



Frontline Apps Workflows for TWR-02

Helen: something we put into HK Budget Workflows (see below) and which is still in there. Suggest we need to discuss at some stage the need to warn users (perhaps “once only and never again” as they login at the start of a fApps session, but also in Workflow Emails) that fApps will send emails on their behalf from their own email address, and then get them to press an I AGREE button.

Notes:

- Users, Residents and Locations are identified in **Red Bold**.
- Recommended changes to Status Quo any workflow will be in Blue Underline or ~~Blue Strikethrough~~.
- Comments are in *Green Italics*.
- Reminder System (if applic.) is in **PURPLE CAPS**. (Frequency of Reminders in context of spreading emails to users from various apps out as much as possible (not 50 emails hitting a user on a Monday, and then none on a Tuesday).

Code	Which App?	Who did the Trigger?	What Was Triggered?	How Triggered?	Sent to Who or What	Workflow
<i>H/Sup, Ops Mgr and DAS Mgr Email Validation via Dashboard (A)</i>						
A010	Dashboard	frontlineapps@	H/Sup Email Validation	On Open	Dashboard	For each house (House X), H/Sup Email as nominated by users on the fly by Apps, though this nomination is OVERRIDEN if that user is not or no longer a H/Sup or is not linked to House X . If the nomination IS overriden, it is overridden by the FIRST H/Sup that the Dashboard finds that is also linked to House X .
A020	Dashboard	frontlineapps@	Ops Mgr and DAS Mgr Email Validation	On Open	Dashboard	For each house (House X), Ops Mgr and DAS Mgr Emails remain BLACK FONT if user is in fact the right Role and also linked to House X , and goes RED FONT if not as a visual warning to frontlineapps@ (if ANY red font, a pop up warning pops up as well.)
A030	Dashboard	frontlineapps@	Ops Mgr and DAS Mgr Email Validation	Submit	fApps	Ops Mgr, DAS Mgr and H/Sup Emails are sent to fApps.

Code	Which App?	Who did the Trigger?	What Was Triggered?	How Triggered?	Sent to Who or What	Workflow
<i>H/Sup Email Validation via Apps (B)</i>						
B010	Res Move	"H/Sup or On Behalf Of" or "Ops Mgr or On Behalf Of"	User Overrides H/Sup Email	User Presses Submit or Approve	Dashboard / tblCostCentreDetails	For the house of departure (House X), the H/Sup as seen in the Dashboard (and tblCostCentreDetails in fApps) is suggested to the user as the Right H/Sup. The user (who can be a H/Sup, and Ops Mgr or certain others) then has an option to override the H/Sup suggestion. If the user does so, he or she replaces the previous H/Sup in tblCostCentreDetails and hence in the Dashboard.
B020	HK Budget	"H/Sup or On Behalf Of"	User Overrides H/Sup Email	User Presses Submit	Nowhere, for purposes of validation.	H/Sup receives a prompt: Now, ALTER the following to your OWN email address: " Johnny Supervisor " <i>If and when time permits, we should replace this with B010 logic. Currently this information is not processed by fApps.</i>
B030	OHS PSA	H/Sup or Ops Mgr (or Others?)	User Overrides H/Sup Email	User Presses Submit (or Approve?)	Dashboard / tblCostCentreDetails	<i>Tony, can you copy the logic as seen in B010 to create the following:</i> <i>For the current house (House X), the H/Sup as seen in the Dashboard (and tblCostCentreDetails in fApps) is suggested to the user as the Right H/Sup. The user is then given the option to override, and if the H/Sup does so, he or she replaces the previous H/Sup in the Dashboard (and tblCostCentreDetails in fApps).</i>
B040	OHS OVRAMT	Ditto, as per B030.	Ditto, as per B030.	Ditto, as per B030.	Ditto, as per B030.	Ditto, as per B030.
B050	OHS Old System	The Ops Mgr or DAS Mgr who Received the Reminder Email (which contained OHS Assessments to Verify or Approve)	User is asked to type a H/Sup email address into Lotus Notes. This pre-dates the fact that fApps now "knows" the (or "an", at least) H/Sup email address.	User Presses Approve	Nowhere, for purposes of validation.	An email is prepared for the user, the assessment is attached to that email, and the user is given the following message: This report will now be attached to an email for you to send to the House Supervisor. Once this email appears, please type the supervisor's name into the 'TO' box and advise the supervisor to open the attachment and follow the prompts. (Please note, the original assessment was prepared by John Doe). <i>Currently, if a user suggests a H/Sup other than that which Dashboard has logged, frontlineapps@ is not made aware of this.</i>

Code	Which App?	Who did the Trigger?	What Was Triggered?	How Triggered?	Sent to Who or What	Workflow
Ops Mgr Email Validation via Apps (C)						
C010	Res Move	"H/Sup or On Behalf Of" or "Ops Mgr or On Behalf Of"	User Overrides Ops Mgr Email	User Presses Submit or Approve	frontlineapps@	<p>Subject</p> <p>A User disagrees with your Ops Mgr Email Address as logged." '...Submitted by xxxx1234</p> <p>BodyText</p> <p>For C1234 High Street; Ops Mgr in Dashboard John Doe; Ops Mgr Nominated = Mary Doe; Overridden by: xxxx1234.</p>
C020	HK Budget	H/Sup or Ops Mgr	User Overrides Ops Mgr Email	User Presses Submit	frontlineapps@	<p>H/Sup receives a prompt: Please ALTER (if nec.) the following to the email address of your Operations Manager: "Johnny OpsMgr"</p> <p>Ops Mgr receives a prompt: Now, ALTER the following to your OWN email address: "Johnny OpsMgr".</p> <p><i>Please note – if a user suggests a H/Sup other than that which Dashboard "knows", frontlineapps@ is not currently made aware of this.</i></p>
C030	OHS PSA	H/Sup or Ops Mgr (or Others?)	User Overrides Ops Mgr Email	User Presses Submit (or Approve?)	frontlineapps@	<p><i>Tony, can you copy the logic as seen in C010 to create the following:</i></p> <p><i>For the current house (House X), the H/Sup as seen in the Dashboard (and tblCostCentreDetails in fApps) is suggested to the user as the Right H/Sup. The user is then given the option to override, and if the H/Sup does so, he or she replaces the previous H/Sup in the Dashboard (and tblCostCentreDetails in fApps).</i></p>
C040	OHS OVRAMT	Ditto, as per C030.	Ditto, as per C030.	Ditto, as per C030.	Ditto, as per C030.	Ditto, as per C030.
C050	OHS Old System	Ops Mgr or DAS Mgr who Received Email	User Overrides Ops Mgr Email or DAS Mgr Email	User Forwards Email	Nowhere, for purposes of validation.	<p>Subject</p> <p>Dear Ops Mgr / DAS Mgr: this email contains links to OHS assessments for your review. Thank you.</p> <p>BodyText, RELEVANT PORTION ONLY</p> <p>(b) In the attached, a Mgr needs to click on all assessments that have the status of 'Waiting', and <u>then</u> follow the prompts <u>[if you are not, or are no longer, the right manager, please forward this email on, with a cc to frontlineapps@dhs.vic.gov.au].</u></p>

Code	Which App?	Who did the Trigger?	What Was Triggered?	How Triggered?	Sent to Who or What	Workflow
<i>H/Sup Submits Assessment for Endorsement / Verification / Approval (D)</i>						
D010	Res Move	H/Sup	Email Seeking Ops Mgr Approval	User Presses Submit	Ops Mgr With Backup Sent To CERS Officer	<p>Subject</p> <p>[Frontline Apps] Seeking your Approval: A CERS Resident Movement Form Submitted by xxxx1234.</p> <p>BodyText</p> <p>Please open the attached to access a Resident Movement Form that has been submitted for your approval. If you require any assistance with this form, please speak to the CERS Officer.</p> <p>Subject</p> <p>[Frontline Apps] COPY ONLY of a CERS Resident Movement Form Submitted by xxxx1234 and sent to Johnny OpsMgr.</p> <p>BodyText</p> <p>Johnny OpsMgr has just now been emailed the attachment below for Approval. If this email has gone to an incorrect Mgr, or a Mgr who is on leave, please forward this email to the appropriate person, with a cc to frontlineapps@dhs.vic.gov.au</p> <p><i>For each email the H/Sup (unknowingly) sends, recommend we start CC'ing that of the email the user is sending to that same user.</i></p>
D020	HK Budget	H/Sup	Email Seeking Ops Mgr Verification N.b. a Similar Workflow is Fired by the Ops Manager seeking DAS Manager Approval, who in turn fires an email to the CERS Officer to seek "Print and Process".	User Presses Submit	Ops Mgr	<p>Seek User's Agreement</p> <p>Are you sure you want to sign and submit for verification by the Operations Manager?</p> <p>N.b. if you click 'Yes', your Lotus Notes may be launched, with an auto-email being sent from you to your line manager.</p> <p>Also, a cc will be sent to frontlineapps@dhs.vic.gov.au as a backup.</p> <p>Finally, a cc will go to you.</p> <p>Subject</p> <p>Authorised via Frontline Apps [CERS HK budget for HouseName] - FOR ACTION from xxxx1234 – Draft: submitted for verification</p> <p>BodyText</p> <p>A HK budget for HouseName marked Draft: submitted for verification has been submitted for your attention</p> <p>Please open the attached, go to 'CERS', and visit the Housekeeping Budget for the Residents of C1234</p> <p>This automated email was created via a tool hosted and coded by Frontline Apps. If you should not be the recipient of this email, or have any feedback about the content of this email, please reply to this email to allow the sender to (a) alter the content personally; or (b) alter the content via us at www.RosterCoster.com.</p>

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D030	OHS PSA	H/Sup	Email Seeking Ops Mgr Verification / Approval?	User Presses Submit	Ops Mgr	<p><i>Damien to Import Existing Workflow Text from OHS Apps when Time Permits.</i></p> <p>REMINDER SYSTEM: THERE IS CURENTLY NO REMINDER SYSTEM FOR OHS NEW SYSTEM USERS WHO IGNORE THE INITIAL "WORKFLOW REQUEST TO APPROVE". HAVING SAID THAT, WE HAVE HAD DISCUSSIONS IN THE PAST ABOUT THE IDEA OF DOING "OHS OLD SYSTEM STYLE" OR "RESIDENT MOVEMENT STYLE" REMINDERS FOR USERS</p>
D040	OHS OVRAMT	Ditto, as per D030.	Ditto, as per D030.	Ditto, as per D030.	Ops Mgr	Ditto, as per D030.
D050	OHS Old System	<p>H/Sups Submitting OHS Old System Assessments</p> <p>N.b. Ops Mgrs can also escalate High and Critical Risk Assessments to DAS Mgrs (Same Workflow Text).</p>	Email Seeking Ops Mgr or DAS Mgr Approval	Box Hill Migrator	Ops Mgr	<p>Subject</p> <p>Dear Johnny OpsMgr: (or Johnny DASMgr): this email contains links to OHS assessments for your review. Thank you.</p> <p>BodyText, covered by item (b).</p> <p>Notes:</p> <p>(a) If you can't process all items in one sitting, please save the attached somewhere, discard this email, and work out of that file.</p> <p>(b) In the attached, a Mgr needs to click on all assessments that have the status of 'Waiting', and <u>then</u> follow the prompts <u>[if you are not, or are no longer, the right manager, please forward this email on, with a cc to frontlineapps@dhs.vic.gov.au]</u>.</p> <p>(c) The attached assessments might not fire properly via the DHS Hub: the code in them pre-dates the Hub, Thin Client etc. Use a normal desktop PC.</p> <p>(d) You can 'submit' as many times as you like: each submit overrides the previous submit.</p> <p>Please reply to this email if any issues. Thank you.</p> <p>REMINDER SYSTEM: IF USER IGNORES, REMINDER EMAIL SENT EVERY 10 DAYS APPROX. AD INFINITUM (SOME USERS HAVE BEEN IGNORING THESE FOR YEARS, CREATING SPAM FOR THEMSELVES, WHICH REFLECTS POORLY ON THEIR PERCEPTION OF FAPPS).</p>

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Ops Mgrs Endorsing / Verifying / Approving Assessments (E)						
E010	Res Move	Ops Mgr	Email Confirming Ops Mgr Approval	User Presses Approve	H/Sup With Backup Sent To CERS Officer	<p>Subject</p> <p>[Frontline Apps] Approved: A CERS Resident Movement Form Approved by xxxx1234.</p> <p>BodyText</p> <p>The attached must now be sent to the Residents' Trust Fund (RTF) by either you or your CERS Officer depending on your local arrangement. If you are unsure of the local arrangement, please speak to the CERS Officer.</p> <p>Subject</p> <p>[Frontline Apps] COPY ONLY of a CERS Resident Movement Form Approved by xxxx1234 (also sent to Johnny Supervisor).</p> <p>BodyText</p> <p>The attached must now be sent to the Residents' Trust Fund (RTF) by either you or Johnny Supervisor depending on your local arrangement.</p> <p><i>For each email the H/Sup (unknowingly) sends, recommend we start CC'ing that of the email the user is sending to that same user.</i></p>
E020	HK Budget	Email Seeking DAS Mgr Approval. <i>The DAS Mgr then, in turn, fires an email to the CERS Officer to seek "Print and Process". Damien to import text for this when time permits.</i>	Import when Time Permits	Import when Time Permits	DAS Mgr	<p>Seek User's Agreement</p> <p>Are you sure you want to sign and submit for approval by the DAS Manager?</p> <p>N.b. if you click 'Yes', your Lotus Notes may be launched, with an auto-email being sent from you to your line manager.</p> <p>Also, a cc will be sent to frontlineapps@dhs.vic.gov.au as a backup.</p> <p>Finally, a cc will go to you.</p> <p>Subject</p> <p>Authorised via Frontline Apps [CERS HK budget HouseName - FOR ACTION from xxxx1234 to Johnny DASMgr – Submitted for Approval</p> <p>BodyText</p> <p>A HK budget for HouseName marked Submitted for Approval has been submitted for your attention</p> <p>Please open the attached, go to 'CERS', and visit the Housekeeping Budget for the Residents of C1234.</p> <p>This automated email was created via a tool hosted and coded by Frontline Apps. If you should not be the recipient of this email, or have any feedback about the content of this email, please reply to this email to allow the sender to (a) alter the content personally; or (b) alter the content via us at www.RosterCoster.com.</p>

Code	Which App?	Who did the Trigger?	What Was Triggered?	How Triggered?	Sent to Who or What	Workflow
E030	OHS PSA	Ops Mgr	Email Seeking DAS Mgr Approval, or Confirming to H/Sup the Ops Mgr Approval?	Import when Time Permits	DAS Mgr or H/Sup?	<p><i>Damien to Import Existing Workflow Text from OHS Apps when Time Permits.</i></p> <p>REMINDER SYSTEM: THERE IS CURENTLY NO REMINDER SYSTEM FOR OHS NEW SYSTEM USERS WHO IGNORE THE INITIAL "WORKFLOW REQUEST TO APPROVE". HAVING SAID THAT, WE HAVE HAD DISCUSSIONS IN THE PAST ABOUT THE IDEA OF DOING "OHS OLD SYSTEM STYLE" OR "RESIDENT MOVEMENT STYLE" REMINDERS FOR USERS</p>
E040	OHS OVRAMT	Ditto, as per E030.	Ditto, as per E030.	Ditto, as per E030.	Ditto, as per E030.	Ditto, as per E030.
E050	OHS Old System	Ops Mgr or DAS Mgr who Received Email (which contained OHS Assessments to Approve)	Email Confirming Ops Mgr (or DAS Manager) Approval	User Presses Approve	H/Sup	<p>An email is prepared for the user, the assessment is attached to that email, and the user is given the following message:</p> <p>This report will now be attached to an email for you to send to the House Supervisor. Once this email appears, please type the supervisor's name into the 'TO' box and advise the supervisor to open the attachment and follow the prompts. (Please note, the original assessment was prepared by John Doe.)</p> <p><i>Please note – if a user suggests a H/Sup other than that which Dashboard "knows", frontlineapps@ is not currently made aware of this.</i></p> <p>REMINDER SYSTEM: NO FURTHER REMINDERS – IF THE H/SUP IGNORES, IT STAYS IGNORED.</p>

Other Workflows, for Example, Alerts (F)

To be added in and maintained continuously as time goes on.