Brent Borough Council

ViewStar™

Preliminary Specification

|	
Revision Date:	*20 October 2002*
Version:	*1.0*
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Table of Contents

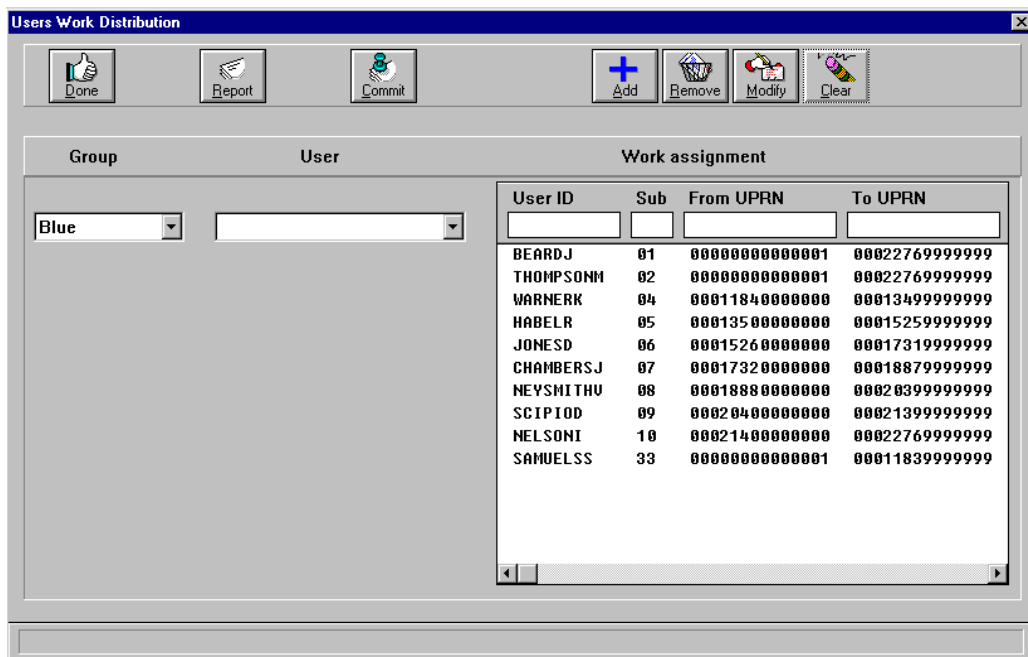# 1. Work Assignment

1.1 Overview

Four Client Officers teams will process all folders pertaining to Housing Benefits. The teams will be named East, West, North and South. A range of Unique Property Numbers (UPRNs) will be assigned to each Officer; thereby each officer will be offered an approximate equal share of the workload. Each team will have a nominated Team Leader and a Deputy. A unique UPRN range will be allocated to a so-called Workgroup (or Subgroup), also equivalent to <u>one</u> Client Officer. The Team Leader and the Deputy will be assigned the entire UPRN range, allocated to their team.

1.2 Setting Work Assignment

Configuration of work assignment will be defined as per Business needs and will be otherwise exclusively set and controlled by the System Administrator(s). Setting Work Assignment will be achieved through a graphical point and click interface and it will not require programming knowledge. The Administration menu of the "Browse" application, will contain a new option named **"Users Assignment…"** as seen below. The "Browse" application is accessible only by those users that have a System Administrator's security profile.
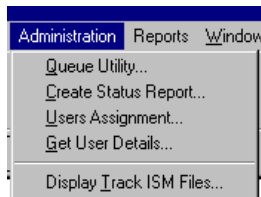
When selecting the "Users Assignment…" option the following dialog window, titled "Users Work Distribution" will be displayed:

A report containing a list of all Housing Benefits officers and their UPRN range allocation may be generated, by clicking the Report button. The following is an example of such report:

```
                    Users Work Allocation Report
         Generated by: System Administrator - 30 March 2002  10:07:55
         ==========================================================

Group  Sub  From UPRN        To UPRN          User ID      Full Name
====================================================================

East   01   00000000000001   00022769999999   BEARDJ       Julie Beard
East   02   00000000000001   00022769999999   THOMPSONM    Michelle Thompson
East   03   00000000000001   00011839999999   SAMUELSS     Stephanie Samuels
East   04   00011840000000   00013499999999   WARNERK      Kelvin Warner
East   05   00013500000000   00015259999999   HABELR       Ruth Habel
East   06   00015260000000   00017319999999   JONESD       Daffydd Jones
East   07   00017320000000   00018879999999   CHAMBERSJ    Joanne Chambers
East   08   00018880000000   00020399999999   NEYSMITHV    Venice Neysmith
East   09   00020400000000   00021399999999   SCIPIOD      Daenson Scipio
East   10   00021400000000   00022769999999   NELSONI      Ivorine Nelson

West   01   00022770000000   00033739999999   SHARPEL      Lorna Sharpe
West   02   00022770000000   00033739999999   VEALR        Rhian Veal
West   03   00022770000000   00023899999999   ROBERTSA     Anthony Roberts
West   04   00023900000000   00025239999999   YOUNGJ       Jacqueline Young
West   05   00025240000000   00026579999999   VACANT       Vacant
West   06   00026580000000   00027659999999   KINGN        Nicola King
West   07   00027660000000   00028939999999   ALAOY        Yemi Alao
West   08   00028940000000   00030499999999   KWERIT       Theresa Kweri
West   09   00030500000000   00032509999999   SMITHH       Heather Smith
West   10   00032510000000   00033739999999   LAVAGNAC     Clive Lavagna

North  01   00049680000000   00069999999999   REGANT       Tommy Regan
North  02   00049680000000   00069999999999   GYAMPOHY     Yvonne Gyampoh
North  03   00047680000000   00051289999999   GULLEYP      Paul Gulley
North  04   00051290000000   00053479999999   DUNCANS      Sandra Duncan
North  05   00053480000000   00054999999999   MACFOYP      Phoebe Macfoy
North  06   00055000000000   00056559999999   ODONOGHUEM   Mike ODonoghue
North  07   00056560000000   00058099999999   SMYR         Robert Smy
North  08   00058100000000   00060919999999   HOGANJ       Janet Hogan
North  09   00060920000000   00062759999999   SIBANDAT     Thandi Sibanda
North  10   00062760000000   00069999999999   MEADEV       Vicky Meade

South  01   00033740000000   00049679999999   LAWRENCEM    Marjorie Lawrence
South  02   00033740000000   00049679999999   ATKINSONR    Rebecca Atkinson
South  03   00033740000000   00035619999999   NARAINEC     Colin Naraine
South  04   00035620000000   00037899999999   PATELV       Vicky Patel
South  05   00037900000000   00039899999999   FORDJ        Jacqui Ford
South  06   00039900000000   00041359999999   ESSOPK       Kerry Essop
South  07   00041360000000   00043279999999   SMITHA       Angela Smith
South  08   00043280000000   00044859999999   SIMPSONJ     Jacqueline Simpson
South  09   00044860000000   00047579999999   CALLANDERG   Greg Callander
South  10   00047580000000   00049679999999   THOMASJ      Jennifer Thomas
```

1.3 Indexing

When clicking the Search button a list of possible matches will be offered to the indexer. Upon selection of the appropriate match, data will be added to attribute fields in the data panel. The Team attribute will be set, dependant upon the UPRN, to one of the Home Benefits teams named East, West, North or South. The Workgroup attribute will be set to a two-digit number, e.g. 03, 04, 05, etc. Team Leaders will be assigned to workgroup 01 and deputies to workgroup 02, therefore Client Officers will have Workgroups 03, 04, 05, etc assigned. Unless another Team is implied (selected) by the indexers, thus overriding the automated Team allocation decision, folders forwarded from the Indexing application will be routed to the pre-assigned Housing Benefits Team's queue.

HB Ref No.	172964
CTAX Ref No.	
UP Ref No.	00045340128015
Surname	CARUANA
Forename	ROSE
Title	MRS
Address Line 1	FF/SF
Address Line 2	128 PLOUGH ROAD
Address Line 3	LONDON
Address Line 4	
Post Code	SW11 2AL
N.I. No.	
N.I. No.2	
D.O.B.	
Team	White
WorkGroup	09
Folder Type	

Folders that do not contain Housing Benefits documents must be indexed to other teams. When selecting a team from the team's combo box, that is displayed on the top left hand side, the team's name will be set in the Team attribute and the Workgroup will be set to 0.

1.4 Workbench

Two new menu options will be added to the "Options" menu, as follows:
- "Selective Find…"
- "Process Mode…"

A combination of the settings offered by these options will define a search criteria applied to "Find", when the "Search" button is clicked, in the "Locate Tracked Workpacket" dialog.

1.4.1 Process Mode…

The Workbench application will be operated in one of three available Process modes:

- **Assigned**
- **Opened**
- **Owned**

The "Assigned" mode will be offered by default, upon Workbench start-up. The "Select Process Mode" dialog provides a means for the user to select any one of the three available Process Modes. An additional option is the selection of the Work Status. When ticked, only those work-packets that are "Active" (still in the workflow) will be listed, otherwise both "Active" and "Done" work-packets will be listed as a result of a "Search". The "Find" search can also be bound by a selected Work Type, if the Work Type Enable is ticked and a Work Type is selected from the combo box.
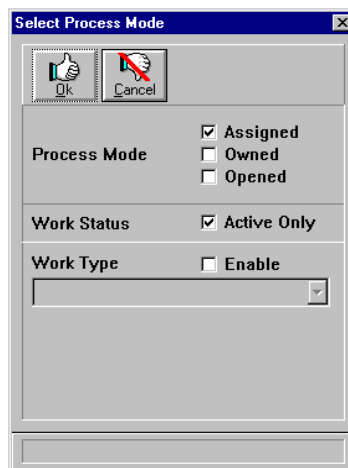
In "**Opened**" mode the search will list all folders; as per the selected Work Status and / or Work Type (if enabled).

In "**Owned**" mode only those folders that were referred to the currently selected user (see Users combo box) will be listed; as per the selected Work Status and / or Work Type (if enabled).

In "**Assigned**" mode only folders that were assigned (UPRN range) to the currently selected user are listed, as selected from the "User" combo box (the top left hand side of the Workbench window).

Note: When "Workbench" starts-up the User and Team combo-boxes display the login user name and the team that the user is associated with. If necessary, or when instructed by a Team Leader, in the case of absence of an officer from office, another Team and/or User may be selected. This will reset the Process Mode to it's defaults and will apply the assigned criteria (UPRN range or Team) of the newly selected (absent) user, for opening the "Next" folder or Search using "Find".

1.4.2 Selective Find …

The "Locate Tracked Workpacket" folders Search button will initiate, by default, a search into the systems tracking tables, therefore offering a set of folders that are located in any of a pre-defined set of queues. A selection from the list of available queues will be offered to users of the Workbench application, through "Selective Find". The selected queues apply additional search criteria to the Search function in the "Find" dialog. This selection nominates the list of queues that a user's "Find" search function will operate on, thereby allowing users to "limit their view" to the selected queues. In general, Housing Benefits Client Officers should limit their view to their team's colour queue. Other teams might be interested in searching in their own team's queue only.

Note: The above user's preferences settings will be saved on the local workstation such that upon starting-up Workbench, the user's preferences settings are restored.

1.4.3 Sort by Priority or Target Date

In "Workbench", by default the "Priority off" box is not ticked, meaning that a Search triggered by either "Next" or "Find" will apply Priority sorting, i.e. the highest priority folders are opened (in "Next") or appear on top of the list when using "Find" search. When "Priority off" is ticked the "Find" sort selection is by "Target Date", i.e. "oldest folders" in the workflow or those nearest to Target Date folders will be listed on top.

Note: Sort Searching in "Find" will be controlled only by the "Priority off" tick box. This is so because the Locate Tracked Workpacket list can be sorted by one column at a time. By default, this list is sorted by Priority, i.e. Highest priority folders appear listed on top. If "Priority off" is ticked, this dialog will sort the search result list by Target Date.

Sort in "Next" will be controlled by both the "Priority off" and the "In Target Only" tick-boxes. By default these are both not ticked, therefore the next folder that will be opened is the one of highest priority. Ticking the "In Target Only" will also add the Target date attribute to the sorting criteria for the purpose of opening the next folder.

1.4.4 Referring folders

In the past referring folders to teams did not enforce a user nomination. While this practice remains unchanged for most teams, it will be modified for referrals to any of the Housing Benefits teams, East, West, North or South. When a user attempts to refer a folder to any of the Housing Benefits teams without nominating a user, a message will be displayed suggesting the team and user name that is assigned to the current folder's UPRN. However, any team and user may me selected for referrals, therefore these shall remain under full user control.

2. Management Information Reporting

The Management Information Reporting application also referred to in the following as MIR, is a reporting tool that provides System Administrators, under management guidance, the ability to add, remove and modify reports, as or when the need arises.

2.1 Overview

Rather than providing a pre-defined set of reports with a fixed number of user selectable parameters delivering a predefined preformatted output, the MIR will be designed as a reporting tool that incorporates a report interpreter and generator. MIR will be capable of interpreting text configuration files that define reports titles, contents, parameters and results layout (formatting), thereby allowing adaptation to change in business reporting needs.

2.2 Selecting a Report

The MIR reports menu will offer access to reports for a set of process sections, for example: "Scan and Index", "Housing Benefits", "Council Tax", General", "Customer Services", "Rescan". Certain reports may be set to be available exclusively to System Administrators only.

Upon selection of any of these main process sections, a relevant list of reports, will be displayed. The number of reports in each of these sections and the total number of reports that may be configured is virtually unlimited.

During design phase, System Administrators may prefer to operate MIR in "Verbose" mode. This mode is optional and it provides additional technical information that allows tracing of the underlying report generating phases.

The following is an example of reports listed for the **"Scan and Index"** section:

```
MIR - Scan and Index                                                    ×

  [Ok]  [Close]                                          ☐ Verbose

 ┌────────────────────────────────────────────────────────────────┐
 │ No   Report                                                      │
 │ 1    List of folders awaiting to be Indexed                      │
 │ 2    Count of scanned folders                                    │
 │ 3    List folders indexed by users                               │
 │ 4    List of Work Out of Target When Indexed                     │
 │ 5    Count of Folders In Indexing                                │
 │ 6    Count of Folders in Indexing Hold Queue                     │
 │                                                                  │
 │                                                                  │
 │                                                                  │
 │                                                                  │
 │                                                                  │
 │                                                                  │
 └────────────────────────────────────────────────────────────────┘
 Select up to Scan Date...
```
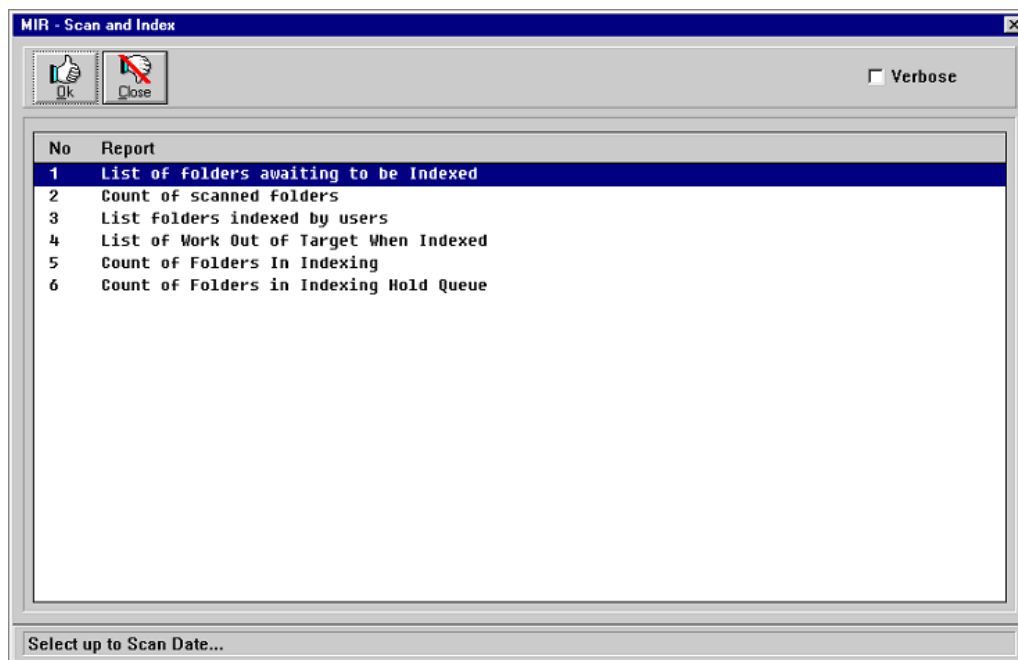
The following is an example of reports' list for the **"General"** section:

```
MIR - General                                                           ×

  [Ok]  [Close]                                          ☐ Verbose

 ┌────────────────────────────────────────────────────────────────┐
 │ No   Report                                                      │
 │ 1    Count of Worktypes Due Today                                │
 │ 2    Count of Worktypes Overdue                                  │
 │ 3    List of folders Referred by Users                           │
 │ 4    Work completed by Team                                      │
 │ 5    Work completed by User                                      │
 │ 6    Work due and overdue                                        │
 │ 7    Work Owned by User(s)                                       │
 │ 8    Count of Worktype(s) that were Completed in Target Date     │
 │ 9    Count of Worktype(s) that were Completed both In and OUT of Target Date │
 │ 10   Folders in Client Officer Queue                             │
 │ 11   Count of Worktypes in the Workflow  not including Diary, Commissioner,Indexing │
 │ 12   Count of Worktypes in the Workflow including Diary, Commissioner,Indexing │
 │                                                                  │
 └────────────────────────────────────────────────────────────────┘
 Select Worktypes you wish to monitor
```

The following is an example of reports listed for the **"Housing Benefits"** section:
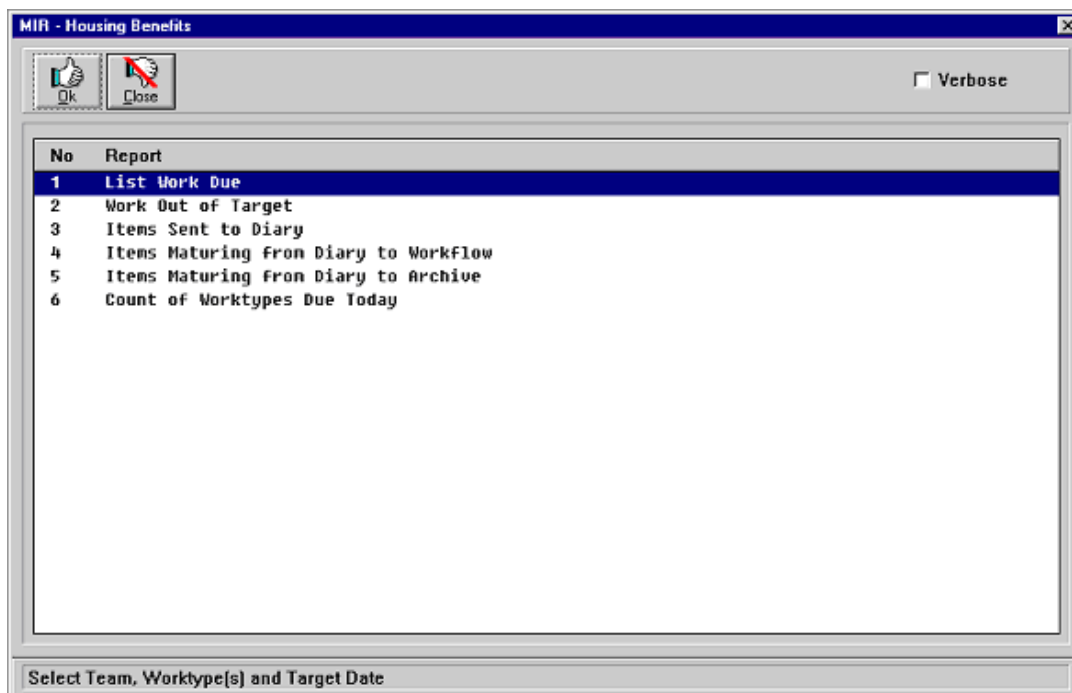
2.3 Report Parameters

Following from report selection a window that allows users to select or enter report parameter(s) is displayed. "Date" parameters may be any of the available dates in the ViewStar database, e.g. "Scan Date", "Last Action Date", "Archive Date", "Completion Date", "Target Date", "Diary In" or Out Date", etc. The "Report Parameters" window displays the appropriate Date description, as pre-selected by the System Administrator. Only those parameters that are relevant to the selected report are enabled, or become visible, accepting data entry. Parameters that are not relevant to the actual report are hidden or grayed out (disabled).

The full list of available parameters is: "Team", "User", "Work Type", "From", "To" Dates and "From", "To" Unique Property Reference Number (UPRN).

By default, reports results are limited to 100 rows. This may be modified by the System Administrator. This limit ensures that reports that require longer generation time or are otherwise resource-intensive are run in full length, only if strictly necessary. The "Rows" field may be altered, prior to clicking "Go" that launches the report request. Where a full report is needed the Rows field must be left blank, or at least set to a number that is larger than that returned by the report.

The following are samples that demonstrate possible "Report Parameters" screens:

The "Date" parameter in this sample is "Scan Date". The "To Scan Date" field is the only parameter that is required for this report. By default this field is set to today's date.

Where "Team", "Worktype" and "To Target Date" parameters are required for report generation, either single or multiple "Worktype" selection will be available:

Where "Team", "User", "From Target Date", "To Target Date" parameters will be required for report generation and a single user is selected, the assigned UPRN range is displayed, but is grayed out (disabled).

Example of single or multiple users selection, for report generation:
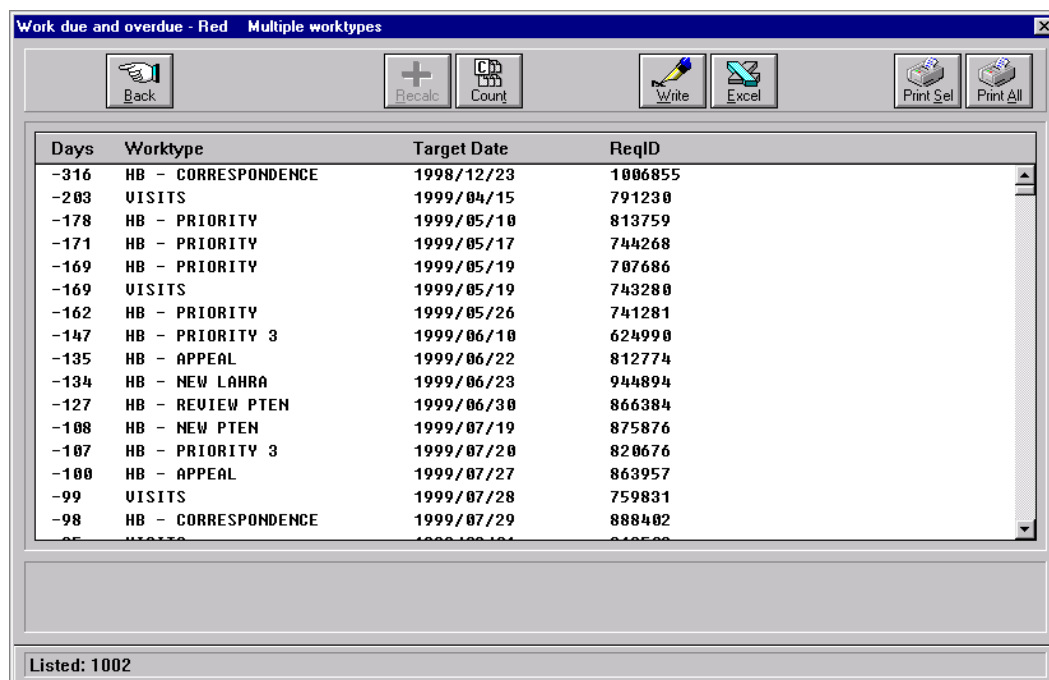
2.4   Report Results

Reports results will be listed in a window containing a number of columns, defined by the System Administrator. Column labels, reordering, adding or deleting results columns is under System Administrators' control.

Reports may be exported to Microsoft Write, for formatting abd printing.
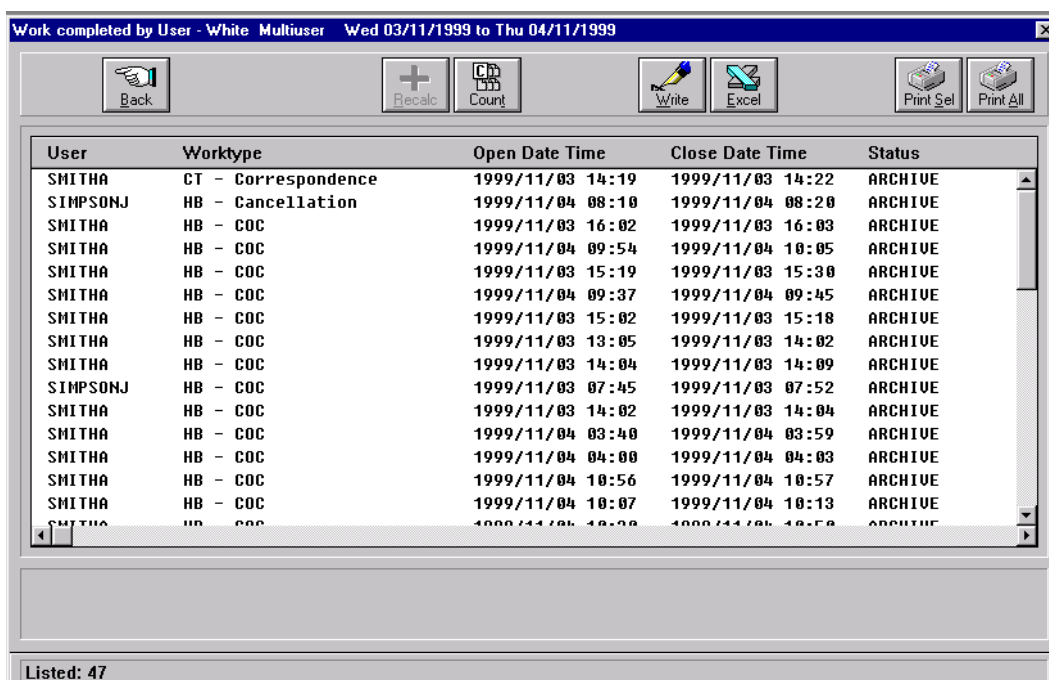
Reports may also be exported to Microsoft Excel for printing, further formatting, or statistical analysis and graphing.

The following are a few reports results screen samples:

Count of Worktypes Overdue -   Multiple worktypes

[Back] [Recalc] [Count] [Write] [Excel] [Print Sel] [Print All]

Worktypes	Totals
COMPLAINTS L1	44
COMPLAINTS L2	17
COMPLAINTS L3	5
COMPLAINTS OMBUDSMAN	2
COUNCILLOR/MP ENQUIRIES	4
CT - COC	10
CT - CORRESPONDENCE	397
CT - DISCOUNT REVIEW	2
CT - RECOVERY	66
CT - SUMMONS	3
CUSTOMER SERVICES CORRES	79
FRAUD DOCUMENT	2
FRAUD REFERRAL	1
HB - APPEAL	145
HB - CANCELLATION	27
HB - COC	430

Total
478

Selected 5 of 32

Count of Worktypes Due Today -   Multiple worktypes

[Back] [Recalc] [Count] [Write] [Excel] [Print Sel] [Print All]

Worktypes	Totals
Ascending Sort	17
✓ Descending Sort	1
No Sort EN	7
HB - REVIEW LAHRA	4
HB - REVIEW CTB	3
HB - REVIEW	2
HB - RECOVERY	6
HB - PRIORITY 3	2
HB - PRIORITY	4
HB - NHB1	13
HB - NEW PTEN	24
HB - NEW LAHRA	5
HB - NEW CTB	3
HB - EVIDENCE	1
HB - CORRESPONDENCE	24
HB - COC	6

Total
188

Listed: 24

Report results may be reordered in ascending or descending order by any column.

Report result columns may be sorted in either "Ascending" or "Descending" orders. The System Administrator is capable of amending column order, column titles, add or remove columns from this report results list.

This report may be ported to Microsoft Write for formatting, page and print settings, print preview, printing or saving to a file. Alternatively, a full report print or print of the selected rows only, can be sent directly to the default printer.

2.5   Report Print, Format, Analysis

The following is a full report result sample, printed with Microsoft Write:

The following pages contain additional samples of reports exported to and formatted with Microsoft Write or Excel applications. Where a "Total" calculation on one of the report's result columns was requested, this also appears in the report's printout, as demonstrated in the following:

Report formatting will be available through export to either Microsoft Excel or Write. Wide reports may be formatted for landscape printing and formatting, analysis and graphing features from Microsoft Excel may also be used to obtain the desired reporting format and contents.
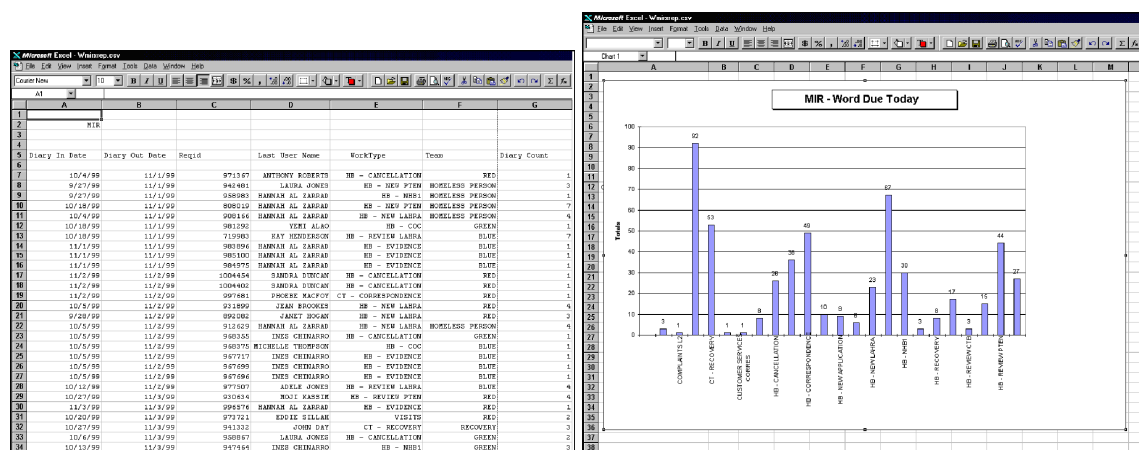
3.   DSS Electronic Data Transfer Integration

Information is received from the DSS via a Remote Access Transfer System (RATS) terminal located in the council offices. The RATS terminal is connected to the DSS via a leased line. A simple Windows based application is provided that enables the downloads to occur and file administration to take place. Every morning once the download is completed the System Administrator will copy the file on diskette and load it into a "DSS Inbox" folder that will be monitored by a ViewStar Process Agent. Upon detecting a file and after checking its validity the Process Agent will proceed with creating protected (read only) Word Documents, based on a pre-configured template. One Word document per record will be created and the contents of the document will be populated with the contents of the downloaded record. Each Word document will be inserted into a folder, auto-indexed and matched to an exisiting folder, if such is found in the workflow.