OSF eService API Developer Guide

OSF eService API provides a simple way for integrators to send OSF service reports directly to council's Building and Plumbing register. This developer's guide has been provided to help you through the process of integrating your systems to OSF eService.

Introduction

Document Purpose

The purpose of this document is to provide third party developers with a definition of the OSF eService API and a guide to its use.

Document Scope

The scope of this specification is limited to information required to make programmatic calls to the OSF eService API. At the time of writing, supported capabilities include the following:

- Sending OSF report messages
- Sending service report PDFs

How to Connect

Supported Applications

Almost any programmable system can be modified to send service reports directly to OSF eService. If you are unsure about how to connect from your system please contact council for advice.

Methodology

OSF eService provides a Web API (JSON over HTTPS) that accepts service reports and processes them into council's Building and Plumbing OSF register. In addition to the message data a full service report ie. Form 11 Service Report – Treatment Plant must be provided as a pdf.

The Form 11 pdf is saved to the council document management system as a detailed record of the service.

Access

To access OSF eService API visit the council's developer portal and subscribe to the OSFInspections API.

Council's Test Portal Environment

Council's Production Portal Environment

Authentication

OSF eService API requires an API key to submit inspections. After registering your account and approval by SCC, your account will have an API key (under your profile subscriptions) that you can use to submit inspections.

OSFInspections API Request body

Council Facility Reference - ProcessId

The key to integration is council systems and your systems using a common facility identifier. The unique identifier used for OSF eService is the SCC facility ProcessId. This must be stored in your system as the SCC Reference against each facility.

The ProcessId must also be included in each instance of service report data so that information can be linked to the correct facility in the OSF register. Council will supply a data extract which will contain the ProcessId, and other data, to enable you to load the reference into your database.

The processID must also be recorded for new facilities added to your system in the future. ProcessIDs can be requested by emailing mail@sunshinecoast.qld.gov.au with a subject line of "Att: OSF eService - Facility reference request". Include details of the request including the address.

OSF Register Data Extract

Name	Format	Description
ProcessId	Numeric	Unique Identifer used as the SCC facility reference
ApplicationId	Alphanumeric	OSF identifier code

Reference Data Mapping

Council corporate systems record OSF Service Report data using a range of reference values and descriptions that are specific to our requirements. It is most likely that these lists are different to the lists that you use in your systems for the same purpose.

To facilitate the transfer of your information into our systems, council will map your language into ours. For example you may use Yes/No where we may use True/False. We will map the Yes to True and the No to False. To be able to do this we will need you to supply your reference lists. We will do the rest.

The lists we will need are listed below. An excel spreadsheet is the preferable format however please contact us if you would like to make alternative arrangements.

SCC Descriptor Name	Description	Example Value / Description	
OSFIntAlar	Alarm Working	Disconnect Faulty NotReqd Satisfy	Disconnected Faulty Not required Satisfactory
OSFIntBrnd	Brand and Type of Facility	AquaClaris Econcycle EcosafeAdv ETC….	Aqua Claris Advanced Secondary Econcycle Secondary Ecosafe Advanced Secondary
OSFIntCaus	Cause of Failure	CleanPrdct FailedBlow FailedCtrl ETC….	Wrong cleaning products Failed blower Failed controller

OSFIntDisC	Disposal Condition	Overgrown	Overgrown
		SystemClog	System clogged
		SprinkBrkn	Sprinklers broken
		ETC….	
OSFIntDisp	Disposal Method	CoverSurf	Covered Surface Irrigation
		SubSurf	Sub-surface Irrigation
		Surface	Surface Irrigation
OSFIntInsR	Inspection Result	Satisfy	Satisfactory
		Failing	Failing
		Satisfy	Satisfactory
OSFIntInsT	Inspection Type	Audit	Audit
		CallOut	Call Out
		Commission	Commission
		ETC….	
OSFIntSldg	Sludge Level	LevelOK	Level okay
		ReqPumping	Requires pumping
OSFIntSvcF	Service Frequency	3	3 Monthly
		4	4 Monthly
		12	12 Monthly

Changes made to these lists in the future must be communicated to council so we can map the new value.

Council Alerts

Some data sent to OSF eService is validated and may raise alerts in council systems that officers must investigate and resolve.

Data alerts fall into three categories:

1. Primary Key (ProcessID)

   If ProcessID is missing, or does not match a register record, then the register cannot be updated. This raises an alert in council systems which prompts an investigation.

   There are a number of scenarios that may cause this issue. The register or service agent data is not correct, this is a new facility that is not yet added to the register, this is an unknown facility that has been installed with council approval and so on.

   A council officer will establish the cause and rectify the problem. If required an officer will contact the service agent, most often to provide the ProcessID.

2. Reference data validation

   If a match on ProcessID is found but validation has failed, in other words when the data provided does not match the register record, an alert is raised in council systems which prompts an investigation.

   A council officer will investigate, contact the service agent if required and resolve the issue.

   Validation is performed on the following data:

   a. System Type: Alert raised if provided data does not match council records

   b. Disposal Type: Alert raised if provided data does not match council records

   c. Service Interval: Alert raised if provided data does not match council records

3. Service Agent request for assistance

   The service agent may request assistance from council for a variety of reasons using the ProblemIdentified flag. If ProblemIdentified is True an alert is raised in council systems and the matter is refered to a plumbing inspector. The inspector will contact the service agent to see what the issue is. Council will NOT contact the home owner directly.

Testing:

This sample data has been provided to help you through the process of intial testing and integration to the OSF eService API.

[OSF sample data](#).

Contact Council

For more information about integrating with OSF eService please contact Building and Plumbing Services, Sunshine Coast Council: mail@sunshinecoast.qld.gov.au or phone at 07 5475 7272.