Action	Permit Tech	Supervisor	Super Permit Tech	Plan Reviewer	Inspector	Inspector Supervisor	Inspector Inspector	Reviewer Inspector	Reviewer Supervisor	Reviewer Reviewer	Third Party	Cashier	Cashier Supervisor	Read Only (Internal) *	Read Only (External) *	Public User *
RECORD DETAILS																
New application creation (back office)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Update application specific info (ASI), description of work, and other transactional data	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Add transactional info to a record with reference data (i.e. adding additional parcels, addresses, contacts, owners, licensed professionals)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Add internal comments	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Edit form layouts		✓	✓													
Issue a permit	✓	✓	✓													
Manually modifiy an expiration date (extends or constricts)		✓	✓													
Edit Document Group/Category, Description and Status of Permits	✓	✓	✓			✓			✓				✓			
Receives alerts for ACA actions (new applications, upoladed documents, payments received)	✓	✓	✓													
VALUATION CALCULATOR																
Use valuation calculator (add values)	✓	✓	✓	✓	✓			✓			✓					
Change unit cost within valuation calculator		✓	✓													
WORKFLOW																
Update workflow tasks	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Supervisor in to a workflow task		✓	✓						✓							
Modify workflow comment in workflow history		✓	✓	✓				✓	✓		✓					
Add an adhoc task	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Update an adhoc task	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Access to application status portlet (status should not be updated in this manner except in rare cases)		✓	✓													

User Group Permissions by Task - OSM

Action	Permit Tech	Supervisor	Super Permit Tech	Plan Reviewer	Inspector	Inspector Supervisor	Senior Inspector	Reviewer	Reviewer Supervisor	Senior Reviewer	Third Party	Cashier	Cashier Supervisor	Read Only (Internal) *	Read Only (External) *	Public User *
INSPECTIONS																
Add inspections (pending)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Delete inspections		✓	✓			✓			✓							
Schedule/reschedule inspections	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
Cancel inspections	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
Result inspections		✓	✓		✓	✓	✓	✓	✓	✓	✓					
Result unscheduled inspections		✓	✓		✓	✓	✓	✓	✓	✓	✓					
Edit inspection results after the fact		✓	✓			✓			✓							
View inspections but take no action	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A					*
MONEY MATTERS																
Add fees after intake	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Delete "new" fees	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Process a payment	✓	✓	✓									✓	✓			
Process a fund transfer	✓	✓	✓										✓			
Process a refund	✓	✓	✓									✓	✓			
Void/credit paid fees	✓	✓	✓													
Void/credit unpaid fees	✓	✓	✓													
Void a payment		✓	✓										✓			
Apply unapplied fees	✓	✓	✓									✓	✓			
Generate a receipt	✓	✓	✓									✓	✓			
Process a credit card in the back office (optional)	✓	✓	✓									✓	✓			
Process a Point of Sale payment	✓	✓	✓									✓	✓			
Process a Point of Sale refund		✓	✓										✓			

User Group Permissions by Task - OSM

Action	Permit Tech	Supervisor	Super Permit Tech	Plan Reviewer	Inspector	Inspector Supervisor	Inspector Inspector	Reviewer Inspector	Reviewer Supervisor	Reviewer Inspector	Third Party	Cashier	Cashier Supervisor	Read Only (Internal) *	Read Only (External) *	Public User *
Process a set payment	✓	✓	✓									✓	✓			
Access assess fee history	✓	✓	✓									✓	✓			
Access payment history	✓	✓	✓									✓	✓			
View transactions	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
REPORTING																
Run all reports		✓	✓													
Run specific reports	✓	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
REFERENCE DATA																
Add an address to reference data	✓	✓	✓													
Add a parcel to reference data	✓	✓	✓													
Add an owner to reference data	✓	✓	✓													
Add a contact to reference data	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Add a professional to reference data	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Link a public user to an owner	✓	✓	✓													
Access public user information		✓	✓													
DOCUMENTS																
Upload documents	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			*
Download documents	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		*
Review (EDR) documents	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					*
Delete documents	✓	✓	✓													
Assign document to specific user (same department)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Assign document to specific user (regardless of department)	✓	✓	✓										✓			
Change ACA permissions for a specific document		✓	✓													

User Group Permissions by Task - OSM

Action	Permit Tech	Supervisor	Super Permit Tech	Plan Reviewer	Inspector	Inspector Supervisor	Inspector Inspector	Reviewer Inspector	Reviewer Supervisor	Reviewer Inspector	Third Party	Cashier	Cashier Supervisor	Read Only (Internal) *	Read Only (External) *	Public User *
CONDITIONS																
Add conditions	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Resolve ("Unapply") own conditions	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Resolve ("Unapply") others' conditions		✓	✓													
Delete conditions																
RELATED RECORDS, CLONING, & SETS																
Relate records	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Clone records	✓	✓	✓													
Delete record relationships	✓	✓	✓													
Create a set	✓	✓	✓									✓	✓			
Delete a set	✓	✓	✓									✓	✓			
GENERAL																
Change password	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*
Search via QuickQueries	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Create personal QuickQueries	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	

*Notes:

Read Only (Internal) access: Building permits record list portlet, record summary, description of work, addtl info, conditions, documents (view document list only), inspections, payment, related records, valuation calculator, workflow, workflow history, access to some QuickQueries, access to APO reference data and licensed professional information. Access to AdHoc Report tool.

Read Only (External) access: Building permits record list portlet, record summary, fees page.

PublicUser access: access through citizen access portal only.