified.

- **(Step 10)** Email output will need to be determined prior to implementation

Dept. Name: Fire Department
Process Name: FD-Inspection-Perform Inspection
Use Case Number: FD042
Revision: 2/8/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyCitation		
Level: Summary		
Description: Inspector needs to issue a paper Citation because customer has not made a reasonable effort to become Fire Code compliant.		
Precondition: • A NOV (Notice of Violation) and Pre-Citation letter has already been issued against the same address, APN or company . • A Deputy Fire Marshal and Chief have provided their verbal approval to issue a Citation		
Primary Actor: Inspector		
Secondary Actor: Management		
Related Use Case(s):		
Success: • Flag and Citation is posted under Violations Activity for the Address, APN or Company is flag • Citation documentation is retained and secured • Citation documentation is printable from the system		
Initial Path: Inspector needs to issue a Citation		
Actor	**System**	**Rate**
	1. System provides option to Issue Citation	N
2. Inspector selects option to Issue a Citation	3. System prompts for address, APN or Company	N
4. Inspector enters address	5. System prompts user for **Citation Information Inputs**	
6. Inspector enters Citation Information	7. System prompts user for any attachments/additional documentation	N
8. Inspector adds scanned paper copy of citation and any additional documentation	9. System retains information and posts entry in **Violations Activity** view of Address, APN or Company	N
	10. System posts activity to impacted customer's online profile if profile present	N
	11. System adds hearing date/time to inspector's calendar and management's calendar (supervisior inspector reports to directly)	N
12. (Time Delay) Inspector attended hearing and needs to enter details of verdict and searches by Citation # in system	13. System searches for citation displays citation detail	N

14. Inspector enters **Post Citation Detail** changes Citation Status to Closed	15. System validates field information and retains data	N
Alternate Path 1: Inspector needs to modify a citation		
1.1 System provides option to search for a Citation by Citation # or Company 1.2 Inspector searches for Citation by number 1.3 System searches for citation displays citation detail 1.4 System detects user is the submitter of the citation and allows user to modify 1.5 Inspector makes changes on detail and saves 1.6 System validates field information and retains data		N
Alternate Path 2: Inspector or management needs to Cancel a Citation		
2.1 System provides option to search for a Citation by Citation # or Company **2.2** Inspector searches for Citation by number **2.3** System searches for citation displays citation detail **2.4** System detects user is the submitter of the citation and allows user to modify **2.5** System allows option to Cancel **2.6** User selects Cancel request **2.7** System removes entry in Violation activity and cancels request.		N

Business Rules:

(Step 7)

- Only the Inspector submitting the attachments or Management can view, download , upload and print the attachments.

Design:

(Step 3) Citation Information Inputs

A) Issuance Date **–** *Date issuing Citation, System will automatically set to current date but allow modification by user if it needs to be changed*

B) First and Last Name – *Representative of Company that is in violation, User will need to enter Person Information*

C) Company Name (Business) - *Company that is in violation, User will need to enter Company Information*

D) Address Information-*Address that is in violation, System will pre-populate based on what is entered at Step 4. However, if APN or Company lookup is used, system will pre-populate based on what is on file in the system. User can modify*

E) Last Inspection Date – *Original Inspection date, System will attempt to pre-populate from records but can be modified by user*

F) List of Code Compliance Ordinances & Violations, *System will attempt to pre-populate from last inspection results but can be modified by user*

G) Hearing Date/Time-*Date/Time the defendant is expected to show up at the hearing*

(Step 14)

- **Post Citation Detail** shall be a field or work log entry where the user can enter details about the citation and any information about the hearing.
- Multiple entries can be entered in the work log where upon saving the system will insert a time/date stamp along with the user id that made the entry. (Note: User may need to make multiple entries or updates prior to actual closure)

(Step 1-14)

In the event functionality described cannot be provided, there shall be a method to flag a record for a Citation and record the date of issuance, hearing date, and date of case closure.

Audit Trail:

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

Security Requirement(s):

(Step 9) Attachments-scanned in documentation are required to be secure due to witness statements and additional documentation containing Social Security number, and other sensitive information.

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Comments:

- **(Step 9)** Encryption of data may be necessary.
- Citation form does not appear to be replaceable electronically due to the form usage via the metropolitan police department (see below)

Nice-to-Have

- The ability to send all citation attachments/ electronically to the District Attorney's (DA) Office
- Tracking number/case number from DA's office once citation is received for tracking case in the system

Example of Citation Form

☐ In the Justice Court of Clark County

Court Case #

State of Nevada
CLARK COUNTY
Las Vegas Metropolitan Police Department

TRAFFIC/MISDEMEANOR CITATION/COMPLAINT

COURT

Event #:

ID #:

1- 0379093 2 A

☐ Adult ☐ Juvenile

☐ Traffic ☐ Accident
☐ Non-Traffic ☐ Warning
☐ Parking Meter #

☐ School Zone ☐ Hazmat
☐ Construction Zone ☐ S.T.E.P.

☐ Urban ☐ Rural

☐ Injuries ☐ Crime Report
☐ Officer's Report

☐ Evidence Logged ☐ Arrest

☐ Aircraft Clock Number
☐ Radar ☐ Other
Explain:

Travel Direction: ☐ N ☐ S ☐ E ☐ W Beat/Area: Mile Marker:

At Location:

Violation Date: Time: Issue Date: Time:

Day Code: 1 2 3 4 5 6 7

Had Been Drinking: ☐ Yes ☐ No ☐ Unknown
Test Type: ☐ PBT ☐ Blood ☐ Breath ☐ UA
☐ Drugs Suspected Results: %

Defendant Type: ☐ Driver ☐ Passenger ☐ Pedestrian
☐ Other Explain:

THE UNDERSIGNED CERTIFIES AND SAYS THAT IN THE STATE OF NEVADA

NAME (Last, First, Middle): Social Security #:

Address: ☐ Physical ☐ Mailing City: State: Zip: Ctry:

DOB: Race: Sex: Height: Weight: Hair: Eyes:

OLN / ID: ☐ CDL State: Class: Expiration: Restrictions: Endorsements:

Vehicle has current proof of insurance? ☐ Yes ☐ No Expiration Date of Insurance Card:

DID OPERATE THE FOLLOWING VEHICLE/MOTOR VEHICLE AT THE ABOVE LISTED LOCATION:

Commercial Vehicle ☐ US DOT #: VIN #:

Vehicle License: Lic. State: Expiration: Year: Make: Model: Type: Color:

Reg. Owner: ☐ Same Address:

DID THEN AND THERE COMMIT THE FOLLOWING OFFENSE(S):

Violation **CODE**

Posted Speed Actual Speed Too Speed ☐ NRS ☐ CFR ☐ County Code ☐ Municipal Code

To Wit: NRS/County/City #

Violation Code:

Violation **CODE**

To Wit: ☐ NRS ☐ CFR ☐ County Code ☐ Municipal Code

NRS/County/City #

Violation Code:

I certify (or declare) that I have reasonable grounds/probable cause to believe and do believe that above named person committed the above offense(s) contrary to law.

Officer/Complainant's PRINTED Name: Officer/Complainant's Signature: P#: Bureau:

Las Vegas Municipal Court	Las Vegas Justice Court	Juvenile Justice Services	Goodsprings Justice Court	Henderson Justice Court	Henderson Municipal Court	North Las Vegas Justice Court
Lewis St. Las Vegas, NV	200 Lewis St. Las Vegas, NV	601 N. Pecos Rd. Las Vegas, NV	Box Jean, NV	Water St. Henderson, NV	Water St. Henderson, NV	Martin Luther King Blvd. North Las Vegas, NV

Township: Justice Court: Phone:

You are hereby ordered to appear on day of year at a.m. p.m. OR ☐ Regular Business Hours
to answer the above charge(s).

WITHOUT ADMITTING HAVING COMMITTED THE ABOVE OFFENSE(S), I HEREBY PROMISE TO RESPOND AS DIRECTED ON THIS NOTICE AND WAIVE MY RIGHT TO BE TAKEN IMMEDIATELY BEFORE A MAGISTRATE (NRS 484.780 AND NRS 484.803).

Defendant's Signature X ☐ Interpreter Needed? LANGUAGE ☐ Court Mandatory Violation Code(s):

Failure to comply with this complaint or future dates relating to this complaint will constitute a separate offense.

Dept. Name: Fire Department
Process Name: FD-Administrative-Permit-Modify-Address
Use Case Number: FD043
Created by (BA/BL/SME): Evelina Girard

Use Case Name: SystemMonitoring-APNChange		
Level: User Goal		
Description: System monitors for Assessor Parcel Number Changes and upon detection sends a work request over to FD staff for investigation		
Precondition: Assessor Parcel Number (APN) information is downloaded from the Assessor's systems or the system that holds APN information is integrated with the new system		
Primary Actor: System		
Secondary Actor: Finance		
Related Use Case(s): CP05		
Success: System automatically sends work request to Finance Finance updates impacted		
Initial Path: System runs daily scan for Assessor Parcel Number (APN) changes. Change is detected.		
Actor	**System**	**Rate**
	1. System runs a daily scan/monitor for APN Changes	N
	2. System detects if the APN changes for an address	N
	3. System creates **Work Request** to Finance	N

Business Rules:

- One APN can have one to multiple addresses related to it
- One address can have one to multiple APNs related to it

Design:

(Step 1-2) Changes in Assessor Parcel information shall be detected through a comparison of Comp Planning addressing related APN information compared to the Assessor's Parcel Information

(Step 5) Work Request will include the following fields of information:

- Purpose of Request
- Address impacted
- APN value before the change
- APN value after the change
- Date it was changed

Audit Trail:

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

Security Requirement(s):

- Finance shall have the ability to modify the APN or Address on a request, permit, or

related APN or Address data within the system.
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria:
Reporting: • If it is determined that the above functionality cannot be established, then one or more reports or system access shall be provided which displays weekly changes to APN to Address relationships: A) APN with related addresses B) Address with related APNs C) Historical view of APN
Comments: Additional requirements gathering will need to be completed depending on the data automatically populated into the system and system limitations.

Dept. Name: Fire Department
Process Name: FD-Inspection-Perform Inspection
Use Case Number: FD044
Revision: 2/20/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: ManageInspections-Offsite

Level: User Goal

Description: Fire Department inspectors need to manage assignment and calendar offsite

Precondition: Mobile application is available for system and usable on a tablet or smart phone device

Primary Actor: Inspector

Secondary Actor:

Related Use Case(s):

- FD045-Create-ModifyInspectionResults
- FD034-ManageWorkRequests

Success:
Calendar entries and tasks are updated with changes
Email notifications are sent out.

Initial Path: Inspector reviews schedule and has no changes and continues on to create Inspection Results

Actor	System	Rate
1. User launches application on tablet or smart phone device		
	2. System prompts for user id and password	
3. User enters user id and password	4. System authenticates user	
	5. System presents calendar default view of current day/schedule	
6. Inspector reviews schedule and requires no changes		
7. Inspector selects first inspection on schedule	8. Go to **FD045-Create-ModifyInspectionResults**	

Alternate Path 1: Inspector reviews schedule and sees overlapping inspections and moves inspection to different date and timeslot (Reschedule Inspection)

1.1 **(Step 6)** Inspector reviews schedule and sees inspections which conflict/overlaps.
1.2 Inspector moves inspection to another day and timeslot or another timeslot on the same day
1.3 System prompts inspection for reschedule reason.
1.4 Inspector enters reschedule reason and saves.
1.5 System retains schedule change, sends email notification to customer and Management (Deputy Fire Marshal) of new inspection date/time.
1.6 Inspector continues to **Step 7**

Alternate Path 2: Inspector reviews schedule and sees overlapping inspections and goes to cancel inspection (Cancel Inspection)

2.1 **(Step 6)** Inspector reviews schedule and sees inspections which conflict/overlaps.

2.2 Inspector selects option to cancel inspection. 2.3 System prompts inspection for cancellation reason. 2.4 Inspector enters cancellation reason and saves. 2.5 Inspector continues to **Steps 7-8** 2.6 System retains schedule change and sends cancellation notification to customer 2.7 System queues up reschedule task for inspection. Either the Customer has to go online to schedule the inspection, or contact the Scheduling department to schedule the inspection or contact the Inspector to reschedule. 2.8 (Time Delay) After 5 business days if the inspection has not been rescheduled, the system will send an alert to the Customer and Scheduling department 2.9 (Time Delay) After 10 business days if the inspection has not been rescheduled, the system will send a Second alert to the customer and Scheduling department. 2.10 (Time Delay) After 15 business days the system will send an alert to the Customer and Management.	
Alternate Path 3: Inspector reviews schedule and wants to decline meeting invite due to an inspection overlap (Decline Meeting)	
3.1 **(Step 6)** Inspector reviews schedule and sees meeting conflicts with inspection 3.3 Inspector opens meeting invite and selects decline and enters decline reason 3.3 System retains schedule change and sends email notification to meeting coordinator 3.4 Inspector continues to **Step 7-8**	
Alternate Path 4 Inspector reviews schedule and wants to reassign an inspection (Reassign Inspection)	
4.1 **(Step 6)** Inspector reviews schedule and wants to reassign an inspection to another staff member. 4.2 System provides option to reassign and select from a list of staff members 4.3 Inspector selects a staff member and saves. 4.4 System retains assignment change, updates all calendars and sends email notification to customer, new assignee and management (Deputy Fire Marshal). 4.5 Inspector continues to **Step 7-8**	
Business Rules: • **(Step 2.2)** An inspection must be rescheduled unless the inspection is no longer required. (ie the request for the permit was cancelled, a particular permit requested is no longer required) • **(Step 5)** A user can only modify his/her own calendar unless he/she is a member of Scheduling or Management	
Design: **(Step 2)** Nice-to-Have- System will allow save of user id and password credentials for automatic login **(Step 6)** **1.** Nice-to-Have-System displays in red possible scheduling conflicts **2.** All work tasks/assignments and time blocks will be listed on the schedule/calendar. ie, complaint inspections, permt inspections, meetings, vacation blocks **3.** The system shall provide an easy method to assign or reassign an inspection or work request to another staff member **4.** The view of the calendar or console will provide a means to view current assignments/work requests	

5. Calendar/Schedule entries will include detail if hovering over entry
   - **a)** Work or Task Type (ie Inspection for Complaint, Inspection for Temporary permit)
   - **b)** Request #
   - **c)** Summary (ie type of work, install, event taking place)
   - **d)** Company
   - **e)** Property Address
   - **f)** Plan Status
   - **g)** Next Inspection Date/Time

(Step 2.7) The system shall provide the inspector the ability to also schedule or reschedule a queued up inspection or create a new inspection.
(Step 2.3-2.10)- Not all cancellations will require a rescheduling. The business will need to come up with canned reasons for cancellation and the system shall require rescheduling based on reason selected. Ie a) Unable to complete on scheduled time b) Inspection not required-due to permit not needed c) Customer requested reschedule at a later time. d) Customer not ready
(Steps 1.3, 2.6, 2.8, 2.9, 2.10, 3.3, & 4.4) The system shall retain copies/view of email communications sent out within the request

(Initial Path, Paths 1-4) The system shall have the same functions (ability to Reschedule, Cancel, Reassign inspections) available on the non-mobile application/ using the work console (Refer to **FD034-ManageWorkRequests**)

<u>Audit Trail:</u>

1. An entry will be made for calendar entries created, modified, or deleted
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

- **(Steps 2.6, 2.8, 2.9, 2.10, 3.3, 4.4)**Email notification outputs will need to be decided upon prior to implementation

Dept. Name: Fire Department
Process Name: FD-Inspection-Perform Inspection
Use Case Number: FD045
Revision: 2/14/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyInspectionResults		
Level: Summary		
Description: Fire Department staff needs to perform an inspection and record notes and/or results of an inspection		
Precondition: • Mobile application is available for the system and usable on a tablet or smart phone device		
Primary Actor: Inspector		
Secondary Actor: Customer		
Related Use Case(s): • FD027-SystemMonitoring-ExpiredPermits-Greaterthan14 • FD036-Create-ModifyDailyActivity Use Cases referred to for additional steps/functions relative to performing the inspection, inputting inspection results or scheduling/rescheduling inspections • FD034-ManageWorkRequests • FD037-Create-ModifyPre-CitationLetter • FD038-Create-ModifyNoticeofViolation • FD039-Create-ModifyCalendarEntries • FD040-Create-ModifyStopWorkOrder • FD041-Create-ModifyFireWatch • FD042-Create-ModifyCitation • FD044-ManageInspections-Offsite • FD050-Create-ModifyInvestigation • FD058-Schedule-RescheduleInspection		
Success: • Inspection results entered and retained • Time Spent on the inspection calculated • Fees assessed and charged back to the customer • Additional inspections scheduled if required		
Initial Path: Inspector performs an initial inspection and needs to record time results. Inspection does not have violations or require additional steps.		
Actor	**System**	**Rate**
1. User selects a specific inspection from calendar or work console on mobile application	2. System displays **Details for Inspection**	
	3. System allows option to select Start Inspection timer to begin recording time it takes to complete inspection	
4. Inspector selects Start Inspection Timer		

	5. System displays Checklist (Refer to ***Checklist Example for Fire Hydrant Install***) of items which need to be reviewed during inspection and comments section	
6. Inspector checks off items completed while going through inspection	7. System provides the ability to add individual code(s) violated and record comments regarding the issue	
8. Inspector does not have any violations but enters comments	9. System provides ability to select next steps required. (ie plan submission, additional permits, reinspection,	
10. Inspector does not require additional steps and selects option to Finalize and Pass inspection	11. System validates fields of information and retains inspection results.	
	12. System calculates and displays time spent, additional fees, summary, and inspection results with inspector's electronic signature and signature line for customer	
13. Inspector has customer review inspection results, obtains customer signature and submits	14. System date/time stamps signatures	
	15. System emails customer copy of inspection	
16. Inspector selects Stop Inspection timer	17. System calculates time spent and records information in daily activity (Refer to FD036-Create-ModifyDailyActivity)	N
Alternate Path 1: Inspector performs an initial inspection and needs to record time and results. Inspection has violations and requires reinspection		
1.1 **(Step 7 & 8)** Inspector has found multiple violations and adds each individual code violation with details of violation 1.2 **(Step 9 & 10)** Inspector selects option for a reinspection and Fails inspection 1.3 System prompts for next inspection date/time and presents calendar view 1.4 Inspector selects date/time and saves 1.5 Continue to Steps 11-17		
Alternate Path 2: Inspector performs a reinspection (as a result of Alternate Path 1) and needs to record time and results. All violations have been corrected.		
2.1 **(Step 4-5)** System displays results of previous inspection and presents list of violations 2.2 **(Step 6-7)** System allows user to mark violations corrected, add comments 2.3 Continue to Step 8-15.		
Alternate Path 3: Inspector performs a reinspection (as a result of Alternate Path 1) and needs to record time and results. Some violations have been corrected.		
3.1 **(Step 4-5)** System displays results of previous inspection and presents list of violations		

3.2 **(Step 6-7)** System allows user to mark violations corrected, add comments 3.3 Go to **Step 8** 3.4 **(Step 9 & 10)** Inspector selects option for a reinspection and Fails inspection 3.5 System prompts for next inspection date/time and presents calendar view 3.6 Inspector selects date/time and saves 3.7 Go to **Steps 11-15**	
Alternate Path 4 : Inspection Results are for a Complaint created from a permit not being renewed (Refer to FD0027-SystemMonitoring-ExpiredPermits-Greaterthan14). System notifies Finance	
4.1 **(Step 15)** If the inspection was triggered via a Complaint request from **FD027-SystemMonitoring-ExpiredPermits-Greaterthan14**, the system will also send an email to Finance with a copy of the Inspection Results. 4.2 Continue to **Step 16**	
Alternate Path 5: Inspection Results are for a Complaint and inspection was Completed	
5.1 **(During Steps 14-17)** If the inspection was triggered via a Complaint and inspector completed the final inspection, the system will assign and send the Complaint and Inspection results to Management (Deputy Fire Marshal) for review. 5.2 (Time Delay) Management will review the Complaint and Inspection results to verify no corrections or additional effort is required. 5.3 If there are no corrections or additional effort required, Management will Close/Complete the Complaint and process ends at 5.3. If there are corrections or additional effort required, Management will update the worklog and reassign the Complaint to the inspector 5.4 The inspector will make the appropriate updates and reassign the Complaint back to Management**. (Step 5.2)** Note: If an additional inspection is required, the inspector may setup another inspection and go back through the process again.	
Alternate Path 6: Inspection is partially completed	
6.1 (Step 9 & 10) Inspector selects option for a reinspection and indicates inspection is Partially Complete 6.2 System prompts for next inspection date/time and presents calendar view6.3 Inspector selects date/time and saves 6.4 Continue to Steps 11-17	
Alternate Path 7: Inspection is partially completed and inspector needs to complete the inspection	
7.1 **(Steps 4-5)** System presents detail of what was completed during previous inspection and allows inspector to finish where he/she left off. 7.2 Continue to Steps 6-17	
Business Rules: **(Step 9)** • If an inspector requires resubmission of plans, the request that triggered the inspection shall remain open and the customer is required to submit a revision (also known as As-Builts) and go back through the plan review and inspection stages again. **(Step 5 & 6)** • An Inspection Check list will display based on permit and inspection type.The checklist is required to be completed for each inspection **(Step 10)** • If the inspection Failed, is Partially Complete or Cancelled, another	

inspection/reinspection is required unless the Cancelled inspection is due to a result of the request being Cancelled.

(Step 2.2)

- Results and comments added during previous inspections cannot be overwritten.

Design:

(Step 2) Details for Inspection

Field Name	Description/Comments
Address	*Address being inspected*
Request Number	*System Generated based on request that generated the inspection*
Inspection Contact	*Contact for the request*
APN	*Assessor's Parcel Number* *System auto-populate based on address and Comp Planning data*
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
Request Type	(Request that triggered the inspection. Ie Business License, Complaint, Permit Request, etc.
Inspections Detail	Inspections already completed as part of the request. Inspections outstanding for the request. Detail of all inspections completed historically and currently pending.
Request Detail	Button or selection which allows inspector to see the request detail
Company Detail	Company that submitted the request. Button or selection which allows inspector to see Business License detail (ie NAICS Code, Business Licenses Issued or Pending)
Building Detail	Button or selection which allows inspector to review Building detail (ie Occupancy Type, Square Footdge, Occupant Load)

Zoning Detail	Button or selection which allows inspector to review Zoning Detail
Plan Detail	Button or selection which allows inspector to review number of plan reviews completed and plans approved in .pdf compressed form

- **Nice-to-Have** The system shall provide a method to display list of permits issued in the past and currently pending
- **Nice-to-Have** The system shall provide a method to display the current violations and outstanding activities

(Step 6-10) System will provide the functionalities and the ability to input the following levels of information during or after an inspection:

- Inspection Status

a) Passed
b) Passed with Conditions
c) Failed
d) Partially Complete
e) Cancelled

- Special Conditions for a permit
- Add individual violations and fire code associated with it
- View current required inspections and Add/Remove inspections
- Assign Additional inspectors to the inspection
- Identify violations that have been corrected and if any are still outstanding
- Modify individual items/inventory of Hazardous Material
- Modify Hazardous Material Categorization on a specified address/parcel
- Inspection Start and End Date/Time (time it took to complete the plan review)
- Reassign the request to another Inspector
- Create/Modify a Notice of Violation
- Create/Modify a Fire Watch
- Create/Modify a Pre-Citation letter
- Create/Modify a Citation
- Create/Modify a Stop Work
- Create/Modify a related or stand alone Complaint
- Modify permits required

(Step 5)

- Checklists presented will depend on the permit and/or inspection type required. ***Refer to Checklist Example for Fire Hydrant Install***
- If Hazardous Materials were inventoried during plan review, the system shall include it in the checklist to review, verify and make modifications to. The system will provide inputs to verify quantities, volumes, etc.

(Step 7)

- **Nice-to-Have**- Integration with system that contains Fire Code and guidelines or if a separate set of data needs to be setup to import and index Fire Code detail in order to provide a drop-down or lookup.

(**Step 10**)

- If the results are for an Occupancy Inspection and the staff member required to do a Pre-Plan, the system will require the user to enter the "Unit #" **(Steps 5-10)**
- **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 15)

- **Nice-to-Have** If contact has an online profile, system will post a copy of the inspection report online
- **Nice-to-Have** In the event there isn't an email address on file for the customer, the system will prompt the Inspector the option to provide an email address or print the inspection report on site.

(Step 3 & 15) In the event there is not a timer available, a Start and End Date/time field will be provided for manual entry

(Step 1.1)

- System will provide a method to add violations individually, associate the specific code/ordinance violated (from the International Fire Code or Clark County Fire Codes), and add actions required for each violation

(Steps 1.2 & 3.4)

- System will provide a method to add a reinspection by the current user or add an additional inspection performed by another assignee . (ie of this is during an Occupancy inspection, Suppression staff may not need to perform a reinspection, but may find a violation that Prevention staff needs to inspect)

(Steps 1.3, 3.5. 6.2)

Nice-to-Have

- System shall provide an option to opt out of rescheduling the inspection and flag the record with a reminder task assignment for the inspector to reschedule the inspection.
- The task due date shall be set to 10 business days from the current date.
- If the task is not completed by the due date, a 1X email notification will be sent to management.

<u>Audit Trail:</u>

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:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

- The system shall provide the ability to see the # of discrepancies (violations) for a specified property (including schools) for a specified data range
- The system shall provide the ability to see a summary of the subtotals of the type of discrepancies and total # of discrepancies (violations)) within a specified data range
- Must be able to pull a report or .csv export of Parcels with Hazardous Materials grouped

by Hazardous Material Category. Fields of information included:

A) Company (Business Name)
B) Company Physical Address
C) Assessor Parcel Name
D) Company Mailing Address
E) Company Contact Information
F) Permits Issued (Type, #, Status, Valid for Dates)
G) Last Inspection Date

- Must be able to pull a report or .csv export of Companies with Hazardous Materials. Fields of information included:

H) Company (Business Name)
I) Permits Issued(Type, #, Status, Valid for Dates)
J) Last Inspection Date

Comments:

- Checklist detail will need to be determined and inputted as part of implementation
- **Nice-to-Have** Business license specific NAICS Codes flag for Hazardous Materials
- **Nice-to-Have** Mobile device has credit card transaction capabilities where the customer can swipe his/her credit card, sign and give authorization for payment on the spot for overtime services or outstanding fees.

Checklist Example for Fire Hydrant Install

CLARK COUNTY FIRE DEPARTMENT

Fire Prevention Bureau (FPB)
575 E Flamingo Rd, Las Vegas, NV 89119

Occupancy Type ______
Page ____ of ____

INSPECTION RECORD
Fire Hydrant Final

Application Number	11-43202	Inspection Date	12/09/11
Address	10347 OSTRANDER ST	Assign. Inspector	RXL
Tenant # / Name		Parcel Number	176-25-412-027
Major Property	CACTUS HILLS UNIT 2	Sub Project	
Permit Description	FD HYDRANT WATER CONTROL VALVE	Permit Type	FDHW
App Description	FD FIRE HYDRANT BOND RELEASE CONSTRUCTION	App Type	FDFH
Insp Description	FD FIRE HYDRANT FINAL	Insp Type	1164 / 1161
Contractor	WESTERN STATES CONTRACTING INC	IVR	14259980
		Confirmation	99334534
		Preference	NA

Inspection Comments
December 8, 2011 10:25:36 AM jxj.
Wally - 210-8279

5 Hydrants

HTE # 06-18974

RESPONSIBLE PARTY / CONTACT INFORMATION

Telephone No.	Person Responsible	NSFM Card	Title
	Warren Wallace	C-11201	

INSPECTION ITEMS

Location		Description
______	☑ 1	Permit - Provide approved Clark County Fire Department permit for the installation of fire service mains.
______	☑ 2	Plans - Provide approved Clark County Fire Department plans for the installation of fire service mains.
______	☑ 3	Certificate of Registration - Provide approved copy of Nevada State Fire Marshal Certificate of Registration to install fire service mains.
______	☑ 4	DCDA - Provide approved DCDA and water mater assemblies per approved plans.
______	☑ 5	Valves - Provide approved hydrant isolation, gate, and control valve assemblies per approved plans.
______	☐ 6	Operating Nut - Lube the stem for the operating nut for all fire hydrants.
______	☑ 7	Cap/Gasket - Provide approved cap and gasket for all fire hydrants with attached retaining chain.
______	☑ 8	Outlet Threads - Repair outlet threads for fire hydrants as required. Clean and grease outlets for all fire hydrants and ensure right type of threads.
______	☑ 9	Flush/Drainage - Provide copy of flush witnessed by CCFD.
______	☑ 10	Flow Test - Provide copy of fire flow test witnessed and approved by CCFD.
______	☑ 11	Fire Hydrants - Provide fire hydrants of approved type and location per approved plans, minimum 25 feet from buildings, 4 - 7 feet back of curb, minimum 5 feet from driveway.
______	☑ 12	Color - Provide fire hydrants painted in approved exterior, industrial grade enamel paint. Paint hydrants with 2 coats with public fire hydrants with safety yellow and private hydrants safety red.
______	☑ 13	Concrete Pads - Provide approved concrete pads of 3 x 3 by 10" for all hydrants.
______	☑ 14	Curbs - Paint curbs to indicate fire lanes in front of fire hydants a minimum of 30 feet. (15 feet on each side of the hydrant).
______	☑ 15	Asphalt Stripes - Paint approved fire lanes on asphalt in front of fire hydrants as required.
______	☑ 16	RPM - Provide blue raised pavement markers to mark hydrant in street, 8 feet from curb when parking hydrant side, 16 feet with parking on hydrant side.
______	☑ 17	Letter of Completion/CM&T - Provide copy of letter of completion and Contractor's Material and Test for underground piping as requested.
______	☑ 18	Maintenance Contract - Provide maintenance contract from Nevada State Licensed company for annual inspection of private fire hydrant systems.
______	☑ 19	Other – See remarks.

Dept. Name: Fire Department
Process Name: FD-Plans-Review
Use Case Number: FD046
Revision: 2/19/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: System-Auto-Assignment-Plans

Level: User Goal

Description: Plans have been submitted electronically or in person. Due date needs to be automatically set and the Plan review assigned automatically.

Precondition:

Primary Actor: System

Secondary Actor:

Related Use Case(s):

Success:

- Plan Due Date is automatically calculated
- Resource is assigned to the task/request automatically
- Assignment displays on Work Console and Calendar

Actor	System	Rate
	1. System receives a request that requires a plan review	
	2. System calculates and determines the **Plan Review Due Date** based on **Plans Service** requested, **Plan Category**, **Permit Type** and date Plans are submitted.	
	3. System saves the **Plan Review Due Date**	
	4. System assign plans based on the following factors: **Plan Skillset** **Specialty Assignment** Workload	
	5. System checks for available resource and assigns Plans Checker	
	6. System displays assignment on Plan Checker's Work Console and calendar	

Business Rules:
(Step 4)

- A resource (Plans Checker) can have one or more **Plan Skillsets**
- A resource can have more than one **Specialty Assignment** (be assigned to one or more specific major properties or Events
- Auto-assignment will only assign one plans checker
- Anything outside of designated business hours for that staff member is considered extended work time or overtime.

Design:

(Step 2) Each Permit Type (Refer to Fire Department Fee Table) shall have a target timeframe as well as services associated with them (ie 24hr, 48hr, 5 day, etc.). These targets shall be maintained and easily configurable within the system.

(Step 4)

- The system will not be expected to reallocate workloads when employees call in sick. Scheduling and Management will have the ability to manually reassign work assignments
- System will schedule a Plans Checker to perform X hours of Plans Review daily.
- System will fill a Plans Checker with additional reviews if scheduled reviews run shorter
- The system shall allow additional plans checkers/plan reviews to be assigned manually
- In the event a request cannot be auto-assigned, the request will get assigned to scheduling to manually assign. The system will log an event with detail as to why the request could not be auto-assigned
- If more than one plans checker is required to review plans, the system will create a separate layer of approvals for each plans checker approval, comments and markup
- Each Permit Type (Refer to Fire Department Fee Table) shall require a specific **Plan Skillset** for assignment. This **Plan Skillset** matrix will contain the following skillsets which shall be maintained and easily configurable within the system:

A. Civil
B. Sprinkler
C. Alarm
D. Hazmat/Gases/Liquids
E. Assembly/Exhibit (has **Specialty Assignment**)
F. Fireworks and Flame Effects (has **Specialty Assignment**)
G. Engineer (has **Specialty Assignment**)
H. Chemical Suppression

- Three of the above skillsets have a related **Specialty Assignment**. The system will retain the Specialy Assignment list which designates the Major Property Name or Event Name, to Plans Checker assigned. (Note: This same list will also contain Inspector assignments)

- The system will assign plans based on the following logic:
- Skillset w/o Specialty Assignment (Civil, Sprinkler, Alarm, Hazmat/Gases/Liquids, & Chemical Suppression skillsets)- System will check for all resources with specified **Skillset** and select the resource with the least workload
- Skillset w/Specialty Assignment (Assembly/Exhibit, Fireworks and Flame Effects, & Engineer)-System will check the **Skillset** and designated **Specialty Assignment** (Major Property name or Event) and select the resource based on that designation. If there is more than one resource listed under the **Specialty Assignment** for that **Skillset**, the system will select the resource with the least workload. If there is no resource listed under Specialty Assignment, the system will check for all resources with specified **Skillset** and select the resource with the least Workload.

<u>Audit Trail:</u>

- An entry will be made for any assignment or change to an assignment
- Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s): **(Post Step)** • Only Scheduling or Management can change the assignment of a plans review • Only Management can change the due date of a plans review
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria
Reporting: • A report or console will be provided which lists unassigned plan reviews.
Comments: • Specialty Assignment will need to be identified prior to implementation Workload determination will need to be established prior to implementation. Proposal is to have the system calculate average time it takes to complete the task. Once the system has determined how long it takes for the task, assign to eligible plans checker based on tasks already assigned and time blocked out on calendar and calendar availability. This may be similar to inspector evaluation of assignments for the day.

Dept. Name: Fire Department
Process Name: FD-Administrative-Scheduling
Use Case Number: FD047
Revision: 2/8/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyEmployeeSkills

Level: User Goal

Description: Fire Department staff wants to create or maintain skills profile for an employee within the system. Skills information is utilized via the system for assignment

Precondition: Employee data is already entered into the system and employee has already been issued a user id

Primary Actor: Management

Secondary Actor:

Related Use Case(s):

- FD014-Customer-PermitSurveyOnline
- FD035-RecordSearchRequest
- FD046-System-Auto-Assignment-Plans
- FD019-System-Auto-Assignment-Inspection

Success:

- Skill Profile has been created successfully and is usable by the assignment engine
- Skill Profile has been modified successfully and is usable by the assignment engine

Initial Path: User needs to create a new skill profile for an employee.

Actor	System	Rate
1. User selects option to maintain employee skills profile	2. System presents option to Create or Modify a profile	
3. User selects Create	4. System presents search option to look for employee by last and first name	
5. User enters Last Name and First Name	6. System looks for employee by Last Name and First Name and presents selection list which also displays, user id, employee id, department, manager	
7. User selects an employee from the list	8. System checks and verifies a skills profile does not already exist	
	9. System validates a profile does not exist	
	10. System prompts for **Role(s)** within the department	
11. User selects **Role(s)**	12. Based on **Role(s),** system determines **Skill Sets** that can be populated.	
	13. System displays Skill Sets that can be configured for that role	
14. User modifies Skill Sets and saves	15. System validates and retains information	

Alternate Path 1: User needs to modify a skill profile for an employee.
1.1 **(Step 3)** User selects option to Modify 1.2 Go to **Steps 4-7** 1.3 **(Step 8-9)** System validates a skill profile already exists 1.4 **(Step 10-13)** System presents Skill Sets and detail within that profile 1.5 Go to **Steps 14-15**
Business Rules • **(Step 10 & 11)** An employee can be in more than one role
Design: **(Step 10, 11) Role** drop-down list (subject to change at time of implementation) • Intake • Finance • Scheduling • Management • Plans Check • Inspection • Imaging **(Step 12) Skillsets** • **Work Assignment Table (Refer to FD014, FD035)** Skillset or table of information that shall indicate type of requests or tasks a person can work on (Apparatus Standby Request, Complaint, Courtesy, Permit Survery, Inspection, Business License Inspection, System/Install Permits, Operational Permits, FD Records Search, Temporary Permits, Plans Review, or Escrow) • **Specialty Assignment Table (FD046, FD019)** Skillset or table of information that shall indicate if a Plans Checker or Inspector is assigned to a Major Property (one or more addresses or parcels related to a description of a property- ie MGM, Mandalay Bay) or Special Event/Project (typically large temporary events or projects occurring within Clark County). • **Area (FD019)** Skillset or table of information that shall indicate addresses or GIS coordinates which an inspector is responsible for performing inspections within that area • **Plan Skillset (FD046)** Skillset or table of information that indicate if a Plans Checker is qualified to do a plan review related to a particular permit **(Step 15)** System shall allow a method to deactivate skillset in the event of an employee termination. **(Step) Audit Trail:** 1. An entry will be made for creation or modification of an employee's skills profile 2. Audit trail information will include User id, date/time, brief detail of transaction
Security Requirement(s): Skills profiles can only be created or modified via Management
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria:
Reporting:
Comments:

Dept. Name: Fire Department
Process Name: FD-Permit-Renewal-Expiration
Use Case Number: FD048
Created by (BA/BL/SME): Evelina Girard/

Use Case Name: FD-Customer-Renew Permit
Level: User Goal
Description: Customer needs to pay a fee for a permit that is due to expire 30-60 days from current date and is considered a Renewable permit.
Precondition: Permit is a renewable permit that has already been Active for a period of time
Primary Actor: Customer
Secondary Actor:
Related Use Case(s): FD012-CustomerPaymentOnline FD019-System-Auto-Assignment-Inspection FD026-SystemMonitoring-PermitRenewalDue60-30 FD027-SystemMonitoring-ExpiredPermits-Greaterthan14
Success: • Renewal fees are assessed • Late fees are assessed • Fees for additional plan review are assessed • Fees are paid in full and plan review or an inspection is scheduled
Initial Path: Permit is Active and has not expired and Customer has not changed Plans. Customer goes online to pay fees and schedule inspection.

Actor	System	Rate
1. Customer navigates to website specified in the notice.	2. System prompts customer for login id and password	
3. Customer inputs id and password	4. System authenticates user and presents Home/Main Screen	
5. Customer selects Create/Manage Permits	6. System displays **List of Permits Requested**	
7. Customer navigates/scrolls through list of permits and selects the permit	8. System displays detail of the permit	
9. Customer selects option to pay for renewal	10. System prompts customer to identify if Plans have changed	
11. User responds No.	12. System presents fees due and brings user through payment process. Refer to **FD012-CustomerPaymentOnline**	
	13. After user and system complete the payment process, system prompts customer for date he/she would like to schedule the inspection	
14. User selects an inspection date and saves	15. System checks for availability- Refer to **FD019-System-Auto-Assignment-Inspection**	

	16. System processes and retains the information	
	17. System sends email notification to customer with confirmation of inspection date	
	18. System posts calendar entry and assignment on inspector schedule	
	19. System posts to customers view Inspection Date scheduled for specified permit	
	20. System returns user to Home/Main Screen	
Alternate Path 1: Permit is Active and has not expired and Customer has changed Plans. Customer goes online to pay fees and submit Plans.		
1.1 Go to Steps 1-10 1.2 **(Step 11)** User responds Yes 1.3 System displays dialogue to browse and select attachment for plans. 1.4 User browses and attaches Plans and clicks on Upload. 1.5 Based on current Plan Status System determines the Plans submission is a revision (Change to a plan that was already approved) to approved plans 1.6 System calculates additional cost for revision submission and adds fees to renewal costs. 1.7 Go to **Step 12** 1.8 Skip **Steps 13-19** 1.9 System accepts plans and sets Flag "Plans Uploaded from Customer" 1.10 System auto-assigns to Plans Checker. Refer to FD046-System-Auto-Assignment-Plans 1.11 System automatically sets Plans Review Due Date 1.12 System displays confirmation of Plans Upload being successful and Expected Plan Review Completion Date (Plan Review Due Date) 1.13 User closes confirmation 1.14 System posts to customers view Expected Plan Review Completion Date for specified permit 1.15 Go to **Step 20**		
Alternate Path 2: Permit is Inactive and has Expired and Customer has not changed Plans. Customer goes online to pay fees		
2.1 Go to Steps 1-11 2.2 **(Step 12)** The system will display itemized break down of renewal fees and late fees assessed and bring user through payment process. Refer to **FD012-CustomerPaymentOnline** 2.3 Continue to **Steps 13-20**		
Alternate Path 3: Permit is Inactive and has Expired and Customer has changed Plans. Customer goes online to pay fees		
3.1 Go to **Steps 1-10** 3.2 Go to **Steps 1.2-1.5** 3.3 **(Step 1.6)** The system will display itemized break down of renewal fees, late fees and additional cost of plan review and bring user through payment process. Refer to **FD012-CustomerPaymentOnline** 3.4 Go to **Steps 1.7 -1.15**		

Business Rules: **(Step 14)** Renewal fees must be paid prior to scheduling an inspection. **(Step 2.2, 2.3)** The system will assess late fees (based on a designated fee structure) if the permit is renewed past the permit period. **(Alternate Path 1 & 3)** If Plans have changed , a Plan Submission, Plan Review, and Inspection are required
Design: **(Step 3) List of Permits Requested** shall be a table or list which displays permits requested via the user. The fields of information shall include the following: • Permit # • Permit Type • Company (Business) permit was issued to • Period permit is valid for • Renewal Cost (renewal fee) **(Step 6)** The system shall provide an option to look up and pay for a permit that is not on the List of Permits Requested (ie lookup by Permit #, lookup by Request #, lookup by Company permit was issued to). **(Step 14)** If customer does not schedule inspection once permit has been paid for, flag record that requires inspection to be scheduled. **(Alternate Path 2 & 3)** If a Complaint has been created out as of a result of **FD027-SystemMonitoring-ExpiredPermits-Greaterthan14**, at the end of both paths, the system will send an email notification to Finance to let Finance know what adiditional action(s) has been taken (ie paid in full, plan upload) **Audit Trail:** 1. An entry will be made for any payment activity, inspection scheduling activity, or plans upload activity. 2. Audit trail information will include User id, date/time, brief detail of transaction
Security Requirement(s):
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria:
Reporting: 1. The system shall have a report which provides a list of permits that were renewed online within a user specified date range
Comments:

Dept. Name: Fire Department
Process Name: FD-Permit-Renewal-Expiration
Use Case Number: FD049
Created by (BA/BL/SME): Evelina Girard

Use Case Name: FD- Renew Permit
Level: User Goal
Description: Customer needs to pay a fee for a permit that is due to expire 30-60 days from current date or has already expired and is considered a Renewable permit and wants to pay in person or via mail.
Precondition: Permit is a renewable permit that has already been Active for a period of time Fire Department staff is already logged into the system
Primary Actor: Intake
Secondary Actor: Finance
Related Use Case(s): FD013-CustomerPaymentInPerson FD019-System-Auto-Assignment-Inspection FD026-SystemMonitoring-PermitRenewalDue60-30 FD027-SystemMonitoring-ExpiredPermits-Greaterthan14 FD048-Customer-RenewPermit
Success: • Renewal fees are assessed • Late fees are assessed • Fees for additional plan review are assessed • Fees are paid in full and plan review or an inspection is scheduled
Initial Path: Permit is Active and has not expired and Customer has not changed Plans. Customer goes in person to pay fees and schedule inspection.

Actor	System	Rate
	1. System provides option to search for permit by permit #, Company, Address or Applicant	
2. User performs a search by permit #	3. System locates permit and displays detail of the permit	
4. User selects option to pay for renewal fees	5. System prompts user to identify if Plans have changed	
6. User responds No.	7. System presents fees due and brings user through payment process. Refer to **FD013-CustomerPaymentInPerson**	
	8. After user and system complete the payment process, system prompts for for option to schedule inspection	
9. User selects option to schedule inspection		
10. User selects an inspection date and saves	11. System checks for availability- Refer to **FD019-System-Auto-Assignment-Inspection**	

	12. System processes and retains the information	
	13. System sends email notification to customer with inspection date	
	14. System posts calendar entry and assignment on inspector schedule	
	15. System posts to customers view-Inspection Date scheduled for specified permit	
	16. System returns user to Home/Main Screen	
Alternate Path 1: Permit is Active and has not expired and Customer has not changed Plans. Customer goes in person to pay fees but is NOT ready to schedule inspection.		
1.1 Go to Steps 1-8 1.2 (Step 9) User selects option to Schedule inspection at a later time 1.3 (Skip Steps 10-15) System flags permit for inspection task that needs to be scheduled 1.4 (Step 11) System sends reminder email notification to customer and Scheduling 1.5 System posts to customer view-outstanding Inspection Required to be scheduled 1.6 System returns user to Home/Main Screen		
Alternate Path 2: Permit is Active and has not expired and Customer has changed Plans. Customer goes in person to pay fees and submit Plans.		
2.1 Go to Steps 1-5 2.2 **(Step 6)** User responds Yes 2.3 System displays dialogue to attach plans electronically or accept paper plans. A) If electronic is selected, system allows browsing and selection of a file. User browses and attaches Plans and clicks on Upload. Plans location is updated with "Electronic Attachment" B) If paper, User enters location of plans and saves 2.4 Based on current Plan Status System check and determines if a) Revision-Change to a plan that was already approved. b) Correction-Change in response to a Correction letter issued c) Swap-Out-Change to a New Plan that has not started review 2.5 System determines the Plans submission is a revision to approved plans 2.6 System calculates additional cost for revision submission and adds fees to renewal costs. 2.7 Go to **Step 7** 2.8 Skip **Steps 8-15** 2.9 System accepts plans and sets Flag "Plans Uploaded from Customer" 2.10 System auto-assigns to Plans Checker. Refer to **FD046-System-Auto-Assignment-Plans** 2.11 System automatically sets Plans Review Due Date 2.12 System displays confirmation of Plans Upload being successful and Expected Plan Review Completion Date (Plan Review Due Date) 2.13 User closes confirmation 2.14 System posts to customers view Expected Plan Review Completion Date for specified permit		

2.15 Go to **Step 16**	
Alternate Path 3: Permit is Inactive and has Expired and Customer has not changed Plans. Customer goes in person to pay fees	
3.1 Go to **Steps 1-6** 3.2 **(Step 7)** The system will display itemized break down of renewal fees and late fees assessed and bring user through payment process. Refer to **FD013-CustomerPaymentInPerson** 3.3 Continue to **Steps 8-16**	
Alternate Path 4: Permit is Inactive and has Expired and Customer has changed Plans. Customer goes in person to pay fees and submit Plans	
4.1 Go to **Steps 1-5** 4.2 Go to **Steps 2.2-2.5** 4.3 **(Step 2.6)** The system will display itemized break down of renewal fees, late fees and additional cost of plan review and bring user through payment process. Refer to **FD012-CustomerPaymentOnline** 4.4 Go to **Steps 2.7-2.16**	
Business Rules: **(Step 14)** If customer does not schedule inspection once permit has been paid for, flag record that requires inspection to be scheduled. **(Step 2.2, 2.3)** The system will assess late fees (based on a designated fee structure) if the permit is renewed past the permit period. **(Alternate Path 1 & 3)** If Plans have changed , a Plan Submission, Plan Review, and Inspection are required	
Design: **(Step 3) List of Permits Requested** shall be a table or list which displays permits requested via the user. The fields of information shall include the following: • Permit # • Permit Type • Company (Business) permit was issued to • Period permit is valid for • Renewal Cost (renewal fee) **(Step 6)** The system shall provide an option to look up and pay for a permit that is not on the List of Permits Requested (ie lookup by Permit #, lookup by Request #, lookup by Company permit was issued to). **(Alternate Path 2 & 4)** • If a Complaint has been created out as of a result of **FD027-SystemMonitoring-ExpiredPermits-Greaterthan14**, at the end of both paths, the system will send an email notification to Finance to let Finance know what additional action(s) has been taken (ie paid in full, plan upload) • The system will provide an option to upload plans at a later time. If this option is selected the system will flag the permit for a required Plan submission and send an email notification reminder to the customer. **Audit Trail:** 1. An entry will be made for any payment activity, inspection scheduling activity, or plans upload activity. 2. Audit trail information will include User id, date/time, brief detail of transaction	

Security Requirement(s):
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria:
Reporting: 1. The system shall have a report which provides a list of permits that were renewed online within a user specified date range
Comments:

Dept. Name: Fire Department
Process Name: FD-Inspection-Perform Inspection
Use Case Number: FD050
Revision: 2/19/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyInvestigation		
Level: User Goal		
Description: Fire Department Staff needs to open an investigation or send a notification to another department or agency		
Precondition: User is already logged into system		
Primary Actor: Inspector		
Secondary Actor: Department/Agency representative		
Related Use Case(s): FD002-PopulateAddressInformation FD005-PopulateCompanyInformation FD004-PopulatePersonInformation		
Success: • Investigaton request is created and assigned • Department is alerted/notified of an issue • Department completes investigation, closes out request, and system notifies submitter.		
Intial Path: Inspector submits a new Investigation		
Actor	**System**	**Rate**
1. User/Customer selects to submit Investigation/Notification	2. System displays **Investigation Request Detail**	
3. User/Customer populates **Investigation Request Detail** and saves	4. System provides drop-down list of departments to assign to	
5. User selects department	6. System validates required field information are complete and proper formatting is met.	
	7. System retains request information	
	8. System assigns request to specified department or agency and sets status to New	
	9. System returns confirmation message *request # has been submitted successfully*.	
10. User selects OK	11. System returns user to home screen	
12. (Time Delay) Department or Agency representative sees the request on work management console/assignments		
13. User double clicks and opens detail of request		

14. User assigns to an individual	15. System sets status to Assigned and validates information and retains detail	
	16. Request shows up under assignees work management console/assignments	
17. (Time Delay) User reviews request and investigates issue		
18. User enters detail of investigaton in a work log		
19. User considers investigation closed and changes status to Completed	20. System validates required field information is complete and proper formatting is met.	
	21. System emails submitter closure notification with detail work log entries.	
Alternate Path 1: Submitter needs to modify request		
1.1 System allows option to search for request 1.2 User searches for request by request # 1.3 System returns request in modify mode 1.4 User adds information to work log and attachments field 1.5 System validates required field information is complete and properly formatted 1.6 System retains information and notifies assignee via email regarding update to worklog and attachments.		
Alternate Path 2: Submitter needs to cancel request		
2.1 System allows option to cancel request 2.2 Selecting cancellation the system prompts user for a cancellation reason 2.3 System changes status to cancelled, notifies assignee via email of the cancellation and removes work assignment from work queues.		
Business Rules: **(Step 7)** • An Investigation/Notification will automatically be submitted with a Due Date/Time 15 business days from current date **(Step 14)** • The department assigned shall have the ability to reassign to another department. • The assignee shall have the ability to reassign the request to another user within the department		

Design:

(Step 2 & 3) Investigation Request Detail

Field Name	Data Type	Description/Comments	Required Field?
Submitter Information	*<Person Information>*	Person reporting the issue/submitting the issue System will pre-populate with the submitter's information.	Y
Address	*<Address Information>*	Address Investigation is Regarding *If Address is not available, User can specify GIS coordinates then Address will no longer be required*	Y
APN	Numeric	Assessor's Parcel Number System will pre-populate based on Address Information entered	N
GIS Coordinates	Alphanumeric	GIS Coordinates or Cross streets where investigation is regarding	N
Company Name	*<Company Information>*	Business/Company request is about Provide lookup/matchup for existing companies	N
Business License #	Numeric	Business license number associated with company System will pre-populate based on found on Company lookup	N
Date of Incident/Report	Date	Date incident occurred	Y
Summary	Alphanumeric	Text field used to supply a brief summary of the issue	Y
Description	Alphanumeric	Text field used to enter detail of the issue	Y

(Step 3) The user shall be able to attach documents to the request

Audit Trail:

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

Security Requirement(s):

1. User will have the rights to create or modify the Investigation request
2. Assignee will have rights to modify the Investigation request

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:
Reporting:
Comments: Overall, the Fire Department needs a method to communicate effectively with the other departments. Examples of when this may be utilized: • Inspector sees in system business license indicates company is out of business but upon going out to site, business is still in operation • Inspector sees an operation in place business is not licensed for • Inspector sees an operation in place business is not zoned for

Dept. Name: Fire Department
Process Name: FD-Inspection-AnnualOccupancy
Use Case Number: FD051
Revision: 2/19/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: SystemMonitoring-CreateOccupancyInspection		
Level: User Goal		
Description: The system will create an Occupancy inspection on a scheduled basis for specified properties		
Precondition: A parcel must be flagged for an Occupancy Inspection and the Occupancy Inspection Schedule must be populated.		
Primary Actor: System		
Secondary Actor:		
Related Use Case(s): • FD019-System-Auto-Assignment-Inspection		
Success: • Occupancy Inspection is automatically created and assigned • Work assignments and calendars are updated		
Initial Path: System determines an Occupancy Inspection needs to be scheduled		
Actor	**System**	**Rate**
	1. System runs a daily scan for parcels which require a scheduled Occupancy Inspection	
	2. System checks for **Last Occupancy Inspection Date/Time** completed (for that specified property)	
	3. System checks for **Occupancy Inspection Schedule**	
	4. System checks if Occupancy Inspection is already scheduled	
	5. Based on information in Steps 2-4 determines if an Occupancy Inspection needs to be scheduled	
	6. If system determines Occupancy Inspection needs to be scheduled, system will automatically create and assign at least one inspection.	
	7. Go to FD019	
Alternative Path 1: System determines an Occupancy Inspection needs to be scheduled and Last Occupancy Inspection Date/Time is blank		
1.1 (Step 2) If the system determines there has not been a date set for Last Occupancy Inspection Date/Time, the system will Skip **Step 3** 1.2 Go to Step 4-7		
Business Rules: **(Step 1)**		

- Not all parcels require an Occupancy Inspection
- Childcare facilities are required to have an annual inspection
- Parcels with an H Occupancy code are required to have an annual inspection
- Parcels defined as Category 1, 2, or 3 are required to have an annual occupancy inspection and will be driven by the inspections required via the permit. (In other words, the occupancy inspection shall occur (shall be scheduled) at the same time the inspection is required to renew the permit.)

(Step 3)

- An Occupancy inspection must be completed every X year based on what is dictated for the **Occupancy Inspection Schedule**

(Step 6)

- A checklist of items (Refer to ***Occupancy Inspection Checklist Example***) must be completed for an Occupancy Inspection

Design:

(Step 1)

- The system will have a field or flag on a parcel that will indicate there is a required Occupancy Inspection

(Step 2)

- The system will have a field which contains the **Last Occupancy Inspection Date/Time**
- When an Occupancy Inspection is completed, the system will automatically update this field.

(Step 3)

- The system will have a field which contains the **Occupancy Inspection Schedule** (ie, 1year, or 2 years, or 3 years, or 4 years, or 5 years)

Audit Trail:

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

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

- **(Steps 1, 2 and 3)** The business will need to decide to enter this information manually on implementation
- **(Step 6)** The checklist will need to be determined prior to implementation. The business will need to add Pre-Plan to the checklist of items to be completed
- The business will need to determine how and when the inspection gets assigned to Suppression staff versus Prevention staff

Occupancy Inspection Checklist Example

CLARK COUNTY FIRE DEPARTMENT INSPECTION RECORD REPORT

☐ IN-SERVICE	☐ BUSINESS LICENSE	☐ ANNUAL	☐ CAT 1	☐ CAT 2	☐ CAT 3	☐ OTHER

Page ______ of ______ OCCUPANCY TYPE ____________________ DATE ____________________

ADDRESS: ________________________________ Suite# _____ Batt. _____ Dist. _____ Plan _____

BUSINESS NAME: ________________________________

COMPLEX NAME: ________________________________

Emergency Contact: ______________ Phone ______________ Person/Title NV SFM PERMIT # ______________

______________ Phone ______________ Person/Title CCFD Permit NO. ______________

Items Checked Need To Be Corrected:

ITEM		
		OUTSIDE GROUNDS
1.		Provide and maintain access roads, access to hydrants, F.D.C., control valves and identify
2.		Provide and maintain approved premise identification/Directory of complex/Street/Building/Suite number
		GENERAL MAINTENANCE/ELECTRICAL
3.		Repair holes in walls/ceilings/draft stop partitions/occupancy/area separation to maintain fire resistive rating
4.		Provide fire extinguishers of a 2-A,10B:C Minimum rating / Travel distance within 75'
5.		Mount extinguisher(s) with top not higher than 5ft. from floor
6.		Service extinguisher(s) by Nevada state licensed company
7.		Secure compressed gas cylinders at all times
8.		Lower and maintain top of storage at horizontal level 18" below sprinkler heads/24" below ceilings in non-sprinkler building
9.		Remove combustible storage from boiler, mechanical, or electrical room(s), attics and under stairway(s)
10.		Remove trash, waste, litter or debris as needed/ Provide proper waste container
11.		Replace missing/damaged electrical cover plates/panels
12.		Remove non-approved electrical extension cords/multiplexors
13.		Provide and maintain 30" clear access to and around electrical control panels
14.		Provide approved container with self-closing lid for oily rags
15.		Provide approved dust collection system for sawdust and wood shavings
16.		Provide approved cabinet for flammable liquid/hazardous materials storage
17.		Provide and maintain Material Safety Data Sheets on premises
18.		Post NO SMOKING signs/Evacuation plan
19.		Obtain permit(s) for:
		EXITING/CORRIDORS/STAIRWAYS
20.		Provide and maintain approved exiting hardware/sign(s) for exit door(s)
21.		Remove exit, corridor or stairway obstructions and maintain required aisle width ( )
22.		Post notice on or above exit doors "THIS DOOR TO REMAIN UNLOCKED DURING BUSINESS HOURS"
23.		Provide and maintain emergency lighting and illumination for corridors/exits/exit signs
		FIRE PROTECTION EQUIPMENT
24.		Inspect/service/repair/maintain and tag hood and duct system/spray booths/dipping/powder coating
25.		Clean hood, duct and grease filters over cooking appliances
26.		Maintain manual pull station readily accessible/visible/labeled
27.		Provide and maintain approved sprinkler coverage/alarm system
28.		Inspect/test/tag sprinkler/alarm system by Nevada state licensed company
29.		Provide maintenance/cleaning agreement for:
30.		Provide spare sprinklers (6), sprinkler wrench and the NFPA 25 manual
31.		Remove all objects and obstructions from sprinkler system / Replace damaged, corroded or painted sprinkler heads
32.		Provide approved local supervision of fire sprinkler/alarm system
		HAZARDOUS MATERIALS/CHEMICALS (Complete for Category 1, 2, or 3 hazmat inspections)
33.		Provide approved placards for buildings/tanks (NFPA 704)
34.		Post "NO SMOKING – STOP ENGINE" & "EMERGENCY FUEL SHUTDOWN DEVICE" sign(s) in an approved location
35.		Provide voice and visual communications between attendant and dispensers
36.		Provide fire extinguisher of a 2-A,20B:C Minimum rating for fuel dispensing area / Travel distance within 75'
37.		Repair/replace leaking/damaged product line/equipment (nozzle, hose, retractor cables)
38.		Provide NV Combined Agency Report and written description of the operation and process(s)
39.		Provide Hazardous Materials Inventory Statements (HMIS)
40.		Provide separation of incompatible materials
41.		Provide secondary containment for drum storage
42.		Provide fire extinguishers of a 2-A,40B:C Minimum rating / Travel distance within 30' for hazardous materials areas
43.		Piping system for compressed gas and chemicals to be marked a minimum of every 20' & at penetrations & bends
44.		Provide Hazardous Materials Management Plan (HMMP) (Category 1 & 2 only)

COMMENTS:

Dept. Name: Fire Department
Process Name: FD-Create/Modify-Application/Request Process
Use Case Number: FD052
Revision: 2/19/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: PlanSubmission		
Level: User Goal		
Description: Customer needs to submit plans electronically or in person		
Precondition:		
Primary Actor: Customer		
Secondary Actor: Intake		
Related Use Case(s): • FD012-CustomerPaymentOnline • FD015-CustomerCheckRequestStatus • FD046-System-Auto-Assignment-Plans • FD056-System-Auto-CalculatePlanDueDate		
Success: • If electronic- Plans are uploaded successfully. • Plan Location is updated successfully. • Fees are assessed, charged back to customer and payment is received. • Expected Completion Date calculated and populated • Plans Checker automatically assigned • Assignment visible in Work Console		
Initial Path: Customer needs to submit a revision electronically for a correction letter that was issued (**Correction**) against an open request. Request is listed on Requests table.		
Actor	**System**	**Rate**
1. Customer is on Main/Home screen	2. System displays multiple tabs (Requests, Manage Permits, Alerts and Emails, etc)	
3. Customer selects Requests tab	4. System displays a Requests table (list) of the requests the user submitted that are open	
5. Customer selects a specific request to view/modify	6. System displays the **Request Detail**	
	7. System displays option to Upload Plans	
8. Customer selects Upload Plans	9. System displays dialogue to browse and select attachment	
10. Customer browses and attaches Plans and clicks on Upload	11. Based on current **Plan Status**, system will determine if plans submitted fall under one of the following categories: A) Revision-Change to a plan that was already approved. B) Correction-Change in response to a Correction letter issued	

	C) Swap-Out-Change to a New Plan that has not started review	
	12. System determines revision is a result of Correction	
	13. System calculates and verifies there are no additional fees.	
	14. System accepts plans and sets Flag “Plans Uploaded from Customer” and unchecks “Plans Ready for Customer Review”	
	15. System checks for previous Plans Checker assignment and assigns review to same Plans Checker	
	16. System goes to FD056 to calculate **Plan Review Due Date**	
	17. System displays confirmation of Plans Upload being successful and Expected Plan Review Completion Date	
	18. System displays assignment on Plan Checker’s work console and calendar	
Alternate Path 1: Customer needs to submit a revision electronically for a plan that was already approved (**Revision**) and the inspection has been scheduled . Request is listed on Requests table		
1.1 (Step 12) System determines, plan submission is a revision after plan was already approved. 1.2 System prompts user for reason detail for revision 1.3 System calculates fees for revision 1.4 System calculates expected completion date of plans review 1.5 System prompts customer that revision submission will cost X$ and expected plan review completion date is X date do you still want to continue. 1.6 Customer selects Yes 1.7 System takes customer through payment process (Refer to **FD012-CustomerPaymentOnline**) 1.8 User completes payment process 1.9 System checks if there is an inspection previously scheduled 1.10 System validates inspection and cancels inspection 1.11 System informs user inspection date for X was cancelled due to plan revision. 1.12 Go to Step 14-18		
Alternate Path 2: Customer needs to submit a revision electronically for a plan that is waiting review (**Swap-Out**). Request is listed on Requests table.		
2.1 (Step 12) System determines, plan submission is a revision before plan is approved. 2.2 System prompts user for reason detail for revision 2.3 System calculates fees for revision 2.4 System calculates expected completion date of plans review		

2.5 System prompts customer that revision submission will cost X$ and expected plan review completion date is X date do you still want to continue. 2.6 User selects Yes 2.7 System takes customer through payment process (Refer to **FD012-CustomerPaymentOnline**) 2.8 User completes payment process 2.9 Go to Step 14-18	
Alternate Path 3: Customer needs to submit a **Revision** electronically for a plan review that has been completed and request is Completed or Closed (ie plan review complete, inspection complete, and permits issued-all work was completed). Request is not listed on Requests table	
3.1 (Step 4) User does not see the specific request. System provides option to search for a specific request number or permit number 3.2 User searches for the request 3.3 Go to step 5-11 3.4 System determines revision is on a request that is Closed/Completed 3.5 System checks if permit(s) were created from request. 3.6 System determines permit(s) were created. 3.7 System alerts user, "A plan cannot be revised on a completed request. Is this a revision for an existing permit?" and displays the list of permits to select one or more. 3.8 User selects one or more permits plan revision is for. 3.9 System prompts user for reason detail for revision 3.10 System calculates fees for revision 3.11 System calculates expected completion date of plans review 3.12 System prompts customer that revision submission will cost X$ and expected plan review completion date is X date do you still want to continue. 3.13 User selects Yes 3.14 System takes customer through payment process (Refer to FD012-CustomerPaymentOnline) 3.15 User completes payment process 3.16 System creates new request for plan review related to permit(s) X and request X 3.17 System auto-assigns plans (Refer to **FD046-System-Auto-Assignment-Plans**) 3.18 Go to Step 16-18	
Alternate Path 4: Customer needs to submit a paper revision for a correction letter that was issued (**Correction**) against an open request.	
4.1 Intake is on Main/Home screen where Manage Work Console is displayed 4.2 Customer provides Intake request # plans need to be submitted for 4.3 Intake inputs request # and performs search 4.4 System performs search for exact and similar request #s 4.5 System finds request and identifies if there are any outstanding fees associated. If there are fees associated, system alerts Intake staff. 4.6 System displays Request Detail and option to Submit Plans 4.7 System prompts Intake to upload electronically or Submit Paper plans. 4.8 Intake selects option for Paper Plans. 4.9 System prompts Intake for physical location plans will be placed in, and name of	

the person that dropped off the plans 4.10 Intake enters information and saves 4.11 Based on current **Plan Status**, system determines if plans submitted fall under one of the following categories: A. Revision-Change to a plan that was already approved. B. Correction-Change in response to a Correction letter issued C. Swap-Out-Change to a New Plan that has not started review 4.12 System determines revision is a result of Correction 4.13 System calculates and verifies there are no additional fees and alerts Intake there are no fees due with Plans submission 4.14 System retains information and inputs audit trail entry “Plans Dropped Off” and unchecks “Plans Ready for Customer Review” 4.15 System checks for previous Plans Checker assignment and assigns review to same Plans Checker 4.16 System automatically sets the **Plan Review Due Date** based on **Plans Service** requested, **Plan Category**, **Permit Type** and date Plans are submitted. 4.17 System alerts Intake of Expected Plan Review Completion Date 4.18 System displays assignment on Plan Checker’s work console and calendar notification	
Alternate Path 5: Customer needs to submit a paper revision for a plan that was already approved (**Revision**) and the inspection has been scheduled.	
5.1 Go to **Steps 4.1-4.11** 5.2 **(Step 4.12)** System determines plan submission is a revision after plan was already approved. 5.3 System prompts user for reason detail for revision 5.4 **(Step 4.13)** System calculates fees for revision. System calculates expected completion date of plans review 5.5 System prompts Intake that revision submission will cost X$ and expected plan review completion date is X date do you still want to continue. 5.6 Intake selects Yes 5.7 System takes Intake through payment process (Refer to **FD013-CustomerPaymentInPerson**) 5.8 System checks if there is an inspection previously scheduled 5.9 System validates inspection and cancels inspection 5.10 System informs Intake inspection date for X was cancelled due to plan revision. 5.11 Go to **Steps 4.14-4.16** 5.12 Skip **Step 4.17** 5.13 Go to **Step 4.18**	
Alternate Path 6: Customer needs to submit a paper revision for a plan that is waiting review (**Swap-Out**).	
6.1 Go to **Steps 4.1-4.11** 6.2 **(Step 4.12)** System determines plan submission is a revision before plan is approved. 6.3 System prompts user for reason detail for revision 6.4 **(Step 4.13)** System calculates fees for revision. System calculates expected completion date of plans review 6.5 System prompts Intake that revision submission will cost X$ and expected plan	

review completion date is X date do you still want to continue. 6.6 Intake selects Yes 6.7 System takes Intake through payment process (Refer to **FD013-CustomerPaymentInPerson**) 6.8 Go to **Steps 4.14-4.16** 6.9 Skip **Step 4.17** 6.10 Go to **Step 4.18**	
Alternate Path 7: Customer needs to submit a paper **Revision** for a plan review that has been completed and request is Completed or Closed (plan review complete, inspection complete).	
7.1 Go to **Steps 4.1-4.11** 7.2 System determines revision is on a request that is Closed/Completed 7.3 System checks if permits were created from request 7.4 System determines permits were created 7.5 System alerts Intake " A plan cannot be revised on a completed request. Is this a revision for an existing permit? And displays the list of permits to select one or more. 7.6 Intake selects one or more permits plan revision is for 7.7 System prompts for detail of revisions 7.8 **(Step 4.13)** System calculates fees for revision and expected completion date of plans review 7.9 System prompts Intake " Revisions Submission will cost X$ and expected plan review completion date is X, do you still want to continue. 7.11 Intake selects Yes 7.11 System takes Intake through payment process (Refer to FD013-CustomerPaymentInPerson) 7.12 Go to **Steps 4.14** 7.13 **(Step 4.15)** System auto-assigns plans (Refer to **FD046-System-Auto-Assignment-Plans**) 7.14 Go to Step **4.16** 7.15 Skip **Step 4.17** 7.16 Go to **Step 4.18**	
Alternate Path 8: Customer did not submit plans when completing a new permit request and needs to submit plans electronically	
8.1 Go to **Steps 1-11** 8.2 (**Step 12**) System determines plans were not initially submitted with new permit request and is considered a New Plan/Initial Plan 8.3 Go to **Steps 13-14** 8.4 Skip **Step 15** 8.5 Go to **Step 16** 8.6 System auto-assigns plans (Refer to **FD046-System-Auto-Assignment-Plans**) 8.7 Go to **Steps 17-18**	
Alternate Path 9: Customer did not submit plans when completing a new permit request and needs to submit paper plans	
9.1 Go to **Steps 4.1-4.11** 9.2 **(Step 4.12)** System determines plans were not initially submitted with new permit request and is considered a New Plan/Initial Plan 9.3 Go to **Steps 4.13-4.14** 9.4 (Step 4.15) System auto-assigns plans (Refer to **FD046-System-Auto-**	

Assignment-Plans) 9.5 Got to **Steps 4.16-4.18**	

Business Rules:

- New/InitialPlans have to be submitted as part of a new request
- Paper plans will require a **Plans Location** field to be updated manually by Fire Department staff as plans move through the process
- If plans were submitted electronically, **Plans Location** will indicate plans attached electronically
- Plans shall always be related to an address. If it cannot be related to an address then it shall be related to an APN. If it cannot be related to an APN then it shall be related to GIS coordinates.

(Step 11) If plans are submitted for the first time for a new permit request, it is considered a New Plan/Initial Plan category. After initial submission, plan changes are considered one of three categories:

a) Revision-Change to a plan that was already approved.
b) Correction-Change in response to a Correction letter issued
c) Swap-Out-Change to a New Plan that has not started review

(Alternate Path 3) Plan revisions submitted on a closed/completed request can only be done for permits that are considered renewable. All other permit types (Non-renewable, Temporary) a user has to submit a new request for permits.

Design:

(Steps 1-5)

- The customer shall also have the ability to search for a request using request #, Company, or Submitter. (Refer to **FD015-CustomerCheckRequestStatus**)

(Step 11)

- When plans are submitted electronically, the system will relate the system generated request number to the request and stamp the request # and plans # on the plans
- The system shall keep track as to what category the plans submitted fall under.
- In the event the category changes and plans are submitted for Revision, Correction or Swap-Out, the system will notify the assignee (Plans Checker or Inspector) of that change.
- **Nice-to-Have**-The customer shall have the ability to set a priority on a plan. (i.e, if multiple plans have been submitted for a company, the company would like to indicate a priority on multiple plans to identify which plans should be reviewed first or take priority over others when it comes to meeting plan review due dates/completion)

(Step 3.5)

- If permits were not found associated to the request, system will return alert to user and provide option to search again by request or permit #.

(Step 3.12)

- System will allow option to cancel transaction. In doing so, process ends and returns user back to Main/Home Screen

(Step 10)

- Once plans are uploaded electronically, they cannot be overwritten. Any additional uploads will cause a revision where system will keep track of the revisions. Post Step 10, only a plans checker shall have the ability to overwrite a plan in the event there was an error on submission. Note: the customer will need to contact the plans checker to perform this manually.

<u>Audit Trail:</u> 1. An entry will be made for each plans submission or modification 2. Audit trail information will include User id, date/time, brief detail of transaction
Security Requirement(s): • If a Plan is in the middle of a Plan Review (Work In Progress), the system will lock down the customer's ability to upload a revision.
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria:
Reporting:
Comments: • Business Need to determine **Plans Service** business rules • Request, Plan and Inspection States will need to be determined prior to implementation ***Example of Plan States/*****Plan Status** A) Assigned B) In Plan Review C) Review Pending Customer Information D) Review Complete-Correction Letter Issued- Requires another plan review, Requires Customer review and/or pickup E) Review Complete-Approved w/Conditions, Requires Inspection, Requires Customer review and/or pickup F) Review Complete-Approved, Requires Inspection, Requires Customer review and/or pickup G) Review Complete-Rejected, Rejection Reason-Closes, Requires Customer review and/or pickup

Dept. Name: Fire Department
Process Name: FD-Supression-Fire Drill
Use Case Number: FD053
Revision: 2/21/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: SystemMonitoring-CreateDrillWR		
Level: Summary		
Description: The system will create a Drill Work Request on a scheduled basis for specified schools		
Precondition: School information is pre-populated in the system.		
Primary Actor: System		
Secondary Actor: Suppression Staff, Prevention Staff, State Fire Marshal		
Related Use Case(s):		
Success: • Drill Work Request is automatically created and assigned • Drill Report is pre-populated with School and Address and printable from request • Drill has been resulted and data has been retained • Email notifications are sent out to the appropriate parties		
Initial Path: System determines an Drill needs to be scheduled		
Actor	**System**	**Rate**
	1. System runs a daily scan for schools which require a scheduled Drill	
	2. System checks **Drill Schedule & School Information** for **Last Drill Date/Time** completed (for that specified property)	
	3. System checks if **Drill Work Request** was already created for that school within current month	
	4. Based on information in Steps 2-3 System determines if a **Drill Work Request** needs to be created (Drill Work Request was not created in current month & if **Last Drill Date/Time** was not completed in the current month & if a drill is required for the month)	
	5. System determines **Drill Work Request** is required and creates the request and assigns it to Suppression Staff	
	6. System sends email notification to assignee with link to request	
7. (Time Delay) Assignee receives email and double clicks attachment (link to work request)	8. System presents login screen to user	

9. User enters id and password	10. System authenticates user	
	11. System displays work request detail	
	12. System displays option to print **Drill Report**	
13. User prints **Drill Report**		
14. User contacts School to schedule drill		
15. (Time Delay) User drives to site performs drill, and documents results on **Drill Report**		
16. User returns to station and goes back into system		
17. User records and inputs what is on the **Drill Report** into the system**.**		
18. User scans paper version and attaches to **Drill Work Request**	19. System validates required field information and retains data	
	20. System checks for Discrepancies and validates there are no discrepancies. System closes request.	
	21. System returns user to main/Home screen	
Alternative Path 1: System determines a Drill Work Request needs to be created and Last Drill Date/Time is blank		
1.1 (Step 2) If the system determines there has not been a date set for **Last Drill Date/Time** 1.2 Go to Step 5		
Alternative Path 2: Life Safety System Discrepancies were found that require resolution from the State Fire Marshal		
2.1 (Step 20) The user documented that there were **Discrepancies** found in inputs L-O on **Drill Report** 2.2 System sends an email notification with attached school drill report to the State Fire Marshal,Liaison for the CCFD, and the Clark County School District 2.3 System auto-assigns request to Liaison for the CCFD 2.4 (Time Delay) State Fire Marshal works on resolving issue 2.5 State Fire Marshal responds back via email indicating issues have been resolved and resolution. 2.6 System receives email and inserts communication into request 2.7 System sends email notification to Assignee with updated information 2.8 User goes back into system and modifies request detail 2.9 User records Resolutions for Discrepancies and request is considered closed.		N
Alternative Path 3: School Drill for the month needs to be cancelled due to testing or another reason		
3.1 **(Step 20)** User recorded that the drill is Incomplete 3.2 System keeps request assigned to current assignee and request is considered opened. 3.3 User returns to Step 14		

Alternative Path 4: Only Non-Life Safety System Discrepancies were found

4.1 **(Step 20)** The user documented that there were **Discrepancies** found only on inputs P on **Drill Report**
4.2 System sends an email notification with attached school drill report to the Clark County School District
4.3 Continue to Step 21

Business Rules:

(Step 2)

- State regulation requires a monthly school drill except when school is out of session

(Steps 1-5)

- A Drill Work Request must be created and completed for each school monthly based on the Drill Schedule (see schedule for exceptions)

(Step 19)

- Complete-No Discrepancies Drill Status can only be set if input K = No
- Complete-LSS Discrepancies Drill Status can only be checked if input K = Yes
- Complete-Non-LSS Discrepancies Drill Status can only be checked if input P = Yes
- If Incomplete Status is selected, the user cannot selected the other three statuses and must provide a reason for the incompletion

(Step 17)

- If Drill Work Request status is set to Complete-LSS Discrepancies , the request is not considered closed until a resolution has been entered.

Design:

(Step 2) Drill Schedule shall be pre-populated, retained and maintained on an ongoing basis in the system. This information shall be maintained via the Fire Department

Month	Drill Type	Platoon
January	Fire	A
February	Shelter-in-Place	A
March	Fire	A
April	Earthquake	B
May	Fire	B
June	No Drill-School Out of Session	N/A
July	No Drill-School Out of Session	N/A
August	No Drill-School Out of Session	N/A
September	Fire	B
October	Fire	C
November	Shelter-in-Place	C
December	Fire	C

(Step 2)

- **School Information** shall be pre-populated, retained and maintained on an ongoing basis in the system. This information shall be maintained via the Fire Department

a) **School Name** - Name of the school- can be modified by FD on an ongoing basis

b) **School Address** - Physical address the school is located at - can be modified by FD on an ongoing basis
c) **Last Drill Date/Time** – Date and time the last drill occurred.- can be modified only on pre-population. After pre-population, system will update this information based on inputs of the drill/work request.
d) **Last Drill Type**- can be modified only on pre-population. After pre-population, system will update this information based on inputs of the drill/work request.
e) **Number of Students** – used to record the actual number of students in attendance and to determine how long the drill will take- can be modified by FD on an ongoing basis
f) **Time Drill took**-hours and minutes it took to complete the last drill. After pre-population, system will update this information based on inputs of the drill/work request.
g) **School Type** - Private vs Public designator- can be modified by FD on an ongoing basis

(Step 3, 4, 5)

- The **Drill Work Request** will contain the following required information:

a. **School Name**- *School the drill needs to be completed –populated from system*
b. **School Address**- *physical address of the school the drill need to take place at*
c. School Type
d. **Last Drill Date/Time**- *Date/Time of drill completed prior to the creation of the request*
e. **Last Drill Type** – *based on what was recorded previously*
f. **Number of Students**– *based on School Information*
g. **Time Last Drill took**– *based on what was recorded previously*
h. **Platoon** – *based on Drill Schedule- used to indicate platoon required to perform drill*
i. **Drill Type -** Drill type required for this work request

(Step 5)

- **Nice-to-Have** The **Drill Work Request** will contain a link to the latest School Drill Procedure

(Step 13)

- When printing or sending electronically, the system shall print or send the full Drill Report
- The printed or electronic version will be pre-populated with the School Name, Address, and Number of Students

(Step 17) The system shall provide the following features and functions when inputting the results on the Drill Report:

A) **Type of Drill**- drop down list , required field populated via the user. System will default to the drill required for the month, but can be modified via the user. System updates Last Drill Type automatically based on what is in this field.
B) **Drill Date** – date field used to indicate the date the drill was completed, required field populated via the user. System updates Last Fire Drill Completed field automatically based on what is in this field.
C) **School Name**- text field used to indicate school drill was completed at and shall be read only and pre-populated based on the work request
D) **Time Conducted** – time field used to indicate the time the drill was started, required field populated via the user. System updates Last Fire Drill Completed field automatically based on what is in this field.

E) **Address**- text field used to indicate school address drill was completed at and shall be read only and pre-populated based on the work request
F) **Number of Students** – numeric field used to indicate # of students at the school and shall be read only and pre-populated based on the work request
G) **Fire Drill** checklist presented when the type of drill is **Fire,** required fields populated via the user if for Fire Drill
H) **Shelter-in-Place** checklist presented when the type of drill is **Shelter-in-Place** required fields populated via the user if for SIP
I) **Earthquake** checklist presented when the type of drill is **Earthquake**, required fields populated via the user if for Earthquake
J) **Overall Drill Rating** checklist presented for all drill types, required field populated via the user. (E= Excellent, S=Satisfactory, U=Unsatisfactory
K) **Discrepancies** – check of No/Yes ,required field populated via the user. If Yes is selected, L-P are displayed
L) **Alarms Discrepancies** If Discrepancies = Yes, check of No/Yes presented and is required and populated via user. If Yes, selected, checklist of detailed discrepancies (refer to screens below) appears and detail is required and populated via user
M) **Sprinklers Discrepancies** If Discrepancies = Yes, check of No/Yes presented and is required and populated via user. If Yes, selected, checklist of detailed discrepancies appears (refer to screens below) and detail is required and populated via user
N) **Hydrant Discrepancies** If Discrepancies = Yes, check of No/Yes presented and is required and populated via user. If Yes, selected, checklist of detailed discrepancies appears (refer to screens below) and detail is required and populated via user
O) **Extinguisher Discrepancies** If Discrepancies = Yes, check of No/Yes presented and is required and populated via user. If Yes, selected, checklist of detailed discrepancies appears (refer to screens below) and detail is required and populated via user
P) **Non-Life Safety System Discrepancies** If Discrepancies = Yes, check of No/Yes presented and is required and populated via user. If Yes, selected, the system will allow entry of details (refer to screens below). Detail is required and populated via user
Q) **Drill Status** check box selection required and populated via user. Only allow the selection of multiple if Only Complete-LSS Discrepancies and Complete-Non-LSS Discrepancies are selected.
R) **Time Drill took** numeric field used to record minutes and/or seconds, required and populated via user. System updates Time Last Drill took automatically based on what is in this field

- If there are Alarms, or Sprinklers or Hydrant or Extinguisher Discrepancies, the system shall provide a **Resolution** field for each category. The **Resolution** field shall be a text field which is required to be completed for each Yes discrepancy.

(Step 12, 13, 15, 17) Drill Report

Clark County Fire Department Drill Report

A Type of Drill: ☐ Fire ☐ Shelter-in-Place ☐ Earthquake

B Drill Date: __________

C School Name: ______________________________________

D Time Conducted: ___________

E Address: ____

F Number of Students: __________

R Time Drill took: _____min_____sec

G **Fire Drill:** ☐

Promptness & orderliness of movement:	☐ E	☐ S	☐ U
All exit doors & stairways unobstructed:	☐ E	☐ S	☐ U
Custodian simulates shut down of ventilation system:	☐ E	☐ S	☐ U
All occupants evacuated and accounted for:	☐ E	☐ S	☐ U
All interior and hallway doors were closed	☐ E	☐ S	☐ U
Students clear of buildings	☐ E	☐ S	☐ U
Proper alarm activation	☐ E	☐ S	☐ U

H **Shelter-in-Place:** ☐

Students accounted for inside the building	☐ E	☐ S	☐ U
Outside exterior doors are locked and taped	☐ E	☐ S	☐ U
Classroom doors are locked and taped	☐ E	☐ S	☐ U
Proper sign was placed on front door	☐ E	☐ S	☐ U

I **Earthquake:** ☐

Students clear of buildings	☐ E	☐ S	☐ U
Students conducted Drop, Cover & Hold-On	☐ E	☐ S	☐ U
Students accounted for inside the building	☐ E	☐ S	☐ U
All occupants sheltered & accounted for:	☐ E	☐ S	☐ U

J **Overall Drill Rating:** ☐ E ☐ S ☐ U

______________________________ Print Name of CCFD Representative

______________________________ Signature of CCFD Representative

______________________________ Print Name of School Representative

______________________________ Signature of School Representative

(K) **Discrepancies:** .... ☐ No ☐ Yes

(L) **Alarms Discrepancies:** .... ☐ No ☐ Yes

Serviced and tagged: .... ☐ No ☐ Yes

If no, list details and explain: ____

Alarm panel accessible: .... ☐ No ☐ Yes

If no, list details and explain: ____

Proper audible /strobe throughout for drill type: .... ☐ No ☐ Yes

If no, list details and explain: ____

Other alarm issues not listed above: ☐ (Be as specific as possible) ________________________________
____
____

Resolution: ☐
____
____
____
____
____

(M) **Sprinklers Discrepancies:** .... ☐ No ☐ Yes

Serviced and Tagged: .... ☐ No ☐ Yes

If no, list details and explain: ____

Riser room labeled and accessible: .... ☐ No ☐ Yes

If no, list details and explain: ____

Wrenches and spare sprinkler heads in box.. ☐ No ☐ Yes

If no, list details and explain: ____

FDC visible and accessible: .... ☐ No ☐ Yes

If no, list details and explain: ____

Other sprinkler issues: ☐ (Be as specific as possible) ________________________________
____
____

Resolution: ☐ ____

N **Hydrant Discrepancies:** .... ☐ No ☐ Yes

Visible and accessible: .... ☐ No ☐ Yes

If no, list details and explain: ______________________________

Resolution: ☐

____

____

____

____

____

O **Extinguisher Discrepancies:** .... ☐ No ☐ Yes

Serviced and tagged up to date: .... ☐ No ☐ Yes

If no, list details and explain: ______________________________

They are fully charged: .... ☐ No ☐ Yes

If no, list details and explain ______________________________

Resolution: ☐

____

____

____

____

____

P **Non Life safety system discrepancies:** (Be specific as possible) .... ☐ No ☐ Yes

1 ______________________________

____

2 ______________________________

____

3 ______________________________

____

4 ______________________________

____

Resolution: ☐

____

____

____

3

Q **Drill Status**

☐ **Complete-No Discrepancies**– No discrepancies found including Life Safety Systems and Non-Life Safety Systems.

☐ **Complete-LSS Discrepancies**- Discrepancies of the Life Safety Systems found – Drill its self is complete but there were discrepancies found.

☐ **Complete-Non-LSS Discrepancies**- Drill completed but there were areas that need improvement for the next drill – See the "Non-life safety system" discrepancies section.

☐ **Incomplete** – Unable to complete the drill due to the following reason
Reason: ____

Audit Trail:

1. An entry will be made for creation or modification of a **Drill Work Request**
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

- Only Prevention staff can reopen a request.

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

- The system shall provide the ability to see the # of discrepancies (violations) for a specified property (including schools) for a specified data range
- The system shall provide the ability to see a summary of the subtotals of the type of discrepancies and total # of discrepancies (violations)) within a specified data range
- A monthly report (see **Report Example**) shall be provided with the list of drills conducted for the month.
- **Nice-to-Have** The system will automatically email the report to the State Fire Marshal
- The report will be grouped by Fire Station and include the detail of fields:

a. School Name
b. School Address
c. Date/Time of Last Drill
d. Person who completed Drill
e. Platoon
f. Time to Complete
g. Problem
h. Resolution

Comments:

(Step 2.2) Fire Department will need to provide email addresses or distribution lists to send to. Current recipient for Clark County School District is Lisa Conner.

(Step 5)

- Assignment will need to be determined prior to implementation

(Step 2)

- The business will need to enter **School Information** manually prior to implementation
- The business will need to determine how the system will automatically assign this. (ie assign to Battalion Chief who will reassign, or reference a look up list of Stations and by station # to school assign to 1 of X number staff members)

(Step 6, 2.2)

- Inputs and outputs for email notification will need to be determined prior to implementation

Alternative Path 2 & 4 shall be subject to change depending on decisions made between the State Marshal and Clark County School District and the fire department. These paths will need to be finalized prior to implementation.

Report Example

May - School Drill Log 2012-2013 (*Blue indicates Day Cares with Pre-schools*)

Station #11						
Name	**Address**	**Date of FD, SIP or EQ**	**Time Conducted**	**Platoon**	**Time it took**	**Problems**
Children's Choice	3799 LV Blvd Sth					
Station #14						
Name	**Address**	**Date of FD or SIP**	**Time Conducted**	**Platoon**	**Time it took**	**Problems**
*Paradise Christian (Somerset)	2525 Emerson Ave					
Helen J Stewart E.S.	2375 E Viking Rd					
Will Beckley E.S.	3223 Glenhurst Dr					
St Viator's	4320 Channel 10 Dr					
*St Viator's E.S.	4246 S Eastern Ave					
Mt Olive Lutheran Academy	3975 S Sandhill Dr					
Valley H.S.	2839 Burnham Ave					
Station #15						
Name	**Address**	**Date of FD or SIP**	**Time Conducted**	**Platoon**	**Time it took**	**Problems**
Cashman M.S.	4622 W Desert Inn Rd					
Burke H.S.	4560 W Harmon Ave					
Las Vegas Day School	3275 Red Rock St					
*Wassell Academy	5000 W Edna Ave					
Elaine Wynn E.S.	5655 Edna Ave					
*Cornerstone Christian Academy	5825 W Eldora Ave					
Roundy E.S.	2755 Mohawk St					

Dept. Name: Fire Department
Process Name: FD-Create/Modify-Application/Request Process
Use Case Number: FD054
Created by (BA/BL/SME): Evelina Girard

Use Case Name: PlanPickup		
Level: User Goal		
Description: Customer needs to review plans electronically or pick up in person		
Precondition:		
Primary Actor: Customer		
Secondary Actor: Intake		
Related Use Case(s): • FD052-PlanSubmission • FD013-CustomerPaymentInPerson		
Success: • Customer is able to view and download plans electronically • Intake Staff is able to update Plans Location and work log successfully • System is automatically prepared for next steps		
Initial Path: Customer needs to review plans electronically. Plans were either Approved, Rejected or Require a Correction. Request is listed on Requests table.		
Actor	**System**	**Rate**
1. Customer is on Main/Home screen	2. System displays multiple tabs (Requests, Manage Permits, Alerts and Emails, etc)	
3. Customer selects Requests tab	4. System displays a Requests table (list) of the requests the user submitted that are open	
5. Customer selects a specific request to view/modify (ie it shows status of Plans Waiting Customer Review)	6. System checks if there are any fees outstanding on request	
	7. System determines there are no additional fees and unlocks documents.	
	8. System unchecks flag “Plans Ready for Customer Review”	
	9. System logs unlock and review activity in audit trail	
	10. System displays the **Request Detail**	
	11. System provides option to View Plans & any attached letters (ie correction letter, rejection letter)	
	12. System displays two windows. A) pdf display of letter(s) B) View of Electronic Plans	
Alternate Path 1: Customer needs to review plans electronically. Plans were either Approved,		

Rejected or Require a Correction. Request is listed on Requests table. Additional fees are owed on the request	
1.1 **(Step 7)** System determines there are additional fees due. 1.2 System calculates fees, and presents customer option to pay (Refer to FD012-CustomerPaymentOnline or Cancel view of request 1.3 User selects option to pay. 1.4 Once fees are paid, go to Step 9 -12	
Alternate Path 2: Customer needs to review plans electronically. Plans were either Approved, Rejected or Require a Correction. Request is listed on Requests table. Additional fees are owed on the request but user cancels, aborts review.	
2.1 **(Step 1.3)** User selects to Cancel, system returns user to main/Home Screen and process ends	
Alternate Path 3: Customer wants to submit questions around the review	
3.1 (Post Step 12) User is looking at the request and review detail and wants to request additional information. 3.2 System provide option to Request additional detail information" 3.3 User selects option and enters information into an email and submits 3.4 System sends Email Notification to assignee 4.5 (Time Delay) Assignee logs into system and opens request 4.6 Assignee responds to email within system 4.7 System sends response to customer	
Alternate Path 4: Customer needs to pickup paper plans in person. Plans were either Approved, Rejected or Require a Correction. No fees are due	
4.1 Intake is on Main/Home screen where Manage Work Console is displayed 4.2 Customer provides Intake request # plans need to be picked up for 4.3 Intake inputs request # and performs search 4.4 System performs search for exact and similar request #s 4.5 Intake selects specific request 4.6 System identifies if there are outstanding fees. 4.7 System verifies no additional fees due 4.8 System displays Request Detail 4.9 Intake checks Plans location and pulls plans and associated letters/attachments 4.10 Intake updates Plans Location (Picked up by Customer for example), inputs in work log the name of the person that picked up plans and saves 4.11 System retains information and inputs audit trail entry "Plans Picked up" and unchecks "Plans Ready for Customer Review" 4.12 Intake provides paper plans and attachments to customer	
Alternate Path 5: Customer needs to pickup paper plans in person. Plans were either Approved, Rejected or Require a Correction. Fees are due	
5.1 (Step 4.6) System determines there are additional fees due. 5.2 (Step 4.7) System calculates fees, and presents option to pay for request 5.3 Intake goes through process (Refer to FD013-CustomerPaymentInPerson) and completes payment 5.4 Continue to Steps 4.8-4.13	
Business Rules: **(Step 7)** Plans and letters cannot be unlocked/available for viewing or picked up until all fees associated with the plan are paid.	

(Step 11, 4.11) Once the customer picks up or reviews plans and attachments,

- If the plan was Rejected, there is no further action required within the system and the request shall be Completed/Closed
- If the plan required a Correction, the plan review phase continues and the customer is required to resubmit the plan with the corrections
- If the plan was Approved or Approved with conditions, the plan review phase is complete and an Inspection needs to be scheduled (Note: Some permit types will have exceptions and do not require an inspection- ie Civil Plan reviews-Final map and Mylar. Refer to **Fire Department Fee Table**)

Design:
(Step 12)

- The customer shall have the ability to print or download a copy of attached letters
- The customer shall have the ability to download a copy of the attached reviewed plan
- The customer shall have the ability to zoom in and zoom out, and view the "customer" comments on the electronic plan

(Step 4.6)

- The user must be able to attach documents to the email notification

<u>Audit Trail:</u>

1. An entry will be made for any modifications to the request
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):
(Step 11 & 12)

- The customer will only have the ability to view , download or print documentation
- If a correction was required, a customer can submit a plan revision as part of **FD052-PlanSubmission**

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

Dept. Name: Fire Department
Process Name: FD-Plans-Review
Use Case Number: FD055
Revision: 2/19/2013
Created by (BA/BL/SME): Evelina Girard

<table>
<tr><td colspan="3">Use Case Name: Plan Review</td></tr>
<tr><td colspan="3">Level: Summary</td></tr>
<tr><td colspan="3">Description:</td></tr>
<tr><td colspan="3">Precondition: Plan was submitted in person or electronically.</td></tr>
<tr><td colspan="3">Primary Actor: Plans Checker</td></tr>
<tr><td colspan="3">Secondary Actor: Customer</td></tr>
<tr><td colspan="3">Related Use Case(s):
FD066-CivilPlanReview</td></tr>
<tr><td colspan="3">Success:
• Plan review is completed and documented
• Email notification is sent to customer
• Status of request and plan status is updated
• Overtime is automatically calculated
• Escalating and overtime fees calculated and applied</td></tr>
<tr><td colspan="3">Initial Path: Plan review is required of hard copy plan and plan is compliant and Approved or Approved w/ Conditions</td></tr>
<tr><th>Actor</th><th>System</th><th>Rate</th></tr>
<tr><td>1. User reviews Work Management Console in system</td><td></td><td></td></tr>
<tr><td>2. User double-clicks on a specific request to review- (item due soon)</td><td>3. System displays Detail of Request</td><td></td></tr>
<tr><td></td><td>4. Request detail indicates plans are not attached electronically and are located in a specific bin</td><td></td></tr>
<tr><td>5. User retrieves hard copy plans from specified Plan Location</td><td></td><td></td></tr>
<tr><td>6. User updates Plan Location in system</td><td>7. System sets Plans Status to In Review</td><td></td></tr>
<tr><td>8. User reviews plans for code compliance</td><td></td><td></td></tr>
<tr><td>9. User makes notes on hard copy plans</td><td></td><td></td></tr>
<tr><td>10. User selects option to input review results in system</td><td>11. System displays checklist of items required to be reviewed for specific type of permit or plan review (Refer to Fire Sprinkler System Checklist Example)</td><td></td></tr>
<tr><td>12. User checks off items reviewed and adds notes</td><td></td><td></td></tr>
<tr><td>13. User inputs device counts, sq</td><td></td><td></td></tr>
</table>

footage, quantities, etc. (Refer to ***Device Detail Example***)		
14. User views and edits # of required inspections		
15. User inserts approval comments and sets Plan Status- Review Complete-Approved in system and inputs approval on hard copy plans (Date/Time Approval Stamp and Signature)		
16. User puts plans in bin for Intake return		
17. User updates Plan bin location in system		
18. User records start and stop date/time		
	19. System calculates if overtime was needed for plan review	
	20. System calculates if escalating fees apply	
	21. System calculates total fees due	
	22. System identifies no additional fees apply	
	23. System flags Plans for "Ready for Customer Pickup"	
	24. System sends email notification to customer indicating the total fees due and Plans are ready for pickup with a link to schedule inspection.	
Alternate Path 1: Plan review is required electronically and plan is compliant and Approved or Approved w/ Conditions		
1.1 (Step 4) Request detail indicates plans are attached electronically 1.2 User navigates to attachments and selects plan attachment 1.3 System displays plans for review and markup 1.4 Go to Steps 7-8 1.5 (Step 9) User makes notes on electronic plans 1.6 Go to Step 10-14 1.7 (Step 15) System inserts approval comments from notes on electronic plans and sets Plan status- Review Complete-Approved in system and inputs approval on electronic plans (Date/ Time Approval Stamp and Signature) 1.8 Skip 16- 17 Go to Steps 18-22 1.9 (Step 23) System flags Plans for "Ready for Customer Review" 1.10 (Step 24) System sends email notification to customer indicating Plans are ready for review and link to schedule inspection		
Alternate Path 2: Plan is not compliant-Correction Letter needs to be issued for Hard copy Plans		
2.1 Steps 10-14- in addition-user adds individual violations and issues a correction		

letter as part of the process 2.2 (Step 15) User inserts comments and sets Plan status-Review Complete-Correction Letter issued 2.3 System uploads Correction Letter for customer review 2.4 Go to Steps 16-23 2.5 (Step 24) System sends email notification to customer indicating Correction Letter is ready for download and Plans are ready for pickup 2.6 System emails area inspector regarding correction letter issued	
Alternate Path 3: Plan is not compliant-Correction Letter needs to be issued for Electronic Plans	
3.1 Steps 10-14- in addition user adds individual violations and issues a correction letter as part of the process 3.2 (Step 15) System inserts comments from notes on electronic plans and sets Plan status-Review Complete-Correction Letter issued 3.3 System uploads Correction Letter for customer review 3.4 Skip Steps 16-17, Go to Step 18-22 3.5 (Step 23)System flags Plans for Ready for Customer Review 3.6 (Step 24) System sends email notification to customer indicating Plans and Correction Letter are ready for review 3.7 System emails area inspector regarding correction letter issued	
Alternate Path 4: Plan is not compliant-Plan is rejected for Hard copy Plans	
4.1 Steps 10-12- in addition-user adds individual violations 4.2 Skip Steps 13-14 4.3 (Step 15) User inserts rejection reason and sets Plan status-Review Complete-Rejected 4.4 System uploads Rejection Letter for customer review 4.4 Go to Steps 16-19 4.5 Skip Step 20 4.6 Go to Steps 21-23 4.7 (Step 24) System sends email notification to customer indicating Plans have been rejected and are ready for pickup	
Alternate Path 5 : Plan is not compliant-Plan is rejected for Electronic Plans	
5.1 Steps 10-12- in addition user adds individual violations 5.2 Skip Steps 13-14 5.3 (Step 15) User inserts rejection reason sets Plan status- Review Complete-Rejected 5.4 System uploads Rejection Letter for customer review 5.5 Skip Steps 16-17 5.6 Go to Steps 18-19 5.7 Skip Step 20 5.8 Go to Steps 21-23 5.9 (Step 24) System sends email notification to customer indicating Plans have been rejected and are ready for pickup	
Alternate Path 6: More information is needed from the customer	

6.1 During Step 8, User needs more information from the customer. User changes Plan Status to “Review Pending Customer Informaton” 6.2 System prompts user to enter detail of information needed 6.3 System emails customer with detail of information requested. 6.4 Customer submits email to system with additional information or contacts Plans Checker 6.5 User sets Plans Status to “In Review” and returns to Step 8 and continues initial path	
Alternate Path 7: Plans Checker needs to identify Hazardous Material	
7.1 After Step 13 User identifies Hazardous Material is onsite or being utilized. System allows option to Add individual items of Hazardous material/inventory. 7.2 User adds individual items and quantities/volumes, etc 7.3 Based on selection System identifies permits required for that specific Hazmat and if permit has not been requested, prompts the user to add the permit to the compliance requirements list for that parcel 7.3 Continue to Step 14-24	N
Alternate Path 8: Plans Checker needs to request a Peer Review (another Plans Checker to review the plan)	
8.1 **(Step 10)** System provides option to add an additional plan review from another plans checker 8.2 System prompts user to select assignee 8.3 User selects assignee 8.4 System prompts for Reason for Additional Review 8.5 User enters detail of why another review is required and saves 8.6 System adds another peer review to the plan and assignment shows up in peers work assignment queue. 8.7 System adds another layer of plan review approval 8.8 User continues to Step 11	N
Alternate Path 9: Plans Checker needs to reassign request	
9.1 (After Step 3) User reviews detail of request and needs to reassign the review to another plan checker. 9.2 System provides an option to reassign and select from a list of staff members 9.3 Plan checker selects staff member and saves 9.4 System retains assignment change, removes calendar entry from original assignee’s calendar, checks new assignee’s calendar and inputs plan review in an available timeslot (prior to plan review due date). 9.5 System updates all calendars and sends email notification to customer, and management. 9.5 Process starts back over at Step 1 for new assignee.	
Business Rules: **(Step 15, 1.7)** • Approved plans require a signature and date/time of approval **(Step 23)** • At any path in this use case if there are additional fees that need to be collected, the system will email the customer indicating additional fees have been applied and need to be paid; Letters and plans will be locked for review until the fees have been paid. If there are outstanding fees, the system will prompt the user for payment and require	

payment before releasing any documents.

- If plans are a hard copy to be picked up, the system will prompt the Fire Department staff for payment of fees prior to releasing any documents.

Design:

- All letters issued through the system shall be attached to the request and/or related permit(s) and shall be available to download or print.

(Step 3) Detail of Request

- Request Type submitted
- Company that submitted the request
- Contact for the request
- Due Date of Plan Review
- # of Plan Reviews Completed
- # of Inspections Completed
- Plan location
- Assessor Parcel Number
- Parcel Address
- GIS coordinates
- Historical Data
  a) View of Previous Plan Review Details
  b) View of Inspections

(Step 3) System will provide visibility to the following information from other departments or systems:

- Zoning Detail
- Occupancy type
- Certificate of Occupancy
- Total Square Footage
- Municipal/Private Building Flag(Government owned versus Private)
- Tenant Name
- Tenant Contact Information
- Owner Name
- Owner Contact Information
- Related Documentation for the parcel (documents w/in an imaging system)

(Step 12-14) System will provide the functionalities and the ability to input the following levels of information:

- Plan Location
- Special Conditions for a permit
- Add individual violations and fire code associated with it
- View current required inspections and Add/Remove inspections
- Identify violations that have been corrected
- Issue a correction letter for a set of plans that require minor or major changes
- Issue a rejection letter for plans that are incomplete or require a complete rework
- Add individual items/inventory of Hazardous Material detail found on the plan
- Add Hazardous Material Categorization on a specified address/parcel
- Plan Review Start and End Date/Time (time it took to complete the plan review)

- Record specific devices, quantities and/or square footage related to a specific plan
- Request Additional information from customer electronically (email)
- Ready for Customer Plans Pickup (checkbox)
- Reassign the request to another Plans Checker
- Record Plan status:

a) Assigned
b) In Review
c) Review Pending Customer Information
d) Review Complete-Correction Letter Issued
e) Review Complete-Approved w/Conditions
f) Review Complete-Approved
g) Review Complete-Rejected, Rejection Reason

(Step 13) System will require entry of counts, quantities etc, based on permit requested and/or plan type. Items are required to be entered for escalating fees.
(Step 15, 1.7) A Plan Approval Expiration Date will be automatically set to 180 days from approval date.
(Steps 19-24)

- Steps 19-24 shall occur independently and shall not be held up by one of the other steps.

(Step 1.3-1.5)
Electronic Plans-System allows the capabilities to:

- Select and zoom in/out of a section
- Perform an overlay comparison of previous plan reviews for same address
- Insert Notes or comments
- Mark Violations
- Mark Hazardous Materials
- Stamp Date/Time of Approval
- Stamp Electronic Signature

(Steps 2.3 3.3, 4.4, 5.4)

- **Nice-to-Have-**System will provide a view of the letter prior to making it available to the customer. The user may modify the letter prior to uploading it for the customer.

(Alternate Path 8) If another resource is required for a plan review, the separate layer of approvals must allow the additional resource to go through the same steps as the primary resource. In other words, results must be inputted, an approval or rejection, time spent on the review, etc.
(Post Plan Review Completion)

- **Nice-to-Have-**System will randomly select X% of all plan reviews-or a specific type of plan review- within the month and assign a task to management to review the results for quality assurance.

Audit Trail:

- An entry will be made for any plan review activities
- Audit trail information will include User id, date/time, brief detail of transaction

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

- Must be able to pull a report of outstanding plan reviews.

Comments:

- Depending on functionality of application the type of states(statuses) and selection of states(statuses will need to be determined prior to implementation. Example …will there be a Primary Work Request (customer request) with multiple related Work Tasks that get triggered (plan review, inspection) which will necessitate multiple states (Plan Status, Inspection Status)or will there always be one Primary Request which will only have one Status but a list of many selections.
- **Alternate Path 8** will need to identify if peer counts towards final approval of plans
- **(Step 11 and 13)** Prior to implementation will need to establish mapping and fields of information required for each permit
- Email inputs/outputs will need to be determined prior to implementation

Fire Sprinkler System Checklist Example

Checklist Items

• Water supply insp report, plan view	• Hydraulic placard detail
• Exterior riser room	• Anti-freeze, approval letter, loop detail, calculations
• Riser Detail, section view	
• FDC, location, detail	• Dry system, valve, drains, 60-sec
• Hanger locations, details, spec	• Inspector Test Valve
• Brace locations, details, spec	• General Notes, per guideline
• Sprinkler selection, spec	• Sprinkler legend, symbol, SIN, #
• Sprinkler Spacing, obstructions	• Title block, project name, address, contractor info, license info
• Hydraulic Calculations, nodes	

Device Detail Example

<table>
<tr><td rowspan="3">Code
• 13
• 13R
• 13D
• 30
• 409
• Other</td><td rowspan="3">Type of System
• Wet
• Dry
• Preaction
• Deluge
• Foam
• Antifreeze</td><td>Fire Pump?
• Yes
• No</td><td>Design Density (text)</td><td>Design Area (text)</td><td>K-factor (text)</td></tr>
<tr><td>ESFR?
• Yes
• No</td><td># of Heads
(text)</td><td>End Head Pressure
(text)</td><td>K-Factor
(text)</td></tr>
<tr><td>Specification Appl Heads (including EC)
• Yes
• No</td><td># of Heads
(text)</td><td>End Head Pressure
(text)</td><td>K-Factor
(text)</td></tr>
</table>

Correction Letter Example

Clark County Fire Department
Correction Letter
575 E Flamingo Rd • Las Vegas, NV 89119 • (702) 455-7316

IMPORTANT: Always use the application number below when requesting inspections or information regarding this application.

Application Number: 12-00049535 **App Date:** December 21, 2012
App Type: FD UNDRGRND FIRE SRVC MNS PLAN REVIEW
Contractor: PEDRO MCCRACKEN DESIGN
Major Property / Event Name: JACK IN THE BOX
Property Address: *NONE
APN: 177-30-401-027
Tenant Name and Number: W CATUS/S DECATUR
Name: PEDRO MCCRACKEN DESIGN **Phone #:** (702) 365-9312 **Fax #:**
Contact Address: 4470 YANKEE HILL RD #100, ROCKLIN, CA, 95677

The following corrections are required:

Action Date	Action Description	Action By
January 4, 2013	CORRECTION LETTER SENT	#STEVE WHITE

Notes:
1) Provide CCFD General Notes. A sample of these may be found on the CCFD web-site.
2) Provide a Fire Flow Information Block. A sample has been provided.
3) Provide a CCFD Signature Block. A sample has been provided.

Resubmit two sets of corrected plans, the disapproved plan, this correction notice and any documentation or paperwork necessary to continue this review.

Dept. Name: Fire Department
Process Name: FD-Plans-Review
Use Case Number: FD056
Revision: 2/19/2013
Created by (BA/BL/SME): Evelina Girard

<table>
<tr><td colspan="3">Use Case Name: System-Auto-CalculatePlanDueDate</td></tr>
<tr><td colspan="3">Level: User Goal</td></tr>
<tr><td colspan="3">Description: System shall calculate the Plan Due Date based on specified information submitted within the request</td></tr>
<tr><td colspan="3">Precondition:</td></tr>
<tr><td colspan="3">Primary Actor: System</td></tr>
<tr><td colspan="3">Secondary Actor: Customer, Fire Department Staff</td></tr>
<tr><td colspan="3">Related Use Case(s):
• FD052-PlanSubmission
• FD069-Select-ModifyService</td></tr>
<tr><td colspan="3">Success:
• System auto-calculates Plan Due Date and updates request</td></tr>
<tr><td colspan="3">Initial Path : System receives a plan submission for a new request</td></tr>
<tr><th>Actor</th><th>System</th><th>Rate</th></tr>
<tr><td></td><td>1. System receives a request with a plans submission</td><td></td></tr>
<tr><td></td><td>2. System evaluates Plan Category and determines request is a new plan review</td><td></td></tr>
<tr><td></td><td>3. System evaluates Date Plans are submitted (current date)</td><td></td></tr>
<tr><td></td><td>4. System evaluates Plan Service requested</td><td></td></tr>
<tr><td></td><td>5. System calculates Plan Review Due Date (Date Plans Submitted +Plan Service requested period) and populates request or task Due Date. (i.e if current date is 2/11/2013 12:00PM and requested service is 48 hours, Due Date is 2/13/2013 12:00PM)</td><td></td></tr>
<tr><td colspan="3">Alternate Path 1: System receives a revision (Swap-Out) for an existing request that has not started review</td></tr>
<tr><td colspan="2">1.1(Step 2) System determines request is a Swap-Out
1.2 System goes to steps in FD069 and presents services available
1.3 User selects service for plans swapped out
1.4 Continue steps 3-5</td><td></td></tr>
<tr><td colspan="3">Alternate Path 2: System receives a revision (Revision) for an existing request (open or closed) that has already been approved</td></tr>
<tr><td colspan="2">2.1(Step 2) System determines request is a Revision for a plan already approved
2.2 System goes to steps in FD069 and presents services available
2.3 User selects service for plans swapped out
2.4 Continue steps 3-5</td><td></td></tr>
<tr><td colspan="3">Alternate Path 3: System receives a revision (Correction) for an existing request that has</td></tr>
</table>

been issued a correction letter.	
3.1 (Step 2) System determines submission is a revision that is required in response to a correction letter 3.2 Go to Step 3 3.3 (Step 4) System evaluates service requested in previous plan review. Based on service selected, evaluates Correction Plan Target 3.4 (Step 5) System calculates estimated Plan Review Due Date (Date Plans Submitted + Correction Plan Target Period) (i.e, if 24hrs was the service selected, then the correction review would be expected to be completed in 12 hours) 3.5 System evaluates if estimated Plan Review Due Date will done in time to meet Event/Project Start Date. If time is insufficient, system will go to FD069 and presents services available and continue to steps 1.3-1.4. If time is sufficient populates request or task Due Date.	

Business Rules:

- Plan Due Date can only be changed via Management

Design:

(Step 3.4) Correction Plan Target

24hr Plan Review Service	48hr Plan Review Service	5 business days Plan Review Service	10 business days Plan Review Service	15 business days Plan Review Service	20 business days Plan Review Service	OTC
12hrs	24hrs	2.5 business days	5 business days	7.5 business days	10 business days	Same Day

Audit Trail:

1. An audit trail entry will be made for creation and modification of Plan Due Date
2. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

(Step 5)

- Correction Plan Targets may be subject to change and will need to be verified prior to implementation

(Step 3.5)

This step will need to take into consideration time required for inspection. Fire Department will need to determine what that lee way time is.

Dept. Name: Fire Department
Process Name: FD-Plans-Review
Use Case Number: FD057
Revision 2/5/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: SystemMonitoring-PlanApprovalExpiration

Level: User Goal

Description: System monitors requests daily for plans that have been approved but have not had an inspection scheduled

Precondition: Plan approval expiration date is required to be set- Refer to FD055-PlanReview

Primary Actor: System

Secondary Actor:

Related Use Case(s):
FD055-PlanReview

Success:
- Notifications are sent out from the system via email
- Requests with no continued activity are cancelled.

Initial Path : System identifies open requests with an approved plan due to expire and sends a reminder email notification

Actor	System	Rate
	1. The system monitors and identifies open requests that have an approved plan and have a Plan Approval Expiration Date X, Y, or Z days (ie 90, 60, 30 days) from current date AND do not have an inspection scheduled.	
	2. For each plan that meets the criteria in step 1, the system will send an email notification to the customer with a reminder to schedule an inspection.	

Alternate Path 1: System identifies open requests with an approved plan with a Plan Expiration Date past current date.

1.1 The system monitors and identifies open requests that have an approved plan where current date is past the Plan Approval Date AND does not have an inspection scheduled. 1.2 For each plan that meets the criteria in Step 1.1, the system will automatically cancel the request (set the status to Cancelled with Status Detail to “Plan Expired”)	

Business Rules:
(Step 2)
- The system will send a maximum of 3 reminder notices within a 180 day period

(Step 1.2)
- If the request has more than one permit related to the request and the related permits have activity (inspections, plan reviews) in progress, the system will send a monthly reminder until an inspection has been scheduled for the specified permit.

Design:
(Step 1)

- 3 email templates will be used which will contain different verbiage and variables for the X, Y, and Z day reminder

Audit Trail:

1. An audit trail entry will be made for notifications sent out from the system.
2. An audit trail entry will be made for modification to a request
3. Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

- A report shall be provided which filters out Plan Approvals due to expire in a user specified date range.
- A report shall be provided which filters out request status of Cancelled with Status Detail of Plan Expired in a user specified date range.
- Field detail will include the following and report can be sorted by Company or Business Address:

1. Business(Company) Name and Mailing Address
2. Business Address
3. Request #
4. Permit Type
5. Permitted Address
6. Assessor Parcel Number
7. Plan Approval Expiration Date

Comments:

(Step 2) Email outputs and inputs will need to be determined prior to implementation

Dept. Name: Fire Department
Process Name: FD-Inspection-Perform Inspection
Use Case Number: FD058
Revision: 2/6/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Schedule-RescheduleInspection		
Level: User Goal		
Description: Inspection needs to be scheduled or rescheduled.		
Precondition:		
Primary Actor: Customer		
Secondary Actor: Scheduling		
Related Use Case(s): • FD004-PopulatePersonInformation • FD012-CustomerPaymentOnline • FD013-CustomerPaymentInPerson • FD015-CustomerCheckRequestStatus • FD019-System-Auto-Assignment-Inspection • FD046-System-Auto-Assignment-Plans		
Success: • Inspection is scheduled • Assignments are updated • Calendars are updated • Fees are calculated and assessed and payment accepted • Alert sent out to mobile device		
Initial Path: Customer wants to reschedule an Inspection		
Actor	**System**	**Rate**
1. User is on Main/Home screen	2. System displays multiple tabs (Requests, Manage Permits, Alerts and Emails, etc)	
3. User selects Requests tab	4. System displays a Requests table (list) of the requests the user submitted that are open	
5. User selects a specific request to view/modify	6. System finds request and identifies if there are any outstanding fees associated. If there are outstanding fees associated, alert user.	
	7. System displays the **Request Detail**	
	8. System displays option to Schedule/Reschedule Inspection	
9. User selects Schedule/Reschedule Inspection	10. System checks if Inspection has already been scheduled.	
	11. System detects a scheduled Inspection and displays dialogue	

	with current Inspection date/time and option to select new date/time	
12. User selects a new date/time using a calendar widget	13. System checks for designated inspector and availability. Refer to **FD019-System-Auto-Assignment-Inspection**	
	14. System displays confirmation of date/time and inspector to be assigned	
15. User confirms inspection date/time	16. System displays inspection contact information and prompts user to confirm inspection contact	
17. User confirms inspection contact	18. System calculates if there are any additional fees for inspection and any outstanding fees due.	
	19. System detects there are no fees due	
	20. System submits request and creates related inspection task.	
	21. System displays inspection in Fire Department assignee work console and calendar of assignments	
	22. System returns message- *inspection for Request # has been scheduled successfully*	
	23. System returns user to main screen/home page	
Alternate Path 1: Customer wants to schedule an Inspection		
1.1 **(Step 11)** System detects an inspection has not been scheduled 1.2 System displays a dialogue to schedule the inspection 1.3 **(Step 12)** User selects date/time using the calendar widget 1.4 Continue to **Steps 13-23**		
Alternate Path 2: Additional Fees are applied or outstanding fees are due on either a New Inspection or Reschedule		
2.2 **(Step 19)** System detects additional fees are due or there are outstanding fees. 2.3 System prompts User with dialogue which displays detail of fees due 2.4 System takes User through payment process (Refer to FD012-CustomerPaymentOnline or FD013-CustomerPaymentInPerson) 2.5 User completes payment process 2.6 Continue to **Steps 20-23**		
Alternate Path 3: Customer contacts Fire Department Scheduling to schedule or reschedule an Inspection		
3.1 Scheduling is on Main/Home screen where Manage Work Console is displayed 3.2 Customer provides Scheduling request # Inspection needs to be rescheduled for 3.3 Scheduling inputs request # and performs search 3.4 System performs search for exact and similar request #s		

3.5 Scheduling selects request 3.6 System finds request and identifies if there are any outstanding fees associated. If there are fees associated, system alerts Scheduling Staff 3.7 System displays Request Detail and option to Schedule/Reschedule Inspection 3.8 Intake selects option to Schedule/Reschedule Inspection 3.9 System checks if Inspection has already been scheduled. 3.10 If System detects a scheduled Inspection , it displays dialogue with current Inspection date/time and option to select new date/time. If System detects inspection has not been scheduled, it displays dialogue to select date/time for the inspection. 3.11 Go to **Steps 12-18** 3.12 **(Step 19)** If System detects additional fees are due, system will alert User, apply additional fees to Company account and send email notification to customer with outstanding dues. 3.13 Go to **Steps 20-23**	
Alternate Path 4: Inspection contact needs to be modified	
4.1**(Step 17)** Inspection contact needs to be modified. 4.2 System allows user to update inspection contact information 4.3 User updates inspection contact information and selects continue 4.4 Continue to Steps **18-23**	

Business Rules:

(Step 8 & 1.1)

- If the request required plans submission**,** an Inspection cannot be scheduled until Plans have been Approved (Note: There are some Permit Types this rule does not apply to and where after plan review an inspection is not required Refer to the **Fire Department Fee table**)
- The system shall schedule inspectors to perform a minimum of X hours of inspections per day during business hours.
- Inspection times calculated in the system shall include travel time
- The system shall fill an inspector's day with additional inspections if scheduled inspections run shorter than what is pre-calculated.
- Anything outside of designated business hours for a staff member is considered overtime.
- The system will not be expected to reallocate workloads when employees call in sick.

Design:

(Steps 1-7)

- The customer shall also have the ability to search for a request using request #, Company, or Submitter. (Refer to **FD015-CustomerCheckRequestStatus**)

(Intial Path)

- **Nice-to-Have** If the original inspection or new inspection date/time is for the current date, system will send an alert regarding the inspection to the inspector's mobile device

(Alternate Path 4)

- **Nice-to-Have** The system shall provide the option to manually assign a date/time and inspector or let the system determine assignment (**FD019-System-Auto-Assignment-Inspection)**

(Step 16 & 17) • **Inspection Contact Information** shall contain the same attributes collected for any Person Information (Refer to FD004-PopulatePersonInformation) **<u>Audit Trail:</u>** 1. An entry will be made for each creation or modification of an inspection 2. Audit trail information will include User id, date/time, brief detail of transaction
Security Requirement(s): • Scheduling and Management will have the ability to reassign work assignments
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria:
Reporting:
Comments:

Dept. Name: Fire Department
Process Name: FD-Permit-Renewal-Expiration
Use Case Number: FD059
Created by (BA/BL/SME): Evelina Girard

Use Case Name: SystemMonitoring-OutofBusiness		
Level: Summary		
Description: System monitors Companies that become Inactive (Out of Business) and creates a work request to Finance to verify and deactivate the Company profile and cancel open related requests or permits.		
Assumptions: • This use case assumes Company data may be separated- (ie Business License has their own set of Company data, Building has their own Company data, etc.).		
Precondition: • Company/Business information is tracked and retained in the system and Company is Active		
Primary Actor: System		
Secondary Actor: Finance, Business License		
Related Use Case(s): • FD010-Create-Modify Company • FD050-Create-ModifyInvestigation • BL10-01 Out of Business-Placing Business OB - BO Initiated		
Success: System automatically sends work request to Finance		
Initial Path: System runs daily scan for Companies that change to Inactive/out of business and creates a Work Request assigned to Finance.		
Actor	**System**	**Rate**
	1. System runs a daily scan/monitor for Business (Company) that becomes Inactive and Company profile is Active	
	2. System detects an Inactivation on a Business	
	3. System verifies there isn't a work request already	
	4. System checks for related open requests and/or Active permits to Business/Company	
	5. System creates **Work Request** to Finance	
6. (Time Delay) Finance reviews work request and validates if Company is out of business		
7. Finance modifies Company profile and changes Company to Inactive (Refer to FD010-Create-Modify Company)		

8. Finance cancels any open requests		
9. Finance changes permits to Inactive		
10. Finance closes work request		
Alternate Path 1: Finance discovers Company is still in business		
1.1 (Step 6) Finance discovers Company is still in business 1.2 Finance opens an Investigation (Refer to FD050-Create-ModifyInvestigation) 1.3 (Time Delay) Business License confirms and verifies status 1.4 Dependent on what is discovered in 1.3, Finance may do 1 of two things A) Continue to 7-8 B) Go directly to Step 10		
Business Rules: (Step 1) Inactive shall be defined as businesses that have a Business License status of one of the following: • Out of Business • Application Terminate • Revoked – Delinquent Note: This will have to be re-evaluated based on what Business License status is in the new system.		
Design: **(Step 1)** Changes in Company status shall be detected through a Business License Company comparison to Fire Department Company data. **(Step 5)** Work Request will include list of open requests and Active permits detected in Step 4 **<u>Audit Trail:</u>** 1. An audit trail entry will be made for modification of Company data, Permit data, or request data. 2. Audit trail information will include User id, date/time, brief detail of transaction		
Security Requirement(s):		
Data Retention: *Not Applicable- will utilize existing data retention requirements*		
Search Criteria:		
Reporting: 1. A report shall be provided which displays A) The list of Companies which have gone out of business (become Inactive) within a specified date range		
Comments: • Preference for Company data is to have data shared and central for all departments • **(Assumptions)** If Company data is not separate and it is shared across departments (including Business License), this use case becomes invalid. It would then need to be determined: a) When business license inactivates a Company, does FD want to create a Work Request to close out any open requests or Active Permits b) Are there companies FD works with that Business License does not where the		

Company data will need to be inactivated?

(Pre-Step 1)

- A Company which declares it is out of business will need to submit a notification using a formalized process. It has been proposed by Fire Department that this begins with Business License.
- Will need to have Fire Department and Business License meet to establish what the process should be for the customer and answer questions
  a) If a paper form (which turns into a work request) or online form (which turns into a work request) needs to be completed? If outside CC jurisdiction, gets automatically assigned to whom?
  b) If FD finds a discrepancy between Business License company address data- notify via email in the system?

(Step 5)

- **Work Request** inputs will need to be determined prior to implementation

Dept. Name: Fire Department
Process Name: FD-Administrative-Overtime
Use Case Number: FD060
Revision: 2/21/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: System-Auto-Assignment-InspectionOvertime		
Level: Summary		
Description: System receives a request for overtime		
Precondition: Request for overtime Inspection		
Primary Actor: System		
Secondary Actor: Scheduling, Inspection, Customer		
Related Use Case(s): FD019-System-Auto-Assignment-Inspection FD058-Schedule-RescheduleInspection		
Success: • Alert Notification is sent to the inspector(s) • Inspection is scheduled • Assignments on work console and calendar are updated • Overtime Authorization is created and submitted to Management for approval • Receive overtime authorization approval electronically		
Initial Path: Overtime request has a Specialty Assignment and designated Inspector accepts overtime.		
Actor	**System**	**Rate**
	1. System receives a request that requires overtime inspection	
	2. System determine inspection is for a major property or event and looks up inspector under **Specialty Assignment (**Refer to FD019)	
	3. System sends an alert or notification to inspector	
4. (Time Delay) Inspector reviews alert or notification and selects Acceptance of overtime	5. System updates and displays overtime assignment on inspector work console and calendar	
	6. System notifies customer inspection overtime has been accepted	
	7. System sends approval (**Inspection Overtime Authorization**) to Management	
8. (Time Delay) Management reviews authorization and approves electronically		
Alternate Path 1: Overtime request has a Specialty Assignment and designated Inspector does not accept overtime or it is not accepted in a timely manner. Backup is notified and Accepts overtime request.		
1.1 (Step 4) Specialty Assigned Inspector does not Accept overtime request or request		

is not accepted in X minutes 1.2 System looks up inspector's Backup 1.3 System sends an alert or notification to Backup inspector. 1.4 Go back to Step 4 and continue to Steps 5-8.	
Alternate Path 2: Overtime request is not for a major property or event (Non-Specialty Assignment). Area inspector is notified.	
2.1 **(Step 2)** System determines overtime request is not for a Major Property or Event (Specialty Assignment) and looks up inspector under **Area Inspector Matrix** (Refer to FD019) 2.2 Continue to **Steps 3-6**	
Alternate Path 3: Overtime request is not for a major property or event (Non-Specialty Assignment). Backup is notified and Accepts overtime request.	
3.1 (Step 4) Area Inspector does not Accept overtime request or request is not accepted in X minutes 3.2 Go to Steps 1.2-1.3 3.3 Go to back to Step 4 and continue to Steps 5-8	
Alternate Path 4: Backup rejects Overtime request. Notify all inspectors with skillset and availability.	
4.1 **(Step 4)** During Alternate Path 1 or 3, Backup does not Accept overtime request or request is not accepted in X minutes 4.2 System checks availability of resources with skillset 4.3 System sends an alert or notification to all inspectors with skillset and availability 4.4 System waits X minutes for Accept responses 4.5 System checks Accept responses and assigns inspection to inspector that Accepted and has least amount of overtime logged for the year 4.6 Go to Steps 5-8	
Alternate Path 5: Overtime request is not accepted from any inspectors	
5.1 **(Step 4)** System does not receive any acceptance responses back within X minutes 5.2 System sends email notification to Scheduling & Management 5.3 Scheduling contact customer via phone to work on rescheduling. (Refer to FD058-Schedule-RescheduleInspection)	
Alternate Path 6: Management rejects overtime authorization	
6.1 (Step 8) Management rejects overtime authorization. 6.2 System prompts user for rejection reason 6.3 User enters detail of rejection reason 6.4 System sends an alert or email notification to scheduling and assigns task to scheduling to manually identify new inspection time/schedule or resource 6.5 (Time Delay) Upon manual reassignment and schedule change, system updates calendar and notifies customer via email of any changes.	
Business Rules: (Step 1) Inspection time is considered overtime when inspection has to occur outside of an inspector's normal business schedule (ie person works 8-5 and inspection date/time requested is for 6 p.m)	
Design: **(Step 3 & 4)** Alert shall be sent to the inspector's mobile device where he/she can select the option to Accept or Reject the overtime request. Clicking on Accept or Reject sends a	

response to the system. **(Step 4)** If Special Assigned Inspector or Area Inspector attempts to Accept the request after the Backup has already accepted, the system will prevent duplicate acceptance and alert the resource that the overtime was already accepted by another inspector. **(Step 5)** A 3 hour minimum is required and allotted when scheduling an overtime inspection Note: This rule will be subject to change based on overtime rules defined, related changes within the department and chargeback model related to FD021-System-Auto-CalculateOvertime. This will need to be more clearly defined prior to implementation. **(Step 7) Overtime Authorization** will contain the following information: • Request and/or Permit Numbers • Summary of Request and Permits • Inspector Assigned • Date of Inspection • Inspection Date/Time requested **Audit Trail:** 1. An audit trail entry will be made for creation and modification of any overtime requests, overtime authorizations and Accept/Reject responses. 2. Audit trail information will include User id, date/time, brief detail of transaction
Security Requirement(s):
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria
Reporting:
Comments: • Alert and Email Notification inputs and outputs will need to be determined prior to implementation

Dept. Name: Fire Department
Process Name: FD-Permit-Temporary
Use Case Number: FD061
Revision: 2/19/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: TemporaryPermitRequest		
Level: User Goal		
Description: Customer needs to submit a new request for a temporary permit		
Precondition: Customer already has a profile/login online and is logged into the site. Customer knows he/she needs a temporary permit.		
Primary Actor: Customer		
Secondary Actor: Intake		
Related Use Case(s): • FD002-PopulateAddressInformation • FD004-PopulatePersonInformation • FD005-PopulateCompanyInformation • FD012-CustomerPaymentOnline • FD013-CustomerPaymentInPerson • FD019-System-Auto-Assignment-Inspection • FD046-System-Auto-Assignment-Plans • FD069-Select-ModifyServices		
Success: • Temporary permit request is submitted successfully • Fees are assessed and payment taken • Plan Review Due Date is Scheduled and Assigned • Inspection is Scheduled and Assigned • Guidelines and Instructions provided to customer		
Initial Path: Customer is already logged into website and needs to submit a new request for one Temporary permit		
Actor	**System**	**Rate**
	1. System provides option to submit a request for a permit	
2. User selects request permit	3. System displays dialogue- “I know what permits are needed” Or “Estimate Permits needed”	
4. User selects “I know what permits are needed”	5. System provides option to enter permit name/type of permit the user is looking for	
6. User enters name (ie *Fireworks*)	7. System searches for permit name within Permit Type in the **Fire Department Fee Table**	
	8. System identifies list of permits types with Fireworks	
	9. System displays dialogue which provides list of permits user can	

	select i.e a) Fireworks Booth b) Fireworks Display Outdoor c) Fireworks/PyrotechnicasProximate Indoor/Outdoor d) Fireworks/Flame Effects	
10. User selects a permit type (i.e "Fireworks/Pyrotechnicas Proximate Indoor/Outdoor)	11. System prompts user *How long do you need the permit for?*	
12. User makes the selection and continues	13. Based on permit type selected and its reference in the **Fire Department Fee Table,** system identifies quantities or volume need to be defined	
	14. System prompts for user *What is the X (i.e # of device) ?*	
15. User enters the # of devices	16. System checks for guidelines/checklists and plan instructions associated with permit type and presents to user	N
	17. System provides option to download, view and print .pdf instructions	N
18. User selects option to download instructions and guidelines	19. System prompts for agreement that user has received a copy of the guidelines/checklists and plan instructions associated with permit and is he/she prepared to continue.	N
20. User selects Agree and continue	21. Based on permit type selection and how long permit is needed, System identifies what fire code applies, permit period type this falls under (in this example- Temporary) and details are required	
	22. System displays **Permit Request Detail**	
23. User completes **Permit Request Detail** and selects continue	24. System validates required field data and retains information	
	25. System prompts "Do you want to submit electronic plans or Paper Plans?"	
26. User selects Electronic	27. System displays dialogue to browse and select attachment	
28. User browses and attaches Plans and selects Upload	29. System accepts plans and sets Flag "Plans Uploaded from Customer"	
	30. System displays confirmation of Plan Upload being successful	

	31. Based on Event Start/End Date, system determines when plan review has to be complete/approved. System displays dialogue indicating Plan Review will need to be approved and completed by X date	
	32. System displays services available-Go to to **FD069-Select-ModifyServices)**	
33. User selects Plan Service	34. System retains information and queues up plans review for assignment (Refer to **FD046-System-Auto-Assignment-Plans**)	
	35. System prompts user "When are you ready for inspection?"	
36. User selects date/time and selects continue	37. System checks for availability and queues up inspection for assignment Refer to **FD019-System-Auto-Assignment-Inspection**	
	38. System calculates fees and takes payment from customer (**FD012-CustomerPaymentOnline**, (**FD013-CustomerPaymentInPerson**)	
	39. System retains transaction information, processes request and notifies on screen request was successful	
	40. System returns user to main/home screen	
	41. System displays request in list/table of submitted open requests	
Alternate Path 1: Customer selects option for Paper Plans		
1.1 **(Steps 26)** User selects Paper Plan 1.2 Skip **Steps 27-30** 1.3 Continue to **Steps 31-41**		
Alternate Path 2: (Nice-to-Have) Customer selects more than one permit type		
2.1 **(Step 5)** System provides option to see all permit types and select/check permit types required 2.2 Customer selects more than one permit 2.3 Skip **Steps 7-10** 2.4 Continue to **Step 11**-system prompts user to answer for each permit type 2.5 Continue to **Steps 12-14**-at **Step 14**, system prompts user for each permit type if required 2.6 Continue to **Steps 15-26** 2.7 **(Steps 27-30)** At **Step 26** if User selected Electronic, System provides user option to upload one plan to be used for all permits or upload different plans for each permit. If User selects option to upload different plans, the system will present		N

a dialogue for user to upload multiple plans and specify which permit the plan belongs to.

2.8 System and User continue to **Step 31-37**. However, system creates a request for each permit selected in the background

2.9 Continue to **Step 38** as part of fee calculation system presents view of itemized breakdown of fees for each permit

2.10 Continue to **Steps 39-41**

Alternate Path 3: Customer goes to Fire Station and submits request to Intake staff

3.1 Skip **Steps 1-4**

3.3 Continue to **Steps 5-41**

Business Rules:

(Steps 9-10)

- A temporary permit request for a Tent (FTTT) requires Title 30 approval from Comprehensive planning prior to plan submission

(Step 26)

- Plans have to be submitted via Electronic or Paper, not both

(Steps 25-37)

- Plans submission and Review, and Inspection is required as part of a Temporary Permit request.

(Alternate Path 2)

- If selecting multiple permit types the same Permit Request Detail (ie, Project Name Company, Address applies to all permits.

Design:

- A User can cancel the transaction anytime prior to payment. If this occurs, system will not fully retain the request information

(Step 11)

- System shall provide a drop-down list with one or more of the following selections based on Permit Type selected:

a. Valid 365 days-(Operational Only-Renewable) year after year
b. Less than or equal to 6 months(Temporary)
c. Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)

(Step 16) (Nice-to-Have) System shall store guidelines, checklists and instructions associated-for each permit type- or provide url link or view of document to exterior source

(Step 22) Permit Request Detail

Field Name	Data Type	Description/Comments	Fields for temporary permit requests	Fields for renewable permit requests	Fields for nonrenewable permit requests

Applicant Information	*<Person Information>*	Person submitting the request. If submitted by customer online, system will pre-populate based on profile information	Required	Required	Required
Event/Project Name	Alphanumeric	Name of the event or Project permit is for	Required	Required	Required
Address to be Permitted	*<Address Information>*	Physical address or location that is to be permitted	Required	Required	Required
Property Name	Alphanumeric	Name of property/complex, etc	Required	Required	Required
APN	Numeric	Assessor Parcel Number associated with the address or location. If address is populated first, system will attempt to pre-populate APN. If APN is populated first, system will attempt to pre-populate address	Optional	Optional	Optional
Municipal Property	Drop-down selection	Indicator if this is a government parcel (Clark County) Selection: -Yes -No Pre-populated based on building data and address entered	Required	Required	Required
Exact Location (hall,parking lot location, ballroom,etc.)	Alphanumeric	Text field used to describe where the event or project will take place.	Required	Not Applicable	Not Applicable
Company to be Permitted	*<Company Information>*	Company this permit will be issued to	Required	Required	Required
Event/Project Start Date	Date	Event/Project Start Date	Required	Required	Required
Event/Project End Date	Date	Event/Project End Date	Required	Required	Required
Contact	*<Person Information>*	Person who will be contacted regarding the plans and inspection.	Required	Required	Required
Business License #	Based on Business License data	Company's business license number	Not Applicable	Required	Required

Party Financially Responsible for Renewal of this Permit	*<Person Information>*	Person who will be contacted regarding the renewal. System shall allow entry of more than one contact	Not Applicable	Required	Not Applicable

(Step 23 continued)

- The system shall allow the user to input more than one contact with a description of contact

(Step 24)

- **Nice-to-Have** System will detect if the same permit type was recently requested for the same address/parcel and present an alert and summary review of the request so he/she can determine if the request still needs to be submitted or cancelled

(Step 28)

- System shall check for Title 30 approval from Comp Planning. If Title 30 approval is not stored within the system, then the system shall allow upload/attachment of scanned proof of Title 30 approval.
- If Title 30 approval has not been obtained and/or cannot be submitted, the transaction will be cancelled and the system will notify the customer that Comp Planning Title 30 approval is required prior to submission of the request.

(Step 37)

- Temporary permits are the only type that will have the inspection queued up/tentatively scheduled prior to the plan review completion. If the plan has not been approved prior to the inspection, the system will send a alert or email to the inspector and management regarding the plan status and leave the inspection scheduled as-is. The inspector shall have the capability to issue a “field permit” (permit without plan review being completed) (Note: This only applies to temporary permits only. The business will need to determine the alert or email inputs and outputs prior to implementation.
- **Nice-to-Have** (For Termporary Permits) System will send an alert (with event details) to the inspector on his/her mobile device if Venue/Project Start Date is less than 48 hours from submission date/time.
- System will identify number of inspections and # of inspectors required based on permit(s) selected (Refer to **Fire Department Fee Table**)

(Alternate Path 2)

- If the user selects multiple permit types, the system shall warn the user that information (ie, Company, Project Name) entered in the request will apply to all permits.

(Post Alternate Path 2)

- The system shall provide the an easy method to see all related permits requested on that submission (ie if 4 permit types were requested, and Fire Departments is viewing one of the permit requests, the system will show that 3 others are related to the submission.

<u>Audit Trail:</u>

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

Security Requirement(s):

- The customer can only modify the contact information or upload plans after submission

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

(Step 31) Business will need to determine plan completion lee way required prior to when permit is needed to identify what time is required for inspection

(Step 37) Design element- Business will determine what should occur with the Plan Review (i.e- cancel plan review, etc) if Field Permit is issued without a Plan Review

(Alternate Path 2)

- If a separate plan review, inspection and fees assessment cannot be created and tracked for each permit selected when selecting multiple permits, the submission process can only allow one permit selection per request.
- **(Step 16)** Instructions for submitting paper plans must be created and populated prior to implementation
- **(Step 24)-** It is to be determined if Comp Planning will have a Title 30 approval already in the system or if the User will need to upload a copy of Comp Planning's approval

Example of Fire Department Fee Table

FireCode [illegible]	Category	Fire Code	Permit Type	Inspection(s)	Plans Check Skill(s) for New System	Plans Required	Base Fee	Rush Fee	Req. Bldg Dept. App #/Bldg Dept Clearance	Escalating Fees?	Permit Period Type	Qty/Volume	24hr Plan Review Service (Drop-Off-in by noon-out by noon next	48hr Plan Review Service	5 business days Plan Review Service	10 business days Plan Review Service	15 business days Plan Review Service	20 business days Plan Review Service	OTC-Over the Counter Service
Operational IFCa 105.6.2	OPERATIONAL	FABT	Amusement Buildings	FD FIRE DEPT FINAL INSPECTION	ASSEMBLY/EXHIBIT	Y	$75.00	?	N	N	Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCa 105.6.58	OPERATIONAL	FART	Asbestos Removal	FD FIRE DEPT FINAL INSPECTION	HAZMAT/GASES/LIQUIDS	Y	$75.00	?	N	N	Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Construction IFCa 105.7.1	INSTALL/CONSTRUCTION	FDSC	Auto Sprinkler Sys - Indoor Covered Booth(s) > 1,000 SF & Tent(s) > 2,000 SF	FD BOOTH SPRINKLER FINAL FD BOOTH SPRINKLER VISUAL	SPRINKLER	Y	$75.00	?	N		Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCa 105.6.32	OPERATIONAL	FDCT	Candles and Open Flame	FD FIRE DEPT FINAL INSPECTION	ASSEMBLY/EXHIBIT	Y	$75.00	?	N		Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCb 105.6.4	OPERATIONAL	FCFT	Carnivals & Fairs	FD FIRE DEPT FINAL INSPECTION	ASSEMBLY/EXHIBIT	Y	$75.00	?	N	N	Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Combined Construction IFCa 105.7.3 and Operational IFCa 105.6.8	BOTH	FDCG	Compressed Gas	FD FIRE DEPT FINAL INSPECTION	HAZMAT/GASES/LIQUIDS	Y	$75.00	?	N		Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Combined Construction IFCa 105.7.4 and Operational IFCb 105.6.10	BOTH	FCST	Cryogen Systems (Includes: Fog Effects)	FD FIRE DEPT FINAL INSPECTION	HAZMAT/GASES/LIQUIDS	Y	$75.00	?	N		Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCb 105.6.13	OPERATIONAL	FDET	Exhibits & Trade Shows 4500-14999 SF	FD FIRE DEPT FINAL INSPECTION	ASSEMBLY/EXHIBIT	Y	$75.00	?	N	Y	Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCb 105.6.13	OPERATIONAL	FDET	Exhibits & Trade Shows 15000-74,999 SF	FD FIRE DEPT FINAL INSPECTION	ASSEMBLY/EXHIBIT	Y	$150.00	?	N	Y	Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCb 105.6.13	OPERATIONAL	FDET	Exhibits & Trade Shows 75,000 + SF	FD FIRE DEPT FINAL INSPECTION	ASSEMBLY/EXHIBIT	Y	$225.00	?	N	Y	Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCb 105.6.14	OPERATIONAL	FEMT	Explosive Materials	FD FIRE DEPT FINAL INSPECTION	HAZMAT/GASES/LIQUIDS	Y	$75.00	?	N	N	Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCb 105.6.36	OPERATIONAL	FFBT	Fireworks Booth	FD FIRE DEPT FINAL INSPECTION	FIREWORKS/FLAME EFFECTS	Y	$75.00	?	N		Less than or equal to 6 months(Tem		Y	Y	Y	Y	Y	Y	TBD

Dept. Name: Fire Department
Process Name: FD-Plans-Review
Use Case Number: FD062
Revision: 2/8/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: ChangePermit(s)Requested		
Level: User Goal		
Description: During different phases of the permit request process, Fire Department staff identifies either the wrong permit was requested or additional permits are required.		
Precondition:		
Assumptions: The system shall provide visibility to the current active permits issued and those waiting to be issued.		
Primary Actor: FD Staff (Finance, Plan Checker, Inspector)		
Secondary Actor:		
Related Use Case(s): • FD046-System-Auto-Assignment-Plans		
Success: • Request has been modified with correct permit requested • New Requests are created and queued up for customer completion.		
Initial Path : User identifies during that wrong permit was requested on the submission of the request. Note: This only applies if one permit type was selected on the request.		
Actor	**System**	**Rate**
	1. System provides option to Modify Permit(s) requested	
2. User selects Modify Permit(s) requested	3. System displays detail of Request	
4. User goes to the selected Permits section and unchecks the permit which is incorrect and checks the permit which is correct	5. System prompts user for a reason for the adjustment	
6. User enters justification	7. System looks at fees assessed for original permit	
	8. System calculates fees for new permit	
	9. System calculates difference and posts adjustments to request and company ledger.	
	10. System prompts user to identify if he/she wants the system to perform a reassignment of the Plan (allow system to reassign to another plans checker based on permit type change)	
11. User selects no	12. System retains adjustments and sends email notification to Customer with summary of the update, reason	

<table>
<tr><td></td><td>for adjustment, and any additional fees assessed.</td><td></td></tr>
<tr><td colspan="3">Alternate Path 1: User selects option to perform reassignment</td></tr>
<tr><td colspan="2">1.1 (Step 11) User selects Yes- System will perform a reassignment of the review and Go to FD046-System-Auto-Assignment-Plans
1.2 After assignment has been modified, Continue to Step 12.</td><td></td></tr>
<tr><td colspan="3">Alternate Path 2: User identifies that additional permits are required</td></tr>
<tr><td colspan="2">2.1 User reviews a Company’s current active permits issued and those waiting to be issued and determines additional permits need to be requested because of items found during plan review or inspection.
2.2 User selects Add additional permits
2.3 System presents Permit Drop-Down (Refer to FD061)
2.4 User makes the selection
2.5 System displays list of Permit Types (Refer to Fire Department Fee Table)
2.6 User checks one or more permits and submits
2.7 System creates new requests associated with Company/Parcel and queues up requests to be finished/completed by customer
2.8 System sends email notification to customer indicating additional permits have been identified as being required and requests are queued up and will require completion prior to final submission.</td><td>N</td></tr>
<tr><td colspan="3">Business Rules:
Permits requested cannot be removed/unchecked after the Plan Review is complete</td></tr>
<tr><td colspan="3">Design:
(Alternate Path 2)
If this path is not feasible, the system must allow the ability to flag or place an alert on the Company/Parcel for additional required permits
<u>Audit Trail:</u>
An audit trail entry will be made for a modification of a request
Audit trail information will include User id, date/time, brief detail of transaction</td></tr>
<tr><td colspan="3">Security Requirement(s):</td></tr>
<tr><td colspan="3">Data Retention:
Not Applicable- will utilize existing data retention requirements</td></tr>
<tr><td colspan="3">Search Criteria:</td></tr>
<tr><td colspan="3">Reporting:</td></tr>
<tr><td colspan="3">Comments:
This use case will change based on whether multiple requests can be submitted on one request or if it’s a 1:1. Business will need to work with the implementers to identify what that path is if multiple permits are allowed to be selected on a request.</td></tr>
</table>

Dept. Name: Fire Department
Process Name: FD-Create/Modify-Application/Request Process
Use Case Number: FD064
Revision: 2/26/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: System-Auto-CalculateFees

Level: Summary

Description: System receives a request that requires fee calculations

Precondition:

Primary Actor: System

Secondary Actor:

Related Use Case(s):

- FD016-CustomerCancelRequest
- FD017-CancelRequest
- FD020-Customer-Apparatus Standby-Online
- FD022-Customer-Apparatus Standby-InPerson
- FD035-RecordSearchRequest
- FD055-PlanReview
- FD058-Schedule-ReschedulesInspection
- FD021-System-Auto-CalculateOvertime
- FD026-SystemMonitoring-PermitRenewalDue60-30
- FD027-SystemMonitoring-ExpiredPermits-Greaterthan14
- FD062-ChangePermit(s)Requested
- FD069-Select-ModifyService

Success:

- Fees are calculated or recalculated and posted to transaction or company's financial

Initial Path: System receives a new request that does not require a plan review or inspection-Fire Prevention Record Search.

Actor	System	Rate
	1. System receives a request (i.e Record Search) and checks **Fire Department Fee table** to evaluate if request has a **base fee**	
	2. System determines request has a **base fee**	
	3. System checks if a **Plan Review Service** is required	
	4. System determines no Plan Review is required and $0 plan fees are assesses	
	5. System checks request if another Service (i.e Rush Service) has been selected	
	6. System determines another Service has been selected and checks **Fire Department Fee table** to determine	

	Service fee	
	7. System checks if an Inspection is required and scheduled	
	8. System determines No Inspection is required and $0 inspection fees are assessed.	
	9. System itemizes fees and calculates total (**Base Fee** + another **Service Fee**)	
	10. System presents itemized fees and total during transaction	
Alternate Path 1: System receives a new request that does not require a plan review or inspection-Apparatus Standby.		
1.1 (Step 2) System determines there is a base fee and multiplies this by the # of units specified. 1.2 Continue to Step 3-10		
Alternate Path 2: System receives a new request that requires a plan review and scheduled inspection-Temporary Permit Request.		
2.1 (Step 3) System determines a Plan Review is required 2.2 (Step 4) System checks what Plan Service has been selected and determines request has a Plan Service Fee 2.3 Continue to Steps 5-7 2.4 (Step 8) System determines an Inspection is queued up and scheduled and checks if Inspection was scheduled on overtime. If scheduled on overtime (outside shift and extension), system assesses 3 hour minimum Inspection fee (X$/hr) If not scheduled on overtime, system assesses $0 2.5 (Step 9) System itemizes fees and calculates total (Base Fee + another Service Fee + Plan Review Fee + Inspection Overtime Fee) 2.6 Go to Step 10		
Alternate Path 3: System receives a new request that requires a plan review but inspection is not scheduled until later-Renewable or NonRenewable Permit Request.		
3.1 (Step 3) System determines a Plan Review is required 3.2 (Step 4) System checks what Plan Service has been selected and determines request has a Plan Service Fee 3.3 Continue to Steps 5-8 3.4 (Step 9) System itemizes fees and calculates total (Base Fee + another Service Fee + Plan Review Fee) 3.5 Go to Step 10		
Alternate Path 4: Plan review is completed- system needs to assess Escalating Fees		
4.1 At Step 13 in **FD055-PlanReview**, the Plan Checker inputs device counts, footage, quantities or volumes. Post Plan Review, system checks **Fire Department Fee table** to determine if Permit type has **Escalating Fees**. 4.2 System determines Escalating Fees apply 4.3. System calculates Escalating Fees (i.e # of heads X $1.00) 4.4 System itemizes and adds fees to outstanding Company fees/financial ledger		
Alternate Path 5: Inspection time is selected and it is on Overtime(Inspection Scheduling &		

Rescheduling)	
5.1 During **FD058-Schedule-ReschedulesInspection**, system determines time scheduled is on overtime system. 5.2 System checks if 3 hour minimum Inspection fee (X$/hr) is required and was already assessed. If not already assessed and it is required, system calculates 3 hour minimum Inspection fee. 5.3 System itemizes and adds fees to outstanding Company fees due/financial ledger.	
Alternate Path 6: Inspection time previously selected was on Overtime and now is on regular time (Inspection Scheduling & Rescheduling)	
6.1 During **FD058-Schedule-ReschedulesInspection**, system determines time scheduled is on overtime system. 6.2 System checks if 3 hour minimum Inspection fee (X$/hr) was already assessed. If assessed, system calculates and subtracts 3 hour minimum Inspection fee. 6.3 System itemizes and applies adjustment to outstanding Company fees due/financial ledger.	
Alternate Path 7: Post Inspection, system auto-calculates if there was overtime required.	
7.1 During **FD021-System-Auto-CalculateOvertime**, system determines time required was an extension or if it was outside shift and extension and if it exceeded the 3 hour minimum. 7.2 If overtime was considered an extension, system calculates fees (X hours X minutes per Y hourly inspection rate) If overtime difference was NOT considered an extension (outside shift and extension) , system will assess overtime difference (fee charged for 3 hour minimum and any additional X hours and X minutes multiplied by the Y hourly inspection rate) (**Refer to Scenario Examples & FD021**) 7.3 System itemizes and adds fees to outstanding Company fees due/financial ledger.	
Alternate Path 8 : Another Service or Plan Service Selection (modification) is made after submission	
8.1 During **FD069-Select-ModifyService**, the service was upgraded or downgraded 8.2 System assesses fee for new service 8.3 System calculates difference of cost between services 8.3 System itemizes and post fee adjustments to outstanding Company fees due/financial ledger.	
Alternate Path 9: Permit Type Changes are made pre-inspection	
9.1 During **FD062-ChangePermit(s)Requested**, permits were added or changed 9.2 System assesses fee for added or removed permits 9.3 System calculates difference of cost between permits 9.4 System itemizes and post fee adjustments to outstanding Company fees due/financial ledger.	
Alternate Path 10: Renewal Fees require pre-calculated for renewal notices	
10.1 During **FD026-SystemMonitoring-PermitRenewalDue60-30**, system needs to calculate renewal costs 10.2 System looks a permit type and checks **Fire Department Fee table** to determine base fee 10.3 System checks **Fire Department Fee** table to determine if **Escalating** fees apply. If Escalating fees apply, system checks last Plan review for devices/quantities/volumes etc.	

10.4 System multiplies devices/quantities/volume etc. times **Escalating** fees indicated in Fire Department Fee table 10.5 System adds Base Fee + Escalating fees to equal renewal fee 10.6 System itemizes and post renewal fee to Company financial ledger	
Alternate Path 11 : Renewal Fees have not been paid and Late Fees need to be assessed	
11.1 During **FD027-SystemMonitoring-ExpiredPermits-Greaterthan14**, system needs to calculate late fees 11.2. System checks Renewal Fee amount 11.3 System itemizes and posts late fee(= the same as the renewal fee) to Company Outstanding fees due/financial ledger	
Alternate Path 12: Request Cancellation	
12.1 During **FD016-CustomerCancelRequest** or **FD017-CancelRequest** a cancellation request has been received 12.2 System prepares list of itemized fees assessed to be selected/checked during the refund process. 12.3 System automatically subtracts fees selected/checked (manually by Finance) and post adjustments to Company financial ledger	N
Alternate Path 13: Record Search was completed	
13.1 During **FD035-RecordSearchRequest**, Record Search Results Detail are inputted and status is Completed 13.1 System calculates if additional time (over 1 hour) was required and multiplies by $X/hr (TBD if this can go in the Fire Department Fee table) 13.2 System calculates if additional media fees are required 13.3 System itemizes and post fees to outstanding Company fees due/ financial ledger	
Alternate Path 14: Apparatus Standby Engine Request was completed	
14.1 During **FD020-Customer-Apparatus Standby-Online** or **FD022-Customer-Apparatus Standby-InPerson** (Post standby) system needs to determine if additional fees apply 14.2 If over 4 hours were completed for the standby system calculates the additional hours and minutes by the Apparatus Standby hourly fee 14.3 If an inspector was onsite for the standby and overtime was incurred, system calculates hours and minutes of overtime multiplied by inspector rate $X/hr 14.4 System itemizes and post fees to outstanding Company fees due/ financial ledger	

Business Rules:

- Fees shall be assessed for each permit
- Calculating overtime inspection, 30 minutes or greater shall be rounded up to 1 hour
- Escalating fees have to be recalculated each year on Renewable permits
- There are two categories of overtime:
  A) An extension of a shift - considered 3 hours prior and 3 hours after a person's normal business hours (i.e, person's normal shift is 7A.M-5.P.M. Extended time frame is between 4:00A.M-7A.M & 5:00P.M-8:00P.M
  B) Outside Shift & Extension – outside of normal hours and extension. (i.e normal shift is 7A.M-5.P.M. Outside normal and extension would be 8:00P.M-4:00A.M

(Step 5.2)

- A 3 hour minimum inspection fee (3 X inspection hourly rate) shall be charged for overtime scheduled outside the normal shift hours and extended hours.

(Step 4.1)

• If there are escalating fees on a permit type, plan review requires the devices/quantities/volume etc. to be entered in order to complete the plan review **(Alternate Path 5 & 6)** • Overtime fees assessed apply to each inspection (i.e if there were two separate inspections (includes reinspection) on different days, fees would apply for each day separately).
Design: **(All Paths)** • Finance (with Management approval) & Management shall have the ability to waive individual fees • Finance & Management shall have the ability to add/remove individual fees as needed • Finance & Management shall have the ability to easily adjust the Fire Department Fee table and business rules via an administrator or IT. **Audit Trail:** 1. An audit trail entry will be made for creation and modification of fees 2. Audit trail information will include User id, date/time, brief detail of transaction
Security Requirement(s):
Data Retention: *Not Applicable- will utilize existing data retention requirements*
Search Criteria:
Reporting:
Comments: • Fire Department Fee table is subject to change and will need to be finalized prior to implementation • Alternate Path 5 & 6- depending how system executes tracking of inspection scheduling/rescheduling, will need to identify if this applies to cancellations that are rescheduled.
Example Fire Department Fee Table

	A	B	D	E	F	G	I	J	K	O	P	Q	R	S	T	U	V	W	X	Y
1	FireCode a-amended by CCFD b-bare IFC	Category	Fire Code	Permit Type	Inspection(s)	Plans Check Skill(s) for New System	Plans Required	Base Fee	Rush Fee	Req. Bldg Dept. App #/Bldg Dept Clearance	Escalating Fees?	Permit Period Type	Qty/Volume	24hr Plan Review Service (Drop-Off-in by noon-out by noon next	48hr Plan Review Service	5 business days Plan Review Service	10 business days Plan Review Service	15 business days Plan Review Service	20 business days Plan Review Service	OTC-Over the Counter Service
2	Construction IFCa 105.7.17	INSTALL/CONSTRUCTION	FAEC	Automatic Emergency Vehicle Access Gates	FD CCDS CLEARANCE GATES ACCESS FD AUTO EMER VEHICL ACCESS GATE	CIVIL	Y	$75.00	$85.00	Y	N	Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		Y	Y	Y	Y	Y	Y	TBD
3	Construction IFCa 105.7.1	INSTALL/CONSTRUCTION	FDSB	Automatic Sprinkler TI-Alter Existing System (20 heads or less excluding hydraulic calculations, flex-head, or extended coverage sprinklers)	FD SPRINKLER SYSTEM VISUAL FD ALTERED SPRINKLER SYS FINAL	SPRINKLER	Y	$75.00	$85.00	N		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)	# of heads	Y	Y	Y	Y	Y	Y	TBD
4	Construction IFCa 105.7.1	INSTALL/CONSTRUCTION	FDSC	Automatic Sprinkler Systems- Convention Booth	FD BOOTH SPRINKLER FINAL FD BOOTH SPRINKLER VISUAL	SPRINKLER	Y	$75.00	$85.00	N		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		Y	Y	Y	Y	Y	Y	TBD
5	Construction IFCa 105.7.1	INSTALL/CONSTRUCTION	FDSF	Automatic Sprinkler Systems Design - Flow test	FD SPRINKLER DESIGN FLOW TEST	SPRINKLER	Y	$75.00	$85.00	N		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		Y	Y	Y	Y	Y	Y	TBD
6	Construction IFCa 105.7.1	INSTALL/CONSTRUCTION	FDSI	Automatic Sprinkler In-Building Riser	FD IN BUILDING RISER HYDROSTAT FD IN BUILDING RISER VISUAL FD IN BUILDING RISER FLUSH	SPRINKLER	Y	$75.00	$85.00	N		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		Y	Y	Y	Y	Y	Y	TBD
7	Construction IFCb 105.7.6	INSTALL/CONSTRUCTION	FDSM	Automatic Sprinkler Monitoring System	FD CCDS CLEARANCE SPRINKLERS FD MONITORING	ALARM	Y	$75.00	$85.00	Y		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		Y	Y	Y	Y	Y	Y	TBD
	Constructi	INSTALL/CONST	FDER	Elevator Recall	FD CCDS CLEARANCE	ALARM	Y	$75.00	$85.00	Y		Up to 1 year		Y	Y	Y	Y	Y	Y	TBD

Example Fire Department Fee Calculations

Scenario #1

- Inspector works from 7A.M-5P.M Monday-Friday
- Customer A (Acme Co) schedules an inspection at 2:00A.M **(charged 3 hour minimum upfront-NOT considered an extension)**
- Customer B (Circus Circus) schedules an inspection at 4:30A.M (**NOT charged 3 hour minimum upfront-considered an extension)**
- Customer A's inspection last from 2:00A.M-3:30A.M **(end of day-no additional charges b/c paid 3 hr minimum)**
- Customer B's inspection last from 4:30A.M-5:30A.M **(end of day is charged 2.5 hrs- w/in extension window and is charged for time prior to shift)**

Scenario #2

- Inspector works from 7A.M-5P.M Monday-Friday
- Customer A (Acme Co) schedules an inspection at 12:00A.M **(charged 3 hour minimum upfront-not considered an extension)**
- Customer B (Circus Circus) schedules an inspection at 3:00A.M **(charged 3 hour minimum upfront-not considered an extension)**
- Customer A's inspection last from Midnight-2:30A.M **(end of day-no additional charges b/c paid 3 hr minimum)**
- Customer B's inspection last from 3:00A.M-4:00A.M **(end of day-no additional charges b/c paid 3 hr minimum)**

Scenario #3

- Inspector works from 7A.M-5P.M Monday-Friday
- Customer A (Acme Co) schedules an inspection at 4:00P.M (**NOT charged 3 hour minimum upfront-scheduled on normal hours)**

- Customer B (Circus Circus) schedules an inspection at 8:30P.M **(charged 3 hour minimum upfront-NOT considered an extension)**
- Customer A's inspection last from 4:00P.M-7:30PM **(end of day is charged 2.5 hrs- w/in extension window and is charged for time after shift)**
- Customer B's inspection last from 8:30P.M-9:30PM **(end of day-no additional charges b/c paid 3 hr minimum)**
-

Scenario #4

- Inspector works from 5P.M-2:00A.M Monday-Friday
- Customer A (Acme Co) schedules an inspection at 11:00P.M (**NOT charged an overtime-scheduled on normal hours)**
- Customer B (Circus Circus) schedules an inspection at 2:30A.M (**NOT charged 3 hour minimum upfront-considered an extension)**
- Customer A's inspection last from 11:00P.M-1:00A.M **(end of day-no additional charges b/c on normal hours)**
- Customer B's inspection last from 2:30A.M-3:30A.M **(end of day is charged 1.5 hrs- w/in extension window and is charged for time after shift)**

Dept. Name: Fire Department
Process Name: FD-Plans-Review
Use Case Number: FD065
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Create-ModifyIndependentInspection		
Level: User Goal		
Description: User needs to create an Inspection request not related to a request submitted via a customer or on behalf of a customer		
Precondition:		
Primary Actor: Management		
Secondary Actor: Scheduling		
Related Use Case(s): • FD058-Schedule-RescheduleInspection		
Success: • Inspection is scheduled, work assignments and calendars are updated		
Initial Path: User selects option to schedule an inspection not related to a request		
Actor	**System**	**Rate**
	1. System provides option to schedule an inspection	
2. User selects Schedule Inspection	3. System prompts user if inspection is related to an existing request	
4. User selects No	5. System prompts user to state what kind of inspection is required and detail of inspection	
6. User enters Inspection description and continue	7. System prompts for address, assessor's parcel number or GIS coordinates	
8. User enters in address and continues	9. System validates address information and prompts user to select resource (inspector).	
10. User selects inspector and continues	11. System prompts for date/time	
12. User enters date/time and continues	13. System validates required information and there are no schedule conflicts	
	14. System automatically updates calendars and work assignments in the system	
Alternate Path 1: Inspection is related to an existing request (not independent)		
1.1 (Step 4) User selects Yes 1.2 System prompts user for request number or to lookup by company. 1.3 User enters request number 1.4 System locates and displays the Request Detail 1.5 Go to Step 10 of **FD058-Schedule-RescheduleInspection**		
Alternate Path 2: System detects schedule conflicts		
2.1 (Step 13) System detects there are schedule conflicts and prompts displays		N

conflict. 2.2 System presents option to move conflict, overbook, or select another date/time. If user selects to move conflict, system allows user to move conflict to another date/time. Continue to Step 14 If user selects to overbook, continue to Step 14. If user selects option for another date/time, go back to Steps 12-14.	

Business Rules:
(Step 7)

- At least one of three attributes is required to schedule an inspection

a) Address
b) assessor's parcel number (APN)
c) GIS coordinates

Design:
(During this entire use case)

- System provides the ability to look at resource skillset
- System provides the ability to look at Special Assignments
- System provides the ability to look at Work Assignments
- System provides the ability to look at Calendar and assignments

(Step 5)

- System shall provide a text field to enter the detail of the inspection

(Step 9)

- Optionally system shall provide the ability to select/view all inspector calendars for a specifc day and make the selection from the calendar view

Audit Trail:

- An entry will be made for any creation or modification to an inspection or calendar entry
- Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria

Reporting:

- A report or console will be provided which lists unassigned inspections

Comments:

- Assuming no fees are assessed for independent inspection, but what about if it is related to an existing request? Do you want system to go back through and validate if additional fees are assessed?

Dept. Name: Fire Department
Process Name: FD-Plans-Review
Use Case Number: UC-FD066
Revision: 2/6/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: Civil Plan Review
Level: Summary
Description:
Precondition: Plan was submitted in person or electronically.
Primary Actor: Plans Checker
Secondary Actor: Customer
Related Use Case(s): FD055-PlanReview
Success: • Plan review is completed and documented • Email notification is sent to customer • Status of request and plan status is updated • Overtime is automatically calculated • Escalating and overtime fees calculated and applied
Initial Path: Civil Plan-Underground Fire Svc Main(FDPR Fire Code) review is required of hard copy plan and plan is compliant and Approved or Approved w/ Conditions

Actor	System	Rate
1. User reviews Work Management Console in system		
2. User double-clicks on a specific request to review- (item due soon)	3. System displays **Detail of Request**	
	4. Request detail indicates plans are not attached electronically and are located in a specific bin	
5. User retrieves hard copy plans from specified Plan Location		
6. User updates Plan Location in system	7. System sets Plans Status to In Review	
8. User reviews plans for code compliance		
9. User makes notes on hard copy plans		
10. User selects option to input review results in system	11. System displays checklist of items required to be reviewed for specific type of permit or plan review (Refer to ***Fire Sprinkler System Checklist Example***)	
12. User checks off items reviewed and adds notes		
13. User inputs device counts, sq		

footage, quantities, etc. (Refer to ***Device Detail Example***)		
14. User views and edits # of required inspections		
15. User inserts approval comments and sets Plan Status- Review Complete-Approved in system and inputs approval on hard copy plans (Date/Time Approval Stamp and Signature)		
16. User puts plans in bin for Intake return		
17. User updates Plan bin location in system		
18. User records start and stop date/time		
	19. System calculates if overtime was needed for plan review	
	20. System calculates if escalating fees apply	
	21. System calculates total fees due	
	22. System identifies no additional fees apply	
	23. System flags Plans for "Ready for Mylar"	
	24. System sends email notification to customer indicating the total fees due and Plan review is complete and ready for Mylar.	
Alternate Path 1: Plan review is required electronically and plan is compliant and Approved or Approved w/ Conditions		
1.1 (Step 4) Request detail indicates plans are attached electronically 1.2 User navigates to attachments and selects plan attachment 1.3 System displays plans for review and markup 1.4 Go to Steps 7-8 1.5 (Step 9) User makes notes on electronic plans 1.6 Go to Step 10-14 1.7 (Step 15) System inserts approval comments from notes on electronic plans and sets Plan status- Review Complete-Approved in system and inputs approval on electronic plans (Date/ Time Approval Stamp and Signature) 1.8 Skip 16- 17 Go to Steps 18-22 1.9 (Step 23) System flags Plans for "Ready for Mylar" 1.10 Go to Step 24		
Alternate Path 2: Plan is not compliant-Correction Letter needs to be issued for Hard copy Plans		
2.1 Steps 10-14- in addition-user adds individual violations and issues a correction letter as part of the process		

2.2 (Step 15) User inserts comments and sets Plan status-Review Complete-Correction Letter issued 2.3 System uploads Correction Letter for customer review 2.4 Go to Steps 16-22 2.5 (Step 23)System flags Plans for Ready for Customer Review 2.6 (Step 24) System sends email notification to customer indicating Correction Letter is ready for download and Plans are ready for pickup	
Alternate Path 3: Plan is not compliant-Correction Letter needs to be issued for Electronic Plans	
3.1 Steps 10-14- in addition user adds individual violations and issues a correction letter as part of the process 3.2 (Step 15) System inserts comments from notes on electronic plans and sets Plan status-Review Complete-Correction Letter issued 3.3 System uploads Correction Letter for customer review 3.4 Skip Steps 16-17, Go to Step 18-22 3.5 (Step 23)System flags Plans for Ready for Customer Review 3.6 (Step 24) System sends email notification to customer indicating Plans and Correction Letter are ready for review	
Alternate Path 4: Plan is not compliant-Plan is rejected for Hard copy Plans	
4.1 Steps 10-12- in addition-user adds individual violations 4.2 Skip Steps 13-14 4.3 (Step 15) User inserts rejection reason and sets Plan status-Review Complete-Rejected 4.4 System uploads Rejection Letter for customer review 4.4 Go to Steps 16-19 4.5 Skip Step 20 4.6 Go to Steps 21-23 4.7 (Step 24) System sends email notification to customer indicating Plans have been rejected and are ready for pickup	
Alternate Path 5 : Plan is not compliant-Plan is rejected for Electronic Plans	
5.1 Steps 10-12- in addition user adds individual violations 5.2 Skip Steps 13-14 5.3 (Step 15) User inserts rejection reason sets Plan status- Review Complete-Rejected 5.4 System uploads Rejection Letter for customer review 5.5 Skip Steps 16-17 5.6 Go to Steps 18-19 5.7 Skip Step 20 5.8 Go to Steps 21-23 5.9 (Step 24) System sends email notification to customer indicating Plans have been rejected and are ready for pickup	
Alternate Path 6: More information is needed from the customer	
6.1 During Step 8, User needs more information from the customer. User changes Plan Status to “Review Pending Customer Informaton” 6.2 System prompts user to enter detail of information needed 6.3 System emails customer with detail of information requested. 6.4 Customer submits email to system with additional information or contacts Plans	

Checker 6.5 User sets Plans Status to “In Review” and returns to Step 8 and continues initial path	
Alternate Path 8: Plans Checker needs to request a Peer Review (another Plans Checker to review the plan)	
8.1 **(Step 10)** System provides option to add an additional plan review from another plans checker 8.2 System prompts user to select assignee 8.3 User selects assignee 8.4 System prompts for Reason for Additional Review 8.5 User enters detail of why another review is required and saves 8.6 System adds another peer review to the plan and assignment shows up in peers work assignment queue. 8.7 System adds another layer of plan review approval 8.8 User continues to Step 11	N
Alternate Path 9: Plans Checker needs to reassign request	
9.1 (After Step 3) User reviews detail of request and needs to reassign the review to another plan checker. 9.2 System provides an option to reassign and select from a list of staff members 9.3 Plan checker selects staff member and saves 9.4 System retains assignment change, removes calendar entry from original assignee’s calendar, checks new assignee’s calendar and inputs plan review in an available timeslot (prior to plan review due date). 9.5 System updates all calendars and sends email notification to customer, and management. 9.5 Process starts back over at Step 1 for new assignee.	
Alternate Path 10: Civil Plan-Underground Fire Svc Mains- Mylar (FDUM Fire Code) review is required of mylar plan and plan is compliant and Approved or Approved w/ Conditions	
10.1 (Step 8) User reviews mylar and compares to plans in Alternate Path 1 to verify there aren’t any changes 10.2 Continue to Steps 9-13 10.3 Skip Step 14, Continue to Steps 15—22 10.4 (Step 23) System flags Plans for “Ready for Customer Review” 10.5. (Step 24) System sends email notification to customer indicating total fees due and Plan review is complete and ready for Pickup	
Alternate Path 11: Mylar plan is different from plan approved in Initial Path-Issue Correction Letter	
11.1 **(Step 10.1)** User identifies mylars are slightly different from initial set of plans. 11.2 Go to Steps 2.1-2.6	
Alternate Path 12: Mylar plan is different from plan approved in Initial Path-Issue Rejection Letter	
12.1 (Step 11.1) User identifies mylars are drastically different from initial set of plans. 12.2 Go to Steps 4.1-4.7	
Alternate Path 13: Civil Plan-Underground Fire Svc Mains- Hydrant Install (FMHI Fire Code) or Hydrant Bond Release (FDFH Fire Code) review is required of plan and plan is compliant and Approved or Approved w/ Conditions	
13.1 (Step 8) User reviews mylar and compares to paper plans in Alternate Path 1 to	

verify there aren't any changes 13.2 Go to Steps 9-22 13.3 (Step 23) System flags Plans for "Ready for Customer Review" 13.4 (Step 24) System sends email notification to customer indicating the total fees due and Plan review is complete, ready for pickup with a link to schedule inspection.	
Alternate Path 14: Plan for Hydrant Install (FMHI Fire Code) or Hydrant Bond Release (FDFH Fire Code) is different from plans approved in FDPR &FDUM approvals-Issue Correction Letter	
14.1 (Step 13.1) User identifies plans are slightly different from initial set of plans. 14.2 Go to Steps 2.1-2.6	
Alternate Path 15: Plan for Hydrant Install (FMHI Fire Code) or Hydrant Bond Release (FDFH Fire Code) is different from plans approved in FDPR &FDUM approvals-Issue RejectionLetter	
15.1(Step 13.1) User identifies plans are drastically different from initial set of plans. 15.2 Go to Steps 4.1-4.7	

Business Rules:
(Step 15, 1.7)
- Approved plans require a signature and date/time of approval

(Step 23)
- At any path in this use case if there are additional fees that need to be collected, the system will email the customer indicating additional fees have been applied and need to be paid; Letters and plans will be locked for review until the fees have been paid. If there are outstanding fees, the system will prompt the user for payment and require payment before releasing any documents.
- If plans are a hard copy to be picked up, the system will prompt the Fire Department staff for payment of fees prior to releasing any documents.

(Step 24)
- If Civil Plan-Underground Fire Svc Mains(FDPR Fire Code) review is approved, request is considered complete. There is no inspection.
- If Civil Plan-Underground Fire Svc Mains-Mylar(FDUM Fire Code) review is approved, request is considered complete. There is no inspection.

Design:
- All letters issued through the system shall be attached to the request and/or related permit(s) and shall be available to download or print.

(Step 3) Detail of Request
- Request Type submitted
- Company that submitted the request
- Contact for the request
- Due Date of Plan Review
- # of Plan Reviews Completed
- # of Inspections Completed
- Plan location
- Assessor Parcel Number
- Parcel Address
- GIS coordinates
- Historical Data

  a) View of Previous Plan Review Details

b) View of Inspections

(Step 3) System will provide visibility to the following information from other departments or systems:

- Zoning Detail
- Occupancy type
- Certificate of Occupancy
- Total Square Footage
- Municipal/Private Building Flag(Government owned versus Private)
- Tenant Name
- Tenant Contact Information
- Owner Name
- Owner Contact Information
- Related Documentation for the parcel (documents w/in an imaging system)

(Step 12-14) System will provide the functionalities and the ability to input the following levels of information:

- Plan Location
- Special Conditions for a permit
- Add individual violations and fire code associated with it
- View current required inspections and Add/Remove inspections
- Identify violations that have been corrected
- Issue a correction letter for a set of plans that require minor or major changes
- Issue a rejection letter for plans that are incomplete or require a complete rework
- Add individual items/inventory of Hazardous Material detail found on the plan
- Add Hazardous Material Categorization on a specified address/parcel
- Plan Review Start and End Date/Time (time it took to complete the plan review)
- Record specific devices, quantities and/or square footage related to a specific plan
- Request Additional information from customer electronically (email)
- Ready for Customer Plans Pickup (checkbox)
- Reassign the request to another Plans Checker
- Record Plan status:

a) Assigned
b) In Review
c) Review Pending Customer Information
d) Review Complete-Correction Letter Issued
e) Review Complete-Approved w/Conditions
f) Review Complete-Approved
g) Review Complete-Rejected, Rejection Reason

(Step 13) System will require entry of counts, quantities etc, based on permit requested and/or plan type. Items are required to be entered for escalating fees.

(Step 14)

- There are technically no inspections scheduled or completed for an FDPR, FDUM type review
- Inspections are required to be scheduled and completed for FMHI(Installation of Hydrants) and FDHI (Fire Hydrant Bond Release) (Refer to Fire Department Fee Table)

(Step 15, 1.7) A Plan Approval Expiration Date will be automatically set to 180 days from

approval date.
(Steps 19-24)
- Steps 19-24 shall occur independently and shall not be held up by one of the other steps.

(Step 1.3-1.5)
Electronic Plans-System allows the capabilities to:
- Select and zoom in/out of a section
- Perform an overlay comparison of previous plan reviews for same address
- Insert Notes or comments
- Mark Violations
- Mark Hazardous Materials
- Stamp Date/Time of Approval
- Stamp Electronic Signature

(Steps 2.3 3.3, 4.4, 5.4)
- **Nice-to-Have-**System will provide a view of the letter prior to making it available to the customer. The user may modify the letter prior to uploading it for the customer.

(Alternate Path 8) If another resource is required for a plan review, the separate layer of approvals must allow the additional resource to go through the same steps as the primary resource. In other words, results must be inputted, an approval or rejection, time spent on the review, etc.

<u>Audit Trail:</u>
- An entry will be made for any plan review activities
- Audit trail information will include User id, date/time, brief detail of transaction

Data Retention:
Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:
- Must be able to pull a report of outstanding plan reviews.

Comments:
- Depending on functionality of application the type of states(statuses) and selection of states(statuses will need to be determined prior to implementation. Example …will there be a Primary Work Request (customer request) with multiple related Work Tasks that get triggered (plan review, inspection) which will necessitate multiple states (Plan Status, Inspection Status)or will there always be one Primary Request which will only have one Status but a list of many selections.
- **Alternate Path 8** will need to identify if peer counts towards final approval of plans
- **(Step 11 and 13)** Prior to implementation will need to establish mapping and fields of information required for each permit
- Email inputs/outputs will need to be determined prior to implementation

Fire Sprinkler System Checklist Example

Checklist Items

- Water supply insp report, plan view
- Exterior riser room
- Riser Detail, section view
- FDC, location, detail
- Hanger locations, details, spec
- Brace locations, details, spec
- Sprinkler selection, spec
- Sprinkler Spacing, obstructions
- Hydraulic Calculations, nodes
- Hydraulic placard detail
- Anti-freeze, approval letter, loop detail, calculations
- Dry system, valve, drains, 60-sec
- Inspector Test Valve
- General Notes, per guideline
- Sprinkler legend, symbol, SIN, #
- Title block, project name, address, contractor info, license info

Device Detail Example

Code	Type of System				
• 13 • 13R • 13D • 30 • 409 • Other	• Wet • Dry • Preaction • Deluge • Foam • Antifreeze	Fire Pump? • Yes • No	Design Density (text)	Design Area (text)	K-factor (text)
		ESFR? • Yes • No	# of Heads (text)	End Head Pressure (text)	K-Factor (text)
		Specification Appl Heads (including EC) • Yes • No	# of Heads (text)	End Head Pressure (text)	K-Factor (text)

Correction Letter Example

Clark County Fire Department
Correction Letter
575 E Flamingo Rd • Las Vegas, NV 89119 • (702) 455-7316

IMPORTANT: Always use the application number below when requesting inspections or information regarding this application.

Application Number: 12-00049535 **App Date:** December 21, 2012
App Type: FD UNDRGRND FIRE SRVC MNS PLAN REVIEW
Contractor: PEDRO MCCRACKEN DESIGN
Major Property / Event Name: JACK IN THE BOX
Property Address: *NONE
APN: 177-30-401-027
Tenant Name and Number: W CATUS/S DECATUR
Name: PEDRO MCCRACKEN DESIGN **Phone #:** (702) 365-9312 **Fax #:**
Contact Address: 4470 YANKEE HILL RD #100, ROCKLIN, CA, 95677

The following corrections are required:

Action Date	Action Description	Action By
January 4, 2013	CORRECTION LETTER SENT	#STEVE WHITE

Notes:
1) Provide CCFD General Notes. A sample of these may be found on the CCFD web-site.
2) Provide a Fire Flow Information Block. A sample has been provided.
3) Provide a CCFD Signature Block. A sample has been provided.

Resubmit two sets of corrected plans, the disapproved plan, this correction notice and any documentation or paperwork necessary to continue this review.

Dept. Name: Fire Department
Process Name: FD-Create-Modify-Application-RequestProcess
Use Case Number: FD067
Revision: 2/11/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: RenewablePermitRequest		
Level: User Goal		
Description: Customer needs to submit a new request for a renewable permit		
Precondition: Customer already has a profile/login online and is logged into the site. Customer knows he/she needs a renewable permit.		
Primary Actor: Customer		
Secondary Actor: Intake		
Related Use Case(s): • FD002-PopulateAddressInformation • FD004-PopulatePersonInformation • FD005-PopulateCompanyInformation • FD012-CustomerPaymentOnline • FD013-CustomerPaymentInPerson • FD046-System-Auto-Assignment-Plans • FD055-PlanReview • FD058-Schedule-RescheduleInspection • FD069-Select-ModifyServices		
Success: • Renewable permit request is submitted successfully • Fees are assessed and payment taken • Plan Review Due Date is Calculated and Assigned • Guidelines and Instructions provided to customer		
Initial Path: Customer needs to submit a new request for one Renewable permit		
Actor	**System**	**Rate**
	1. System provides option to submit a request for a permit	
2. User selects request permit	3. System displays dialogue- "I know what permits are needed" Or "Estimate Permits needed"	
4. User selects "I know what permits are needed"	5. System provides option to enter permit name/type of permit the user is looking for	
6. User enters name (ie *Compressed Gas*)	7. System searches for permit name within Permit Type in the **Fire Department Fee Table**	
	8. System identifies list of permits types with Compressed Gas	
	9. System displays dialogue which provides list of permits user can	

	select i.e a) Compressed Gas b) Compressed Gas-Medical Gases	
10. User selects a permit type (i.e “Compressed Gas”)	11. System prompts user *How long do you need the permit for?*	
12. User makes the selection (i.e. selects “Valid 365 days”)and continues	13. Based on permit type selected and its reference in the **Fire Department Fee Table,** system identifies quantities or volume need to be defined	
	14. System prompts for user *What is the X (i.e volume of gas)?*	
15. User enters the volume	16. System checks for guidelines/checklists and plan instructions associated with permit type and presents to user	N
	17. System provides option to download, view and print .pdf instructions	N
18. User selects option to download instructions and guidelines	19. System prompts for agreement that user has received a copy of the guidelines/checklists and plan instructions associated with permit and is he/she prepared to continue.	N
20. User selects Agree and continue	21. Based on permit type selection and how long permit is needed, System identifies what fire code applies, permit period type this falls under (in this example- Renewable) and details are required	
	22. System displays **Permit Request Detail**	
23. User completes **Permit Request Detail** and selects continue	24. System validates required field data and retains information	
	25. System prompts “Do you want to submit electronic plans or Paper Plans?”	
26. User selects Electronic	27. System displays dialogue to browse and select attachment	
28. User browses and attaches Plans and selects Upload	29. System accepts plans and sets Flag “Plans Uploaded from Customer”	
	30. System displays confirmation of Plan Upload being successful	
	31. Based on Project Start/End Date, system determines when plan review has to be complete/approved.	

	System displays dialogue indicating Plan Review will need to be approved and completed by X date	
	32. System displays services available- Go to to **FD069-Select-ModifyServices)**	
33. User selects Plan Service	34. System retains information and queues up plans review for assignment (Refer to **FD046-System-Auto-Assignment-Plans**)	
	35. System calculates fees and takes payment from customer (**FD012-CustomerPaymentOnline**, (**FD013-CustomerPaymentInPerson**)	
	36. System retains transaction information, processes request and notifies on screen request was successful	
	37. System returns user to main/home screen	
	38. System displays request in list/table of submitted open requests	
Alternate Path 1: Customer selects option for Paper Plans		
1.1 **(Steps 26)** User selects Paper Plan 1.2 Skip **Steps 27-30** 1.3 Continue to **Steps 31-41**		
Alternate Path 2: (Nice-to-Have) Customer selects more than one permit type		
2.1 **(Step 5)** System provides option to see all permit types and select/check permit types required 2.2 Customer selects more than one permit 2.3 Skip **Steps 7-10** 2.4 Continue to **Step 11**-system prompts user to answer for each permit type 2.5 Continue to **Steps 12-14**-at **Step 14**, system prompts user for each permit type if required 2.6 Continue to **Steps 15-26** 2.7 **(Steps 27-30)** At **Step 26** if User selected Electronic, System provides user option to upload one plan to be used for all permits or upload different plans for each permit. If User selects option to upload different plans, the system will present a dialogue for user to upload multiple plans and specify which permit the plan belongs to. 2.8 System and User continue to **Step 31-34**. However, system creates a request for each permit selected in the background 2.9 Continue to **Step 35** as part of fee calculation system presents view of itemized breakdown of fees for each permit 2.10 Continue to **Steps 36-38**		N
Alternate Path 3: Customer goes to Fire Station and submits request to Intake staff		

3.1 Skip **Steps 1-4**
3.3 Continue to **Steps 5-38**

Business Rules:

(Step 26)

- Plans have to be submitted via Electronic or Paper, not both

(Steps 25-38)

- Plan submission and Review, and Inspection is required as part of a Renewable Permit request. However, the Inspection is not scheduled until the customer goes to schedule schedule the inspection (Refer to FD058-Schedule-RescheduleInspection)

(Alternate Path 2)

- If selecting multiple permit types the same Permit Request Detail (ie, Project Name Company, Address) will apply to all permits.

Design:

- A User can cancel the transaction anytime prior to payment. If this occurs, system will not fully retain the request information

(Step 11)

- System shall provide a drop-down list with one or more of the following selections based on Permit Type selected:

a. Valid 365 days-(Operational Only-Renewable) year after year
b. Less than or equal to 6 months(Temporary)
c. Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)

(Step 16) (Nice-to-Have) System shall store guidelines, checklists and instructions associated-for each permit type- or provide url link or view of document to exterior source

(Step 22) Permit Request Detail

Field Name	**Data Type**	**Description/Comments**	**Fields for temporary permit requests**	**Fields for renewable permit requests**	**Fields for nonrenewable permit requests**
Applicant Information	*<Person Information>*	Person submitting the request. If submitted by customer online, system will pre-populate based on profile information	Required	Required	Required
Event/Project Name	Alphanumeric	Name of the event or Project permit is for	Required	Required	Required
Address to be Permitted	*<Address Information>*	Physical address or location that is to be permitted	Required	Required	Required
Property Name	Alphanumeric	Name of property/complex, etc	Required	Required	Required

APN	Numeric	Assessor Parcel Number associated with the address or location. If address is populated first, system will attempt to pre-populate APN. If APN is populated first, system will attempt to pre-populate address	Optional	Optional	Optional
Municipal Property	Drop-down selection	Indicator if this is a government parcel (Clark County) Selection: -Yes -No Pre-populated based on building data and address entered	Required	Required	Required
Exact Location (hall,parking lot location, ballroom,etc.)	Alphanumeric	Text field used to describe where the event or project will take place.	Required	Not Applicable	Not Applicable
Company to be Permitted	*<Company Information>*	Company this permit will be issued to	Required	Required	Required
Event/Project Start Date	Date	Event/Project Start Date	Required	Required	Required
Event/Project End Date	Date	Event/Project End Date	Required	Required	Required
Contact	*<Person Information>*	Person who will be contacted regarding the plans and inspection.	Required	Required	Required
Business License #	Based on Business License data	Company's business license number	Not Applicable	Required	Required
Party Financially Responsible for Renewal of this Permit	*<Person Information>*	Person who will be contacted regarding the renewal. System shall allow entry of more than one contact	Not Applicable	Required	Not Applicable

(Step 22 continued)

- The system shall allow the user to input more than one contact with a description of contact

(Step 23)

- **Nice-to-Have** System will detect if the same permit type was recently requested for the same company and present an alert and summary review of the request so he/she can determine if the request still needs to be submitted or cancelled

(Alternate Path 2)

- If the user selects multiple permit types, the system shall warn the user that information (ie, Company, Project Name) entered in the request will apply to all permits.

(Post Alternate Path 2)

- The system shall provide the an easy method to see all related permits requested on that submission (ie if 4 permit types were requested, and Fire Departments is viewing one of the permit requests, the system will show that 3 others are related to the submission.

Audit Trail:

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

Security Requirement(s):

- The customer can only modify the contact information or upload plans after submission

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

(Step 31) Business will need to determine plan completion lee way required prior to when permit is needed to identify what time is required for inspection

(Alternate Path 2)

- If a separate plan review, inspection and fees assessment cannot be created and tracked for each permit selected when selecting multiple permits, the submission process can only allow one permit selection per request.
- **(Step 16)** Instructions for submitting paper plans must be created and populated prior to implementation

Example of Fire Department Fee Table

FireCode a-amended by CCFD b-bare IFC	Category	Fire Code	Permit Type	Inspection(s)	Plans Check Skill(s) for New System	Plans Required	Base Fee	Rush Fee	Req. Bldg Dept. App #/Bldg Dept Clearance	Escalating Fees?	Permit Period Type	Qty/Volume	24hr Plan Review Service (Drop-Off-in by noon-out by noon next	48hr Plan Review Service	5 business days Plan Review Service	10 business days Plan Review Service	15 business days Plan Review Service	20 business days Plan Review Service	OTC-Over the Counter Service
Construction IFCb 105.7.6	INSTALL/CONSTRUCTION	FFAS	New System Construction	FD CCDS CLEARANCE ALARM CONST FD 1ST HALF BATTERY TEST FD FIRM ALARM DEVICE TESTING 2 FD 2ND HALF BATTERY TEST 2 FD ELEVATOR RECALL 3 FD FIRE ALARM FINAL 2	ALARM	Y	$75.00	$85.00	Y		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		N	N	N	Y	Y	Y	TBD
Construction IFCb 105.7.6	INSTALL/CONSTRUCTION	FDAA	Alter Existing System	FD CCDS CLEARANCE ALARM ALTER FD FIRE ALARM DEVICE TESTING 2 FD 1ST HALF BATTERY TEST FD 2ND HALF BATTERY TEST 2 FD ELEVATOR RECALL 3 FD FIRE ALARM FINAL 2	ALARM	Y	$75.00	$85.00	Y		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		N	N	N	Y	Y	Y	TBD
Construction IFCb 105.7.6	INSTALL/CONSTRUCTION	FVDS	Video Detection Systems	FD FIRE ALM SYS VID DETECT CON	ALARM	Y	$75.00	$85.00			Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		N	N	N	Y	Y	Y	TBD
Construction IFCb 105.7.6	INSTALL/CONSTRUCTION	FDAL	Smoke Control Annunciator	FD CCDS CLEARANCE SMOKE CONTRO FD FIRE ALARM DEVICE TESTING 3	ALARM	Y	$75.00	$85.00	Y	N	Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		N	N	N	Y	Y	Y	TBD
Construction IFCa 105.7.1	INSTALL/CONSTRUCTION	FDCC	Carbon Dioxide Systems	FD CARBON DIOX VISUAL FD FULL DISCHARGE TEST FD CARBON DIOX SYS ACCEPT TEST FD CARBON DIOX SYS FINAL	ALARM	Y	$75.00	$85.00			Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		N	N	N	Y	Y	Y	TBD
Construction IFCa 105.7.1	INSTALL/CONSTRUCTION	FDCA	Clean Agent Systems	FD CLEAN AGENT PNEUMATIC TEST FD CCDS CLEARANCE CLEAN AGENT FD CLEAN AGENT FLOW TEST FD CLEAN AGENT INTEGRITY TEST FD 1ST HALF BATTERY TEST FD CLEAN AGENT FUNC DEVICE TST	ALARM	Y	$75.00	$85.00	Y		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		N	N	N	Y	Y	Y	TBD

Dept. Name: Fire Department
Process Name: FD-Create-Modify-Application-RequestProcess
Use Case Number: FD068
Revision: 2/11/2013
Created by (BA/BL/SME): Evelina Girard

Use Case Name: FD068-365DayNonRenewablePermitRequest		
Level: User Goal		
Description: Customer needs to submit a new request for a NonRenewable permit (existing System/Other Fire Permit form and NextDay Express form)		
Precondition: Customer already has a profile/login online and is logged into the site. Customer knows he/she needs a NonRenewable permit.		
Primary Actor: Customer		
Secondary Actor: Intake		
Related Use Case(s): • FD002-PopulateAddressInformation • FD004-PopulatePersonInformation • FD005-PopulateCompanyInformation • FD012-CustomerPaymentOnline • FD013-CustomerPaymentInPerson • FD046-System-Auto-Assignment-Plans • FD055-PlanReview • FD058-Schedule-RescheduleInspection • FD069-Select-ModifyServices		
Success: • NonRenewable permit request is submitted successfully • Fees are assessed and payment taken • Plan Review Due Date is Calculated and Assigned • Guidelines and Instructions provided to customer		
Initial Path: Customer needs to submit a new request for one Non-Renewable permit		
Actor	**System**	**Rate**
	1. System provides option to submit a request for a permit	
2. User selects request permit	3. System displays dialogue- “I know what permits are needed” Or “Estimate Permits needed”	
4. User selects “I know what permits are needed”	5. System provides option to enter permit name/type of permit the user is looking for	
6. User enters name (ie *Automatic Sprinkler*)	7. System searches for permit name within Permit Type in the **Fire Department Fee Table**	
	8. System identifies list of permits types with Compressed Gas	
	9. System displays dialogue which	

	provides list of permits user can select i.e a) Automatic Sprinkler Systems Design-Flow test b) Automatic Sprinkler In-Building Riser c) Automatic Sprinkler Systems-Convention Booth d) Automatic Sprinkler TI-Alter Existing System	
10. User selects a permit type (i.e “Automatic Sprinkler TI-Alter Existing System”)	11. System prompts user *How long do you need the permit for?*	
12. User makes the selection (i.e. selects “Up to 1 year”)and continues	13. Based on permit type selected and its reference in the **Fire Department Fee Table,** system identifies quantities or volume need to be defined	
	14. System prompts for user *What is the X (i.e # of heads)?*	
15. User enters the number	16. System checks for guidelines/checklists and plan instructions associated with permit type and presents to user	N
	17. System provides option to download, view and print .pdf instructions	N
18. User selects option to download instructions and guidelines	19. System prompts for agreement that user has received a copy of the guidelines/checklists and plan instructions associated with permit and is he/she prepared to continue.	N
20. User selects Agree and continue	21. Based on permit type selection and how long permit is needed, System identifies what fire code applies, permit period type this falls under (in this example- NonRenewable) and details are required	
	22. System displays **Permit Request Detail**	
23. User completes **Permit Request Detail** and selects continue	24. System validates required field data and retains information	
	25. System prompts “Do you want to submit electronic plans or Paper Plans?”	
26. User selects Electronic	27. System displays dialogue to browse and select attachment	

28. User browses and attaches Plans and selects Upload	29. System accepts plans and sets Flag “Plans Uploaded from Customer”	
	30. System displays confirmation of Plan Upload being successful	
	31. Based on Project Start/End Date, system determines when plan review has to be complete/approved. System displays dialogue indicating Plan Review will need to be approved and completed by X date	
	32. System displays services available-Go to to **FD069-Select-ModifyServices)**	
33. User selects Plan Service	34. System retains information and queues up plans review for assignment (Refer to **FD046-System-Auto-Assignment-Plans**)	
	35. System calculates fees and takes payment from customer (**FD012-CustomerPaymentOnline**, (**FD013-CustomerPaymentInPerson**)	
	36. System retains transaction information, processes request and notifies on screen request was successful	
	37. System returns user to main/home screen	
	38. System displays request in list/table of submitted open requests	
Alternate Path 1: Customer selects option for Paper Plans		
1.1 **(Steps 26)** User selects Paper Plan 1.2 Skip **Steps 27-30** 1.3 Continue to **Steps 31-41**		
Alternate Path 2: (Nice-to-Have) Customer selects more than one permit type		
2.1 **(Step 5)** System provides option to see all permit types and select/check permit types required 2.2 Customer selects more than one permit 2.3 Skip **Steps 7-10** 2.4 Continue to **Step 11**-system prompts user to answer for each permit type 2.5 Continue to **Steps 12-14**-at **Step 14**, system prompts user for each permit type if required 2.6 Continue to **Steps 15-26** 2.7 **(Steps 27-30)** At **Step 26** if User selected Electronic, System provides user option to upload one plan to be used for all permits or upload different plans for each permit. If User selects option to upload different plans, the system will present a dialogue for user to upload multiple plans and specify which permit the plan belongs to.		N

2.8 System and User continue to **Step 31-34**. However, system creates a request for each permit selected in the background 2.9 Continue to **Step 35** as part of fee calculation system presents view of itemized breakdown of fees for each permit 2.10 Continue to **Steps 36-38**	
Alternate Path 3: Customer goes to Fire Station and submits request to Intake staff	

3.1 Skip **Steps 1-4**
3.3 Continue to **Steps 5-38**

Business Rules:
(Step 26)

- Plans have to be submitted via Electronic or Paper, not both

(Steps 25-38)

- Plan submission and Review, and Inspection is required as part of a NonRenewable Permit request. However, the Inspection is not scheduled until the customer goes to schedule schedule the inspection (Refer to FD058-Schedule-RescheduleInspection)

(Alternate Path 2)

- If selecting multiple permit types the same Permit Request Detail (ie, Project Name Company, Address) will apply to all permits.

Design:

- A User can cancel the transaction anytime prior to payment. If this occurs, system will not fully retain the request information

(Step 11)

- System shall provide a drop-down list with one or more of the following selections based on Permit Type selected:

a. Valid 365 days-(Operational Only-Renewable) year after year
b. Less than or equal to 6 months(Temporary)
c. Up to 1 year (Non'Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)

(Step 16) (Nice-to-Have) System shall store guidelines, checklists and instructions associated-for each permit type- or provide url link or view of document to exterior source

(Step 22) Permit Request Detail

Field Name	**Data Type**	**Description/Comments**	**Fields for temporary permit requests**	**Fields for renewable permit requests**	**Fields for nonrenewable permit requests**
Applicant Information	*<Person Information>*	Person submitting the request. If submitted by customer online, system will pre-populate based on profile information	Required	Required	Required
Event/Project Name	Alphanumeric	Name of the event or Project permit is for	Required	Required	Required

Address to be Permitted	*<Address Information>*	Physical address or location that is to be permitted	Required	Required	Required
Property Name	Alphanumeric	Name of property/complex, etc	Required	Required	Required
APN	Numeric	Assessor Parcel Number associated with the address or location. If address is populated first, system will attempt to pre-populate APN. If APN is populated first, system will attempt to pre-populate address	Optional	Optional	Optional
Municipal Property	Drop-down selection	Indicator if this is a government parcel (Clark County) Selection: -Yes -No Pre-populated based on building data and address entered	Required	Required	Required
Exact Location (hall,parking lot location, ballroom,etc.)	Alphanumeric	Text field used to describe where the event or project will take place.	Required	Not Applicable	Not Applicable
Company to be Permitted	*<Company Information>*	Company this permit will be issued to	Required	Required	Required
Event/Project Start Date	Date	Event/Project Start Date	Required	Required	Required
Event/Project End Date	Date	Event/Project End Date	Required	Required	Required
Contact	*<Person Information>*	Person who will be contacted regarding the plans and inspection.	Required	Required	Required
Business License #	Based on Business License data	Company's business license number	Not Applicable	Required	Required
Party Financially Responsible for Renewal of this Permit	*<Person Information>*	Person who will be contacted regarding the renewal. System shall allow entry of more than one contact	Not Applicable	Required	Not Applicable

(Step 22 continued)

- The system shall allow the user to input more than one contact with a description of contact

(Step 23)

- **Nice-to-Have** System will detect if the same permit type was recently requested for the same company and present an alert and summary review of the request so he/she can determine if the request still needs to be submitted or cancelled

(Alternate Path 2)

- If the user selects multiple permit types, the system shall warn the user that information (ie, Company, Project Name) entered in the request will apply to all permits.

(Post Alternate Path 2)

- The system shall provide the an easy method to see all related permits requested on that submission (ie if 4 permit types were requested, and Fire Departments is viewing one of the permit requests, the system will show that 3 others are related to the submission.

<u>Audit Trail:</u>

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

Security Requirement(s):

- The customer can only modify the contact information or upload plans after submission

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

(Step 31) Business will need to determine plan completion lee way required prior to when permit is needed to identify what time is required for inspection

(Alternate Path 2)

- If a separate plan review, inspection and fees assessment cannot be created and tracked for each permit selected when selecting multiple permits, the submission process can only allow one permit selection per request.
- **(Step 16)** Instructions for submitting paper plans must be created and populated prior to implementation

Example of Fire Department Fee Table

FireCode a-amended by CCFD b-bare IFC	Category	Fire Code	Permit Type	Inspection(s)	Plans Check Skill(s) for New System	Plans Required	Base Fee	Rush Fee	Req. Bldg Dept. App #/Bldg Dept Clearance	Escalating Fees?	Permit Period Type	Qty/Volume	24hr Plan Review Service (Drop-Off-in by noon-out by noon next	48hr Plan Review Service	5 business days Plan Review Service	10 business days Plan Review Service	15 business days Plan Review Service	20 business days Plan Review Service	OTC-Over the Counter Service
Construction IFCa 105.7.17	INSTALL/CONSTRUCTION	FAEC	Automatic Emergency Vehicle Access Gates	FD CCDS CLEARANCE GATES ACCESS FD AUTO EMER VEHICL ACCESS GATE	CIVIL	Y	$75.00	$85.00	Y	N	Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		Y	Y	Y	Y	Y	Y	TBD
Construction IFCa 105.7.1	INSTALL/CONSTRUCTION	FDSB	Automatic Sprinkler TI-Alter Existing System (20 heads or less excluding hydraulic calculations, flex-head, or extended coverage sprinklers)	FD SPRINKLER SYSTEM VISUAL FD ALTERED SPRINKLER SYS FINAL	SPRINKLER	Y	$75.00	$85.00	N		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)	# of heads	Y	Y	Y	Y	Y	Y	TBD
Construction IFCa 105.7.1	INSTALL/CONSTRUCTION	FDSC	Automatic Sprinkler Systems- Convention Booth	FD BOOTH SPRINKLER FINAL FD BOOTH SPRINKLER VISUAL	SPRINKLER	Y	$75.00	$85.00	N		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		Y	Y	Y	Y	Y	Y	TBD
Construction IFCa 105.7.1	INSTALL/CONSTRUCTION	FDSF	Automatic Sprinkler Systems Design - Flow test	FD SPRINKLER DESIGN FLOW TEST	SPRINKLER	Y	$75.00	$85.00	N		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		Y	Y	Y	Y	Y	Y	TBD
Construction IFCa 105.7.1	INSTALL/CONSTRUCTION	FDSI	Automatic Sprinkler In-Building Riser	FD IN BUILDING RISER HYDROSTAT FD IN BUILDING RISER VISUAL FD IN BUILDING RISER FLUSH	SPRINKLER	Y	$75.00	$85.00	N		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		Y	Y	Y	Y	Y	Y	TBD
Construction IFCb 105.7.6	INSTALL/CONSTRUCTION	FDSM	Automatic Sprinkler Monitoring System	FD CCDS CLEARANCE SPRINKLERS FD MONITORING	ALARM	Y	$75.00	$85.00	Y		Up to 1 year (Non-Renewable-Replaces System/Other & Next Day/Express Plan Permit Types)		Y	Y	Y	Y	Y	Y	TBD

Dept. Name: Fire Department
Process Name: FD-Create/Modify-Application/Request Process
Use Case Number: FD069
Revision: 2/27/2013
Created by (BA/BL/SME): Evelina Girard

<table>
<tr><td colspan="3">Use Case Name: Select-ModifyService</td></tr>
<tr><td colspan="3">Level: User Goal</td></tr>
<tr><td colspan="3">Description: System shall present a list of services to customer or user based on permit and project or event information entered within the request process.</td></tr>
<tr><td colspan="3">Precondition:</td></tr>
<tr><td colspan="3">Primary Actor: System</td></tr>
<tr><td colspan="3">Secondary Actor: Customer</td></tr>
<tr><td colspan="3">Related Use Case(s):
FD046-System-Auto-Assignment-Plans
FD052-PlanSubmission
FD061-TemporaryPermitRequest
FD067-RenewablePermitRequest
FD068-Non-RenewablePermitRequest</td></tr>
<tr><td colspan="3">Success:
• Specified services are presented to user to select from</td></tr>
<tr><td colspan="3">Initial Path : System receives a new request which requires a new plan review</td></tr>
<tr><th>Actor</th><th>System</th><th>Rate</th></tr>
<tr><td></td><td>1. System receives a request that requires a plan review</td><td></td></tr>
<tr><td></td><td>2. Based on Permit Type and Permit Period Type selected, system checks list of Plan Services offered in Fire Department Fee table</td><td></td></tr>
<tr><td></td><td>3. Based on Venue/Project Start Date and services available in Step 2, system presents list of services available for that Plan Review.</td><td></td></tr>
<tr><td colspan="3">Alternate Path 1: System receives a request to modify service</td></tr>
<tr><td colspan="2">1. System provides option to customer or FD Staff to change Plan Review Services
2. Go to Steps 2 & 3</td><td></td></tr>
<tr><td colspan="3">Business Rules:
• The system will only provide the ability to modify service if plan review has not started.</td></tr>
<tr><td colspan="3">Design:
(Step 2)
• The Fire Department Fee table shall be retained in the system.
• The data within the Fire Department Fee table shall be easily maintained and shall be easily changed via an administrator within the Fire Department or IT.
• The business rules around plan service shall be modifiable and shall be easily changed via an administrator within the Fire Department or IT.
(Step 3)</td></tr>
</table>

- System shall have logic to determine if Venue/Project Start Date occurs sooner or later than the service periods available for that Permit Type and Permit Period Type and provide the list of options that will occur prior to that Venue/Project Start Date.
  (ie, If a temporary filming permit was being requested and Venue Start Date is 24 hours from current date, system would only present 24 hour plan review service…If Venue/Project Start Date is 3 days from current date, system would present 24hr and 48hr plan service… If Venue/Project is two months from current day OTC, 24hr, 48hr, 5 business days, 10 business days, 15 business days, 20 business days shall be listed as service options.

(Post Step 3)

- Fire Department staff shall have the ability to change the service at any time. If this occurs, the system shall recalculate fees assessed and plan review due dates.

<u>Audit Trail:</u>

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

Security Requirement(s):

Data Retention:

Not Applicable- will utilize existing data retention requirements

Search Criteria:

Reporting:

Comments:

- Services available for a specified permit will need to be evaluated prior to implementation and negative paths will need to be identified (i.e What happens if Venue Start date doesn't fall within services available for that permit- ie Non-Renewable-tenant improvements- 24, 48hr and 5 business day aren't available)
- Fire Department Fee Table inputs will need to be revised and completed prior to implementation
- Presenting service selection upon submission of a Revision or Correction may be considered at a later time

i.e of Fire Department Fee Table

FireCode e-amended by CCFD b-bare IFC	Category	Fire Code	Permit Type	Inspection(s)	Plans Check Skill(s) for New System	Plans Required	Base Fee	Rush Fee	Req. Bldg Dept. App #/Bldg Dept Clearance	Escalating Fees?	Permit Period Type	Qty/Volume	24hr Plan Review Service (Drop-Off-in by noon-out by noon next	48hr Plan Review Service	5 business days Plan Review Service	10 business days Plan Review Service	15 business days Plan Review Service	20 business days Plan Review Service	OTC- Over the Counter Service
Combined Construction IFCb 105.7.14 and Operational IFCb 105.6.41	BOTH	FSDT	Spraying or Dipping	FD FIRE DEPT FINAL INSPECTION	HAZMAT/GASES/LIQUIDS	Y	$75.00	?	N	N	Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCb 105.6.43	OPERATIONAL	FTTT	Temporary Membrane/Bldg Structure/Tent - Outdoor 1-14,99SF	FD FIRE DEPT FINAL INSPECTION	ASSEMBLY/EXHIBIT	Y	$75.00	?	N	Y	Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCb 105.6.43	OPERATIONAL	FTTT	Temporary Membrane/Bldg Structure/Tent - Outdoor 15,000-	FD FIRE DEPT FINAL INSPECTION	ASSEMBLY/EXHIBIT	Y	$150.00	?	N	Y	Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCb 105.6.43	OPERATIONAL	FTTT	Temporary Membrane/Bldg Structure/Tent - Outdoor 75,000+ sf	FD FIRE DEPT FINAL INSPECTION	ASSEMBLY/EXHIBIT	Y	$225.00	?	N	Y	Less than or equal to 6 months(Temporary)		Y	Y	Y	Y	Y	Y	TBD
Operational IFCb 105.6.1	OPERATIONAL	FDAP	Aerosol Products Storage/Handling	FD FIRE DEPT FINAL INSPECTION	HAZMAT/GASES/LIQUIDS	Y	$75.00	$160.00	N	Y	Valid 365 days- (Operational Only- Renewable) year after		N	N	N	Y	Y	Y	TBD
Operational IFCb 105.6.3	OPERATIONAL	FDAF	Aircraft Refueling Vehicles	FD FIRE DEPT FINAL INSPECTION	HAZMAT/GASES/LIQUIDS	Y	$75.00	$160.00	N	Y	Valid 365 days- (Operational Only- Renewable) year after		N	N	N	Y	Y	Y	TBD
Operational IFCb 105.6.3	OPERATIONAL	FDAH	Aircraft Repair Hanger	FD FIRE DEPT FINAL INSPECTION	HAZMAT/GASES/LIQUIDS	Y	$75.00	$160.00	N	Y	Valid 365 days- (Operational Only- Renewable) year after		N	N	N	Y	Y	Y	TBD
Operational IFCb 105.6.45	OPERATIONAL	FAWY	Automobile Wrecking Yard	FD FIRE DEPT FINAL INSPECTION	HAZMAT/GASES/LIQUIDS	Y	$75.00	$160.00	N		Valid 365 days- (Operational Only- Renewable) year after		N	N	N	Y	Y	Y	TBD
Operational IFCa 105.6.32	OPERATIONAL	FDCN	Candles and Open Flame	FD FIRE DEPT FINAL INSPECTION	ASSEMBLY/EXHIBIT	Y	$75.00	$160.00	N	N	Valid 365 days- (Operational Only- Renewable)		N	N	N	Y	Y	Y	TBD

Dept Name: Fire Department
Process Name: FD080-Finance-Cash Balancing Daily Deposit
Use Case Number: FD098
Created by (BA/BL/SME): Ashok Guthikonda/ JoDel Goss

Use Case Name: Reporting-Balance End of Day transactions-Daily Deposit		
Level: User Goal		
Description: Next day, Finance wants to verify the funds against the transactions processed from prior date		
Precondition: Finance has received the daily balance package from the cashier and is logged into the system		
Primary Actor: Finance		
Secondary Actor:		
Related Use Case(s): FD105-Reporting-Balance End of Day transactions by Cashier, FD106-RectifyOverpayment, FD008-Manage Escrow Account		
Success:		
Actor	**System**	**Rate**
	1. System is scheduled to execute and print following reports on daily basis a. Daily Cash Receipts Report b. Daily Application Adjustments, Non Escrow & Escrow c. Daily Escrow account adjustments d. Escrow Account refunds e. Cash Journal	
2. Finance staff verifies cash amount, validate checks and match with the transactions processed in the system		
3. Finance staff create deposit package for Loomis pick up		
4. Finance staff post the transactions into SAP using Cash Journal and Cash receipt break downs		
Alternate Path 1: Transaction having Over Payment		
1.1 At step 2, Finance staff has to rectify over payment		
1.2 Refer Use Case FD106-RectifyOverpayment		
Alternate Path 2: Need corrections		
2.1 At step 2, Finance staff has some corrections		
2.2 Finance staff selects to open the application to perform adjustments	2.3 System displays to enter the application # to retrieve the data	
2.4 Finance staff enters the application #	2.5 System display the detailed view of the application	
2.6 Finance staff selects to perform the adjustments	2.7 System displays to enter the reason for adjustments	

2.8 Finance staff enter the reason for adjustments and perform the changes required	2.9 System saves all the information entered	
Alternate Path 3: Rectify Over Payment Posting by Intake		
3.1 At step 2, Intake staff noted a over payment posting to finance		
3.2 Finance staff navigates through the menu and selects to open an application with overpayment posting	3.3 System displays the application	
3.4 Finance staff selects to adjust the posted amount	3.5 System displays to select the reason for adjustment	
3.6 Finance staff selects the reason and do the adjustments	3.7 System saves the application with the adjustments and corrected receipt will be emailed to the customer	
3.8 Cont step 3		

Business Rules:

- Adjustments are done by a personal as determined by comptroller
- Transactions processed must match with the actual funds
- All adjustments must be approved by management
- Transactions that are adjusted should have the date and time when the adjustments are made

Design:

- Prior to step 1, User should able to schedule to run the reports automatically
- GL account should be tied to the fee code
- System should have a setup to relate fee code, GL account and Cost Center information
- Transactions in the report could be grouped by Fee Type, Payment Type and by Date posted

(Nice To Have)

- It would be nice if all adjustments (i.e. Application adjustment, escrow account adjustments) show up in one report.

Security Requirement(s):

Search Criteria:

Reports:

Daily Cash Receipts Report

Report to print every transaction recorded by all intake staff during a specific day.
Daily Cash receipts report should have following fields

Default **Sort** Criteria:

- By Intake staff
- Date and *Time* posted

Fields:

Report Header

- Report Name
- Date Range
- Date Posted

Report Body

- Intake Staff Name
- Receipt #
- Application #
- Pymt Type #
- Fee type
- Payment Description
- Total By Cash
- Total By Check/MO
- Time Transacted
- Total by Account
- Total by Credit Card
- Total by Intake staff
- Total by posted date
- Grand Total

Daily Application Adjustments

System shall provide a report to print all the adjustments transactions recorded for the date range. User has an option to view the report by escrow, by non escrow and both.
Daily Application Adjustments report should have following fields

Default **Sort** Criteria:

- By Escrow
  - Credit Escrow
- By Non Escrow
  - Adjust with GL
  - Adjust without GL
  - Credit Escrow

Fields:

- Application #
- Application status
- Receipt Number
- Payment Type
- Original Receipt Date
- Posting Date
- *Adjusted by*
- Contractor Name and #

- Correction description
- Total Adjustments
- Grand Total by Category

Daily Escrow Account adjustments

System shall provide a report to print all the escrow account adjustments transactions recorded for the date range. User has an option to view the report by sort criteria.
Daily Escrow Account adjustments report should have following fields

Default **Sort** Criteria:

- Adjust with GL
- Adjust without GL
- Credit Escrow

Fields:

- Contractor #
- Contractor Name
- Adjusted by
- Reason for Correction
- Adjusted Date
- Adjusted Amount

Daily Escrow Account Refunds

System shall provide a report to print all the Escrow account refunds recorded for the date range.
Daily Escrow Account Refunds report should have following fields

Fields:

- Contractor #
- Contractor Name
- Transaction Date
- Transaction Amount
- Reason for Refund
- Total
- Total number of refunds

Cash Journal

System shall provide a report to print the consolidated amounts posted against to the GL accounts and to the cost center.

Header Information

- Receipt Date
- Deposit Date
- Deposit Amount

Line information

- Business transaction code
- Description
- $ Amount
- G/L
- Cost Center
- Order
- Fund
- Doc#
- Bag ID #

Comments:

5 / 5 Main Report 75% BusinessObjects

Daily Cash Receipts

Date Range: 02/27/13 - 02/27/13

Date Posted: 02/27/13

RECEIPT BY: VVOHS

Receipt #	App Nbr	Pymt Type	Fee Type	Check # and/or Acct #: & Name	Total by Cash	Total by Check	Total by MO	Total by Account	Total Payment
0000216475	13-0008456	CK	PF	22747		$160.00			$160.00
0000216481	13-0008460	ES	PF	61284: FD MGM CONFERENCE CENTER				$300.00	$300.00
0000216488	13-0008465	ES	PF	61374: FD RIO ALL-SUITES HOTEL-SE				$75.00	$75.00
0000216489	13-0008467	ES	PF	61374: FD RIO ALL-SUITES HOTEL-SE				$75.00	$75.00
0000216491	13-0008469	ES	PF	61374: FD RIO ALL-SUITES HOTEL-SE				$75.00	$75.00
0000216496	13-0008470	ES	PF	64809: FD ATKINS NORTH AMERICA INC				$75.00	$75.00
0000216499	13-0008473	ES	PF	61276: FD MANDALAY BAY-CATERING				$300.00	$300.00
		Sub Total for: VVOHS			$75.00	$981.00		$1,735.00	$2,791.00
		Sub Total for: 02/27/13			$620.00	$4,981.00		$8,506.00	$14,107.00
		Grand Total:			$620.00	$4,981.00		$8,506.00	$14,107.00

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Daily Application Adjustments Non-Escrow

Date Range: 01/12/12 - 31/12/12

ADJUST WITH G/L

App Nbr	App Status	Receipt #	Orig Receipt Date	Pymt Type	Check #	Posting Date	Contractor #	Correction Description	Total Adjustmt
12-0036296	PC	0000180218	09/19/12	CK	5337	09/19/12	0	IE-Pmt type s/h/b ES not CK	-$160.00
12-0028637	AP	0000180567	09/20/12	CA		09/20/12	0	Pmt type s/h/b ES not CA	-$85.00
12-0036496	CL	0000180504	09/20/12	CK	15937	09/20/12	0	IE-FRR to #12-24239	-$160.00
12-0036372	AP	0000180347	09/19/12	CK	650926	09/24/12	0	CE-FDET/FDET -to- FHFT/FHWO	-$160.00
12-0037343	CL	0000182005	09/26/12	CK	5331	09/27/12	0	CE-Not new/FRR to #12-11634	-$160.00
79-9525220	AP	0000182073	09/27/12	CK	10763	09/27/12	0	IE-S/h/b #78-10289220	-$75.00
12-0005090	AP	0000182533	09/28/12	CK	14578	10/01/12	0	Permit seq 01 -to- 00	-$160.00
12-0030999	AP	0000178664	09/12/12	CK	1652	10/01/12	0	Permit seq 00 -to- 01	-$164.00
12-0034047	AP	0000176523	09/04/12	CA		10/05/12	0	FREC/FDRE -to- FDAC/FDPA	-$75.00
12-0038669	CL	0000184259	10/05/12	CA		10/05/12	0	App CA'd-$75 SD for #12-37287	-$240.00
12-0038062	AP	0000183210	10/02/12	CK	3448	10/17/12	0	FMFT/FMFS -to- FFCT/FFCL	-$75.00
12-0021334	AP	0000183351	10/02/12	CK	5873	10/18/12	0	Permit sequence 01 -to- 02	-$75.00
12-0041003	PC	0000187969	10/22/12	CK	3802	10/22/12	0	FDAC/FDPA -to- FDCN/FDOF	-$75.00
12-0041023	PC	0000188002	10/22/12	CK	8004	10/22/12	0	Pmt type s/h/b ES not CK	-$150.00
12-0041219	AP	0000188282	10/23/12	CK	41195	10/23/12	0	CK issued for $75 not $85	-$85.00
10-0028265	AP	0000187137	10/18/12	CK	1162	10/25/12	0	CE/IE-s/h/b FRR to #10-28625	-$75.00
11-0006500	AP	0000143246	04/02/12	CK	6548	10/25/12	0	FMVC/FMFV -to- FFCC/FFCL	-$150.00
11-0006500	AP	0000072973	04/15/11	CA		10/25/12	0	FMVC/FMFV -to- FFCC/FFCL	-$75.00
11-0006500	AP	0000063421	03/01/11	CK	6528	10/25/12	0	FMVC/FMFV -to- FFCC/FFCL	-$75.00
12-0021511	AP	0000162723	06/28/12	CK	4824	10/25/12	0	FMVC/FMFV -to- FFCC/FFCL	-$290.00

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Clark County Fire Department
Fire Prevention Bureau
Cash Journal FY13

Note: Gray filled areas are not to be changed.

Receipt Date: 10/23/12
Deposit Date: 10/25/12
Deposit Amount: $18,695.00

Busn Tran Code	Description	$ Amount	G/L	Cost Center	Order	Fund	Doc #
101	FPB Plan Review Base Fees	$16,185.00	433200	1200318000		2420.000	
381	FPB Inspection OT/SD Fees	$1,680.00	433210	1200318000		2420.000	
445	FPB Plan Review Expedite Fees	$830.00	433230	1200318000		2420.000	
101	FPB Other Services	$0.00	433200	1200318000		2420.000	
101	Apparatus Stand-By	$0.00	433200	1200311000		1010.000	
101	Admin Fire Personnel	$0.00	433200	1200310000		1010.000	
101	Rural Fire - Wildland Protection	$0.00	433200	1200350000		2920.000	
101	Reimburse per Fiscal Directive	$0.00	460200	1200318000		2420.000	
	Total	$18,695.00					

Cash Payments

Busn Tran Code	Description	$ Amount	G/L	Cost Center	Order	Fund	Doc #
18	Inc Deps - Fund Account	$18,695.00	102223	1200318000		7990.100	
18	Inc Deps - Fund Account	$0.00	102223	1200311000		7990.100	
18	Inc Deps - Fund Account	$0.00	102223	1200310000		7990.100	
18	Inc Deps - Fund Account	$0.00	102223	1200350000		[illegible]	
164	NSF Check - Non Customer	$0.00	460100	1200318000		2420.000	
	Total	$18,695.00					

Note:

00028731
Bag ID #

JoDel M Goss

CLARK COUNTY FIRE DEPARTMENT

Fire Prevention Bureau (FPB)

Daily Escrow Account Adjustments

Date Range: 01/12/12 - 31/12/12

ADJUST WITH G/L

Contractor #	Contractor Name	Adjusted By	Correction Description	Adjustment Date	Total Adjustmt
66956	MARX|OKUBO & ASSOCIATES	LMAJ	49397	08/17/12	-$2,560.00
61248	FD HARD ROCK HOTEL CASINO	MCARPENT	117825	10/29/12	-$235.00
61281	FD METROPOLITAN EXPO SVCS INC	MCARPENT	CHECK DEPOSIT THAT S/H/B CASH	10/29/12	-$400.00
61163	FD AMERICAN FIRE & ELECTRIC	MCARPENT	CASH	11/21/12	-$80.00
61163	FD AMERICAN FIRE & ELECTRIC	MCARPENT	MARKED CK S/H/B/ CASH	11/21/12	-$80.00
				Total: ADJUST WITH G/L	-$3,355.00

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Daily Escrow Account Refunds

Date Range: 01/12/01 - 31/12/12

Contractor # / Name		Tran Date	Tran Amt	Description
61282	FD MG DESIGN ASSOCIATES	08/14/12	-1,010.00	CLOSE/REFUND ESCROW
63105	FD NOVASPHERE INC	12/23/11	-535.00	REFUND
61337	FD NUNCIO AUTO BODY	04/30/11	-75.00	REFUND
65391	FD PARAMOUNT CONVENTION SVCS	12/23/11	-360.00	REFUND
64882	FD PLEXUS PRODUCTIONS	09/15/11	-375.00	CLOSE/REFUND ES #64882
64494	FD POSEIDON BARGE CORPORATION	07/25/12	-160.00	REFUND
65272	FD PRG - ORLANDO,FL	08/14/12	-10.00	CLOSE/REFUND ESCROW
61372	FD RED ROCK RESORT CASINO	04/20/12	385.00	FPR n/a-refund authorized
61381	FD SABIC POLYMERSHAPES	04/30/11	-95.00	REFUND
64070	FD SCHWANK USA INC	04/30/11	-75.00	REFUND
61417	FD STONE & WEBSTER INC	12/23/11	-2,010.00	REFUND
61427	FD TUTOR-SALIBA CORP	04/30/11	-260.00	REFUND
63616	FD WA RICHARDSON BUILDERS LLC	09/15/11	-760.00	CLOSE/REFUND ES #63616
61463	FD WISER CONSTRUCTION LLC-OT	04/30/11	-240.00	REFUND
61465	FD WIT COMPANY, THE	12/23/11	-295.00	REFUND
61468	FD WPM CONSTRUCTION LLC-OT	04/30/11	-9,440.00	REFUND
		10/19/11	-6,400.00	REFUND
		04/30/11	9,440.00	REVERSE REFUND ENTRY

44 Refunds **Grand Total: -$22,715.58**

Dept Name: Fire Department
Process Name: FD085-Finance-Refund
Use Case Number: FD099
Created by (BA/BL/SME): Ashok Guthikonda, JoDel Goss

Use Case Name: Process Refund Request		
Level: Summary (Longer than a single sitting)		
Description: Customer submits closure and refund of escrow funds request		
Precondition: Finance already has a login/profile and is logged into system		
Primary Actor: Finance staff		
Secondary Actor: Customer		
Related Use Case(s): FD003-Customer-Escrow Account Request-Online, FD006-Customer-Escrow Account Request-InPerson, FD007-Customer-Manage Escrow Account-Online, FD008-Manage Escrow Account		
Success: - Able to balance the escrow account to zero - Able to post refund submission in SAP - Able to issue Refund check against Non PO Item/Vendor request - Able to refund check issued to customer		
Actor	**System**	**Rate**
1. Finance staff selects to manage escrow account	2. System displays to enter contractor company name or escrow account number	
3. Finance staff enter either company name or account number	4. System returns list of escrow accounts available for the customer	
5. Finance staff selects specific account	6. System displays detailed view of escrow account activities.	
	7. System also displays options to deposit funds, manage financial or authorized Finance staff contact information, or de-activate an account.	
8. Finance staff selects option to de-activate and close the account	9. System checks the current status and for any outstanding fee and prompt Finance staff to confirm the request	
10. Finance staff confirms the request	11. System displays to enter the reason for closure	
12. Finance staff enter the reason for closure and click to continue	13. System displays whether the amount is to "Transfer" to a new account or to "Refund" by check.	
14. Finance staff selects to transfer the amount	15. System calculates the eligible amount for transfer	
	16. System displays to enter the new account information to transfer the amount or create a new account.	
17. Finance staff enters the new account information	18. System pulls the new account information and validates whether the account is eligible for transfer	
	19. System records the information	
20. Finance review the information and	21. System records the approval	

confirm the transfer of funds to the new account		
	22. System balance the amount to zero in old account	
	23. System changes the account status to “In-Active” and account couldn’t be re-activated	
	24. System sends a notification with detailed change information as a report to the customer	
Alternate Path 1: Account number not matching		
	1.1 At step 4, system displays no account exists if the information entered is not matching and displays to re-enter the information	
1.2 Finance staff enters the details. Cont from step 4		
Alternate Path 2: Outstanding Fee		
	2.1 At step 9, System identifies outstanding fee	
	2.2 System displays to apply amount to the outstanding fee	
2.3 Finance staff selects to apply the amount to the outstanding fee	2.4 System applies the amount to the outstanding fee and prints the receipt.	
	2.5 Cont step 11	
Alternate Path 3: Refund by check		
3.1 At step 14, Finance staff selects Refund by check	3.2 System verifies for any outstanding payments against the current account	
	3.3 System calculates the eligible amount for refund	
	3.4 System balance the amount to zero	
	3.5 System creates a Non PO payment request and send a notification to Finance for approval	
3.6 Finance approves the payment request		
3.7 Finance process refund check and update the system with the details	3.8 System records the information and is able to print a report with the details	
3.9 Finance prints the report and sends a copy to the customer along with the check.		
Alternate Path 4: New Escrow Account		
4.1 At step 17, Finance staff enters to create a new account. Cont with use case: FD006-Customer-Escrow Account Request-InPerson	4.2 Cont step 18	
Alternate Path 5: Contact Customer		
5.1 At step 20, Finance contact customer if they need any clarification		
Business Rules:		

- Application/permit fee over payments funds will be transferred to new escrow account.
- Confirmation/ Authorization letter or notice from customer(s) as this could be a merger or acquisition.
- For refund check, customer shall request in writing.
- Finance may hold the transfer of amount if they have any issues.
- System shouldn't change anything on the account records unless it is approved from finance.

Design:

- At end of day all batch postings are recorded into SAP
- In the event of changes, the system shall record in the audit trail the previous values, date/time of the change, and the Finance staff id that made the change.
- System is able to send notifications to the customer when changes are made to an account.
- (Step 3.6) system has to go through multiple approval levels (e.g. Fire admin, Finance, BCC)

Audit Trail:

1. An audit trail entry will be made for modification of escrow account information.
2. Audit trail information will include Finance staff id, date/time, brief detail of transaction

Security Requirement(s):

- Levels of permissions are needed to be known once a solution has been identified.

Data Retention:

Reporting:

Once the account is closed, system should send a detailed report with the change details to the customer

Escrow report header information shall contain:

- Company Information
- Dept/Branch
- Account Manager
- Escrow Account #

Escrow report Line information shall contain:

- Closure Date
- Escrow Account # that was closed and also showing the status as "In-Active"
    - Reason for Closure
    - Who approved it
    - Amount transferred or refunded
        - If Transferred, new account details (circumstance dependent)
        - If refunded, check number, date and amount

Comments:

Dept Name: Fire Department
Process Name: FD084-Finance-MonthEnd
Use Case Number: FD100
Created by (BA/BL/SME): Ashok Guthikonda and JoDel Goss

Use Case Name: EscrowReportbyContractor		
Level: User Goal		
Description: Escrow Report by Contractor is a monthly activity report that has all the transactions (transfers and deposits) performed during the month		
Precondition: In the system, report is scheduled to generate and forward as an attachment with the notification		
Primary Actor: System		
Secondary Actor:		
Related Use Case(s): FD008-Manage Escrow Account, FD007-Customer-Manage Escrow Account-Online		
Success: Able to send the report to the customer		
Actor	**System**	**Rate**
	1. System execute the report as scheduled in the setup	
	2. After executing the report, system email the report output to the contractor by email	
Alternate Path 1: Report errors out		
	1.1 At step 1, report generated error while executing	
	1.2 System send a notification to the owner of the report with the error details	

Business Rules:

- At step 1, report is scheduled to run monthly
- At step 2, system shall able to send a notification to the internal staff if the report is not sent to the contractor

Design:
At step 1, Records are sorted based on the each contractor
At step 1, Report can be executed for only one contractor
At step 2, Contractor email should be in the repository

Security Requirement(s):

Search Criteria: Search by Contractor #

Reporting:
Escrow Account Activity report: This have transactions (Payments or deposits) performed with the escrow account during the month

Report Header Information:		
Company Name	Text	Contractor company information
Contact Name	Text	Contact person in the contractor office
Company Address	Address	Contractor company address
Acc ID#	Number	Escrow Account Number

Phone		Contact person phone number
Fax		Contact person Fax Number
Email		Contact person email

Report Body Information		
Transaction Date	Date	Date of transaction
App #	Number	Application Number
App type	Text	Application type code
Project name	Text	Project name
Sub Project name	Text	Sub Project name
Event Name	Text	Event Name
Fee Type	Text	Type of fee
App/Permit address	Address	Address on the application
Transaction amount	Currency	Amount transacted
Beginning Fund	currency	Roll over funds from previous month
Ending Available funds	Currency	Amount on the end of the month
Authorized Users	Text	Names of the authorized person who can manage the escrow account

Comments:

Dept Name: Fire Department
Process Name: FD083-Finance-Fee Adjustments
Use Case Number: FD101
Created by (BA/BL/SME): Ashok Guthikonda, JoDel Goss

Use Case Name: SystemMonitoring-Notify Outstanding Fees

Level: User Goal

Description: System popup a message with outstanding fee details when the customer is at the front desk for new application submittal

Precondition: Intake staff is logged into the system

Primary Actor: Intake staff

Secondary Actor: Customer

Related Use Case(s): FD102-SystemMonitoring-Auto-Detect Outstanding Fees

Success: System able to monitor and prompt a message on outstanding fee when there is a customer activity

Actor	**System**	**Rate**
1. Intake staff receives an application from the customer		
2. Intake staff starts creating an application on the system with customer name, etc		
3. Along with other details, intake staff enters customer information pertaining to the application	4. System at the back ground checks for any outstanding fee related to the customer	
	5. System displays a popup message with outstanding fee details	
6. Intake staff continues with fee payment process		
Alternate Path 1: No outstanding fee		
1.1 At step 4, no outstanding fee recorded against the customer	1.2 System continues with application creation process without a pop up message	
Alternate Path 2: Fee Payment by Escrow Account		
2.1 At step 6, Enter fee amount and select payment from escrow account	2.2 System records the amount and display to select the escrow account related to the customer	
2.3 Intake staff select the escrow account and click on apply	2.4 System apply the fee, print the receipt and emails customer (primary contact)	

Business Rules:

- At step 6, Outstanding fee can be paid with any of the payment methods like Cash/Check/Credit Card/Escrow Account
- System shall able to monitor outstanding fee when there is a customer activity

Design: At step 5, system has to display application number, outstanding fee information, payment options and any comments by finance regarding dispute of fess, possible re-assessment etc.

Security Requirement(s):

Data Retention:

Search Criteria:

Comments:

Dept Name: Fire Department
Process Name: FD083-Finance-Fee Adjustments
Use Case Number: FD102
Created by (BA/BL/SME): Ashok Guthikonda, JoDel Goss

Use Case Name: SystemMonitoring-Auto-Detect Outstanding Fees

Level: User Goal

Description: System monitors applications that have outstanding fees and send a notification with a outstanding fee report to the customer

Precondition: System has a capability to monitor applications with outstanding fee and is scheduled to check/monitor periodically

Primary Actor: System

Secondary Actor: Customer

Related Use Case(s):

Success: System detects applications with outstanding fee and automatically sends a notification for payment with outstanding fee report

Actor	System	Rate
	1. System runs a check/monitor on applications for outstanding fee	
	2. System detects outstanding fee on an application	
	3. System identifies customer information from the application	
	4. System executes a report with the customer information	
	5. System attach the report to a notification and send it to the customer for payment	

Business Rules:
- **At step 1**, system shall run the check on every 1st business day of the month

Design:
At step 5, notification will have following information
- Brief message
- Application details
- Fee components that are due for payment
- Payment options
- Report attachment

Security Requirement(s):

Reports:
Outstanding Fee report shall have following fields
a. Company Name and Address
b. Primary Contact
c. Customer Unique ID
d. Customer Type
e. Customer contact (Phone, fax, Email)
f. Application #
g. Application date
h. Application type
i. Permit type

j. Fee type
k. Amount Due
l. Days aged (Due date from permit expiry)

Note: Sample report attached below

Search Criteria:

Comments:

CLARK COUNTY FIRE DEPARTMENT

Fire Prevention Bureau (FPB)

4701 W Russell Rd, Las Vegas, NV 89118

Phone: (702) 455-7316 Fax: (702) 735-0775

Website: www.clarkcountynv.gov/depts/fire E-mail: permits@clarkcountynv.gov

Outstanding Plan Review/Permit Fees

3D EXHIBITS INC	ID #:	69384	Type: FDAC
RE: RENEWABLE PERMITS	Phone:	847-250-9000	
ATTN: ACCOUNTS PAYABLE	Fax:	847-860-8165	
2800 LIVELY BLVD	Email:		
ELK GROVE VILLAGE IL 60007			

NOTE: Below is a listing of plan reviews performed by Fire Prevention Bureau personnel along with associated fees. Our records indicate these fees have not been paid and require your immediate attention. Should your records indicate otherwise, contact Fire Prevention Bureau Finance personnel at permits@clarkcountynv.gov -or- call (702) 455-7043.

App Nbr / App Date	App Type / Major Property / Address / Sub Project Name / Event name / Permit Description	Permit Type	* Fee Type	Amt Due
18-00003060 01/23/2013	FD HIGHPILED COMBUSTIBLE STORAGE CONSTRUCTION 3D EXHIBITS INC 3451 W MARTIN AVE , LAS VEGAS, NV 89118			
	FD HIGH PILED COMBUSTIBLE STOR	FHPC00	PF	$75.00
			Grand Total:	$75.00

* Fee Type: PF = Permit Fees

Dept Name: Fire Department
Process Name: FD083-Finance-Fee Adjustments
Use Case Number: FD103
Created by (BA/BL/SME): Ashok Guthikonda, JoDel Goss

Use Case Name: Waive Fee		
Level: User Goal		
Description: Customer requests a fee waive on an application		
Precondition: Finance received an email requesting a fee waive and finance staff is logged on the system		
Primary Actor: Finance staff		
Secondary Actor: Customer, Chief		
Related Use Case(s): FD099-Process Refund Request		
Success: Able to waive fee		
Actor	**System**	**Rate**
1. Finance staff open the application with the application number received from the customer	2. System displays the detailed view of the application	
3. Finance staff verify the application and the customer reason for waiving the fee		
4. Finance staff enters the recommendation comments and selects to send a notification to chief for an approval	5. System sends a notification to chief for approval with Customer request (reason) to waive fee, finance staff recommendation comments and application details.	
6. Chief review the details and approves waive fee	7. System records the approval decision and sends back a notification to finance staff to waive the fee	
8. Finance staff opens the application and selects to waive the fee	9. System checks for approval from Chief	
	10. System waives the fee and prints cancellation receipt	
Alternate Path 1: Chief Denies waive Fee		
1.1 At step 6, Chief denies to waive fee	1.2 System records the denial decision and send back a notification to the finance staff stating the denial information	
1.3 Finance staff receives the denial information and informs the customer by system notification that the request has not been approved.		
Alternate Path 2: Refund Waive Fee		
2.1 At step 10, need to refund as part of waive fee		
2.2 Continue with use case FD099-Process Refund Request		
Business Rules: - Step 4, Finance recommends Yes/No comments to waive fee. But final decision is up to chief. - Step 8, Any fee waive must be approved by chief		
Design:		

(Nice to Have): - It would be nice if the system has the ability to record the number of times customer has requested to waive fee and consolidate fee amount waived based on the fee code.
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Fire Department
Process Name: FD-Finance-Fee Adjustments
Use Case Number: FD104
Created by (BA/BL/SME): Ashok Guthikonda, JoDel Goss

Use Case Name: CancelRequest		
Level: User Goal		
Description: Customer initiate a request to cancel an application for a reason		
Precondition: Intake logged into the system		
Primary Actor: Intake staff, Finance Staff		
Secondary Actor: Customer		
Related Use Case(s): FD099-Process Refund Request, FD003-Customer-Escrow Account Request-Online, FD006-Customer-Escrow Account Request-InPerson		
Success: Able to cancel the application and refund the payment if eligible		
Actor	**System**	**Rate**
1. Intake navigates through the menu and selects to open an application	2. System displays to enter the application #	
3. Intake enter the application #	4. System displays the detailed view of application	
5. Intake verifies the current status of application		
6. Intake selects to put a hold on application to avoid any further activities on the application and also enter the reason for Hold	7. System changes application status to hold and records the reason for hold.	
	8. System send notifications to the concern planners/ Inspectors with the comments provided by Intake	
	9. System send notification to finance to process the cancellation request	
10. Finance staff open the application with the application #	11. System display the detailed view of application	
12. Finance staff selects to cancel the application	13. System checks for any scheduled Plan reviews	
	14. System checks for any scheduled Inspections	
	15. System checks for any outstanding fee	
	16. System calculates the refund based on the above checks, display the amount to be refunded and prompts to select confirm to continue	
17. Finance confirm the request	18. System changes the application status as Cancelled and confirms the status	
	19. System send notifications to the concern personals in workflow with the update in application status	
Alternate Path 1: Refund Fee		
1.1 At step 16, Refund funds		

1.2 Finance staff selects to transfer $$ to escrow account or issue refund check (refer use case FD099-Process Refund Request)		

Business Rules: - Step 5, Intake staff verify application for plan review assignments, inspection assignments - Step 12, To Cancel an application, there should not be any outstanding fee - Step 16, No fee is refunded if review is initiated on the application
Audit Trail: - An audit trail entry will be made for cancellation of a request. - Audit trail information will include User id, date/time, brief detail of transaction
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Fire Department
Process Name: FD081-Finance-Daily Cashier Balance
Use Case Number: FD105
Created by (BA/BL/SME): Ashok Guthikonda

Use Case Name: Reporting-Balance End of Day transactions by Cashier		
Level: User Goal		
Description: End of the business day, Intake wants to balance the funds against the transactions processed		
Precondition: Intake staff has login and is logged into the system		
Primary Actor: Intake staff		
Secondary Actor:		
Related Use Case(s): FD107-Void-Cancel Application by Intake, FD098-Reporting-Balance End of Day transactions-Daily Deposit, FD106-RectifyOverpayment		
Success: Able to balance the transactions processed with the actual amount		
Actor	**System**	**Rate**
1. Intake staff navigate through the menu and selects to open the report	2. System displays to enter the report name	
3. Intake staff selects the report name “daily cashier receipts report”	4. System displays current date or to enter the date range	
5. Intake staff selects current date or enters the date range	6. System displays all the transactions processed during the day and is able to print the report.	
7. Intake staff selects to print the report	8. System prints the report	
9. Intake staff verify the transactions for corrections		
10. Intake staff balances the funds with the transactions processed in the system		
11. Intake staff submits the report and funds to the finance after balancing.		
Alternate Path 1: Check # corrections		
1.1 At step 9, Check # or Account information need to be corrected		
1.2 Intake staff selects to open the transaction by application ID or receipt #	1.3 System displays the detailed view of the application with the transaction	
1.4 Intake staff selects to make a correction	1.5 System displays to enter the reason for correction	
1.6 Intake staff enter the reason for correction and correct check #	1.7 System saves the information and display the corrections are updated	
1.8 Cont step 9		
Alternate Path 2: Under Payment posting adjustments		
2.1 At step 9, Intake staff identify under payment posting		
2.2 Intake staff selects to open the transaction by application ID	2.3 System displays the detailed view of the transaction	
2.4 Intake staff selects to update the fee	2.5 Systems displays to enter the reason for	

amount	changes	
2.6 Intake staff enters the reason and adds the missing amount to the application	2.7 System save the information and display the receipt for the updated amount	
2.8 Intake staff selects to send the receipt to the customer by email	2.9 System sends the receipt to the customer with a correction reason message. Cont step 9	
Alternate Path 3: Over Payment posting adjustments		
3.1 At step 9, Intake staff identify over payment posting		
3.2 Intake staff intimate finance about the over payment posting (Refer Alternative path 3 in Use case FD098-Reporting-Balance End of Day transactions-Daily Deposit)		

Business Rules:

- At step 9, Transactions processed must match with the actual funds
- At step 9, All adjustments must be approved by management
- At step 1.7, 2.7 System shall show the date and time the adjustments are made

Design:

- At step 4, system shall display current system date by default
- Report should have a time stamp on it when printed
- Transactions processed should be tied to a GL account based on the application and fee type.
- System shall able to consolidate transactions based on GL account

(Nice to Have)

- At step 11, It would be nice if System shall provide a sign off activity with Intake balances record the time the package is submitted

Audit Trail:

- An audit trail entry will be made for creation and modification of fees
- Audit trail information will include User id, date/time, brief detail of transaction

Security Requirement(s):

Data Retention:

Search Criteria:

Reporting:

Daily Cash receipts report:

System shall provide a report to print all the transactions recorded by the intake staff for the day. Daily Cash receipts report should have following fields

Default **Sort** Criteria:

- Date posted

Field:

Header Information

- Report Name
- Date Range
- Intake Staff Name
- Date Posted

Line Information

- Receipt #
- Application #
- Pymt Type #
- Fee type
- Payment Description
- Total By Cash
- Total By Check
- Total by MO
- Total by Account
- Total by Credit Card
- Total by Intake staff
- Total by posted date

Comments:

CLARK COUNTY FIRE DEPARTMENT
Fire Prevention Bureau (FPB)

Electronic Daily Cash Receipts
Date Range: 02/22/13 - 02/22/13
VICKI VOHS

Date Posted:

RECEIPT BY:

Receipt #	App Nbr	Pymt Type	Fee Type	Check # and/or Acct #: & Name	Total by Cash	Total by Check	Total by MO	Total by Account	Total Payment

Grand Total:

VICKI VOHS

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Dept Name: Fire Department
Process Name: FD081-Finance-Daily Cashier Balance
Use Case Number: FD106
Created by (BA/BL/SME): Ashok Guthikonda

Use Case Name: RectifyOverpayment		
Level: Summary (more than one sitting)		
Description: Intake staff sometimes receive overpayments from the customer		
Precondition: Intake staff has a login and is logged into the system		
Primary Actor: Intake staff, Finance		
Secondary Actor: Customer		
Related Use Case(s): FD105-Reporting-Balance End of Day transactions by Cashier		
Success: Able to record overpayment		
Actor	**System**	**Rate**
1. Intake staff intimate customer that the amount paid is more than the application base fee		
2. Upon customer acceptance, Intake staff apply the fee to the application and asks customer to choose the options to record the excess amount a. Escrow Account b. Apply to escalating fee c. Any outstanding Fee d. Funds Refund	3. System apply the fee to the application	
4. Intake staff enters the comments on the application on how to rectify the excess payment based on the customer request.		
5. Finance staff selects to open Over payment report	6. System display list of all over payments recorded against the applications and is able to print the report	
7. Finance staff selects to print the report	8. System prints the report	
9. Finance staff open the applications listed in the report and rectify the over payments based on the intake staff comments recorded in the application.		
Alternate Path 1: Escrow Account		
1.1 At step 9, Rectify Over payment with Escrow account.		
1.2 Finance staff select the record and click to adjust money to escrow account	1.3 System display a page with the escrow accounts available to the contractor	
1.4 Finance staff selects the escrow account to transfer	1.5 System adjust the money by transferring the excess money to the selected escrow account	
Alternate Path 2: Apply to Escalating Fee		
2.1 At step 9, Rectify Over payment by applying fee to escalating fee		

2.2 Finance staff adjust the amount applying the excess amount to a new fee code within same application/ permit	2.3 System records the changes applied and save the application with the changes.	
Alternate Path 3: Any outstanding Fee		
3.1 At step 9, Rectify Over payment by applying fee to Outstanding fee		
3.2 Refer Use Case: FD101-SystemMonitoring-Notify Outstanding Fees		
Alternate Path 4: Funds refund		
4.1 At step 9, Rectify Over payment by refund		
4.2 Finance staff select the record and click to adjust money to escrow account	4.3 System display a page with the escrow accounts available to the contractor	
4.4 Finance staff selects the escrow account to transfer	4.5 System adjust the money by transferring the excess money to the selected escrow account	
4.6 Continue with Use Case FD - Process Refund Request		
Alternate Path 4: No Escrow Account		
5.1 At step 1.4, 4.2, Customer not having Escrow Account		
5.2 Finance staff create a new escrow account (refer Use Case FD006-Customer-Escrow Account Request-InPerson)		
5.3 Cont step 1.4 and step 4.4		

Business Rules:

- At step 4, Intake staff has to consult the customer and enter the comments on how to rectify over payment
- At step 5, Over payment report is scheduled to print on 1st business day of the month
- At step 9, Adjustments are done by a personal as determined by comptroller
- At step 9, All adjustments must be approved by management
- At step 9, Transactions that are adjusted should have the date and time when the adjustments are made

Design:

- Report shall be designed to print the transactions based on each contractor
- When print report is selected, Print "All" pages option should be selected by default

(Nice to have)

- At step 6, It would be nice if the user can able to select the output fields that has to be displayed on the report

Audit Trail:

- An audit trail entry will be made for creation and modification of fees

- Audit trail information will include User id, date/time, brief detail of transaction
Security Requirement(s):
Search Criteria: Search by Application #
Reports: **Over Payment Report:** Report that list all the applications that has overpayment recorded to it. Report should have following fields a. Application # b. Application Date c. Application status d. Receipt # and Date e. Application Type f. Major Property g. Sub Project Name h. Escrow Account # i. Intake j. Receipt Amount k. Permit Type l. Fee Type Description m. Units n. Amount o. Total Over payment
Comments:

CLARK COUNTY FIRE DEPARTMENT

Fire Prevention Bureau (FPB)

Over Payments

ACCOUNT #

PHONE

FAX

App Nbr / App Date / App Status	App Type / Major Property / Sub Project Name						Total Over Payment
Receipt Date	**Escrow Acct #**	**Cashier**	**Receipt Amount**	**Permit Type**	**Fee Type Desc**	**Units**	**Amount**
12-0048934	FD EXHIBIT TRADE SHOW TEMPORARY						150.00
12/19/12	MANDALAY BAY CONVENTION CENTER						
PC	MANADALAY B/R BRAND AREA						
12/19/12	0	VVOHS	$225.00	FDET	FD OVERPAYMENT AMOUNT	1	$150.00
13-0007408	FD PLACES OF ASSEMBLY SINGLE VENUE						75.00
02/21/13	ST GARABED ARMENIAN APOS CHURC						
PC							
02/21/13	0	LMAJ	$150.00	FDPA	FD OVERPAYMENT AMOUNT	1	$75.00
							225.00

Dept Name: Fire Department
Process Name: FD081-Finance-Daily Cashier Balance
Use Case Number: FD107
Created by (BA/BL/SME): Ashok Guthikonda

Use Case Name: Void-Cancel Application by Intake		
Level: User Goal		
Description: Intake staff required to void/cancel application as a wrong application type/ permit type is created		
Precondition: Intake has a log in and logged into the system		
Primary Actor: Intake staff		
Secondary Actor: Finance staff		
Related Use Case(s): FD105-Reporting-Balance End of Day transactions by Cashier, FD099-Process Refund Request		
Success: Able to Void/Cancel the application		
Actor	**System**	**Rate**
1. Intake staff navigates through menu and selects to open an application	2. System displays to enter the application number	
3. Intake staff enter the application number	4. System displays detailed view of the application	
5. Intake staff selects to cancel the application	6. System prompts to select the reason for cancellation	
7. Intake staff select the reason for cancellation	8. System cancel the application and is able to print the cancellation receipt	
9. Intake staff prints the report for reconciliation		
10. Intake staff creates a new application with correct application type and posts payment to the application		
Alternate Path 1: Void/Cancel transaction that is not on the same day		
1.1 Refer Use case FD-CancelRequest		
Business Rules: - Application # generated cannot be used in future if the transaction is voided/ cancelled. - Transactions voided are seen in the application adjustment report - Void/cancel a transaction is possible only on the same day for intake if creating offset application - Cancellation receipt is printed for end of the day reconciliation - Void-Cancel Application is notified to the finance		
Security Requirement(s): - Permissions to void/ cancel a transaction should be determined		
Data Retention:		
Search Criteria: - Search a transaction by the application #		
Comments:		