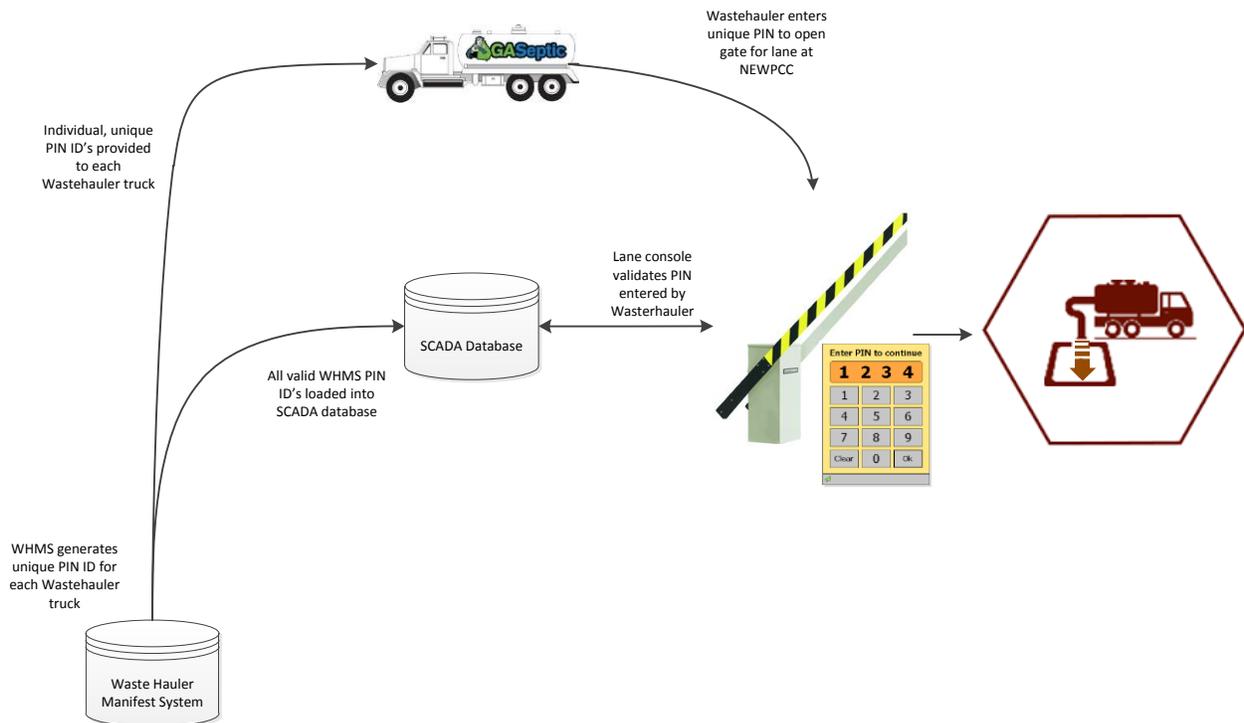# Introduction

For each program, two visual representations are provided to demonstrate the business and system boundaries of each IWS program. The target audiences of the diagrams are all stakeholders of interest in the system.

The business context diagram represents a high-level overview of the "business" in simple business context terms. The main purpose of the Business Context is to identify all key actors, work activities and interactions between internal and external actors.
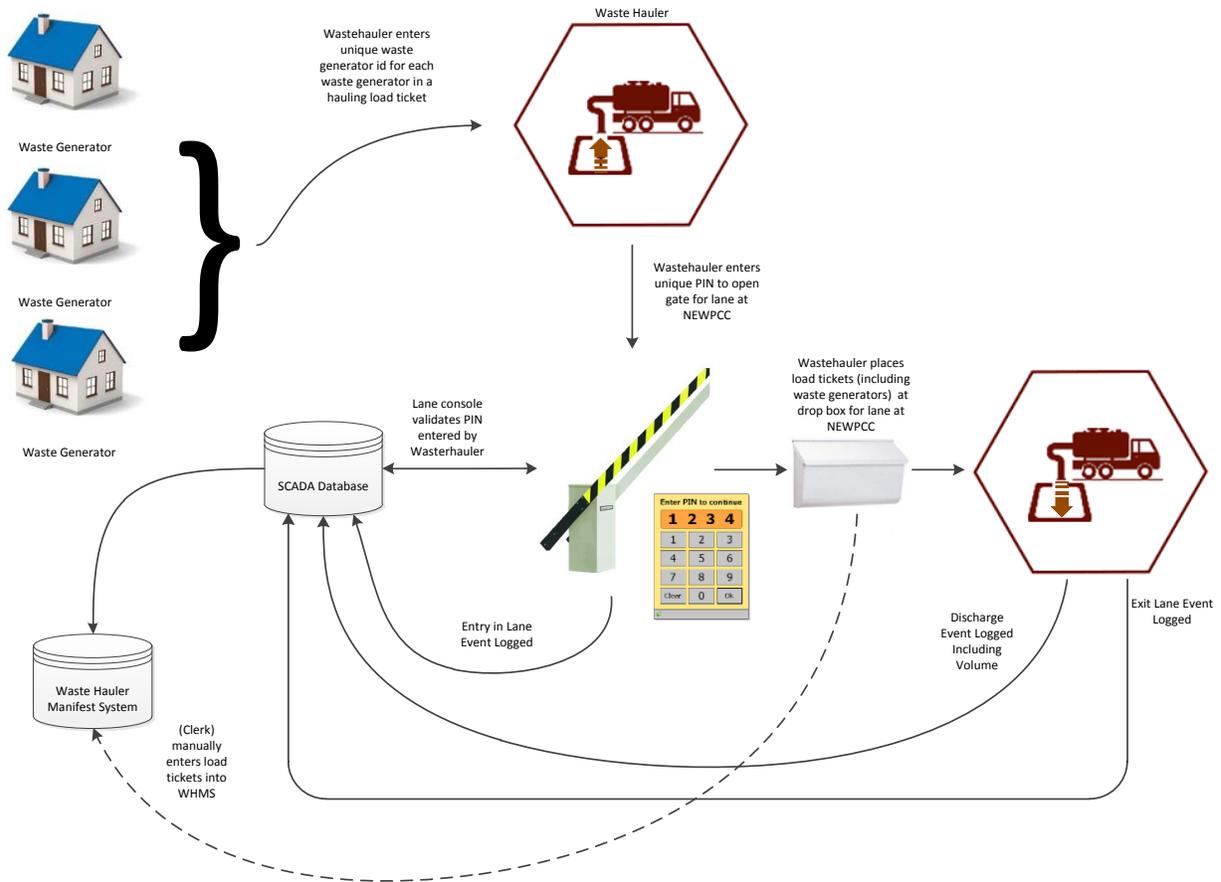
The System Context diagram represents a high-level overview of the "system" in simple business context terms. For this reason, it is intentionally void of specific technology representation. The main purpose of the System Context is to identify all key interfaces and interactions between the "Main System" and related systems and/or users.
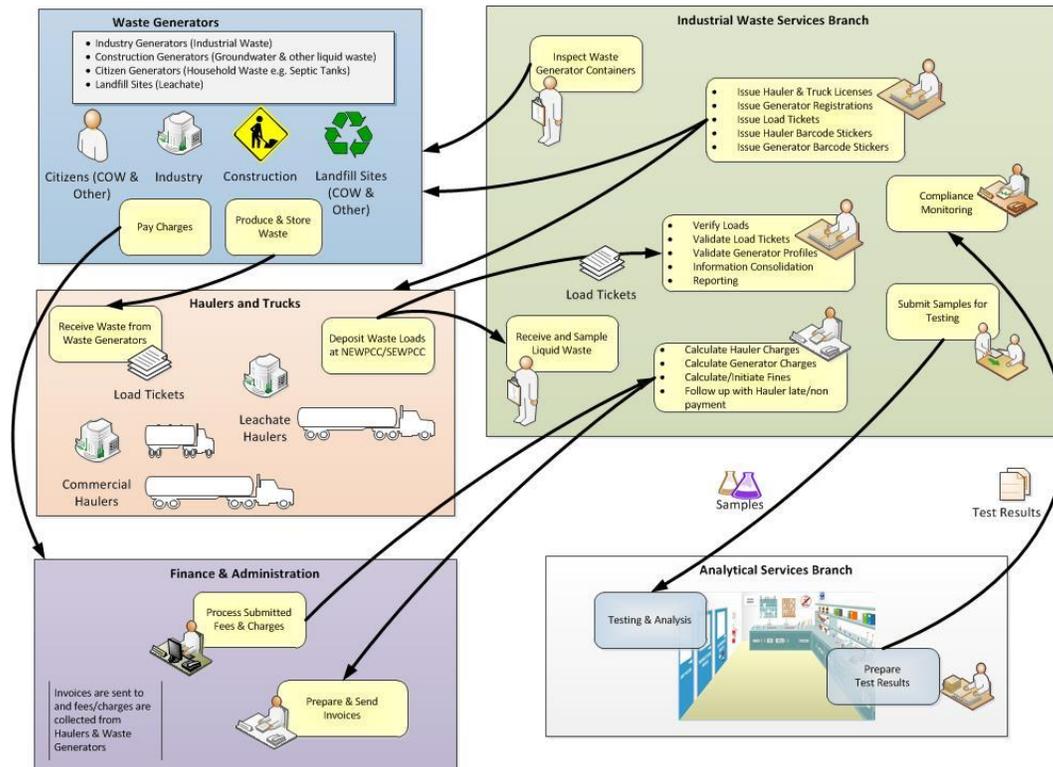
Liquid Waste Hauler Program
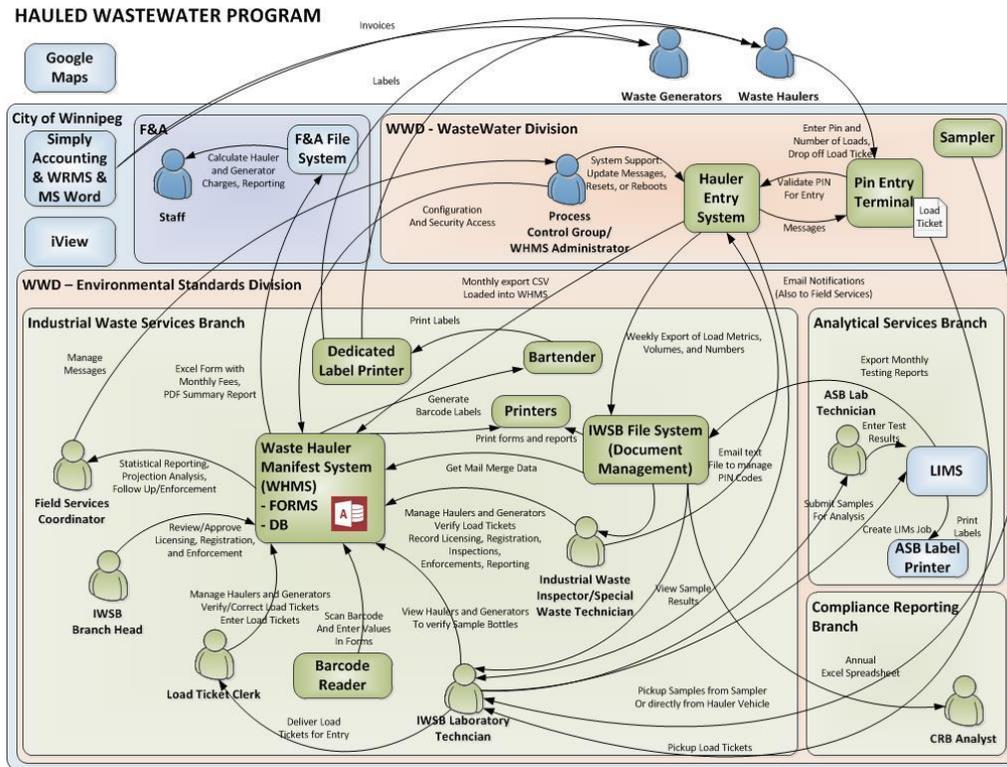
Waste Hauler PIN Load System Context Diagram

Waste Hauler Disposal Context Diagram

Waste Hauler

Wastehauler enters unique waste generator id for each waste generator in a hauling load ticket

Waste Generator

Waste Generator

Waste Generator

Waste Generator

Wastehauler enters unique PIN to open gate for lane at NEWPCC

Wastehauler places load tickets (including waste generators) at drop box for lane at NEWPCC

Lane console validates PIN entered by Wasterhauler

SCADA Database

Enter PIN to continue
1 2 3 4
1 2 3
4 5 6
7 8 9
Clear 0 Ok

Entry in Lane Event Logged

Discharge Event Logged Including Volume

Exit Lane Event Logged

Waste Hauler Manifest System

(Clerk) manually enters load tickets into WHMS

Hauled Wastewater Business Context Diagram

Waste Generators
- Industry Generators (Industrial Waste)
- Construction Generators (Groundwater & other liquid waste)
- Citizen Generators (Household Waste e.g. Septic Tanks)
- Landfill Sites (Leachate)

Citizens (COW & Other)   Industry   Construction   Landfill Sites (COW & Other)

Pay Charges   Produce & Store Waste

Industrial Waste Services Branch

Inspect Waste Generator Containers

- Issue Hauler & Truck Licenses
- Issue Generator Registrations
- Issue Load Tickets
- Issue Hauler Barcode Stickers
- Issue Generator Barcode Stickers

Compliance Monitoring

- Verify Loads
- Validate Load Tickets
- Validate Generator Profiles
- Information Consolidation
- Reporting

Load Tickets

Submit Samples for Testing

Haulers and Trucks

Receive Waste from Waste Generators

Deposit Waste Loads at NEWPCC/SEWPCC

Load Tickets

Leachate Haulers

Commercial Haulers

Receive and Sample Liquid Waste

- Calculate Hauler Charges
- Calculate Generator Charges
- Calculate/Initiate Fines
- Follow up with Hauler late/non payment

Samples   Test Results

Finance & Administration

Process Submitted Fees & Charges

Invoices are sent to and fees/charges are collected from Haulers & Waste Generators

Prepare & Send Invoices

Analytical Services Branch

Testing & Analysis
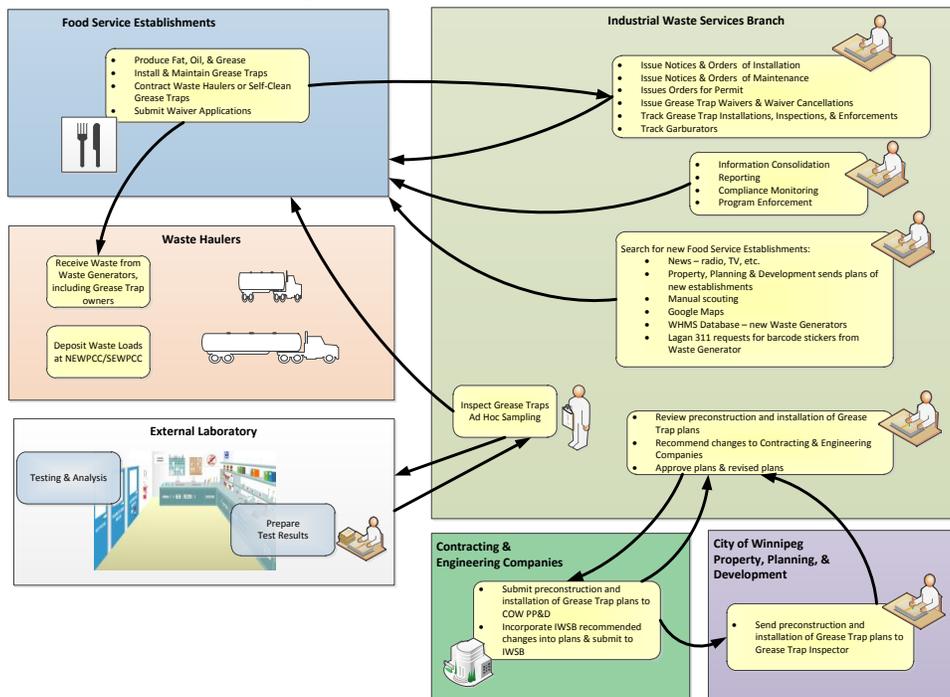
Prepare Test Results

Hauled Wastewater Program - System Context Diagram
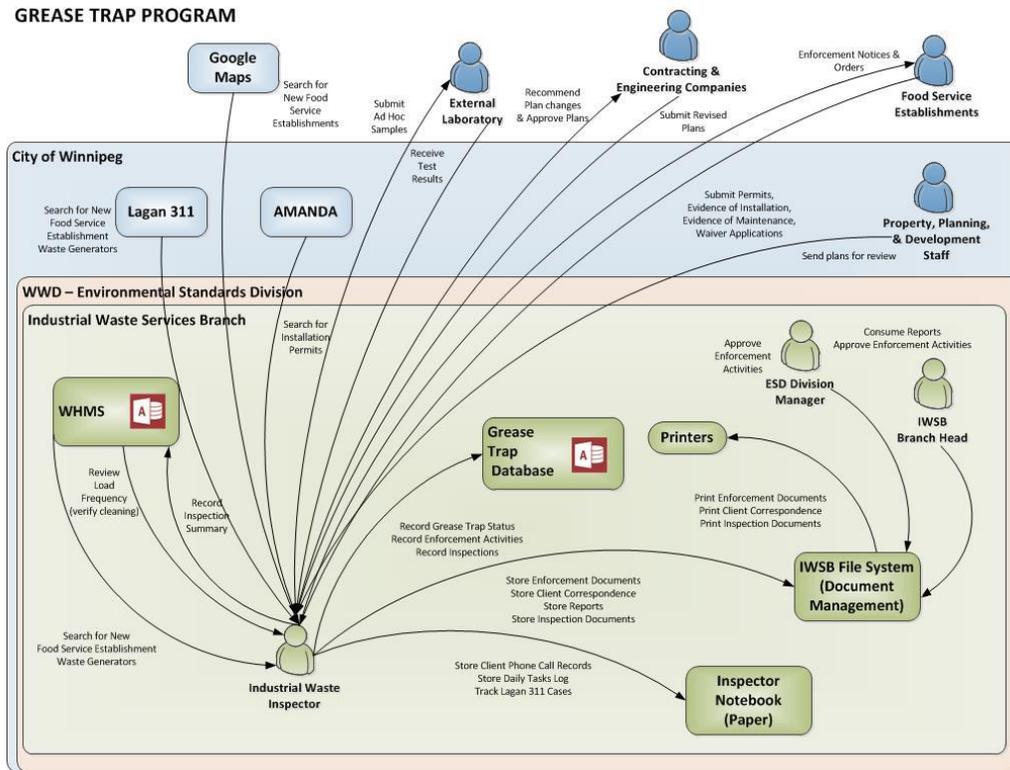

Grease Trap Program

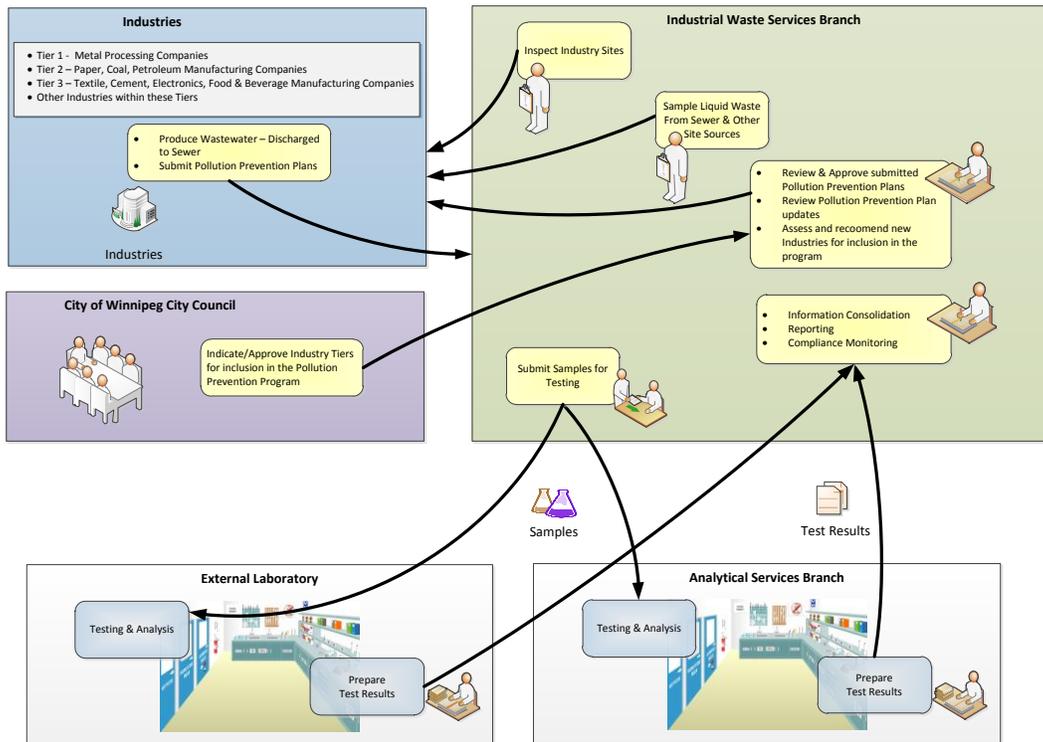## Grease Trap Business Context Diagram

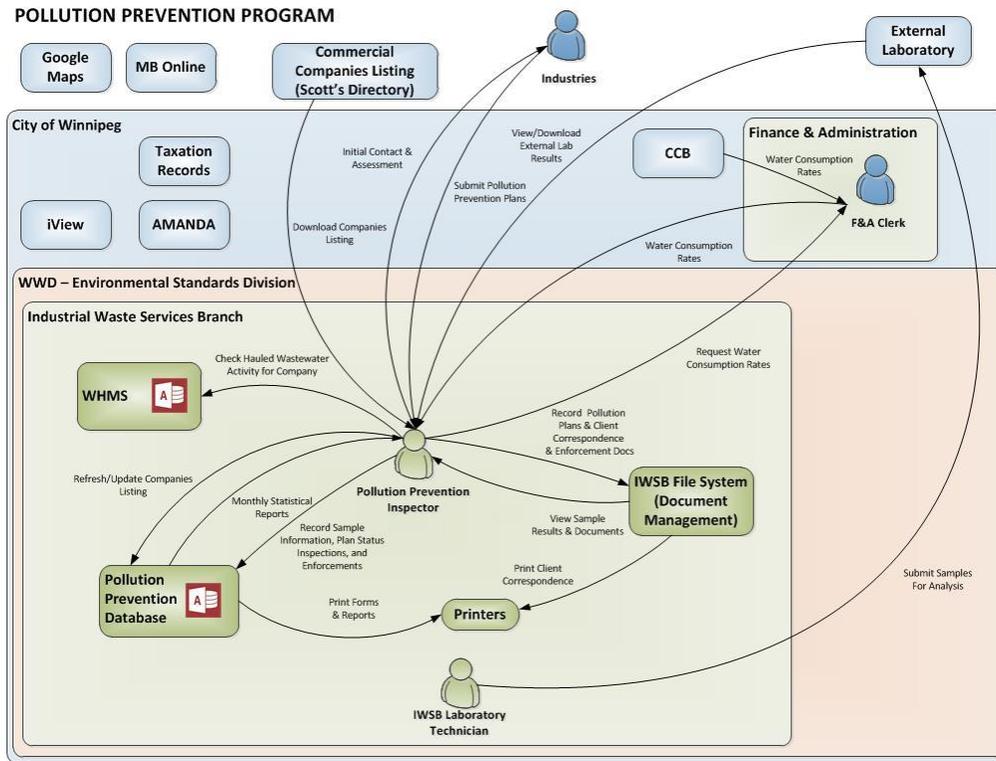# Grease Trap Program - System Context Diagram

Pollution Prevention Program

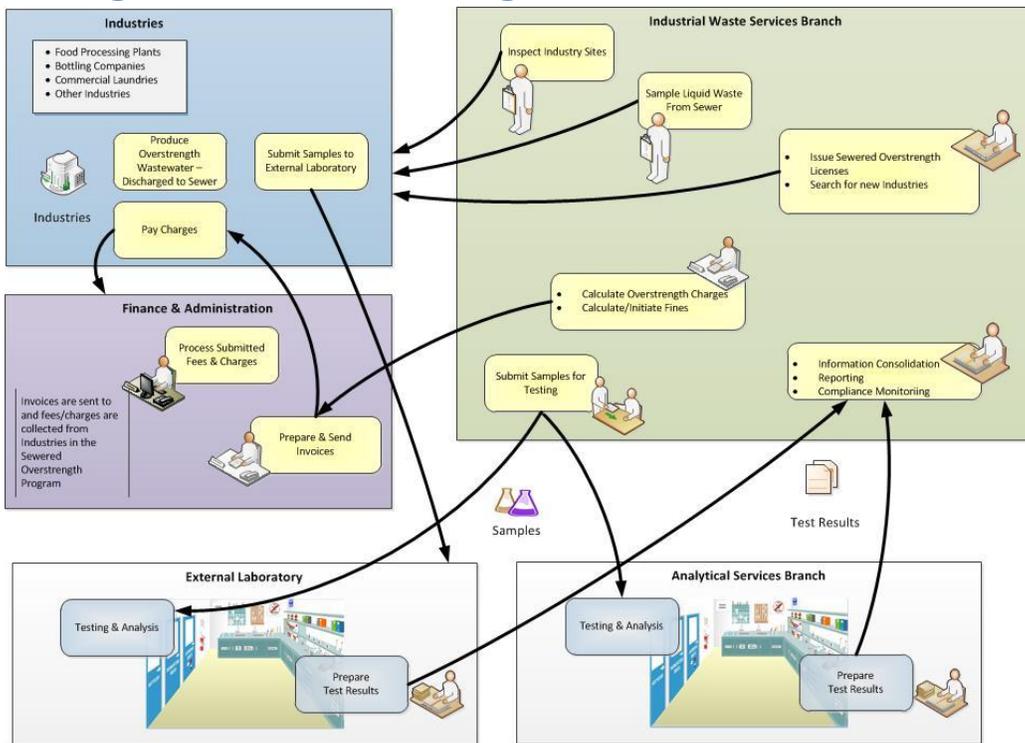## Pollution Prevention Business Context Diagram

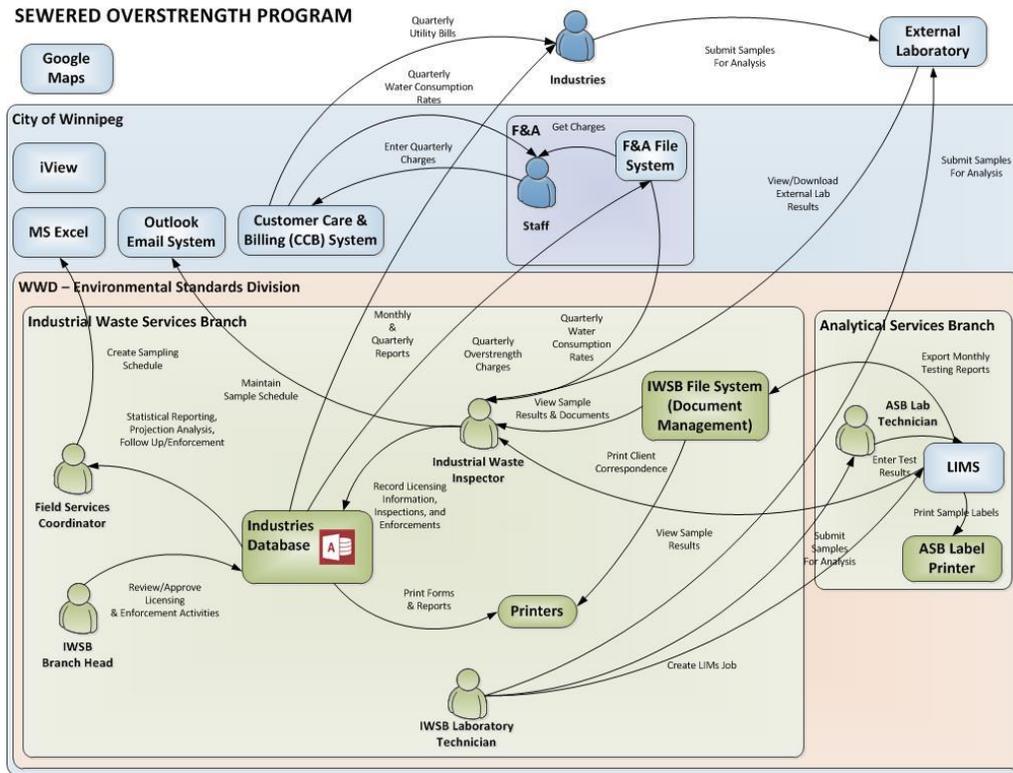# Pollution Prevention Program System Context Diagram

Sewered Overstrength Program

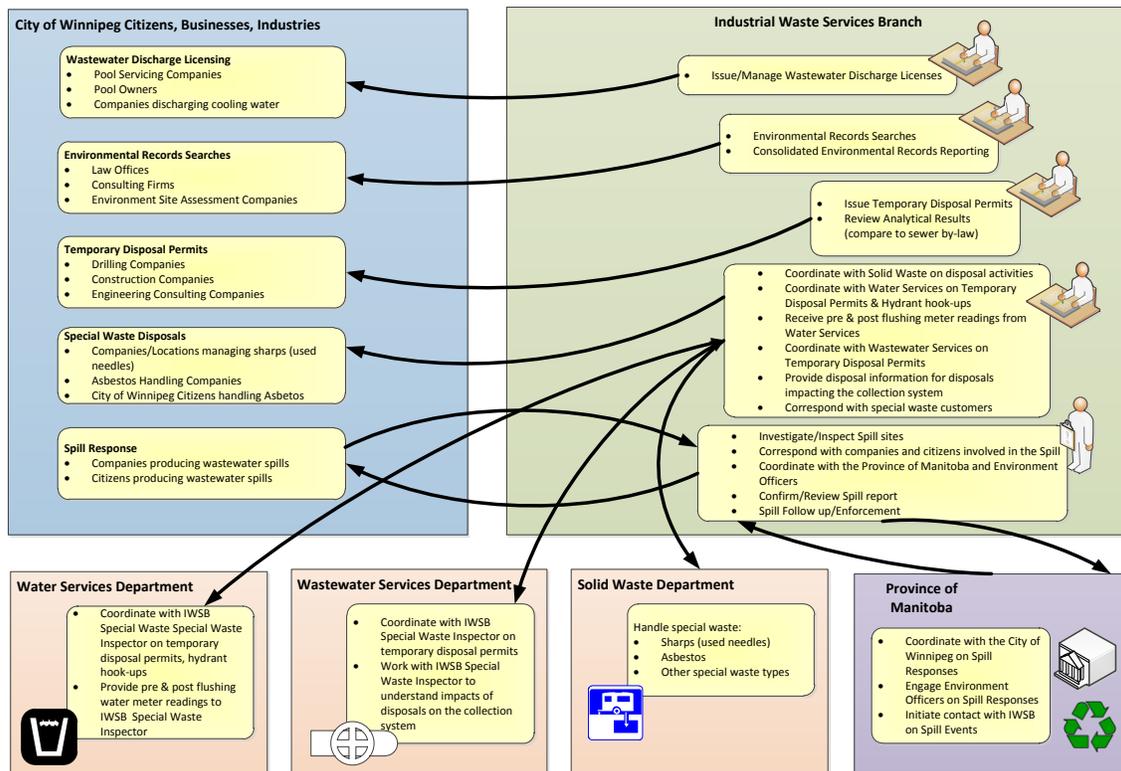## Sewered Overstrength Business Context Diagram

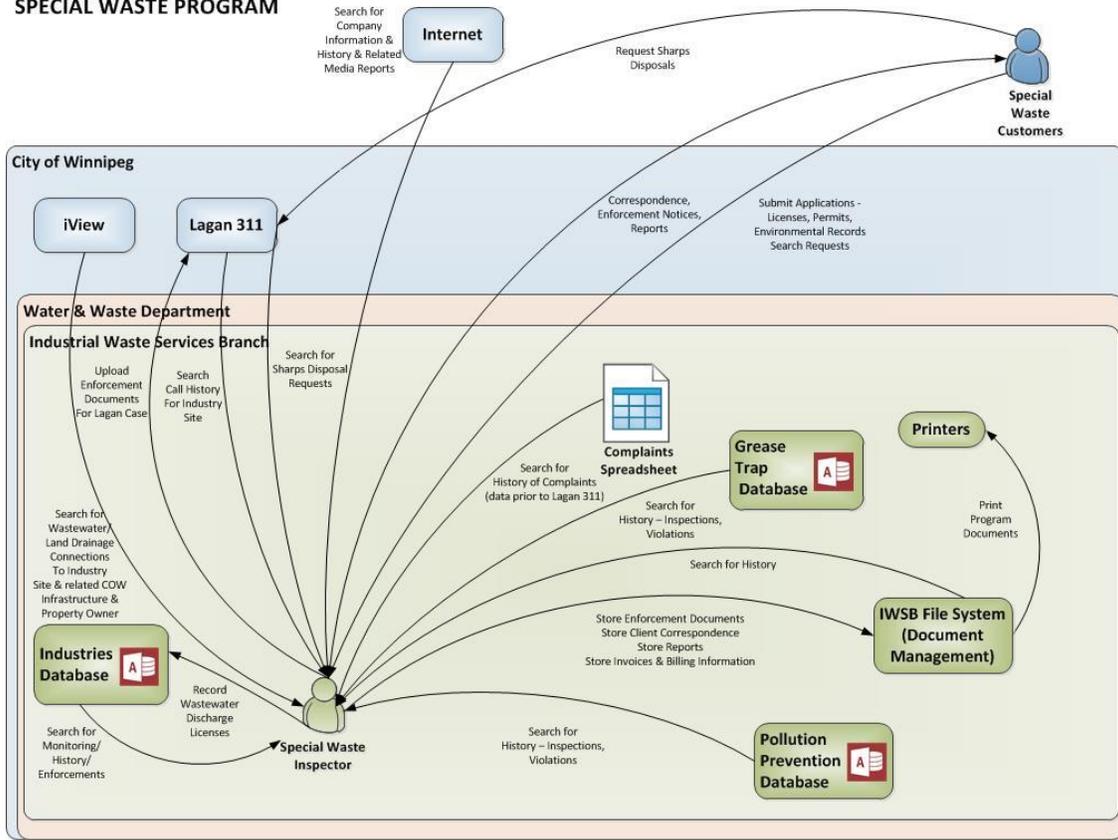# Sewered Overstrength Program System Context Diagram

Special Waste Program

Special Waste Business Context Diagram

Special Waste Program System Context Diagram

IWS Program-Function Matrix

The following matrix represents a cross reference between high level business functions required to support the IWS programs.

		Hauled Wastewater	Sewered Overstrength	Pollution Prevention Control	Special Waste	Grease Trap
Administration	Licensing	●	●	○	●	○
	Registration/Tracking	●	○	●	○	●
	Waivers	○	○	○	○	●
	Permits	○	○	○	●	○
	Suspensions	●	●	○	●	○
	Billing/Invoicing	●	●	○	●	○
	Load Disposals	●	○	○	○	○
Customer Management	Client PIN Management	●	○	○	○	○
	Contact Management	●	●	●	●	●
	Client Correspondence	●	●	●	●	●
Compliance Monitoring	Sample Scheduling	○	●	●	○	○
	Sample Collection	●	●	●	●	●
	Sample Submission - Internal	●	●	●	○	○
	Sample Submission - External	●	●	●	●	●
	Inspections	●	●	●	●	●
	Action Plan Management	○	○	●	○	○
Reporting	Internal Reporting	●	●	●	●	●
	External Reporting	●	○	○	○	○
	Cost Recovery	●	●	○	●	○

IWS Program-Revenue Matrix

The following matrix represents a cross reference between IWS revenue sources required and IWS programs.

	Hauled Wastewater	Sewered Overstrength	Pollution Prevention Control	Special Waste	Grease Trap
License Fee	●	●	○	●	○
License Renewal Fee	●	●	○	●	○
Late Renewal Fee	●	●	○	●	○
Permit Fee	○	○	○	●	○
Hauled Wastewater Disposal Fee	●	○	○	○	○
Non-Household Waste Fee	●	○	○	○	●
Private Leachate Fee	●	○	○	○	○
Well Water Discharge Fee	○	○	○	●	○
Overstrength Fee	○	●	○	○	○
Records Search Fee	○	○	○	●	○
Non-Compliance Fines	●	●	●	●	●
Remedial Action Charges	●	●	●	●	●