

# Brent Borough Council



## *Preliminary Specification*

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<i>Prepared By:</i>	<i>Tedy Shalev</i>

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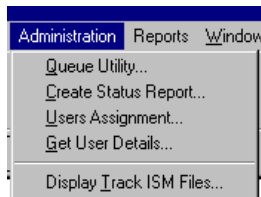
# 1. Work Assignment

## 1.1 Overview

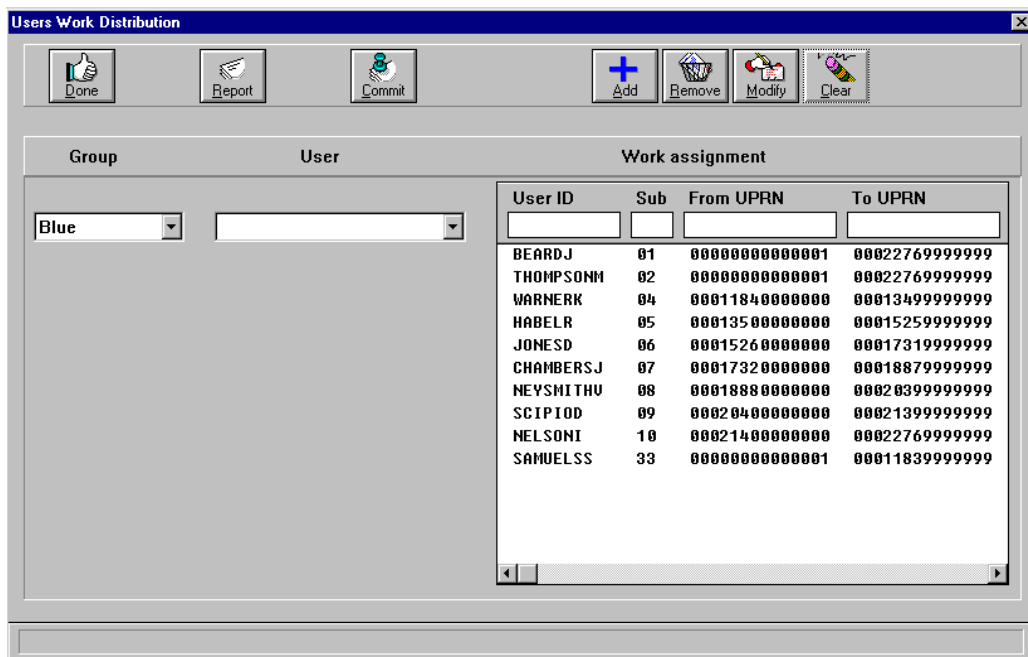
Four Client Officers teams will process all folders pertaining to Housing Benefits. The teams will be named East, West, North and South. A range of Unique Property Numbers (UPRNs) will be assigned to each Officer; thereby each officer will be offered an approximate equal share of the workload. Each team 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 one 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:



User ID	Sub	From UPRN	To UPRN
BEARDJ	01	0000000000001	0002276999999
THOMPSONM	02	0000000000001	0002276999999
WARNERK	04	00011840000000	0001349999999
HABELR	05	00013500000000	0001525999999
JONESD	06	00015260000000	0001731999999
CHAMBERSJ	07	00017320000000	0001887999999
NEYSMITHU	08	00018880000000	0002039999999
SCIPIOD	09	00020400000000	0002139999999
NELSONI	10	00021400000000	0002276999999
SAMUELSS	33	0000000000001	0001183999999

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   000000000000001  0002276999999  BEARDJ      Julie Beard
East   02   000000000000001  0002276999999  THOMPSONM   Michelle Thompson
East   03   000000000000001  0001183999999  SAMUELSS    Stephanie Samuels
East   04   000118400000000  0001349999999  WARNERK     Kelvin Warner
East   05   000135000000000  0001525999999  HABELR      Ruth Habel
East   06   000152600000000  0001731999999  JONESD      Daffydd Jones
East   07   000173200000000  0001887999999  CHAMBERSJ   Joanne Chambers
East   08   000188800000000  0002039999999  NEYSMITHV   Venice Neysmith
East   09   000204000000000  0002139999999  SCIPIOD     Daenson Scipio
East   10   000214000000000  0002276999999  NELSONI     Ivorine Nelson

West   01   000227700000000  0003373999999  SHARPEL     Lorna Sharpe
West   02   000227700000000  0003373999999  VEALR       Rhian Veal
West   03   000227700000000  0002389999999  ROBERTSA    Anthony Roberts
West   04   000239000000000  0002523999999  YOUNGJ      Jacqueline Young
West   05   000252400000000  0002657999999  VACANT      Vacant
West   06   000265800000000  0002765999999  KINGN       Nicola King
West   07   000276600000000  0002893999999  ALAOY       Yemi Alao
West   08   000289400000000  0003049999999  KWERIT      Theresa Kweri
West   09   000305000000000  0003250999999  SMITHH      Heather Smith
West   10   000325100000000  0003373999999  LAVAGNAC    Clive Lavagna

North  01   000496800000000  0006999999999  REGANT      Tommy Regan
North  02   000496800000000  0006999999999  GYAMPOHY    Yvonne Gyampoh
North  03   000476800000000  0005128999999  GULLEYP     Paul Gulley
North  04   000512900000000  0005347999999  DUNCANS     Sandra Duncan
North  05   000534800000000  0005499999999  MACFOYP     Phoebe Macfoy
North  06   000550000000000  0005655999999  ODOGNOGHUEM Mike ODonoghue
North  07   000565600000000  0005809999999  SMYR        Robert Smy
North  08   000581000000000  0006091999999  HOGANJ      Janet Hogan
North  09   000609200000000  0006275999999  SIBANDAT    Thandi Sibanda
North  10   000627600000000  0006999999999  MEADEV      Vicky Meade

South  01   000337400000000  0004967999999  LAWRENCEM   Marjorie Lawrence
South  02   000337400000000  0004967999999  ATKINSONR   Rebecca Atkinson
South  03   000337400000000  0003561999999  NARAINEC    Colin Naraine
South  04   000356200000000  0003789999999  PATELV      Vicky Patel
South  05   000379000000000  0003989999999  FORDJ       Jacqui Ford
South  06   000399000000000  0004135999999  ESSOPK      Kerry Essop
South  07   000413600000000  0004327999999  SMITHA      Angela Smith
South  08   000432800000000  0004485999999  SIMPSONJ    Jacqueline Simpson
South  09   000448600000000  0004757999999  CALLANDERG  Greg Callander
South  10   000475800000000  0004967999999  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..."

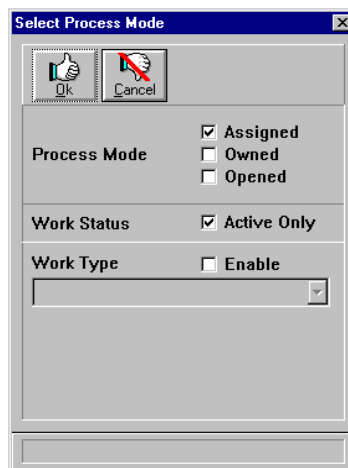
A combination of the settings offered by these options will define a search criteria applied to "Find", when the "Search" button is clicked, in the "Locate Tracked Workpacket" dialog.

### 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.



The image shows a screenshot of a software interface with two rows of controls. The first row has a checkbox labeled 'Priority Off' which is currently unchecked, followed by the text 'High' and a dropdown menu showing the number '0'. The second row has a checkbox labeled 'In Target Only' which is also unchecked, followed by the text 'Low' and a dropdown menu showing the number '9'.

**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 be 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.

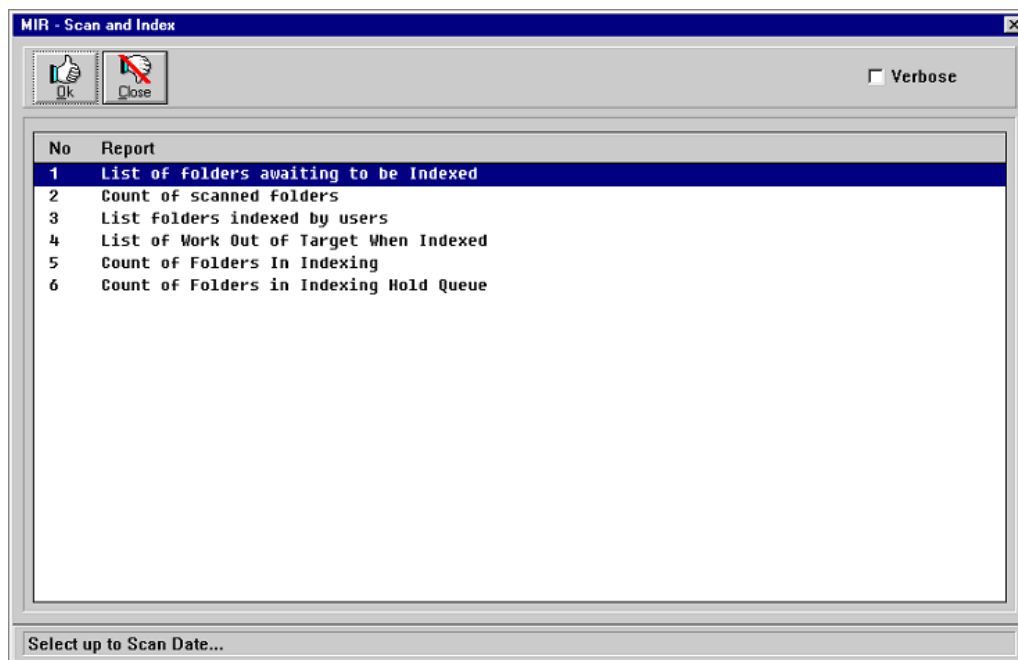


Upon selection of any of these main process sections, a relevant list of reports, will be displayed. The number of reports in each of these sections and the total number of reports that may be configured is virtually unlimited.

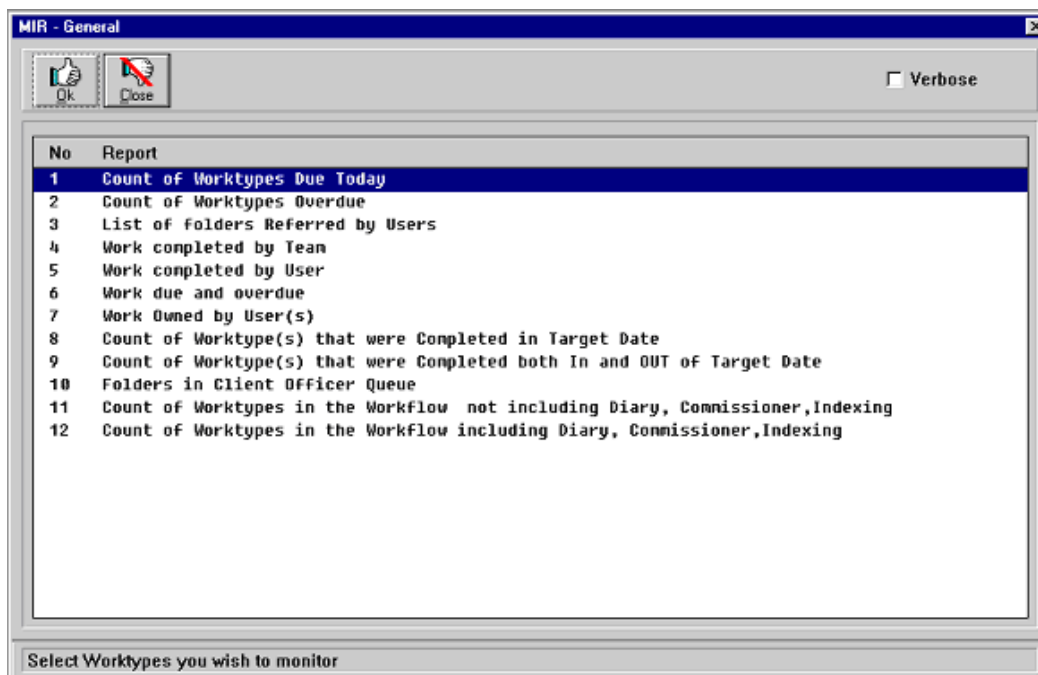
During design phase, System Administrators may prefer to operate MIR in "Verbose" mode. This mode is optional and it provides additional technical information that allows tracing of the underlying report generating phases.



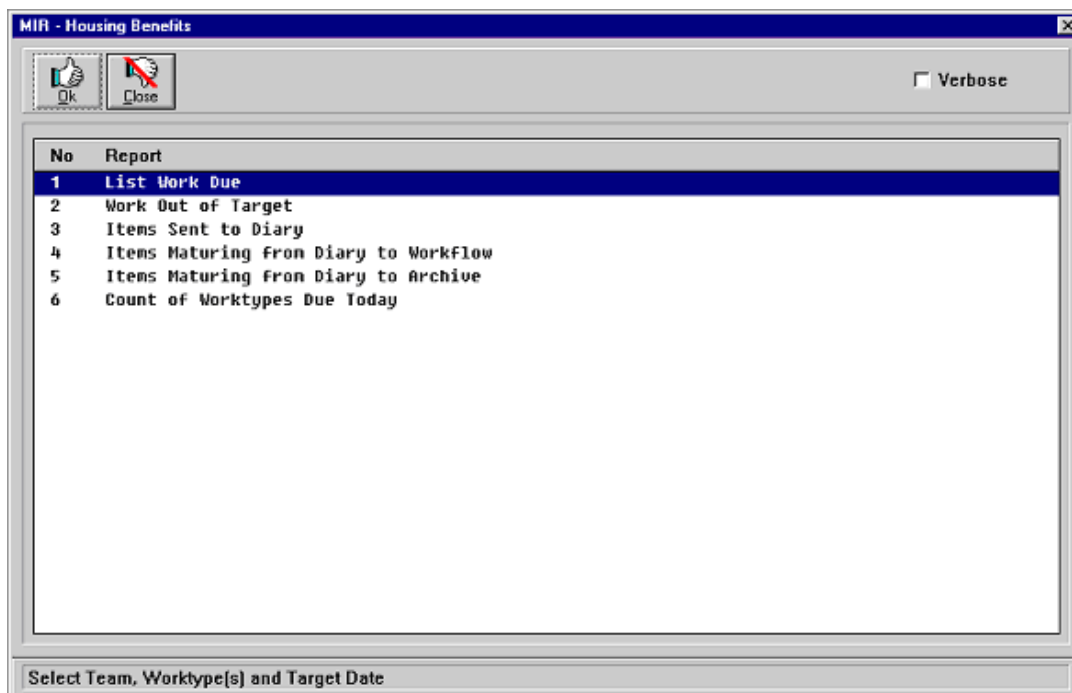
The following is an example of reports listed for the “**Scan and Index**” section:



The following is an example of reports' list for the “**General**” section:



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 screenshot shows a window titled "List of folders awaiting to be Indexed - Report parameters". It features a "Go" button with a thumbs-up icon and a "Back" button with a hand cursor icon. The main area is divided into three sections: a large empty box on the left, a smaller empty box in the middle, and a right-hand panel. The right-hand panel contains an "Other" section, a "Scan Date" section with "From" and "To" fields (the "To" field is set to "04/11/1999"), a "UPRN" section with "From" and "To" fields, and a "Rows" field set to "100". At the bottom, there are three input fields labeled "Team:", "Worktype:", and "From:", followed by a "User:" field and a "To:" field. A status bar at the very bottom reads "Select report parameters then click Go."

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:

The screenshot shows a window titled "List Work Due - Report parameters". It features a "Go" button with a thumbs-up icon and a "Back" button with a hand cursor icon. The main area is divided into three sections: a left-hand list box labeled "Team" containing items like "Amber", "Blue", "Council Tax 1", "Council Tax 2", "Fraud", "Green", "Homeless Person", "Landlord Liaison", "Recovery", "Red", "Valuation", "UBAF", "Visits", and "White"; a middle list box labeled "Worktype" containing items like "Complaints L1", "Complaints L2", "Complaints L3", "Complaints Ombudsman", "Councillor/MP Enquiri", "CT - Appeals", "CT - COC", "CT - Correspondence", "CT - Discount Review", "CT - Recovery", "CT - Summons", "Customer Services Cor", "Fraud Document", "Fraud Referral", "HB - Appeal", and "HB - Cancellation"; and a right-hand panel. The right-hand panel contains an "Other" section, a "Target Date" section with "From" and "To" fields (the "To" field is set to "04/11/1999"), a "UPRN" section with "From" and "To" fields, and a "Rows" field set to "100". At the bottom, there are three input fields labeled "Team:", "Worktype:", and "From:", followed by a "User:" field and a "To:" field. A status bar at the very bottom reads "Select report parameters then click Go."

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).

**Work completed by User - Report parameters**

Go Back

Team	User
Amber	Bhavna Mistry
<b>Blue</b>	<b>Daenson Scipio</b>
Council Tax 1	Elaine Haslam
Council Tax 2	Ivorine Nelson
Fraud	Jamie Millen
Green	Joanne Chambers
Homeless Person	Julie Beard
Landlord Liaison	Kelvin Warner
Recovery	Michelle Thompson
Red	Patrick Gallagher
Valuation	Prisca Birks
VBAF	Ruth Habel
Visits	Stephanie Samuels
White	Stephen Browning
	Vacant
	Venice Neysmith

Team: Blue  
User: Daenson Scipio

Worktype:

From: 03/11/1999  
To: 04/11/1999

UPRN  
From: 00020400000000  
To: 00021399999999

Rows: 100

From:  
To:

Select report parameters then click Go.

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

**Work completed by User - Report parameters**

Go Back

Team	User
Amber	Angela Smith
Blue	Colin Maraine
Council Tax 1	Greg Callander
Council Tax 2	Jacqueline Simpson
Fraud	Jacqui Ford
Green	Janet Peprah
Homeless Person	Jennifer Thomas
Landlord Liaison	Kerry Essop
Recovery	Marjorie Lawrence
Red	Olu Sanuesi
Valuation	Rebecca Atkinson
VBAF	Vicky Patel
Visits	
<b>White</b>	

Team: White  
User: Multiuser

Worktype:

From: 03/11/1999  
To: 04/11/1999

UPRN  
From:  
To:

Rows:

From: Thu 04/11/1999  
To: Thu 04/11/1999

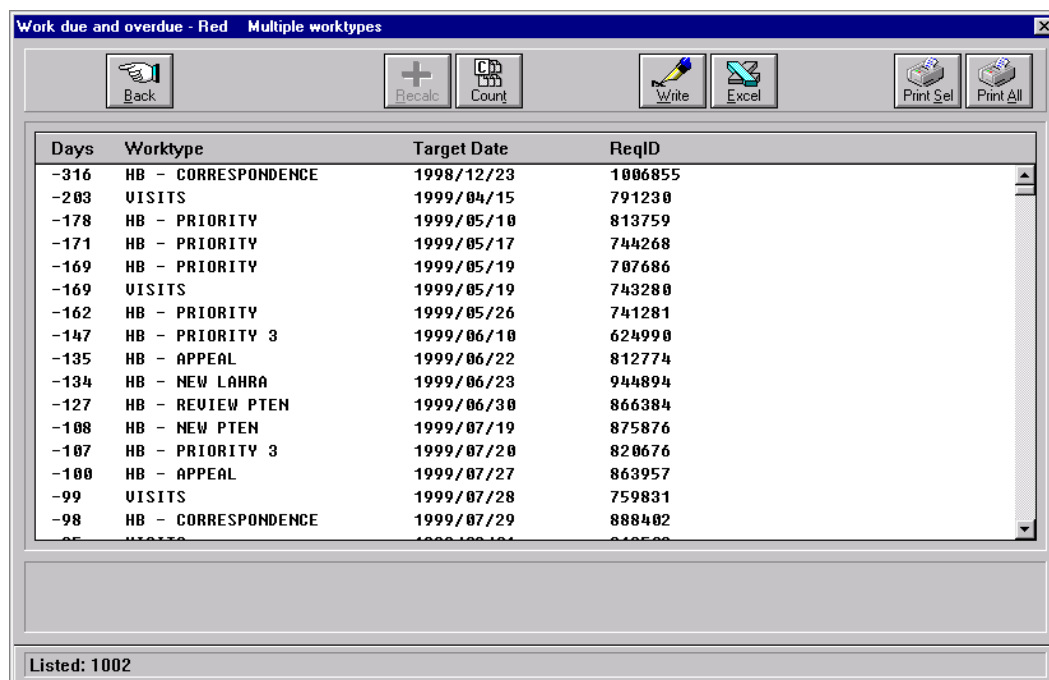
## 2.4 Report Results

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 and printing.

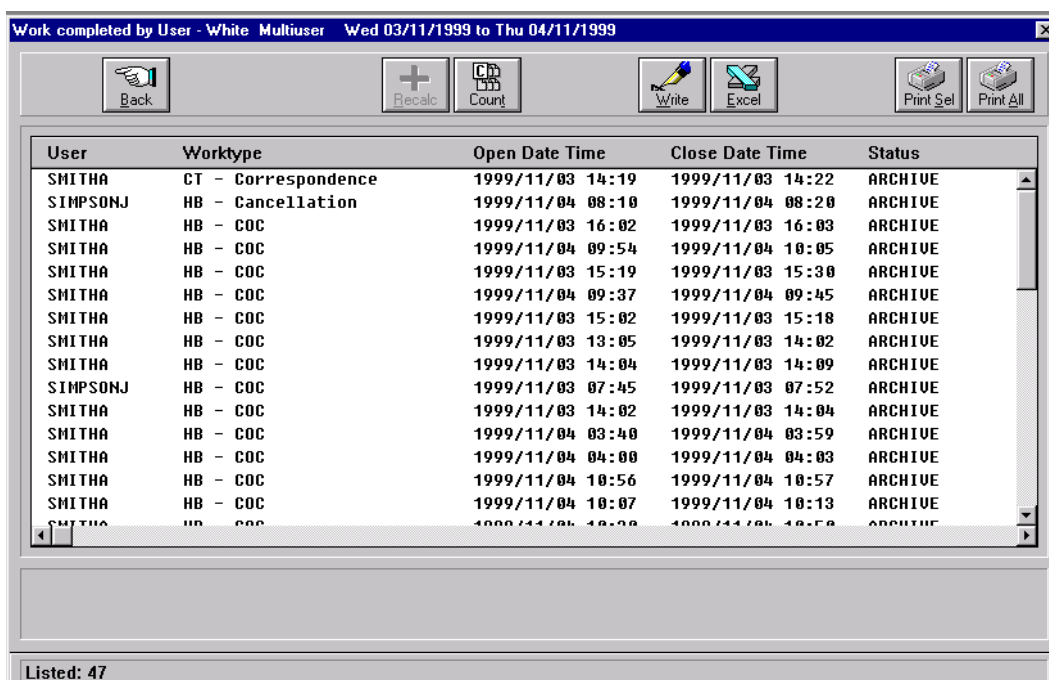
Reports may also be exported to Microsoft Excel for printing, further formatting, or statistical analysis and graphing.

The following are a few reports results screen samples:



Days	Worktype	Target Date	ReqID
-316	HB - CORRESPONDENCE	1998/12/23	1006855
-203	VISITS	1999/04/15	791230
-178	HB - PRIORITY	1999/05/10	813759
-171	HB - PRIORITY	1999/05/17	744268
-169	HB - PRIORITY	1999/05/19	707686
-169	VISITS	1999/05/19	743280
-162	HB - PRIORITY	1999/05/26	741281
-147	HB - PRIORITY 3	1999/06/10	624990
-135	HB - APPEAL	1999/06/22	812774
-134	HB - NEW LAHRA	1999/06/23	944894
-127	HB - REVIEW PTEN	1999/06/30	866384
-108	HB - NEW PTEN	1999/07/19	875876
-107	HB - PRIORITY 3	1999/07/20	820676
-100	HB - APPEAL	1999/07/27	863957
-99	VISITS	1999/07/28	759831
-98	HB - CORRESPONDENCE	1999/07/29	888402

Listed: 1002



User	Worktype	Open Date Time	Close Date Time	Status
SMITHA	CT - Correspondence	1999/11/03 14:19	1999/11/03 14:22	ARCHIVE
SIMPSONJ	HB - Cancellation	1999/11/04 08:10	1999/11/04 08:20	ARCHIVE
SMITHA	HB - COC	1999/11/03 16:02	1999/11/03 16:03	ARCHIVE
SMITHA	HB - COC	1999/11/04 09:54	1999/11/04 10:05	ARCHIVE
SMITHA	HB - COC	1999/11/03 15:19	1999/11/03 15:30	ARCHIVE
SMITHA	HB - COC	1999/11/04 09:37	1999/11/04 09:45	ARCHIVE
SMITHA	HB - COC	1999/11/03 15:02	1999/11/03 15:18	ARCHIVE
SMITHA	HB - COC	1999/11/03 13:05	1999/11/03 14:02	ARCHIVE
SMITHA	HB - COC	1999/11/03 14:04	1999/11/03 14:09	ARCHIVE
SIMPSONJ	HB - COC	1999/11/03 07:45	1999/11/03 07:52	ARCHIVE
SMITHA	HB - COC	1999/11/03 14:02	1999/11/03 14:04	ARCHIVE
SMITHA	HB - COC	1999/11/04 03:40	1999/11/04 03:59	ARCHIVE
SMITHA	HB - COC	1999/11/04 04:00	1999/11/04 04:03	ARCHIVE
SMITHA	HB - COC	1999/11/04 10:56	1999/11/04 10:57	ARCHIVE
SMITHA	HB - COC	1999/11/04 10:07	1999/11/04 10:13	ARCHIVE

Listed: 47

Count of Worktypes Overdue - Multiple worktypes	
<div>  Back            Recalc            Count            Write            Excel            Print Sel            Print All         </div>	
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
HB - CORRESPONDENCE	247
Total	
478	
Selected 5 of 32	

Count of Worktypes Due Today - Multiple worktypes	
<div>  Back            Recalc            Count            Write            Excel            Print Sel            Print All         </div>	
Worktypes	Totals
Ascending Sort	17
✓ Descending Sort	1
No Sort	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
HB - CANCELLATION	2
Total	
188	
Listed: 24	

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

Rescan Queue report						
<div> </div>						
Batch	Doc	Scan Date	ReqID	WorkType	Last Action	Last User
25215	4	Ascending Sort	12782	HB - New Application	06/05/1999	Pearl Arma
25113	17	Descending Sort	11448		13/05/1999	Ryan Bin-A
22552	2	No Sort	48062	HB - COC	20/05/1999	Theresa Kw
27227	4	11/06/1999	848022	HB - Review LAHRA	11/06/1999	Ryan Bin-A
27759	1	18/06/1999	857651	HB - New Application	18/06/1999	Carron Tho
27668	3	17/06/1999	856288		18/06/1999	Carron Tho
27797	28	21/06/1999	858279	HB - NHB1	21/06/1999	Ryan Bin-A
27834	8	21/06/1999	859198	HB - Review	22/06/1999	Norah Phil
27825	16	21/06/1999	859058	HB - Evidence	23/06/1999	Carron Tho
27855	1	21/06/1999	859341		23/06/1999	Shawn Gord
27914	1	23/06/1999	860950	HB - New Application	24/06/1999	Ryan Bin-A
28024	3	23/06/1999	862844	HB - New Application	24/06/1999	Norah Phil
27880	17	22/06/1999	860129		24/06/1999	Andrzej Gr
27994	4	23/06/1999	862310	HB - Evidence	25/06/1999	Carron Tho
27934	1	23/06/1999	861180		25/06/1999	Andrzej Gr
27955	2	23/06/1999	861154		25/06/1999	Ryan Bin-A
Listed: 504						

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

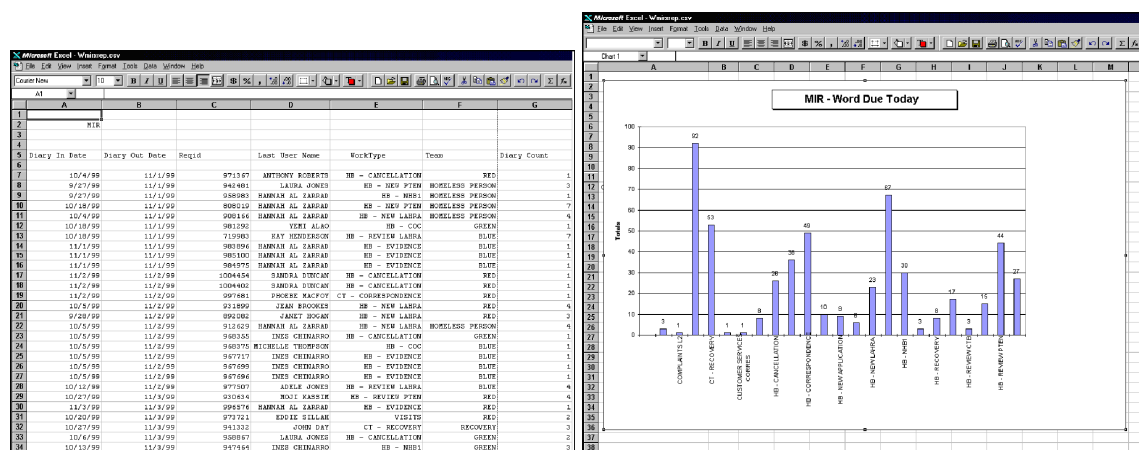
The following is a full report result sample, printed with Microsoft Write:

KIR Report		
Work due and overdue		
Requested by System Administrator		
04/Nov/1999 15:03		
Team: Red		
Worktype: Multiple worktypes		
Days	Worktype	ReqID
	HB - CORRESPONDENCE	917070
-316	HB - CORRESPONDENCE	1006855
-203	VISITS	791230
-178	HB - PRIORITY	813759
-171	HB - PRIORITY	744260
-169	HB - PRIORITY	707686
-169	VISITS	743200
-162	HB - PRIORITY	741281
-147	HB - PRIORITY 3	624990
-135	HB - APPEAL	812774
-134	HB - NEW LAHRA	944894
-127	HB - REVIEW PTEN	866384
-108	HB - NEW PTEN	875876
-107	HB - PRIORITY 3	820676
-100	HB - APPEAL	863957
-99	VISITS	759031
-98	HB - CORRESPONDENCE	888402
-95	VISITS	012509
-92	HB - REVIEW PTEN	817070

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:

MIR Report	
Count of Worktype(s) that were Completed in Target Date	
Requested by System Administrator	
05/Nov/1999 11:13	
To : Fri 05/11/1999	
Worktype: Multiple worktypes	
Worktype	Total
Complaints Li	2
CT - COC	10
CT - Correspondence	80
CT - Recovery	26
CT - Summons	1
HB - Appeal	1
HB - Cancellation	10
HB - COC	45
HB - Correspondence	1
HB - Evidence	9
HB - New LAHRA	4
HB - New PTEN	3
HB - Priority	1
HB - Review	3
HB - Review CTD	1
HB - Review LAHRA	2
HB - Review PTEN	8
Total	215

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 existing folder, if such is found in the workflow.