Spok Go® - File Upload Specifications
On-Call Groups

Version 2.0

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Introduction

This document is intended to be a guide to help the reader understand the Spok Go On-Call Group File Upload.

Scope

This document describes the requirements and technical specifications for the proper use of the data file upload.

Intended Audience & Use

This document is intended for all personnel involved in the administration and support of the data file upload (specific to on-call data) as well as the users of the Spok Go system to which the uploaded on-call data will be inserted or updated. The document has the following intended uses:

- Validation of data to be loaded and understanding of the processes and requirements/business rules for the data file upload.

- Understanding by Spok's Professional Services Group (PSG) as well as the Spok Go customer regarding the technical specification and supported layout of the data file upload.

- A development specification and reference for the data file upload.

Requirements

The following sections will outline the various requirements for the success of the Spok Go On-Call Group File Upload.

System Requirements

The following are system requirements.

- A comma separated file called `oncallgroupdataload.[CCYYMMDDHHMMSS].csv` (where [CCYYMMDDHHMMSS] is the date/time of the file's creation by the source system) with fields in the order that is defined later in this document.

- An SFTP client (SFTP enables file transfers over SSH) that is capable of transferring files to Spok Go's on-premises Gateway.

Resource Requirements

The following resources will be required for implementation of the Spok Go On-Call Group File Upload:

- A Customer's Source System Data Administrator - this resource is responsible for the creation of the previously mentioned `oncallgroupdataload.[CCYYMMDDHHMMSS].csv` as well as for the data integrity of the file.

- Spok Professional Service Group (PSG) resource - this resource is responsible for enabling the Spok Go File Upload connector for the Customer's Spok Go system as well as for guiding the Customer through using these specifications for the creation and transfer of the On-Call Group file.

Connection Requirements

The following are the connection parameters to the on-premise Gateway for the Spok Go On-Call Group File Upload:

GATEWAY	: [FQDN or IP address of the Gateway's Load Balancer]
USERNAME	: [Auto-generated during setup, provided by PSG resource]
PASSWORD	: [Auto-generated during setup, provided by PSG resource]
PORT	: 22

File Formatting Expectations

Each row in the CSV file represents one on-call group record. The v2.0 version of the Spok Go On-Call Group File Upload specifications supports a maximum of 15 fields and therefore expects 14 "," commas to delimit the first 14 fields.

Then, instead of a "," comma, the 15th or last field for each record should be terminated with a carriage return/line feed combo (CRLF) unless it is the last or only record in a file in which case the terminating CRLF is optional.

The `oncallgroupdataload.[CCYYMMDDHHMMSS].csv` file will utilize a simple set of three characters to separate fields, sub-fields separators and repetitions within fields.

- A "," comma is used to separate fields
- A ";" semi-colon is used to separate sub-fields within a single field
- A "|" pipe character is used to separate one-to-many repetitions of data in a single field

The use of any of these characters as actual data within any of the fields that are defined below is not supported.

Other Considerations

4 pre-requisites for uploading on-call groups…

1. Pre-loaded users with external IDs
2. Spok Go's possible functional roles are built and ready
3. Spok Go's location hierarchy (including facilities with time zones) is in place

Conditionally required for uploading on-call groups…

1. Specialties - necessary if specialty association exists in the source system and the desire is to continue those associations in Spok Go.

2. Departments - necessary if department association exists in the source system and the desire is to continue those associations in Spok Go.

Not supported…

- Spok Go does not support the use or association of devices to an on-call group.

Operation Expectations

This file supports two types of operations. This can be specified in column 3 (C):

- 'FULL' = This operation will process all supported fields in the specification.
- 'STATUS' = This operation will only process the 'Status' field for an existing record. All other fields will be ignored. This operation looks at users by unique ID. If no record is found, an error is logged.
  - Refer to column Operation STATUS Required

Field Mapping

The following table shows which on-call details can be loaded into the Spok database in the field order that follows.

Fields in this table are both numbered and lettered (ex: 5(E)) to aid in counting and referring to specific fields as well as for providing an easy cross-reference to alpha column headers if the file is viewed in a spreadsheet application.

Field	Description	Required for FULL Operation	Supports Repeats for FULL Operation	Required for STATUS Operation	Format	Spok attribute
1(A) Targeted Spec Version	Version of the specs that the provided file is targeting	✓		✓	Expected value: 1.2	[1]
2(B) File Type	Specifies the file's purpose for subsequent processing within Spok Go	✓		✓	Expected value: ON-CALL-GROUP	
3(C) Operation	Indicates whether the import will be a full metadata import or status only	✓		✓	Expected value: "FULL" or "STATUS"	
4(D) On-Call Group Name	Name of the On-Call Group (preferably unique to a facility)	✓				
5(E) Unique ID	Unique identifier for the specified on-call group			✓ If not available, the name will suffice in 4(D)	uniqueID;	External system ID
6(F) Region	Tenant-related region to which the on-call group is associated	✓				Must match and existing Region for the tenant in Spok Go
7(G) Facility [2]	Tenant-related facility to which the on-call group is associated	✓				Must match and existing Facility for the tenant in Spok Go
8(H) Scheduler(s)	User(s) that are authorized as schedulers for the on-call group.	✓	✓		staffUniqueId; lastName; firstName	An on-call group scheduler's status within an on-call group will be inherited from their user's directory status.
9(I) Status	An on-call group's Active/Inactive status.	✓		✓	"ACTIVE" or "INACTIVE"	
10(J) On-Call Role(s)	One-to-many functional roles (previously built/exist in Spok Go) that are associated to the on-call group including the role is publicly searchable and/or required.	✓	✓		roleName; "PUBLIC" or "PRIVATE"; "REQUIRED" or "OPTIONAL"; pagerNumber	The order in which functional roles are received for an on-call group will set the priority order for the roles in Spok Go. pagerNumber is optional.
11(K) Specialties [3]	Doctor Specialties		✓		Specialty name(s)	The specialties that are associated with an on-call group.

Field	Description	Required for FULL Operation	Supports Repeats for FULL Operation	Required for STATUS Operation	Format	Spok attribute
12(L) Department [4]	Practitioner Departments		✓		Department name(s)	The departments that are associated with an on-call group.
13(M) On-Call Group Members	Name and unique identifiers for each on-call group member	✓	✓		staffUniqueId; lastName; firstName	An on-call group member's status within an on-call group will be inherited from their user record's directory status. lastName; firstName is optional.
14 (N) Notes	Any note associated with the On-Call Group				String	
15(O) Timestamp	Date and time the new/updated on-call record was written to the file	✓			CCYYMMDDHHMMSS	1

Data Upload Details

The following section explains field-level specifics that should help ensure the successful implementation of the Spok Go On-Call Group File Upload.

Fields and/or sub-fields that are grayed-out are reserved for future use and will not be used when adding or updating a Spok Go user's info at this time. However, these fields and sub-fields can still be populated in preparation for their planned purpose without negatively impacting the processing of a user record.

1) Note that if this file is viewed in a spreadsheet application, these fields may not display as intended due to the application's default field formatting. Changing the displayed format of these fields' columns should allow a reviewer to see the column's contents as expected.

2) If on-call info is received for a facility that does not have a time zone set, the on-call group will not be uploaded.

3) Specialty values for an on-call group will be matched against a customer's existing list of possible Specialties within Spok Go. Received Specialties that match a customer's existing Specialty list will be added to an on-call group. Received Specialties that do not match a customer's existing Specialty list will be skipped and logged for possible follow-up by an Organization Admin. Be sure to note that while an on-call group's Specialty info can be updated/changed via the On-Call File Upload, it is not possible to remove all Specialty records from an on-call group via the On-Call File Upload.

4) Department values for an on-call group will be matched against a customer's existing list of possible Departments within Spok Go. Received Departments that match a customer's existing Department list will be added to an on-call group. Received Departments that do not match a customer's existing Department list will be skipped and logged for possible follow-up by an Organization Admin. Be sure to note that while an on-call group's Department info can be updated/changed via the On-Call File Upload, it is not possible to remove all Department records from an on-call group via the User File Upload.

Integration Risks

The following are possible risks that have been identified:

- Non-curated source data with duplicates or inaccurate data.

- Irregular or inconsistent output of files from source system.

- Poorly formatted CSV files

- Inclusion of incorrect data that cannot be corrected by subsequent on-call file upload (ex: incorrect on-call group names)

Integration Success Criteria

The integration will be considered successful if the following criteria are met:

- The Spok Go On-Call Group File Upload is implemented per the specifications in this document and On-Call Groups and Members are being added and updated as expected.

Revision History

The table that follows will provide a history of changes that are made to this document.

Date	Comment(s)	Author
2020.02.12	Initial v1.0 of these specs	Todd Thomas
2020.05.26	Minor changes to the formatting of title page, footer layout and file name.	Todd Thomas
2020.06.23	Changed the font color of all rows/cells in the Field Mapping table to black to indicate that all of the fields are supported.	Todd Thomas
2020.07.01	Removed "Draft" watermark before publishing to Spok Knowledge.	Todd Thomas
2020.11.10	Added field to represent external ID's from Spok consoles or other third party systems. Removed requirement for producer code from On-Call Group Members field.	Zach Hanson
2020.11.19	Version updates for 1.2	Paola Gonzalez

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