

User Process Mapping

Sequential User Process Overview and Definition



Agencies

- Add, edit or suspend agency information

Addresses

- Add or edit agency address information

Offices

- Add Office name, for example “Metro” or “Valley”, etc.
- Add address (Be as accurate as possible to include a floor and/or suite number [if any]; Identify capacity per address location)
- Associate Agency (optional to add group email address if there is one for the service per location)

Services

- Add service
- Service is configurable according to the agency's needs
 - Add or edit service descriptions
 - Add links to manual, documents or other resources
 - Add or populate counter(s) information for the service for in-person appointments (optional)

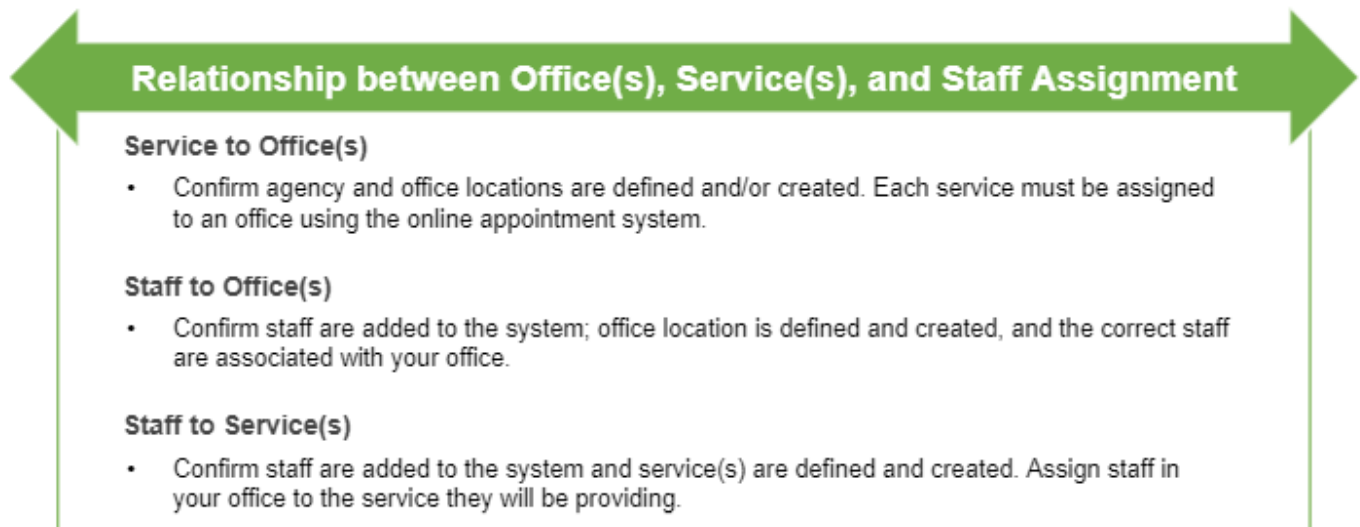
Staff

- Add user (Identify user's office & roles)
 - Suspend staff accounts that are no longer active
 - Reset passwords for staff

Time Slots

- Create a standard time slot (Identify duration of service: 15mins, 30mins, 45mins, 60 mins etc.)
- Add time slot(s) to service (Identify agency, service, location, resource available and the duration of service)

Relationship between Service(s), Office(s) and Staff Assignment



Service to Office(s)

- Confirm agency and office locations are defined and/or created. Each service must be assigned to an office using the online appointment system.

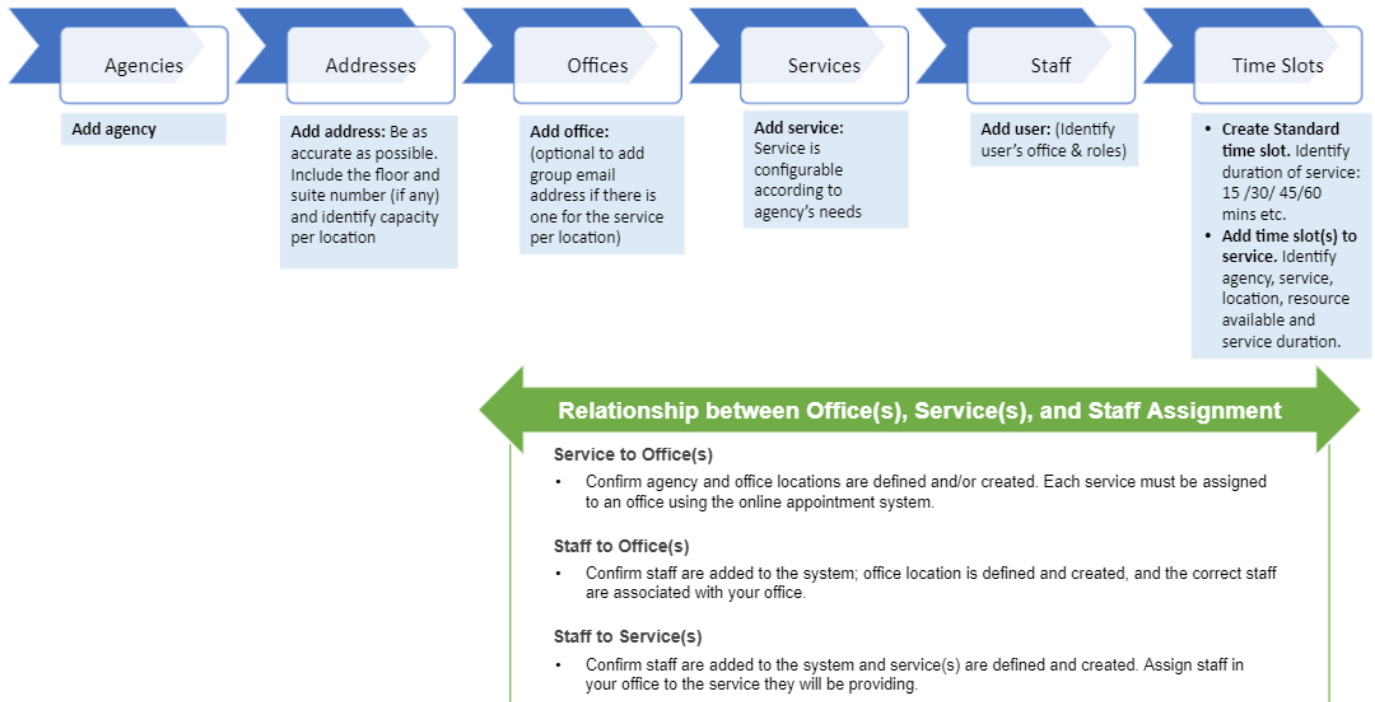
Staff to Office(s)

- Confirm staff are added to the system; office location is defined and created, and the correct staff are associated with your office.

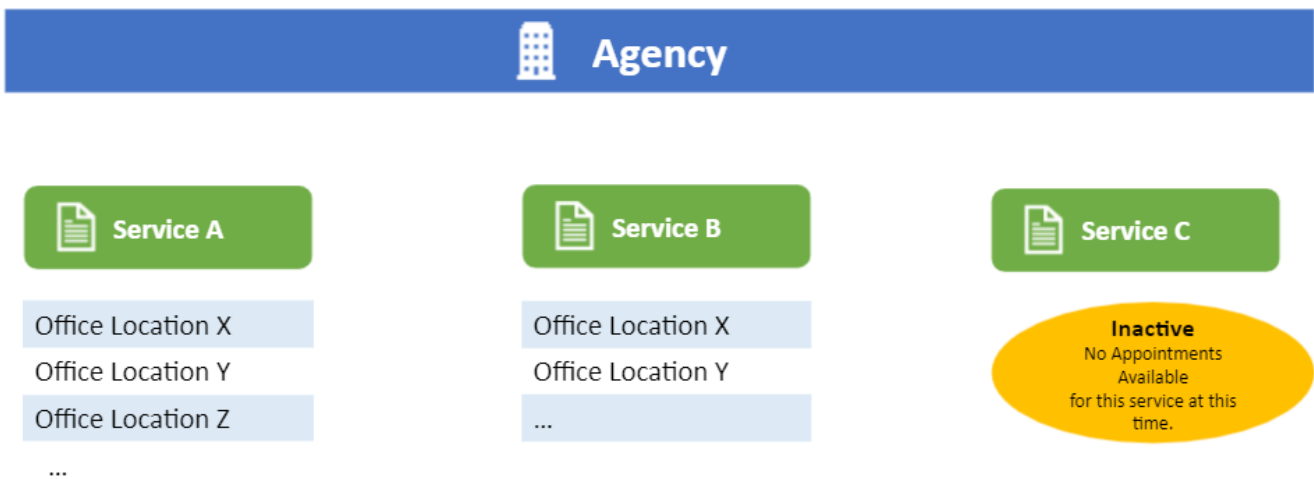
Staff to Service(s)

- Confirm staff are added to the system and service(s) are defined and created. Assign staff in your office to the service they will be providing.

BuildLA Appointment System - Sequential Process Overview

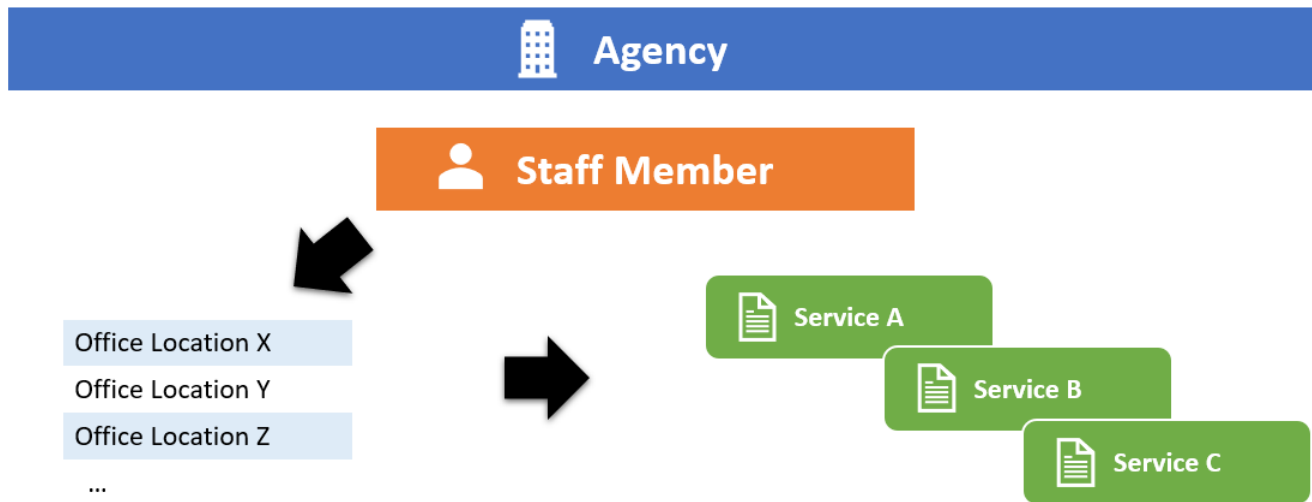


System Architecture Overview



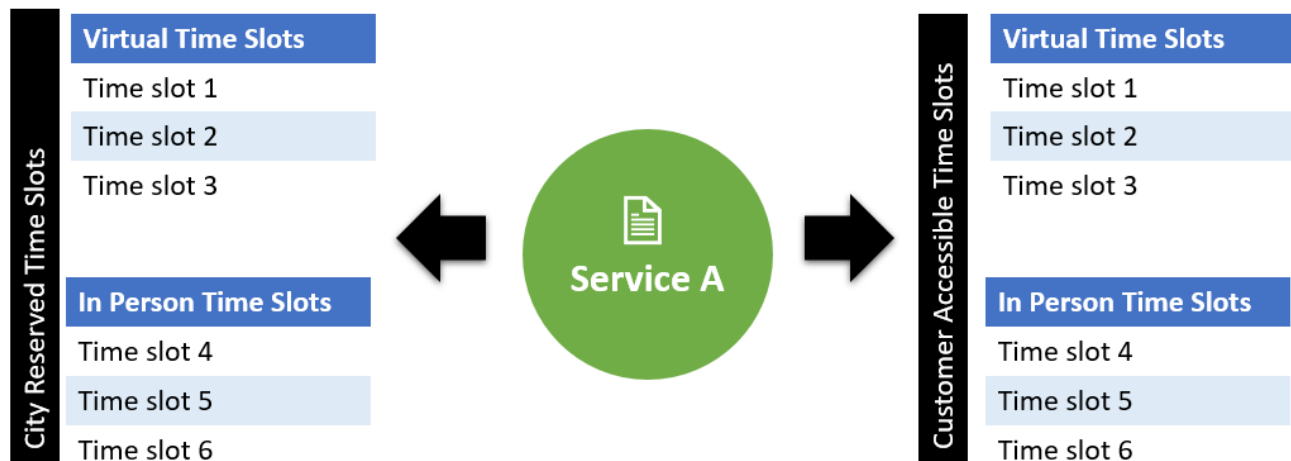
- The system hierarchy starts by setting up an Agency, such as LADBS.
- Each agency has/owns many services and each service can be provided at one or more locations.
- Some services may not offer appointments at this time (inactive).

Associating Service with Staff Member



- Staff members belong to one Agency.
- Staff members can be associated with multiple services.
- Staff members usually work for an office but the system also provides the ability to associate a staff member with multiple offices.
- All the above associations should be created/maintained by a supervisor through the “Supervisor Dashboard”.

Defining Appointment Time Slots for each Service



- For each service, the supervisor has full control over creating Virtual or In-Person time slots.
- City reserved time slots are not exposed to customers. These time slots are reserved for City staff members who are referring a customer to another office or another agency to complete their service.