



Service Desk Guide - Municipal Separate Storm Sewer System (MS4) Tracking and Reporting Tool

What: An Automated Tracking and Reporting Tool.

Why: SCA is required to track and report Municipal Separate Storm Sewer System (MS4) applications to the DOE for every qualified Construction (CIP & CAP projects). **(NYC Local Law 97)**

When: March 2024

Who Manages process:

1. Architecture and Engineering (A&E) and Design and Construction Services (DCIM)
 - a. Business Sponsors: Stanley Dahir, George Roussey, Paritosh Shah

Who uses the Tool: (only if project requires a separate stormwater sewer system based on certain criteria):

1. Internal Users
 - a. A&E In-House and A&E DCMS Studio (DM/DPM/AEoR)
 - b. Construction Management (PO/CPO/SPO)
 - c. Design and Construction Services (DCIM)

2. External Users:
 - a. Design Consultants
 - b. General Construction Contractors
 - c. Qualified Inspectors
 - d. Stormwater Pollution Prevention Plan (SWPPP) Preparers
 - e. Division of School Facilities (DSF)

MS4 Tracking and Reporting Tool - Role (User Groups)										
User Groups	Design Phase				Construction Phase					
	A&E DM/DPM	Design Consultant (DC) Main Contact	AEoR	SWPPP Preparer	Construction Management (PO, SPO, CPO)	General Contractor	Qualified Inspector	SWPPP Preparer	Division of School Facilities (DSF)	
MS4 Phases			Active	Active	Active	Active	Active	Active	Active	Active
Design Phase										
Project Applicability	In-House Project: Assign AEoR	DCMS Project: Assign - AEoR	Project Applicability	Project Applicability	-	-	-	-	-	-
SWPPP Permit Application			-	SWPPP Permit Application	-	-	-	-	-	-
Construction Phase										
Permit Initiation	DCMS Project: Assign - DC Main		-	-	Permit Initiation	Permit Initiation	-	-	-	-
Construction			-	-	-	Construction	Construction	-	-	-
Close Out			-	-	-	Close Out	-	Close Out	Close Out	Close Out
DSF Reporting			-	-	-	-	-	-	-	DSF Reporting

Frequently Asked Question (FAQ):

1. What is the link to the MS 4 tool: <https://ms4PROD.azurewebsites.net>.
2. How does a User gain access to the tool.
 - a. Users receive an email notification when assigned to a MS4 project.
 - b. Internal Users will use their SCA credentials to log onto the MS4 tool.
 - **Scenario 1: A internal user that is new to SCA and is assigned to the MS4 project.**
 - User should try to access the MS4 tool the next day after accepting SCA's MS4 invitation. This will allow the nightly run to update the MS4 database.
 - A Design User should contact the project's Design A&E DM/DPM to ensure they have been assigned to the project.
 - A Construction User should contact PO/SPO/CPO to ensure they have been assigned to the project.
 - ***If the problem continues – Help Desk should assign ticket to MS4 Support Que.***
 - c. External Users will need to be in the MS4 database and in Azure Active Directory (AD).
 - An external Superuser (Design Consultant Main Contact or Contractor Main Contact) will initiate this action before adding external users to the MS4 project.
 - **Scenario 1: An external Superuser that has access to the system and wants to add an external user.**
 - The external Superuser will access MS4 and use an admin screen to add additional external users to the MS4 database by selecting names from a dropdown populated by CAMP.
 - MS4 system will generate and send an email to SMART to trigger a ticket creation.
 - The Service desk will add the requested users to Azure AD.
 - External users that have been added will receive an email to let them know they have MS4 access.
 - ***If the problem continues – Help Desk should assign ticket to MS4 Support Que.***
 - **Scenario 2: An external Superuser that does not exist in MS4 and wants to add an external user.**
 - The external Superuser needs to contact the project's SCA A&E DM/DPM.
 - The SCA A&E DM/DPM will use an admin screen to add the external Superuser (main contact) to the MS4 database e.g.) by a company/name from dropdowns populated by CAMP.
 - MS4 system will generate and send an email to SMART to trigger a ticket creation.
 - Service desk will add the requested user to Azure AD.
 - External Superuser will receive an email to let them know they have MS4 access.
 - The SCA A&E DM/DPM will assign the external Superuser (main contact).
 - External Superuser will be able to assign additional external users e.g.) Scenario 1.
 - ***If the problem continues – Help Desk should assign ticket to MS4 Support Que.***

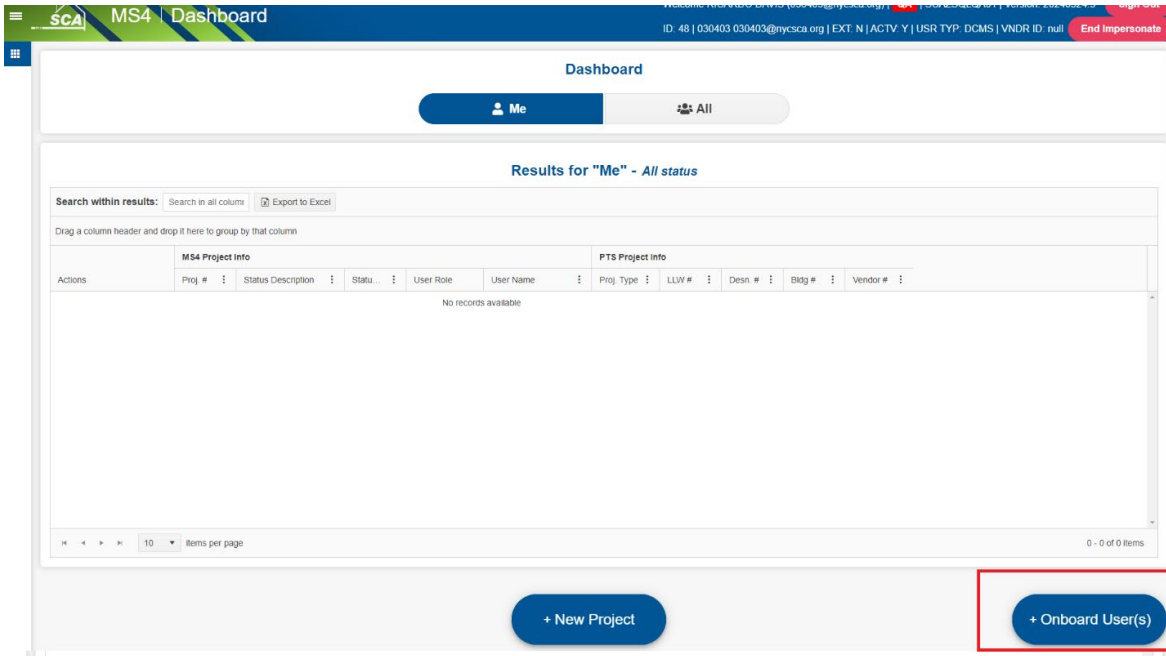
Note: For Construction Phase, substitute SCA A&E DM/DPM with the project's PO/SPO/CPO and substitute the Design Consultant Main contact with the General Contractor (GC) Main Contact.

Other notes:

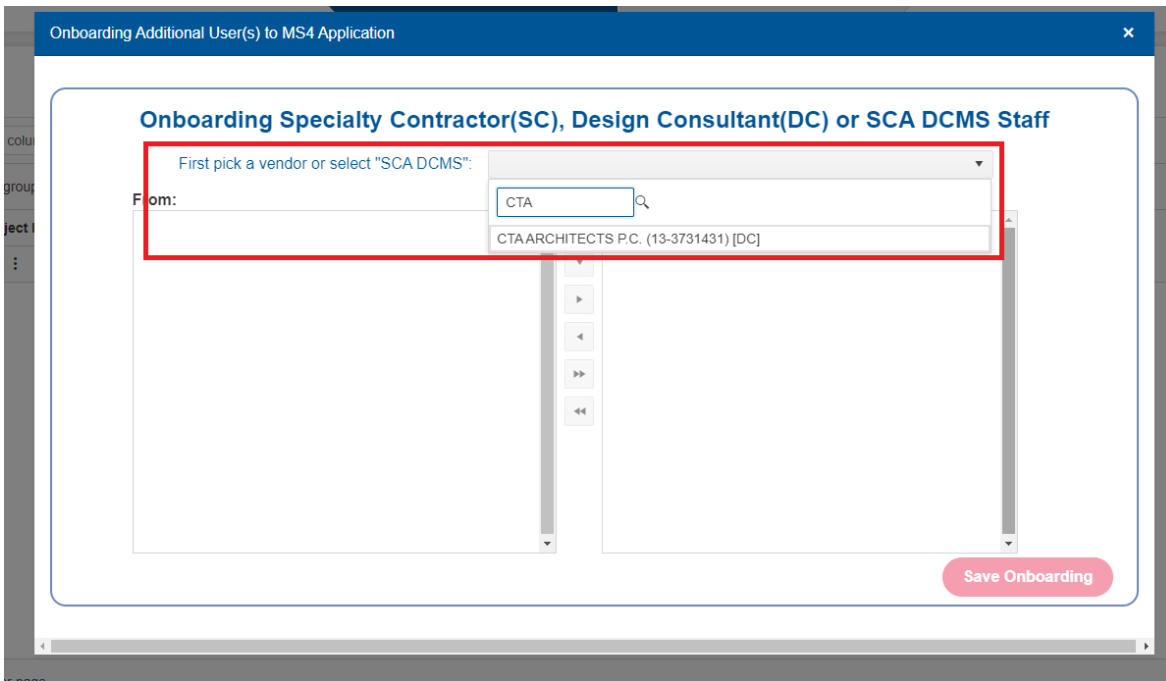
- All External users that will be added to MS4 will already exist in CAMP.
- External Users will use their external email ID.
- No ConID are allowed for MS4.

Detailed Onboarding Steps:

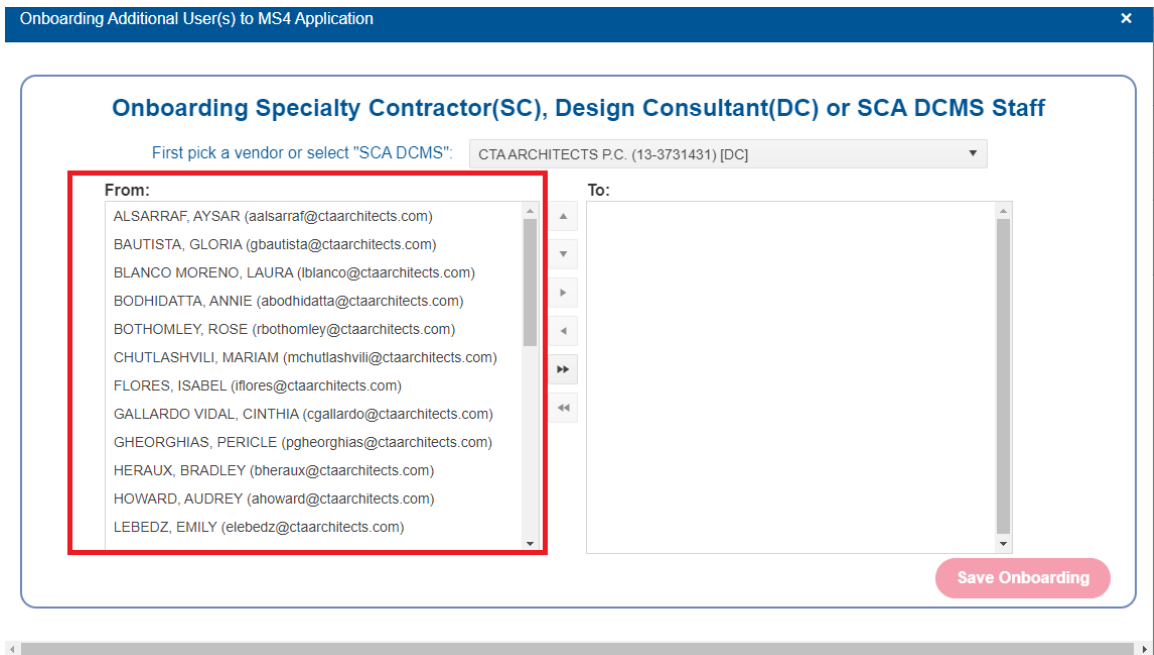
1. The DM/DPM/PO/SPO navigates to the "Onboard Users" screen.



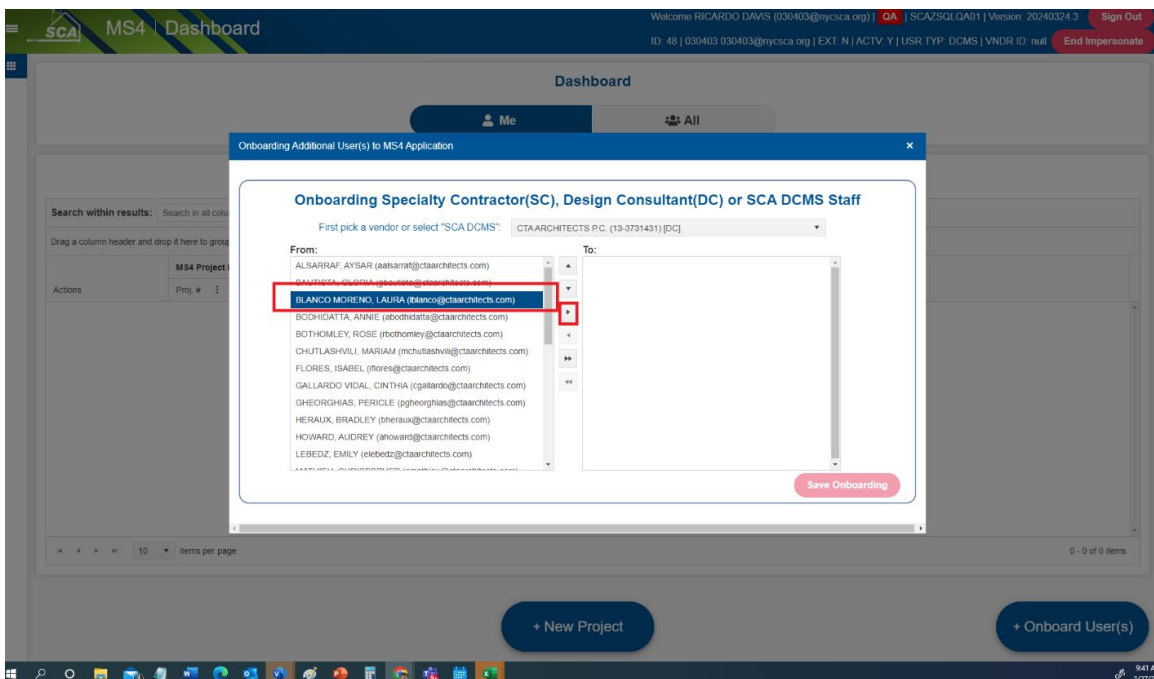
2. The DM/DPM/PO/SPO then selects a vendor from the dropdown menu. A smart search can be performed by typing in the vendor name.

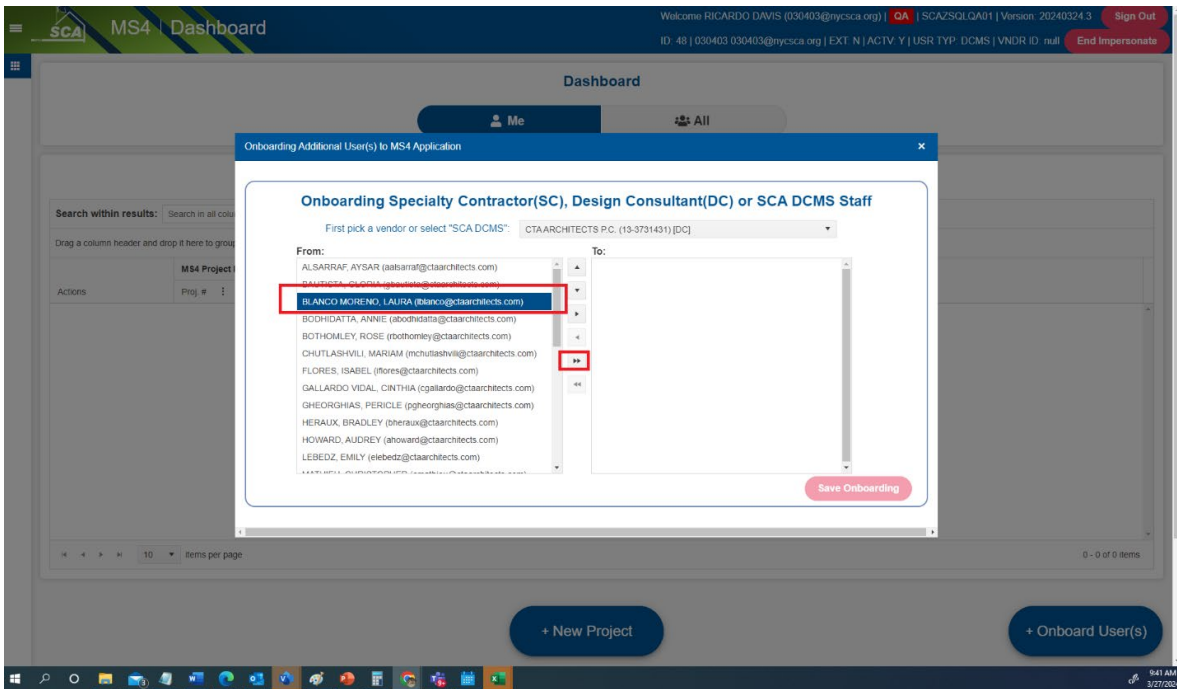


- A list of users will populate on the "From" side of the picklist.

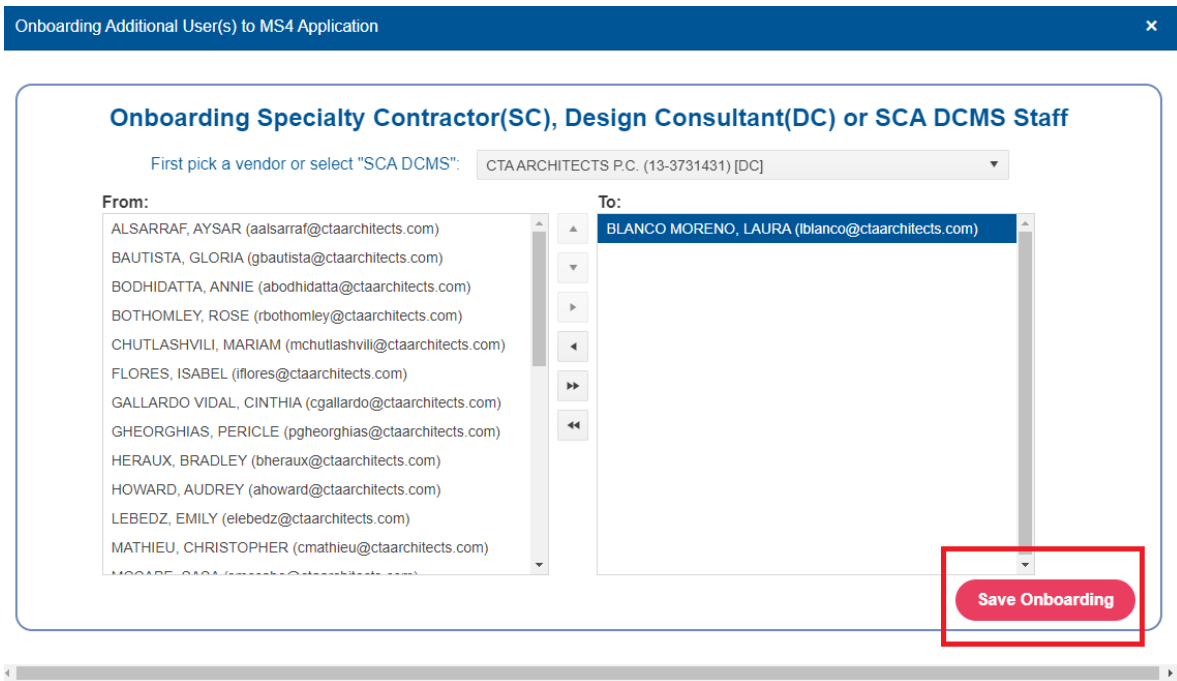


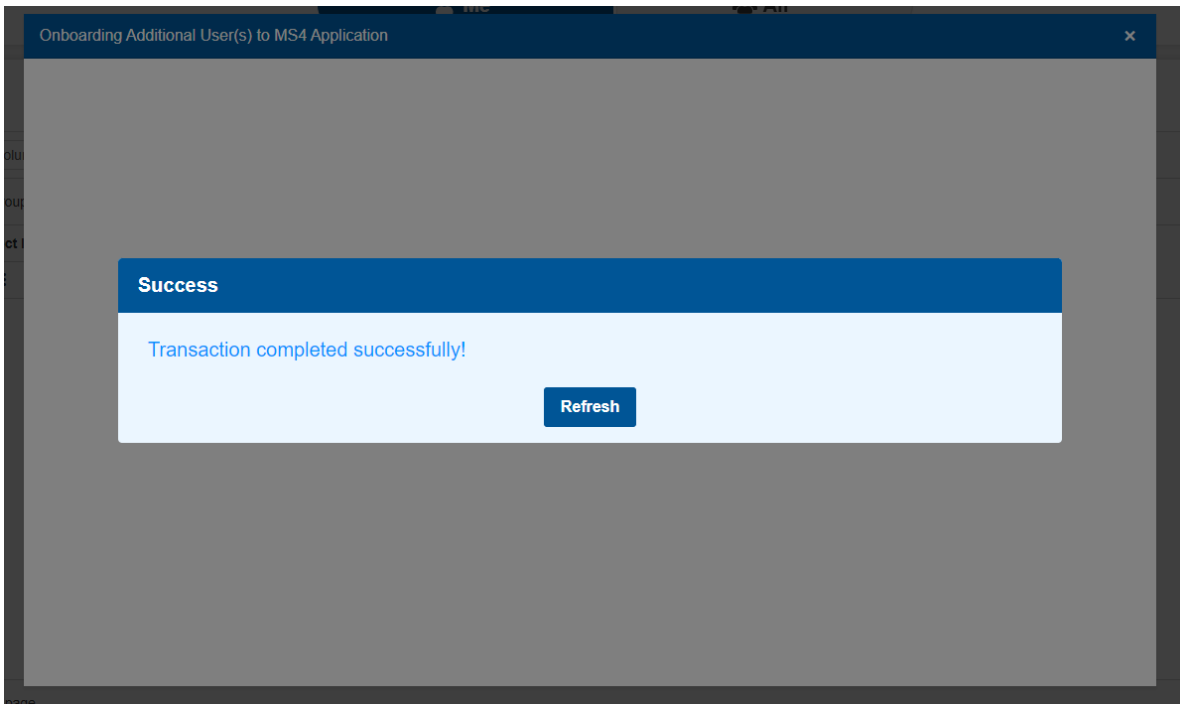
- The DM/DPM/PO/SPO should click on a user they wish to onboard and then click the right arrow to add them to the "To" side of the picklist. All users from the "From" side can be moved to the "to" side by using the right double arrow.



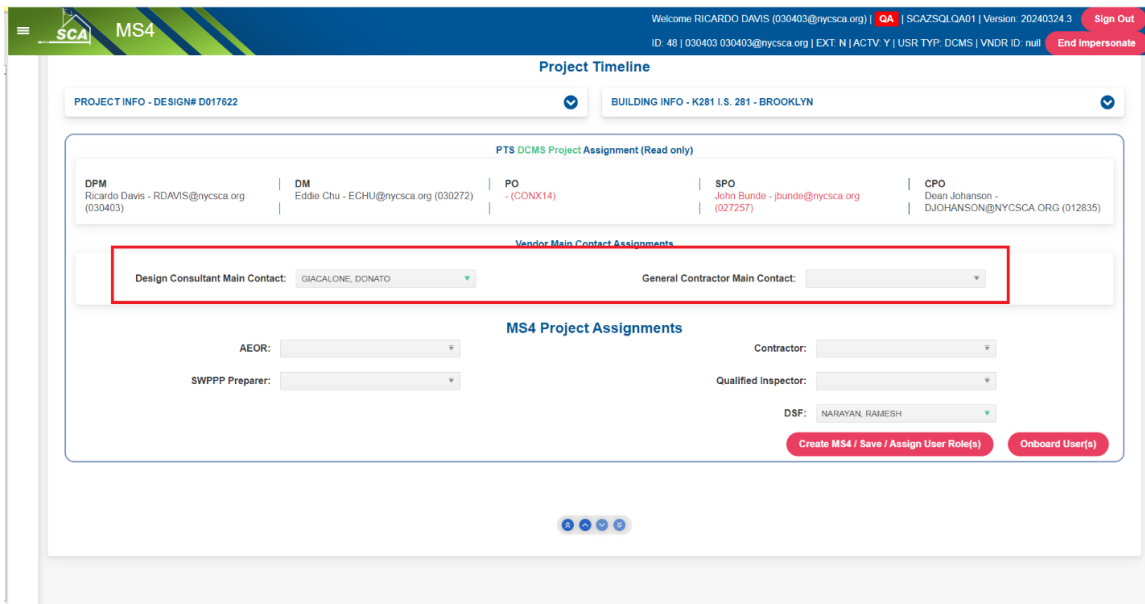


5. Once the desired users have been added to the “to” side of the picklist, the DM/DPM/PO/SPO then clicks the “Save Onboarding button” to complete onboarding.





6. The DM/DPM/PO/SPO must then assign the main contact for the Design Consultant or General Contractor firm by clicking on "+ New Project" button and creating a new project.
7. Once they are in the new project screen, they should select a name from the "Design Main Contact" or "General Main Contractor Contact" list to assign a Design Consultant/General Contractor main contact which shall then onboard additional external users from their firms.



To onboard additional external users from the DC/GC firm, the Design Consultant/General Contractor Main Contact should log into MS4 (please refer to screenshots above)

1. Click on the "Onboard Users' button.
2. Select their vendor name from the dropdown menu (should be the only one that populates).
3. Select the users they'd like to onboard from the "From" side of the picklist.
4. Use the right arrow/right double arrow to move the desired users from the "Form" side to the "To" side of the picklist.
5. Click "Save Onboarding" button.