iSupport

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

Deliverables

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1 This document

1.1 Context

This document is part of the iSupport project plan S:_A CONVENTIONS\A38-39 Child Support\iSupport\Project documentation\Project plan\HCCH iSupport Project Initiation Document.docx

See document ..\Official Grant Summary Description of iSupport\General Description of the iSupport Project-EN.pdf for more information concerning the iSupport project in general.

1.2 This document

This document contains the deliverables (requirements) of the iSupport system. The document will be in constant development over the lifetime of the project. It will become a very detailed document.

1.2.1 Deliverables, product backlog, product

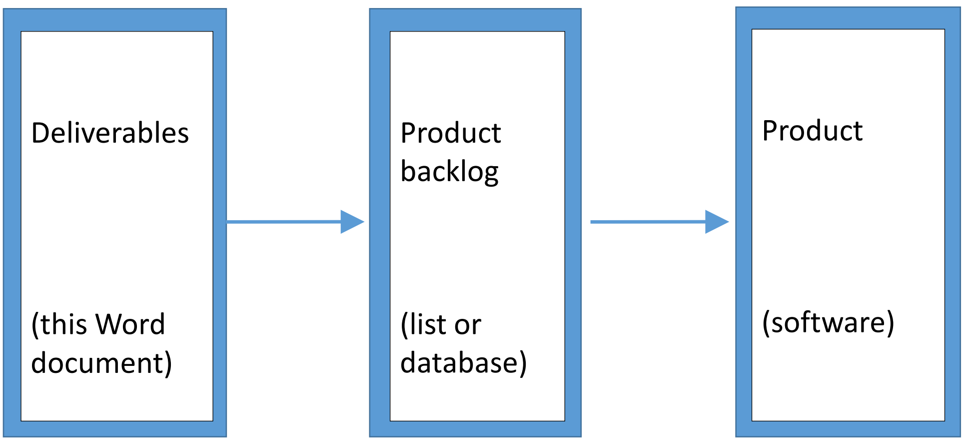


Figure 1 Lifecycle from deliverable to software

A deliverable is a functional or technical item. All together, the deliverables form the system.

The deliverables will be stored in an online list or database called Product backlog.

The development stages of the project will take place in time-boxes. At the start of each time-box, members of the project-team meet as a group during what is called the Sprint planning meeting. During that meeting, deliverables will be prioritised. The team-members decide during that meeting which deliverables will be part of the time-box which is the subject of the current work. The deliverables are discussed in more detail. Which functionality and technical item is included in this project, will be decided in this development phase, based on the expected time to develop/test/implement the system. Functionalities which are described in official documents will have the highest priority.
All decided and developed deliverables are added to this document.

During the time-boxes, the project team meeting (Scrum meeting) will take place 3 times a week. During that meeting, decisions will be made about the details of the time-boxes including outstanding questions raised by members of the team.

2 Definitions

CA	Central Authority. The term Central Authority refers to those authorities officially designated as “Central Authority” under the 2009 Maintenance Regulation and the 2007 Hague Convention. There can be more than one CA per State. Furthermore, in some States certain Central Authority tasks are officially assigned to bodies other than the Central Authority.
Case	“Case” means an instance between a specific creditor and a specific debtor for the international recovery of a maintenance obligation.
Caseworker	The caseworker refers to the members of designated State bodies dealing with international maintenance cases. Caseworkers will be the main users of the iSupport system.
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.
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.
Interface	An interface is a ‘bridge’ between two systems of two collections of data.
iSupport	See ‘System’.
Message	A message from or to a case worker. A message is attached to a case. Messages can be send internally and externally to other CAs. A message is shown in the workflow list.
Note	An internal short letter. A note is attached to a case. Notes are not exchanged. Notes are shown in a case, not in the workflow list.
Regulation	2009 EU Regulation on Maintenance Obligations
Scheduler	A technical environment to start and stop interfaces and show the log report of an interface.
System	The term system refers to the iSupport system as a whole including the database, user interface (*i.e.*, case management system), and secured communication.
User	A user is the user of the iSupport system. The user may be acting in any role, such as caseworker, administrator or manager.

Workflow	A workflow can be described as a "to do" list for the caseworker. It consists of an orchestrated and repeatable pattern of business activity. A workflow item might be a task, a reminder or an alert but can also be an incoming message or application to be dealt with. iSupport provides the workflow list as a 'basket of workflow items'.

…

3 Abbreviations

CA	Central Authority
UI	User Interface

…

4 Components (general)

The objective of the two year iSupport project is to develop, pilot and deploy an Electronic Case Management, Communication and Transfer of Funds System for the international recovery of maintenance obligations under the 2009 EU Regulation on Maintenance Obligations and the 2007 Hague Child Support Convention.

The iSupport system will be a secure stand-alone application running on locally hosted servers.

The iSupport system will provide the following functionalities:

4.1 Secure decentralised databases

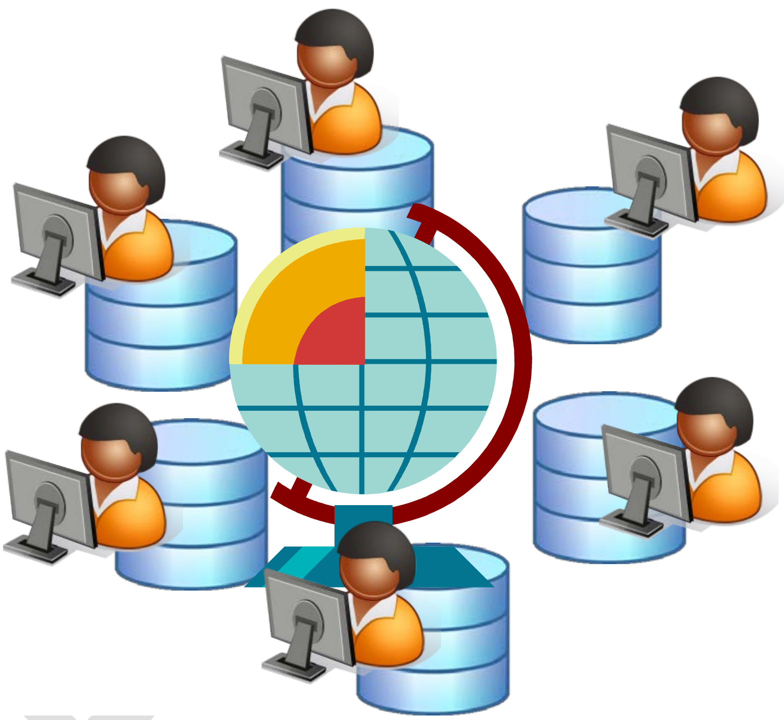


Figure 2 Decentralised databases

1. The iSupport system will securely store and track all the data necessary to complete and process all the forms provided for under the 2009 EU Regulation and the 2007 Hague Convention.
2. The integrity of the database will be ensured by the implementation of controls to avoid the accidental deletion of data and to track the modification of data by producing a "user and time stamp".
3. The iSupport database will be decentralised in order to ensure appropriate protection of personal data and confidential information in accordance with relevant national requirements. Each State will have its own database hosted locally in which

will be stored the data relevant to the applications received and transmitted by that State.

4. The iSupport system will allow the migration of data through an XML interface between locally implemented databases and iSupport in order to avoid work duplication.
5. The iSupport database will be secured by the use of highly-developed international standards.
6. The iSupport database will offer a record keeping system that supports the filing and archiving requirements of participating States.

4.2 Case management including workflow

1. The iSupport system will provide a case management system to initiate, process, follow-up and provide status reports on outgoing and incoming applications and requests under the 2009 EU Regulation and the 2007 Hague Convention assisted by task management, workflow and alert systems in line with the Regulation and Convention requirements. Insofar as possible, the case management system component of iSupport will also be usable by States to manage other international maintenance cases, which do not yet fall within the scope of the 2007 Convention or 2009 Regulation.
2. The iSupport system will guide the caseworker at each step of the process.
3. The iSupport system will include control mechanisms such as the validation of required data, reminders (bring forward) and alerts when certain actions are required.
4. Cases, either active or closed, will be easily accessible and located using a search function.
5. A dashboard will provide the caseworker and the manager with an overview of the work to be done.
6. A workflow list will show reminders and alerts for scheduled activities and messages.
7. Automatic alerts will be created for predefined situations (e.g., status report deadline or default payments). Additionally, alerts can be created manually by the caseworker.
8. Internal and external messages as well as received applications will show in the workflow list – Clicking on an item in the workflow list will take the caseworker to the relevant screen.
9. The iSupport system will allow the Central Authority to track payments received and payments due.
10. The iSupport system will allow the implementation of different access rights to different functions of the iSupport system for Central Authority caseworkers and managers. Access rights could also be granted to external government bodies enforcement officers, public bodies, judges and other persons charged under domestic law with tasks in the context of the operation of the 2009 EU Regulation / 2007 Hague Convention.

4.3 Secure communications

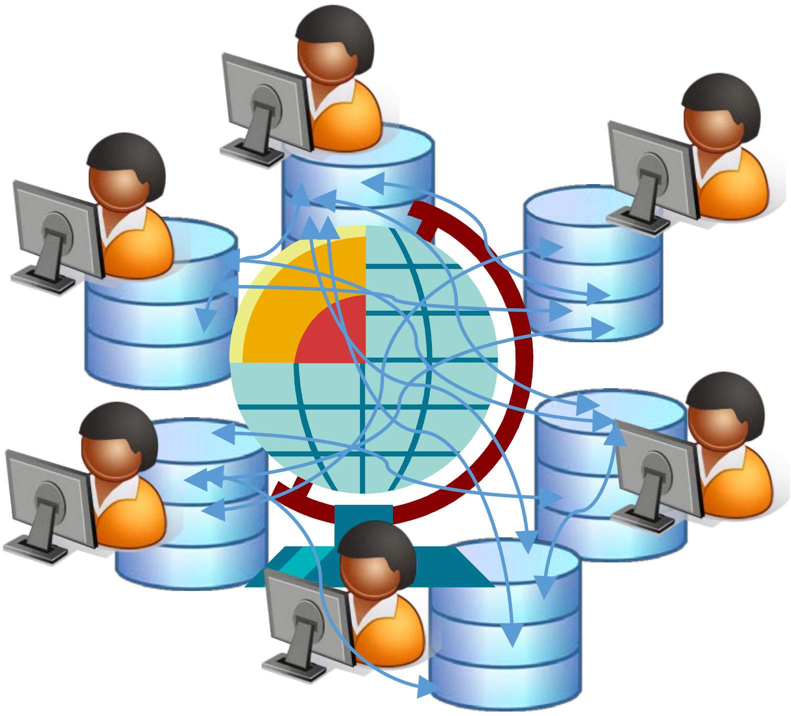


Figure 3 Communications between iSupport users and databases

1. The iSupport system will provide a stand-alone server-to-server secure Internet-based communication system for transmission between participating States and, where applicable, territorial units, of electronic messages, notes to file and multilingual requests and applications, including attachments, under the 2009 EU Regulation and the 2007 Hague Convention.
2. Caseworkers and managers within the same organisation will be able to communicate through iSupport with each other concerning the cases.
3. All communications under iSupport will make reference to a unique iSupport case number for automatic record keeping purposes.

4.4 Monitoring of payments - Transfer of funds

- The iSupport system will provide a tool for monitoring payments. iSupport could also support the cross-border electronic transfer of funds system if there is a clear demand for such system.

4.5 Statistics

- The iSupport system will include statistical and performance measurement reporting capability to allow iSupport and caseload evaluation and usage monitoring, and to assist in operational and strategic planning at both domestic and international levels.

4.6 Multilingual

1. The iSupport system will be available in English and French.[1]
2. The iSupport system could be available in any other language participating States are willing to finance.
3. All 2009 EU Regulation forms will be available in all European languages.
   The iSupport system will support the generation of documents in a language other than the language (based on the available EU forms) used by the caseworker responsible for the input of data.

4.7 Look & Feel

1. The iSupport system will have its own specific "look & feel" together with a well-designed menu to provide the caseworker easy access to the functions.
2. The case-procedure will be supported by tick-box guidance where appropriate.
3. The dashboard functionality will help caseworkers and managers to have an overview of the amount of cases, number of workflow items, outstanding payments and activities.
4. The iSupport system will include help-screens to support caseworkers.

[1] If there is enough funding, Spanish will be provided

5 Component (details)

The components are described in general in chapter 4 Components (general) above. Starting from Chapter 5 Component (details), the components are described in detail.

6 Secured decentralised databases

6.1 User- and timestamp

Each modified object is recorded with a user- and timestamp.
The user- and timestamp contains:

Object	CA	User name	Date	Time	Modified

Table 1 User- and timestamp

This is shown in the screen History.

See chapter 14.1 Objects for the list of objects.

6.2 Authorisation

It is not possible to delete users because it would affect the history associated to this user. E.g. if users are deleted, cases would not show the proper caseworker name and statistics will be affected. However the CA can disable access by a user.

If a caseworker no longer needs access to iSupport, all cases associated to this caseworker can be reallocated to another caseworker. With a proper assignment of function and access rights, the CA can ensure that only the manager can reallocate the given cases. iSupport provides a function for a quick and easy reallocation of all pending cases to another caseworker.

6.2.1 Access and function rights and roles

The access and function rights are set in the iSupport system. The rights are listed with objects and accessibility.

Access and function rights
Create a case
Archive a case
Allocation of cases to case workers; definition of default user who receives new cases
Configuration of automatic workflow items
Payments
Management dashboard
Management reports & statistics
Authorisation
Interfaces and scheduler

Table 2 Access and function rights

Access and function rights which are not listed on this table, are applicable to all users.

States are able to define the roles as much as they want, by assigning the rights mentioned above.

<u>Example:</u>

- Administrator, who could:
  - Maintain login names and passwords. iSupport provides an administrator screen where an authorized person can add and delete users.
  - Maintain the scheduler of the interface.
  - Configure (like the Art 12 Convention “reports”) reminders.

- Manager, who may be:
  - Be the default user who receives new cases and will allocate these new cases to the caseworker.
  - Have an extra dashboard with overview of all cases.

- Caseworker, who could:
  - Open a new case

- Change a case
- Archive a case

	Roles		
Access and function rights	**Admin**	**Manager**	**Caseworker**
Create a case	X	X	X
Archive a case	X	X	X
Default user who receives new cases		X	
Configuration of automatic workflow items	X		
Payments	X	X	X
Management dashboard	X	X	
Management reports & statistics	X	X	
Authorisation	X		
Interfaces and Scheduler	X		

Table 3 Example of access and function rights connected to roles

<u>Another example:</u>
Assistant caseworkers: A State could configure the authorisation for caseworkers with 2 different roles: 1 role for the caseworkers and 1 role for the assistant caseworkers.
For example, when the assistant caseworker is not allowed to change a case, read only:

	Roles	
Access and function rights	**Caseworker**	**Assistant caseworker**
Create a case	X	
Archive a case	X	
Default user who receives new cases		
Configuration of automatic workflow items		
Payments	X	
Management dashboard		
Management reports & statistics		
Authorisation		
Interfaces and Scheduler		

Table 4 Example of access and function rights for an assistant caseworker

6.2.2 Four eyes principle

The four eyes principle is in place at some CAs to approve payments. CAs are also able to use this principle in other procedures.

With regard to the approval of payments, the procedure is as follows:
The first user views and saves (in this case) the payment. In the history of the case, the system shows that this person (CA and login name) has saved the payment. Even if there were no changes, the user saves the payment as evidence that he deliberately approved the transaction.
The first user then sets up a workflow item for the second user, such as ‘please approve’. In doing so, the first intervener also changes the assignment of the case to the second user as caseworker for the case. The workflow item will appear in the workflow list of the second user. After viewing and saving the case, the “approval” of the second user is stored in the system as well.

If necessary, the case can be manually re-assigned back to the first caseworker (user) by the second caseworker (user).

7 Case management including workflow

7.1 Procedure

The object of this chapter is to describe the life cycle of a case.

7.1.1 Convention

	A. Outgoing applications and requests for specific measures	Recognition and enforcement	Enforcement	Establishment	Modification	Specific measures
1	Gather and check the necessary documents to proceed (*e.g.*, maintenance decision, application form, country profile, handbook for caseworkers)	X	X	X	X	X
2	Check the information from the applicant for completeness	X	X	X	X	X
3	Check for reasons for non-disclosure of information in accordance with Art. 40 and take appropriate measures	X	X	X	X	X
4	Does the Convention apply & can the application/request through the Central Authorities be made under the Convention? (In case of a specific measure: either a) one of the listed measures concerning a possible Convention application or b) relating to a domestic maintenance proceeding with an international element)	X	X	X	X	X
5	Seek confirmation of or search for respondent's location if necessary (Use specific request option where appropriate)	X	X	X	X	X
6	Determine which documents need to accompany the application (Art. 11, Art. 25, Country Profile)	X	X	X	X	
7(1)	**There is an existing maintenance decision and recognition / enforcement is sought**	X	X			
a	Determine in which State the decision was made (requested State, requesting State or third State)	X	X			
b	In case the decision was rendered by an "administrative authority" check whether a document stating the requirements of Art. 19(3) are met is required	X				
c	Is the decision enforceable in the State of origin? Obtain statement of enforceability from competent authority (recommended form, Art. 25(1)b))	X	X			
d	If the respondent did not appear and was not represented in the	X	X			

	proceedings of the State of origin, obtain statement of proper notice (recommended form, Art. 25(1)c))					
e	Does the decision provide for automatic adjustment indexation? Where necessary provide information necessary to make appropriate calculations	X	X			
7(2)	**There is no existing maintenance decision (or one which is not recognisable in the requested State) and establishment is sought, OR There is an existing maintenance decision and modification is requested**			X	X	
a	In case of a modification application, determine in which State the original decision was made (requested State, requesting State or third State) and whether the creditor still resides in the State of origin of the decision				X	
b	Check insofar as feasible whether international jurisdiction of the judicial or administrative authorities of the requested State can be established; check in particular the limits of jurisdiction Article 18 for decisions modifying or replacing an existing maintenance decision			X	X	
c	Consider whether the resulting modified decision will have to be recognized or enforced in another Contracting State; if yes ensure that the applicant is aware of the need for that step, and that the materials being provided to the requested State also reflect that request				X	
8	Do materials need to be translated? (Art. 44, 45; Check Country Profile) (Art. 44: any application and related documents in the original language, and accompanied by a translation into an official language of the requested State or another language which the requested State has indicated; unless otherwise agreed by the Central Authorities, any other communications shall be in an official language of the requested State or in either English or French.)	X	X	X	X	
9	Determine whether any certified copies of documents are required (Art. 16(3), 25(1)a),b),d),(3), 30(3) - Check Country Profile)	X	X	X	X	
10	Complete specific application form (see recommended forms) or respectively prepare specific request supported by reasons	X	X	X	X	X
11	Attach all relevant document (required **/**additional document) including <u>where appropriate</u>: - for creditor applications the financial circumstances form (recommended form); - document calculating arrears - documentation concerning entitlement of the applicant for free legal aid	X	X	X	X	X
12	Complete transmittal form (mandatory form Annex 1)	X	X	X	X	
13	Send to the CA of the requested State	X	X	X	X	X
14	Await confirmation of receipt (mandatory form for all applications Annex 2 – informal confirmation for specific measures request)	X	X	X	X	X
15	Provide follow-up document as required (within three months of request or within individually specified period)	X	X	X	X	
16	Inform applicant of progress	X	X	X	X	X

	B. Incoming applications and requests for specific measures	Recognition and enforcement	Enforcement	Establishment	Modification	Specific measures
1	Initial review of the documents received from other CA	X	X	X	X	
2	Is it “manifest” that the convention requirements are not met? (*e.g.*, not a maintenance decision): if yes reject application and promptly inform the requesting CA (Art. 12)	X	X	X	X	
3	Is the application used the appropriate application?	X	X	X	X	
4	As concerns requests for specific measures, check whether the requested measure is one of the listed measures and whether it is necessary?					X
5	Check the documents for completeness if not, promptly request the necessary documents from the requesting CA	X	X	X	X	X
6	Check whether the requesting CA determined that a non-disclosure of information in accordance with Art. 40 is necessary and take appropriate measures	X	X	X	X	X
7	Consider whether the respondent’s address needs to be confirmed, or, if a search of the respondent’s location is necessary	X	X	X	X	X
8	Within six weeks, send acknowledgment of receipt to the requesting CA (mandatory form for all applications – Annex 2, informal for specific measures request)	X	X	X	X	X
9	Within the same six weeks, provide the requesting CA with the name and contact details of the person or unit responsible for responding to inquiries concerning the progress of the application.	X	X	X	X	
10	Take appropriate steps to process the application; where the CA is not the competent authority for the recognition & enforcement, establishment or modification of a decision refer to the competent authority and follow up	X	X	X	X	
11(1)	**For recognition /enforcement applications**	X	X			
a	Check whether the standard procedure: Art. 23 or the alternative procedure: Art. 24 applies	X	X			
b	Take steps to obtain declaration of enforceability (if not already obtained). If your Central Authority is not the competent authority for the declaration of enforceability send the application to the competent authority with all necessary documents (Art. 23/Art. 24 – different order of steps). Assist, where necessary, with bringing the decision of the competent authority to the notice of the applicant. (Where the declaration of enforceability is not given, see appeal option under Art. 23 (5) et seq. /Art.24 (6))	X	X			
c	Once the declaration is obtained take steps for the enforcement of the	X	X			

	decision; if your Central Authority is not the competent authority for the enforcement send the application and accompanying documents to the competent authority					
d	Where relevant, take steps to allow for legal aid coverage for cost of the relevant parts of the procedure	X	X			
e	Assist with the transfer of funds where this falls within the tasks of your CA	X	X			
11(2)	**For establishment / modification applications**			X	X	
a	Take steps for the establishment / modification of the decision; if your CA is not the competent authority transmit the application and all necessary documents to the competent authority			X	X	
b	Where relevant, take steps to allow legal aid coverage for legal representation and other costs if the applicant is eligible for legal aid; should legal representation be necessary and should the CA members not themselves represent the applicant, assist applicant with finding a lawyer			X	X	
c	Where requested by the applicant proceed to the enforcement of the decision (see steps above) (recommended form establishment, tick box 9; recommended form modification, tick box 10)					
12	Take appropriate request for specific measures; in case exceptional costs will arise that the applicant will be asked to pay, get applicants prior consent					X
13	Notify the requesting CA of the progress / outcome; send status report within three months after the acknowledgement (recommended forms)	X	X	X	X	
14	Inform the requesting CA of outcome of the request for specific measures					X

7.1.2 Regulation

	A. Outgoing applications and requests for specific measures	Recognition and enforcement	Enforcement	Establishment	Modification	Specific measures
1	Gather and check the necessary documents to proceed (*e.g.*, maintenance decision, application form, country profile)	X	X	X	X	X
2	Check the information from the applicant for completeness	X	X	X	X	X
3	Check for indications for non-disclosure of the applicant's personal address in accordance with Art. 57(3) and take appropriate measures	X	X	X	X	X
4	Does the Regulation apply & can the application/request through the Central Authorities be made under the Regulation? (In case of a specific measure check conditions under Art. 51)	X	X	X	X	X
5	Seek confirmation of or search for respondent's location if necessary (Use specific request option where appropriate)	X	X	X	X	X
6	Determine which documents need to accompany the application (Art. 57, Art. 20, Art. 28, Art. 48 of the Regulation and Art. 25 of the 2007 Hague Convention & Country Profile[2])	X	X	X	X	
7(1)	**There is an existing maintenance decision and recognition / enforcement is sought**	X	X			
a	Determine in which State the decision was made (requested State, requesting State or third State)	X	X			
b	Determine whether the decision has been made in a EU Member State bound by the 2007 Hague Protocol to see whether Section 1 or 2 of Chapter IV apply? Double check the transitional provisions Art. 75 for older decisions	X	X			
c	In case the decision was rendered by an "administrative authority" check that this is an authority in the sense of Art. 2(2) (administrative authorities shall be listed in an Annex X, see Art. 2(2))	X				
d	Is the decision enforceable in the State of origin? If decision was rendered in a third State obtain document stating the decision is enforceable (and where necessary document stating the requirements of Art. 19(3) of the 2007 Hague Convention are met) (see Annex VI point 5).					
e	Obtain the decision extract from the court of origin of the decision - using form Annex I for decisions falling under Chapter IV, Section 1;	X	X			

[2] See Art. 57 (5); the provisions of the 2007 Hague Convention are relevant where the basis for the recognition of a decision is the 2007 Hague Convention.

	- using form Annex II for decisions falling under Chapter IV, Section 2 (for authentic instruments obtain respectively Annex III or IV)					
f	If the decision was rendered in a third State and the respondent did not appear and was not represented in the proceedings of the State of origin, obtain document(s) attesting, as appropriate, either that the defendant had proper notice of the proceedings and an opportunity to be heard, or that the defendant had proper notice of the decision and the opportunity to challenge it or appeal it on fact and law (no form under Regulation)	X	X			
g	Does the decision provide for automatic adjustment indexation? Where necessary provide information necessary to make appropriate calculations	X	X			
7(2)	**There is no existing maintenance decision (or one which is not recognisable in the requested State) and establishment is sought, OR There is an existing maintenance decision and modification is requested**			X	X	
a	In case of a modification application determine in which State the original decision was made (requested State, requesting State or third State) and whether the creditor still resides in the State of origin of the decision				X	
b	Check whether the authorities of the requested State have jurisdiction in accordance with the Regulation concerning the establishment or modification of a decision; check in particular the negative rule of jurisdiction under Article 8 for decisions modifying or replacing an existing maintenance decision			X	X	
c	Consider whether the resulting modified decision will have to be recognized or enforced in another Contracting State; if yes, ensure that the applicant is aware of the need for that step, and that the materials being provided to the requested State also reflect that request				X	
8	Do materials need to be translated? (Art. 20,28, 40, 66, 59) (Art. 59: The request or application form shall be completed in the official language of the requested Member State …, or in any other official language of the institutions of the European Union which that Member State has indicated it can accept, unless the Central Authority of that Member State dispenses with translation. Any other communication between Central Authorities shall be in that same language unless the Central Authorities agree otherwise. Documents accompanying the request or application form shall not be translated unless a translation is necessary in order to provide the assistance requested, without prejudice to Articles 20, 28, 40 and 66.	X	X	X	X	X
9	Complete specific application form (mandatory forms: Annex VI for recognition and enforcement / enforcement applications; Annex VII for establishment and modification application) Attention: Annex VI & VII each have a Part A to be filled in by the CA and Part B to be filled in by the applicant – both part need a signature	X	X	X	X	
10	Complete specific request form (mandatory form: Annex V)					X
11	Attach all relevant document (required **/**additional document) including <u>where appropriate</u>: - information the financial circumstances of creditor / debtor (no form under the Regulation; but relevant fields included in Annex VII form); - document showing the amount of arrears (see recommended form adopted by the EJN in 2014)	X	X	X	X	X

	- documents indicating the entitlement of the applicant for free legal aid					
12	Send to the CA of the requested State	X	X	X	X	X
13	Await confirmation of receipt (mandatory form for all applications Annex VIII)	X	X	X	X	
14	For specific measures request await response Part B of Annex V					X
15	Provide follow-up document as required (within three months of request or within individually specified period)	X	X	X	X	
16	Inform applicant of progress	X	X	X	X	X
	B. Incoming applications and requests for specific measures	Recognition and enforcement	Enforcement	Establishment	Modification	Specific measures
1	Initial review of the documents received from other CA	X	X	X	X	
2	Is it “manifest” that the Regulation requirements are not met? (*e.g.*, not a maintenance decision): if yes, reject application and promptly inform the requesting CA using Annex IX (Art. 58(8))	X	X	X	X	
3	Is the application used the appropriate application?	X	X	X	X	
4	As concerns requests for specific measures, check whether the requested measure is one of the listed measures and whether it is necessary?					X
5	Check the documents for completeness if not promptly request the necessary documents from the requesting CA	X	X	X	X	X
6	Check whether the requesting CA determined that a non-disclosure of information in accordance with Art. 57(3) is necessary and take appropriate measures	X	X	X	X	X
7	Consider whether the respondent’s address needs to be confirmed, or, if a search of the respondent’s location is necessary?	X	X	X	X	X
8	Within 30 days, send acknowledgment of receipt to the requesting CA (mandatory form for all applications – Annex VIII)	X	X	X	X	
9	Within the same 30 days, provide requesting CA with the name and contact details of the person or unit responsible for responding to inquiries concerning the progress of the application.	X	X	X	X	
10	Take appropriate specific measure; in case exceptional costs will arise that the applicant will be asked to pay, get applicants prior consent (costs regarding locating the debtor are regarded as non-exceptional, see Art. 54)					X
11	Take appropriate steps to process the application; where the CA is not the competent authority for the recognition & enforcement, establishment or modification of a decision refer to the competent authority and follow up	X	X	X	X	
12(1)	**For recognition /enforcement applications**	X	X			
a	Check whether Chapter IV, Section 1 or Section 2 applies and whether	X	X			

	the appropriate extract form (Annex I or II or respectively Annex III or IV for authentic instruments) is attached to the application					
b	If Section 2 applies - take steps to obtain the declaration of enforceability (if not already obtained). If your Central Authority is not the competent authority for the declaration of enforceability send the application and all necessary accompanying documents to the competent authority (Art. 28). - assist, where necessary, with bringing the decision of the competent authority to the notice of the applicant. (Where the declaration of enforceability is not given see appeal options under Art. 32) - once the declaration of enforceability is obtained take steps for the enforcement of the decision; if your Central Authority is not the competent authority for the enforcement send the application and all necessary accompanying documents to the competent authority	X	X			
c	If Section 1 applies no exequatur is needed, - take steps of for the enforcement of the decision; if your Central Authority is not the competent authority for the enforcement send the application and all necessary accompanying documents (Art. 20) to the competent authority	X	X			
d	Where relevant, take steps to allow for legal aid coverage for cost of the relevant parts of the procedure	X	X			
e	Assist with the transfer of funds where this falls within the tasks of your CA	X	X			
12(2)	**For establishment / modification applications**			X	X	
a	Take steps for the establishment / modification of the decision; if your CA is not the competent authority transmit the application and all necessary accompanying documents to the competent authority			X	X	
b	Where relevant, take steps to allow legal aid coverage for legal representation and other costs if the applicant is eligible for legal aid; should legal representation be necessary and should the CA members not themselves represent the applicant, assist applicant with finding a lawyer			X	X	
13	Notify the requesting CA of the progress / outcome; send status report within 60 days after the acknowledgement (no forms under Regulation)	X	X	X	X	
14	Inform the requesting CA of outcome of the request for specific measures using Part B of mandatory form Annex V					X

7.2 Procedure for the forms

When a case is initiated in iSupport, there is always a form in place, either from the debtor, the creditor or the CA itself.

Cases are assigned to the default caseworker, which the CA can define in the system management functionality. The default caseworker may be the manager of the team. The default caseworker (in this example the manager) receives a message in the workflow list that a new case has been added in iSupport and the default caseworker can assign a different caseworker to this new case.

7.2.1 PDF

Before a PDF of a form can be completed:

1. Validation of all mandatory fields is required.
2. The caseworker must check the application on screen before it is saved. iSupport will show any errors. Incomplete forms can be saved as drafts.

All application forms can be printed in pdf or other formats for filing / archiving purposes if electronic files have no legal value under the law of State of the Central Authority. Forms can also be printed for sending purposes if the other State involved has not implemented iSupport.

7.2.2 Forms manual, or electronic

Forms are filled either manually (by a caseworker, based on paper form), populated with data from the system or by using an electronic application.

Form online: A State may decide to provide an online form to applicants, not using the iSupport system. This information may flow into the State's system if required. The iSupport project provides a plugin to import this information, but the State is responsible for the export of the data to iSupport.

7.2.3 Application on-line

In a subsequent release, it may be possible for applicants to fill an online application

7.3 Creating a case

If the application form is imported (forms online), the case is created automatically. A case can also be created manually. A case can be saved as soon as all mandatory fields are completed.

7.4 Assign new cases to a caseworker

New cases which are imported automatically, or created by the interface with a request form, are assigned to a default user. Every State can decide which user will receive the new case (*e.g.*, the manager of the International department). This default user receives a workflow item in the workflow-list which shows 'to assign' and the case number of the new case. By clicking on the workflow item, the default user enters the case on the caseworker object and is able to change the name of the caseworker directly without the need to open the case manually.

7.5 Default values

Per CA (database) a default address of the CA is required. This is used to fill forms.

Per CA (database) a default code is required. This is used in case overviews and in the list of history of the notes.

7.6 Case numbers

7.6.1 Format of the unique case number

Requesting State Capitals 2 characters Alphanumeric	Year the case was opened 4 characters Numeric	Sequence number in the database of the requesting State in this year 7 characters Numeric

Table 5 Format of case number

Example:

FR	2014	0000001

Table 6 Example of case number

If the applicant moves to another State and requests maintenance payment now in the new State), then the requesting State changes, and a new case is opened.
If the defendant moves to another State, then the requested State changes, the case number doesn't change and the case stays as it is for the moment. The only thing that changes is that the data will now be exchanged with the new requested State.

The unique case number is the case number which is internally used by the CA in the iSupport system.

Internal case number created by CA
A CA might want to add their own internal numbers in the iSupport system. iSupport provides two fields for this. Since these fields are used by the CA only, these fields will be 'stand alone', and do not have to be unique. They are used like the reference field on the forms. They can also be used as a search field.

7.6.2 Connecting iSupport cases

Two or more iSupport cases are connectable and later detachable if necessary.

iSupport provides an array of fields called connecting iSupport case. The field is clickable: click on the case number and the user jumps to the other case.

7.6.3 Different caseworkers work on one case

iSupport offers the possibility where required for different caseworkers to work on the same case but not at the same time, however which caseworkers will be able to work on the case and which caseworkers will only have viewing rights will depend on the roles and the functions that the State CA defines. Messages and workflow items concerning the case will only show up on the workflow list of the caseworker who is assigned to the case in the system; that caseworker can reassign tasks to colleague caseworkers.

If a caseworker has completed the tasks and wants to submit the case to the next caseworker, the name of that caseworker in the case will change (not of the first page) to the name of the caseworker who is the next in line. The next caseworker will receive the workflow item in his/her workflow list. The name of the caseworker is shown in the History overview because of the changes the caseworker made.

7.6.4 Copy a case

iSupport offers the following ways to copy existing case information into a new case:

Copy an iSupport case

1. Create a new case partly by copying the data about a person, such as a creditor, from another existing case by searching iSupport for their name, address and / or date of birth
2. The CA can program by themselves an interface to copy existing cases from their current system.

7.7 Search for a case

Search criteria:

- Name debtor (iSupport allows to search on the first letters of the name only)
- Name creditor (iSupport allows to search on the first letters of the name only)
- Case number
- Date of birth of persons concerned
- ID numbers or social security numbers of persons concerned
- iSupport number
- National reference number
- Search within PDF files is possible
- …

7.8 Status of a case

Every case has a status field which is shown in general screens and overview screens. The status field can have these values:

- Open
- Monitoring (inactive)
- Closed

- …

Notes:
Voluntary payments and amicable settlements can occur at any stage of the procedure. Still CAs may wish to keep the data in case a new conflict arises, and also need to monitor the case for a while (period of time depending on the CAs).
For statistical purposes, the status of the cases will be used.

Depending on the State, data has to be shredded (paper) / deleted (database) after a period of time after closing a case (*e.g.*, 5 years). That is why the 'monitoring' (inactive) status is needed to keep the case longer so no documents have to be re-collected when the case is re-opened.
Each State can determine the required timelines. iSupport will accommodate a State's need for the deletion of (certain) data after the expiration of a given archiving time. A warning *e.g.*, 30 days prior the end of that period, can be set to inform of the forthcoming data deletion.

7.9 Types of cases

1 Convention (in table, automatically determined by the iSupport system based on the requested State)

2 Regulation (in table, automatically determined by the iSupport system based on the requested State)

3 Other multilateral or bilateral instrument: use of the Convention or Regulation forms, templates and process is required however the State is not officially listed as a Convention or Regulation State. The type of the case is clearly shown on reports and screens.

7.10 Data connections

One Case can cover one or more applications.
More than one application can be pending.

One case may have more than one decision.

Old decisions are part of the new Regulation art 75.3.

A father with several children from different mothers will have several cases. He can have a case for each child or a case for each set of children (one set per mother).
A reference (clickable field) is provided to the user to open the other related case(s), see chapter 7.6.2 Connecting iSupport cases.

A competent authority or body or person might be involved in enforcing a decision or locating a debtor in the requested State. So the Competent Authority's address, contact details need to be recorded.

7.11 Case documents

7.11.1 Incoming

- Copy of the decision
- Birth certificate
- Marriage certificate and more, see Establishment Form convention; see art 25 of the Convention (Recognition & Enforcement)
- Forms
- Documents showing the amount of any arrears and the date of this calculation
- Translation of the content of the Annex I in official language
- …

7.11.2 Outgoing

Templates for outgoing documents such as Forms are provided by iSupport.

In the templates, default fields such as CA address can be used.

A document can be re-generated if a new template has subsequently been created.

If a user uses a default template (which is provided by the iSupport project), the user is able to change the text which is part of the template text.

All documents created with a template, are offered in HTML format.

7.11.2.1 List of templates and their characteristics (layout, usage)

…

7.11.3 iSupport messages and e-mails

In the iSupport system, users can use a messaging system (= the internal iSupport message system) to send messages internally and to other States. See chapter 7.16.1 Message items for more information.

In a next release it may be possible to create, send and save outgoing e-mails (*e.g.*, Outlook) from iSupport.

In the current version, it is possible to save an Outlook e-mail with all its attachments into a pdf document and attach it manually to the case in iSupport. See chapter 7.11.4 Manually attached documents.

7.11.4 Manually attached documents

Caseworkers can attach documents created outside iSupport manually to a case.

7.11.5 Document types

The documents have a document type icon like for e-mails.
Each document has a document type.
The documents are listed in the case. This list can be sorted by type.
The templates which are added by the State, will have type 'other'.
The caseworker can add all types of documents to a case.

List of document types:

Type	Contains	Remarks
E-mails	Automatic [3]and manual e-mails	Also PDF document which contains e-mails and which are stored in the case by the user manually. The user can attach the e-mail type manually to the document.
Letters - incoming	Documents	
Letters - outgoing	Template[4]	
Forms	Forms, in PDF format	
Other		Manually attached documents if the user did not choose another document type.
…		

Table 7 List of document types

7.12 Persons involved

When a caseworker opens a new case or want to search for a person, more data-fields will be available (such as address, date of birth) to make the person unique in the search results from former cases. The caseworker can choose the right person and iSupport will copy all data from this person to the new case.

Each person has a 'type'. The type identifies if the creditor is a parent, a child, or a spouse.

In iSupport a table provides these types of persons.

Type of person
Parent
Spouse
Child
Bailiff
Creditor
Other types of person, as mentioned in the Convention forms

[3] As far as part of this project
[4] A template might be blank

…

Table 8 Type of person

“Persons” are split in the data-exchange because depending on the requesting CA the creditor’s name may not be shared with the Requested State.

There are cases with more than 1 debtor and/or with more than 1 creditor.

E.g.:

Employer pays	€ 100
Himself	€ 50
Social security	€ 100
	€ 250
Mother receives	€ 150
Child 1	€ 50
Child 2	€ 50
	€ 250

Figure 4 Example of a case with more than 1 debtor and/or with more than 1 creditor

7.13 Workflow

The workflow list contains a ‘basket’ of the workflow. There are automatic as well as manual workflow items.

7.13.1 Display workflow items

Workflow items are shown within a case, and on the dashboard of the user with all workflow items for all cases. A manager dashboard shows all workflow items for all caseworkers for all cases.

Listed items

- Due date
- Date of reminder
- Type[5] (message, alert, application etc)
- Case number
- Debtor
- Creditor
- Object
- Description
- …

[5] The type gives an indication as to the priority and which user needs to take on the task.

If the user clicks on the workflow item, iSupport will display the correct case and the correct object.

The manager dashboard also shows

- Caseworker name

It is possible to sort the list on each column, ascending and descending.
There is a scroll-function where the number of workflow items exceed the list-length.
There is direct access to the applicable screen by a clicking on the workflow item.

Types of workflow items are shown with icons.

Due date: The maximum number of days is the default value. The user can change this number of days to a smaller number.

Reminder date: iSupport provides the due date but also an extra date field called Reminder date. The Due date is the official deadline; the Reminder date is a field which can be used for earlier notifications. The caseworker can manually set this date, if the States prefer.

The default Reminder date is the Due date. However the user can change the importance of the task by changing the reminder date.

A user can close a workflow item by using a tick box ✓ .

Deleted workflow items are shown to the user.

7.13.2 Automatic workflow items

Function with automatic date *e.g.*, 2 weeks after sending a reminder to pay to a debtor.

Type of workflow	**Number of days till Due date**	**Number of days till Reminder date**	**Object (group of data/ functionality)**	**Description**
Locating the debtor	**0**	**0**	Request for specific measures, R&E, Enforcement, Establishment, Modification	2009 Regulation - If no information is found by the requested CA, it should reply **immediately** and explain the grounds for this impossibility to locate the debtor
Acknowledgement of receipt	…	30 days maximum from the receipt of application	Recognition, Enforcement, Establishment, Modification	2009 Regulation - Annex VIII : what steps, request for further information, name and contact details of the CW in charge
Change of CW	…	0	Recognition, Enforcement,	2009 Regulation - If the person in charge

			Establishment, Modification	of a case is replaced, immediate information
Status Report	…	60 days from the date of acknowledgem ent	Recognition, Enforcement, Establishment, Modification	2009 Regulation -
Additional documents or information	…	90 days from the date the requested CA asks for further doc or info (or longer period specified by requested CA)	Recognition, Enforcement, Establishment, Modification	2009 Regulation -
Response to enquiry	…	TBD by States	Recognition, Enforcement, Establishment, Modification	2009 Regulation - “timely response”
Refusal to process the case	…	TBD by States	Recognition, Enforcement, Establishment, Modification	2009 Regulation - “prompt information”
Notification of the data subject of information collected on him	…	Depends on national law but not more than 90 days	Recognition, Enforcement, Establishment, Modification	2009 Regulation - Only if risk of effective recovery
			Payments	
				Convention - Art 12 (3) Acknowledgment Reminder Notify [number] days after receipt of Transmittal Form
				Convention - Art 12 (4) Status of Application Reminder Notify [number] days after receipt of Transmittal Form
				Convention - Art 12 (5) b) Progress of Case Reminder Notify [number] days after receipt of Transmittal Form

				Convention - Hearing reminder Notify [number] days before Date of Hearing
				Convention - Appeal/Enforcement Reminder Notify [number] days after Date of Decision
				Convention - Transfer of funds Notify [number] days after default payment
	0			'Show a workflow item on the workflow list in case a new Case is created' (if another State created the case)
	0			'New data is imported in this case'
	0			The status of the case is changed by another State without a change of the data.

Table 9 Automatic workflow items

7.13.3 Manual workflow items

In a subsequent release of iSupport a user will be able to create workflow items E.g.: I have to call the debtor in 10 days.
The framework for this will be part of this release. The user interface (UI) will be created later in a subsequent release." .

7.14 Dashboard

The dashboard provides an overview of the situation. The dashboard is visual, like a gauge. The dashboard shows if the situation is fine or if attention is needed.

Alternatively a traffic light  symbol could show red, orange or green.

The percent of the pending cases assigned to a caseworker, how many cases have remained longer than one month in the first status, and how many cases in iSupport are at each status.

The dashboard has a user-friendly design, self-explanatory dashboard – more visual than just text and fields – (for example through introduction of icons and symbols).

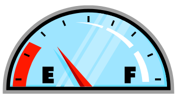
The dashboards are not configurable by the user.

7.14.1 Manager dashboard

The Manager dashboard has a monitor function and shows the amounts in total (e.g. how many cases). A State can decide to show this dashboard just to the manager-role.
By clicking on an icon or table, the user views more detailed information.

7.14.2 Caseworker dashboard

The caseworker dashboard is built with the same fields as the manager dashboard, however with totals at the user-level or at the case-level.

E.g. gauge 

for the number of cases or the work to do in a case (depending on status).

The workflow list is shown by case in a tab but also appears in the dashboard of the user showing all workflow items for all cases assigned to the user.

7.14.3 Case dashboard

The case dashboard will help the caseworker by showing which phases/steps of the case are covered. For example it may be visual with blocks, the more are filled the better. Or with tick boxes which may for example indicate the enforcement and measures applicable.

7.15 Reports and statistics

At a future date, States may decide to produce international reports (standards) with their own report generator. At the option of the State those reports could be available to the public.

iSupport will capture the required elements to make the necessary statistical reporting possible.

7.15.1 List of reports per case

- The EU has developed a statistical form for cases under the Regulation

7.15.2 List of reports in general

…

7.16 Messages and applications

Messages can be sent internally between colleagues in the same organization and also externally to another CA. However, the iSupport messaging part is not like an Outlook e-mail system. A message in iSupport is always case-related. So the caseworker is assigned to that case, receives the message. If a caseworker wants to send a message to the caseworker at the other CA, the message is attached to the case as an external message and iSupport sends the message to the other CA where it is shown in the caseworkers' workflow list. The sending caseworker doesn't need to know who is working on the case.

All messages relating to the same case can be viewed at the same time.

7.16.1 Message items

A message contains

			Sent from				
Case number	Topic	Message text	CA	User name	Sent to[6]	Date and time	Attachment [7]if needed

Table 10 Data in message

This information, except for the message text, is shown in the overview of messages. This is visible in the dashboard and per case. The number of messages is also shown.

The user is informed that a new message arrived with a line on the workflow list.
By clicking on the case number, the data concerning the case is displayed.

Internal messages are used inside the CA, for *e.g.* "Take care before you call", "you have to know …".
External messages are messages between two CAs and will be available for archiving. They are official documents.

Messages are electronic messages.

It is impossible for a user to delete messages in the system.

7.17 Change the caseworker in batch

If a caseworker is on sick leave the manager (and other caseworkers with relevant access rights) can see all messages of all caseworkers. The manager or other caseworker can sort messages by caseworker, to see the urgency of the messages and decide whether to assign cases to a colleague caseworker. In that event the message will be moved to the new caseworker.

[6] Other CA; might be the same as the Sent from-CA in case of internal messages
[7] Type of attachment: PDF.

7.18 Notes

The caseworker can add notes into the case with a view to provide additional information that does not appear in the forms or documents attached to the case, or to provide additional information to an internal colleague who might work on the case later on.

Notes are not exchanged with other CA's.

All notes relating to the same case can be viewed and consulted at the same time. The most recent entry will be listed on top.

7.18.1 Notes items

Notes have these items:

Title	Body text	Created by (user name)	Created at (date and time)	Attachment[8]	Status (open, done)

Table 11 Layout of Notes

7.18.2 List of notes

On the list of notes, a list of the titles is shown. If the user clicks on a line, the details of this note will be displayed.

7.19 Status report

In the case history the sent status reports are shown in the list of outgoing documents with a code showing it concerns a status report and the name of the report.

The official status report is not a full case data report, *e.g.*, it doesn't contain the payments.

In the iSupport system, status reports will be available, to be created using templates.

7.20 Regulation

In the Regulation, all cases starts with a form.

- Which forms belong to the Regulation
    - There are 9 forms:
        - …
    - Status reports for the Regulation. There are no forms for status reports under the Regulation, but adaptations of the Convention status reports could be used to make status reports under the Regulation more effective)
    - …

[8] A link to the place in the case where the document is stored

7.20.1 Variables to choose by the State

- There are contracting States with a different maximum age of the child for maintenance purposes. The iSupport system is configured with the default value. Based on the date of birth of the child, the system recognises the age of the child. A workflow item appears.
- Extend the application of the whole or any part of the Convention (family relationship, parentage, marriage, affinity, particular obligations)
- Reservations concerning the indirect grounds of jurisdiction

7.21 Convention[9]

All applications available under the Convention have mandatory forms or recommended forms, for example see the applications under Art. 10.
Also – there may be other documents that need to be attached to the application. This could be evidence – or it could be correspondence.

- o Status reports for the Convention

…

8 Secured communications

8.1 Security

New users are added by the system administrator of the CA.
The user information contains:

User name	Password	Last login (date and time)	Role

Table 12 Layout user information

On the login screen, name and password are mandatory.
A user-based procedure is provided in case a user forgets his password.

Single sign on (with using LDAP, Active Directory) will be integrated in a next release.

8.2 Delete data

No user may delete any record (message, information) manually in the iSupport system.
However it is possible for the system administrator to delete data in the database.
There is always at least one administrator of a database.

[9] In the project we start with the Regulation. So the chapter Convention just mentioned the specific parts which has to be added later on in the project.

8.3 Interface ('Connections')

8.3.1 Type of interfaces

These are the different types of interfaces:

1. Interface, import and export, with the other iSupport databases, including messages
2. Import interface for the Request forms
3. Interfaces made by the CA including payments
4. Interface with a report generator provided by the CA

Eventually States parties may decide to produce international reports (standards) that will be available to the public.

Within the case there would only be reports about payments made on that case.

8.3.2 Interface, import and export, with the other iSupport databases

Exchange of information, documents and messages between the iSupport databases of the two CAs are automatic.
See for more information chapter 8.3.6.1 Exchange of data.

8.3.2.1 Messages

Messages are sent in batches to the receiving CA. Receiving CAs also receive the messages in batches.

Messages are exchanged in XML format.
A message contains

Sent to (CA)	Case number (which includes sending CA)	Topic	Message text

Table 13 Layout message

8.3.3 Import interface for the request forms

There will be a default functionality to import the request of application forms.

8.3.4 Interfaces made by the CA

iSupport provides a default plug-in for import of data. States can use this default plug-in and build an interface from their system/database or from the public registers.

Usage might be:

- with a CAs own system/database
- with certain public registers concerning locating debtor /creditor or revenues/ assets (will be very different in each country, but with the trend to centralized electronic registers those registries, depending on data protection laws, might be accessible to the CA)
- to import bank account data concerning the payments.

8.3.5 Report generator bought by the CA

The CA may utilize their own report generator to create their own reports and statistics based on an export of the iSupport database.

A report generator is not provided in the iSupport system.

8.3.6 Data

Some fields may just be changed by the requesting State or the requested State. At any given moment, there is only one State "in charge" to modify data. The other State can view the case in read-only mode.

PDF forms attached to a case are part of the exchange of data.

The exchange of data depends on the type of request and on the step in the process. *E.g.*, once a request is completed then the caseworker may 'push the button' to send the data to the requested State. This might also happen automatically where there is a change of status of the case instead of a specific button for a manual confirmation of exchange of data.

Not all data fields are exchanged. For example, notes are not exchanged and some fields may be added by the user even is the CA is not 'in charge' of the case or data object.

A State may accept or reject data from a case. Either it accepts it as a whole or rejects it. If the received data is accepted, the current data is overwritten by the new data. The former values of the data can be reviewed in the History functionality.

Data about payments is exchanged except where those payments go directly to the creditor and do not go through the CA.

Depending on the type of application, a State will be able to disclose the address of the debtor to the requesting CA, but the income or assets will not be disclosed to the State. Also bank account numbers may be not automatically shared by every State: *e.g.*, in Canada it is not allowed to store the credit card number nor the bank account number.

All data will be PCI certified (security standards council).

8.3.6.1 Exchange of data

E.g.

Type of case	**New status of the case (if automatic exchange) or manual: with button**	**Object**	**Automatic or manual**	**In charge**
All	Open	Address	Automatic upon caseworker authorisation	Requesting State
All	Control	Address	Automatic upon caseworker authorisation	Requested State

Regulation	…	Status report	Automatic	Requested State
All	All	Notes	Manual	Anybody

Table 14 Exchange of data

Notes are not exchanged with other States.

Workflow items are not exchanged with other States. However, there are default workflow rules like 'Show a workflow item on the workflow list where a new Case is created' or 'New data is imported'. These can be triggered in the requested State when certain data or documents are received.

Requirements of the Data exchange

- At the import of the forms, an error list is shown on screen, or in a summary at the end of the form document as a log report of the failed import transaction. If a form is in error state, the form is a draft version and the user cannot send the document.
- All forms for the Regulation are signed so the PDF version is required in addition to the data itself.
- Part of the import-job is the same control mechanism (such as mandatory fields) as used for a form if created manually.
- All data is encrypted during the exchange.

8.3.6.2 More than two States involved

There are situations where more than two States are involved. *E.g.*, the creditor lives in Spain, the debtor in Norway and he has a boat in Canada (extra enforcement possibility). Due to the 'lock' on exchanged cases, the requested State cannot have access to change the case until (in this example) Canada comes back with information concerning the request.

8.4 Scheduler of the interfaces

Interfaces, both the default interfaces as well as the interfaces which are added by the State, are managed in a Scheduler environment in iSupport. In this Scheduler environment, (technical) users can schedule the timelines and frequency of the interfaces in batch mode. *E.g.*, every day at midnight, the interface with the other iSupport databases starts.
The Scheduler includes a status screen which shows whether the interface ran correctly or ended in an error state.

8.5 Technical specifications of the iSupport interface between the CAs

A web-service is on the same port as the iSupport application.
The environment will show problems like address unknown or message refused.

The data itself is transferred in XML format.

Example:

XSD schema:

```
<?xml version="1.0" encoding="UTF-8"?>
<xs:schema xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:element name="person">
    <xs:complexType>
      <xs:sequence>
        <xs:element name="typeperson" type="xs:string"/>
        <xs:element name="name" type="xs:string"/>
        <xs:element name="dateofbirth" type="xs:date"/>
      </xs:sequence>
    </xs:complexType>
  </xs:element>
</xs:schema>
```

Data to exchange:

```
<?xml version="1.0" encoding="UTF-8"?>
<person xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
 xsi:noNamespaceSchemaLocation="person.xsd">
  <typeperson>Debtor</typeperson>
  <name>Jens Rasmussen</name>
  <dateofbirth>1987-02-15</dateofbirth>
</person>
```

8.5.1 Secured communication

The secured communication concerns the communication between iSupport databases via e-CODEX.
Technical: Secured communication to access the system security.

The exchange of data is encrypted by SSL.

8.5.1.1 Web-services

iSupport will use web service for each CA. The web service will use the same port as the IS service.

8.5.1.2 Circle of Trust

…

9 Transfer of funds

The import of payments data is completed through an interface developed by the CA which connects to the default adapter provided by iSupport, see chapter 8.3.4 Interfaces made by the CA including payments.

9.1 Invoices

On the requirement list, the function "Create invoices by batches" will get priority Could[10] or Would[11]. If a State wishes, it can develop its own run for this, outside the iSupport system.

iSupport provides a template for a letter to the debtor, which is a case-specific-invoice, with text which says "use code xxxx" in the reference field when making your payment. So iSupport is able to connect payments to a case automatically.

This code includes:

Case number	Type of payer (debtor, bailiff etc.)

Table 15 Payment reference

The 'invoice letter' is created manually by the caseworker. The caseworker is able to change the default text of the template. This is convenient in a situation where the payments due are indexed and the caseworker wants to send the 'invoice letter' to the debtor, prior to the period of the new amount. The caseworker changes manually the amount, if necessary with the indexation calculation, in the letter.
If possible, a warning on the screen appears if the requesting State wants to use the 'invoice letter' template since this would be a mistake.

9.2 Balance summary

The balance summary is offered via a template. It shows an overview per case, including an amount due (initial amount due, provided by the caseworker + indexation + costs -/- paid amounts). The balance summary generates on request.

9.3 Balance with all financial items

The balance drill down is offered via a template. It shows detailed information per case. The balance generates on request.

[10] 'Could priority' is considered desirable but not necessary. This will be included if time and resources permit.
[11] 'Would priority' represents a requirement that stakeholders have agreed will not be implemented in a given release, but may be considered for the future

10 Statistics

Types of statistics:

- Statistics to improve the operation.
- Interfaces to export to a global statistical survey (like Incastat).
- Statistics required by the EU.

11 Multilingual

11.1 User interface

The iSupport user interface will be provided in two languages: English and French. Additional languages are easy to add.

The user can change the language.

11.2 Forms

The forms under the Regulation are available in all 22 European languages meaning that those templates are also available in all European languages, on screen and on paper.

Forms will be sent to the requested CA in the preferred language of the requesting CA. Some States have more than one language, such as Belgium which has three languages. Each CA can choose a default language.

This default language is stored in iSupport; the caseworker does not need to choose a language. If the caseworker knows (*e.g.*, because of a message) that the CA also wants to receive the form in a different language, the sending caseworker can also send the form manually in the requested language.

Additionally, requesting States will be able to use this functionality to create a copy in their own language.

The current default language of the requested CA is shown in the case.

CA	**Default language**

Table 16 Default language CA

To be installed in every iSupport database.

11.2.1 Switch the language in a pending case

When a form is created, iSupport checks the table with the default language of the CA. If a second form needs to be generated and the default language of the CA has subsequently changed and this is distributed into the database, iSupport will create the second form in the new default language. The new default language of the requested CA is shown in the case.

12 Multitasking

12.1 Exchange rates

In a future release, iSupport might contain a table concerning the exchange rates

12.2 Indexation

In a future release, iSupport might support indexation.

Court orders from France, Belgium, the Netherlands, Sweden, Austria, Estonia, Luxembourg, Norway, Portugal, Romania, Finland, Northern Ireland, Italy, Lithuania, Latvia, and Malta include an indexation of the maintenance (information based upon the Country Profile, there are probably more States that provide the same).

In France for instance indexation can be calculated with different starting dates or index, depending on the Court order. The numerical value of an index changes every year and is available on a public website. Debtors has to make the calculation their own.

12.3 Access HCCH information

iSupport provides access to all relevant Hague Conference information.
The CA contact details and all other information in the country profile can be accessed by a hyperlink to the country profile on the HCCH website.

Also a direct link to the online Convention and Protocol status charts is provided.
The Practical Handbook and the User Manual and Implementation Guide are available in the iSupport system, as a document and in Help texts.

13 Look & Feel

iSupport has a consequent implemented theme.

…

The following items are shown by default on each listed-screen that displays case information:

- iSupport case number
- Family name of applicant
- Family name of the Respondent
- Type of case *e.g.*, incoming or outgoing
- Status of the case *e.g.*, active

Applications are completed by way of “tick-boxes” to answer multiple questions.

Open text is limited to names and numbers that don’t require translation.

E.g., a form could be completed in English and read in French without any need for translation thus saving a great deal of time and resources.

Forms to be printed are –if the caseworker requests- shown on the screen before the print is completed. PDF’s may be opened within the iSupport system.

Abbreviations for

- Documents
- Type of events
- Table of status including dropdown-boxes.

The iSupport system may allow multitasking by minimising several cases at once and / or by using double screens.

13.1 User defined looks

The user can create its own 'look and feel' by picking the objects on the screen which are used the most, and which objects must be opened when the user starts iSupport after login. With these individual customized screens the user is able to display the data on the screen on the way he/she likes. *E.g.*,

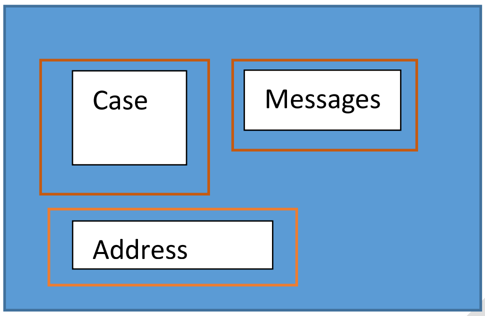


Figure 5 Example user defined looks

13.2 Accessibility

Braille, for blind users, is not part of this project. If needed it may be part of a next release.
Accessibility for colour-blind users, will be kept in mind when developing the screens.
For deaf users: Sounds are not used in the iSupport system.

13.3 Help-screens

The help text is available at field level.
All text information is stored in an Excel spreadsheet (or imported and exported from this spreadsheet).

The user is guided through the process in the iSupport system. However, for experienced users there is an 'escape' by using short-cuts to build and handle cases.

13.4 Manual/handbook

Instructions for the installation, back-up and restoration of iSupport will be provided in a document for the CA .

Development of a user handbook will be part of a subsequent project.

13.5 Auto-complete and auto-filter

At a choice list, the user types the first letter(s) and iSupport helps by showing a list of values starting with these first letter(s). For example, for countries, the user starts typing "ca" and the list will reduce to "Canada" and "Cameroon".

13.6 E-mail support

Support can be requested from the maintenance organization by an e-mail request.
The maintenance provider will be in place by the end of the project.

14 Technical

14.1 Objects

An object is a collection of fields or a group of functionality.

The objects are used to group data on the screen, and to apply roles.

The objects are used instead of the fixed screens in the mock up.

In the next paragraphs, user and access rights are marked with a *. If a * is not in place, all users have access right to the object.

14.1.1 Case objects

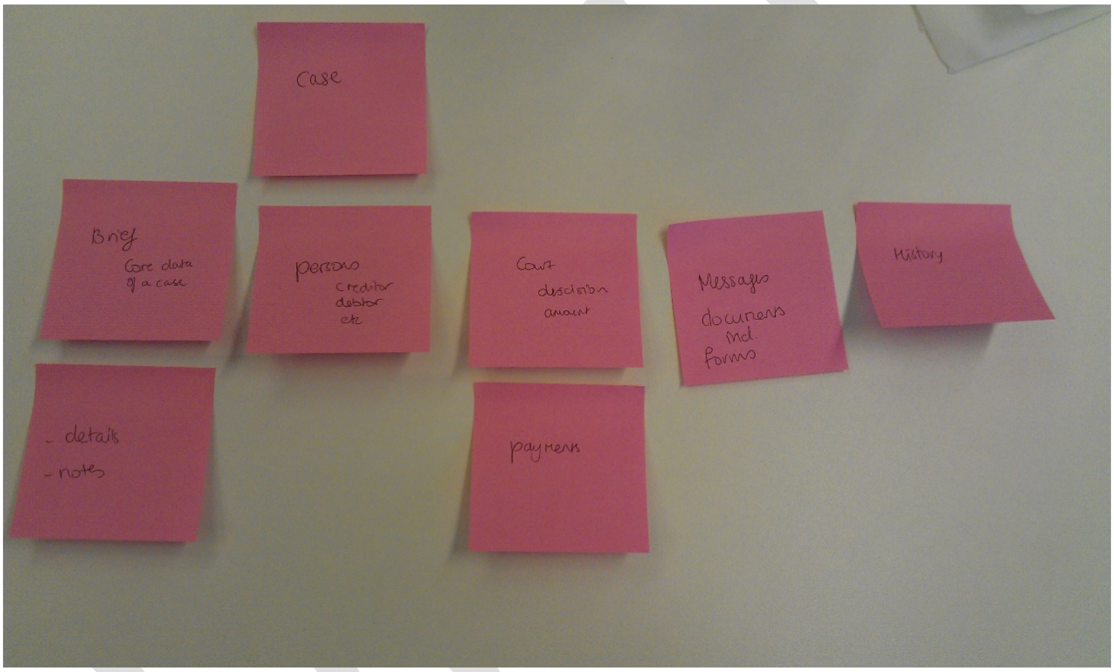


Figure 6 Data objects of the case

Brief (Core data of a case):

Create a case *[12]

Archive a case *

Default user who receives new cases [13]*

---

[12] If this access right doesn't apply to a user, the user becomes the right "Read a case (show an object, but not changeable)" which is applicable for all users.

[13] If a case is created manually, we can make the caseworker (= the owner) a mandatory field. Probably this will the person who is creating the case, preferably we set this as a default value. If the case is created in the batch plugin to import the PDF application forms, somebody has to be assigned to this new case, and this person should be able (role in the organisation) to 'give' the case to a caseworker, like the manager. This is a configurable item in the system, and can be decided by the State.

Details
Persons
Court: Decision, Amount
Payments *
Messages: Documents, Forms
History

14.1.2 General UI objects

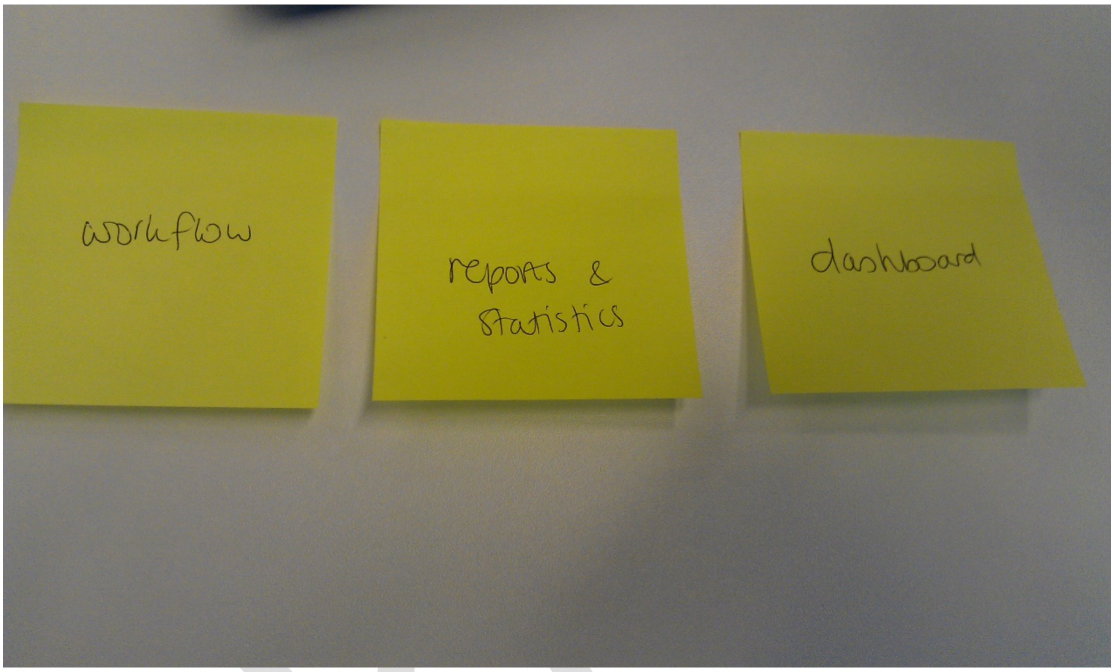


Figure 7 Data objects of the general UI objects

Dashboard
- General use
- Management dashboard *

Reports & Statistics:
- General use
- Management reports & statistics *

Workflow
- Configuration of automatic workflow items *

14.1.3 Technical UI objects

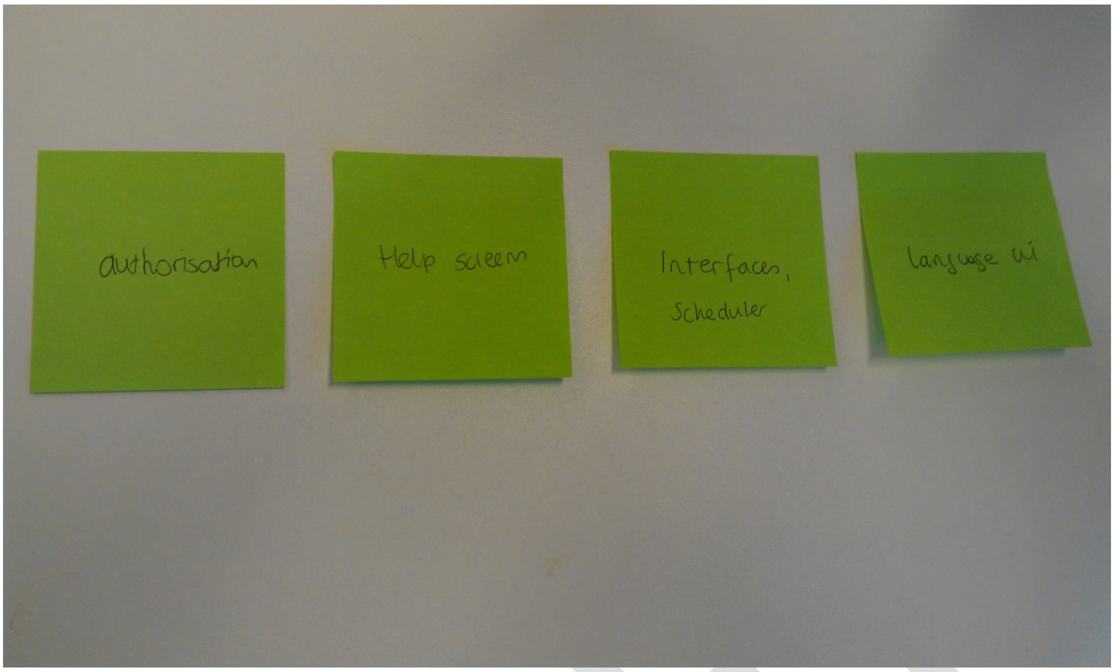


Figure 8 Data objects of the technical UI objects

Authorisation *
Help screen
Interfaces, Scheduler *
Language UI

14.2 Maintenance

…

14.3 Screens

This chapter concerns fields from the forms and additional fields. Mandatory fields are noted.

14.4 Case management

There are two main case management screens available: Brief, with the core data of a case, and a more detailed screen.
Persons, court, payment, messages and history have their own screen.

14.4.1 Brief case management screen

14.4.1.1 Fields

- Open Case
- Screen with search fields.
  Open case using 1 or more criteria below:
  - International case number
  - CA case number
  - Foreign CA case number
  - Link to Persons
  - Category
  - Status
  - Case opened from [date]
  - (verify) "case closed"
  - Case opened to [date]
  - Country concerned
- The fields can be changed by the iSupport user, except the case number).

14.4.1.2 Functions

Buttons appear, depending on the access right of the user:

- Create
- Save
- Archive
- Copy an iSupport case
- Search for a case

Function: "Assign cases to caseworkers" is available depending on the access right of the user.

Fields on the brief screen:

- …

14.4.2 Detailed case management screen

14.4.2.1 Fields

Notes
All fields are changeable (except Case number)

14.4.2.2 Functions

Create a document or report using a template
Attach a document from an external system

14.4.3 Persons

14.4.3.1 Fields

Type (Creditor, Debtor, Others) see chapter 7.12 Persons involved.

14.4.3.2 Functions

Search for persons

14.4.4 Court

14.4.4.1 Fields

- Decision
- Amount
- Frequency
- Date
- Judges name
- Type of decision (order, agreement)
- Court name
- Level of decision (original, appeal)

14.4.4.2 Functions

14.4.5 Payments

14.4.5.1 Fields

All transfers relating to the same case can be viewed and consulted at once.

14.4.5.2 Functions

14.4.6 Messages

Documents, Forms

14.4.6.1 Fields

14.4.6.2 Functions

14.4.7 History

14.4.7.1 Fields

14.4.7.2 Functions

14.4.8 Recent cases

14.4.8.1 Fields

14.4.8.2 Functions

List with the most recent cases, clickable

- iSupport case number

- Family name of the creditor as well as the debtor
- Requested country
- Date opened
- Status

14.4.9 Case history

Shows a list of the viewed and changed objects by case.

14.4.9.1 Fields

Configuration items

- The history is not built at field level but on object level. Therefore, even if just one field has changed, the whole object changes. The user can see in the History tab which object has been modified, when and by whom. If the user opens the details manually, he can see which fields have been changed.

14.4.9.2 Functions

14.4.10 Link to HCCH

14.4.10.1 Fields

Link to Country profile

14.4.10.2 Functions

14.5 General user screens

14.5.1 Dashboard

14.5.1.1 General use

Dashboard for the caseworker

14.5.1.2 Management dashboard

Dashboard based on the caseworker dashboard but with organization-wide data.

14.5.2 Reports & Statistics

14.5.2.1 Case reports

…

14.5.2.2 General reports

…

14.5.2.3 Statistics

List of the statistics.

14.5.2.4 Management reports & statistics

Management reports
CA wide statistics
Workflow list of all users

14.5.3 Workflow

Basket of to-do workflow items

14.6 Technical screens

14.6.1 Authorisation

Connects the access and function rights to roles. On a configuration screen an authorized user can maintain all parameters.

14.6.2 Help screen

Handbook Regulation
Handbook Convention
E-mail to Helpdesk

14.6.3 Interfaces, Scheduler

Define an interface
Schedule an interface
Show log results of the interfaces
Show log results of the e-CODEX connection

14.6.4 User menu

Language UI: Change the default language of the user (English or French)
Log out
Change password
Show last access date and time
Print

15 Technical deliverables

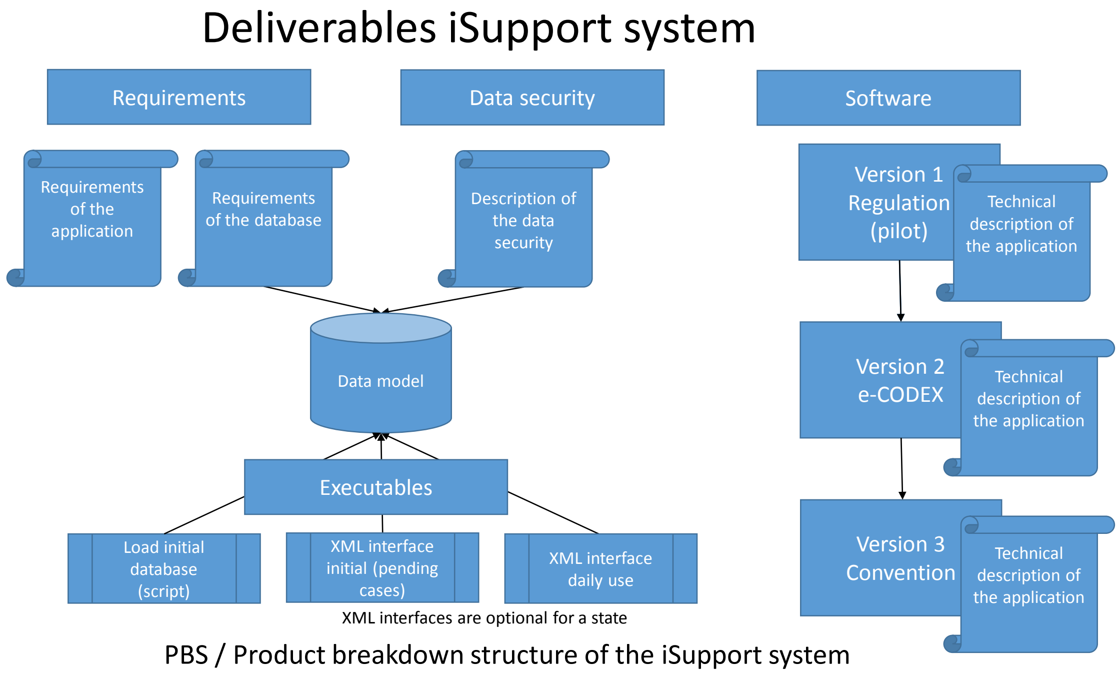


Figure 9 Deliverables iSupport

All deliverables are to achieve by the Agile / Scrum project method.

15.1.1 Requirements of the application

Objective: inform States what is needed concerning their environment so they are able to calculate costs of the browser and the required maintenance resources on their side.
Composition: text (description), if applicable: models, prints, lists
References: -
Sources: Supplier of the application. HCCH will ask the States which browser is the current browser and which one they would like to use in the future.
Quality-criteria: level of IT-technician, English language, in digital format, ability to copy for use in other documents.

15.1.2 Requirements of the database

Objective: inform States what is needed concerning their environment and resources so they are able to calculate the amount of expected data storage, costs of the database and the required maintenance resources on their side.
Composition: text (description), calculation model for sizing, if applicable: models, prints, lists
References: Data model
Sources: Supplier of the application. HCCH will ask the States how many cases they will handle.
Quality-criteria: level of IT-technician, English language, in digital format, ability to copy for use in other documents.

15.1.3 Description of the data security

(storage and communication)
Objective: to ensure States that iSupport contains the best data security; and a functional and technical manual on how to secure the database and security notes about the use of the browser.
Composition: text, names of method(s) and if applicable: image of models.
The description of the data security will include a summary for the Director of the organisation.
References: Data model
Sources: Supplier of the application, e-CODEX, database supplier, browser supplier
Quality-criteria: description of the data security: all levels. Practical manual: level of IT-technician. Very high accuracy, English language, in digital format, ability to copy for use in other documents.

15.1.4 XML interface description (conversion)

Objective: inform States which want to convert the (pending) cases from their national systems to iSupport and therefore need to setup an interface between their application and the iSupport database.
The XML interface will be provided to the States as part of the project. It will provide the input script in the iSupport database. The State will develop an output process out of their application (database).
Composition: text, structure of the interface
References: Data model
Sources: Supplier of the application
Quality-criteria: level of IT-technician, English language, in digital format, ability to copy for use in other documents.

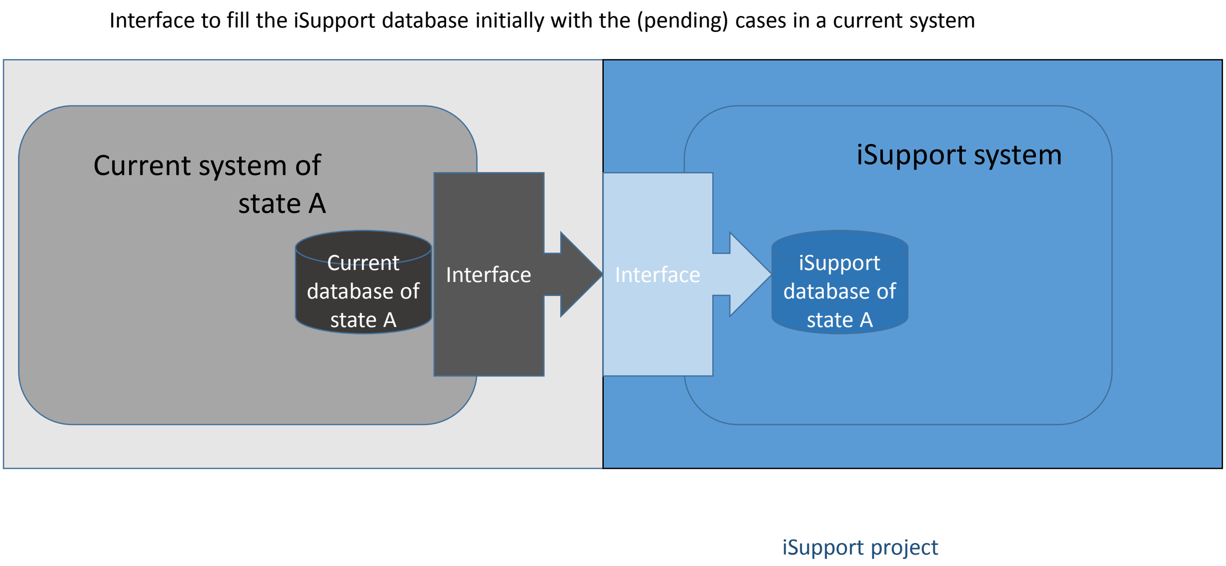


Figure 10 XML interface description (conversion)

15.1.5 XML interface description (daily use)

Objective: inform States which want to continue using their own national system and therefore need to setup and run an interface between their national system and the iSupport database.

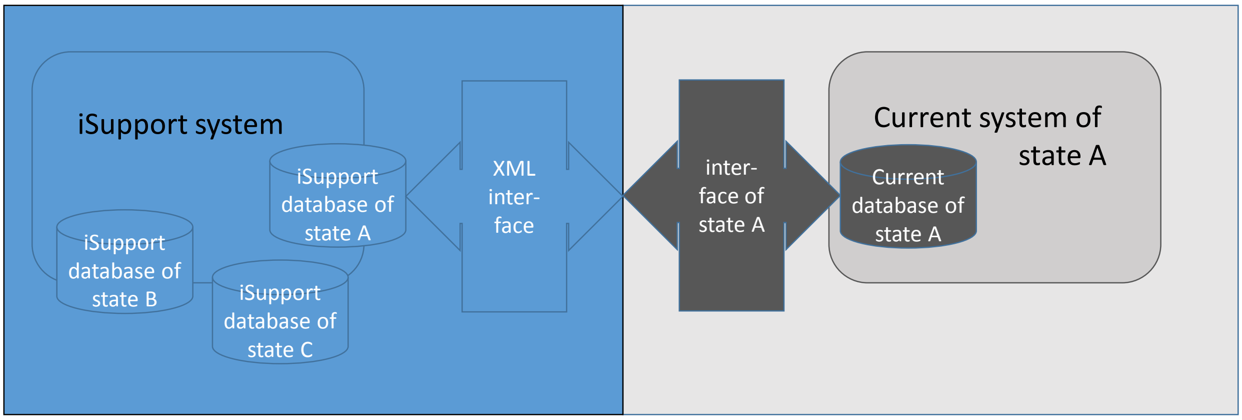
The XML interface will be provided by the project. It will offer the script on the side of the iSupport database. The States will develop the process (job, script) on their side of the national system.

Composition: text, structure of the interface

References: Data model

Sources: Supplier of the application

Quality-criteria: level of IT-technician, English language, in digital format, ability to copy for use in other documents.



iSupport project System of state A

Figure 11 XML interface description (daily use)

15.1.6 XML interface description (generic)

Objective: inform States which want to import external data like bank data and public registers and therefore need to setup and run an interface between their national system and the iSupport database.
The XML interface will be provided by the project. It will offer the script on the side of the iSupport database. The States will develop the process (job, script) on their side of the national system.
Composition: text, structure of the interface
References: Data model
Sources: Supplier of the application
Quality-criteria: level of IT-technician, English language, in digital format, ability to copy for use in other documents.

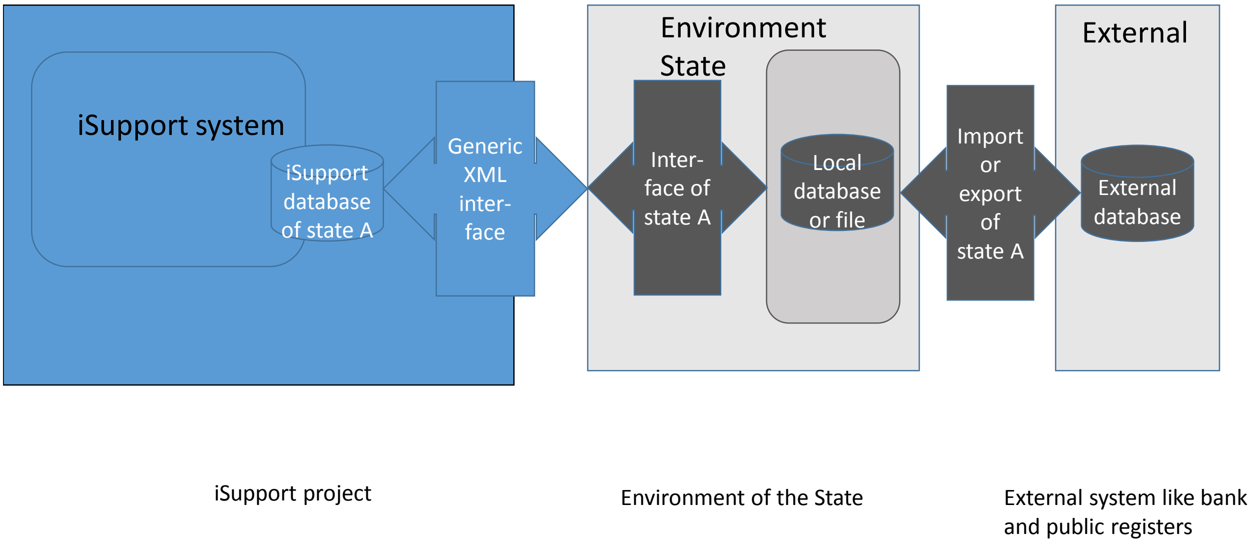


Figure 12 XML interface description (generic)

15.1.7 Data model

Objective: inform States about the structure of the data and the references of the data objects, and the connection of the logical and technical database.
If applicable, States might use this document to create interfaces to get connected with other systems or to setup reports in their BI (Business Intelligence) system.
Composition: Data model, data dictionary. If applicable DSD (Data Structure Diagram), ERD (Entity Relationship Diagram). Remarks of the data model.
References: -
Sources: Supplier of the application
Quality-criteria: level of IT-technician, English language, in digital format, ability to copy for use in other documents.

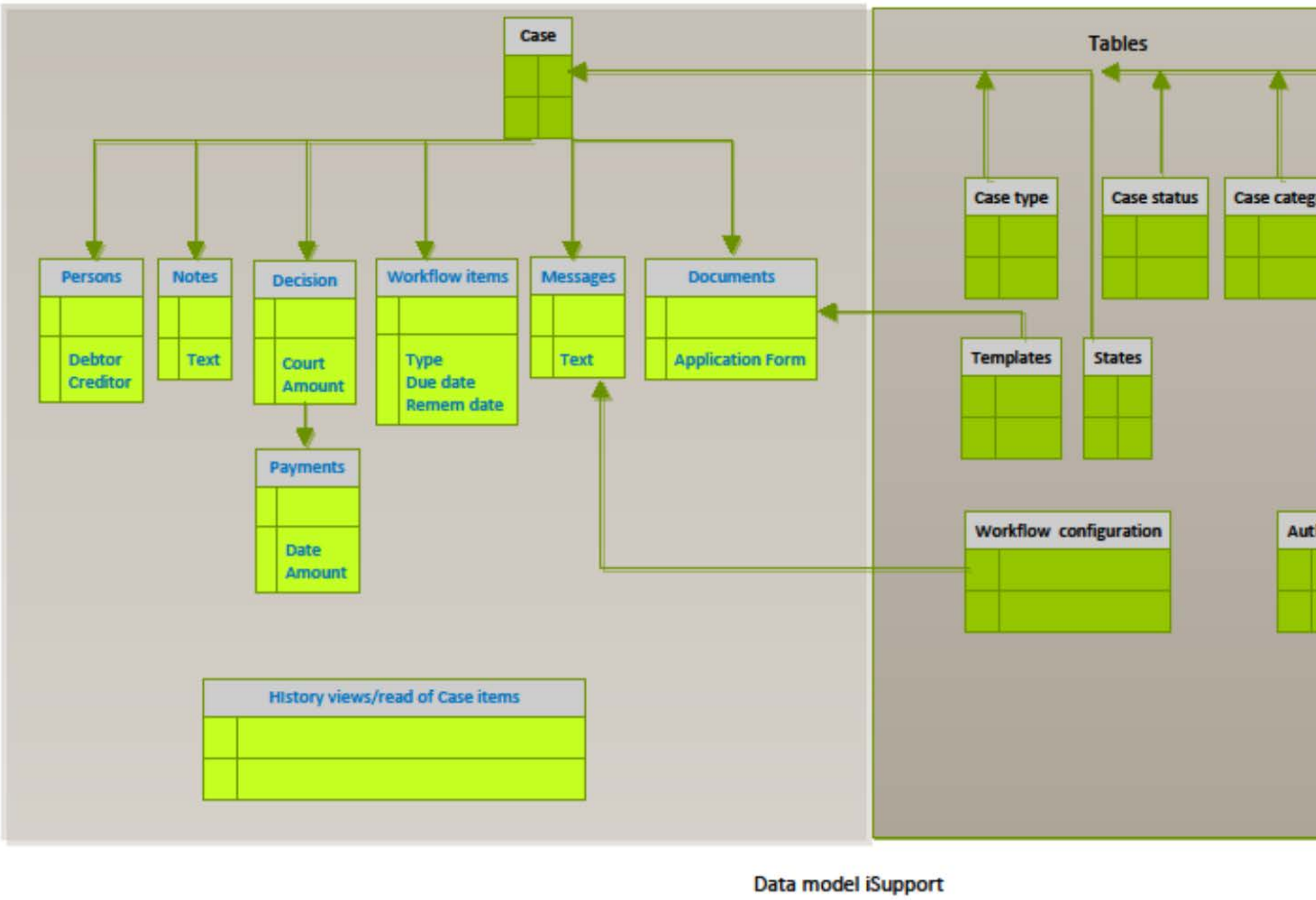


Figure 13 Data model iSupport

Fields are examples.

15.1.8 Schemer job to installer the schemer initially

Objective: all States will have to configure and fill the database initially before using the system. It contains *e.g.*, help text and general settings/parameters.
Composition: the job/script itself and an instruction how to use it, requirements.
References: Data model
Sources: Supplier of the application, suppliers of database.
Quality-criteria: level of IT-technician, description in English language, in digital format, ability to copy to use in other documents.

15.1.9 Software

1. Version 1 of the application, based on this document which will include functional and technical requirements developed by the Working Groups, including the regulation, tested & described technically.
2. Version 2, based on version 1, extended with using the e-CODEX environment, and based on this document which will include functional and technical requirements developed by the Working Groups, tested & described technically.
3. Version 3, based on version 2, extended with the Convention, and based on this document which will include functional and technical requirements developed by the Working Groups, tested & described technically.

Objective: this deliverable is ready to use.
Composition: software, test-script, technical description and technical notes.
References: -
Sources: regulation, convention, handbook
Quality-criteria: the user will be a case-worker.

16 Exclusions

Not in this stage of the project:

- Spanish language or other languages (English and French are included in the project).
- Statistical reporting and performance measurements.
- Linking the electronic version of the Country profile with the electronic case management system in order to automatically generate functional requirements specific to States.
  http://hcch.cloudapp.net/smartlets/sfjsp?interviewID=hcchcp2012

Not included in this project[14]: access by the applicant.

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The exchange of data will take place between iSupport databases, not directly with other databases.

[14] Which functionality and technical item is included in this project, will be decided in the Development phase, and based on the expected time to develop/test/implement.