Section 4 - Gathering Information about Your Requirements, Integrations and Data Import

Process Information Gathering

After contract sign off, we will require answers to several key questions about your current business processes. You will be asked about your Parking and Enforcement environments, staff levels, user types, etc. These questions will be sent to you, by email, in advance of setup and configuration training. An example of this document can be found here -

https://docs.google.com/spreadsheets/d/1BKDC8mPc9QoBQha_05r_PVlYDj2j45YcnKd9jqUImk4/edit?usp=sharing

Custom Integrations and Development

You may have included in your contract some custom development or integration pieces. These will be scoped out with you during this time as well. For clients who are looking to integrate OPS-COM with Banner, Workday, SSO systems, T2 terminals, CALE devices, or others, please refer first to **Integrating with OPS-COM** in **Related Pages**. It will help you understand what we may require from your team in order to get this done as smoothly as possible.

Data Import

If you have paid for, or are being quoted for, doing a data import, we will work with you to ensure the data is provided to us in a format we can import. A sample .csv file can be found on that page that will help ensure you are mapping your data to the correct column headers. Each import is unique and not all data can be imported. This will be assessed with a support representative and a quote will be provided to you before proceeding.