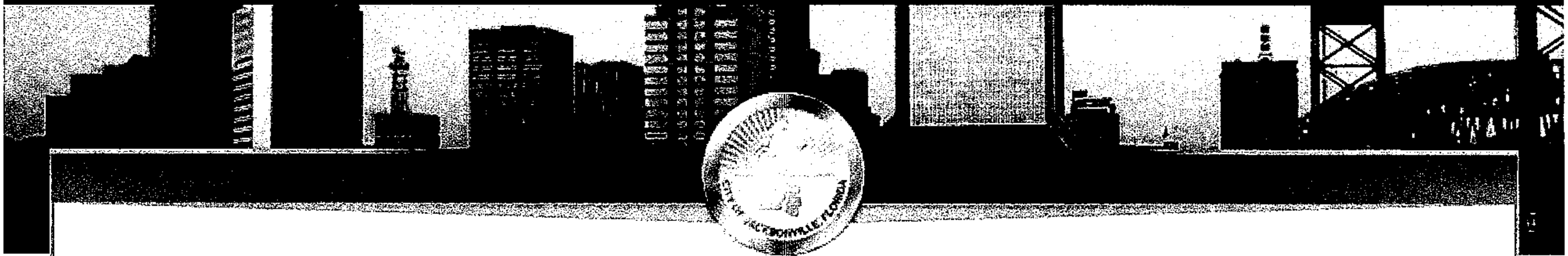
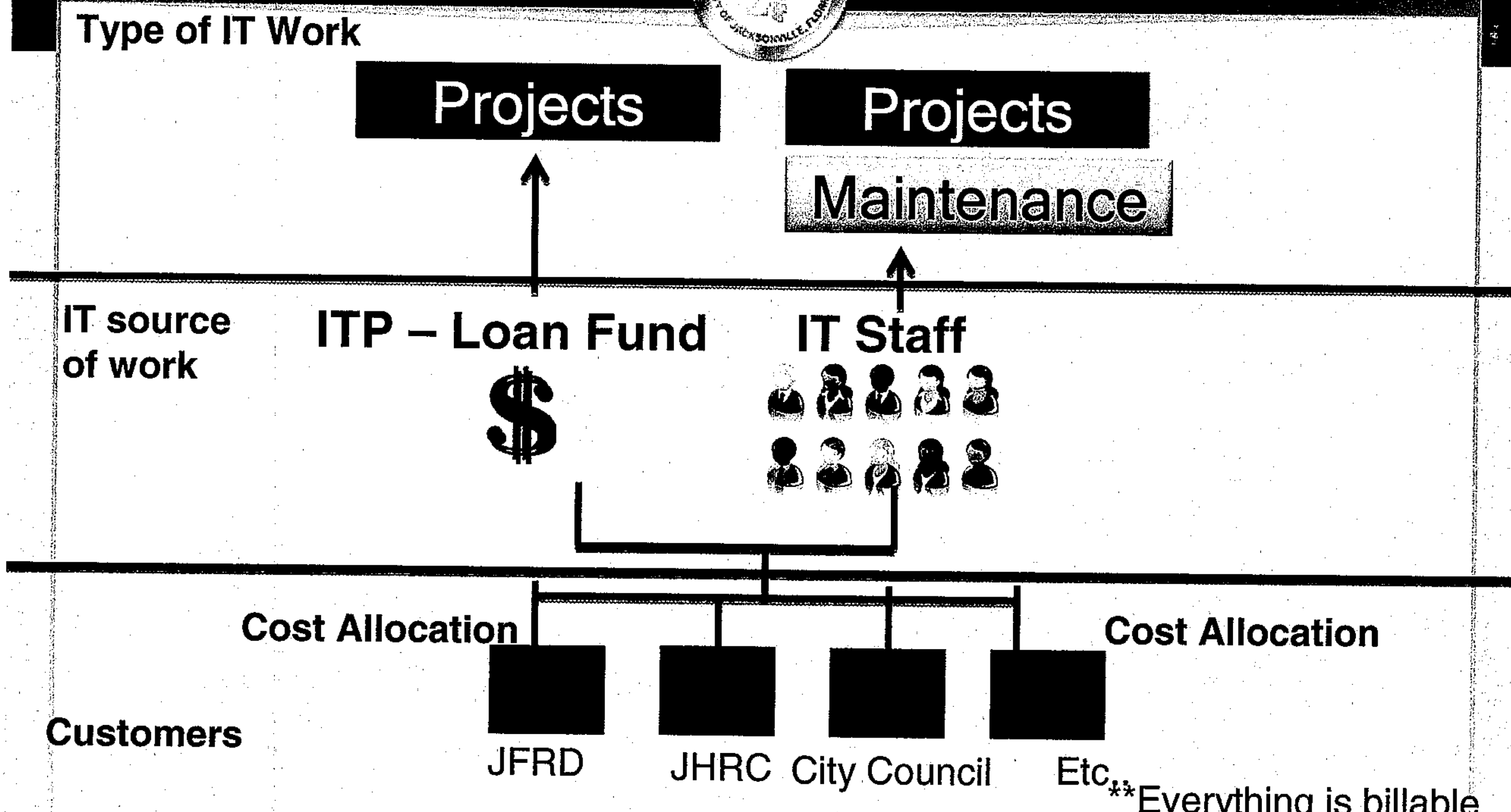
Documents provided - JHRC issue



Documents provided:

- Overview of Cost Allocation of IT Projects Vs Maintenance
- JHRC forecast allocation in 2013
- Email from Teresa Vickers to Charlene Hill on Oct 26th
- System Requirement Specifications (SRS) document with signatures
- 2013 Known Projects and Requests

Overview of Cost Allocation from IT Projects Vs Maintenance

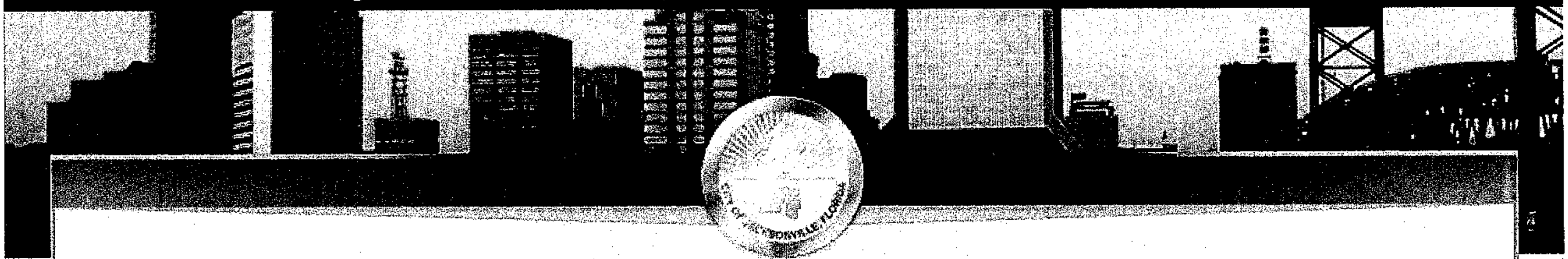


JHRC

JHRC Forecast allocation in 2013

- Current Allocation methodology based on hours expended in 2012 fiscal year
- The 118K is a <u>forecast</u> allocation for JHRC to use IT services
- If they do not need IT services in 2013, then this allocation can be given to another organization that needs IT services
- Actual billable amount should be maintenance only at around 10%

2013 IT Projects and Requests



- 2013 Projects - requirements & sizing completed
  - City Council - VAB automation - not started yet

- Others Project requests in Queue (not a comprehensive list)
  - HR - Oracle HRMS - Benefits modifications for new Contract
  - Multiple customers - Upgrade to Maximo (asset management)
  - JaxReady Phase 2
  - JaxHappenings (special events mobile app)
  - City wide Asset Tracking
  - GPS based Automatic Vehicle Locator

Mathews, Adam

From:	Vickers, Teresa
Sent:	Tuesday, October 26, 2010 10:00 AM
To:	Hill, Charlene
Subject:	Convert JHRC Application from Access to .Net
Importance:	High

Hi Charlene,

I hope this finds you well........I've been thinking about ya and hope you are doing good !!!

I'm not sure Linda informed you, but we have a great opportunity to convert your existing Access database to SQL. If we can get this going soon, we won't have to go through the ITP process, as it will be done as maintenance. It will also allow ITD to start working on it immediately. Joe Roland (one of our System Analysts) came over last week to review the operation of the application. He has also researched the architecture and the team feels this will be a good candidate to migrate from Access to SQL this year.

The goal of the initial project will be to convert the existing application as it is. Then, next year and future years it will be easier to make enhancements and changes as needed.

Do you have any time this week where we can come over and discuss the project with you? If you are too busy, is there anyone else we can meet with in your absence?

Thanks !

Teresa

System Requirements Specification (SRS)

PROJECT NAME:	Jacksonville Human Rights Commission (JHRC) conversion to .NET 4.0
DEPT/DIVISION:	Information Technology Department
PROJECT SPONSOR:	George Chakhtoura, Information Technology Department
PROJECT TYPE:	Conversion from MS Access to .NET 4.0
Prepared by:	Barbara H. Wilson
Date Prepared:	02/17/2011

Revision History

Version	Date	Author	Description
Initial Draft V0.01	02/17/2011	Barbara Wilson	Begin first draft.
V0.02	02/24/2011	Barbara Wilson	Updates after meeting with customer.
V0.03	02/25/2011	Barbara Wilson	Added Investigator functions in Actor Goal list.
V0.04	03/03/2011	Barbara Wilson	Updates after walk through with customer.
V0.05	03/07/2011	Barbara Wilson	Updates after email answers from customer.
V0.06	03/08/2011	Barbara Wilson	Included 3 missing reports.
V0.07	03/09/2011	Barbara Wilson	Changed Intake Investigator in Actor Goal list to always enter charge data even when case is not valid. Added that Mediation Coordinator can enter Negotiation, Interview, and Conference dates. Added that Special Access functions will be inherited by Supervisor, Investigator, Intake Specialist, and System Admin. Update Intake process flow chart to remove data entry of the Questionnaire Turn In Date.
V0.08	03/22/2011	Barbara Wilson	Updates after walk through with ITD. Re-worded section 3.1 that fields no longer used and tables no longer used will not be converted, that there may be some data clean up required to convert existing data in section 3.1 and section 6, and re-worded System Admin to Assign users to roles.
V0.09	03/23/2011	Barbara Wilson	Updated expected IM review completion dates after customer provided answers.
V1.00	03/24/2011	Barbara Wilson	Customer sign-off.
V1.01	07/06/2011	Barbara Wilson	Update use case diagram, change actor A-7, calculate RFI expected mail date.
V1.02	07/07/2011	Barbara Wilson	Add Notary-Resign date to A-7 RFI expected mail date calculation.

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1 PURPOSE OF THIS DOCUMENT

This document contains the Functional Requirements for the Jacksonville Human Rights Commission (JHRC) conversion to .NET 4.0.

2 OBJECTIVE OF THIS PROJECT

The objective of this project is to convert the existing MS Access system to the .net 4.0 web-based platform. The intent is to keep existing functionality, add new date fields for better case tracking, improve reporting capabilities, and add a System Administration function. Existing data will also be converted to the new system.

3 SCOPE

3.1 In Scope

Num	In Scope	Description
1.	JHRC functions	Keep existing functionality. • Enhance UI, navigation, and usability.
2.	Convert JHRC MS Access Database to .net	1. Convert existing database to SQL 2008 platform and include new fields for better case tracking. 2. Identify fields and tables no longer used. Those will not be converted. 3. There may be some data clean up required by JHRC in order to properly convert the data.
3.	Reports	1. Convert approximately 20 + existing queries to produce the Monthly Production Report. 2. Volunteer Hours Report. 4. Case History Print. 5. Case Print.
6.	Log Phone Calls	1. Provide ability for users to enter information about phone calls received by type. 2. Report "Inquires & Referrals", and "Investigative & Partners/Stakeholders" on Monthly Production Report.
7.	System Admin	1. Add System Admin function to define user roles and assign users. 2. Add System Admin maintenance function to update look-up tables.
8.	System Interfaces	None.

3.2 Out of Scope

Number	Out of Scope	Explanation
1.	Spell Check	The first phase of the system will not perform a spell check on the comments or notes entered.
2.	Add Attachment	The first phase of the system will not allow user to browse the user's hard drive and upload attachment(s) to a case.

3.	Clear/erase all location fields	The first phase of the system will not have an option to clear all data that was entered in the comment and note fields.
4.	Survey	The collection and reporting of survey results from CP and Respondent will not be included in this system.

4 BUSINESS REQUIREMENTS

NUMBER	BUSINESS REQUIREMENT
BR1	Keep existing functionality but change process flow and who can perform which functions.
BR2	Improve UI navigation, colors, usability, and make terminology consistent without having a large learning curve for users.
BR3	Implementation of a new system needs to be done during 2nd and 3rd week of the month, preferably not during August or September which is JHRC's busiest time of the year.
BR4	All case data will be converted.
BR5	Create Case History with chronological list of updates made to a case, in date order, with most recent event first with the ability to print in a formatted report.

5 ASSUMPTIONS

1. Customer will be available to provide answers and confirm requirements.
2. The new system will be web based .net.
3. The new system will run on the customer's existing PC's via internet browser.
4. No H/W or S/W upgrades will be needed.

6 CONSTRAINTS

1. ITD team members will not be allocated full time to this project which will cause a delay in implementation and put the schedule at risk.
2. The Business Analyst (BA) will be assigned to multiple development projects (CARE, JHRC) and also involved from April – July 2011 with the 2011 City Fees premise data, billing data, billing file, test with CDM, Property Appraiser, and Tax Collector.
3. The BA will be assigned to complete 2011 ITP's from Dec 2010 – Feb 2011.
4. Developers will need to support maintenance of other existing systems.
5. Data conversion will not be a straight forward mapping from old fields to same fields in the new system. JHRC may need to do some data clean up for invalid data to be converted.

7 ACCEPTANCE AND SUCCESS CRITERIA

7.1 Acceptance Criteria

1. System functionality works without fail (no server exception errors, or other errors).
2. User training must be completed before implementation.

3. System is easy to use and intuitive enough that it will not require extensive training.
4. Existing data has been successfully converted and is available in the user acceptance testing and production environment.

7.2 Success Criteria

1. There is zero *unplanned* downtime for users during normal business hours during and after implementation.
2. The system is easy to use.
3. Reports in the new system can easily be produced and printed.

8 BUSINESS FUNCTIONS

Number	Business Functions	Description
	INTAKE	1. Create Case. 2. Assign Intake Investigator. 3. System Calculates Intake Completion date and expected RFI mail date. 4. Create Charge Draft. 5. Request Review of Charge Draft. 6. Correct Charge Draft. 7. Charging Party Signs Charge Form and it is notarized. 8. Offer Mediation to Charging Party. 9. Create Charge File. 10. Request Review of Charge File. 11. Correct Charge File. 12. Transfer case. 13. Refer a case. 14. Request Review of Transferred and Referred Cases. 15. Close case if not valid – no charge filed. 16. Request Review of closed case. 17. Enter Alternate Method of Closure in any phase. 18. Attorney Information can be entered in any phase if CP requests Right to Sue.
BF1	Create case & Assign Intake Investigator	1. Supervisor creates case. Enter Create Date, Intake Type (walk-in, phone, email, CARE, etc.), Category, (Housing, Employment, etc.), and CP (Participant), and Respondent contact information. 2. Supervisor assigns Intake Investigator (Intake Assigned Date). 3. System calculates and displays estimated Intake completion date = 15 calendar days from date intake investigator is

		assigned.
BF2	Enter Charge Draft data	1. Intake Investigator enters charge draft intake information (3 types) for either: Employment, Housing, Public Accommodation, Police, Community, or Other. 2. Enter Basis (Charge Filed), Issue, Demographics, and update CP (Participant) data, Respondent data, and other data to be defined.
BF3	Submit Charge Draft to Supervisor for Review	Intake Investigator selects "Submit Charge Draft for Review". System prompts user "Is Case Valid"? If No (case is not valid): 1. System prompts user to close the case and to enter closure date and Reason if Case Is Not Valid. 2. System allows user to select "Submit Charge Draft for Review", select Supervisor, and the system will change Review Status to "Request Review - case not valid". If case is valid (Yes): 1. Intake Investigator will select "Submit Charge Draft to Supervisor for Review", select Supervisor, and enter date Charge Draft is submitted for review. 2. System changes Review Status to "Request Review of Charge Draft". 3. Intake Investigator gives case to Supervisor to Review.
BF4	Supervisor Reviews **Charge Draft** & Approves or Returns for Correction	1. Supervisor will search, select, and review Charge form draft. 2. Supervisor enters Charge Draft Review Date. 3. Supervisor selects Review Status = Review Complete for Charge Draft or Charge Draft Return4Correction, errors, and error types. 4. Supervisor enters date of return if returned for correction.
BF5	Correct Charge data	1. Intake Investigator can update intake data to correct errors when status is Return4Correction. 2. Intake Investigator re-submits to Supervisor for Review.
BF6	Obtain CP signature and Notarize Charge Form	1. Intake Investigator enters Notary Date when CP signs charge form. 2. If Charge form is updated after CP signs, Intake Investigator will enter Notary Re-Sign date.
BF7	Mediation Offer to Charging Party	1. Intake Investigator enters Mediation4CP = Y or N, and date form was signed by CP.
BF8	Supervisor Reviews **Charge File** &	1. Intake Investigator completes all other paperwork and forms required and submits the case to the Supervisor for Review by selecting "Request Review of Charge File".

	Approves or Returns for Correction	2. Intake Investigator enters the date the case is given to Supervisor, and gives case to Supervisor. 3. Supervisor will review the case file and enters either the "Case File Review Completion Date" or selects "Return Case File for Correction". 4. System will calculate Expected RFI Mail Date = 10 calendar days from Case File Review Completion Date.
BF9	Transfer Case	1. Intake Investigator enters Notes, Agency Transferred to, change status to Transferred, and Transfer Reason. 2. Intake Investigator submits case to Supervisor. 3. Supervisor reviews case and enters Review date or Returns for Correction.
BF10	Alternate Method of Closure	1. Investigator can enter Alternate Method of Closure at anytime during the case process as Withdraw, Failure to Locate, or Failure to Cooperate. (Merge into one pull down for Closure Reason.)
BF11	Attorney Information	1. Investigator can enter Attorney information at any time in the process if CP requests Right to Sue.
BF12	* Transfer, Close, Refer, Attorney information	Can be done at any time in the process.
	INVESTIGATIVE PROCESS	1. Assign Investigator. 2. Mail RFI package and enter date it was mailed, and Respondent's reply to Mediation offer. 3. Calculate estimated case completion. 4. Enter Mediation or RFI data. 5. Enter Interview dates and Conference dates with Witnesses, CP, Respondent, Agencies.
BF1	Assign Investigator	Supervisor assigns Investigator, enters Investigator name, and date assigned.
BF2	Investigator enters RFI information	1. Investigator enters mail date of RFI package (RFI letter, Mediation Offer, and Charge Form). 2. Investigator enters certified mail received date when Respondent received package. 3. Investigator checks if Mediation is accepted by Respondent and date they accepted.
BF3	Calculate estimated case completion	1. Housing & PA case completion date = 100 calendar days from RFI mail date. 2. Employment case completion date = 180 calendar days from RFI mail date.

	MEDIATION	1. Enter date case is given to Supervisor. 2. Supervisor Assigns Mediation Coordinator. 3. Mediation Coordinator schedules mediator, mediation, resolution, restitution and enters other mediation data. 4. Mediation Coordinator enters Volunteer hours. 5. Mediation Coordinator provides Respondent Reminder to complete RFI if mediation is not successful and enters date reminder was done. 6. If mediation is successful, Mediation Coordinator prepares Agreement Letter, updates mediation outcome, closes the case, and submits it to the Supervisor for review. 7. Supervisor reviews the case and enters date of Review or enters errors, returns for correction, and date of return.
BF1	If Mediation is Requested	If both CP and Respondent agree to Mediation then: 1. Investigator gives case to Supervisor to assign Mediation Coordinator and enters date given to Supervisor.
BF2	Assign Mediation Coordinator	1. Supervisor assigns Mediation Coordinator and enters date Mediation Coordinator is assigned.
BF3	Mediation Coordinator enters mediation data	1. Enter the volunteer Mediator assigned, date assigned, mediation type, and scheduled Mediation Date. 2. Enter Volunteer hours (enter hours and ½ hours) for Mediators. 3. Enter MediationComplete and RestitutionByMediation if mediation is successful. 4. Mediation Coordinator updates Mediation Status, Outcome, and Closure date. 5. Provide RFI reminder to Respondent and enter reminder date. 6. System calculates 2^{nd} occurrence of expected RFI response date = 18 days from reminder date. 7. Submit case to Supervisor for closure and enter date is was submitted. 8. Supervisor reviews the case and enters date of Review or enters errors, returns for correction, and date of return.
	NO MEDIATION (Investigation begins)	1. Provide RFI reminder to Respondent. 2. If RFI not received, issue Subpoena. 3. If RFI is not complete, send Incomplete Response Letter. 4. Enter RFI Response received date & investigation phase completion date. 5. Enter Alternate Method of Closure at anytime during the case process as Withdraw, Failure to Locate, or Failure to

		Cooperate. 6. Enter Attorney information anytime during the case process.
BF1	Subpoena for RFI information	Investigation begins when Mediation is Not Requested or not accepted by both CP and Respondent. RFI information must be completed by Respondent if there is no mediation. 1. If Respondent doesn't provide RFI information, Investigator enters date Subpoena request went to OGC. ("Subpeona" = Y & "ReqSubpeona" = date.) 2. Investigator enters Subpoena Served date (when subpoena is delivered to Respondent). "Subpeona issued" is database field).
BF2	Incomplete Response Letter	1. If Respondent did not complete all of the RFI data, Investigator enters the Date when the Incomplete Response Letter ***is mailed.*** 2. Investigator enters the date the Incomplete Response Letter ***is received*** by the Respondent and the system calculates revised RFI due date as 10 business days from certified received date.
BF3	RFI Response is Complete	1. Investigator enters ***RFI Response Complete date*** when Respondent sends all RFI information and it is complete.
BF4	Interview dates, Conference dates	1. Enter Interview, Negotiation, and Conference dates with Witnesses, CP, Respondent, Agencies, CP Contact, and Representative.
BF5	Investigation Phase complete	1. Investigator enters Investigation phase completion date. 2. System calculates age at this point in calendar days from create date until Investigation completion date.
BF6	Alternate Method of Closure *	1. Investigator can enter Alternate Method of Closure at anytime during the case process as Withdraw, Failure to Locate, or Failure to Cooperate. (Merge into one pull down for Closure Reason.)
BF7	Attorney Information*	1. Investigator can enter Attorney information at any time in the process if CP requests Right to Sue.
BF8	* Transfer, Close, Refer, add/update Attorney information	Can be done at any time in the process.
	REVIEW & CLOSURE	1. Enter date IM is sent to Supervisor for Review. 2. Supervisor reviews IM and either approves it or returns it for Corrections.

		3. Enter date LOD is completed. 4. Enter date LOD is submitted to Supervisor for Review. 5. Supervisor reviews LOD and either approves it or returns it for Corrections. 6. Enter date of Voluntary Conciliation. 7. Enter date of Hearing.
BF1	Create IM	1. Investigator prepares IM and enters Date IM was submitted to Supervisor for Review. 2. System calculates expected dates.
BF2	Supervisor reviews IM	1. Supervisor reviews IM, approves it, or checks that further investigation is needed, and the system calculates expected dates.
BF3	Create LOD	1. Investigator enters date Letter of Determination was completed. 2. Enter date LOD was mailed (after supervisor review).
BF4	Supervisor reviews LOD	1. Supervisor reviews IM, approves it, or checks that further investigation is needed, and the system calculates expected dates.
BF5	Conciliation or Hearing?	1. If there was a violation and Respondent accepts voluntary conciliation, Investigator enters Date of Conciliation. 2. If there was a violation and Respondent doesn't accept conciliation, Investigator enters Date of Hearing.
BF6	* Transfer, Close, Refer, Attorney information	Can be done at any time in the process.
	REPORTS	1. Monthly Production Reports 2. Volunteer Hours Report 3. Case History Print 4. Case Print
BF1	Monthly Production Report	The monthly production report needs to contain ***monthly and year-to-date*** statistics as follows: 1. Inquiries (Questionnaires/Walkins) by Category 2. Electronic Inquiries (CARE, email, fax) by Category 3. Inquiries by Classification (Race & Gender) 4. Calls by Employees • Report MTD and YTD calls by employee for Inquiries and Referrals on p.1 of the Monthly Production report. • Report MTD and YTD calls by employee for Investigative

		and Partners/Stakeholders in the Investigative portion of the Monthly Production Report. 5. Intake Appointments by Category 6. Intakes by Classification (Race & Gender) 7. Charges Filed by Classification (Race & Gender) 8. Basis of Charges by Categories 9. Closures – Basis Breakdown by Categories 10. Mediations Accepted by Category 11. Mediations Conducted by Category 12. Mediation Restitutions by Category 13. Resolutions (Closure Reasons) by Type by Employee 14. Performance Measure - Intakes by Employee 15. Performance Measure - Charges Filed on Initial Visit by Employee 16. Performance Measure – Resolutions by Age by Employee by Category. Total resolutions, Employment: Closed w/in 180 days, closed w/in 181-269 days, closed 270 + days. Housing & PA: < 100 days, and > 100 days. 17. Not required as of 3-28-2012. It's covered in report 16. New: Performance Measure – Investigator Resolutions by Age in 2 sections, 1) < 100 days old, and 2) >100 days old. List Investigator, Case #, and CP Name. 18. Not required as of 3-28-2012. It's covered in report 16. New: Performance Measure – Investigator Resolutions by Age in 2 sections, 1) < 180 days old, and 2) >180 days old. List Investigator, Case #, and CP Name. 19. Performance Measure - Intake and New Charge Report by employee of Intake Cases for Housing. List case details and errors on Charge Form. This is a monthly report of completed intakes for the month selected, "Completed Intakes" include cases that have Charge File approved and any closed, transferred, and referred cases in Intake phase in the month selected. Use date Supervisor approves the Charge File, and the date Supervisor approves case closure. Include closed, transferred, and referred cases. Display report by employee and the cases they were assigned to as Intake Investigator. List Employee, Charge File Approval date, CP Name, CP Sex and Race, Mediation Accepted?, Case number, EEOC, JHRC, Basis, Issues, List returned Errors from Charge Form and Charge file review, and check if charge was filed on initial submittal (create date is same as Supervisor approval of the Charge Form). 20. Performance Measure - Intake and New Charge Report by employee of Intake Cases for Employment. List Title, First, Last, JHRC #, Type, Disposition, Assigned Specialist, Gender, Race, Assigned Date, Respondent, Initial Contact Date,

		Appointment Date, and Last Contact Date. 21. Performance Measure - Housing Pending Average days – by employee. List CP last name, case number, create date, age of case in days, and notary date. For each employee, provide total days of all cases and an average number of days (divide total days by number of cases). After all Housing cases are selected, then display the Housing cases for employees that were assigned to the case as Intake Investigator, Investigator, and Mediation Coordinator (not the Supervisor). 22. Report 22. "Issues Used in Charges Filed" is report title. This is a monthly and YTD report based on month selected. YTD starts Oct 1 through the month selected. List each issue by category. For each issue, add number of cases a charge was filed using this issue. Provide Total number of issues used by category in charges filed.
BF2	Volunteer Hours Report	1. Produce a report that shows dates and hours worked by Mediator for volunteer hours.
BF3	Case History update/action Log	1. Provide a list of each update made to a case in date order with most recent event listed first. 2. Allow user to print the case history along with pertinent summary case data (name of charging party, case number, file date, and other fields to be defined later).
BF4	Case Print	1. *Print all current case to include data for all 'applicable' phases* for Intake, Investigative, Mediation, and Review and Closure. If case went through all phases, print all data.
	SYSTEM ADMIN	
BF1	Assign users to roles	Add users and assign the following roles to allow access to data and functions within the system. 1. System Admin 2. Supervisors 3. Investigators 4. Intake Investigators 5. Mediation Coordinators 6. Special Access
BF2	Update Maintenance Tables	Provide System Admin function to update the following look-up tables: 1. Employees 2. Mediators
	Log Phone Calls	
BF1	Log Phone calls	1. Provide ability for users to enter information about phone calls received by type of call (Inquiry, Investigative, Referral, or

		Partners/Stakeholders), date of call, caller contact information (optional), and case number. Phone calls are reported on the Monthly Production Report (See Reports).

9 ACTORS & GOAL LIST

ACTOR NUMBER	ACTOR NAME	GOALS
A1	System Admin	1. Assign users to roles. 2. Update maintenance tables. 3. Inherit Supervisor functions, Investigator, Intake Investigator, Mediation Coordinator, and Special Access roles.
A2	Supervisor	1. Create Case. 2. Enter initial contact, Charging Party, and Respondent data, 3. Assign Intake Investigator. 4. Review, Approve, or Return for Correction: • Closed when case is not valid – no charge filed • Transferred Case • Charge Draft • Charge File • Investigative Memorandum (IM) • Letter of Determination (LOD) 5. Run Supervisor Reports. 6. Inherit Investigator, Intake Investigator, Mediation Coordinator, and Special Access functions.
A3	Investigator	1. Enter RFI mail date, and certified mail received date. 2. Enter RFI reminder date. 3. Enter date subpoena request went to OGC, and *served* date. 4. Enter date Incomplete Response Letter is mailed and certified date is was received. 5. Enter date RFI Received completion date. 6. Enter Investigation phase completion date. 7. Enter Alternate Closure anytime in the process. 8. Enter Amended date if charges are changed

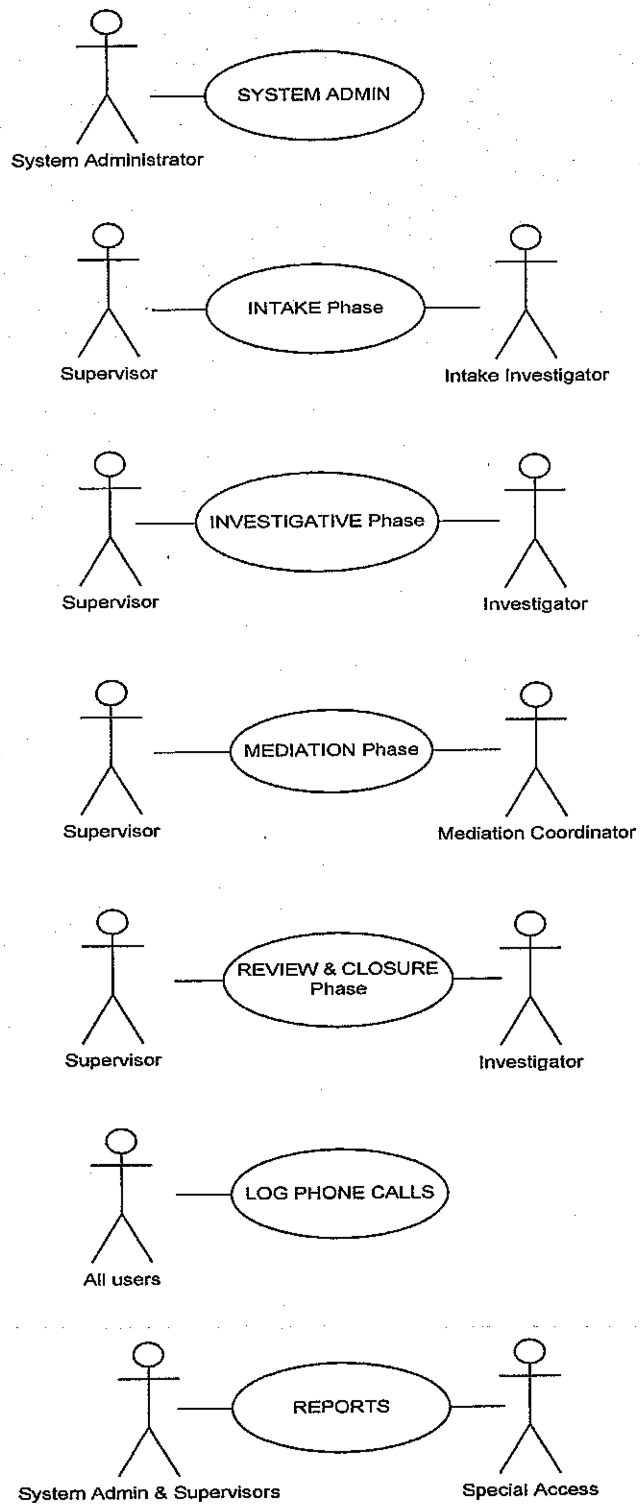
		after subpoena was served to the Respondent. 9. Enter Attorney Information anytime in the process. 10. Enter date case is given to Supervisor to assign Mediation Coordinator. 11. Enter Interview, Negotiation, and Conference dates and enter with who = CP, Witnesses, Respondent, Agency, Representative, or CP Contact. 12. Create IM. 13. Create LOD. 14. Submit IM to Supervisor for Review, system will calculate expected review completion date = 10 business days after submitted date and if Supervisor returns for correction, the expected IM corrected completion date = 5 business days from return for correction date. 15. Submit LOD to Supervisor for Review. 16. Correct IM and resubmit for Review. 17. Correct LOD and resubmit for Review. 18. Enter date of volunteer conciliation. 19. Schedule & enter date of OGC Hearing. 20. Run Investigator reports. 21. Inherit Intake Investigator, Mediation Coordinator, and Special Access functions.
A4	Intake Investigator	1. Enter information on calls received. 2. Enter charge data: (charge(s) filed, date filed, respondent information, and CP information. 3. If case is not valid, close case and select no charge filed. (Will these be Inquiries by Race on Monthly Prod Report?) 4. Submit closed case (no charge filed) to Supervisor for review. 5. Submit Charge Draft to Supervisor for Review. 6. Correct Charge Draft and resubmit for Review. 7. Enter CP reply to mediation offer. 8. Enter date CP signed charge form and was notarized. 9. Submit Charge File to Supervisor for Review. 10. Correct Charge File and resubmit for Review. 11. Transfer case.

		12. Submit transferred case to Supervisor for review. 13. Inherit Mediation Coordinator and Special Access functions.
A5	Mediation Coordinator	1. Assign Mediator. 2. Enter mediation date. 3. Enter mediation results and restitution amount. 4. Enter Negotiation, Interview, and Conference dates. 5. Enter Volunteer hours worked. 6. Search for a case. 7. View all case data. 8. Log phone calls.
A6	Special Access	1. Search for a case. 2. View all case data. 3. Run reports. 4. Log phone calls.
A7	JHRC System	1. Calculate expected intake completion date = 15 calendar days from date Intake Investigator is assigned. 2. Calculate RFI expected mail date = 10 calendar days from notary date or notary re-sign date if category = Employment, Housing, or Public Accommodations. If category = Police, Community, or Other calculate RFI expected mail date = 10 calendar days from Date Supervisor is assigned. 3. Calculate RFI response date = 18 business days from RFI mail date. 4. Re-calculate 2nd occurrence of expected RFI response date = 18 business days from date Incomplete Response Letter was sent. 5. Calculate Respondent's Mediation Offer Response date = 8 business days from RFI mail date. 6. Calculate estimated case completion date = 100 calendar days from RFI mail date for Housing & Public Accommodations. 7. Calculate estimated case completion date = 180 calendar days from RFI mail date for Employment. 8. Calculate revised RFI due date if Incomplete

		Response letter is sent = 10 business days from Certified received date. 9. System calculates age of case (when user enters investigation completion date) = number of calendar days since case was opened until investigation completion date. 10. System calculates expected IM review completion date = 10 business days after IM is submitted to Supervisor for review. 11. System calculates expected IM corrected date = 5 business days after supervisor returns IM for correction. 12. Produce reports.

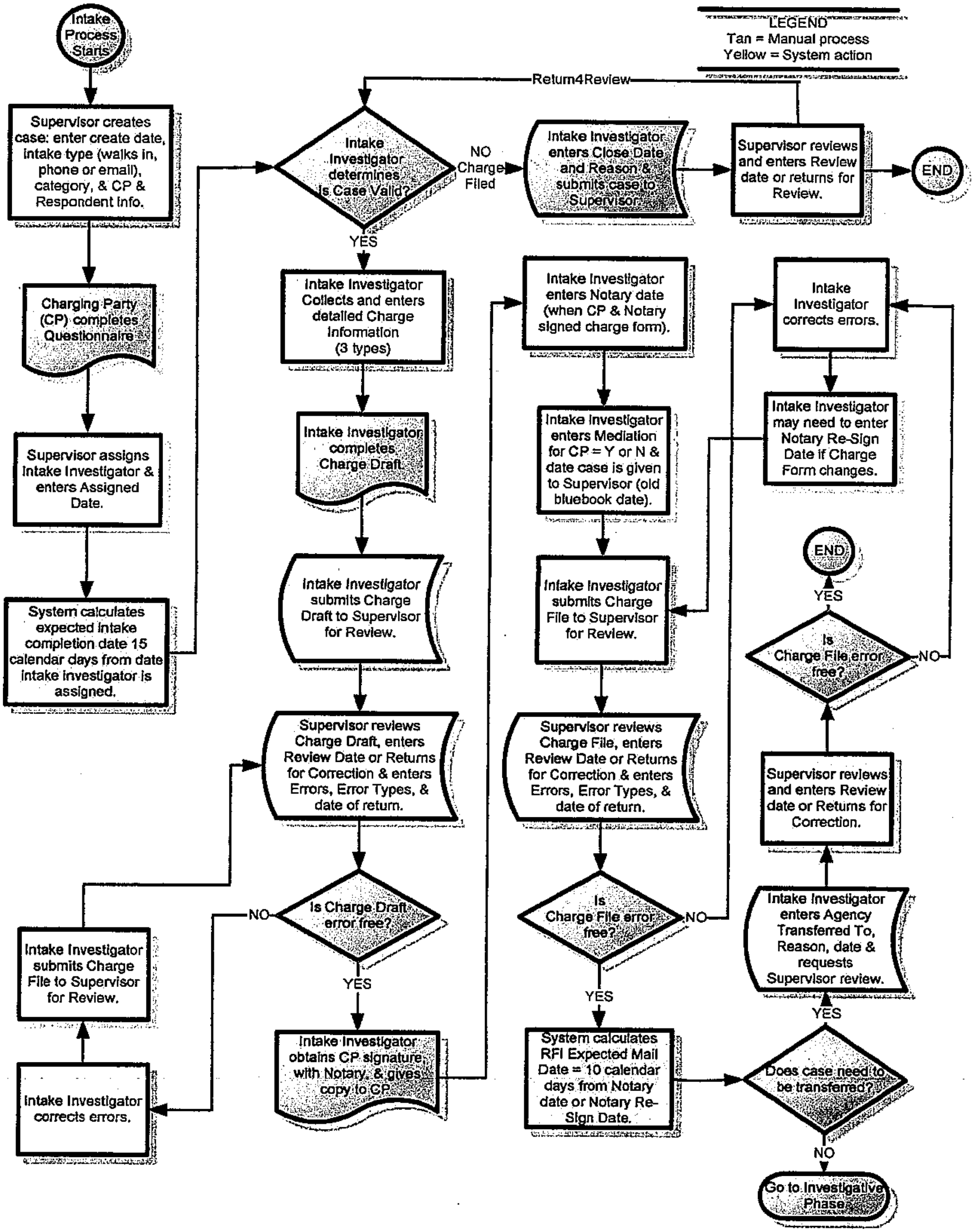
10 USE CASE DIAGRAM

HIGH LEVEL FUNCTIONS

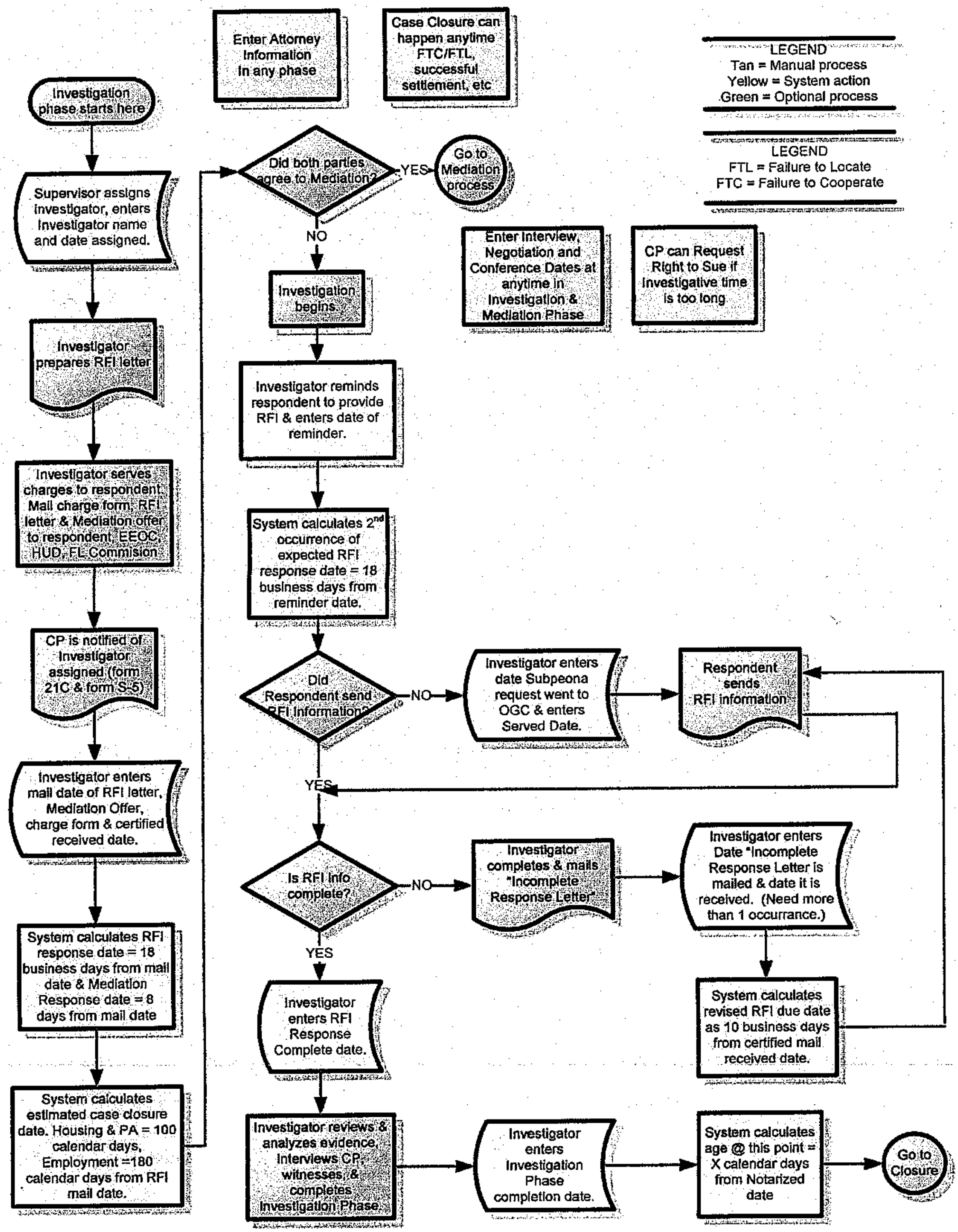


11 PROCESS FLOW DIAGRAM

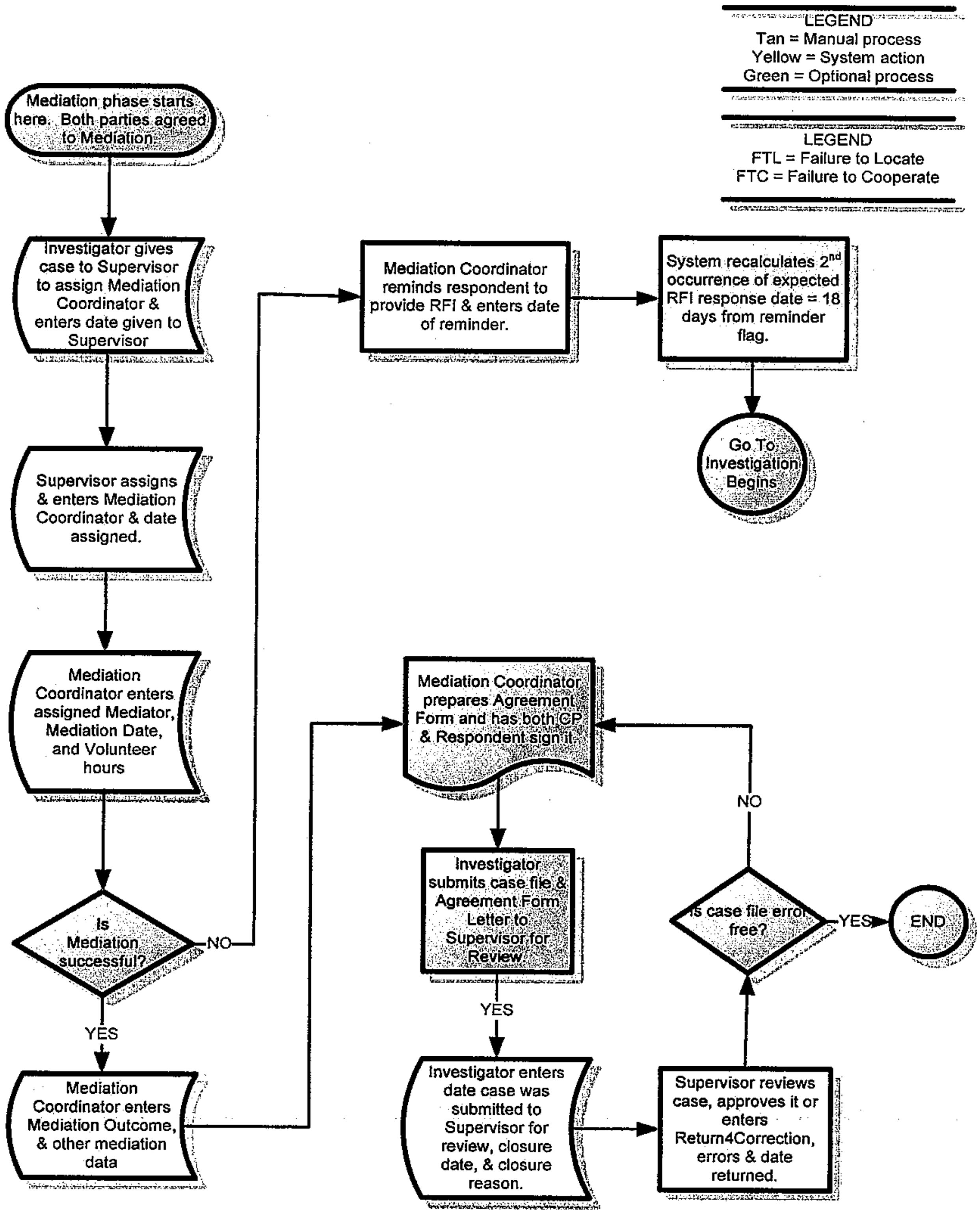
INTAKE PROCESS



INVESTIGATIVE PROCESS

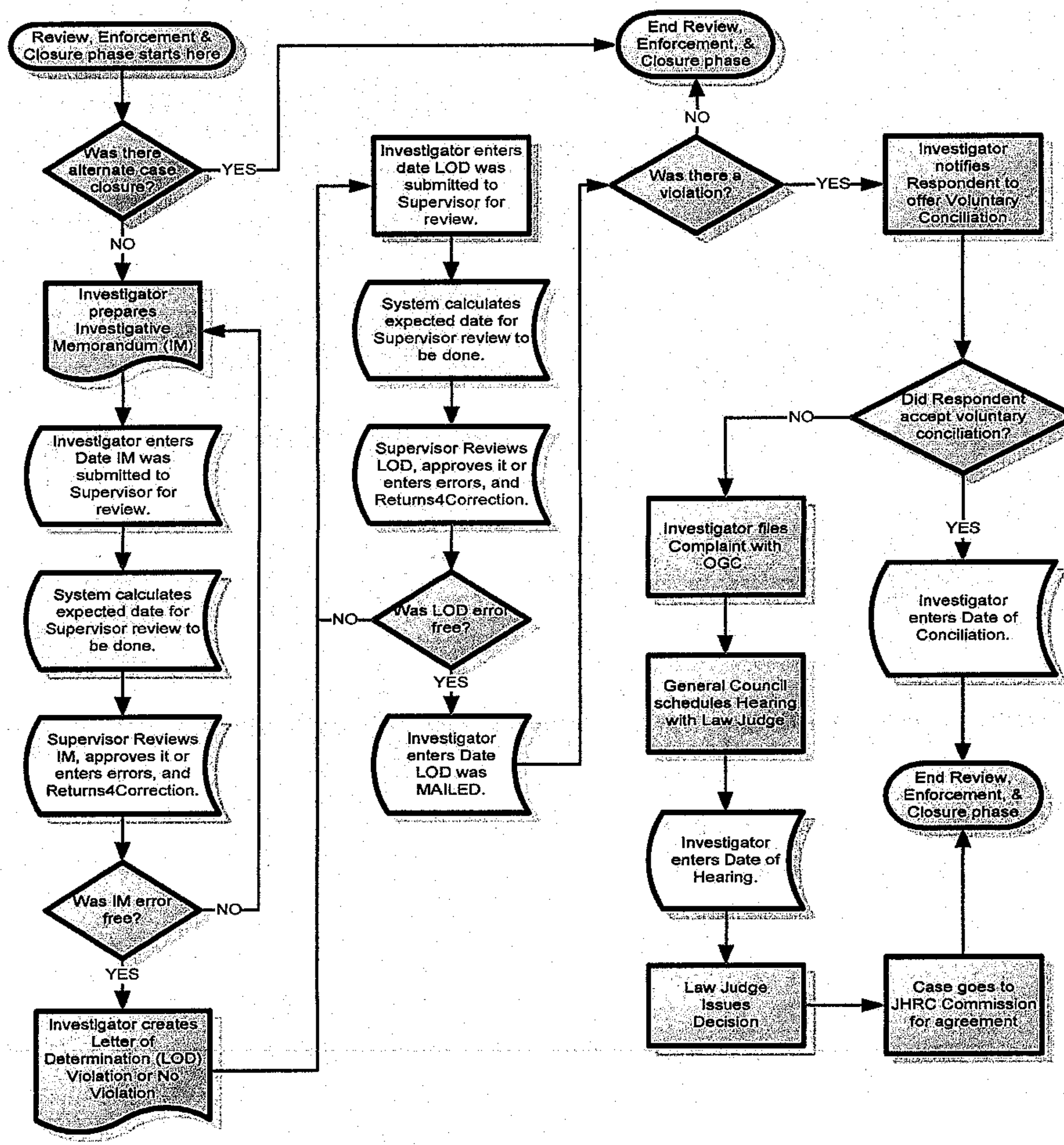


MEDIATION PROCESS



REVIEW & CLOSURE PROCESS

LEGEND
Tan = Manual process
Yellow = System action
Green = Optional process



12 USE CASES

Use cases are provided in a separate document.

13 BUSINESS RULES

Business Rules are provided in the use cases.

14 DATA REQUIREMENTS

Data Requirements are provided in the use cases.

There is also a list of data elements provided in a separate document for each function.

15 DATA – EXISTING VOLUME & GROWTH

There are currently about 6,000 cases in the JHRC database.

The yearly growth rate is expected to be about 380 for employment, plus 40 cases for housing, and about 10 cases a year for Public Accommodations.

16 TRAINING REQUIREMENTS

There are approximately 14 users who will need training for 6 existing roles.

1. System Admin = 2
2. Supervisors = 5
3. Intake Investigator (Investigators handle both intake and investigative functions. They typically do not handle both functions on the same case.) = 6
4. Investigator = (Investigators handle both intake and investigative functions. They typically do not handle both functions on the same case.) = 6
5. Mediation Coordinator = 1
6. Special Access = 2 (Wayne needs access to reports and the Executive Secretary needs to be able to determine who has an intake or charge file when dispensing calls/inquiries.

17 USER DOCUMENTATION

An Online Help file will be created and delivered in Phase 1 implementation of the new system.

18 TEST STRATEGY

There will be 3 levels of testing performed.

1. Unit –done by the developer
2. System/Integration – done by QA
3. User Acceptance – done by the customer and/or user

19 REPORTING REQUIREMENTS

See Reports Business Function, BF1 in Section 8 above and UC-16.

20 CONTEXT DIAGRAM (EXTERNAL AND NEW SYSTEM INTERFACES)

There are no systems that will interface with JHRC.

21 NAVIGATION MAP

User Interface and screen design will be delivered in a separate document known as 'Wireframes'.

22 APPROVALS

Department	Name/Title	Approval Date
Business Sponsor	George Chakhtoura, Information Technology Department X________________	
Business Sponsor	Charlene Taylor Hill, Executive Director, JHRC X________________	
Business Sponsor	Linda Grant-Hunter, Jacksonville Human Rights Commission X________________	
ITD Application Product Support Manager	Joe Baglino, ITD Application Product Support Manager X________________	
CRC	Teresa Vickers, Customer Relationship Coordinator X________________	
ITD Developer	Joe Roland, ITD Info Tech Analyst X________________	
Business Systems Analyst	Barbara Wilson, *Business Systems Analyst* X________________	

23 GLOSSARY

Term / Acronym	Definition
Amended Date	Date Charge Form is updated after it is served to the Respondent.
APM	Application Product Manager
Charges Filed	When CP signs Charge Form and it is notarized.
Charges Issued	When Respondent receives Charge, RFI letter, and Mediation offer.
COJ	City of Jacksonville
CP	Charging Party is person who files a discrimination case.
CRC	Customer Relationship Coordinator
IM	Investigative Memorandum
ITD	Information Technology Department

Term / Acronym	Definition
JHRC	Jacksonville Human Rights Commission
LOD	Letter of Determination
Notary Re-Sign Date	This is the date the Charge Form is re-notarized if it is updated during intake after CP signed it. This occurs when updates are done before it is served to the Respondent.
Respondent	Is the person or company who charges are being filed against.
Subpeona Served	When there is court order served to the Respondent legally telling them to provide RFI information.
SQL	Structured Query Language

24 SUPPORTING DOCUMENTATION AND LINKS

22 APPROVALS

Department	Name/Title	Approval Date
Business Sponsor	George Chakhtoura, Information Technology Department X	3/24/2011
Business Sponsor	Charlene Taylor Hill, Executive Director, JHRC X	24 Mar 2011
Business Sponsor	Linda Grant-Hunter, Jacksonville Human Rights Commission X	24 Mar 2011
ITD Application Product Support Manager	Joe Bagline, ITD Application Product Support Manager X	3/24/11
CRC	Teresa Vickers, Customer Relationship Coordinator X Teresa A. Vickers	3/24/11
ITD Developer	Joe Roland, ITD Info Tech Analyst X	24 Mar 2011
Business Systems Analyst	Barbara Wilson, Business Systems Analyst X Barbara Wilson	24 Mar 2011

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