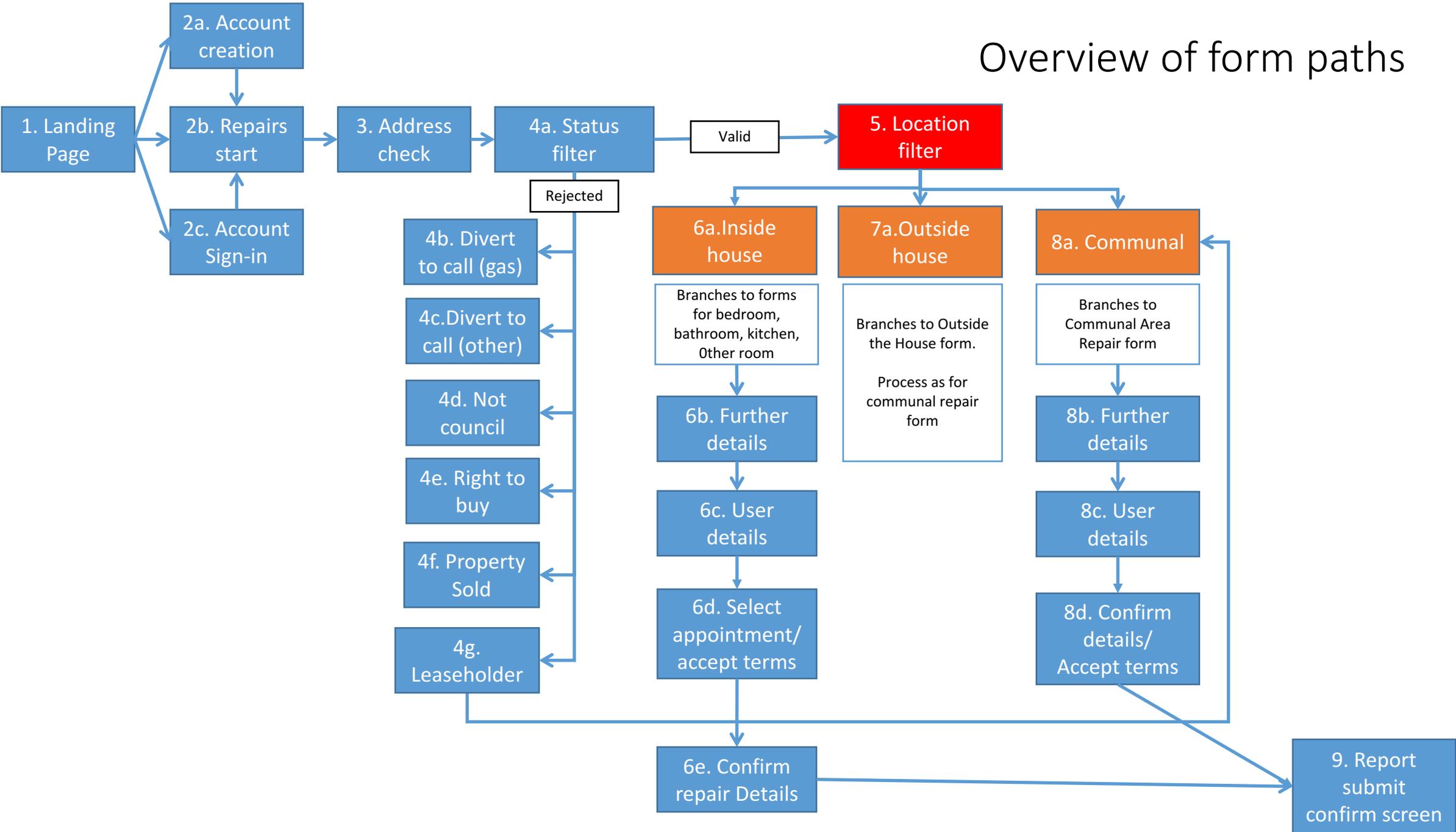


# Overview of form paths



# 1. Repairs Landing Page

**Oxford City Council**  
Building a world class city for everyone

Keyword search  

www.oxford.gov.uk  
OXFORD CITY COUNCIL

Home/ Housing repairs/ Report a housing repair

## Report a housing repair

- About Oxford
- Building Control
- Benefits and Welfare
- Business
- Communities
- Council Tax
- Do it online
- Environment
- Housing
- Jobs
- Leisure and Culture
- Museum of Oxford
- Parking and Travel
- Planning
- Recycling and Waste
- Your Council
- Your Views

We provide a housing repairs service for Council tenants. We operate 24 hours a day, 365 days a year.

You can;

- [Report a repair to us](#)
- Choose a date and time for us to visit and carry out the repair
- Track progress with your repair (if you [register for an account](#))

### Already registered?

If you have an online account with us, registering or signing in will reduce the time it take to complete your housing repair request.

You will also be able to track the progress of your repair online.

[Sign in](#)

[Register for an account](#)

### Before you start

#### Right to buy

Once you have claimed the Right to Buy we will not normally repair your home except for our statutory obligation.

#### Your improvements

It is your responsibility to maintain any improvements you have carried out yourself.

#### Disabilities

If your home has been adapted or altered to better meet your needs due to a disability, please call us

[Report a housing repair](#)

Host System	Jadu CMS
URL	www.oxford.gov.uk/repairmyhouse
Server	AWS (external)
Web services	None – content only
Purpose	<ul style="list-style-type: none"><li>• Provide info to the user on the repairs process</li><li>• Give access to their account</li><li>• Enable user to create account (optional)</li><li>• Enable user to log into account and see repairs history (optional)</li><li>• Enable user to access the repairs form</li></ul>

# 2a. Account creation

**Oxford City Council**  
Building a world class city for everyone

Home / Register

**Register**

When you open your account with us, you can get information about your current housing repairs every time you log on. You can also see your repairs history.

When you complete a new repairs report the form will also be partly pre-filled with your information to save you time.

**Your email address**

Email address (required)

Confirm email address (required)

**Your details**

Title (required)

First name (required)

Surname (required)

Date of birth (required)

Day Month Year

DD MM YYYY

**Your contact information**

Post code (required)

Lookup Enter address manually

**Your password**

Password (required)

Must be 6-30 characters in length

Confirm password (required)

Register now

Host System	Jadu CMS
URL	www.oxford.gov.uk/register
Server	AWS (external) Lagan Test (for web services) Lagan Live (for party information)
Web services used	POST api/lagan/matchindividual - Finds a matches/creates an individual in Lagan and returns their PartyID  GET api/lagan/mergedpartyid/{partyid} - Gets the most recent merged PartyID for a given PartyID in Lagan  GET api/lagan/individual/{partyid} - Gets details of a Lagan individual
Purpose	<ul style="list-style-type: none"> <li>Creates an account in Jadu CMS marketing module</li> <li>Generates an email to confirm account</li> <li>Checks with Lagan to see if user has information already stored, and returns partyID if they do</li> <li>Creates a new partyID on lagan if no match exists</li> </ul>

# 2b. Repairs form start

The screenshot shows the top navigation bar of the Oxford City Council website. On the left, the logo reads 'Oxford City Council' with the tagline 'Building a world class city for everyone'. In the center is a search bar with the placeholder text 'Keyword search' and a magnifying glass icon. On the right is the council's crest and the text 'www.oxford.gov.uk OXFORD CITY COUNCIL'. Below the navigation bar is a breadcrumb trail: 'Home / Do it online / Request A Repair'. A large green banner below the breadcrumb contains the text 'Request A Repair'.

- 1 Type Of Repair
- 2 Where Is The Problem?
- 3 What Is The Problem?
- 4 Booking The Repair
- 5 Confirmation

## Before you start

### Keeping You Updated

As well as booking your repair online you can also sign up to our text messaging service to help remind you when we will be coming to your property to carry out the work.

Please remember to choose this option when entering your contact details in the form.

Next

Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/form.aspx?form=Request_A_Repair
Server	Lagan Live
Web services used	None – content only
Purpose	<ul style="list-style-type: none"><li>Reminder to sign up to text alerts only</li></ul>



# 3. Repairs form address check

**Oxford City Council**  
Building a world class city for everyone

Keyword search

www.oxford.gov.uk  
OXFORD CITY COUNCIL

Home / Do it online / Request A Repair

## Request A Repair

- 1 Type Of Repair
- 2 Where Is The Problem?
- 3 What Is The Problem?
- 4 Booking The Repair
- 5 Confirmation

### Address details

**Postcode**

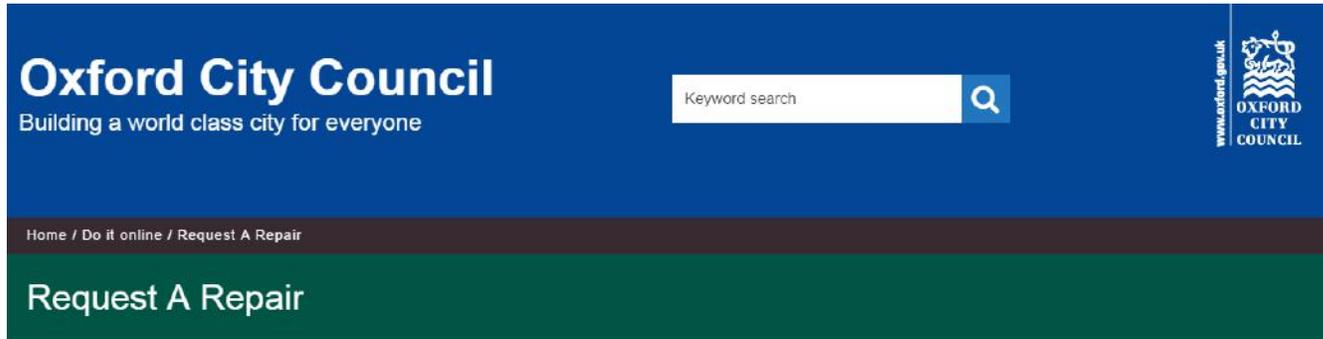
Enter the postcode of the address where the repair is needed. You'll then be able to pick the address from a list.

\* Please enter your postcode to look up your address

Accessibility Contact Us Cookie Policy Terms & Conditions Site Map  
Copyright © 2017 Oxford City Council, Town Hall, St Aldate's, Oxford, OX1 1BX  
Handcrafted by Spacecraft. Powered by Jadu Continuum.

Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/form.aspx?form=Request_A_Repair
Server	Lagan Live
Web services used	<p>Address lookup on Lagan (specify the exact ones to be used)</p> <p>Lagan Web Services:</p> <ul style="list-style-type: none"><li>• searchForProperty – bring back list of Object references for postcode on Search</li><li>• retrieveProperty – convert selected object into an address and stores it</li></ul>
Purpose	<ul style="list-style-type: none"><li>• Provide lookup from postcode to complete address from postcode</li></ul>

# 4a. Status filter



## Is The Problem One Of These

If the problem is not one of those below please click 'Next' at the bottom of the page.

- I can smell gas
- My door or window is insecure
- I have no power
- I have no heating
- I have no water
- My only toilet is blocked
- I have a badly leaking water pipe
- My home has been adapted to support my disability

Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/form.aspx?form=Request_A_Repair
Server	Lagan Live Servitor
Web services used	SQL lookup to find UPRN in Lagan database (hardcoded with connection details to server)  SQL call in Servitor using UPRN to select the jlocstat (status of property to identify where to send user next)
Purpose	<ul style="list-style-type: none"> <li>• Prevent completion of form for worked classed as 'emergency. All items listed require a telephone call</li> <li>• On submit will check if a council property (not ideal, should be earlier) and can have repairs carried out</li> <li>• Selections;             <ul style="list-style-type: none"> <li>• Sold/Leaseholder/other thing</li> </ul> </li> <li>• Smell gas – dedicated page of info and phone number</li> <li>• All other choices – generic info page</li> </ul>

# 4b. Divert to call (gas)

Home / Do it online / Request A Repair

## Request A Repair

- 1 Type Of Repair
- 2 Where Is The Problem?
- 3 What Is The Problem?
- 4 Booking The Repair
- 5 Confirmation

### Smell of gas

What to do if you smell gas

- Turn off the gas at your meter.
- Open all doors and windows to allow ventilation.
- Do not smoke or use a naked flame.
- Do not operate electrical switches on or off.
- Do not operate the door controlled entry system from your flat.
- If you are a homeowner telephone National Grid on 0800 111 999 from a phone outside your home giving them all the details. (They will also ask you for your postcode, address and telephone number).
- If you are a Council tenant please ring us from a phone outside your home on 0800 22 76 76 and give us all the details.

If your repair falls under the above please call us on 0800 254 7895.

[Back](#)

Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/form.aspx?form=Request_A_Repair
Server	Lagan Live
Web services used	None – content only
Purpose	<ul style="list-style-type: none"><li>• Ensure emergencies are dealt with promptly regardless of tenancy status</li></ul>

# 4c. Divert to call (other)

Home / Do it online / Request A Repair

## Request A Repair

- 1 Type Of Repair
- 2 Where Is The Problem?
- 3 What Is The Problem?
- 4 Booking The Repair
- 5 Confirmation

### Emergency Repair

Because of the type of problem you have we will need to arrange an emergency appointment with you.

Please call us on 0800 227676.

Emergency repairs are repairs carried out to your home to make it safe if:

- There is a real risk of injury or major damage to your home
- Your home is not secure

Once we have spoken to you we will attend within 24 hours; any follow up work will be completed as soon as possible.

[Back](#)

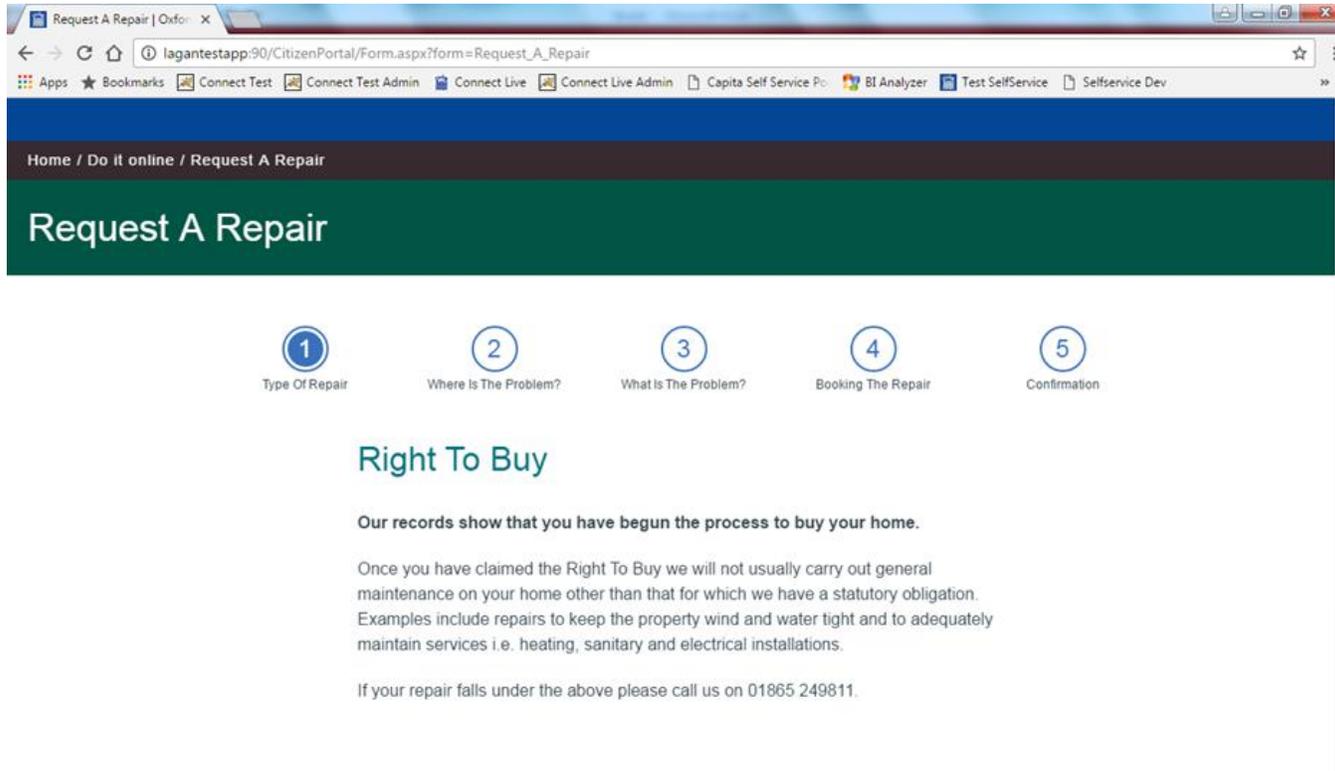
Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/form.aspx?form=Request_A_Repair
Server	Lagan Live
Web services used	None – content only
Purpose	<ul style="list-style-type: none"><li>• Ensure emergencies are dealt with promptly</li><li>• Emergency calls are not subject to booking</li></ul>

# 4d. Non council

The screenshot shows the Oxford City Council website's 'Request A Repair' process. At the top, there is a blue header with the council's name and logo, a search bar, and a breadcrumb trail: Home / Do it online / Request A Repair. Below this is a green bar with the title 'Request A Repair'. A progress indicator shows five steps: 1. Type Of Repair, 2. Where Is The Problem?, 3. What Is The Problem?, 4. Booking The Repair, and 5. Confirmation. The current step is 2, 'Where Is The Problem?'. The main content area displays the message 'Not A Council Property' in teal, followed by the text: 'Our records show that your property is not a Council property. This means that you're not entitled to Council housing repairs and that any repairs needed are the responsibility of the owner.' A 'Back' button is visible below the message. The footer contains social media icons, a navigation menu with links for Accessibility, Contact Us, Cookie Policy, Terms & Conditions, and Site Map, and copyright information for 2017 Oxford City Council.

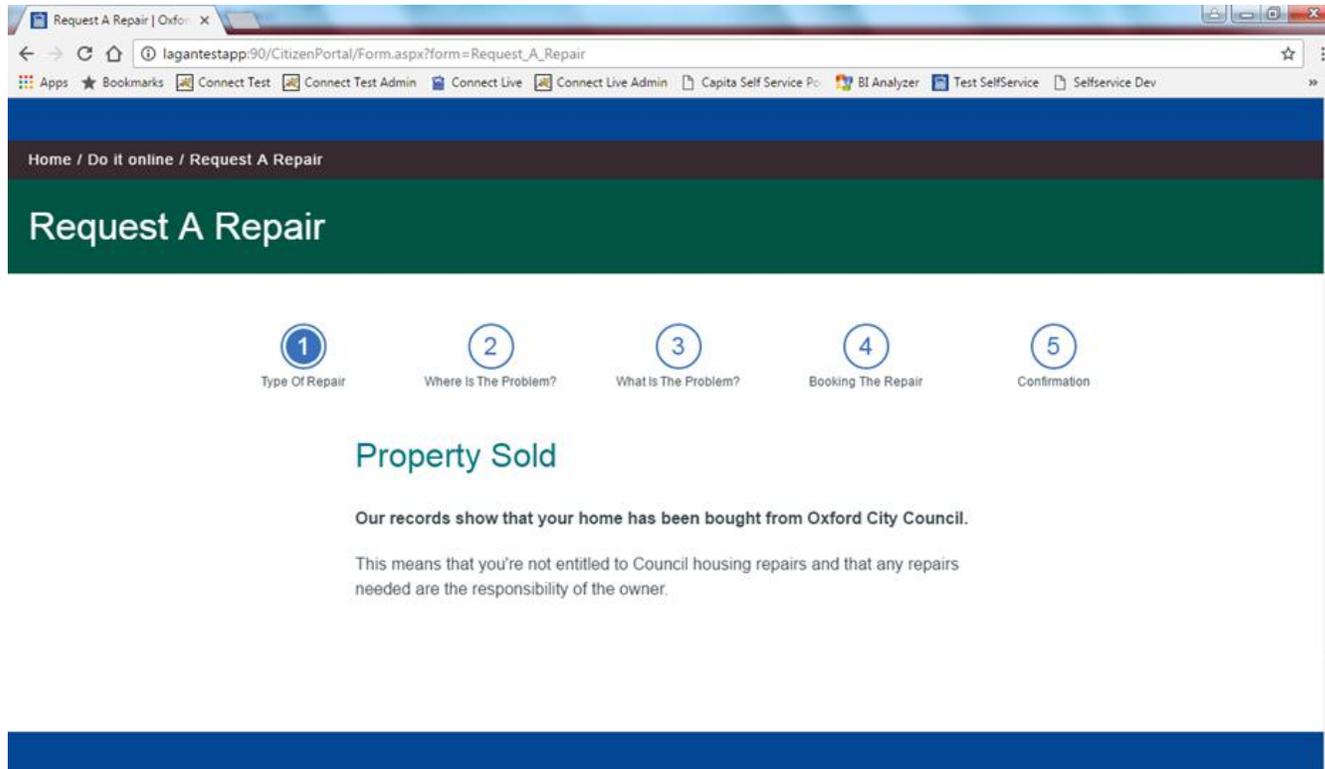
Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/form.aspx?form=Request_A_Repair
Server	Lagan Live
Web services used	None – content only
Purpose	<ul style="list-style-type: none"><li>Deflect non-council tenants away from reporting repairs by refusing access</li></ul>

# 4e. Right to buy



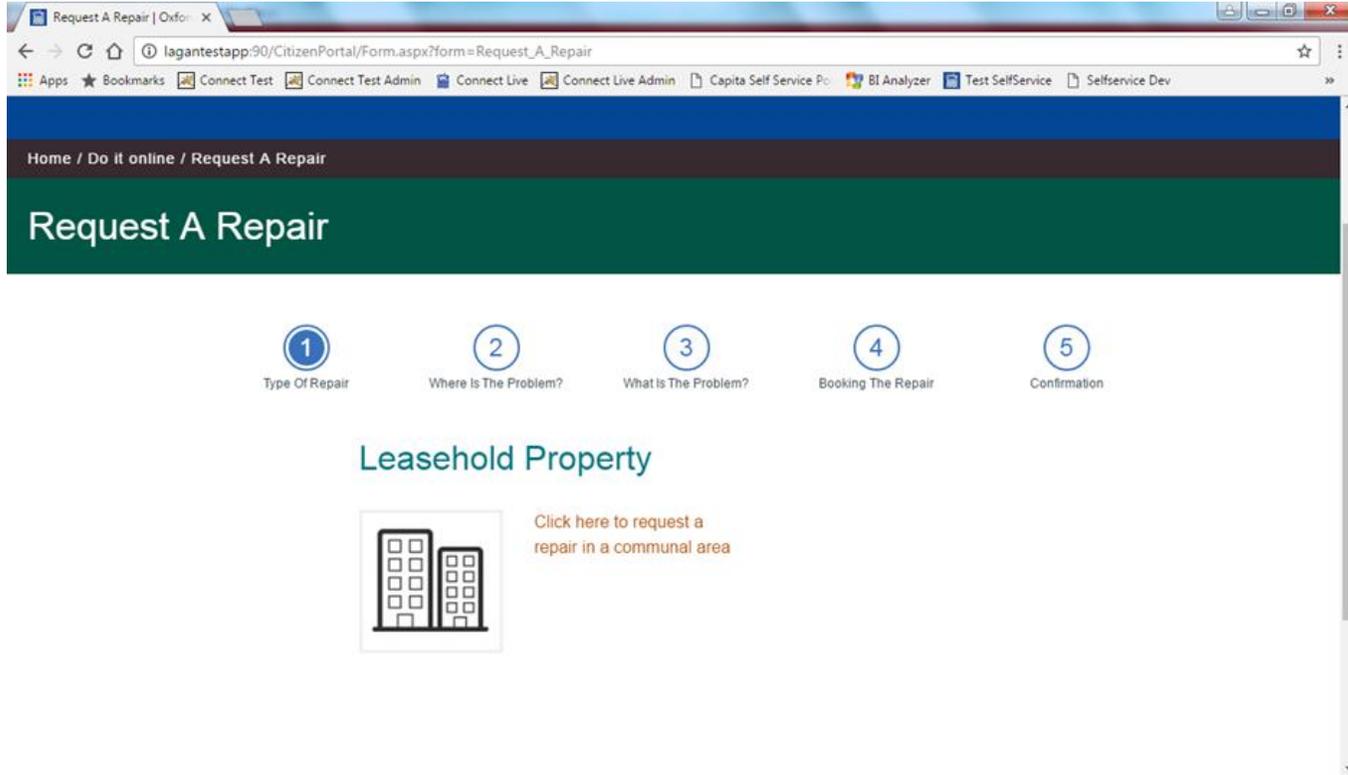
Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/form.aspx?form=Request_A_Repair
Server	Lagan Live
Web services used	None – content only
Purpose	<ul style="list-style-type: none"><li>• Deflect non-council tenants away from reporting repairs by refusing access</li></ul>

# 4f. Property sold



Host System	Lagan Live
URL	<a href="https://ecitizen.oxford.gov.uk/citizenportal/form.aspx?form=Request_A_Repair">https://ecitizen.oxford.gov.uk/citizenportal/form.aspx?form=Request_A_Repair</a>
Server	Lagan Live
Web services used	None – content only
Purpose	<ul style="list-style-type: none"><li>Deflect non-council tenants away from reporting repairs by refusing access</li></ul>

# 4g. Leaseholder



Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/form.aspx?form=Request_A_Repair
Server	Lagan Live
Web services used	None – content only
Purpose	<ul style="list-style-type: none"><li>Deflect non-council tenants away from reporting repairs by refusing access</li></ul>

# 5. Location filter

**Oxford City Council**  
Building a world class city for everyone

Keyword search

www.oxford.gov.uk  
OXFORD CITY COUNCIL

Home / Do it online / Request A Repair

## Request A Repair

- 1 Type Of Repair
- 2 Where Is The Problem?
- 3 What Is The Problem?
- 4 Booking The Repair
- 5 Confirmation

### Where is the problem?

 Click here to request a repair inside your home

 Click here to request a repair outside your house

 Click here to request a repair in a communal area

[Back](#)

Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/form.aspx?form=Request_A_Repair
Server	Lagan Live
Web services used	None. Each hyperlink re-loads the same form and adds UPRN (not displayed)
Purpose	<ul style="list-style-type: none"><li>• UPRN will be carried over between form pages but not displayed in URL unless move to new form</li><li>• Begin drill-down of information to actual repair needed. Given 0,1 or 2 for choices for parameter1 building up unique 4 digit code for repair</li><li>• Separate out communal area reports as these could be reported by multiple tenants (causing multiple jobs to be raised)</li></ul>

# 6b. Inside house (1<sup>st</sup> filter)

Oxford City Council  
Building a world class city for everyone

Keyword search

www.oxford.gov.uk  
OXFORD CITY COUNCIL

Home / Do it online / Request A Repair

## Request A Repair

- 1 Types Of Repair
- 2 Where Is The Problem?
- 3 What Is The Problem?
- 4 Booking The Repair
- 5 Confirmation

### Where inside the home?



Click here to request a repair in the bathroom



Click here to request a repair in the kitchen



Click here to request a repair in the bedroom



Click here to request a repair in another room

Back

Host System	Lagan Live
URL	<a href="https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Request_A_Repair&amp;Param=100120819438&amp;Param1=0&amp;Param4=">https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Request_A_Repair&amp;Param=100120819438&amp;Param1=0&amp;Param4=</a>
Server	Lagan Live
Web services used	None
Purpose	<ul style="list-style-type: none"><li>• URLs for 4 choices carry through to 4 different forms (list)</li><li>• Given 2<sup>nd</sup> digit of parameter to know which (0,1,2) building up unique 4 digit code for repair</li><li>• Progress drill-down of information to actual repair needed</li></ul>

# 6b. Inside house (2<sup>nd</sup> filter – Bathroom form used)



Host System	Lagan Live
URL	<a href="https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Bathroom_Repair&amp;Param=100120819438&amp;Param4=">https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Bathroom_Repair&amp;Param=100120819438&amp;Param4=</a>
Server	Lagan Live
Web services used	None
Purpose	<ul style="list-style-type: none"><li>• Progress drill-down of information to actual repair needed</li><li>• Add House Area parameters to the URL to specify where in the house/room</li></ul>

# 6b. Inside house (3<sup>rd</sup> filter)

**Oxford City Council**  
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Keyword search

www.oxford.gov.uk  
OXFORD CITY COUNCIL

Home / Do it online / Bathroom Repair

## Bathroom Repair

- 1 Type Of Repair
- 2 Where Is The Problem?
- 3 What Is The Problem?
- 4 Booking The Repair
- 5 Confirmation

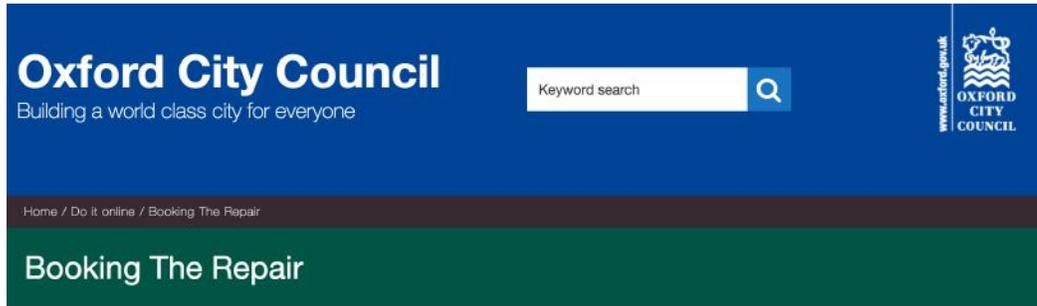
### Further details of the bath problem

- Tap dripping
- Bath not draining properly
- Tap not working
- Sealant coming away
- Bath panel coming off / broken
- Other

Back

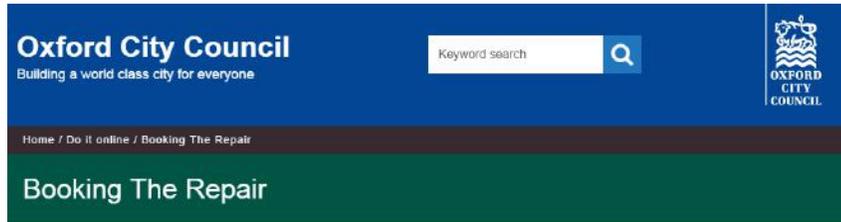
Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Bathroom_Repair&Param2=000&Param=100120805823&Param4=
Server	Lagan Live
Web services used	None
Purpose	<ul style="list-style-type: none"><li>• Progress drill-down of information to precise location of repair needed</li><li>• Add repair parameters to the URL</li></ul>

# 6c. Inside House - User details



Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Booking_The_Repair&Param3=0000&Param=100120805823&Param4=
Server	Lagan Live, Servitor Live, Xmbrace Live
Web services used	<ul style="list-style-type: none"> <li>Looking up 4 digit code build up in parameter1 to find High level descriptor code (HLD), cost centre, work centre, finance code, trade, priority (see table)</li> <li>3 SQL lookups in Servitor to get the format of the address required by Servitor from UPRN carried through</li> <li>Fire off web service (<i>baseRaiseJob_v1_1</i>) to Servitor to raise the job which will return a value (job ref)</li> <li>Fires off open session web service (<i>openSession</i>) in DRS (authentication = session ID for following web services)</li> <li>Fires off create order web service (<i>createOrder</i>) in DRS using Servitor job no. which responds with ID</li> <li>Check availability web service (<i>checkAvailability</i>) in DRS (so that on next page it will display results as a friendly grid showing available appointments. Comes back with a favourite appointment week (not used at present))</li> </ul>
Purpose	<ul style="list-style-type: none"> <li>Moves URL parameter data to new form from either of the previous paths</li> <li>Captures contact information for the repair</li> <li>Selects if SMS notifications should be enabled for the repair</li> <li>Look up the variable parameters needed for the web service (hidden fields)</li> </ul>

# 6d. Book an appointment time/confirm repair



## Book your repair

You've told us that the problem is:

- Inside the house
- Bathroom or toilet
- Bath
- Tap Dripping

### Disclaimer

- If we have to carry out a repair which is needed because of damage caused deliberately, carelessly or neglectfully by you, any member of your household, visitor or animal we will charge you for the cost of the work.
- You will be asked to sign a form accepting responsibility to pay. If it is a crime then a police Crime Reference Number (CRN) is needed.
- You are responsible for any repairs to any changes you have made in the property. If we attend and the repair is to a fixture or fitting that has been altered we may not carry out the repairs work.

I accept and understand.

For us to carry out your repair, someone over 16 years old will need to be at the property to provide access at the date and time shown below.

\* Please select an appointment time

	Mon Jan 9th	Tue Jan 10th	Wed Jan 11th	Thu Jan 12th	Fri Jan 13th
Morning 8:00am 12:00pm	Not Available	Available	Available	Available	Available
Afternoon 12:00pm 4:30pm	Not Available	Available	Available	Available	Available
All Day 8:00am 4:30pm	Not Available	Available	Available	Available	Available
School Run 9:30am 3:00pm	Not Available	Available	Available	Available	Available

<< Previous Week

Next Week >>

[Back](#)

[Submit Form](#)

Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Booking_The_Repair&Param3=0000&Param=100120805823&Param4=
Server	Lagan Live, Xmbrace Live
Web services used	<ul style="list-style-type: none"> <li>• Page load populates template page with availability data</li> <li>• Submit button fires DRS schedule appointment web service (<i>scheduleBooking</i>)</li> <li>• Also DRS close session web service (<i>closeSession</i>)</li> <li>• Action to send email confirmation</li> </ul>
Purpose	<ul style="list-style-type: none"> <li>• Progress drill-down of information to precise location of repair needed</li> <li>• Pulls through URL parameters to Booking form</li> <li>• Allows appointments to be displayed, allowing user to choose date/time range of appointment</li> <li>• Sends a confirmation email once submitted</li> </ul>

# 8b. Communal (1<sup>st</sup> filter)

Oxford City Council  
Building a world class city for everyone

Keyword search

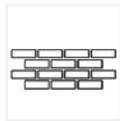
www.oxford.gov.uk  
OXFORD CITY COUNCIL

Home / Do it online / Communal Area Repair

Communal Area Repair

- 1 Type Of Repair
- 2 Where Is The Problem?
- 3 What Is The Problem?
- 4 Booking The Repair
- 5 Confirmation

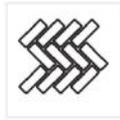
## What is the problem?



Click here to request a brick wall repair



Click here to request a fencing / gate repair



Click here to request a path repair



Click here to request a roofing or guttering repair

Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Communal_Area_Repair&Param=100120805823&Param4=
Server	Lagan Live
Web services used	None
Purpose	<ul style="list-style-type: none"><li>• Breaks process the new form as reports not</li><li>• Progress drill-down of information to actual repair needed</li><li>• Brings UPRN parameters across to the URL</li></ul>

# 8b. Level 4 Communal – further details of repair

**Oxford City Council**  
Building a world class city for everyone

Keyword search

www.oxford.gov.uk  
OXFORD CITY COUNCIL

Home / Do it online / Communal Area Repair

## Communal Area Repair

- 1 Type Of Repair
- 2 Where Is The Problem?
- 3 What Is The Problem?
- 4 Booking The Repair
- 5 Confirmation

### Further details of the brick wall problem

- Wall unsafe
- Other

[Back](#)

Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Communal_Area_Repair&Param2=200&Param=100120805823&Param4=
Server	Lagan Live
Web services used	None
Purpose	<ul style="list-style-type: none"><li>• Progress drill-down of information to actual repair needed</li><li>• Add repair parameter to the URL</li></ul>

# 8c. User details (Communal)

Oxford City Council  
Building a world class city for everyone

Keyword search

www.oxford.gov.uk

OXFORD CITY COUNCIL

Home / Do it online / Further Details Of The Repair

## Further Details Of The Repair

- 1 Type Of Repair
- 2 Where is The Problem?
- 3 What Is The Problem?
- 4 Booking The Repair
- 5 Confirmation

### Anything else we need to know

**Contact information**  
Please provide contact details in case we need to contact you about the repair.

\* **Title**

\* **First Name**

\* **Last Name**

\* **Telephone**

\* **Email Address**

Please let us know any other information you think might help us

Next

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Copyright © 2017 Oxford City Council, Town Hall, St Aldate's, Oxford, OX1 1BX  
Handcrafted by Spacecraft. Powered by Jadu Continuum.

Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Further_Details_Of_The_Repair&Param3=2000&Param=100120805823&Param4=
Server	Lagan Live
Web services used	None
Purpose	<ul style="list-style-type: none"><li>• Moves URL parameter data to new form from either of the previous paths</li><li>• Captures contact information for the repair</li></ul>

# 8d. Confirm repair details (communal)

**Oxford City Council**  
Building a world class city for everyone

Keyword search

www.oxford.gov.uk  
OXFORD CITY COUNCIL

Home / Do it online / Further Details Of The Repair

## Further Details Of The Repair

1 Type Of Repair   2 Where Is The Problem?   3 What Is The Problem?   4 Booking The Repair   5 Confirmation

### Submit your repair

You've told us that the problem is:

- Communal Area
- Brick Walls
- Wall unsafe

**Disclaimer**

- If we have to carry out a repair which is needed because of damage caused deliberately, carelessly or neglectfully by you, any member of your household, visitor or animal we will charge you for the cost of the work.
- You will be asked to sign a form accepting responsibility to pay. If it is a crime then a police Crime Reference Number (CRN) is needed.
- You are responsible for any repairs to any changes you have made in the property. If we attend and the repair is to a fixture or fitting that has been altered we may not carry out the repairs work.

I accept and understand.

Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Further_Details_Of_The_Repair&Param3=2000&Param=100120805823&Param4=
Server	Lagan Live
Web services used	<p>Lagan web services to generate case (will be needed in new form, just happens with LCP at moment)</p> <ul style="list-style-type: none"> <li>Search for customer (<i>searchPartyID</i>) in Lagan and match where possible</li> <li>If no match then create party ID (<i>createIndividual</i>)</li> <li>Use Lagan <i>createCase</i> web service to create case in Lagan</li> <li>Use Lagan <i>addCaseEform</i> to associate a form to the case</li> <li>Use <i>writeCaseEformData</i> web service to populate eForm with data</li> </ul>
Purpose	<ul style="list-style-type: none"> <li>Have to raise a case for Contact Centre to access in order to raise a work order in Servitor (outside of this process)</li> <li>Moves URL parameter data to new form from the previous form</li> </ul>

# 9. Confirmation of report

The screenshot shows the Oxford City Council website interface. At the top, there is a blue header with the council's name and logo, a search bar, and a navigation menu. Below the header is a green banner with the title 'Further Details Of The Repair'. A progress bar below the banner shows five steps: 1. Type Of Repair, 2. Where Is The Problem?, 3. What Is The Problem?, 4. Booking The Repair, and 5. Confirmation. The 'Confirmation' step is highlighted. Below the progress bar, the text reads: 'Confirmation', 'Your repair request has been submitted successfully.', and 'Your reference number for this repair is 101001836083'. At the bottom, there is a blue footer with social media icons, accessibility links, and copyright information.

Host System	Lagan Live
URL	https://ecitizen.oxford.gov.uk/citizenportal/Form.aspx?form=Further_Details_Of_The_Repair&Param3=2000&Param=100120805823&Param4=
Server	Lagan Live
Web services used	<b>Communal</b> <ul style="list-style-type: none"><li>Use Lagan <i>createCase</i> webservice to return Case ID for the case raised in Lagan</li></ul> <b>Else</b> <ul style="list-style-type: none"><li>Use user choice of date selected in confirmation screen</li><li>Use Lagan <i>createCase</i> webservice to get case reference</li><li>Servitor <i>baseRaiseJob_v1_1</i> to get job number</li><li>Concatenate case ref and job number for reference</li></ul>
Purpose	<ul style="list-style-type: none"><li>Provides user with a reference number for the repair</li></ul>