iSupport

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

Project terminology

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1 This document

1.1 Sources for this document

This document is composed of chapters of existing documents like the Deliverables document and the Call for Tender document. It is a living document; all users of this document can apply for additional definitions.

1.2 Purpose of this document

This document is drafted for all involved persons in the iSupport project. It can be used, among others, by developers and pilot States. This document should avoid misunderstandings in the project communication.

2 Definitions and abbreviations

2.1 Definitions

Access rights	The extent of the functionality of a service or use of data that a user is authorised to use.
Application	This term is used to describe applications concerning the cross-border recovery of maintenance under the EU Maintenance Regulation or the 2007 Hague Convention. The term "incoming application" is used to refer to applications a Central Authority receives from the Central Authority in another State (requesting State). The term "outgoing" application is used to refer to applications a Central Authority sends to the Central Authority of another State (requested State). A request for specific measures is handled by iSupport in the same way as an application (see definition of request for specific measures).
API	Application programming interface. Also called plug-in in the project documentation. States can use the API to connect to an interface with their own local systems.
Banking information	This term refers to the financial institution / bank account details for maintenance payments.
Central Authority	The term Central Authority refers to authorities officially designated as "Central Authorities" under the EU Maintenance Regulation and the 2007 Hague Convention. There can be more than one Central Authority per State. Furthermore, in some States certain Central Authority tasks are

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	officially assigned to bodies other than the Central Authority. Depending on the structure of the State there could be as many iSupport systems implemented as the number of Central Authorities or there could be just one iSupport system in a given State.
Case	A "case" in iSupport is defined as a case concerning the same debtor and person(s) for whom maintenance is sought AND involving the same requesting and requested State.
Caseworker	The caseworker refers to the members of designated Central Authorities and public bodies dealing with international maintenance cases. Caseworkers will be the main users of the iSupport system.
Connector	This term refers to the part of the e-CODEX communication configuration, which maps data from the gateway into and from e-CODEX. Also called: Domibus Connector Framework.
Convention	Hague Convention of 23 November 2007 on the International Recovery of Child Support and Other Forms of Family Maintenance.
Creditor	The person seeking the payment of maintenance. Usually the creditor is the applicant in a case. However, the debtor can also be the applicant.
Debtor	The person that owes or is alleged to owe maintenance.
Document	The document is created by the template or other documents which is attached to a case. Documents are scanned documents, pdfs, Word document, txt files, etc.
E-mail	A message created, sent and received in an external system like Outlook.
File	In this document, a file is a technical term for a collection of data.
Form	The forms are part of the Convention and Regulation and together with the neutral forms they are used to save and exchange data for standard procedures.
Front-end language	The front-end language is the language of the display (user interface) in iSupport and the language chosen by the user to operate the iSupport case management system.
Gateway	This term refers to the part of the e-CODEX communication configuration, which takes care of the establishment of the connection, puts the data into an SX container and sends it. Then, the Gateway of the other State receives extracts and rechecks the data for integrity, authenticity and non-repudiation requirements. Also called: Domibus Gateway.
Interface	An interface is a 'bridge' between two systems or two collections of data.
iSupport	See 'System'.

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Message	This term refers to messages sent through the iSupport system. A message is attached to a case. In ISupport, messages can be sent internally and externally to other Central Authorities. Messages are shown in the task list.
Note	This term refers to a brief record of points or case information noted on a case. In iSupport notes are attached to a case and can be viewed there. They are not exchanged with other Central Authorities and are not displayed in the task list.
P-mode	Part of the e-CODEX configuration. The p-mode contains, among others, the endpoint address of the gateway and public certificates for SSL-authentication, gateway and connector.
Payment information	This term refers to the record of amounts due, received and account balance for a case.
Person for whom maintenance is sought	This is the person that is identified in the application the person to whom the debtor owes or is alleged to owe maintenance. It could be a former spouse, a child or other dependent. This person may not necessarily be the applicant as in many cases the application is made on behalf of, or for the benefit of, this person by another person or by an agency.
Public body	A public body is a government authority that can initiate some forms of maintenance applications, acting in place of the creditor, or it may be seeking reimbursements of benefits provided in lieu of maintenance.
Regulation	Council Regulation (EC) No 4/2009 of 18 December 2008 on jurisdiction, applicable law, recognition and enforcement of decisions and cooperation in matters relating to maintenance obligations.
Request for specific measures	A Central Authority may make a request for specific measures to another Central Authority, when no application is pending, with a view, for example, to help locate the debtor or creditor, or to provide assistance in establishing parentage. A request for specific measures is handled by iSupport in the same way as an application (see definition of an application).
Requesting State	State from which an application is sent to a Central Authority in another State (requested State)
Requested State	State which receives an application from a Central Authority in another State (requesting State)
Rights of access	This term refers to the privileges granted to the users of iSupport. The setting of access rights determines which system functions the user can use and what data the individual user can view and edit.

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Scheduler	A technical environment to start and stop an exchange via interfaces and show the log report of an interface.
Secure	Where the tern "secured" is used in this document in combination with the terms "communication", "connection" and "data transportation" it means that data subject to such transmission will meet integrity, confidentiality, availability, authenticity and non-repudiation requirements.
Software	The specific software needed to run iSupport. This can refer to software specifically developed for iSupport, or an existing off-the-shelf application.
System	The term system refers to the iSupport system as a whole. The iSupport system includes the iSupport software, the database scheme, documentation, manuals, help-screens and procedures. The iSupport system does neither include hardware or local area network. The iSupport system includes an exchange of data by e-CODEX. Furthermore, the iSupport system includes a plug-in to import and export data to local systems, however to use the plug-in a State will be required to develop an interface.
Template	The template is used to draft most common letters, and helps by filling default values like name, case number, etc. The body of the template can be free form or it can have a predefined body with open text entries that can be fill in by the system of manually by the case worker. See chapter 3.4 Templates for more information.
User	A user is the user of the iSupport system. The user may be acting in any role, such as caseworker, administrator or manager.
Task list	A task list can be described as a "to do" list for the caseworker. It consists of an orchestrated and repeatable pattern of business activity. A task list item might be an automatic alert or a manual set reminder but can also be an incoming message or application to be dealt with.

2.2 Abbreviations

CA	Central Authority
CfC	Coordinator for Configuration for the e-CODEX environments. During the Pilot phase, this is the iSupport team at the HCCH which can be contacted at: iSupport@hcch.nl.
DTAP	Development, Testing, Acceptance, Production
e-CODEX	E-justice Communication via Online Data Exchange

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GW	Gateway for e-CODEX
HCCH	Hague Conference on Private International Law
ITTIG	L'Istituto di Teoria e Tecniche dell'Informazione Giuridica in Florence, Italy
SP	Service Provider
SPOC	Single point of contact. During the Pilot phase, please contact iSupport@hcch.nl.
UI	User Interface
XML	Extensible Markup Language

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