WORKING GROUP -1- MEETING -6- WORKING PAPER

Important note: This paper is meant to assist the discussions on the important functionalities of the iSupport case management system. All screen examples displayed are work in progress and will change. The Working Group discussions are meant to concentrate on the functionalities.

I. Structure of the iSupport case management system – SOME GENERAL CONSIDERATIONS

The definition on what is considered to be "a case" in iSupport considerably affects the architecture of the screens. It is likely that our further discussion on the matter will bring about a wider "definition of a case" and that we will be departing from the earlier idea that every application will be considered one case in iSupport and will have a separate iSupport number (the details remain to be discussed – discussion envisaged in the 9th WG meeting). As a result of the wider case definition, the majority of screens (apart from the individual application related screens) will have to be "application" neutral. This also means, for example, that the procedural roles of "applicant" and "defendant/respondent" will only be allocated to the actors in a case in relation to a specific application.

1. Navigation – important components

We will have to have to possibility to navigate quickly between different important components of the system:

- The casework area
  - Working on a case
  - Creating a new case
- The actors area
  - All person / body / authority related information including contact and payment details
- The task list (workflow)
  - Showing all outstanding tasks with deadlines
  - Offering tools to prioritise the work on these tasks
- Access to the library of guidance
  - Access to the Handbook for caseworkers
  - *Etc. (as described in WG meeting 1)*

EXAMPLE FOR A NAVIGATION PANEL

For the Central Authority Director /Management in addition the navigation will include the:

- Management area
  - Managing of access rights and role allocations
  - Statistics
  - Customising and defining target dates
  - Customising help texts & library of guidance

2. Customisability of main navigation

If feasible, we might also include a possibility to add "favourite screens" in order to directly jump to certain screens. Under the settings we could also allow the caseworker to define which should be the starting screen.

3. Navigation between screens

The system could allow for easy navigation between screens, for example, with the help of "browser navigation":

4. Keeping number of screens to minimum

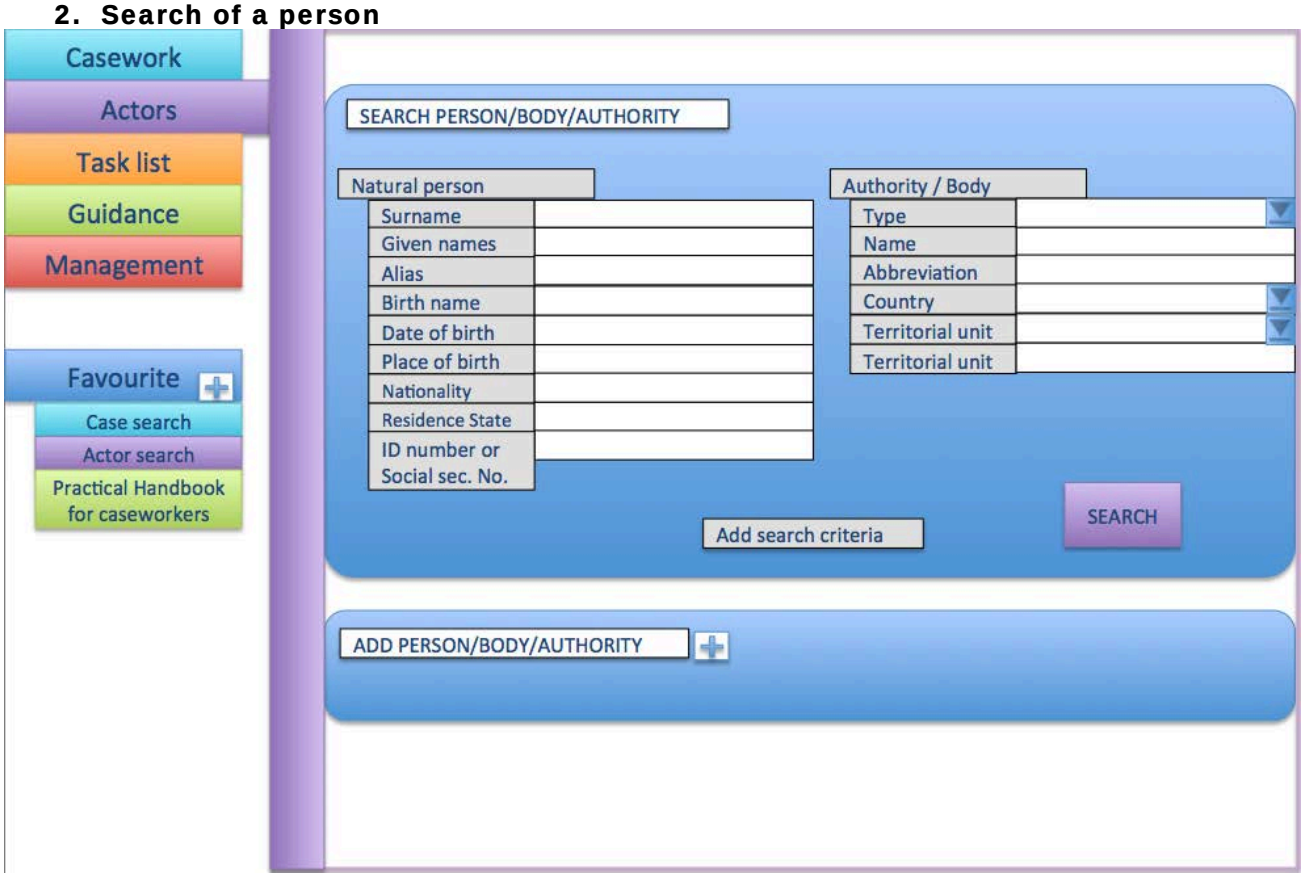
The system should be constructed in a way that the number of screens that needs to be opened for a certain work step is kept to the minimum.

For example, when accessing the casework part of the system the case search could automatically be offered, as well as the opening of a recent case or the creation of a new case.

II. Search of a case and search of a person / body

1. Search of a case

2. Search of a person



III. Structure of actors' area

1. Entry of actor data – natural person –1

Surname (automatic once entered below)
Given names(s)

General | Contact details | Payment details

Natural person | Body

Title		Gender	
Surname		Birth name	
Given names		Alias	

Date of birth	*dd/mm/yyyy*	Date of birth is unknown			
Place of birth		Country		Territorial unit	

ID number		Country		Territorial unit	
Social sec. No.		Country			
Nationality/ies					

Profession	
Marital status	
Language(s)	

Person is involved in case(s):

iSupport number(s)
(link to relevant number(s) will be added automatically, as soon as a person is linked with a case (that is not archived))

Restricted access

Cases involving this person are restricted access cases ☐

2. Entry of actor data – natural person –2

Surname
Given names(s)

General | Contact details | Payment details

Address

The disclosure or confirmation of this information may jeopardise the health, safety or liberty of the person ○ YES ○ NO

SET FILTER FOR FORMS
The personal contact details will be replaced, as a default by those of the Central Authority
Change to other address

Street				No	
PO box		Addition			
City		Postal code			
Country		Territorial unit			

This address is the: Residential address / Postal address / Other

Source of address information	
Status of address	

Telephone		Fax	
E-mail			

Preferred means of communication: Telephone / Email / Mail / Fax / Other

SEE FULL ADDRESS HISTORY

☐ Address is unknown | Add further address

3. Entry of actor data – natural person –3

Surname

Given names(s)

General | Contact details | Payment details

When YES is chosen on page of contact details the following warning appears here:

> The disclosure or confirmation of this information may jeopardise the health, safety or liberty of the person

Details for electronic transfer

Name of bank									
BIC/SWIFT	XXXX	XX	XX	XXX	IBAN	XX	XX	XXXX	
Account holder	*surname, given name (enter only if a different person)*								
Reference									

Details for cheque payment

Check payable to				
Check to be sent to	Surname		Given name(s)	
	Street		No	
	PO box		Addition	
	City		Postal code	
	Country			

Reference	

4. Entry of actor data – public body –1

Public Body: Name

General | Contact details | Payment details

○ Natural person

⊙ Body /Authority

Type: Public Body
- Court
- Administrative authority
- Enforcement authority
- Other

Name	
Abbreviated Name	

Person always representing the public body in proceedings *(if any)*

Surname	
Given name(s)	

5. Entry of actor data – public body –2

Public Body: Name

General | Contact details | Payment details

Address

Street		No	
PO box		Addition	
City		Postal code	
Country			
Territorial unit			

Telephone		Fax	
E-mail			

Preferred means of communication	Telephone Email Mail Fax Other

6. Entry of actor data – public body –3

Public Body: Name

General | Contact details | Payment details

Details for electronic transfer

Name of bank									
BIC/SWIFT	XXXX	XX	XX	XXX	IBAN	XX	XX	XXXX	
Account holder	*Surname, given name (enter only if a different person)*								
Reference									

Details for cheque payment

Check payable to				
Check to be sent to	Surname		Given name(s)	
	Street		No	
	PO box		Addition	
	City		Postal code	
	Country			
	Territorial unit			
Reference				

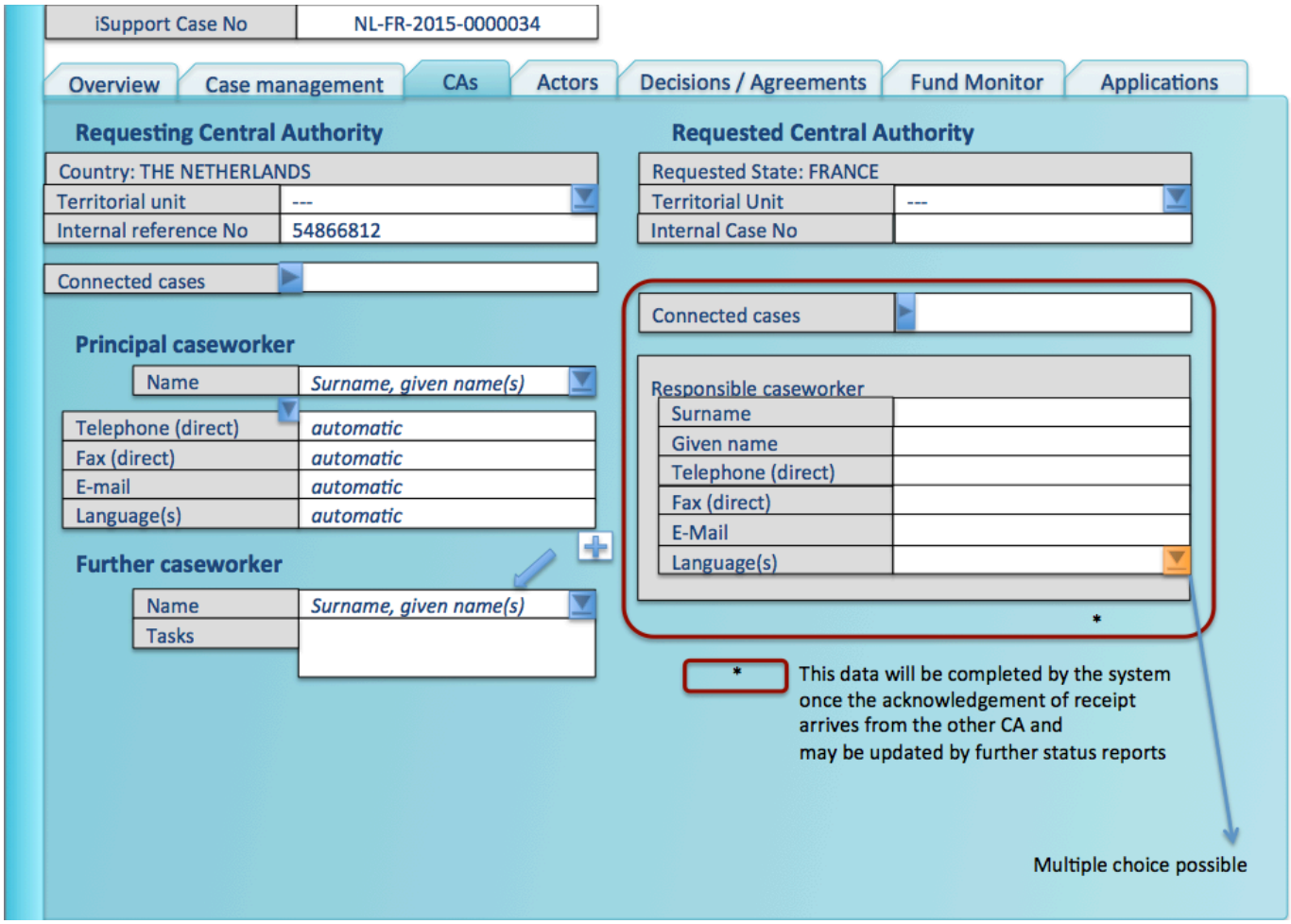
IV. Casework area –CREATING A NEW CASE

The caseworker has received an application for recognition and enforcement of a decision from a mother for her and her child.
The caseworker will, before opening a new case, check whether a case involving the same persons already exists (actor search). Let's assume the caseworker finds that the debtor is already in the system but with regard to the claim of child from another relationship. There is no case involving the two persons for whom the application seeks maintenance. The application seems to be complete; the caseworker decided to create a new case

The caseworker will click on the + beside the box "Create new case"
The functional iSupport case number will be allocated automatically by the system.

(It is to be recalled that it is not yet decided whether the iSupport case number will contain an abbreviation for the requested State. If so, the caseworker will first of all be asked to identify the requested State, before the case number is allocated. If not, the case number will be allocated immediately.)

1. CA details



2. Linking case with actors-1

iSupport Case No	NL-FR-2015-0000034

Overview | Case management | CAs | Actors | Decisions / Agreements | Fund Monitor | Applications

Person(s) for whom maintenance is sought

Debtor (person who owes /is alleged to owe maintenance)

Add further parties Public body

SEARCH PERSON

Natural person	
Surname	Miller
Given names	
Alias	
Birth name	Andreas
Place of birth	
Residence State	
Social sec. No.	
ID number or Social sec. No.	

SEARCH

SEARCH RESULTS

Surname	Given name(s)	Date of birth	Place of birth	Residence State	ID number	Social sec. No.	Add to case
Miller	Andreas	01/10/1977	The Hague	The Netherlands	NL23490662	-	✓
Miller	Andreas	20/02/2004	Helsinki	Finland	-	-	
Miller	Andreas	05/11/1989	Madrid	Spain	-	3450-2GD-234	

3. Linking case with actors-2

iSupport Case No	NL-FR-2015-0000034

Overview | Case management | CAs | Actors | Decisions / Agreements | Fund Monitor | Applications

Person(s) for whom maintenance is sought

Person 1

Surname	Miller		
Given name(s)	Alice		
Date of birth	11/01/1978	Birth name	Sanders
Maintenance basis	Marriage		

Person 2

Surname	Miller		
Given name(s)	Agnes		
Date of birth	01/01/2005	Birth name	
Maintenance basis	Parentage		

Debtor (person who owes /is alleged to owe maintenance)

Surname	Miller
Given name(s)	Andreas
Date of birth	01/10/1977

Public Body

Name	XYZ
Person representing the body in the proceedings	*Surname, given name(s)*
Person responsible for application	*Surname, given name(s)*
Telephone (direct)	
Fax (direct)	
E-mail	
Language(s)	
Public body reference number(s) of the case	

4. Case management

iSupport Case No	NL-FR-2015-0000034

Overview | Case management | CAs | Actors | Decisions / Agreements | Fund Monitor | Applications

Case status

STATUS	*(default: open when new)*	*(subcategory)*

Case opened on	10/02/2015 *(automatic)*
Case closed on	*(automatic)*
Case archived on	*(automatic)*

Last update of case VIEW

Deadlines

24/02/2015	Check whether applicant sent decision
...	Target date acknowledgment of receipt

Add deadline

Notepad

SAVE

10/02/2015 Caseworker yxz
Asked applicant to send copy of decision.
....

5. Decisions / Agreements – History

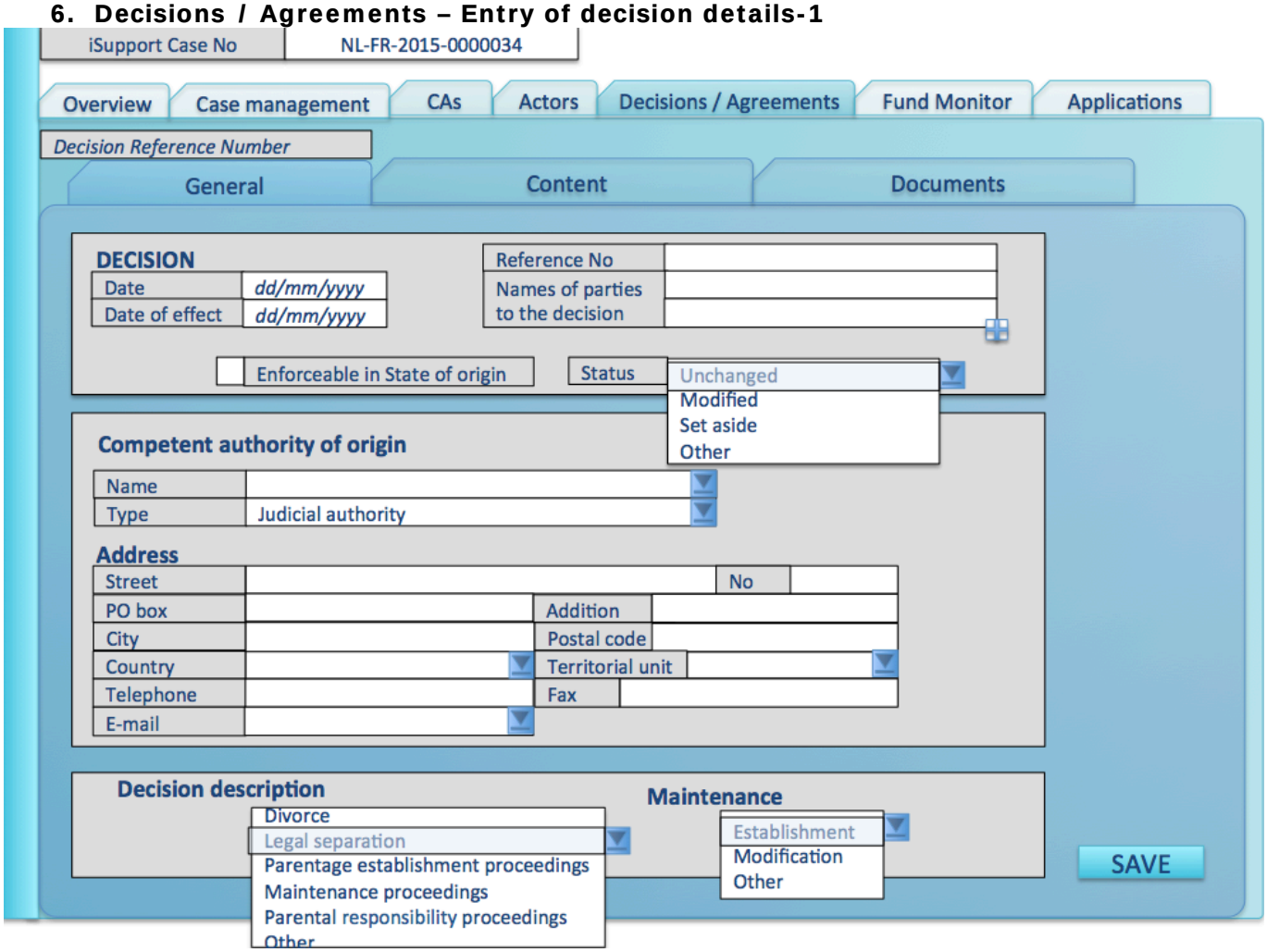
iSupport Case No	NL-FR-2015-0000034

Overview | Case management | CAs | Actors | Decisions / Agreements | Fund Monitor | Applications

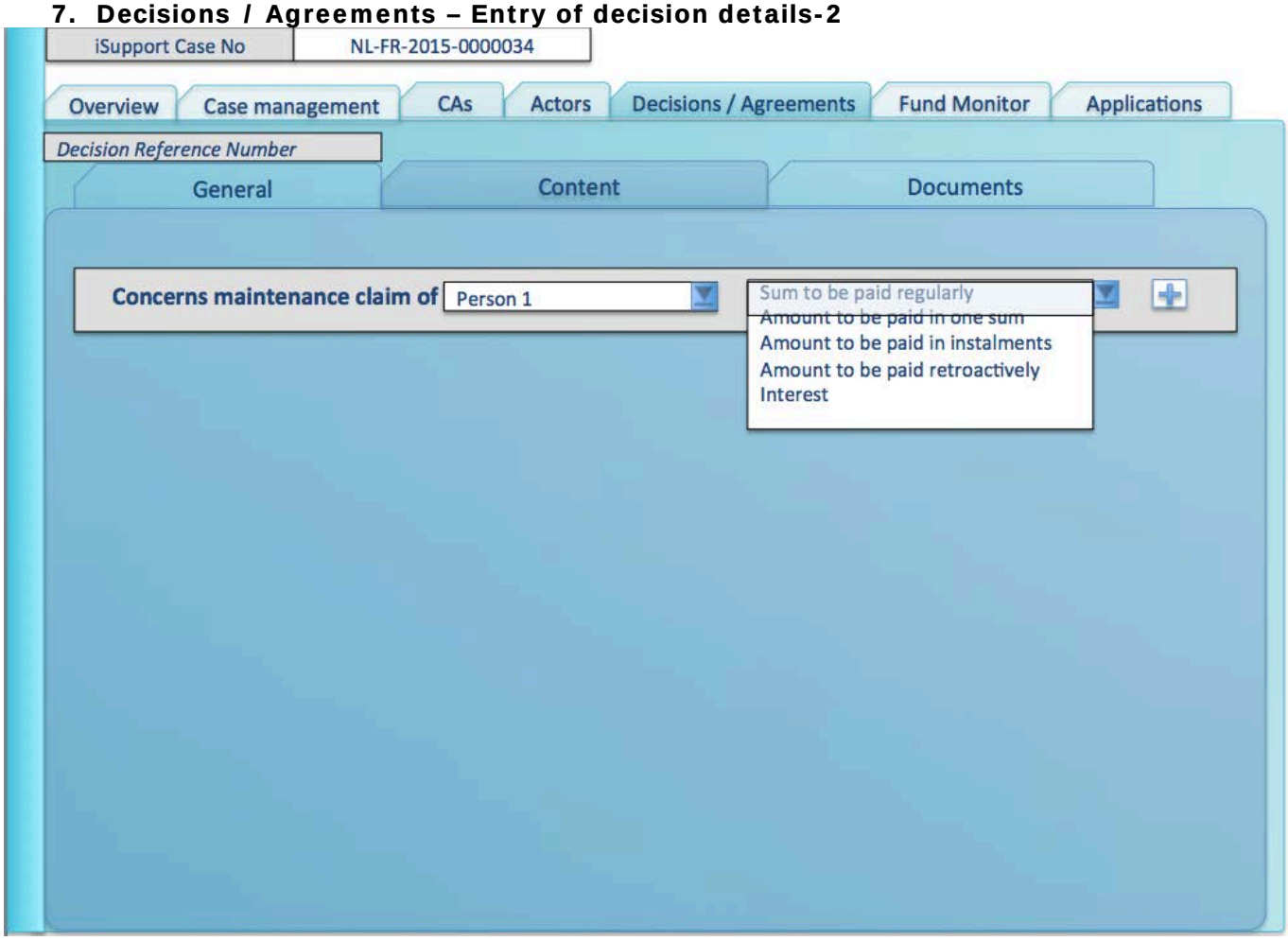
Date	Category	Competent Authority	Reference No	Type	Maintenance claim of	Status reg. maintenance	Documents in system
06.07.2014	Court settlement	Court Den Haag	2349-2014	Modification, Maintenance Proceedings	Person 2	unchanged	Copy of decision Annex I
12.12.2013	Decision	First Instance Court Den Haag	2349-2014	Modification Maintenance Proceedings	Person1	unchanged	Copy of decision Annex I
04.03.2011	Decision	First Instance Court Den Haag	23459-2010	Maintenance Proceedings	Person 1, Person 2	modified	Copy of decision Annex II
24.05.2009	Decision	First Instance Court Utrecht	234590-2009	Establishment Divorce	Person 1, Person 2	set aside	Copy of decision

Add Decision
Court settlement
Authentic instrument
Maintenance arrangements

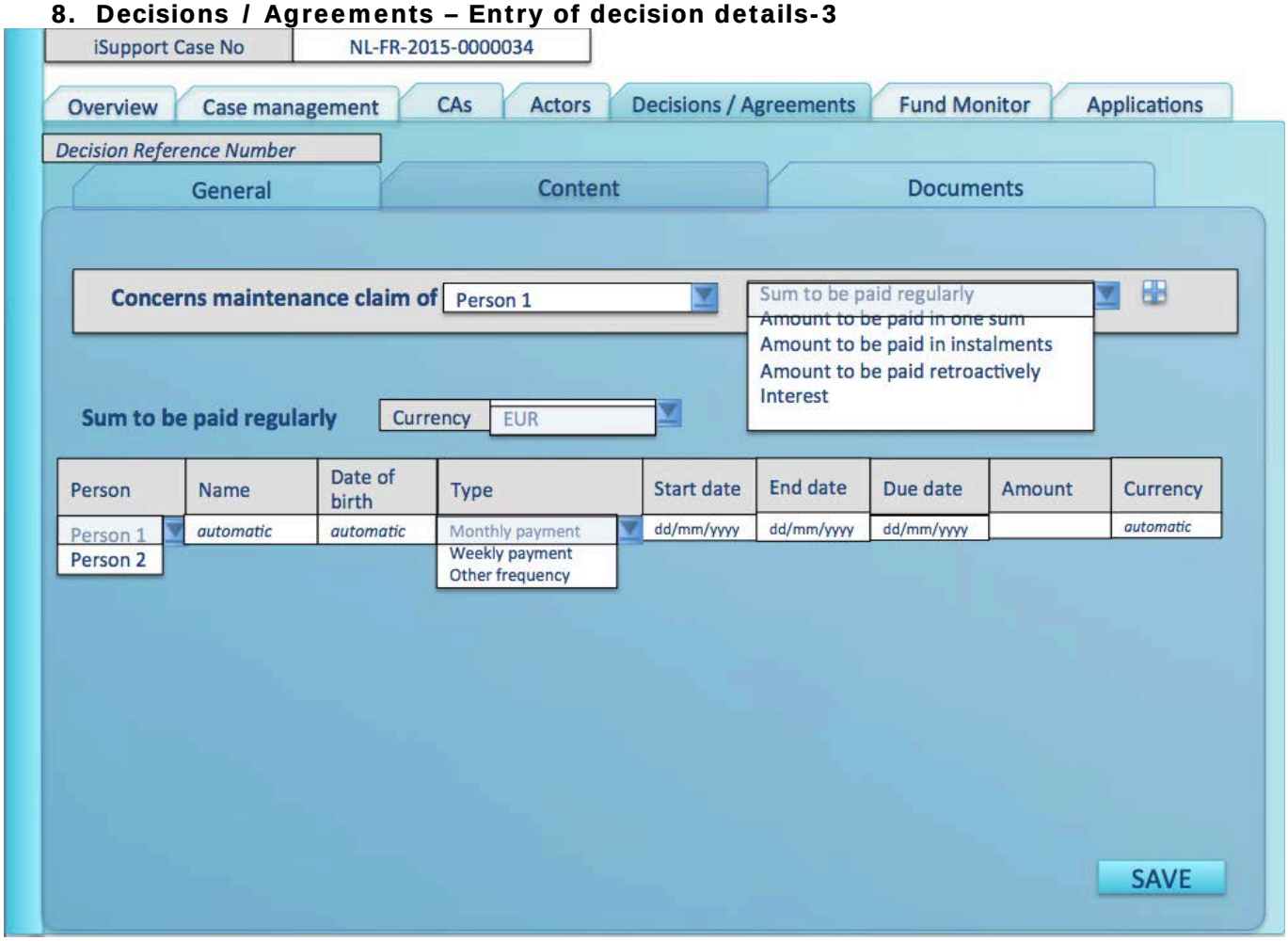
6. Decisions / Agreements – Entry of decision details-1



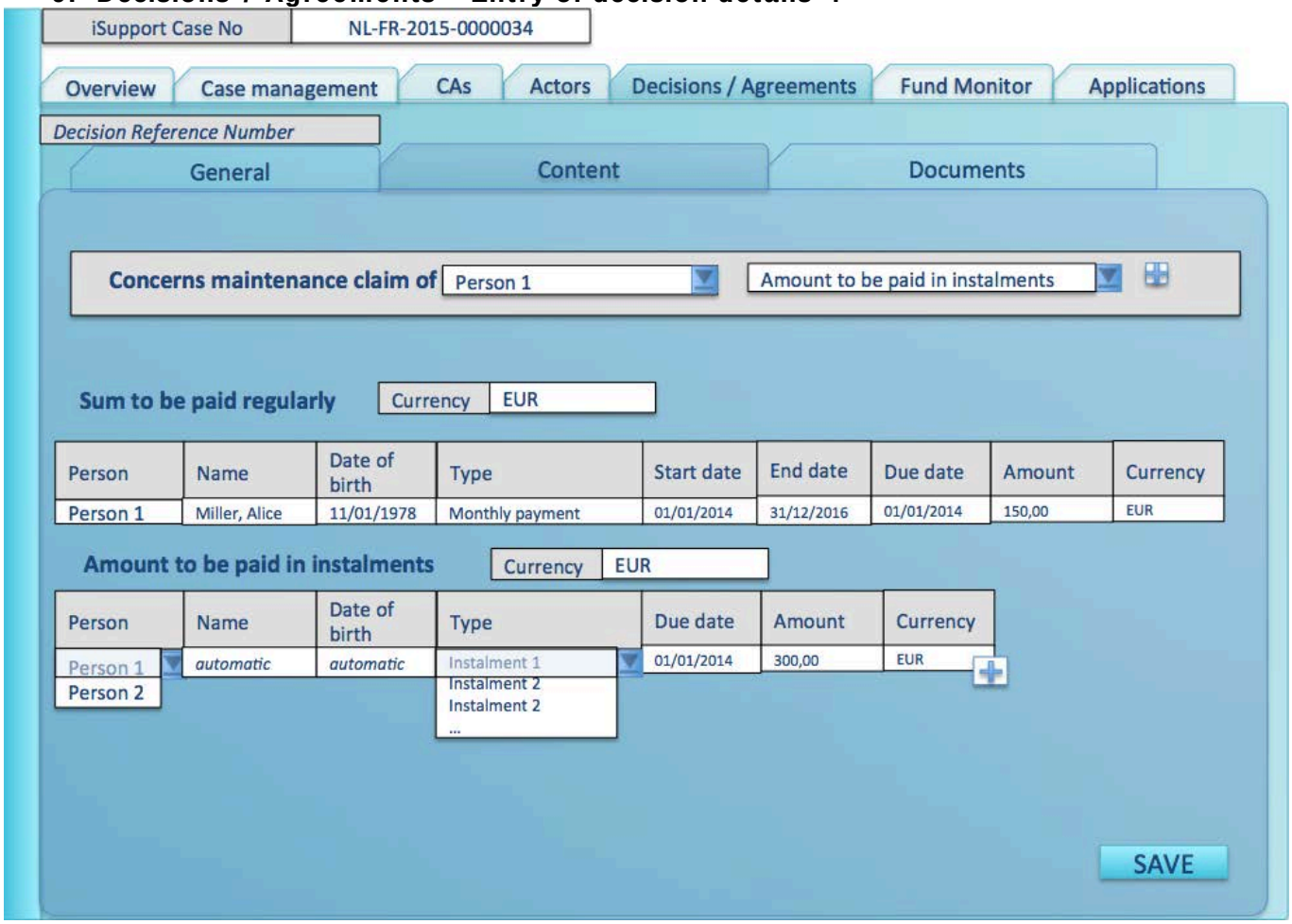
7. Decisions / Agreements – Entry of decision details-2



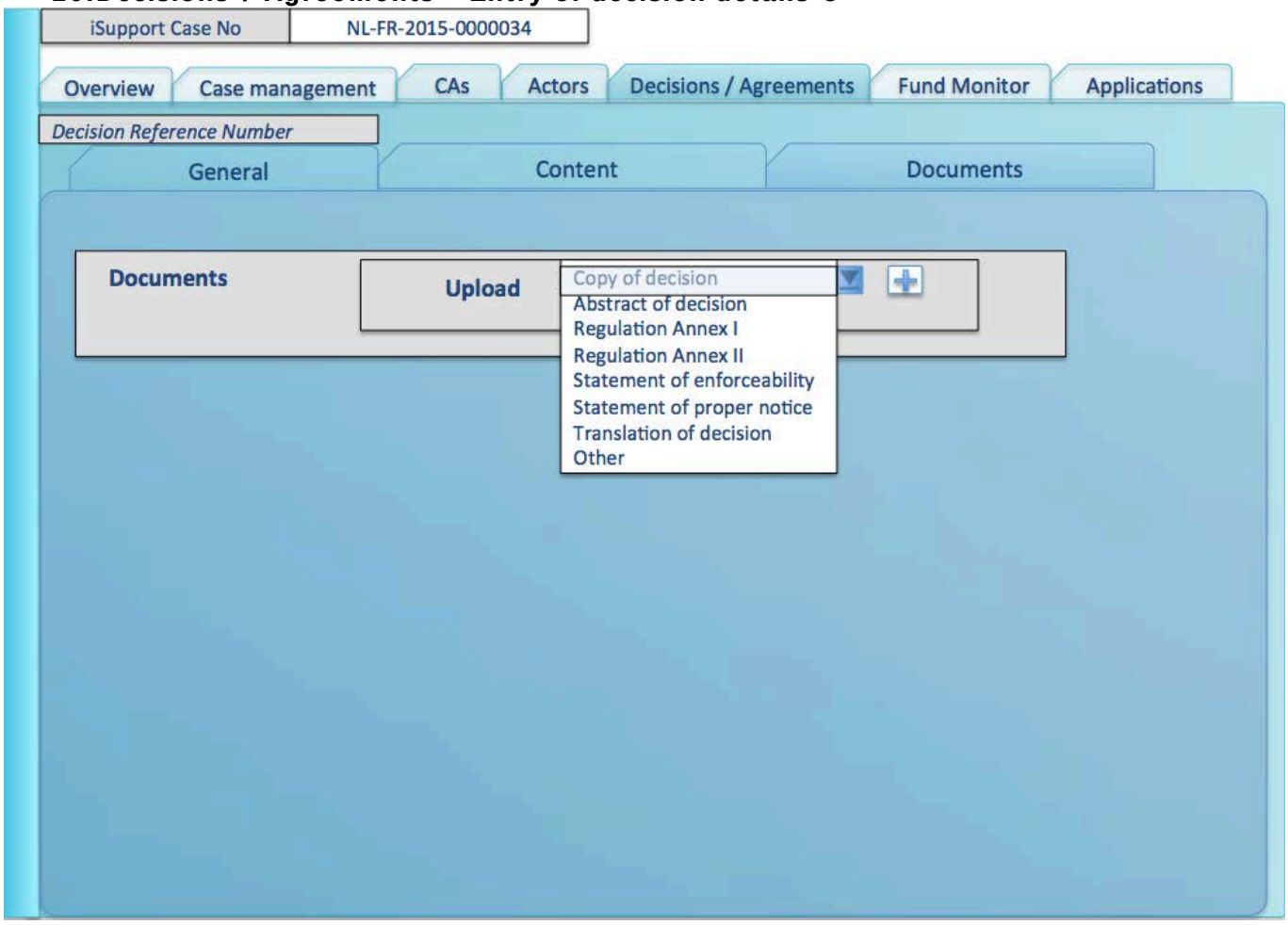
8. Decisions / Agreements – Entry of decision details-3



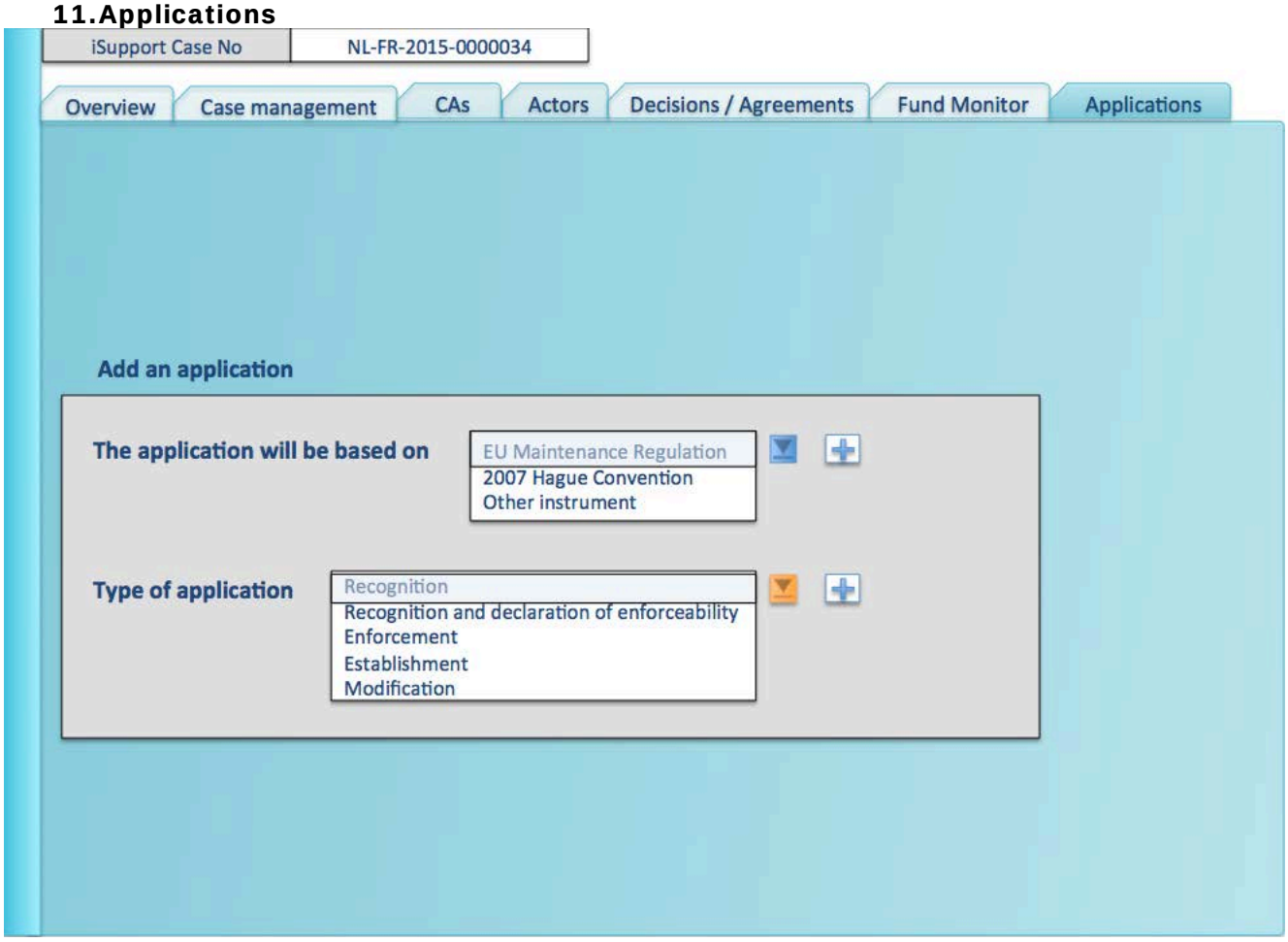
9. Decisions / Agreements – Entry of decision details-4



10.Decisions / Agreements – Entry of decision details-5



11.Applications



....WORK IN PROGRESS