BRENT BOROUGH COUNCIL

*View***Star** ™

HOUSING BENEFITS and COUNCIL TAX

Technical Notes
for
System Administration and Support

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April 2003

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1.   ViewStar Servers

1.1   File Servers

BRVSFS01   - at Brent House (readroot)
BRVSFS02   - at Brent House (dataroot)
BRVSFS03   - at Brent House (test system - readroot and dataroot)
BRVSFS04   - at Town Hall (readroot)
BRVSFS05   - at M.Ghandi House (readroot)

1.2   SQL Servers

BRVSDB01

Custom Databases:
PRESDAT   - Static Data Tables and Stored Procedures
PTRACK   - Custom Tracking (BRTRACK Table)

Library Partitions:
B0001DOC (TAB17), B0001ABS, B0001FIL
B9806DOC (TAB17), B9806ABS, B9806FIL
B9705DOC (TAB17), B9705ABS, B9705FIL
B9604DOC (TAB15), B9604ABS, B9604FIL

BRVSDB02

Custom Databases:
PQUEUE1   - Custom Database Queues
PDIARY   - Custom Diary Queue

ViewStar Databases:
PVSUSE   - ViewStar Security
PWORKFLOW   - ViewStar Tracking (REQUEST and REQHIST Tables)

Reference to Library Partitions
PREFABS, PREFDOC, PREFFIL

2.   Archived documents

The four Library Partitions contain archived documents as follows:

B9604DOC -   759,716

B9705DOC -   942,443

B9806DOC -   1,192,575

B0001DOC -   2,491,089   (as on 29 March 2003)

TOTAL: **5,385,823 documents**

NOTES:

1. Most searches through the Library are initiated through criteria containing HBIS or CTAX or UPRN.
    Therefore all Partition Tables should be indexed by these columns.

2. In order to further speed up searches through the Library, it may be advisable to take the 1996 Partition offline.

3.   Tracking Template

The following modifications were made to the **BRTRACK** Template:

1. REQID attribute was moved to first column (most left on display).

2. BRWEIGHT attribute - Label "Weighting" changed to "Weight" and Column width changed from "1" to "6".

3. The following new attributes were added after BRARCHIVE:

Attribute Name	Attribute Label	Data Type	Datalist Width	Data Width
BRDOCS	Documents	SmallInt	9	
BRWORKITMS	Work Items	SmallInt	9	
BRLASTDATE	Last Date	Date	12	
BRCOMPLETE	Complete	All Caps	8	7
BROPENBY	Open By	AllCaps	11	10
BROPENDATE	Open Date Time	AllCaps	20	19

4.   Library Tables

The new attribute BRCOMPLETE that was added to the Tracking template and to some of the Queues templates (as described below) was also added to Index BRWFDOCS in all four ViewStar Library Partitions:

*   B9604DOC
*   B9705DOC
*   B9806DOC
*   B0001DOC

5.   Queues Templates

The following Queue Templates were modified:

- BRQUEUE
- BRDIARY
- BRIDXQUEUE:

The modifications were as follows:

1. REQID attribute was moved to first column (most left on display).

2. BRWEIGHT attribute - Label "Weighting" changed to "Weight" and Column width changed from "1" to "6".

3. The following new attributes were added after BRARCHIVE:

Attribute Name	Attribute Label	Data Type	Datalist Width	Data Width
BRDOCS	Documents	SmallInt	9	
BRWORKITMS	Work Items	SmallInt	9	
BRLASTDATE	Last Date	Date	12	
BRCOMPLETE	Complete	All Caps	8	7
BROPENBY	Open By	AllCaps	11	10
BROPENDATE	Open Date Time	AllCaps	20	19

Modification of the Queue templates affected the following Queues (Tables):

QUENAM	DATABASE	TABNAM
BRMANINDX	PQUEUE1	QUE1
BRCOMM	PQUEUE1	QUE4
BREAST	PQUEUE1	QUE7
BRLIAISON	PQUEUE1	QUE10
BRFRAUD	PQUEUE1	QUE13
BRHOLD	PQUEUE1	QUE19
BRNORTH	PQUEUE1	QUE25
BRRECON	PQUEUE1	QUE28
BRSOUTH	PQUEUE1	QUE31
BRDIARY	PDIARY	QUE1

6.   Configuration File

A new entry was added to the "MailMatching" section in this file. The purpose of "nomatchtypes" is to list the worktypes that should be excluded from the Mail Match process.

The "validqueues" entry under the "MailMatching" section was modified to include the new "BRCTAX" Queue. "BRCTAX" was also added entry "validqueues under section "TrackingFind".

The following is a copy of the updated **^readroot\vs_bin\brcom.ini** configuration file:

```
;
; Tedy - Added "nomatchwktypes" new entry under section MailMatching
;        Above lists folder types that should be excluded from the
;        Mail Matching Process.
;
[Word]
exe = c:\Program Files\Microsoft Office\Office\Winword.exe
path = readdata\projects\br\worddocs

[NotLiveTeams]
Teams = ["None"]

[MailMatching]
limit = 20
validqueues = ["BRDIARY" "BRNORTH" "BRSOUTH" "BREAST" "BRFRAUD" "BRRECON" "BRLIAISON" "BRCTAX"]
nomatchwktypes = ["ASR" "Overpayments"]

[TrackingFind]
validqueues = ["BRDIARY" "BRNORTH" "BRSOUTH" "BREAST" "BRFRAUD" "BRRECON" "BRLIAISON" "BRCOMM" "BRCTAX"]

[LGVision]
Exe = c:\icllgrev\icllg003.exe
App = icllg003
DDETopic = DDE_LINK

[TimingLog]
LogFile = L:\LOG\TIMING\TIMING.LOG
LogFileSize = 50000

[HBISLetterImport]
brdoctype = "HBIS Letter"

;Zoom settings for Commissioner File Notes etc (1= normal size, >1 = magnified)
[COZoom]
ZoomFactor=1.2

;Zoom settings for Workbench File Notes etc (1= normal size, >1 = magnified)
[WBZoom]
ZoomFactor=1.2
```

7.   Script Files

The following new Script files have been added:

- **BRATTRIB.VSS**
  Description: Brent Hooks for all applications
  Contains: BRSetOpen
                 BRClearOpen
                 BRUpdateAtt
                 BRGetlistWkItems

- **BRPRCSEL.VSS**
  Description: Brent Process Mode Selection for Workbench application
  Contains: BRSelectProcessMode
                 BRWorkTypeCheckBox
                 BRSelectProcessOK
                 BRSelectFindAll
                 BRSaveQFind
                 BRSelectWKTypes

- **BRPRCBLD.VSS**
  Description: Build dialog for Brent Process Mode Selection for Workbench
  Contains: BRBuildProcessModeSelect

The following Script files have been modified:

- **BRFIND.VSS**
  Added: BRSortFindByPriority, BRGetSelectiveQFind, BRGetSelectiveWTFind
  Modified: BRFind

- **BRTIM.VSS**
  Modified: BRTIMBeforeOpen, BRTIMBeforeForward
  Added: BRIdxDisableEdit

- **BRCOM.VSS**
  Added: BRBeforeCloseOrReject
  Modified: BRCOMInitWPTracking, BRCOMSetSearchCriteria, BRCOMSetupAppCustomData, BRComButton

- **BRWBHOOK.VSS**
  Added: BRWBHookBeforeForward

- **BRMATCH.VSS**
  Modified: BRMatch, BRMatchTrackSearch, BRMatchMail, BRMatchWktype,

- **BRINDEX.VSS**
  Added: BRIsCTax
  Modified: BRIndexGetTeams, BRIndexGetWtypes, BRIndexTeamInit, BRIndexingForward, BRIndexWtypeInit
               BRIndexWtypeSelect

- **BRSPLTRF.VSS**
  Modified: BRSpltRfMoveDocs

- **BRIDXSCVH.VSS**
  Modified: BRIndexSearch

- **BRSYSADM.VSS**
  Added: BRSysAdmBeforeOpen, BRSysAdmBeforeClose, BRReviveCustomTracking, BRSysAdmFirstOpen

- **BRWBCTL.VSS**
  Modified: BRWBCTL_WtypeCBInit

- **BRROUTE.VSS**
  Modified: BRReroute

- **BRIDXHK.VSS**
  Modified: BRIDXHKBeforeForward

- **BRCOMPLT.VSS**
  Modified: BRCompltPopulateDialog, BRCompltOK

- **DYDIARY.VSS**
  Modified:　　DYSetUpDiary, DYDiaryPopupOK, DYDiaryDefaults

- **DYBLD.VSS**
  Modified:　　BRCompltPopulateDialog, BRCompltOK

NOTE:

　　^READDATA\PROJECTS\BR\DIALOGS**BRTRACK.DIA** - has been modified to open in a larger size, by default.
　　^READDATA\PROJECTS\BR\DIALOGS**BRCOMPLT.CP** - has been modified.
　　^READDATA\PROJECTS\DIARY\DIALOGS**DYDIARY.DIA** - has been modified.

8. Applications

The following applications have been modified:

Workbench   **BRBENCH**
  - Add to list of Load Scripts: BRAttrib.FSL and BRPrcSel.FSL
  - Added Scripts to AfterOpen, BeforeClose and BeforeReject hooks
  - Disabled Data-Entry on most attributes fields on folders and documents.
  - Add a new "Select Process Mode" option to "Special" menu.

Indexing   **BRINDEX**
  - Add to list of Load Scripts: BRAttrib.FSL
  - Added Scripts to AfterOpen, BeforeClose and BeforeReject hooks
  - Removed Stream/Folder Stack from Indexing Main Bar
  - Disabled Data-Entry on most attributes fields on folders and documents.

Enquiry   **BRENQUIRY**
  - Add to list of Load Scripts: BRAttrib.FSL
  - Added Scripts to AfterOpen, BeforeClose and BeforeReject hooks

Commissioner   **BRCOM**
  - Add to list of Load Scripts: BRAttrib.FSL
  - Added Scripts to AfterOpen, BeforeClose and BeforeReject hooks

Browse   **BRBROWSE**
  - Add to list of Load Scripts: BRAttrib.FSL, BRAudit.FSL, BRCache.FSL
  - Added Scripts to AfterOpen, BeforeClose and BeforeReject hooks
  - Renamed the "Special" menu to "Maintenance" and added new menu options under this menu.
  - Added "Audit Report" and "Caching" utilities to "Maintenance" menu.

Brent MIR   **BRMIR**
  - New application that delivers reports inclusive of the new Council Tax Team.

9. Architect Maps

The following Architect maps have been modified:

- **BRWBENCH.VAM**
  Add Council Tax Queue (BRCTAX) as input to Workbench application.

- **BRBROWSE.VAM**
  Add Council Tax Queue (BRCTAX) as input to Browse application.

- **BRARCHIVE.VAM**
  Enable Caching of Archived Documents (after Archive)

10. Static Data Tables

The contents of BRRANKING (Folder Ranking) column of this static data table has been modified:

10.1 BRWKTYPES

(Table resides in found in SQL Server: BRVSDB01, Database: PRESDAT)

BRID	BRWKTYPE	BRRANKING	BRSTREAM	BRWEIGHTING	BRPRIORITY	BRTARGET	BRDYTARGET	BRDYACTN	BRDYDATEADJ	BRDYACTNADJ	BRFLDTYPE
20	New Application (PT)	10	F	1	7	8	D42	A	Y	Y	B
21	New Application (CT)	10	F	1	7	8	D42	A	Y	Y	B
22	New Application (HA)	10	F	1	7	8	D42	A	Y	Y	B
23	New Application (OO)	10	F	1	7	8	D42	A	Y	Y	B
25	EPP	10	F	1	7	5	D42	A	Y	Y	B
3	Review	20	F	1	7	8	D42	A	Y	Y	B
2	Cancellation	30	F	1	7	1	D28	W	Y	N	B
5	CIC	40	F	1	7	8	D42	A	Y	Y	B
6	RO Decision	40	F	1	7	8	D7	W	Y	Y	B
4	Appeal	50	C	1	7	8	D42	W	Y	N	B
29	RAT	90	F	1	7	8	D42	A	Y	Y	B
11	Other	100	F	1	7	7	D28	W	Y	Y	B
7	Complaint	120	C	1	7	7	D1	W	Y	N	B
28	ASR	120	C	1	7	8	D42	W	Y	N	B
10	Overpayments	9999	F	1	7	5	D42	A	Y	Y	B
8	Complaint (CT)	200	C	1	7	7	D1	W	Y	N	R
9	Correspondence (CT)	210	F	1	7	5	D28	W	Y	Y	R
15	Fast track (CT) Corre	220	F	1	7	5	D28	W	Y	Y	R
12	Returned LO's	230	C	1	7	42	D42	W	Y	Y	R
13	CT Visit Request	240	F	1	7	5	D28	W	Y	Y	R
16	Gone Away	260	F	1	7	5	D28	W	Y	Y	R
17	CT Missing Payment	270	F	1	7	5	D7	A	Y	Y	R

10.2   BRDOCTYPES

(Table resides in found in SQL Server: BRVSDB01, Database: PRESDAT)

A new column named "BRWRKITEM" was added to this table.
Through this column document types are classified as follows:
 "0" in this column are document types that should never be counted as "Work Items".
 "1" in this column are document types that should count as "Work Items" only if no "Principal Work Items" are present in that same folder.
 "2" in this column are document types that are "Principal Work Items" and these should always count as "Work Items".

BRDOCTYPE [Count as Work Items only if "Principal Work Items" are not present in the same folder]

Landlord Declaration
Income and Savings proof
Rent Proof
IS Decision
NHB5
R.O Decision Old Scheme
Landlord Declaration

BRDOCTYPE [Always count as Work Items]

Overpayment Query
NHB1
NHB6
Application Form
Review Form
NHB8
Appeal
CIC
Complaint
HA Query
HB Stop Cheque
Review Form
Application Form

10.3   BRDIARYRES

select * from brdiaryres order by BRDYREASON

```
BRDYREASON                        BRDYTARGET  BRDYCODE  BRMATURE
------------------------------    ----------  --------  --------
Appeal Questionnaire Raised       D42         APPLQUS   W
Await Rent Account Interface      D42         RENTACC   W
Awaiting Further Information      D42         CTAXAFI   W
Awaiting Payment                  D42         CTAXAPY   W
Awaiting Student Certificate      D42         CTAXASC   W
Awaiting UPRN                     D42         CTAXUPR   W
Awaiting Visit                    D42         CTAXAVI   W
Cap and Savings Proof Requested   D42         CAPSAV    A
Clmnts NINO Requested             D42         CLNINO    WA
Extra Time as Phone Call Rcvd     D42         EXTEND    WA
Home Visit Pending                D42         HVPEND    W
Main Application Sent             D42         MAINAPP   A
Manual RO Raised                  D42         MANRO     W
Miscellaneous                     D42         MISC      WA
NHB5 Faxed to Belfast             D42         FAXNHB5   W
NHB5 Raised                       D42         NHB5      W
NHB5 Rcvd Await other Req Proof   D42         REQPRFS   WA
Pending Over Night Interface      D42         OVNIGHT   W
Private Pension Requested         D42         PPREQ     A
Profit & Loss Accounts Requested  D42         PROFLOS   A
Proof of Income Requested         D42         INCMREQ   A
Proof of Wages Requested          D42         WAGES     A
Ptnrs NINO Requested              D42         PTNINO    WA
Recovery Initiative               D42         CTAXREC   W
Rent Proof Requested              D42         RENTPRF   A
State Benefit Requested           D42         BENEREQ   A
Student Status Proof Requested    D42         SSPRF     A
UPRN Pending                      D42         UPRNPEN   W
Various Proof Requested           D42         VARIOUS   WA
```

10.4   BRREQACT

select distinct BRREQACT, BRCOMPLETE from BRREQACT order by BRCOMPLETE

```
brreqact                         BRCOMPLETE
------------------------------   ----------
2AR New Claim Assessed           2ARASSD
Adjustment                       ADJUST
Appeal Denied                    APPDEN
Appeal Upheld                    APPUP
Backdating Application Granted   BACKDAT
Backdating Application Granted   BACKNO
Assessment because of CIC        CICASS
Account Closed                   CLOSED
CTB New Claim Assessed           CTBASSD
CTB Cancelled Claimant moved     CTBCNMV
CTB Cancelled IS or JSA Ceased   CTBCNX
A DHP has been awarded           DISCAWD
An EPP has been awarded          EPPCLM
Exemption or Discount Granted    EXDISC
HB&2AR New Claim Assessed        HB2ARAS
HB New Claim Assessed            HBASSD
HB Cancelled IS or JSA Ceased    HBCNXIS
HB & CTB HB New Claim Assessed   HBCTBAS
HB&CTB CNX IS or JSA Ceased      HBCTBCN
HB&CTB CNX Claimant has moved    HBCTBMV
HB CNX Claimant moved            HBCXMVD
New Occupier Established          NEWOCC
No Action Required               NOACT
No Response                      NOREPLY
Not eligible for Claim           NOTELG
Refund                           REFUND
Account Set Up                   REGD
Claim reinstated as Continuous   REINSTD
Replied                          REPLY
Reply Sent                       REPLY
Claim Renewal Assessed           RNWAL
Rent Officer Decision Rcvd       RORECD
Payment Traced                   TRACED
Underlying Entitlemnt Assessed   UNENTAS
Property Set Up                  UPRN
```

select BRREQACT, BRCOMPLETE from BRREQACT order by BRCOMPLETE

```
2AR New Claim Assessed              2ARASSD
2AR New Claim Assessed              2ARASSD
2AR New Claim Assessed              2ARASSD
2AR New Claim Assessed               2ARASSD
Adjustment                          ADJUST
Adjustment                          ADJUST
Appeal Denied                       APPDEN
Appeal Upheld                       APPUP
Backdating Application Granted      BACKDAT
Backdating Application Granted      BACKDAT
Backdating Application Granted      BACKDAT
Backdating Application Granted      BACKDAT
Backdating Application Granted      BACKNO
Backdating Application Granted      BACKNO
Backdating Application Granted      BACKNO
Backdating Application Granted      BACKNO
Assessment because of CIC           CICASS
Account Closed                      CLOSED
Account Closed                      CLOSED
Account Closed                      CLOSED
CTB New Claim Assessed              CTBASSD
CTB New Claim Assessed              CTBASSD
CTB New Claim Assessed              CTBASSD
CTB New Claim Assessed              CTBASSD
CTB Cancelled Claimant moved        CTBCNMV
CTB Cancelled IS or JSA Ceased      CTBCNX
A DHP has been awarded              DISCAWD
An EPP has been awarded             EPPCLM
Exemption or Discount Granted       EXDISC
Exemption or Discount Granted       EXDISC
Exemption or Discount Granted       EXDISC
HB&2AR New Claim Assessed           HB2ARAS
HB&2AR New Claim Assessed           HB2ARAS
HB&2AR New Claim Assessed           HB2ARAS
HB&2AR New Claim Assessed           HB2ARAS
HB New Claim Assessed               HBASSD
HB New Claim Assessed               HBASSD
HB New Claim Assessed               HBASSD
HB New Claim Assessed               HBASSD
HB Cancelled IS or JSA Ceased       HBCNXIS
HB & CTB HB New Claim Assessed      HBCTBAS
HB & CTB HB New Claim Assessed      HBCTBAS
HB & CTB HB New Claim Assessed      HBCTBAS
HB & CTB HB New Claim Assessed      HBCTBAS
HB&CTB CNX IS or JSA Ceased         HBCTBCN
HB&CTB CNX Claimant has moved       HBCTBMV
HB CNX Claimant moved               HBCXMVD
New Occupier Established            NEWOCC
No Action Required                  NOACT
No Action Required                  NOACT
No Action Required                  NOACT
No Action Required                  NOACT
No Action Required                  NOACT
No Action Required                  NOACT
No Action Required                  NOACT
No Action Required                  NOACT
No Action Required                  NOACT
No Action Required                  NOACT
No Action Required                  NOACT
```

```
No Action Required              NOACT
No Action Required              NOACT
No Action Required              NOACT
No Action Required              NOACT
No Action Required              NOACT
No Action Required              NOACT
No Action Required              NOACT
No Action Required              NOACT
No Action Required              NOACT
No Action Required              NOACT
No Action Required              NOACT
No Response                     NOREPLY
Not eligible for Claim          NOTELG
Not eligible for Claim          NOTELG
Not eligible for Claim          NOTELG
Not eligible for Claim          NOTELG
Not eligible for Claim          NOTELG
Not eligible for Claim          NOTELG
Not eligible for Claim          NOTELG
Refund                          REFUND
Refund                          REFUND
Account Set Up                  REGD
Account Set Up                  REGD
Claim reinstated as Continuous  REINSTD
Claim reinstated as Continuous  REINSTD
Claim reinstated as Continuous  REINSTD
Claim reinstated as Continuous  REINSTD
Claim reinstated as Continuous  REINSTD
Claim reinstated as Continuous  REINSTD
Claim reinstated as Continuous  REINSTD
Reply Sent                      REPLY
Replied                         REPLY
Claim Renewal Assessed          RNWAL
Rent Officer Decision Rcvd      RORECD
Payment Traced                  TRACED
Underlying Entitlemnt Assessed  UNENTAS
Underlying Entitlemnt Assessed  UNENTAS
Underlying Entitlemnt Assessed  UNENTAS
Underlying Entitlemnt Assessed  UNENTAS
Underlying Entitlemnt Assessed  UNENTAS
Underlying Entitlemnt Assessed  UNENTAS
Underlying Entitlemnt Assessed  UNENTAS
Property Set Up                 UPRN
```

11. Stored Procedures

The following Stored Procedures found on Server BRVSDB01 database PRESDAT have been added:

- **sp_brSelCTaxWkTypes** – Called from Script file BRINDEX.VSS and returns a list of Council Tax Worktypes.

```
CREATE PROCEDURE sp_brSelCTaxWkTypes AS
   Select brwktype from BRWKTYPES where brfldtype='R'
GO
```

- **sp_BRSelWorkItem** – Called from Script files BRCOM.VSS, BRATTRIB.VSS, BRINDEX.VSS, BRSPLTRF.VSS, BRSYSADM.VSS and returns a List of Principal Work Items

  ```
  CREATE PROCEDURE sp_brSelWkTypeRanking AS
     Select BRWKTYPE,BRRANKING from BRWKTYPES
  GO
  ```

- **sp_brSelWkTypeRanking** – Called by Script file BRATTRIB.VSS and returns a list of Worktypes and their Ranking

  ```
  CREATE PROCEDURE sp_brSelWorkItem AS
     Select BRDOCTYPE, BRWORKITEM from BRDOCTYPES where BRWORKITEM > 0
  GO
  ```

The following Stored Procedure found on Server BRVSDB01 database PRESDAT have been modified:

To separate folder matching by folder types such that Council Tax (R folder types) only match to Council Tax type folders and Housing Benefits (B folder types) only match to Benefits type folders.

- **sp_brautomail1** – Called by Script file BRMATCH.VSS now receives an additional BRFLDTYPE argument.

To get Completion Codes

- **sp_brselreqact**

```
if exists (select * from sysobjects where id = object_id('dbo.sp_brselreqact') and sysstat & 0xf = 4)
        drop procedure dbo.sp_brselreqact
GO

CREATE Procedure sp_brselreqact
@worktype Char(25)
AS
  select brreqact, brcomplete from brreqact where brid =
      ( select brid from brwktypes where brwktype = @worktype) order by brreqact asc
GO

GRANT  EXECUTE  ON dbo.sp_brselreqact  TO public
GO
```

12. New Support Scripts

- **BRLOCATE.VSS** – Accepts a user selected REQID and counts records in all Queues for that REQID.
    (Included within the BROWSE Application)

- **TRKINTEG.VSS** – Tracking Integrity verification utility, containing three phases as follows:

    Phase I   Verify integrity of REQUEST records versus Queues records.
    Picks lists of 100 REQIDs at a time, from REQUEST and search for records in Queues.
    This will report if a folder tracking record has either no matching record in any of the Queues or if it has multiple records in Queues (duplicate entries), indicating system faults.

    Phase II   Verify integrity of ViewStar Tracking versus Custom Tracking
    Check if REQID found in VS Tracking is also in Custom Tracking

    Phase III   Verify integrity of Custom Tracking to Queues.
    Check if REQID is found in Custom Tracking and also in Queues.

The following Scripts were written for a once off or occasional use:

- **BRNEWDAT.VSS** – Sets contents of new attributes on existing folders.
- **BRAUDIT.VSS** – Generates an Audit Report on all folders in selected Queue(s).
- **BRCACHE.VSS** – Accepts a user selected BRARCDATE and Caches documents archived on that date.
    (Included within the BROWSE Application)

13. Caching

13.1 On Archive

The BRARCH.VAM map was modified on 27 March 2003 - to keep documents archived in Cache:

Modified as seen here to keep all archived documents in Cache.
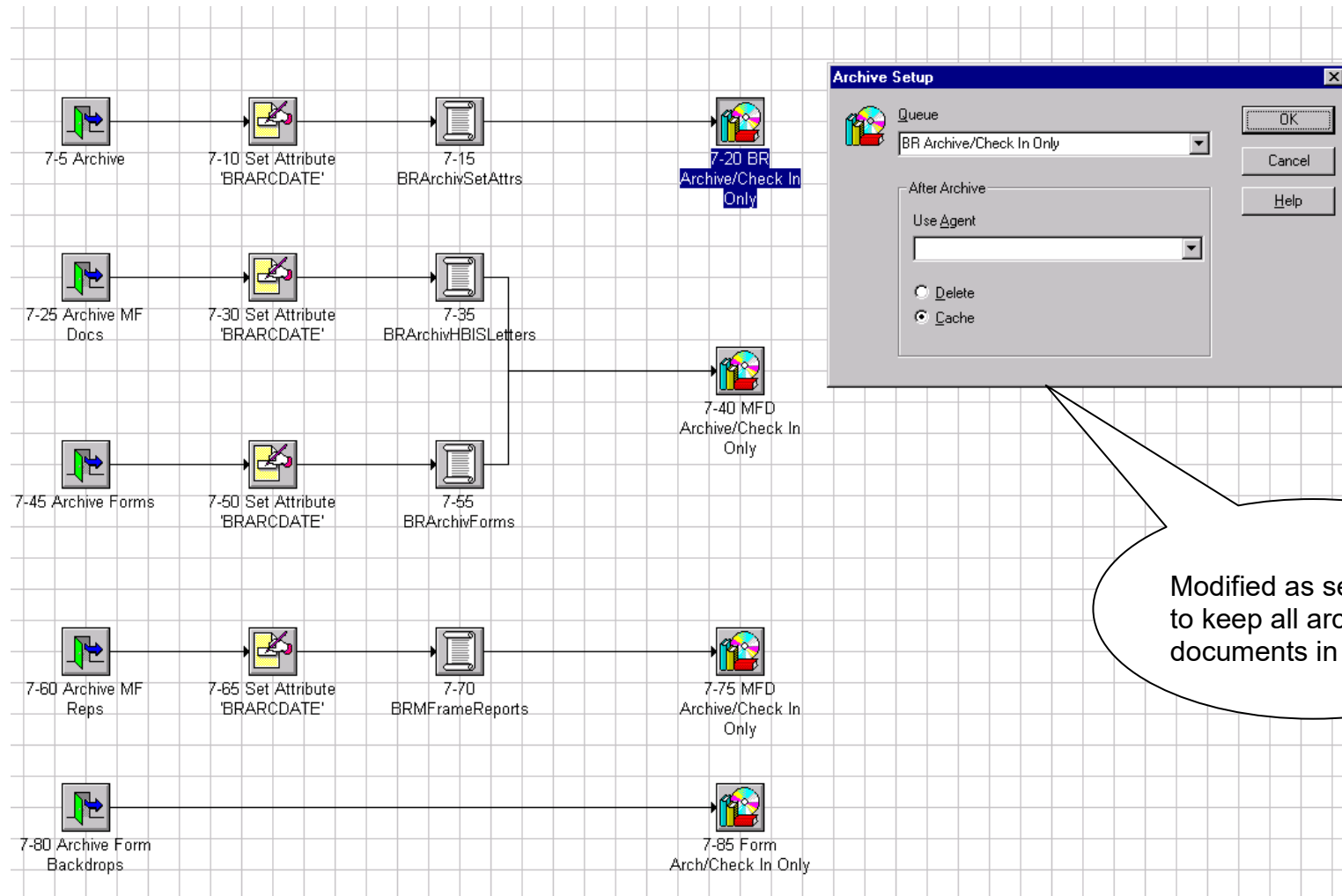
13.2 Caching Utility

This Utility may be started from the "Browse" Application as seen below.
The Caching operates on a selected "Archive Date" and caching may optionally be terminated after a specified number of documents.
Please note that this utility created a LOG file as per default or as otherwise selected.
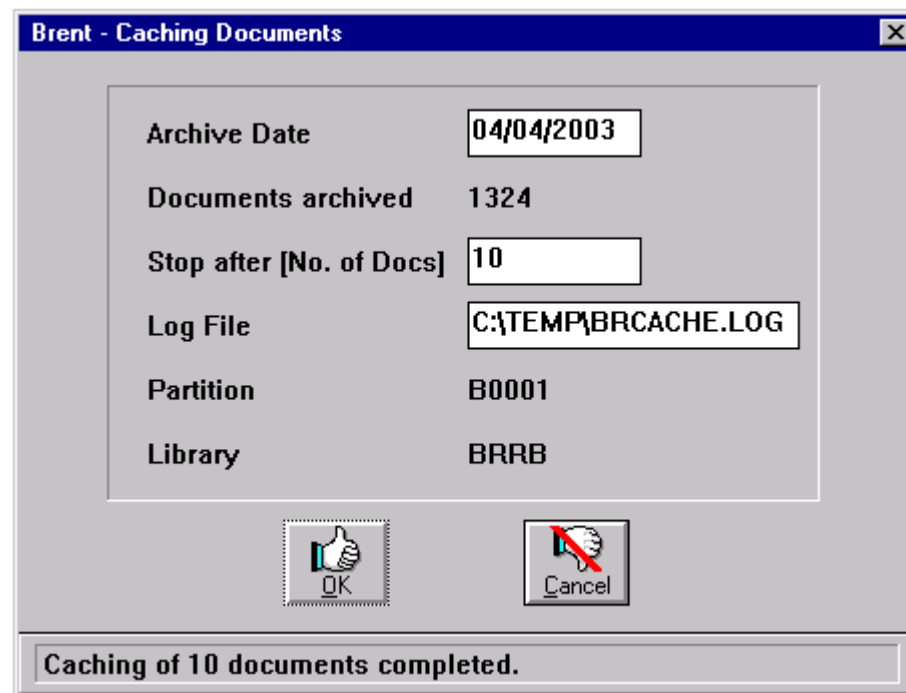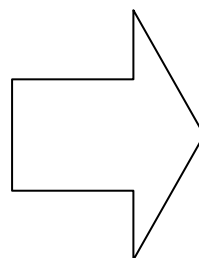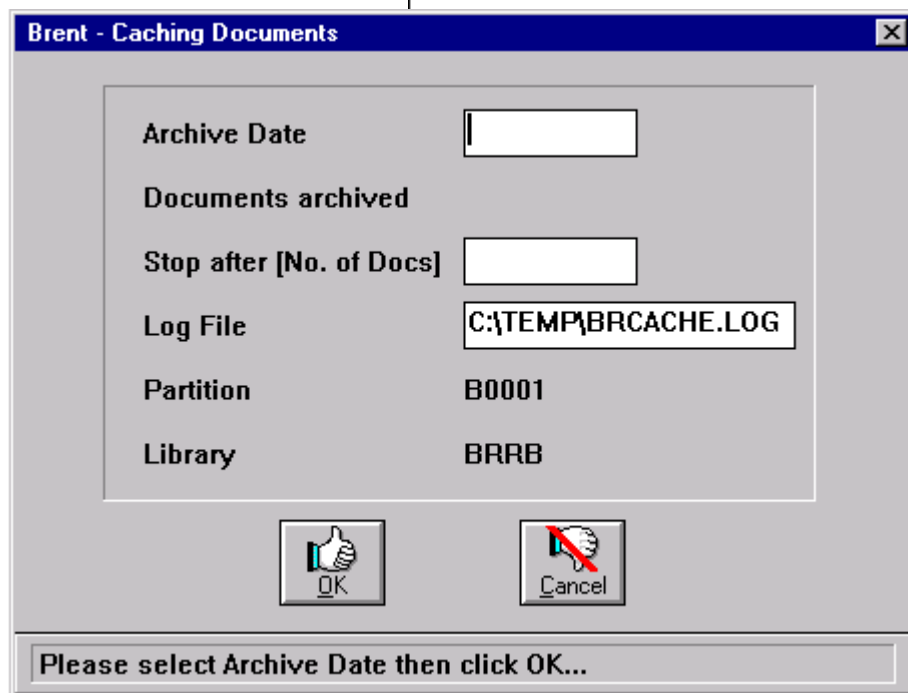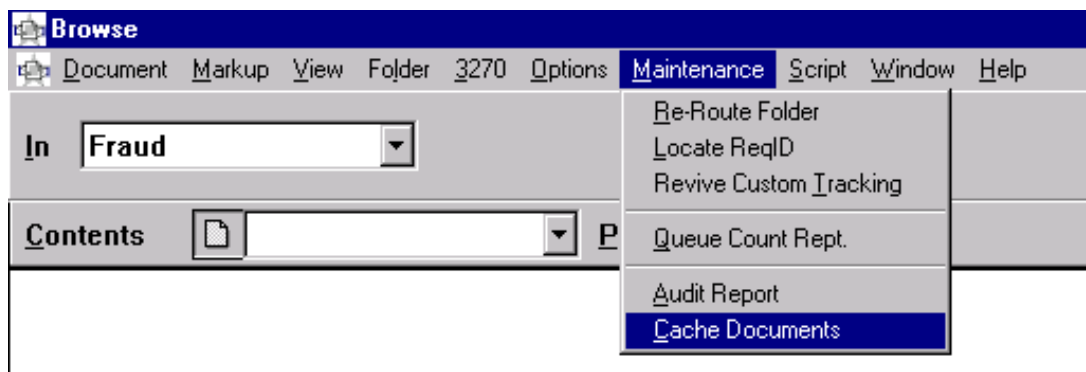
14. Completion Action Taken

Completion	Action Taken
2ARASSD	2AR New Claim Assessed
APPDEN	Appeal Denied
APPUP	Appeal Upheld
BACKDAT	Backdating Application Granted
BACKNO	Backdating Application Granted
CICASS	Assessment because of CIC
CLOSED	Account Closed
CTBASSD	CTB New Claim Assessed
CTBCNMV	CTB Cancelled Claimant moved
CTBCNX	CTB Cancelled IS or JSA Ceased
DISCAWD	A DHP has been awarded
EPPCLM	An EPP has been awarded
EXDISC	Exemption or Discount Granted
HB2ARAS	HB&2AR New Claim Assessed
HBASSD	HB New Claim Assessed
HBCNXIS	HB Cancelled IS or JSA Ceased
HBCTBAS	HB & CTB HB New Claim Assessed
HBCTBCN	HB&CTB CNX IS or JSA Ceased
HBCTBMV	HB&CTB CNX Claimant has moved
HBCXMVD	HB CNX Claimant moved
NEWOCC	New Occupier Established
NOREPLY	No Response
NOTELG	Not eligible for Claim
REGD	Account Set Up
REINSTD	Claim reinstated as Continuous
REPLY	Replied
REPLY	Reply Sent
RNWAL	Claim Renewal Assessed
RORECD	Rent Officer Decision Rcvd
TRACED	Payment Traced
UNENTAS	Underlying Entitlemnt Assessed
UPRN	Property Set Up
NOACTN	No Action Required
REFUND	Refund
ADJUST	Adjustment

The Completion **Action Taken** (Required) data is defined in Database PRESDAT, Table BRACTREQ

NOTE: The Table also contains a BRID column referring to the Worktypes as defined in Table BRWKTYPES.

Completion Codes are visible in the View Application and in Workbench or on Enquiry in "Find" under the "Complete" column.

15. Diary Reasons

Diary Reason	Diary Code	Mature to
Extra Time as Phone Call Rcvd	EXTEND	WA
Proof of Wages Requested	WAGES	A
NHB5 Raised	NHB5	W
NHB5 Faxed to Belfast	FAXNHB5	W
Appeal Questionnaire Raised	APPLQUS	W
Rent Proof Requested	RENTPRF	A
Await Rent Account Interface	RENTACC	W
UPRN Pending	UPRNPEN	W
NHB5 Rcvd Await other Req Proof	REQPRFS	WA
Main Application Sent	MAINAPP	A
Manual RO Raised	MANRO	W
Pending Over Night Interface	OVNIGHT	W
Home Visit Pending	HVPEND	W
Student Status Proof Requested	SSPRF	A
Profit & Loss Accounts Requested	PROFLOS	A
Cap and Savings Proof Requested	CAPSAV	A
Clmnts NINO Requested	CLNINO	WA
Ptnrs NINO Requested	PTNINO	WA
Various Proof Requested	VARIOUS	WA
Miscellaneous	MISC	WA
State Benefit Requested	BENEFREQ	A
Private Pension Requested	PRREQ	A
Proof of Income Requested	INCMREQ	A
Awaiting Visit	CTAXAVI	W
Awaiting Payment	CTAXAPY	W
Awaiting Further Information	CTAXAFI	W
Awaiting Student Certificate	CTAXASC	W
Awaiting UPRN	CTAXUPR	W
Recovery Initiative	CTAXREC	W

The **Diary Reasons** data is defined in Database PRESDAT, Table BRDIARYRES

NOTE: The table also contains a BRDYTARGET column being the Number of Days that will be added to the Target Date as a folder is diarised. Currently all reasons are set to add 42 days, but this could (probably should have been so) be defined individually per Diary Reason.

Diary Reasons Codes are visible in the "Workbench" and in the "Enquiry" applications through "Find" – refer to "Complete" column. Documents that have matured from Diary to Archive will show a Completion Code that is the same as the Diary Reason that has been selected at the time the documents were diarised.

Diary Codes named starting with "CTAX" are relevant to Council Tax worktypes only.

W = Workflow
*A = Archive*

16. Security

Two new Profiles have been created that is: **MIR** and **MIRCOMMOFF**.

Users that need access to the new "Brent MIR" Application and were on Profile RBOFF were moved to profile MIR.
Users that need access to the new "Brent MIR" Application and were on Profile COMMOFF were moved to profile MIRCOMMOFF.

17. Select Process Mode

This is a new menu option for "Workbench" users, under the "Special" menu as seen below:
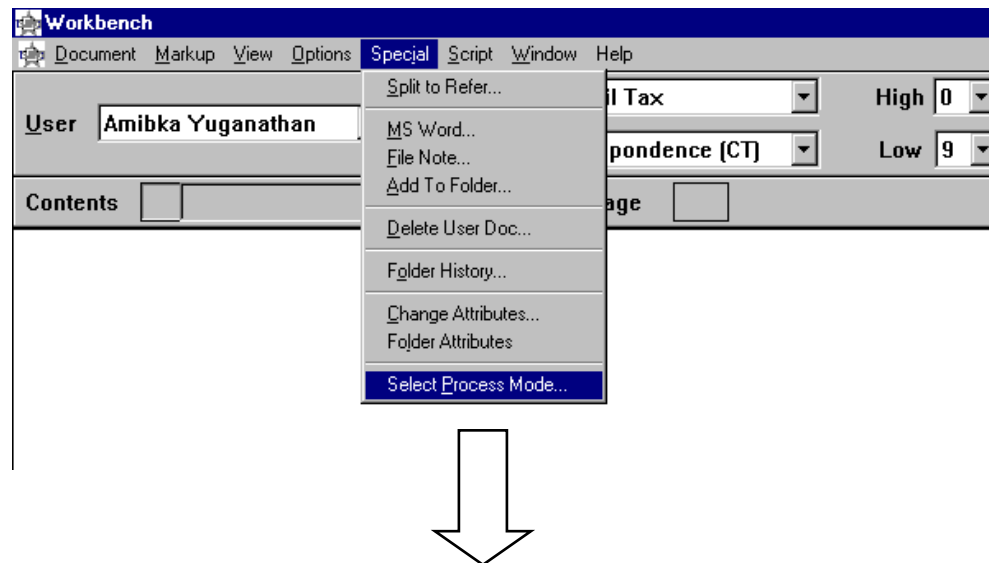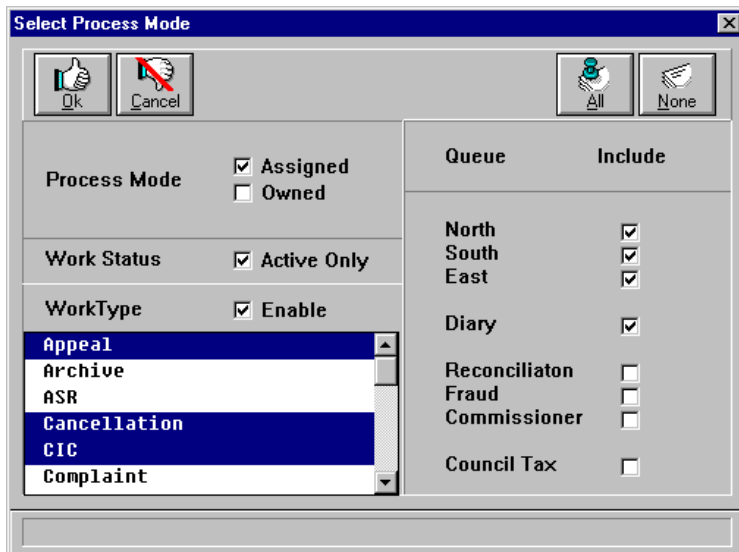
Select Process Mode provides a means to control and determine an individual's view of the folders, when using "Find". From the user's perspective there are two types of folders, "Assigned" or "Owned". Folders that were assigned to a user are those that the Team Leader has assigned to that user for processing. For example assignment may be done through folder worktype allocation. Those that are owned have been referred to the user by other users.

Folders may be either "Active" or "Done". Folders that are marked as "Done" are those that have been "Completed" and sent to "Archive" or that have Mail Matched and so their contents has been added to the matching folders. Usually users only need to see "Active" folders.

The ViewStar system contains a number of so called "queues", that is: North, South, East, Diary, Reconciliation, Fraud, Commisioner and Council Tax. These queues are usually associated with Teams that process folders in the queues. Through the "Select Process Mode" a user is able to pick the queues that he/she is interested in viewing.

Through "Select Process Mode" users may select a worktype or any number of worktypes to view when clicking "Find". To do so one would have to "Enable" Worktypes and then select from the list. If "Worktype Enable" was ticked off, the view would be of all worktypes.