

Wandsworth MIR

Users Guide

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1.0 Overview

The Wandsworth Management Information Reporting application also referred to in the following as WMIR, 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. Rather than providing a pre-defined set of reports with a fixed number of user selectable parameters delivering a preformatted output, this is a reporting tool that incorporates a report interpreter and generator. WMIR is capable of interpreting text configuration files that define the reports' titles, contents, parameters and results layout, thereby allowing adaptation to change in business reporting needs.

2.0 Selecting a Report

The WMIR reports menu offers access to reports for five process sections, that is: "Scan and Index", "Housing Benefits", "Council Tax", "General" and "Customer Services". "Rescan" report is also included in this menu and reports available exclusively to System Administrators appear as a stand-alone group.



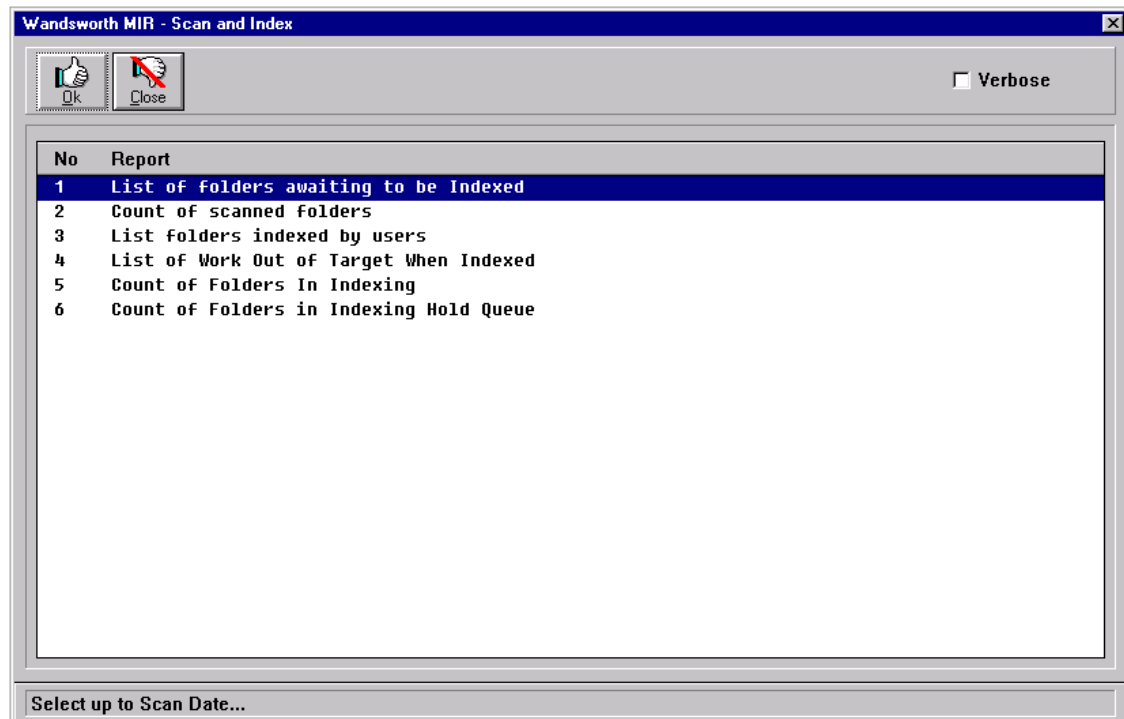
When any of the main process sections is selected a list of reports that is relevant to that section is displayed. Report descriptions and their relevant help lines, displayed at the bottom of the window when a report is selected, may be modified by the System Administrator. The number of reports in each of these sections and the total number of reports that may be configured for the entire application is virtually unlimited.

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

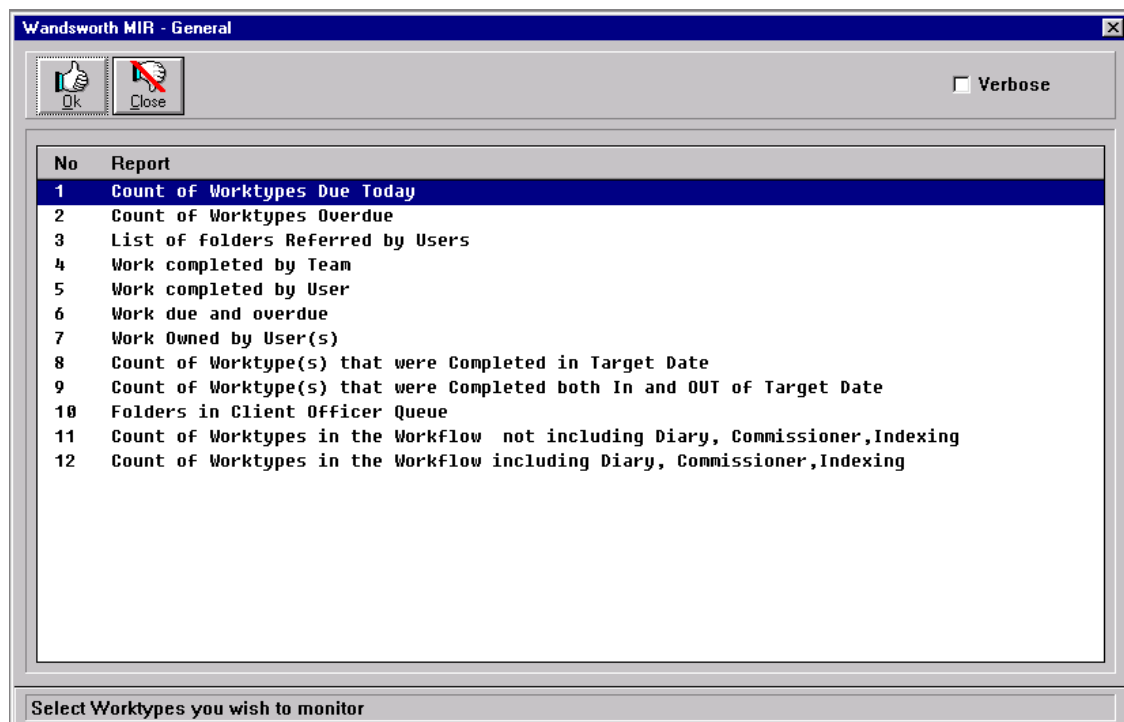
“**Ok**” - displays the “Report’s Parameters” screen.

“**Close**” – closes this screen, allowing selection from menu of another process section.

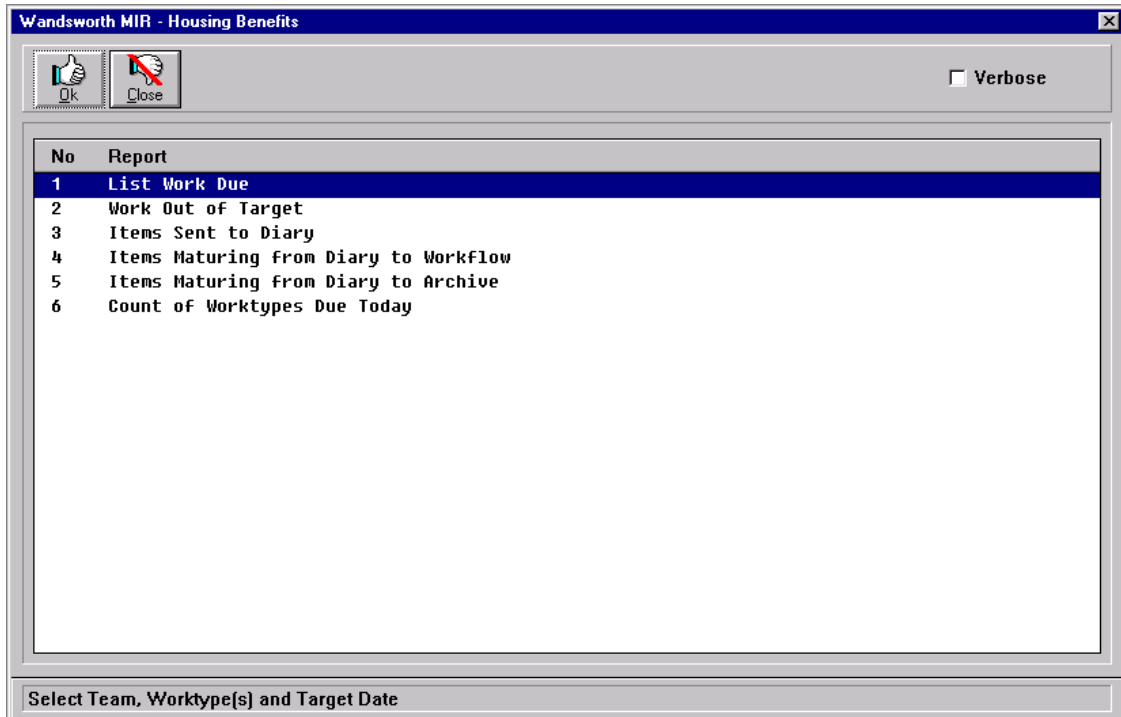
The following is the current reports’ list for the “**Scan and Index**” section:



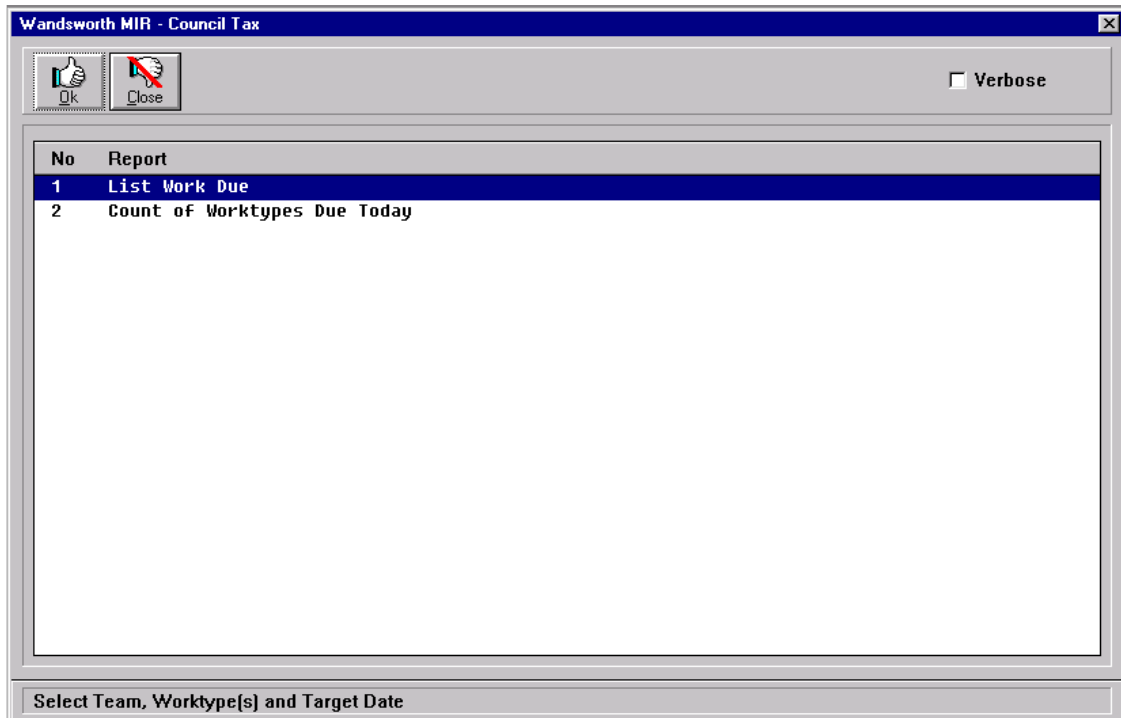
The following is the current reports’ list for the “**General**” section:



The following is the current reports' list for the “**Housing Benefits**” section:



The following is the current reports' list for the “**Council Tax**” section:



Reports for the “Customer Services” section have yet to be identified.

3.0 Report Parameters

Following from report selection a window that allows users to select the contents of the report dependant parameter(s) is displayed. The 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 selected by the System Administrator. Only parameters that are relevant to the selected report generation are enabled, or become visible, allowing data entry. Those 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).

Reports results are limited to 100 rows, a figure that may be modified by the System Administrator. This ensures that reports that require longer generation time or are resource-intensive are run in full length only if strictly necessary. The "Rows" field may be altered, prior to "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.

"Go" - starts report generation

"Back" - returns to the last "Report Selection" screen.

The following sample screens 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.

“Team”, “Worktype” and “To Target Date” parameters are required. Single or multiple “Worktype” selection is allowed.

List Work Due - Report parameters

Go Back

Team	Worktype	Other
Amber	Complaints L1	Target Date
Blue	Complaints L2	From
Council Tax 1	Complaints L3	To 04/11/1999
Council Tax 2	Complaints Ombudsman	UPRN
Fraud	Councillor/MP Enquiri	From
Green	CT - Appeals	To
Homeless Person	CT - COC	Rows 100
Landlord Liaison	CT - Correspondence	
Recovery	CT - Discount Review	
Red	CT - Recovery	
Valuation	CT - Summons	
VBAF	Customer Services Cor	
Visits	Fraud Document	
White	Fraud Referral	
	HB - Appeal	
	HB - Cancellation	
	HB - ...	

Team: Council Tax 1 Worktype: Multiple worktypes From: To:

Select report parameters then click Go.

“Team”, “User”, “From Target Date”, “To Target Date” parameters are required. When a single user is selected the assigned UPRN range is displayed, but user modification is disabled.

Work completed by User - Report parameters

Go Back

Team	User	Other
Amber	Bhavna Mistry	Completion Date
Blue	Daenson Scipio	From 03/11/1999
Council Tax 1	Elaine Haslam	To 04/11/1999
Council Tax 2	Ivorine Nelson	UPRN
Fraud	Jamie Millen	From 00020400000000
Green	Joanne Chambers	To 00021399999999
Homeless Person	Julie Beard	Rows 100
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: To:

Select report parameters then click Go.

Single or multiple user selection is allowed. The “Rows” field was blanked such that a full report (unlimited rows) is generated. Also note that when the report is launched a full date, inclusive of the day in the week is displayed.

4.0 Report Results

Reports results are listed in a window containing a number of columns, titled as defined by the System Administrator. Reordering, adding or deleting report results columns and modifying column titles is under System Administrators control.

“**Back**” - closes this screen and returns to the “Reports Parameters” screen.

“**Recalc**” - where a “Total” to a column is displayed, this provides a quick total calculation for the selected (highlighted) rows only. Select first then click button.

“**Count**” - updates “Listed” figure at the bottom of the report results screen with the selected (highlighted) number of rows, e.g. “Selected 34 of 129”. Select first then click button.

“**Write**” - exports currently displayed report results to Microsoft Write, then launches Write for page setting, print preview, printing and / or further formatting.

“**Excel**” - exports currently displayed report results to a Microsoft Excel spreadsheet, then launches Excel for printing, further formatting, or statistical analysis and graphing.








“**Print Sel**” - generates a standard report print using Microsoft Write. This is a quick print option that produces good results for reports that list up to four columns and the total columns width fits within the default page width, for the default printer (A4 page).

“Print Sel” - generates a full standard report print using Microsoft Write. This is a quick print option that produces good results for reports that list up to four columns and the total columns width fits within the default page width, for the default printer (A4 page).

The following are a few reports results screen samples:

Work due and overdue - Red Multiple worktypes			
<div> </div>			
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
-95	VISITS	1999/08/01	810500
Listed: 1002			








Work completed by User - White Multiuser Wed 03/11/1999 to Thu 04/11/1999



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
SMITHA	HB - COC	1999/11/04 10:00	1999/11/04 10:00	ARCHIVE

Listed: 47

Where appropriate Date and Time is displayed (see above).

Count of Worktypes Overdue - Multiple worktypes	
<div>        </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	813
Total	
478	
Selected 5 of 32	

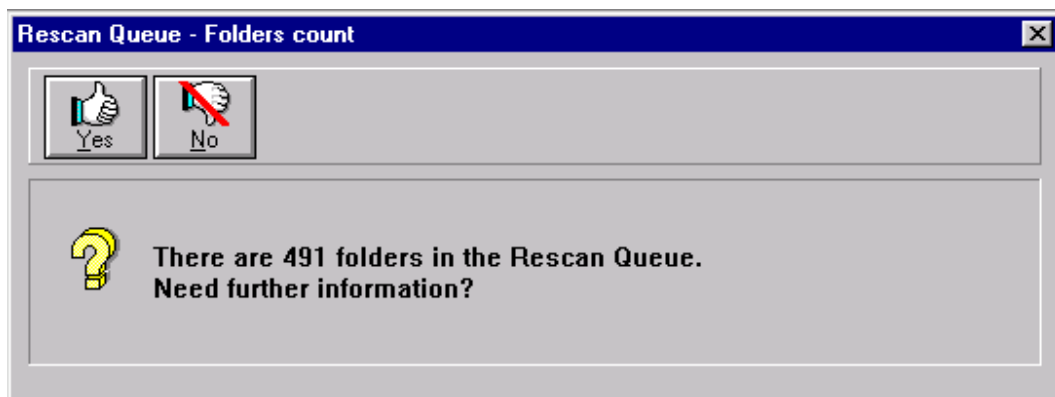
The "Recalc" button is enabled, where a "Total" calculation is required on any of the result columns. Five rows were selected and a total recalculated for the selected rows only, result being: "478". The "Count" button has updated the "Listed" message to display: "Selected 5 of 32".

Count of Worktypes Due Today - Multiple worktypes	
<div> Back Recalc Count Write Excel Print Sel Print All </div>	
Worktypes	Totals
Ascending Sort	17
<input checked="" type="checkbox"/> 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	








Note that reports results may be reordered in ascending or descending order by any of the listed columns.

5.0 Rescan Report

The following is the initial result of the Rescan report. A count of folders currently in the Rescan Queue is displayed.



Selecting “**No**” ends this report request. If further information is required a full report is generated, when “**Yes**” is selected. The following is a Rescan report results sample:

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	861151		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.

6.0 Report Print, Format, Analysis

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

Wandsworth MIR Report

Work due and overdue

Requested by System Administrator

04/Nov/1999 15:03

Team: Red

Worktype: Multiple worktypes

Days	Worktype	Target Date	ReqID
	HB - CORRESPONDENCE		917070
-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
-95	VISITS	1999/08/01	812509
-92	HB - REVIEW PTEN	1999/08/04	817079

The following pages contain further 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:

Wandsworth 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
<hr/>	
Complaints L1	2
CT - COC	10
CT - Correspondence	80
CT - Recovery	26
CT - Summons	1
HB - Appeal	1
HB - Cancellation	18
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 CTB	1
HB - Review LAHRA	2
HB - Review PTEN	8
<hr/>	
	Total
	215

Further report formatting is available through export to either Excel or Write:

Wandsworth MIR Report
List of folders Referred by Users

Requested by System Administrator
05/Nov/1999 11:49

Team: Red
User: Multiuser
From: Mon 01/11/1999
To : Fri 05/11/1999

Reqid	Worktype	Last Action	Referred by	Referred To
995542	COMPLAINTS L2	1999/11/05	MACFOYP	HILLW
887367	HB - APPEAL	1999/11/03	SIBANDAT	ATKINSONR
958450	HB - APPEAL	1999/11/01	REGANT	GYAMPOHY
1004149	HB - CORRESPONDENCE	1999/11/01	SMYR	ALAOY
1006644	HB - CORRESPONDENCE	1999/11/05	ODONOGHUEM	ASSOURF
1009511	HB - CORRESPONDENCE	1999/11/04	SMYR	SHARPEL
1007022	HB - NEW APPLICATION	1999/11/03	MEADEV	MEADEV
1010231	HB - NEW APPLICATION	1999/11/05	MACFOYP	MACFOYP
1010239	HB - NEW APPLICATION	1999/11/05	MACFOYP	MACFOYP
1001990	HB - NEW PTEN	1999/11/05	REGANT	REGANT
1010195	HB - NEW PTEN	1999/11/05	ODONOGHUEM	WARNERK
883334	HB - NEW PTEN	1999/11/04	SIBANDAT	ATKINSONR
880508	HB - PRIORITY 3	1999/11/01	DUNCANS	GYAMPOHY
986344	HB - PRIORITY 3	1999/11/04	SMYR	KASSIMH
962473	HB - PRIORITY 3	1999/11/01	SMYR	HENDERSONK
933526	HB - PRIORITY 3	1999/11/01	SMYR	BROWNING
992080	HB - RECOVERY	1999/11/01	ODONOGHUEM	ASSOURF
1003398	OTHER	1999/11/05	MACFOYP	LAYTONE

Wide reports may be formatted for Landscape print using Excel, as demonstrated below:

List of folders maturing from Diary						
Wandsworth MIR						
Diary In Date	Diary Out Date	Reqid	Last User Name	WorkType	Team	
10/4/99	11/1/99	971367	ANTHONY ROBERTS	HB - CANCELLATION	RED	
9/27/99	11/1/99	942481	LAURA JONES	HB - NEW PTEN	HOMELESS PERSON	
9/27/99	11/1/99	958983	HANNAH AL ZARRAD	HB - NHB1	HOMELESS PERSON	
10/18/99	11/1/99	808019	HANNAH AL ZARRAD	HB - NEW PTEN	HOMELESS PERSON	
10/4/99	11/1/99	908166	HANNAH AL ZARRAD	HB - NEW LAHRA	HOMELESS PERSON	
10/18/99	11/1/99	981292	YEMI ALAO	HB - COC	GREEN	
10/18/99	11/1/99	719983	KAY HENDERSON	HB - REVIEW LAHRA	BLUE	
11/1/99	11/1/99	983896	HANNAH AL ZARRAD	HB - EVIDENCE	BLUE	
11/1/99	11/1/99	985100	HANNAH AL ZARRAD	HB - EVIDENCE	BLUE	
11/1/99	11/1/99	984975	HANNAH AL ZARRAD	HB - EVIDENCE	BLUE	
11/2/99	11/2/99	1004454	SANDRA DUNCAN	HB - CANCELLATION	RED	
11/2/99	11/2/99	1004402	SANDRA DUNCAN	HB - CANCELLATION	RED	
11/2/99	11/2/99	997681	PHOEBE MACFOY	CT - CORRESPONDENCE	RED	
10/5/99	11/2/99	931899	JEAN BROOKES	HB - NEW LAHRA	RED	
9/28/99	11/2/99	892082	JANET HOGAN	HB - NEW LAHRA	RED	
10/5/99	11/2/99	912629	HANNAH AL ZARRAD	HB - NEW LAHRA	HOMELESS PERSON	
10/5/99	11/2/99	968355	INES CHINARRO	HB - CANCELLATION	GREEN	
10/5/99	11/2/99	968375	MICHELLE THOMPSON	HB - COC	BLUE	
10/5/99	11/2/99	967717	INES CHINARRO	HB - EVIDENCE	BLUE	
10/5/99	11/2/99	967699	INES CHINARRO	HB - EVIDENCE	BLUE	
10/5/99	11/2/99	967696	INES CHINARRO	HB - EVIDENCE	BLUE	
10/12/99	11/2/99	977507	ADELE JONES	HB - REVIEW LAHRA	BLUE	
10/27/99	11/3/99	930634	MOJI KASSIM	HB - REVIEW PTEN	RED	
11/3/99	11/3/99	996576	HANNAH AL ZARRAD	HB - EVIDENCE	RED	
10/20/99	11/3/99	973721	EDDIE SILLAH	VISITS	RED	
10/27/99	11/3/99	941332	JOHN DAY	CT - RECOVERY	RECOVERY	
10/6/99	11/3/99	958867	LAURA JONES	HB - CANCELLATION	GREEN	
10/13/99	11/3/99	947464	INES CHINARRO	HB - NHB1	GREEN	
Page 1 of 4						

Further report formatting, analysis and graphing performed using Excel spreadsheets:

Microsoft Excel - Wmixrep.csv						
File Edit View Insert Format Tools Data Window Help						
Courier New 10 B I U [Icons]						
A1						
1	A	B	C	D	E	F
2	Wandsworth MIR					
3						
4						
5	Diary In Date	Diary Out Date	Reqid	Last User Name	WorkType	Team
6						Diary Count
7	10/4/99	11/1/99	971367	ANTHONY ROBERTS	HB - CANCELLATION	RED
8	9/27/99	11/1/99	942481	LAURA JONES	HB - NEW PTEN	HOMELESS PERSON
9	9/27/99	11/1/99	958983	HANNAH AL ZARRAD	HB - NHB1	HOMELESS PERSON
10	10/18/99	11/1/99	808019	HANNAH AL ZARRAD	HB - NEW PTEN	HOMELESS PERSON
11	10/4/99	11/1/99	908166	HANNAH AL ZARRAD	HB - NEW LAHRA	HOMELESS PERSON
12	10/18/99	11/1/99	981292	YEMI ALAO	HB - COC	GREEN
13	10/18/99	11/1/99	719983	KAY HENDERSON	HB - REVIEW LAHRA	BLUE
14	11/1/99	11/1/99	983896	HANNAH AL ZARRAD	HB - EVIDENCE	BLUE
15	11/1/99	11/1/99	985100	HANNAH AL ZARRAD	HB - EVIDENCE	BLUE
16	11/1/99	11/1/99	984975	HANNAH AL ZARRAD	HB - EVIDENCE	BLUE
17	11/2/99	11/2/99	1004454	SANDRA DUNCAN	HB - CANCELLATION	RED
18	11/2/99	11/2/99	1004402	SANDRA DUNCAN	HB - CANCELLATION	RED
19	11/2/99	11/2/99	997681	PHOEBE MACFOY	CT - CORRESPONDENCE	RED
20	10/5/99	11/2/99	931899	JEAN BROOKES	HB - NEW LAHRA	RED
21	9/28/99	11/2/99	892082	JANET HOGAN	HB - NEW LAHRA	RED
22	10/5/99	11/2/99	912629	HANNAH AL ZARRAD	HB - NEW LAHRA	HOMELESS PERSON
23	10/5/99	11/2/99	968355	INES CHINARRO	HB - CANCELLATION	GREEN
24	10/5/99	11/2/99	968375	MICHELLE THOMPSON	HB - COC	BLUE
25	10/5/99	11/2/99	967717	INES CHINARRO	HB - EVIDENCE	BLUE
26	10/5/99	11/2/99	967699	INES CHINARRO	HB - EVIDENCE	BLUE
27	10/5/99	11/2/99	967696	INES CHINARRO	HB - EVIDENCE	BLUE
28	10/12/99	11/2/99	977507	ADELE JONES	HB - REVIEW LAHRA	BLUE
29	10/27/99	11/3/99	930634	MOJI KASSIM	HB - REVIEW PTEN	RED
30	11/3/99	11/3/99	996576	HANNAH AL ZARRAD	HB - EVIDENCE	RED
31	10/20/99	11/3/99	973721	EDDIE SILLAH	VISITS	RED
32	10/27/99	11/3/99	941332	JOHN DAY	CT - RECOVERY	RECOVERY
33	10/6/99	11/3/99	958867	LAURA JONES	HB - CANCELLATION	GREEN
34	10/13/99	11/3/99	947464	INES CHINARRO	HB - NHB1	GREEN

