Working Paper – Functional Requirements Working Group – Meeting of 5 March 2015

1. Case definition

Suggestion: A case in iSupport could be defined as a case concerning the same debtor and person(s) for whom maintenance is sought **AND** involving the same two States (States in the sense of Contracting States to the Convention / other instruments or EU Member States respectively). This means that, for example, an establishment application for the person for whom maintenance is sought will be dealt with under the same iSupport case number as a later modification application of the debtor. The role of the Central Authority as "requesting CA" or "requested CA" will be determined per application.

2. Composition of the iSupport number

The iSupport number will be composed out of:

- the abbreviation of the two States concerned:
  - (1) State of the CA that sets up the case in iSupport,
  - (2) the other State involved,
- the year in which the case was set up in iSupport, and
- a 7 digit running number

3. Some thoughts and suggestions concerning the task list (workflow):

Master task list

- There will be a "**master task list**" accessible to the manager (persons with manager access rights).
- This list will show all open tasks and also on whose caseworker(s) task list(s) these tasks figure.
- The manager will be able to sort the list by any column and can so also look at certain caseworkers' task lists.

Caseworker task list

- **Each caseworker will have his / her own task list**
- This will be a filtered list and only display tasks concerning cases the caseworker is associated with.
- Should there be several caseworkers assigned to the case, the task will figure in all these caseworkers' lists. (So far the WG decided that up to three caseworkers could be associated with a case, the addition of further caseworkers could be discussed.)
- Ideally, there should be a way to show that one of these caseworkers has taken on the task, so that the other caseworkers see that this task is taken care of. One option might be to allow the caseworker to identify himself on his / her task list as the one working on the case. Ideally, this information should automatically be copied into the other caseworkers' task lists.
- The iSupport team discussed the possibility whether the task being worked on by one caseworker should vanish from the list of the other two caseworkers, but opted, for the time being, against this option in order to avoid that the other caseworkers think the task is already fulfilled. (This also facilitates the other caseworkers stepping in for the relevant caseworker having taking over the task in the case of sick leave.)

Per case all open and completed tasks are listed

- All case linked tasks will be displayed "in" each case. A list of open and completed tasks could be available, for example, in the case management section (see iSupport structure discussion of

23 February). The list of open tasks would contain a column noting the individual caseworker who has identified himself/herself as the one working on this task. The list of completed tasks could show beside the name of the person who worked on the task the date when the task has been fulfilled.

When a task is completed

- When the task is completed it has to be ticked off. Ideally, this should be done in the case itself (on the management section). Certain predefined tasks such as sending the acknowledgement of receipt should be ticked off automatically by the system upon sending of the form through the system. (Details still to be discussed.)
- Should a caseworker have ticked off a task by accident, their list of completed tasks can be consulted and the task can be reactivated (Should for record keeping reasons, the ticked off task have to stay in the list and a copy of this task be created or will the timestamp record be sufficient?)

Prioritising tasks

- The caseworker should be able to prioritise tasks in his / her caseworker task list
- Option 1: The setting of a caseworker deadline, will allow a certain level of prioritisation. AND
- Option 2: Ideally, caseworkers should be given an additional tool for a more refined prioritisation. For example, there could be a field in which the caseworker could choose a priority 1, 2 or 3 for each task. Another possibility would be the flagging of certain tasks (tbd)

Composition of the task list display

- We suggest that the task list should contain the following columns:
    - case number,
    - abbreviation for relevant application (tbd),
    - columns for our three types of deadlines:
        - Convention/Regulation deadline (maybe only listed in the case display),
        - target date,
        - caseworker deadline,
    - a brief description of the task,
    - the name of the caseworker who has identified him/herself as the one working in the task (or who has been identified as the one working on the task),
    - a priority field (tbd).
- Each column in the task list should be sortable. And maybe the order of the columns could be customisable of considered helpful by the caseworker (tbd).

Connected issues

- We need to predefine tasks for which the manager can set a target date (drop down menu)
- We need to figure out who will be notified of actions for new cases where no caseworker is yet assigned.

Functionality of the task list

- New tasks will figure on the task list of all caseworkers associated with the relevant case
- A certain number of tasks that can only be taken on by persons with particular access rights could be directed to only those among caseworkers that have these particular access rights (example: a task relating to the transfer of money could by default be sent only to caseworkers with accountant rights)

Some task list items (this is not an example of a task list but a mere collection of a number of task list items)

	Regulation / Convention deadline triggered	Possible Target date	Caseworker deadline	Using forms?	Figures in whose task list?
Incoming application received *through iSupport* from requesting CA	Regulation: 30 days Convention: 6 weeks Triggered automatically by system	Regulation: </= 30 days Convention: </= 6 weeks	any	Regulation: Annex VI, VII; Convention: transmittal form Annex 1 & recommended application forms	
Outgoing application – individual/public body etc. request CA *through iSupport* to send application	/	any (speedy processing)	any	Regulation: Part B of Annex VI /VII (depends on country when Part B is filled in)	
Incoming application received by mail from requesting CA	Regulation: 30 days Convention 6 weeks Triggered (once case is set up) by the entry of the date of receipt of the application	Regulation: </= 30 days Convention: </= 6 weeks	any	Regulation: Annex VI, VII; Convention: transmittal form Annex 1 & recommended application forms	
Outgoing application - individual/public body etc. request CA by mail/other means to send application	/	any (speedy processing)	any	Regulation: Part B of Annex VI /VII (depends on country when Part B is filled in)	
Incoming request for specific measures received *through iSupport*	/	any (speedy processing)	any	Regulation: Annex V (Convention: adapted Annex V)	
Outgoing request for specific measures - individual/public body etc. request CA *through iSupport* to send request	/	any (speedy processing)	any	/	
Incoming request for specific measures received by mail from requesting CA	/	any (speedy processing)	any	Regulation: Annex V (Convention: adapted Annex V)	
Outgoing request for specific measures - individual/public body etc. request CA by mail / other means to send request	/	any (speedy processing)	any	/	
Due date for acknowledgement of receipt of incoming application	30 days (Regulation) or 6 weeks (Convention) upon receipt of application	Regulation: </= 30 days Convention: </= 6 weeks	any	Regulation: Annex VIII Convention: Annex 2	Caseworker(s) associated with the relevant case
Due date to provide the requesting CA with name and contact details of person responsible for the case in the requested State	30 days (Regulation) or 6 weeks (Convention) upon receipt of application	Regulation: </= 30 days Convention: </= 6 weeks	any	?	Caseworker(s) associated with the relevant case
Due date status report	60 days (Regulation) or 3 months (Convention) upon the sending of the acknowledgement of receipt	Regulation: </= 60 days Convention: </= 3 months	any	(Regulation: adapted Convention status report forms) Convention: status report forms	Caseworker(s) associated with the relevant case
Due date to submit requested additional documents or information	Regulation: 90 days Convention: 3 months Or a longer period specified in request Triggered upon receipt of request	Regulation: </= 90 days Convention: </= 3 months	any	/	Caseworker(s) associated with the relevant case

Receipt of acknowledgement of receipt from requested CA (outgoing application) *through iSupport* or by other means	/		any	Regulation: Annex VIII Convention: Annex 2	Caseworker(s) associated with the relevant case
Receipt of name and contact details of person responsible for the case in the requested State *through iSupport* or by other means	/		any	(question in what form will this happen?)	Caseworker(s) associated with the relevant case
Receipt of status report *through iSupport* or by other means	/		any	(Regulation: adapted Convention status report forms) Convention: status report forms Or informally	Caseworker(s) associated with the relevant case
External case related message received *through iSupport*	/		any		Caseworker(s) associated with the relevant case
Internal case related message received *through iSupport*	/		any		Caseworker(s) associated with the relevant case
External case related message received by other means including any case related mail	/		any		Caseworker(s) associated with the relevant case
Due date for notification of data subject Art. 63 of the Regulation	/	Regulation: In accordance with national law, but **no longer than 90 days**	any	/	Caseworker(s) associated with the relevant case
Due date for taking steps to **locate the debtor** or confirm the debtors address	/	any (speedy processing)	any	/	Caseworker(s) associated with the relevant case
Due date for taking steps to **obtain the declaration of enforceability** (registration)	/	any (speedy processing)	any		Caseworker(s) associated with the relevant case
Reminder to check whether **declaration of enforceability** (registration) happened	/	Regulation – Section 2: slightly >30 days (see Art. 30 providing day delay Art. 30 to issue the declaration) Convention Art. 23 procedure: could mirror Regulation timeline (Art. 23(3) only states issuing "without delay")- for Art. 24 procedure longer time lines	any		Caseworker(s) associated with the relevant case
Receipt of declaration of enforceability	/		any		Caseworker(s) associated with the relevant case
Receipt of refusal of declaration of enforceability	/		any		Caseworker(s) associated with the relevant case
Reminder **to notify applicant** of the decision on the application for the declaration of enforceability	Regulation – Section2: notify forthwith (Art. 31(1)) Convention: promptly notify (Art. 23(5)		any		Caseworker(s) associated with the relevant case

unless done by the competent authority					
Reminder to **serve the declaration of enforceability** on the party against whom enforcement is sought unless done by the competent authority (Regulation) or to notify this party (Convention Art. 23 Procedure)	Regulation – Section2: Art. 31(1) Convention: promptly notify (Art. 23(5)		any		Caseworker(s) associated with the relevant case
In case of the **refusal of declaration of enforceability (registration) reminder to check appeal option for applicant**	/	Regulation – Section2: appeal of applicant deadline depends on national law; Convention: appeal is to be lodged within 30 days upon notification (for non-resident party 60 days)	any		Caseworker(s) associated with the relevant case
Reminder to **check whether an appeal against the declaration of enforceability (registration) was lodged**	/	Regulation – Section2: appeal is to be lodged within 30 days upon notification (for non-resident party 45 days); Convention: appeal is to be lodged within 30 days upon notification (for non-resident party 60 days)	any		Caseworker(s) associated with the relevant case
In case appeal is lodged **check for outcome**	/	Regulation – Section2: decision within 90 days subject to Art. 32(4) and except where the circumstances make this impossible (see Art. 34(2)) Convention: no deadline	any		Caseworker(s) associated with the relevant case
Receipt of appeal decision	/	any	any		Caseworker(s) associated with the relevant case
Notify applicant and respondent of appeal decision unless done by the competent authority	Regulation – Section2: not mentioned? Convention Art. 23 procedure: promptly notify	any (speedy processing)	any		Caseworker(s) associated with the relevant case
Reminder(s) to commence steps for the enforcement of the decision	/	any	any		Caseworker(s) associated with the relevant case
Reminder to encourage voluntary payment	/	any	any		Caseworker(s) associated with the relevant case
Reminder to consider the obtaining of provisional / protective measures	/	any	any		Caseworker(s) associated with the relevant case
Reminder to **forward application and all necessary to the**	/	any	any		Caseworker(s) associated with the relevant case

authority competent for the enforcement					
Reminder to follow up status of enforcement	/	any	any		Caseworker(s) associated with the relevant case
Reminder to **send application for establishment / modification and all necessary documents to the competent authority**	/	any	any		Caseworker(s) associated with the relevant case
Reminder to follow up status of establishment / modification	/	any	any		Caseworker(s) associated with the relevant case
Any event defined in a caseworker deadline	/	any	any		Caseworker(s) associated with the relevant case
Payment received	/	any	any		Caseworker(s) associated with the relevant case
Translations to be done	/	any	any		Caseworker(s) associated with the relevant case
…					