Spok Go® - File Upload Specifications
On-Call Shifts

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 Shifts 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 shift data) as well as the users of the Spok Go system to which the uploaded on-call shift 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 Shift File Upload.

System Requirements

The following are system requirements.

- A comma separated file called `oncallscheduledataload.[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 Shift File Upload:

- A Customer's Source System Data Administrator - this resource is responsible for the creation of the previously mentioned `oncallscheduledataload.[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 Shifts file.

Connection Requirements

The following are the connection parameters to the on-premise Gateway for the Spok Go On-Call Shifts 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 shift record. The v2.0 version of the Spok Go On-Call Shifts File Upload specifications supports a maximum of 11 fields and therefore expects 10 "," commas to delimit the first 10 fields.

Then, instead of a "," comma, the 11th 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.

Field Formatting Expectations

The `oncallscheduledataload.[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 shifts…

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
4. On-call groups have already been uploaded.

Not supported…

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

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	Format	Spok attribute
1(A)	Targeted Spec Version	Version of the specs that the provided file is targeting	✓		Expected value: 2.0	
2(B)	File Type	Specifies the file's purpose for subsequent processing within Spok Go	✓		Expected value: ON-CALL-SCHEDULE	
3(C)	Operation	Indicates whether the import will be a full metadata import or status only			Default value: "FULL"	Other specifications support other operations. FULL is the only operation supported for this specification.
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			uniqueID	External system ID
6(F)	Facility	Tenant-related facility to which the on-call group is associated	✓			Must match and existing Facility for the tenant in Spok Go
7(G)	Shift Start Date [2]	The ad-hoc shift's start date	✓		YYYY-MM-DD The starting date for the shift (important in the case of shift that spans more than one day).	The start date of the shift
8(H)	Shift Start time [2]	The ad-hoc shift's start time	✓		HH:MM:SS (expressed in 24 hour time format)	Shift start time must be in local time
9(I)	Shift End Time [2]	The ad-hoc shift's end time	✓		HH:MM:SS (expressed in 24 hour time format)	The shift end time must be in local time
10(J)	Role Assignments	A repeating field that is the combination of on-call group members and the role to which they are assigned for the shift	✓	✓	staffUniqueId; lastName; firstName; roleName	Assigns staff members to specific roles during an ad-hoc on-call shift.

Field	Description	Required for FULL Operation	Supports Repeats for FULL Operation	Format	Spok attribute
11(K) 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 Shifts 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) All on-call shifts will be imported as ad-hoc shifts that are only applicable to the dates/times that are received.

   If the combination of a Shift Start Date, Shift Start Time and Shift End Time are received for which an ad-hoc shift does not already exist, a new ad-hoc shift, with assignments, will be created.

   If an ad-hoc shift does exist for the received combination of a Shift Start Date, Shift Start Time and Shift End Time, the assignments within the existing ad-hoc shift will be updated with the received assignment info.

3) On-call shifts with shift start dates, start times or end times that are in the past will be ignored.

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 ad-hoc shift dates/times)

Integration Success Criteria

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

- The Spok Go On-Call Shift File Upload is implemented per the specifications in this document and On-Call Shifts and assignments 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
2020.04.17	Updated with Sarada's suggestions	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
2020.11.10	Added field to represent external ID's from Spok consoles or other third party systems	Zach Hanson
2020.12.3	Operation field added	Paola Gonzalez
2021.3.10	Fixed incorrect file formatting expectations	Zach Hanson