Service Point – Reference Guide

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A. Getting Started

A.1 What is Service Point?

Service Point is an anonymised transaction reporting service developed by Spatial Services to facilitate location based reporting for NSW Government.

A.2 What is Service Point Activity Register?

The Activity Register is a web based administration portal that enables users of Service Point to maintain their organisation's activity and site information. To access location-based analytics and reporting service using Service Point an organisation must capture their transactions in the Service Point Register.

These transactions will store information about an Organisation and its associated Activities and Sites information (location of service delivery) created in the Activity Register (an Organisation can support multiple activities from numerous locations). Each Organisation, Activity and Site created in the register is automatically assigned their own anonymised ID in the Activity Register to meet strict privacy guidelines.

The location-based analytics which will be developed as a Service Point feature will rely on the accuracy of data in the Service Point Activity Register.

A key principle of Service Point design is the mandate to protect the privacy of user data. This is facilitated by the functional separation of the Service Point Register and the Activity Register. When a transaction is sent to the Service Point register, only the aggregated location data along with anonymised codes from the Activity Register are recorded.

A.3 What is the process to access the Service Point Activity Register in the Beta version?

A user will need to register their interest in the Beta testing of the Service Point products by contacting Spatial Services and the team will supply an Access Request form for completion. Following processing of your Access Request, you will receive login details for the Activity Register and these transactions will store information about an Organisation and its associated activities and Sites information (location of service delivery) created in the Activity Register (an Organisation can support multiple activities from numerous locations). Each Organisation, Activity and Site created in the register is automatically assigned their own anonymised ID in the Activity Register to meet strict privacy guidelines.

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B. Definitions

Name	Definition
Access ID	Access IDs are unique codes (also called API Keys). They are required to gain access to NSW Point and Service Point Web Services. A separate Access ID is required for NSW Point and Service Point and unique Access IDs are usually preferred for individual applications or online forms submitted on a new Access Request application. The Access ID is required when connecting Service Point in combination with the NSW Point Address Widget.
Activity/ Activity ID/ Activity Amount	An **Activity** is a single service that is provided by your Organisation to your clients. In many cases, an Activity may directly relate to an application or online form that has NSW Point Address Validation and/or Service Point embedded into it. All Activities that you wish to report on using Service Point must be recorded in the Service Point Activity Register. Each Activity you record in the Activity Register is assigned a unique anonymised code (**Activity ID)** that can be used to submit transactions for that Activity to the Service Point Register. Some example Activities offered by Spatial Services are: Topographic Maps; Aerial Imagery; Digital Spatial Data A Health Service may provide: Counselling; Immunisations; Prescriptions. **Activity Amount** represents the approximate monetary value associated with a single transaction for an Activity. For example a licence fee might be $50.00 per licence. Therefore the Activity Amount would be recorded as $50.00 because each transaction of the Activity is valued at that amount. **Activity Amount** is an optional field and is not intended to supply comprehensive financial reporting on transaction revenue. It is only intended to offer an approximate reference for activity income for analytics purposes.
Application	An application is a single instance of an online form or tool in which NSW Point Address Validation and/or Service Point is embedded. Some examples of possible applications include: - Licence application - Registration or enrolment form - Sales Management or CRM systems - Request for supply
Browser Geocoder	A web based application that is capable of geocoding and submitting bulk transactions (up to 1000 at a time) to the Service Point Register. Intended for situations where the is no web based form or application.
Designated Contact (NSW Point & Service Point)	The person who will be the primary contact for your Organisation for an application or form for using NSW Point Services. This person will receive notifications, such as service outages, release updates or usage reports. A minimum of two contacts must be provided. A Designated Contact and Service Point Admin User can be the same or different individuals.
NSW Point	NSW Point offers a range of address validation and location web services designed to be embedded into government online forms and applications. Geographic output available through NSW Point is required to successfully submit transactions to Service Point that can be used for location-based reporting and analysis. See Webpage: https://point.digital.nsw.gov.au/v2/docs/index.html

User (Service Point)	Create User will display the **Organisation Prefix** for each individual User Name. This will allow the same individual to be associated with more than one Organisation. Specific access level is nominated depending on selection of radio button: **Access Type – API or Individual** **Level of access - Admin** or **Standard** **API** Access is for development teams to embed the Service Point client **Individua**l Access is to administer and view the Activity Register and Browser Geocoder **Admin** can administer Users and manage the Activity Registry by creating the Activity, Site and Agreement **Standard** can view transactions and bulk upload data to the Browser Geocoder
Organisation/ Organisation ID/ Parent Organisation ID	The name of your **Organisation**, government department or agency as it is held in the Service Point Activity Register. Each Organisation is assigned a unique code **(Organisation ID)** within the Activity Register. This ID is used within Service Point to assist in anonymising transactional data. This is a system generated number that will be provided to you by Spatial Services. Organisations can potentially have a parent organisation in Service Point if required. A Parent Organisation is a separate Agency that has access to your Organisation's activity and transaction data. Parent Organisations must be recorded in Service Point as Organisations in their own right and are related to other Organisations under them using **Parent Organisation ID.** The allocation of multi-level hierarchys have to be carefully managed.. Please contact Spatial Services if you would like to enquire about establishing a Parent Organisation relationship.
Site/ Site ID/ Site Name/ Site Address/ Public Site	A **Site** is defined as a location from which your services (Activities) are officially delivered. If your Organisation requires location based reporting for service delivery locations, you should consider recording your locations as a Site in the Service Point Activity Register. Sites are not mandatory and should only be used when your organisation repeatedly delivers some or all of your services from a physical location such as a: - A store front. - Service Centre - Community Centre - Health Facility When a Site is recorded in the Activity Register, a unique anonymised code **(Site ID)** is assigned to that Site. This ID can be used when submitting transactions to the Service Point Register to record the point of service delivery associated with the transaction. Each site must also have the **Site Name** this can be the building name or location name which is relevant for your Organisation. Each Site must have its physical **Site Address** captured in the Activity Register to allow for location-based reporting. Sites can either be public or private. Sites that require any level of confidentiality due to potential risk associated with its services or to its clients should be made be made private by selecting the **'Confidentiality'** option.
Transaction	A transaction is a single instance of a service that has been delivered by your organisation to your client or customer. Service Point captures anonymised and de-identified information about your Organisation's transactions, so they can be utilised by NSW Government and

	your Organisation for location-based reporting, analysis and decision making purposes. The minimum information that is required to capture a transaction in Service Point is: - The date of the transaction - The Organisation that recorded the transaction (Organisation ID) - The Activity or service that the transaction relates to (Activity ID) - (Optional) The Site or location that the transaction place (Site ID)

C. Frequently Asked Questions

What are the Mandatory Fields required to use Service Point?

To set up and start using Service Point the only mandatory fields are Organisation and Activity. Optional fields are Site, Agreement and Amount. The more features entered the greater detail can be accessed from Service Point.

How do I obtain my Organisation Code?

Spatial Services will supply this unique generated code following the completion of the Access Request Application. This will be supplied by email to the Designated Contact person. This will be the Key Code to link with your Activities and Sites.

Our Organisation has a lot of Activities (and/or Sites), do I have to enter all of these separately?

This is currently being developed as a feature, which will support the ability to bulk uploading using a CSV file.

Date Format, is this set?

The format is set to **dd/mm/yyyy** and transactions submitted must in this format in. You may need to amend how this is viewed on your spreadsheet for Browser Geocoder or an error message will be shown.

I want to add additional users and administrators to enable access to staff.

All management will be an internal process for each organisation. Spatial Services will create the initial Organisation User who will have administrative rights.

I don't know my User Name.

The user name will include the Organisation Prefix (set characters) the remainder of the naming format will be determined by each Organisation. Contact Spatial Services for assistance.

I have lost my Access Key (API Key)

You will need to contact Spatial Services at SS-NSWPOINT@customerservice.nsw.gov.au and request a new Access Key. The original Access Key will be disabled, so be aware this may impact your original setup.

Should I use the Widget or a direct API web service in my form to connect to Service Point?

Each organisation will have its own preferred option, and your Development Team can provide the best advice to you. When using the NSW Point Address Widget, to connect to Service Point, a transaction is created when the address validation is selected on the form. There is a possibility the customer may not complete the form submission, however the transaction will be recorded in the Activity Register.

I can only view the information in Service Point, not add, delete, update etc.

There is one nominated Group Manager per Organisation who has administrator rights. They can enable viewing access for their Group and edit fields. If you only have view access you will not be able to edit fields in the Activity Register.

Within the Service Point Register all I can see is a series of numbers.

That is correct. This is an important aspect to maintain privacy. Your organisation can identify their own unique codes for activity and site.

Contact and support services

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