

This document outlines the various types of data transfer methods an organization can use to transfer information into MWI's client-specific ombuds database.

Everyone who is eligible to use the ombuds resource (what we call "potential visitors") should be included in every file, regardless of the method of transfer. MWI will remove anyone not in the most current list when processing the potential visitors.

1. API

- a. Depending on the API utilized, access might be in the form of an SSL certificate or a set of credentials (username and password).
- b. This is common with the Workday software and is made possible by their custom reporting API.
- c. This is the preferred method because it eliminates the need to transfer a file over.

2. SFTP

- a. MWI SFTP (preferred SFTP)
 - i. MWI Creates a user account for access to the SFTP site hosted by MWI and provides it to the client.
 - ii. The only allowed form of authentication is an SSH shared key.
 1. The client creates and provides a public SSH key.
 2. The user account created for the client is linked with that key, which grants access to the SFTP folder dedicated to the client.
 - iii. Preferred formats are CSV or tab-delimited text files. Excel is acceptable but not preferred.
 - iv. Checking for files occurs on a nightly basis. When a file is found, the individual rows are processed into the potential visitor records, and the file is removed.
- b. Client SFTP
 - i. Client provides the credentials (authentication) to their SFTP
 - ii. Preferred formats are CSV or tab-delimited text files. Excel is acceptable but not preferred.
 - iii. Checking for files occurs on a nightly basis. When a file is found, the individual rows are processed into the potential visitor records, and the file is removed.

3. Email

- a. Clients are provided with an address specific to their account.
- b. Files are emailed in as attachments, and must be in CSV format.
- c. Files emailed in are processed immediately and not stored.

Please contact Dana Hinojosa at dhinojosa@mwi.org with any questions.