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JUSTICE PROGRAMME
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iSupport

cross-border recovery
of maintenance obligations
*pour le recouvrement
transfrontière des
obligations alimentaires*

Amendment to the Deliverables Document. Description of the desired enhancements for iSupport in 2018

1. Sorting out cases on the WRKL screen

It should be possible to sort by column headers in the main table (for instance by number of days overdue or by date due).

Cross-referenced cases should also be highlighted in this overview. At this stage, a tick-box to indicate cross-referencing is sufficient.

2. Dynamic maintenance orders on the FDMO screen

This will cover maintenance orders with a percentage or an indexation. To provide flexibility in this respect, two reasons will be added to the list of modification reasons (see below existing list in software):

- Indexation
- Dynamic order.

Obligatory Amount*	<input type="text"/>	
Modification Reason	-- Select --	
Start Date	System End Date	-- Select --
3/03/2018		CE - Child Emancipated
		CC - Closed Case
		DM - Decision Modified
		EE - Error
		OT - Others

3. Easier retrieval of the relevant actor in the DEMO, AHIS and FINS screens

At present the screen opens with a preselected actor and it is difficult to change for another actor, unless one happens to know the ID of the actor concerned.

It is therefore important to have a drop-down menu with all of the case's actors in the "select filters" banner.

In addition, even if one searches and selects a specific actor (such as the applicant or child), and then navigates to DEMO, AHIS or FINS, it always defaults to the debtor. This must be corrected, so that when one navigates to a different screen, it opens with the selected actor's information (see JIRA IS-1150).

4. Minor changes

- a. Add “unknown” to the potential selections for marital status (DEMO)

At present the following choices are available:

- Civil union
- Divorced
- Living together
- Married
- Never married
- Separated
- Widowed

Adding “Unknown” (FR: Inconnu. PT: Desconhecido) to these options will make the list more complete (Marital status is a field in the iSupport application but only present in the Regulation forms. In these forms, no option is given, only a blank space.)

- b. Increase the number of authorised characters for the name of other parties (typically courts or public bodies)

Currently in iSupport, if one wants to add a new actor in OTHP, the field for entering the name has a limit of about 60 characters. It is therefore not possible to insert the complete name of some actors. A limit of 150 characters for name fields is requested for this screen.

- c. Visualisation of attachments on the NOTE screen

Currently when one adds an attachment to a note to a State, it is possible to check that the attachment has been correctly uploaded in a pop-up window, but not on the main window. That can be confusing. Therefore, the attachment should also be visible on the main screen.