



Deliverables

Call for Tender 0.02



## iSupport

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

### Deliverables

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Authors:	Brigitte Voerman, Juliane Hirsch		
Owner:	Philippe Lortie		
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## 1 This document

### 1.1 Purpose of this document

1. This document describes the deliverables for the development of iSupport - an electronic case management and secure communication system to facilitate the cross-border recovery of maintenance obligations under the Council Regulation (EC) No 4/2009 of 18 December 2008 on jurisdiction, applicable law, recognition and enforcement of decisions and cooperation in matters relating to maintenance obligations (hereinafter: EU Maintenance Regulation) and the Hague Convention of 23 November 2007 on the International Recovery of Child Support and Other Forms of Family Maintenance (hereinafter: the 2007 Hague Convention).<sup>1</sup>

2. The Deliverables Document describes in detail the functional and technical requirements of the system. Updated versions of this Document will accompany the process of development and support the future technical maintenance of iSupport. An earlier version of the document, which was based on the results of nine fact-finding missions conducted in Central Authorities responsible for the recovery of maintenance abroad<sup>2</sup> and the responses to an October 2014 Questionnaire addressed to iSupport contact point,<sup>3</sup> has served as a basis for the discussions of the iSupport Advisory Board at its meeting on 4 and 5 December 2014. It further informed the discussions of the five Working Groups convened in the first quarter of the Year 2015, namely:

- the Functional Requirements Working Group, meeting on 19 and 21 January, 2, 5, 9, and 23 February and 2, 5 and 17 March 2015;
- the Technical Requirements Working Group meetings on 29 January and 12 March;
- the Secure Communications (e-CODEX) Working Group meeting on 12 January and 12 March 2015;
- the Data Protection Working Group meeting on 15 January and 12 February 2015, and
- the Sustainability Working Group (including the Call for Tender and governance issues meeting on 26 January, 16 and 19 February and 9 and 19 March 2015.

3. Following the comments from experts participating in the iSupport Advisory Board and Working Group meetings, this updated version of the Deliverables Document has been prepared for the Prior Information Notice for the Call for Tender. Depending on the comments and suggestions received following the Prior Information Notice, a slightly adapted version of this version of this Deliverables Document will serve as a basis for the Call for Tender to be released in May 2015.

4. A summary of the responses to the October 2014 Questionnaire, the report of the 4-5 December 2014 iSupport Advisory Board Meeting as well as the reports of all of the above-

<sup>1</sup> For further background information on the iSupport project see the Hague Conference website at:

< [http://www.hcch.net/index\\_en.php?act=text.display&tid=192](http://www.hcch.net/index_en.php?act=text.display&tid=192) >

<sup>2</sup> [Canada \(British Columbia\), Finland, France, Germany, the Netherlands, Norway, Switzerland \(Geneva\), the United Kingdom and the United States of America \(New Jersey\)](#).

<sup>3</sup> See the iSupport specialised section at < [http://www.hcch.net/index\\_en.php?act=text.display&tid=192](http://www.hcch.net/index_en.php?act=text.display&tid=192) >.

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mentioned Working Group Meetings are available online at  
< [http://www.hcch.net/index\\_en.php?act=text.display&tid=192](http://www.hcch.net/index_en.php?act=text.display&tid=192) >.

## 1.2 Working methodology

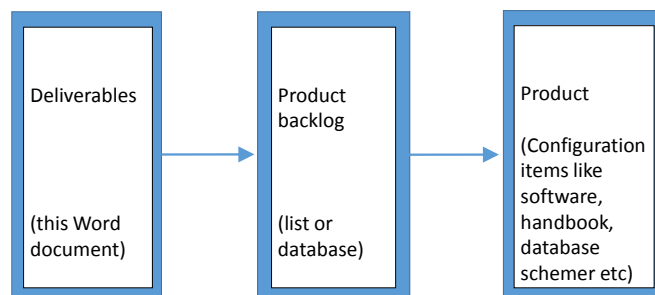


Figure 1 Lifecycle from deliverable to product

5. A deliverable is a functional or technical item. All together, these deliverables form the system.
6. The deliverables will be tracked in an online list or database called the Product backlog.
7. The development stages of the project will be defined in time-boxes. Work on a new time-box commences with a project-team meeting in “the Sprint planning meeting”. During that meeting, deliverables will be prioritised and the team-members will decide which deliverables will be part of the current time-box. This decision is based on a detailed discussion of the deliverables and on the expected time to develop, test and implement them.

## 1.3 Timeframe

8. The iSupport project to create a case management and secure communication system is a two-year project, and commenced on 1 September 2014. By 31 August 2016 the system must be finalised, tested and ready for implementation. Programming will include both the management of applications and requests handled in accordance with the EU Maintenance Regulation (see definition under “6.1.4.1 EU Maintenance Regulation applications and requests and applications under the 2007 Convention (see definition under “6.1.4.2 2007 Hague Convention application and requests”) and other instruments will be designed. Following the programming phase there will be a pilot phase allowing a number of States to implement and use iSupport on a test basis and provide feedback for change before the system is finalized. The timing for the overall project is described in the “2014-2016 iSupport project planning” on the iSupport section of the Hague Conference website.

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9. Due to the tight time lines for the project it is crucial that all project deadlines are kept.

### 1.4 MoSCoW

10. The functional and technical requirements described in this document are prioritised in accordance with the so-called “MoSCoW” technique. That is to say, the requirements are classified into the following four categories:

- Must Have
- Should Have
- Could Have
- Won’t Have this time

#### 1.4.1 Must Have

11. “Must Have” describes requirements that must be satisfied in the final solution for the solution to be considered a success. The requirements classified as “Must Have” provide the Minimum Usable Subset (MUS) of requirements, which the project guarantees to deliver. If the project cannot deliver any “Must Have” requirement, the project cannot continue. Classifying a requirement as “Should Have” or “Could Have” does not mean it won’t be delivered, simply that delivery is not guaranteed.

#### 1.4.2 Should Have

12. A requirement classified as “Should Have” is a high-priority item that should be included in the solution if possible. This is often a critical requirement but one which can be satisfied in other ways if strictly necessary.

13. A “Should Have” may be differentiated from a “Could Have” by reviewing the degree of inconvenience caused by it not being met, in terms of business value or numbers of people affected.

14. “Should Have” or “Could Have” requirements may or may not be included in the first release of iSupport depending on resources. However, if they are not included they are considered for a future release.

#### 1.4.3 Could Have

15. “Could Have” describes a requirement, which is considered desirable but not necessary. This will be included if time and resources permit.

#### 1.4.4 Won’t Have this time

16. A requirement classified under the category “Won’t Have” is a requirement that stakeholders have agreed does not have to be implemented in the first release, but may be considered for a future release. “Won’t Have” requirements are recorded in the Prioritised Requirements List in order to assist in clarifying the scope of the project and to manage expectations.

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## 2 Definitions and abbreviations

### 2.1 Definitions

17. For the purpose of this document the following terms are, unless otherwise stated, understood as described below:

Access rights	The extent of the functionality of a service or use of data that a user is authorised to use.
Application	This term is used to describe applications concerning the cross-border recovery of maintenance under the EU Maintenance Regulation or the 2007 Hague Convention. The term “incoming application” is used to refer to applications a Central Authority receives from the Central Authority in another State (requesting State). The term “outgoing” application is used to refer to applications a Central Authority sends to the Central Authority of another State (requested State). A request for specific measures is handled by iSupport in the same way as an application (see definition of request for specific measures).
Central Authority	The term Central Authority refers to authorities officially designated as “Central Authorities” under the EU Maintenance Regulation and the 2007 Hague Convention. There can be more than one Central Authority per State. Furthermore, in some States certain Central Authority tasks are officially assigned to bodies other than the Central Authority. Depending on the structure of the State there could be as many iSupport systems implemented as the number of Central Authorities or there could be just one iSupport system in a given State.
Case	A “case” in iSupport is defined as a case concerning the same debtor and person(s) for whom maintenance is sought AND involving the same requesting and requested State.
Caseworker	The caseworker refers to the members of designated Central Authorities and public bodies dealing with international maintenance cases. Caseworkers will be the main users of the iSupport system.
Connector	This term refers to the part of the e-CODEX communication configuration, which maps data from the gateway into and from e-CODEX. Also called: Domibus Connector Framework.
Convention	Hague Convention of 23 November 2007 on the International Recovery of Child Support and Other Forms of Family Maintenance.
Creditor	The person seeking the payment of maintenance. Usually the creditor is the applicant in a case. However, the debtor can also be the applicant.
Debtor	The person that owes or is alleged to owe maintenance.
E-mail	A message created, sent and received in an external system like Outlook.

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File	In this document, a file is a technical term for a collection of data.
<a href="#">Front-end language</a>	<a href="#">The front-end language is the language of the display (user interface) in iSupport and the language chosen by the user to operate the iSupport case management system.</a>
Gateway	This term refers to the part of the e-CODEX communication configuration, which takes care of the establishment of the connection, puts the data into an SX container and sends it. Then, the Gateway of the other State receives extracts and rechecks the data for integrity, authenticity and non-repudiation requirements. Also called: Domibus Gateway.
Interface	An interface is a 'bridge' between two systems or two collections of data.
iSupport	See 'System'.
Message	This term refers to messages sent through the iSupport system. A message is attached to a case. In iSupport, messages can be sent internally and externally to other Central Authorities. Messages are shown in the task list.
Note	This term refers to a brief record of points or case information noted on a case. In iSupport notes are attached to a case and can be viewed there. They are not exchanged with other Central Authorities and are not displayed in the task list.
Person for whom maintenance is sought	This is the person that is identified in the application the person to whom the debtor owes or is alleged to owe maintenance. It could be a former spouse, a child or other dependent. This person may not necessarily be the applicant as in many cases the application is made on behalf of or for the benefit of this person by another person or by an agency.
Public body	A public body is a government authority that can initiate some forms of maintenance applications, acting in place of the creditor, or it may be seeking reimbursements of benefits provided in lieu of maintenance.
Regulation	Council Regulation (EC) No 4/2009 of 18 December 2008 on jurisdiction, applicable law, recognition and enforcement of decisions and cooperation in matters relating to maintenance obligations.
Request for specific measures	A Central Authority may make a request for specific measures to another Central Authority, when no application is pending, with a view, for example, to help locate the debtor or creditor, or to provide assistance in establishing parentage. A request for specific measures is handled by iSupport in the same way as an application (see definition of an application).
Requesting State	State from which an application is sent to a Central Authority in another State (requested State)

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Requested State	State which receives an application from a Central Authority in another State (requesting State)
Rights of access	This term refers to the privileges granted to the users of iSupport. The setting of access rights determines which system functions the user can use and what data the individual user can view and edit.
Scheduler	A technical environment to start and stop an exchange via interfaces and show the log report of an interface.
Secure	Where the term “secured” is used in this document in combination with the terms “communication”, “connection” and “data transportation” it means that data subject to such transmission will meet integrity, confidentiality, availability, authenticity and non-repudiation requirements.
Software	The specific software needed to run iSupport. This can refer to software specifically developed for iSupport, or an existing off-the-shelf application.
System	The term system refers to the iSupport system as a whole. The iSupport system includes the iSupport software, the database scheme, documentation, manuals, help-screens and procedures. The iSupport system does neither include hardware or local area network. The iSupport system includes an exchange of data by e-CODEX. Furthermore, the iSupport system includes a plug-in to import and export data to local systems, however to use the plug-in a State will be required to develop an interface.
User	A user is the user of the iSupport system. The user may be acting in any role, such as caseworker, administrator or manager.
Task list	A task list can be described as a “to do” list for the caseworker. It consists of an orchestrated and repeatable pattern of business activity. A task list item might be an automatic alert or a manual set reminder but can also be an incoming message or application to be dealt with.

## 2.2 Abbreviations

CA	Central Authority
DTAP	Development, Testing, Acceptance, Production
e-CODEX	E-justice Communication via Online Data Exchange
HCCH	Hague Conference on Private International Law
ITTIG	L’Istituto di Teoria e Tecniche dell’Informazione Giuridica
SP	Service Provider

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UI	User Interface
XML	Extensible Markup Language

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### 3 General functional requirements

#### 3.1 Coverage of iSupport - EU Maintenance Regulation cases, the 2007 Hague Convention cases & other international maintenance cases

##### 3.1.1 Usability of the iSupport case management system for EU Maintenance Regulation, 2007 Convention cases and other international cases

18. The iSupport system will provide a case management system with all the features necessary for the processing of international maintenance cases and thereby assisting States in fulfilling their Central Authority obligations under the EU Maintenance Regulation and the 2007 Hague Convention.

19. To the extent possible, the case management system component of iSupport will also be usable by States for managing other international maintenance cases, which fall outside the scope of the Convention or Regulation.

20. The ability of iSupport to cover Regulation cases, Convention cases and other international maintenance cases is a necessary requirement, since for a number of States introducing iSupport solely for Regulation and Convention cases and continuing the maintenance of expensive stand-alone solution for “other” international maintenance cases would be financially burdensome and would thus thwart the wide implementation of iSupport.

Deleted: “Must Have”

21. For details on the “Must Have”, “Should Have” and “Could Have” functionalities see the relevant descriptions below.

##### 3.1.2 Universal usability of iSupport

22. iSupport must be usable regardless of whether the other Convention or Regulation country involved in the application uses iSupport or not. This means that in addition to sending applications and attachments electronically to the other State via secure iSupport communication, iSupport must allow for the production of all necessary documents for paper applications. Furthermore, it will be necessary that all automated processes triggered by an electronic sending of applications can be activated manually, when a paper application is prepared. The universal usability of the iSupport case management system is a necessary requirement. See also the descriptions of the detailed functionalities in this regard below (see for example, paragraph 109).

Deleted: “Must Have”

### 3.2 User language

#### 3.2.1 Front-end (user interface) available in both English and French; Capacity to use the front-end in other languages

23. The iSupport case management system will be produced with a user interface in English language and a user interface in French language. This is a **“Must Have”** requirement. It will be up to each Central Authority which language version they want to use. The system must therefore allow the entry of the preferred language of usage.

24. Since States with official languages other than English or French might wish to use the front-end in their own language(s), adaptation of the front-end to use in other languages must be facilitated. This could, for example, be done through making available a list of all items used in the front-end and allowing for an easy implementation of the translated term into the

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system to set up the different language version of the front-end. The [capability of using](#) the case-management system in languages other than English or French is a **“Must Have”** requirement. [This means the system must be designed in a way that a later use of the front-end in a language other than English and French is possible.](#)

25. The translation and implementation work related to the creation of a different language version, however, is entirely the responsibility of the individual States. Development of the front-end in languages other than the English or French is for the purpose of the iSupport project a **“Won’t Have”** requirement. However, if sufficient additional funding is obtained, the development of the front-end in Spanish is a **“Should Have”** requirement.

### 3.2.2 Use of multilingual Forms independent of front-end language

26. Independent of the language of the user interface, the system must be able to auto-generate Forms in a (see next paragraph) number of languages. Multilingual Forms have been created under both the Convention and the Regulation to simplify communication between Central Authorities and to overcome language difficulties. With a view to facilitating translation of the content of the Forms from one language to another, most of the information transmitted by the Forms is collected using tick-box choices. The free-text fields refer, with some rare exceptions, to language neutral data, such as names, dates and reference numbers etc.

27. The Convention Forms are currently available in English and French (and will be available in Spanish by September 2015) but all mandatory Forms under the EU Maintenance Regulation are available in 22 of the 24 official EU languages. The Regulation provides that the Forms must be sent in the official or otherwise indicated language of the requested State. Some States use more than one language, such as Belgium, which has three official languages.

28. The system must provide for sufficient flexibility to determine the language(s) of the output of the [Forms](#) (see further under “3.8 Forms”) including the option to create the output in different languages [independent of the front-end language. This is a “Must Have” requirement.](#) In addition to creating the Form in the preferred language of the receiving State, the sending State must always be able to create a copy of the Form in their own language for their own records. This is a **“Must Have”** requirement.

[29.](#) To support this capacity, the default [preferred](#) language for [the Forms](#) for each State and [by](#) legal instrument should be stored in iSupport following the official notifications by each State. [This is a “Should Have” requirement.](#)

30. iSupport should offer the administrator the ability to set or change a default language for the [Forms](#) output for each individual State under the Convention and Regulation. [This is a “Should Have”.](#) In addition, at the case level, the manual addition / change of the language for the Forms output in the casework must [remain](#) possible, [see above paragraph 28.](#)

Deleted: . This is a **“Must Have”**.

### 3.2.3 Special character neutrality of all entry fields in the front-end

[31.](#) The system will be used internationally. Independent of the language in which the front-end is used, the system must allow for output in other languages. Therefore the system and the database must be able to cope with all kind of accents and special characters that may appear in particular in person’s names as well as in names of foreign courts or other foreign authorities. The search tools must also be adapted to these particularities (see further under 5.12 “Search tools”).

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32. [The capability of the iSupport system to allow for unrestricted language entry in all case and actors entry fields](#) is a **“Must Have”** requirement. [However, in the first phase, iSupport will primarily be used for the entry of characters from Latin alphabet based languages, including all special characters that are found in the EU Latin alphabet based languages \(such as for example, “Č” and “Ď” in Czech and “Å” or Finnish language\).](#) [Providing iSupport entry fields that allow the entry of any character from Latin alphabet based European Languages is a “Must Have”.](#) Ideally, the system should provide a “symbols”-tool, for caseworkers to enter characters from other languages they do not have on their keyboard. This is a **“Could Have”** requirement. In a later phase, the iSupport entry fields should be able to also allow the entry of characters from other alphabets, such as Cyrillic, as needed by Contracting States to the 2007 Hague Maintenance Convention. This is a **“Won’t Have”** requirement for the present as is the provision of a “symbols”-tool for these other alphabets. It is to be emphasised, as mentioned above, that iSupport must be created in a way that allows adding the functionality for language entry from other alphabets in the future (see above, described as “Must Have”).

#### 3.2.4 Homogeneous terminology

33. The terminology used in the EU Maintenance Regulation and the 2007 Hague Convention is not always consistent. For example:

- “defendant” (Regulation) / “respondent” (Convention)
- “legal aid” (Regulation) / “legal assistance” (Convention)

34. The screens of the case management system should be compatible for the use in Regulation / Convention and other international maintenance cases. If one term cannot be used in all scenarios, the two terms must be displayed, for example “defendant / respondent”.

35. This is a **“Should Have”** requirement.

### 3.3 iSupport providing guidance to the caseworker

#### 3.3.1 Procedural help text per application and system validation

36. The iSupport system will provide “suggested guidance” as opposed to “imposed guidance” to the caseworker supporting flexibility for caseworkers and the use of discretion in the case handling. Procedural help text will be made available throughout the system. Access to help texts will be optional *i.e.*, available to be consulted upon demand. In addition, in certain clearly defined situations the system must validate the work completed by the caseworker and prevent the caseworker from proceeding in the event a step is missing. This will, for example, be the case if a caseworker tries to send an EU Regulation [Form](#) that does not contain all the mandatory required information.

37. The procedural help text will cover the work process steps that should be taken with regard to each application, outgoing and incoming, under both the EU Maintenance Regulation and the 2007 Hague Convention. The text for the procedural help will be provided by the Project team during the Project phase. The availability of procedural help text for the Regulation and Convention [is a “Must Have” requirement. The provision of procedural help](#)

<sup>4</sup> The Latin alphabet based EU languages include, *inter alia*, Czech, Finnish, French, German, Polish, Portuguese, Spanish language. A complete list of the Latin alphabet based languages will be provided in the programming phase.

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at the screen level is a **“Should Have” requirement**. At the Field level it is a **“Could Have” requirement**.

**Deleted:** and the implementation of the validations are both **“Must Have” requirements**.

38. As concerns validation, iSupport will have to control, in particular, the sufficiency of data to auto generate the Forms, and the availability of the mandatory attachments for each application / Form. Furthermore, an optional validation (implemented at the option of each State using iSupport) will have to be implemented to check the applicability of the EU Maintenance Regulation and the 2007 Hague Convention.

39. The implementation of the validations is a **“Must Have” requirement**.

### 3.3.2 Additional help texts

40. In addition to the above mentioned procedural help texts, the system could provide information to assist in the entry of data. For example, there could be help icons on a screen or for a field to give more detailed information on what information should be entered. These additional help texts are a **“Should Have” requirement**.

41. All help text can be modified by the manager / administrator, see paragraph 50 et seq.

**Deleted:** The option to modify help text is a **“Could Have” requirement**.

### 3.3.3 Availability of guidance documents

42. A number of documents to assist the caseworker in case management will be made directly available in iSupport. These include:

#### Primary resources:

- The Regulation text
- The Convention text
- The caseworkers handbook (Convention) – in English<sup>5</sup>, French and all EU languages
- The practical Handbook – Romania (Regulation / Convention) – in English, French and all EU languages
- Country profiles (with every of the regular update the latest version can be included) – in English<sup>6</sup>, French and Spanish

#### Secondary resource:

- The Explanatory Report to the 2007 Hague Convention – in English, French and Spanish

43. In addition, the EU factsheets existing for each EU Member State will be made available either directly or through the inclusion of a link to the relevant e-justice portal page.<sup>7</sup> States will update the fact sheets at least once a year. The month of update is however, left to the States. The up to date information must be available in iSupport. A link could be the easiest way to give access to the most recent information however, as certain Central Authorities restrict Internet access even where a link is used a copy of all the documents should be made directly available in iSupport in PDF or equivalent format.

44. A hyperlink to the HCCH website and the iSupport pages should be provided. Hyperlinks should open in a new window. The latter is a **“Should Have” requirement**.

<sup>5</sup> See for a copy < <http://www.hcch.net/upload/phb38en.pdf> >.

<sup>6</sup> See < [http://hcch.cloudapp.net/smartlets/sfisp?interviewID=hcchcp2012&t\\_lang=en](http://hcch.cloudapp.net/smartlets/sfisp?interviewID=hcchcp2012&t_lang=en) >.

<sup>7</sup> The factsheets are available at < [https://e-justice.europa.eu/content\\_maintenance\\_claims-47-en.do](https://e-justice.europa.eu/content_maintenance_claims-47-en.do) >.

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45. Furthermore the information on competent administrative authorities instead of courts listed in Regulation Annex X and the information on competent authorities listed in Regulation Annex XI, both adopted in November 2011<sup>8</sup> must be made available in some way in iSupport.

46. The EU is currently creating additional documents of guidance, including guidance to the completion of Forms as well as a checklist prepared by Central Authorities for their counter-parts. Finalising of the latter documents is expected before the end of 2015 and will have to be included in some way in iSupport once it is available.

47. Making all of the above-mentioned guidance documents (see paragraphs 42 *et seq.*) available in iSupport is a **“Must Have”** requirement. Regular updates of the documents directly available in iSupport should be supported. At a minimum there will be an update of each document once a year. The latter is for the responsibility of the service provider (see paragraph 454).

48. The Country Profile mentioned above is created in a dynamic form and could be available in a future edition of iSupport “live” in the system. For the time being this is a **“Won’t Have”** requirement.

49. Furthermore, there should also be place in the system where States can upload their individual training materials. This is a **“Should Have”** requirement.

#### 3.3.4 Customisability of help texts

50. Default help text for the system will be general and will not take into consideration the organisation of processes and requirements of case handling in different States. In order to allow Central Authorities the flexibility in case handling they need, it is important that they can adapt the help text to their context.

51. For help texts concerning a process or required steps to be taken, the customisability of help texts becomes crucial. There may be situations where a specific default good practice order for steps to be taken by the caseworker would be in conflict with the best practices for the individual country.

52. Caseworkers are required to follow internal guidelines in each Central Authority. iSupport should therefore allow the manager or administrator to modify the available procedural help texts (see above “3.3.1 Procedural help text per application and system validation”). This is a **“Should Have”** requirement.

53. The option to modify the additional help texts (see above “3.3.2 Additional help texts”) is a “Could Have” requirement.

### 3.4 Templates

#### 3.4.1 Skeleton template

54. iSupport must provide the option to auto generate a skeleton letter from data included in iSupport on the case and / or an actor. The data for the letter to be auto-populated must include:

- the name of the recipient of the letter (the person, body or authority involved in the case),
- the name of the sender,

<sup>8</sup> See < <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:293:0024:0025:EN:PDF> >.

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- the address of a the recipient,
- the address of the sending Central Authority,
- the iSupport case number (see “5.3.1 Composition of the functional iSupport case number”),
- the iSupport application number if any (see “5.2 Application or request number”),
- the name of the debtor,
- the name of the persons for whom maintenance is sought,
- the type of application,
- the internal case reference number(s) for the sending and receiving State, and
- the date of creation of the letter.

55. The actual text of the body of the letter will have to be filled in by the caseworker. Editing of the letter with Microsoft Word, within iSupport must be possible. Copy and paste function must be available (see below “3.4.2 Ability to use Microsoft Word”).

56. The possibility to create such a skeleton letter addressed to a person, body or authority of the caseworker’s choice is a **“Must Have”** requirement. Should a person have more than one address in the system, [the most recent address, identified as “active” address \(see paragraph 220\) will be used by default. This is a “Must Have” requirement. The address can be replaced manually by the caseworker, should the letter have to be addressed to an older address of the recipient. iSupport could also enable](#) the caseworker to choose the appropriate address [for the template](#). This is also **“Could Have”** requirement.

#### 3.4.2 Ability to use Microsoft Word

57. Microsoft Word should be able to be opened in iSupport, provided it is installed on the local system. The ability to use Microsoft Word in iSupport is a **“Must Have”** requirement. [See paragraph 372 concerning the ability of iSupport to deal with open source formats .](#)

#### 3.4.3 Thirty pre-set templates

58. iSupport will contain 30 auto-generated templates, available in both English and in French, which will have additional text beyond that identified for the skeleton letter. The text for these templates will be provided to the programmers prior to the commencement of the programming.

59. The inclusion of [up to 30](#) pre-set templates is a **“Must Have”** requirement. [In addition, iSupport must have the capacity for templates to be added in the future. This is a “Must Have” requirement.](#)

#### 3.4.4 Customisability of templates

60. Furthermore, it is very important to allow States to modify the pre-set template text for the 30 pre-set template letters. This is important to adapt the template text to national requirements and to allow for the sending of these letters in a language other than English or French.

61. The manager / administrator should therefore have a tool to change the pre-set template texts other than the pre-set auto populated fields in the letter.

62. This is a **“Should Have”** requirement.

63. In addition, the manager / administrator could be provided with a tool that allows him / her to create new templates including auto-populated fields of his / her choice. That is

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to say the tool could allow the manager / administrator to choose from a list of auto-populate-building blocks to set up a new template.

64. This is a “**Won’t Have**” requirement.

### 3.5 Logging of changes and viewing access & accessibility of audit trail

#### 3.5.1 Logging of changes and viewing access

65. iSupport should provide for a “Time-stamp” / “audit trail” which logs case access and changes. See for further technical details “9.1.1 User- and timestamp”.

66. In order to not compromise the speed of the system, records concerning changes to data in the system should, with some limited exceptions, be stored at the level of the screen not field.

67. The information that must be recorded is:

- which screen has been changed,
- the new field value,
- the previous field value,
- username for person who changed the data,
- when (date and time) was it changed.

68. Two exceptions need to be made: changes to (1) address information and (2) payment information. This information must always be recorded and stored at the field of data entry. See also further under “5.9.2 Particularities of address and payment information”.

69. For the recording of “views” it is sufficient to record who (i.e., username) viewed a case and when but not exactly which information was viewed in the case.

70. [For the prioritisation of the above-described functionalities see “9.1.1 User- and timestamp”.](#)

**Deleted:** The described requirements are “**Must Have**” requirements.

#### 3.5.2 Accessibility of audit trail

71. With some limited exceptions, all recorded viewing access and changes will generally only be available in the back-end. Thus only technical staff will be able to access this information, when needed, for example, for an inquiry for fraud or negligence.

72. For changes of address, a complete history will be saved and has to be accessible within the case (not only through the audit records) to the caseworker together with the information on when the information was modified and by whom. [This is a “Must Have” requirement. The same requirement will be made for payment information \(“Must Have”\), however, the record of when and by whom the information was changed or added does not necessarily have to be made available in the case. It would be sufficient for the information -about who changed the payment details to be accessible in the audit trail by the technical staff. Making available the history of who changed the payment details and when in the front-end is a “Should Have” requirement.](#) See further under “5.9.2 Particularities of address and payment information”.

**Deleted:** and payment information

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The described requirements are “**Must Have**” requirements.

### 3.6 Access rights

73. iSupport must provide different sets of access rights giving Central Authorities sufficient flexibility to adapt the access rights to the iSupport system by different members of staff based on their unique internal structures and policies. Ideally the profiles should be set up in a way that a combination of roles / access rights is possible, to allow significant flexibility.

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### 3.6.1 Non-combinable profiles of access rights for members of Central Authorities

74. Should a combination of profiles not be possible, iSupport must provide at least for the following access rights profiles:

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	Profiles I	Details - Access and function rights																				
		Management	Administration							Registration	Casework						Financial					
		Decide on access rights	Manage reports on CA/caseworker performance	Access to statistics	Authorise new users	Manage access rights	Edit country specific help screens	Manage target date and task list setting	Manage templates for casework	Interfaces scheduler	Receiving / allocating tasks for newly incoming applications	Create new cases, close and archive cases	Edit restricted access cases	View restricted access cases	Edit domestic violence cases	View domestic violence cases	restricted access cases)	with sensitive date in DV cases & except	View all fields of all cases (except screens with sensitive date in DV cases & except	Edit info on the monitoring of founds screen	Accept payments	Authorise transfers
1	Manager-A	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
2	Manager-B	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
3	Registrar A									X	X		X		X		X					
4	Registrar B									X	X						X					
5	Caseworker A										X	X	X	X	X	X	X	X	X	X	X	X
6	Caseworker A & Registrar									X	X	X	X	X	X	X	X	X	X	X	X	X
7	Caseworker B										X	X	X	X	X	X	X	X	X			
8	Caseworker B & Registrar									X	X	X	X	X	X	X	X	X	X			
9	Caseworker C										X					X	X	X				
10	Caseworker C & Registrar									X	X					X	X	X				
11	Accountant												X		X		X	X	X	X	X	X
12	Viewer																X					

75. The availability of the above-mentioned profiles is a minimum requirement and thus a **"Must Have"** requirement.

### 3.6.2 Combinable profiles of access rights for members of Central Authorities

76. Should profiles be combinable the following profiles could be implemented instead.

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	Profiles II	Details - Access and function rights																
		Management	Administration				Registration	Casework						Financial				
			Authorise new users	Access to statistics	Manage reports on CA/caseworker performance	Decide on access rights		View all fields of all cases (except screens with sensitive date in DV cases & except restricted access cases)	Edit all fields of all cases (except screens with sensitive date in DV cases & except restricted access cases)	View domestic violence cases	Edit domestic violence cases	View restricted access cases	Edit restricted access cases		Create new cases, close and archive cases	Receiving / allocating tasks for newly incoming applications		
1	Manager	X	X	X														
2	Administrator				X	X	X	X										
3	Registrar A							X										
4	Registrar B								X									
5	Caseworker A									X	X	X	X					
6	Caseworker B												X		X		X	
7	Accountant																X	X
8	Viewer															X		

77. The provision of combinable profiles is a “**Could Have**” requirement.

### 3.7 External access to iSupport

78. The process of handling international maintenance cases involves many different stakeholders. Depending on how States organise the handling of international maintenance cases, more than one body can be designated to fulfil certain Central Authority tasks. Besides Central Authorities, a number of other State authorities get involved in these cases such as authorities competent for the establishment of maintenance and authorities responsible for the enforcement of maintenance claims.<sup>9</sup>

#### 3.7.1 Remote access to iSupport for Central Authorities

79. In States where a Central Authority is working from two different locations or where two or more bodies share the Central Authority tasks, it must be possible for the State to use one iSupport system for all of these authorities by providing remote access to one installation of iSupport. The authorities would “share” iSupport and would have access to all data in the system. Restrictions related to access rights assigned to member of the remote working body

<sup>9</sup> In exceptional cases, the body designated as Central Authority may also be body competent for the establishment of the decision and the collection of maintenance.

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would limit certain data access. The remote access could also be used for members of Central Authorities working from a distant location or from home. Providing remote access to iSupport from multiple user locations is a **“Must Have”** requirement.

### 3.7.2 External access of competent authorities not part of the Central Authority

80. iSupport will assist States in the fulfilment of their obligations under the EU Maintenance Regulation and the 2007 Hague Convention. iSupport will primarily facilitate the Central Authority case management but will also assist in the effective exchange of data and information between Central Authorities and competent authorities outside the Central Authority within the State. To the extent feasible, direct access of these authorities to iSupport to enter information and to receive certain information concerning individual cases should be included.

81. The external competent authorities that could exist in a number of States can be grouped as follows:

- A The authority of origin of the decision / court settlement / authentic instrument, which is responsible for completing the extract / abstract in form of the Regulation Annex I, II, III or IV or in the Convention recommended “Abstract of a decision”-Form.
- B The authority assisting the applicant with completion of the application under the EU Regulation: Part B of either Regulation Annex VI or Annex VII. This task is in the hands of courts but can in some States also be fulfilled by social welfare bodies.
- C The authority competent for the maintenance establishment (in modification cases, the authority competent for the modification).
- D The authorities competent for the enforcement. These may include the authorities involved in the process of declaration of enforceability or registration, the authorities involved in taking enforcement measures as well as the bailiff enforcement officers involved, for example, in seizing the debtor’s property.

82. There are some States where part or all of the mentioned categories of authorities are all part of the body designated as CA (for example Norway). For these States the question of external access of competent authorities does not arise.

#### 3.7.2.1 External access of authorities category A or B

83. Authorities of the above-mentioned category A and B would not need any information from iSupport but would only enter information. The capability of these authorities to complete the Forms directly in iSupport or at least to be able to submit the data electronically to the Central Authority would be of considerable assistance. This could be achieved in two possible ways:

- (1) by giving these competent Authorities access to iSupport for the purpose of completing the Forms Regulation Annex I, II, III or IV or Part B of Annex VI or VI as well as the Convention Form “Abstract of a decision” in iSupport. They would not have any viewing or editing access to any data in iSupport, or

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(2) to allow the electronic submission of data by uploading electronic Forms into iSupport. iSupport could issue a temporary processing number when receiving an electronic form. The caseworker could import the data contained in the Form into the case when the case is fully opened in iSupport.

84. The capability of the competent authorities to complete the Regulation Annexes I, II, III or IV or Part B of Annex VI or Annex VI as well as the Convention Form "Abstract of a decision" directly in iSupport or to submit the data electronically is a **"Should Have"** requirement.

85. The option for completion of the application Forms Annex VI Part B or Annex VII Part B directly in iSupport or to submit the data electronically, could also be provided to individual applicants, such as the mother seeking maintenance for herself and her children or the parent owing maintenance wishing to modify a decision. Making this option available is a **"Could Have"** requirement.

86. A State may decide to provide an online fillable Form for above mentioned authorities and applicants, not using the iSupport system. iSupport will provide a plug-in, which the State can use to build an import functionality for this data, but the State is responsible for the export of the data to iSupport. The provision of this plug-in is a necessary requirement, see "17.4 Plug in" for the prioritisation.

Deleted: **"Must Have"**

#### 3.7.2.2 External access of authorities category C or D

87. For the authorities of the categories C and D the situation is different as they would not only enter information into iSupport but they also would benefit from access to certain information and documentation available in iSupport.

88. Authorities of the category C could enter information concerning the scheduling of court hearings and the progress of proceedings as well as concerning the final outcome. With respect to completion of an extract / abstract of a decision they would come under category A and would benefit from any solution in place for this type of authority. Authorities of the category C may need access to all documents and information concerning the establishment / modification of the decision, however this would be only in relation to an individual case. In general, most of the necessary information and documentation will be transmitted to the authorities in category C using the relevant Forms.

89. Authorities of the category D could enter information on the progress of the enforcement and the status of the payments *i.e.*, the amount received from the debtor and the amount transferred to the requesting State or creditor. They need access to documents and information assisting in the enforcement. Again, this data exchange would be one concerning an individual case and most of the necessary information and documentation will be transmitted to the authorities using the relevant Forms.

90. The provision of direct access to iSupport for authorities in categories C and D is much more complex, since they would need individual case specific information and would input information that is not standardised in Forms. Giving these authorities viewing access to all cases could also be problematic since they may not have the competency or need to view all cases. A solution may lie in some kind of privileged messaging system between Central Authorities and these competent authorities. This could in the future be developed as a part of iSupport. For the time being, however, the capability of the authorities of category C and D to have access to iSupport is considered a **"Won't Have"** requirement.

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## 3.8 Forms

### 3.8.1 Implementation of the Regulation and Convention Forms in iSupport

91. As explained under “User language” multilingual Forms have been created under both the 2007 Hague Convention and the EU Maintenance Regulation to simplify communication between Central Authorities and to overcome language difficulties. The implementation of these Forms will be at the core of the creation of the iSupport case management system. The system must be able to auto generate all the Regulation and Convention Forms and auto populate the fields in the Form with the data saved in the system. As a consequence, the system must allow for a comprehensive data collection corresponding to the content of the Forms.

92. The ability of iSupport to completely auto-generate and auto-populate each of the Regulation and Convention Forms is a **“Must Have”** requirement.

93. In view of the fact that certain Forms may not be completed by the Central Authority but might have to be completed by others, all Forms must also be available as empty templates in the system to allow forwarding these Forms for manual entry rather than auto-population. This is a **“Must Have”** requirement.<sup>10</sup>

94. All application Forms must be able to be printed in PDF or other equivalent formats for filing / archiving purposes if electronic files have no legal value under the law of State of the Central Authority. Forms may also need to be printed for sending purposes if the other State involved has not implemented iSupport. This is a **“Could Have”** requirement.

Deleted: **“Must**

### 3.8.2 Validation – check for completeness

95. Before allowing the sending of an auto-populated Form via the iSupport secure communication from one State to another, iSupport will validate the completeness of the Form. Not all information collected in the Form is mandatory information and the system will assist the caseworker by highlighting where mandatory information is missing. Information will be considered as complete where either a value is present or the mandatory information is marked as “Not Available” or “Not Known”. If mandatory information is missing, the system will not allow the Form to be sent but will allow the saving and printing of a draft Form. The described validation is a **“Must Have”** requirement ([see also paragraph 39](#)). The validation check will also comprise a check for completeness of the necessary attachments that are to accompany certain Forms (a detailed list of mandatory information per Form and to be attached documents will be provided before the programming).

96. The means that iSupport uses to assist the caseworker in the completion of the necessary information is to be determined. At a minimum, the system must list and display the missing information. This is a **“Must Have”** requirement. Possible options include providing links to the relevant screens to complete the information. Alternatively the system could provide a separate screen for the entry of the relevant information, which would then complete the relevant fields in the database. Whatever solution is chosen, it is mandatory that the missing information be entered into in the database itself and not just into the Form. This is important because should the Form need to be regenerated, it will only contain the information that is in the database. Providing a means to support the caseworker to enter missing information is a **“Could Have”** requirement.

<sup>10</sup> It is important to note that all the relevant Forms exist in active PDF and have to simply be copied into the system.

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### 3.8.3 Forms that are to be implemented and made available in iSupport

97. The following Forms have to be implemented for Regulation based work in iSupport:

- The mandatory EU Regulation Annexes I to IX<sup>11</sup>
- The recommended EU arrears Form<sup>12</sup>
- The adapted recommended Convention status report Forms<sup>13</sup>

98. The following Forms have to be implemented for Convention based work in iSupport:

- The mandatory Convention Forms Annexes 1 and 2<sup>14</sup>
- The recommended Convention Forms<sup>15</sup>
- The adapted Form for the request for a specific measure<sup>16</sup>
- The adapted arrears Form<sup>17</sup>

99. The implementation of all the above-mentioned Forms (paragraphs 97 and 98), which includes the ability to auto-populate the Forms from the iSupport database, validate for completeness, generate the Forms, print the Forms and transmit the Forms with iSupport is a necessary requirement, see paragraphs 91 et seq.

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100. For the Regulation Annexes V, VI and VII the particularity that Part A and Part B is to be filled in by different actors needs to be taken into consideration. The system needs to allow for a separate treatment of these two parts as concerns, auto-population, printing and validation process. This is a **"Must Have"** requirement.

101. Certain of the above-mentioned Forms available that are "instrument" neutral, such as the adapted arrears Form could also be made available for non-Convention, non-Regulation cases. This is a **"Could Have"** requirement.

## 3.9 E-file adapted electronic case management and user-friendliness

### 3.9.1 Fulfilling all technical requirements for e-file case management

102. iSupport should allow Central Authorities to move from paper file case handling to an electronic case management. The system must therefore meet a very high standard of data security to have the capacity to comply with the different national e-filing requirements, which expect the same degree of data integrity for electronic files as in place for paper files. The logging of views and changes mentioned above is a crucial condition for e-file case handling. Furthermore the system must include safeguards that make it impossible to delete case data. All case data has to be kept from the moment the case is created until it is archived. When a case is archived, the case data is not deleted but will be moved to a separate database and can, when needed, be reactivated. The final deletion of case data after archiving will not happen in iSupport but in the separate database. See "7.4 Archiving" for further details on the archiving

<sup>11</sup> Available at < [https://e-justice.europa.eu/content\\_maintenance\\_obligations\\_forms-274-en.do#action](https://e-justice.europa.eu/content_maintenance_obligations_forms-274-en.do#action) >.

<sup>12</sup> The arrears Form is available in different formats including editable PDF at < [https://e-justice.europa.eu/content\\_maintenance\\_claims-47-en.do](https://e-justice.europa.eu/content_maintenance_claims-47-en.do) >.

<sup>13</sup> The adaptation of these Forms still has to be finalised.

<sup>14</sup> Available at < <http://www.hcch.net/upload/forms38e2.pdf> >.

<sup>15</sup> Available at < [http://www.hcch.net/upload/wop/maint\\_pd02eb2010rev.pdf](http://www.hcch.net/upload/wop/maint_pd02eb2010rev.pdf) >.

<sup>16</sup> The adaptation of this Form still has to be finalised.

<sup>17</sup> The adaptation of this Form still has to be finalised.

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103. The fulfilment of the technical requirement for electronic data integrity is a **“Must Have”** requirement.

### 3.9.2 Practical requirements for paperless case management

104. In order to allow caseworkers to handle cases without paper support, iSupport will have to fulfil certain "ease of use" related functionalities. A caseworker must be able to open several documents at the same time in different windows. For example, it must be possible to open a PDF (or equivalent) of the decision in a window beside the case management screen on which data has to be entered. In addition, the opening of at least three iSupport cases at the same time should be possible in combination with the Actors Module screens.

Deleted: five

105. The capacity of iSupport to allow for the opening of as many documents as possible side by side and the opening of at least three iSupport cases and screens from the Actors Module at the same time is a **“Must Have”** requirement. It will of course depend on the local system on which iSupport is installed whether there is a limit to the capacity of opening as many documents as wished at the same time.

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106. Creating additional tools for user-friendly paper less case management is a “Could Have” requirement.

### 3.9.3 Print option

107. Even though Central Authorities may be moving to paper-less case management, many of the stakeholders involved in the international recovery of maintenance will still require paper documents. Therefore, iSupport must offer the caseworkers the option to produce a copy of the case or extracts of essential case information to be sent to certain authorities.

108. There should be in particular print option for:

- Critical personal data including names, addresses and person identifiers for the applicant, respondent, debtor (if different than applicant / respondent), and persons for whom maintenance is sought (**“Must Have”**)
- Decision and supporting documents (**“Must Have”**)
- All Forms (**“Must Have”**)
- The case summary (**“Must Have”**)
- Payment information (**“Must Have”**)
- The case notes (**“Must Have”**)
- The full messages history (**“Must Have”**), and
- A full case copy (**“Should Have”**)

109. In addition, as described earlier under “3.1.2 Universal usability of iSupport” any application and Form as well as attached document must be printable, since a paper sending might be necessary (**“Must Have”**).

## 3.10 Default values

110. Per CA (database) a default address of the CA is required. This is used to complete the Forms. This is a “Must Have” requirement.

111. For each CA (database) a default code is required. This is used, *inter alia*, in “case overviews”, in the “list of history of the messages”, in the case numbers and to identify the mailbox for the e-CODEX messages (see further under “e-CODEX”). This is a “Must Have” requirement.

Deleted: These are **“Must Have”** requirements

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### 3.11 Copying a case

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

#### 3.11.1 Copying the content of an iSupport case to create a new iSupport case

113. It may be necessary to create a new iSupport case that will contain basically the same data as an already existing iSupport case. For example, if the debtor moves during the case processing to another State and the enforcement will now have to be done in this new State, a new case needs to be opened as the States involved in the case have changed. iSupport should provide for the ability to create a new iSupport case by copying the essential data from an existing iSupport case. This is a **“Should Have”** requirement.

#### 3.11.2 Copying the content of a case from a national database to create an iSupport case

114. States can choose to program by themselves an interface to enter data from existing cases into iSupport. When programming the interface, States can use the plug-in that is provided by iSupport, see “17.4 Plug-in”. Programming the interface itself in iSupport is a **“Won’t Have”** requirement.

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## 4 Functional structure of the case management system, the stability of the system and general navigation settings

### 4.1 Functional structure

115. This chapter of the Deliverables Document provides an overview of the functional structure of the iSupport case management system and the important navigation requirements.

116. iSupport must provide a general navigation panel for the users to quickly access the following modules of the system:

- The Casework Module
  - Creating a new case
  - Working on a case (initiating applications, processing applications, case communications, monitoring and reporting *etc.*)
  - Closing a case
  - Archiving cases
- The Actors Module
  - Data collection of contact details across all cases
  - Payment details for actors
- The Task List (workflow)
  - Showing all outstanding tasks with deadlines
  - Offering tools to priorities the work on these tasks
- Support or Help area
  - Access to the Handbook for caseworkers *etc.* (as described above under “3.3.3 Availability of guidance documents”)

117. For the Central Authority manager / administrator in addition the navigation will include the:

- Management / administrator area
  - Managing of access rights and role allocations
  - Statistics / reports
  - Customising and defining target dates
  - Customising help texts
  - Support or Help area

118. The inclusion of the above-mentioned modules, which will be described in more detail below, as well as an easy navigation between these modules is a **“Must Have”** requirement.

#### 4.1.1 Casework Module

119. The Casework Module will be the part where the actual casework will take place. Key supported functions include opening a case, closing a case and archiving a case. Case data can be entered and modified. The Casework Module will also include a number of case management tools, such as the setting of caseworker deadlines and adding of notes to a case. Also messages concerning the case will be sent and received here. The fulfilling of individual case related tasks will be dealt with under each case. But the central tool for the task management concerning all cases the caseworker works in, the task list, will be accessible separately.

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120. The main screens of a case will, in accordance with the case definition (see below), need to be constructed in an application neutral way, since one case can involve more than one application.

121. Ideally the first screen available under this module should be one that allows for a case search and the creation of a new case. This is a **“Should Have”** requirement.

122. The Casework Module must allow the entry of detailed case-data corresponding to the requirements of the Forms. This is a **“Must Have”** requirement. A detailed list of data entry fields that need to be provided in the Casework Module will be provided before the beginning of the programming phase.

123. The Casework Module will consist out of a number of sections between which an easy navigation must be possible. The inclusion of all necessary sections and an easy navigation between these sections is a necessary requirement, see paragraph 118. The sections will include, *inter alia*:

- Case summary (or overview)
- Tools for case management (case related task management, caseworker deadline, status of the case, responsible caseworker)
- Case notes
- Section displaying the requesting and requested CA and contact details
- Section displaying the main actors (person(s) for whom maintenance is sought, debtor(s), public body) on that case
- Applications and requests
- Decisions / agreements
- Enforcement
- Monitoring of funds on the case
- Case-related documents
- Messages

124. Depending on the proposed design, certain sections may be combined or reorganised in the programming phase. Each of the relevant fields in the Form must find an equivalent in these sections. A detailed list of fields that need to be included in each section will be provided before the start of the programming.

125. The documents stored with the case could have type related icons to easily identify them. See further under “7.3 Case documents”.

126. The screen design for each screen of a case will have a header with the essential “tombstone” data.

#### 4.1.2 Actors Module

127. The Actors Module in iSupport will be the place to enter and modify contact and payment information (if relevant) for any actor in any case. This includes individuals for whom maintenance is sought or who owe maintenance, as well as legal representatives, public bodies, competent authorities and other stakeholders.

128. iSupport will follow the approach of a “client and case based” data collection as opposed to a purely “case based” data collection *i.e.*, the data concerning the actors involved is kept in a place separate from the case data. If a new case is opened, the client characteristics will be entered in a separate place and a link will be made between that client data and the case. The advantage of the “client based” collection of personal data is that updates for

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addresses can be done centrally. It further allows the keeping of comprehensive address history, which can be very helpful to track parties. As concerns the archiving of data, the actor information will be archived together with the case with which it is linked unless the actor is linked with another actor, not yet archived case in the system. In the latter case the actor information will not be archived.

129. The collection of “client based” data independent from the collection of “case based” data is a **“Must Have”** requirement ([see also “5.7 Linking actors with a case and the roles of the different actors”](#)).

130. Ideally the first screen available in the Actors Module should be an actor search and the option to add new actors. This is a **“Should Have”** requirement.

[131. The Actors Module will allow entry of detailed information on each actor corresponding to the requirements of the Forms. This is a “Must Have” requirement. A detailed list of data entry fields that need to be provided in the Actors Module will be provided before the beginning of the programming phase.](#)

132. As concerns the structure of the Actors Module, screens for the data collected for natural persons will differ from those collecting data on public bodies and other authorities. The data entry should be divided into (1) general information, (2) contact information, and (3) payment information concerning the bank accounts and payment details for the actors. [This is a “Should Have” requirement.](#)

133. The iSupport case number(s) of the case to which the actors are linked will be displayed. For authorities and bodies linked to a large list of cases, the list might have to be extendable. This is a design issue that, as other design issues, will be addressed in the programming phase. [This is a “Must Have” requirement](#) Furthermore, where there are linked cases, the Actors Module will display whether that actor is a person for whom maintenance is sought, a debtor or a public body, in each linked cases. [This is a “Should Have” requirement.](#)

134. In the Actors Module the caseworker will be able to capture the data on all actors including contact information concerning competent authorities such as courts and enforcement bodies. [This is a “Must Have” requirement.](#)

135. To protect individuals in domestic violence cases, access to contact information and payment information can be restricted (see further under “[5.09 Domestic violence cases](#)”). In restricted access cases, all information concerning a certain individual and the data concerning the cases in which this person is involved can be under particular protection (see further under “[5.10 Restricted access cases](#)”).

#### [4.1.3 The Task List](#)

136. The Task List will contain a list of open tasks in relation to the overall caseload. Each caseworker logged in with his / her iSupport profile, will have access to a task list displaying all tasks concerning all cases he / she is responsible for. At the management level the manager will be able to access an overall task list showing all open tasks of all caseworkers. In addition, in each case all tasks relating to that case will be displayed. See for further information on the functionality of the Task List below “[5.15 Task List](#)”.

#### [4.1.4 The library of Help / Support](#)

137. As described under “3.3.3. Availability of guidance documents” a number of assisting documents will be made available in iSupport. The caseworkers must have easy access to this library of guidance.

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#### 4.1.5 Management / administrator area

138. Finally, for those accessing iSupport with a manager profile, a management / administrator area will be available. This will contain all described tools of manager and administrator settings in iSupport, such as the definition of target dates for the casework. This is a “Must Have” requirement.

#### 4.1.6 Optional favourite screens

139. iSupport could, in addition, provide the option to customise the navigation by including bookmarked screens, which the caseworker could jump to immediately. For example, the caseworker may wish to have a direct link to one of the guidance documents or might wish to have the option to jump to certain cases he / she is currently working on directly.

140. Allowing for the customisability of the general navigation in iSupport is a **“Could Have”** requirement.

### 4.2 Stability of the system

141. A crucial requirement is that the iSupport case management system is stable and must not compromise data entry integrity in the event of a system breakdown. Saving data entered by the users is a required process. Providing the option to manually save the data entry independent of whether an automatic saving process is offered in addition or not is a “Must Have” requirement.

142. Which tool or tools will be offered to trigger the manual saving of the case or actors' information is not determined. However, the provided tool(s) must be easily accessible and useable and must allow an individual case- or actors restricted saving of data (i.e. when the saving process cannot apply to all open cases at once); these are “Must Have” requirements. There could be a “save” button on each screen; the user has to click to save the data into the database. This is a **“Could Have”** requirement. There could also be the (additional) option to save the data with a keyboard-shortcut. This is a “Could Have” requirement.

143. There should be a mechanism to see the time of last update of the case or actors information, to allow the caseworker to check whether the data entry has already been saved. This is a “Should Have” requirement.

144. iSupport could offer functionality (comprehensive “screen level sticky data”) that ensures that when a caseworker enters data on different screens of an open case the data entry will be kept in the system despite the switching of screens. This is a “Could Have” requirement. iSupport must maintain any data entered in an open case screen without activating the saving, while the caseworker consults other screens of a another case or another Actors Module. This is a “Must Have” requirement. When a case is closed without saving the data, the data entry or modification is lost. iSupport could offer the option to prompt the user to save modified data where the caseworker leaves the screen / case on which he / she has entered or altered data. This is a **“Should Have”** requirement.

145. iSupport could, in addition, offer the option to save all data entered in at regular intervals. This is for the time being a “Won’t Have” requirement. The administrator could choose the interval for auto-saving in any time period up to 60 minutes. If ‘0’ is entered, no auto-save of the data takes place. This is a **“Won’t Have”** requirement.

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### 4.3 General navigation settings

146. iSupport must provide for easy navigation between screens, for example with the help of “browser navigation”. Screen design must follow generally accepted usability design principles. This is a necessary requirement. See also under “11 Look & Feel”.

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147. The number of screens a caseworker will have to access to conclude the work of entering information on a case should be kept to a minimum. This is a “Should Have” requirement.

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## 5 Case management

148. The chapter describes a number of crucial functionalities for case management.

### 5.1 Definition of a “case” – composition, creation and transmission of functional iSupport case number

#### 5.1.1 Definition of a “case”

149. A central decision for the determination of functionality of the case management is what is considered a “case” for the purpose of iSupport.

150. A case in iSupport is defined as a case concerning the same debtor and person(s) for whom maintenance is sought and involving the same requesting and requested States. Therefore, all applications (and requests for specific measures) sent from one Central Authority (the requesting Central Authority) to the same requested Central Authority in relation to the same debtor and person(s) for whom maintenance is sought will be dealt with under the same functional iSupport case number even if in an individual application the role of the applicant should change.

151. Incoming and outgoing applications are dealt with under two different functional iSupport numbers, but can be connected in iSupport.

152. Should the debtor move to another State and should the enforcement have to take place in that other State, a new case will have to be opened.

153. Basing the iSupport case management system on this case definition is a **“Must Have”** requirement.

#### 5.1.2 Data connections

154. One Case can cover one or more applications.

155. More than one application can be pending on one case.

156. Each case can include several decisions, court settlement *etc.*

157. A father with several children from different mothers will have several cases. Depending upon how the State deals with these situations, it will be possible to either have a separate case for each child or one case for each set of children (one set per mother). The cases can be connected in iSupport (see below “5.4 Cross-references – connecting cases”).

158. Besides the requesting and requested Central Authorities and the parties in the case, competent authorities or body or person might be involved. All these actors will be linked with the case (see below “5.7.1 Linking actors with a case”).

#### 5.1.3 Composition of the functional iSupport case number

159. An iSupport case number is a unique number for that case in all iSupport systems and both States involved will use the same case number.

160. The functional iSupport case number will be composed out of:

- the abbreviation of the requesting State (& sub-unit),
- the abbreviation of the requested State (& sub-unit),
- the year in which the case was set up in iSupport,
- a 7 digit running number (3+4 digits), and

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- the abbreviation of the State (& sub-unit) in which the iSupport number was issued.

161. For example: in a case of the year 2005 involving the requesting State UK (England Wales) and the requested State Germany created in Germany, the functional iSupport number could be **UK(EW)-DE-2015-123\_4567-DE**. Creating for each iSupport case a number composed of the above listed items is a **“Must Have”** requirement.

162. The sub-unit could be a territorial sub-unit but can also be a functional sub-unit. For the latter an example is a State that allocates the task of dealing with outgoing cases under an instrument to one body and the task of dealing with incoming cases to another.

#### 5.1.4 Creation and transmission of a case in iSupport allocation of the functional iSupport number

163. In iSupport, a case will be created in the requesting (sending) State. However, since not all States will have iSupport, it is possible that the requested State will be the first one entering data in iSupport and responsible for creating the iSupport number.

164. The caseworker in the State creating the case in iSupport will click on “create new case” and will be asked to identify the “requesting State” and the “requested State” including the relevant territorial or functional sub-unit. Then the iSupport number will be created by the system. This is a “Must Have” requirement. The caseworker can now start to enter case data.

165. The list of States and their sub-units will be provided in alphabetical order (relating to the State’s name and then the name of the sub-unit). It is important to note that the alphabetical order has to be available for the English and French versions (**“Must Have”**) of the system and for possible other language versions (**“Should Have”**). Furthermore, iSupport must allow the caseworker to easily identify which States / sub-units of States are using iSupport and which do not (“Must Have”). This could be done through noting this adjacent to the State name in the drop down menu (“Could Have”) or in another way.

166. A caseworker in a requested State that receives an application through the iSupport secure communication, will not create a new case, but simply accept the case to be opened in his / her system (see further under “5.5 Status of a case”). The case has already been allocated an iSupport case number in the requesting State and the case will be created in the system of the requested State under that number.

167. If the requesting State did not initially have iSupport, and the case was created in iSupport by the requested State, it must be possible for the requesting State to later open the iSupport case under the number assigned to it by the requested State. The same case must always have the same iSupport number in the two States concerned. This is a “Must Have” requirement.

**Deleted:** The above-described requirements are **“Must Have”** requirements.

#### 5.1.5 Display of the functional iSupport number

168. The functional iSupport case number will be displayed prominently on all screens of the Casework Module.

### 5.2 Application or request number

169. In addition to the iSupport case number, screens that relate to a specific application (or request) in the case must prominently display an abbreviation for the type and number of application. This is a “Must Have” requirement. The following abbreviations could be used:

- Request for Specific Measure RSM

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- |  |         |
|--|---------|
| • Recognition (and Declaration of Enforceability / Registration) | REC     |
| • Recognition and Enforcement                                    | REC/ENF |
| • Enforcement  | ENF     |
| • Establishment  | EST     |
| • Modification   | MOD     |

170. As for the numbers of applications, they would relate to applications of the same type in that case. For example, for a second Application for Modification the application abbreviation would show: MOD-02. Displayed in connection with the above described functional iSupport case number this would be, for example: UK(EW)-DE-2015-123\_4567-DE / MOD-02. The exact layout is a design issue that can be addressed in the programming phase. Using the above example layout is a “Could Have” requirement.

171. The application type and number should be visible on all application-related documents produced by iSupport together with the unique functional iSupport number. This is a “Must Have” requirement.

**Deleted:** The above-described requirements are “Must Have” requirements.

### 5.3 Internal reference numbers

172. Some Central Authorities will need to continue using their internal reference number system alongside iSupport. In view of the fact that States use very different “case” definitions and that what is considered one iSupport case may be considered several separate cases in a national system, sufficient space must be provided to enter several internal case reference numbers for one iSupport case. This is a “Must Have” requirement.

173. iSupport must display one internal reference number for each of the two CAs (“Must Have”) on the Case Module screens. iSupport should also provide the possibility for showing all internal reference numbers that relate to the same case on each case-related screen (“Could Have”) in addition to the iSupport case number (see regarding the iSupport number paragraph 168 above. How this can be achieved is a design issues that, as other design issues, will be addressed in the programming phase.

174. There should be fields for the internal reference number(s) of both the requesting and requested States. The above-described requirements are “Must Have” requirements.

175. Cross-references – connecting cases iSupport will offer the option to connect cases. There must be a field called “connected cases” where the connected cases will be displayed e.g., when the same debtor is connected to two different cases. For all cases that have an iSupport number there should be a direct “link” to the connected cases i.e., when the caseworker clicks on this “link” the relevant other case will open in a separate window. In addition, there must be the possibility to list cross-references to older cases, which will not have an iSupport number but only a national reference number. Here there will, however, be no “link-function”. It will also be possible to disconnect cases.

176. A recommendation concerning the choice of which cases should be connected can be given in a help text but it is left to the discretion of the caseworker to connect or later disconnect the cases. The recommended connections would be based, for example, on the name of the parties (applicant, debtor, creditor) and on the names of the children (creditor).

177. The functionality of listing connected cases is a “Must Have” Requirement. The provision of direct links to connected iSupport cases is a “Should Have” Requirement.

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## 5.4 Contact details of Central Authorities

178. The contact details of all Central Authorities under the EU Maintenance Regulation and under the 2007 Hague Convention will be saved in iSupport and accessible in the Actors Module. The moment a case is opened and the requesting and requested State including the territorial or functional sub-unit chosen (see above “5.3.1 Creation and transmission of a case in iSupport allocation of the functional iSupport number”), the system will display the relevant contact data under the “requesting Central Authority” and the “requested Central Authority” on each case. This is a **“Must Have”** requirement.

179. In addition, there will be fields that indicate the responsible caseworker(s) for both Central Authorities. By default the principle caseworker who is assigned to the case in his / her Central Authority will be entered here. This is also the name that will be displayed in the Forms under “responsible” caseworker. This functionality is a **“Must Have”** requirement. When the Form noting the responsible caseworker is received through and opened or accepted by the receiving Central Authority, the name of the responsible caseworker from the sending Central Authority is copied into the iSupport of the receiving CA. When the sending CA changes the responsible caseworker, there is no automatic update in the iSupport of the other CA. Information about these changes will be updated in the system of the other CA only when a Form with updated information is received.

## 5.5 Status of a case

180. iSupport must allow Central Authorities to note the “status of a case”. There will be three primary categories of case statuses: “open”, “closed”, or “archived”. A number of sub-categories will be available for “open” and “closed” cases with the sub-categories to be used at the discretion of each Central Authority.

181. Each Central Authority will determine the status of a case independently of the way the other involved Central Authority determines the status. The status determination in the described categories is principally for internal purposes only.

182. The inclusion of the status and sub-statuses described below and the described functionalities is a **“Must Have”** requirement for iSupport.

183. The case search will allow searching for cases with a certain status (see below).

### 5.5.1 Status “open”

184. A case is marked with the status “open” upon its creation in iSupport and it remains “open” throughout the whole process of case management. *I.e.*, that status “open” marks cases in which action still needs to be undertaken by the Central Authority in that case (**“Must Have”** – see paragraph 182).

185. A case that has been closed can be re-opened any time, if further action is needed (**“Must Have”**).

186. When the caseworker creates a new case in iSupport, the status of the case will automatically be “open” (**“Must Have”**). This is independent of whether the new case is created in iSupport in the requesting Central Authority (this will be the standard) or in the requested Central Authority (this will be the case if the requesting CA does not use iSupport).

187. If a caseworker in a requested Central Authority receives a new request / application through iSupport, a manual intermediary step will have to be taken to mark the case “open” in the requested Central Authority (**“Must Have”**). The caseworker will have to click

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“create / open” case or otherwise actively start the case management of the case. The iSupport number will be the one that had already been designated by the system in the requesting State. The additional manual step is meant to safeguard the autonomy of each Central Authority. iSupport will therefore not automatically open a new case in the requested State’s iSupport system upon the sending of an application through the system.

188. There will be a number of sub-categories that caseworkers can choose from ([“Must Have” – see paragraph 182](#)). The caseworker is, however, not obliged to choose a sub-category ([“Must Have”](#)).

- **“Incomplete”** – the processing of the case is not yet possible due to missing documentation / information
- **“Enforceability proceedings ongoing”** – this sub-category should be used, when the application for the declaration of enforceability / registration is being processed by the competent authority; the status will be kept until the *exequatur* or registration is obtained and any possible appeal or further appeal is being dealt with; enforcement may have started before, since it can occur as soon as the decision is registered / declared enforceable even though an appeal and further appeal is being processed
- **“Establishment proceedings ongoing”** – this sub-category should be used, when the application is being processed by the competent authority for the establishment of the decision, including all appeal instances; enforcement may have started after the first instance or second instance
- **“Modification proceedings ongoing”** – this sub-category should be used, when a modification application of either the debtor or creditor is being processed by the competent authority independent of whether the enforcement is continuing or not
- **“Enforcement ongoing”** – this sub-category should be chosen, when the enforcement is ongoing; it should only be chosen once proceedings are completed (enforceability, establishment, modification proceedings). Should such proceedings be ongoing, one of the other above proceedings categories will be used).
- **“Enforcement suspended, Art. 21(3) EU Regulation”** – this sub-category should be chosen, if the enforcement is suspended in accordance with Art. 21(3) of the EU Maintenance Regulation
- **“Monitoring of payments only”** – this sub-category should be used for cases, where no concrete action is required from the Central Authority but the Central Authority wishes to monitor the (voluntary) payment by the debtor for a certain period of time

#### 5.5.2 Status “closed”

189. The case status “closed” will be available for cases in which no further action needs to be undertaken by the Central Authority ([“Must Have” – see paragraph 182](#)).

190. Cases can be re-opened without any formality; the case status can simply be changed back to “open”, [see paragraph 185](#).

191. As a consequence of choosing the status “closed” in iSupport, data in the case will no longer be editable. However, all case data remains in the system and can be viewed. This is a **“Must Have”** requirement. Should the caseworker want to make changes or additions to the case, the case will have to be re-opened.

192. There will be a number of sub-categories ([“Must Have” – see paragraph 182](#)) indicating reasons for the closing of the case that caseworkers can choose from:

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- **“Requirements manifestly not met (processing refused)”** – the application is refused since it is manifest that the requirements of the Convention / Regulation are not met
- **“Debtor cannot be found”** – Despite all efforts of the requested Central Authority the whereabouts of the debtor cannot be found or the debtor is not living in the requested State
- **“Debtor moved to other State”** – the debtor has moved to another State during the case processing
- **“Unsuccessful despite all efforts of the Central Authority”** – Despite all efforts of the Central Authority the case could not be concluded successfully; should the reason of the impossibility to complete the case be that the debtor cannot be found, the specific sub-category **“Debtor cannot be found”** will be used
- **“Completed”** – the case has successfully been concluded

### 5.5.3 Status “archived”

193. The status “archived” will be available for cases that have been closed for a longer period of time and where the case data does no longer need to stay immediately accessible (**“Must Have”** – see paragraph 182).

194. Each Central Authority will have its own practice as to when they will archive closed cases. Given the very different practices in States, there will be no default deadline in iSupport for automatically switching the case from “closed” to “archived”. The change will be done manually on a case-by-case basis (**“Must Have”**).

195. The consequence of choosing the status “archived” is that the case data is removed from iSupport to a separate database (within the national infrastructure outside iSupport). The data will be moved *i.e.*, not yet permanently deleted. This is a “Must Have” requirement, see also “7.5 Archiving”. The applicable archiving laws in each State concerned will determine how long the information will be stored before it is deleted. After being moved, the data will no longer be available in the iSupport database apart from some basic case information (see for further details “7.5 Archiving”).

196. In view of the fact that the case data is no longer readily available when a case is “archived”, only cases that do not need to be reopened should be archived.

197. Once a case is archived some basic information about the existence of the case will remain in iSupport (**“Must Have”**, see “7.5 Archiving”).

## 5.6 Caseworker(s) assigned to a case

### 5.6.1 One or several caseworkers can be responsible for a case

198. iSupport will offer the option to assign one or more caseworkers to be responsible for a case. The responsible caseworker(s) will be listed in the case. Each case must have an assigned caseworker. The possibility to assign as many, with a maximum of 25, caseworkers as needed to a case is a **“Must Have”** requirement.

199. Tasks relating to the case will only be displayed in the personal task list of those caseworkers assigned to the case. See for further details under “5.18.1.2 Caseworker task list”.

200. However, all caseworkers, whether assigned or not to the case, generally have editing and viewing access to all cases. Certain restrictions apply to “5.9 Domestic violence cases” and “5.10 Restricted access cases”, see below. See also the profiles of access rights above.

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#### 5.6.2 Assigning / changing the caseworker(s) responsible for a case

201. The name of the responsible caseworker(s) is added in the case in fields provided for this purpose. Any person with editing access to the case can add or change the responsible caseworker(s). Any changes will be logged. See “3.5 Logging of changes and viewing access & accessibility of audit trail”.

202. Usually it will be the person receiving / allocating tasks for newly incoming applications or messages (see profiles of access rights), that will assign the case to the relevant caseworker(s). That person, if provided with the required access rights, may open the case him / herself and enter the responsible caseworker(s) to the case or may task the caseworker(s) to do so. In many Central Authorities the choice of the responsible caseworker is decided in accordance with protocols. In the view of the very different models used in practice for assigning cases to caseworkers<sup>18</sup> it is not workable to include a default automatic allocation in iSupport. In a later edition of iSupport it may be useful to allow Central Authorities to define their own automatic allocation key. This is a “**Won’t Have**” requirement.

#### 5.6.3 Co-ordination of different caseworkers working the same case

203. iSupport will assist caseworkers that are working a case together to coordinate their work through a number of helpful tools, such as the case notes, the internal messages and the caseworker deadline; see below for the detailed description of these tools.

204. In addition, each case will include a button “last updated” to show information as to who last worked on the case and when *i.e.*, the username and the time of the last change. Showing the time of the last update is a “**Must Have**” requirement; showing the username of the person who last changed the case is a “**Should Have**” requirement.

**Deleted:** This is a “**Must**”

205. Different caseworkers assigned to the same case are not permitted to work on the case at the same time. Should a caseworker access a case that is currently opened by another caseworker of his / her Central Authority, the second caseworker accessing the case will only have viewing access. Only one caseworker at a time can have editing access to the case in an iSupport system. This is a “**Must Have**” requirement. The caseworker opening the case in “view only” mode, will receive a notice saying this case is currently worked on by the person with the username: xyz. The information notice stating that the case is currently opened by another user and can only be accessed in viewing mode, is a “**Must Have**” requirement. A notice advising who is currently editing the case is a “**Should Have**” requirement.

### 5.7 Linking actors with a case and the roles of the different actors

#### 5.7.1 Linking actors with a case

206. Detailed information for each actor is entered and modified in the Actors Module only (see also above “4.1.2 Actors Module”) and not in the case. The case is linked with the relevant persons and authorities and as a result certain minimum information on the linked actors if displayed in the case. The ability to link all relevant actors with a case is a “**Must Have**” requirement. It must therefore be possible, when working in a case to search the Actors Module and to identify a person or body from the Actors Module as an actor in the individual case. Also the role of that actor in the case must be identifiable (see “5.7.2 Types of actors and roles of actors” below).

**Deleted:** Actors’ data is stored in the Actors Module and not in the case itself

<sup>18</sup> Some use a geographical key, some a work hour key, some a case number key, some a debtor’s surname key and some a combination of the aforementioned.

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### 5.7.2 Types of actors and roles of actors

207. For the purpose of iSupport casework, four groups of actors can be distinguished: (1) The requesting and requested Central Authorities; (2) competent authorities; (3) the case-related main actors (the person(s) for whom maintenance is sought, the debtor(s) and, where applicable, a public body); and (4) further application related actors, such as a representative etc.

**Commented [JH1]:** I exchanged 5.7.2. and 5.7.3. – it is more logical

208. (1) The requesting and requested Central Authority will be linked with the case from the beginning. The creation of a new case requires the identification of the requesting and requested State. Since the CA contact data will be readily available in iSupport, the CA actors details will be displayed as soon as the case is created, see paragraph 178 above.

209. (2) The contact details of competent authorities, such as the authority competent to declare a decision enforceable or a body competent for the enforcement of a decision, will have to be entered in the actors' module and are then available to be linked with all relevant cases. Providing an option to link the case or relevant applications with competent authorities and to identify their role, as authority competent for a certain process is a "Must Have" requirement.

210. (3) Each international maintenance case involves at least one person for whom maintenance is sought and one debtor (person who owes or is alleged to owe maintenance). Very often there is more than one person for whom maintenance is sought. The Forms provide as a default space for the entry of three persons. If there are more than three persons an attachment to the Forms has to be produced (a detailed list of required fields for the Forms will be provided in advance of the programming phase). In rare cases, there can also be more than one debtor (the iSupport case definition above at paragraph 150 will be applied accordingly to these cases; i.e., the same two debtors have to be involved for a case to be considered the "same" case in iSupport). Often international maintenance cases also involve a public body. These three main roles (person(s) seeking maintenance, debtor(s) and public body) will be identified when linking the actor with the case. This is a "Must Have" requirement.

211. (4) Further actors can play a part in applications in international maintenance cases. An option must exist to link these additional actors to the case. Certain of the "Main actors" mentioned under (3) above may have an additional application-related role. The following roles must be available, *inter alia*, to be assigned to the relevant actor: applicant, respondent (defendant) and representative. The determination of who fulfils these role will have to be made separately in each respective application of a case. Any of the "main actors" in a maintenance case may be either the applicant or the respondent in an individual application. Providing for the capability to identify all necessary application-related roles is "Must Have" requirement.

### 5.7.3 Information displayed in the case for the person(s) for whom maintenance is sought, the debtor(s) and the public body

212. The individual case displays the linked actors with a minimum of required data only. The minimum data displayed in the case for the person(s) for whom maintenance is sought and the debtor(s) will be: the surname, the given name(s), the birth name, the date of birth and the language(s) spoken. For a "public body", the minimum required information to be displayed is: the name of the public body and the country. All this information is taken from the Actors Module. Further details concerning the actor and any modification of this data must

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be done in the Actors Module. The display of the above mentioned core data in the Case Module is a **“Must Have”** requirement.

213. In addition, for each person for whom maintenance is sought the “maintenance basis” (corresponding to the categories [for maintenance basis](#) mentioned in the Forms<sup>19</sup>) will be recorded in the case. This is a **“Must Have”** requirement. [The maintenance basis can be identified in a drop down menu \(“Should Have”\). Since the “maintenance basis” is case-related information it is not entered and modified in the Actors Module but in the case itself.](#)

214. Furthermore, [for a public body](#) iSupport will further provide for space to enter: the person representing the body in the proceedings (if this is always the same person for all cases, it might be an information that is entered in the Actors Module and that can be field in automatically by the system), the public body case reference, if any. This is a **“Must Have”** requirement.

#### [5.7.4 Information displayed in the case for other actors](#)

215. [Respectively, a minimum of required data is displayed for the other actors linked to the case \(see “5.7.2 Types of actors and roles of actors”\).](#)

### 5.8 The entry of actors information in the Actors Module

#### 5.8.1 General issues

216. The structure provided to enter the information on a natural person will differ from that of data entry concerning a body or authority (see above the description of the Actors Module).

217. All fields contained in the Forms relating to actor’s information will find their equivalent in the Actors Module. In addition, there will be fields for birth name and alias of natural persons, as well as a field on the languages spoken (a list of all necessary fields will be provided before the start of the programming).

#### 5.8.2 Particularities of address and payment information

218. The collection of precise address information and the keeping of an exact address history are crucial for iSupport. This is particularly true for debtor’s address and contact data. Similarly, the exact history of payment details has to be kept.

219. The address and payment data will be entered in the “Actors Module” and the actor will then be linked to the case (see description above under “5.8.1 Linking actors with a case”).

220. The exact fields that need to be provided will be derived from the Forms and will be made available in an overall excel-sheet in advance of the programming phase. In addition, to the Form-driven data, other information will have to be kept in iSupport, such as the source of the address and payment details information.

221. Actors can have more than one “active” address. iSupport needs to allow for the display of all “active” addresses and the logging of all old addresses.

222. As described earlier under the logging of views and changes, the address and payment information is given a special status. The logging will be detailed *i.e.*, per field, and the full history will be visible on demand for the caseworker on the screen. Therefore, the caseworker

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<sup>19</sup> See for example, 9.3.1.7 of the Annex VII Regulation Form and 3.1 of the recommended Convention Application Form for Recognition or Recognition and Enforcement.

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can, if needed, see the full list of old address and payment details as well as who changed the data and when.

223. The above-described functionalities are necessary requirements see “3.5.2 Accessibility of audit trail”.

Deleted: “Must Have”

## 5.9 Domestic violence cases

224. iSupport will be designed in a way to assist States in fulfilling their Regulation and Convention obligations to not disclose information that could jeopardize the health, safety or liberty of a person. This is a “Must Have” requirement. With a view to making certain that the issue of domestic violence is addressed, the caseworker will be required to identify whether a person involved in a case is under a threat of domestic violence: YES and NO. This is a “Must Have” requirement. The identification will be done with the help of two tick boxes (“Could Have”) or in another way. If the caseworker has identified that the person involved is at risk of domestic violence, all contact information, including address and bank details will be under special protection. This is a “Must Have” requirement. Since the domestic violence protection concerns data entered in the Actors Module, the identification of a domestic violence issue will be done in the Actors Module. The domestic violence identification will automatically apply to all cases involving that actor. This is a “Must Have” requirement.

225. For data privacy reasons the case will not prominently be marked a “domestic violence” case in every place where the case shows up. The domestic violence identification itself must not be visible outside the case. This is a “Must Have” requirement. Therefore, those inside a Central Authority doing a regular case search will not see a domestic violence indicator. However, within all cases that are linked to a person where there is a domestic violence concern, on appropriate case screens, there will be a discreet mark (“Must Have”) such as an asterisk (“Could Have”) beside the name of that person, to indicate to the trained caseworker, that this is a domestic violence case.

226. Once a case is identified as a domestic violence case in the system, a filter will be applied when generating the Regulation or Convention Forms to protect the sensitive information. This is a “Must Have” requirement.

227. The classification of address information as sensitive in the iSupport system of the sending Central Authority will not automatically trigger the classification of the contact and payment information as sensitive in the iSupport system of the receiving Central Authority. It will require an additional step by that Central Authority. This is a “Must Have” requirement.

228. As concerns the visibility of the sensitive data in the case management system, the Central Authority has the choice to restrict the profile with access to the sensitive data (using the Caseworker A and B Profiles of the Profile set I, for example) to only a limited number of caseworkers.

Deleted: ¶  
The above-described functionalities are “Must Have” requirements.

## 5.10 Restricted access cases

229. There will be a separate category of “restricted access” cases. These are cases that for certain reasons should have a particular protection, for example, cases that relate to famous persons. iSupport will allow the identification of a case as a “restricted access case” (“Must Have”) by a tick box (“Could Have”) or in a different way. As a consequence only caseworkers with the relevant access rights will be able to view and edit the case. Should another caseworker use the case search function he / she will, when entering the case number, receive

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a notice that the case exists but that it is a restricted access case. [This is a “Must Have” requirement.](#)

230. [The designation of a case as restricted access does not affect the data that is shown in the Forms. Payment information and address information will be collected and included in any Forms. This is a “Must Have” requirement. The only difference between a regular case and a restricted access case is that the ability to view and edit the case is limited to those who have been given the relevant access rights.](#)

231. Since the restricted access classification is actor linked, the activation of the special protection will be done in the Actors Module. All cases involving that actor will then be “restricted access cases”.

232. [A case may be designated as restricted access or as domestic violence or as both. This is a “Must Have” requirement.](#)

233. The classification of a case as restricted access case by one Central Authority is not binding on the other Central Authority involved. [This is a “Must Have” requirement.](#)

**Deleted: ¶**  
The above-described functionalities are “Must Have” requirements.

### 5.11 Three types of deadlines for the case management

234. The iSupport system will provide for three types of deadlines:

- The fixed Regulation and Convention deadlines applicable to all cases,
- The target dates to be defined by the manager applicable to all cases, and
- The caseworker deadline that applies to individual cases.

#### 5.11.1 Regulations and Convention deadlines

235. There are a number of deadlines mentioned in both the EU Maintenance Regulation and the 2007 Hague Convention for the Central Authority to fulfil certain tasks. These deadlines differ slightly and thus Convention and Regulation applications will not have the same timelines. The Convention and Regulation deadlines are legal obligations and cannot be changed by the Central Authority manager or the caseworker. iSupport will indicate when these deadlines are overdue.

236. The implementation of the mandatory Regulation and Convention deadlines is a “**Must Have**” requirement.

237. For deadlines regulated by any other bi-lateral or international instrument, iSupport will not provide pre-set deadlines. The Central Authority can address this kind of deadline through target dates or caseworker deadlines. The inclusion of pre-set deadlines for other instruments is a “**Won’t Have**” requirement.

#### 5.11.1.1 Deadlines - EU Maintenance Regulation

238. These are the deadlines set by the EU Maintenance Regulation for certain Central Authority action:

Period within which to fulfil action	Article	Start date	Action to be taken by Central Authority

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30 days	Art. 58(3)	date of receipt of the application	<ul style="list-style-type: none"> <li>acknowledge receipt in the Form set out in Annex VIII</li> <li>inform the Central Authority of the requesting State what initial steps have been or will be taken to deal with the application</li> <li>request any further necessary documents and information</li> </ul>
30 days	Art. 58(3)	date of receipt of the application	provide to the requesting Central Authority the name and contact details of the person or unit responsible for responding to inquiries regarding the progress of the application
60 days	Art. 58(4)	the acknowledgement of receipt	inform the requesting Central Authority of the status of the application

239. The event triggering these deadlines is the “date of receipt of the application” and for the latter the date of sending the “acknowledgement of receipt”.

240. A further timeline is mentioned in Art. 58(9): If upon request of additional documents / information (i.e., that would be the start date) the other CA does not provide these within 90 days, the requested CA may decide to no longer process the application. In that case, it shall promptly notify the other CA using Annex IX.

241. The EU Maintenance Regulation furthermore sets a number of additional deadlines that relate to actions of competent authorities and appeal deadlines. These will have to be taken into consideration when creating default target dates for the tasks in the task list.

#### 5.11.1.2 Deadlines - 2007 Hague Convention

242. These are the deadlines set by the EU 2007 Hague Convention for certain Central Authority action:

Period within which to fulfil action	Article	Start date	Action to be taken
6 weeks	Art. 12(3)	date of receipt of the application	<ul style="list-style-type: none"> <li>acknowledge receipt in the Form set out in Annex 2</li> <li>inform the Central Authority of the requesting State what initial steps have been or will be taken to deal with the application</li> <li>request any further necessary documents and information</li> </ul>
6 weeks	Art. 12(3)	date of receipt of the application	provide to the requesting Central Authority the name and contact details of the person or unit responsible for responding to inquiries regarding the progress of the application
3 months	Art. 12(4)	the acknowledgement of receipt	inform the requesting Central Authority of the status of the application

243. As for the Regulation deadlines, the triggering event is the “date of receipt of the application” and for the latter the date of sending the “acknowledgement of receipt”.

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244. A further timeline is mentioned in Art. 12(9): If upon request of additional documents / information (*i.e.*, that would be the start date) the other CA does not provide these within 3 months, the requested CA may decide to no longer process the application. In that case, it shall inform the requesting CA of this decision.

245. The 2007 Hague Convention furthermore sets a number of additional deadlines for the recognition and enforcement procedure, which will have to be taken into consideration when creating default target dates for the tasks in the task list.

#### 5.11.2 Target dates

246. iSupport will in addition offer Central Authorities to set target dates for a list of predefined items. This list goes beyond the few actions for which the Regulation / Convention mentions deadlines. The set target dates will affect all cases in that State. Any change of these target dates affects equally all cases, including those in which the deadline has started running (*i.e.*, the change would be applied retroactively). In the situations where the Regulation / Convention sets a deadline, the target date for the same actions cannot be later than the Regulation / Convention deadline, but it is in the discretion of the manager to set a shorter target date. This is a “Must Have” requirement.

247. The target dates will be set by the manager or administrator. A caseworker without the required access rights cannot change the target date but he / she can set another caseworker deadline for an individual case (see below “5.11.3 Caseworker deadline”). However, this does not affect the application of the target date to that case.

248. ~~A list of pre-defined items for which a target date can be set, will be provided before the beginning of the programming. Providing the manager with a tool to set the target dates for a pre-defined list of target date items is a “Must Have” requirement. This can be done with the help of a drop down menu choice (“Could Have”) or in another form. As a starting point, iSupport will provide pre-set default target dates that the manager can modify in accordance with the above-described rule (paragraph 245). This is a “Should Have” requirement. The use of the target date pre-defined deadlines by each State is optional (for example a State can choose to use some but not all of them). Providing this flexibility for States is a “Must Have” requirement. iSupport could, for example, ignore any target date the value of which is set to “0” (“Could Have”).~~

**Deleted:** The above-described functionalities are “Must Have” requirements.

249. iSupport should also make it possible for States to extend the list of predefined items for which target dates can be set *i.e.*, make the list of the items for which target dates can be set customisable. This is a “Should Have” requirement.

#### 5.11.3 Caseworker deadline

250. A third type of deadline can be set by the caseworker: the caseworker deadline. The deadline applies to a specific action / task the caseworker defines or can relate to a task for which a target deadline and even a Convention deadline is already running. The caseworker deadline is case specific and relates to an individual item of casework. It will not apply to several tasks of the same kind relating to different cases.

251. The purpose of the caseworker deadline is to allow the caseworker to set priorities in the daily work.

252. The above-described functionality is a “Must Have” requirement.

253. iSupport could provide for a setting whereby a two or three month default deadline is set by the system for cases where no deadline is currently running. This would guarantee that

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cases are regularly looked at. This could also be a setting that could be included in the management set target dates. This functionality is a **“Should Have”** requirement.

## 5.12 Search tools

### 5.12.1 General functionalities

254. The iSupport case management system will offer comprehensive search tools. There will be two pre-set search screens, one for an “actor” search and one for a “case”-search since these are the two most used searches in the maintenance case management. This is a **“Must Have”** requirement.

255. Both search screens will include default search items but should allow the user to add further search criteria from a list of additional criteria. This is a **“Should Have”** requirement.

256. A query can search on more than one criterion. Should several fields be filled in, by default, a combination of this data will be searched for. This means that only those actors or cases will be displayed as search results that meet the combination of all the data entered in the search. This is a **“Must Have”** requirement.

257. It should also be possible to further refine the search if too many results appear. This is a **“Should Have”** requirement.

258. In the requested value, 1 position can be a wild card to search for every character on this position. This is a **“Must Have”** requirement.

259. Diacritics should be shown in the result when searched for on the connected character. Like search for ‘u’ and also results with e.g., ‘ü’, ‘ù’, ‘ú’ are shown. This is a **“Should Have”** requirement, see also “15.7 Character set”.

260. A wild card can be used for more than 1 position (\*). This is a **“Could Have”** requirement.

261. All the search results of actors and cases must be displayed in Form of links and the caseworker must be able to get directly to the case (general case screen) or to the actor page by clicking on the link. This is a “Must Have” requirement. An easy back and forward navigation between the search results and the corresponding cases or actors must be possible. For example, if a caseworker wants to see which of the three cases given as a result is the one he / she is looking for, it must be possible to open a case and then jump back to the search results to check the other cases. This is a **“Must Have”** requirement.

### 5.12.2 The search for an actor

262. The search for an actor must allow the search using any or all of following search criteria:

- Search by natural person or by body / authority,
- For natural persons:
  - Surname,
  - Given name,
  - Birth name,
  - Alias,
  - Date of birth (dd/mm/yyyy),
  - Place of birth,
  - Nationality (drop down menu),
  - Residence State (drop down menu),

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- ID or Social Security number,
- For authorities / bodies
  - Type (drop down menu),
  - Name,
  - Abbreviation,
  - Country (drop down menu),
  - Territorial unit (drop down menu),
  - Caseworker.

263. The search results must be precise enough to make an immediate assessment of applicability in most cases without having to open all actor's cases or screens. This means the search results must not only display the name of the actor but a number of further identifying items including the names of the parties and possibly the iSupport case numbers of cases they are involved in as well as their role in the case. The details are a question of design and will be discussed in the programming phase.

264. The above-described composition of the search screen and the result page are minimum requirements and as such **"Must Have"** requirements.

#### 5.12.3 The search for a case

265. The search for a case must as a default allow the entry of at least the following search data:

- The iSupport case number,
- Internal reference number (requesting CA),
- Internal Reference number (requested CA) ,
- Type of application,
- The requesting State (drop down menu),
- The territorial unit of that requesting State (drop down menu),
- The requested State (drop down menu),
- The territorial unit of that requested State (drop down menu),
- Details concerning as least two natural persons connected with the case:
  - Surname,
  - Given name,
  - Birth name,
  - Alias,
  - Date of birth (dd/mm/yyyy),
  - ID or Social Security number,
  - Whether this is an "applicant", "child", "person seeking maintenance" or "debtor",
- Details concerning a public body connected with the case:
  - Name of the public body,
- Status of the case (drop down menu),
- Sub-status of the case (drop down menu).

266. The search results must be precise enough to make an immediate distinction in most cases without having to open all the cases listed. This means the search results must not only display the case number but a number of further identifying items as listed above.

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267. The above-described composition of the search screen and the result screen are minimum requirements and as such **“Must Have”** requirements.

### 5.13 Notes for caseworkers

#### 5.13.1 General requirements

268. The caseworker can add internal notes into the case to provide additional information that does not appear in the Forms or documents attached to the case. Notes are not exchanged with other Central Authorities. The notes allow the caseworker to keep a brief record of certain points as an aid to memory, to record communications or to provide additional information to an internal colleague who might work on the case later. [The provision a tool for these internal case notes is a “Must Have” requirement.](#)

269. Even though the notes are internal notes, data protection requirements make it necessary for these notes once saved to become part of the case record. This means that once the note is saved in the case it cannot be deleted or modified. Should a note contain a mistake or false information a new note correcting this error can be added (**“Must Have”**).

270. Notes are case related and will be displayed on a screen in the Casework Module. All notes relating to the same case can be viewed at the same time. The most recent entry will be listed on top. Should the list of notes be very long, only the most recent will be shown with the option to extend the view to the full list (**“Must Have”**). The list of saved notes will be composed of the below [listed \(see “5.13.2 Items displayed in the list of notes”\) note items.](#)

271. New notes can be entered into specific defined space. This space would have to be beside or above the list of old notes. The caseworker can enter an optional status of the note if wished (open / done) and can add an attachment. When the caseworker presses save, the content added as a note and the attachment will be moved to be on top of the notes history list. The full text of this note together with the automatically saved time of creation and user name of the caseworker will be displayed for each item in the list **“Must Have”**.

#### 5.13.2 Items displayed in the list of notes

272. The list of saved notes will show the following items:

Note text ( <b>“Should Have”</b> )	Created by (user name - automatic)	Created at (date and time automatic)	Attachment <sup>20</sup>	Status (open, done)

Table 1 Layout of Notes

273. [The provision of the columns “Note text”, “Created by” and “Created at \(date and time\)” is a “Must Have” requirement, while the possibility to add an attachment or to mark the status of the note is a “Should Have” requirement.](#)

#### 5.13.3 Separate financial notes

274. iSupport should also contain separate financial record notes. As the accountant work may be a separate work step or the responsibility of other Central Authority members, it can be extremely useful to have separate financial notes in connection with the monitoring of

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The above-described functionalities are **“Must Have”** requirements, except for the possibility to enter an optional status. The latter is a **“Should Have”** requirement.

<sup>20</sup> A link to the place in the case where the document is stored

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funds. The functionality could be the same as the one described for the general notes. This is a **“Should Have”** requirement.

#### 5.13.4 Comments in different section of the system

275. In a future edition of iSupport it might furthermore be useful to allow the inclusion of comments and notes in different sections of the system. This is for the time being a **“Won’t Have”** requirement.

### 5.14 Messages

#### 5.14.1 General requirements for external messages

276. Messages in iSupport can be sent between Central Authorities. They are always case-related *i.e.*, never addressed to a person but always addressed to a case. This is a **“Must Have”** requirement.

277. When a new message for a case is coming in, the caseworker(s) assigned to that case, will see in their task list a new line indicating that there is a new message, naming the case number. In the case the new message is displayed as “unread” until it has been opened. This is a **“Must Have”** requirement.

278. When sending a message back to the other Central Authority, again the message will be sent to the case using the iSupport case number and the person(s) responsible for the case will take note of this message. The sending caseworker does not need to know who exactly is working on the case.

279. Sent and received messages are displayed with the case. This is a **“Must Have”** requirement. There will be an icon or equivalent indicating which of the messages are incoming and outgoing messages. The list of all messages can be seen at the same time if wanted. The full content of the message will be visible upon clicking on the message. The number of messages is also shown in the messages section. These are a **“Should Have”** requirements.

280. Messages are part of the case record and cannot be deleted by the caseworker. They will be archived together with the case. This is a **“Must Have”** requirement.

#### 5.14.2 Items displayed in the list of messages

281. The list of messages will contain the following items (**“Must Have”**):

Table 2 Composition of message list

iSupport case number; and application number, if any	Surname of the debtor	Surname of person (s) for whom maintenance is sought	Subject	Message text	Sent by / to		Date and time	Attach if needed
					CA	User name		
UK(EW)-DE-2015-1234567-DE / REC-01	Smith	Munch	Status Report	Please send Status Report	CH		10/4/2015	

**Deleted: ¶**  
The above-described functionalities are **“Must Have”** requirements.

**Deleted: (**  
**Deleted: only for the received messages)**

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282. The design will be decided in the programming phase. As concerns the attachment, the simple marking that a message contains an attachment is a “Must Have” requirement. The list could further contain the names of the attached documents (“Could Have”).

283. The list should contain symbols that easily identify a message as a sent or a received message (“Should Have”).

284. By clicking on the case number, the data concerning the case is displayed (“Must Have”).

#### 5.14.3 Internal messages

285. The messaging system could also be used to send internal messages, by choosing the sending Central Authority as the receiving authority. The message will appear twice in the list. Once as sent and once as newly received message. It can be a useful tool to draw the attention of other caseworkers responsible for the case to an urgent matter. Caseworker deadlines can be used for this purpose. All caseworkers responsible for a case will receive a notice of the caseworker deadline in their task list (see further under task list).

286. The possibility to send internal messages to the case is a **“Should Have”** requirement.

#### 5.14.4 General non-case related messages

287. It may also be necessary to send general messages that are not related to one specific case but concern general aspects of work from one Central Authority to another, for example, if a Central Authority changes a routine and wants to inform its counter-parts. A general message could also be useful to announce iSupport updates and changes.

288. The availability of a general messaging option in iSupport is a **“Could Have”** requirement.

289. There are different ways in which a general message option could be included. It could be simply included in form of a special kind of message. The message could be sent to and from the system administrator. Another possibility would be to reserve a particular case number, for example, the one with the running number: 000\_0001 for general communication. So all general communication messages could be sent to this case number and all caseworkers would have access to that case.

### 5.15 Task List

290. The task list is a central case management tool assisting in the timely fulfilment and prioritisation of pending tasks. The task list is a ‘basket’ of the tasks. These tasks can be automatically or manually created tasks (see below under “The tasks”).

#### 5.15.1 Three types of task list displays

291. iSupport will provide for three types of task lists to be displayed:

- Master task list
- Caseworker task list
- List of tasks by case

292. This is a “Must Have” requirement.

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#### 5.15.1.1 Master task list

293. The “master task list” will be accessible to persons with manager access rights and will list all outstanding tasks to be completed by all caseworkers of the Central Authority. The manager will be able to sort the list, for example, by type, due date and by caseworker (see below). The latter can be particularly helpful if a caseworker is on sick leave and a re-allocation of tasks is necessary. The provision of a master task list display and the ability to sort the list as described is a **“Must Have”** requirement.

294. The person with manager access rights will also be able to edit the column of “caseworker in charge of the task” (see “Composition of the task list display” below). This is a **“Must Have”** requirement.

295. The function of the “master task list” display must be constructed in a way that it can be disabled by the Central Authority when implementing iSupport. This is a **“Should Have”** requirement.

#### 5.15.1.2 Caseworker task list

296. Each caseworker will have his / her own personal task list. The caseworker task list will be a filtered list that only displays tasks for cases the individual caseworker is associated with. As with the master task list, sorting by any column will be possible. The provision of a caseworker task list display and the ability to sort the list as described is a **“Must Have”** requirement.

297. Should there be several caseworkers assigned to the same case, the relevant task will appear in all these caseworkers’ lists with no username mentioned under “caseworker in charge of the task” (see “Composition of the task list display” below). A caseworker will be then able to identify him / herself as the one working on the particular task. This could be done in the relevant case task list (see “List of tasks per case” below) or in the caseworker task list. The moment a caseworker is identified as in charge of the task, the task will disappear from the other caseworkers’ task lists. The case task list will display the task now as one that a colleague has taken over, as will the master task list. A caseworker can also assign a task to a colleague caseworker. Furthermore, the task can be reassigned to a different caseworker later, for example, in the case of sick leave. The described functionality of identifying who is in charge of a task and the consequences of this identification for the different task list displays is a **“Must Have”** requirement. The possibility to reassign tasks to a different user is a **“Must Have”** requirement.

#### 5.15.1.3 List of tasks per case

298. In each case all open case-linked tasks will be displayed. There will also be a way to consult the list of completed tasks. The list of open tasks will contain a column noting the individual caseworker identified as the one working on this task. The list of completed tasks will show besides the name of the person who worked on the task the date when the task has been fulfilled. The provision of a list of open tasks and completed tasks for each case is a **“Must Have”** requirement.

#### 5.15.2 Composition of the task list display

299. The three task list displays (master task list, caseworker task list and case task list) will consist of mainly the same columns, which are:

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iSupport case number / application number	Surname of debtor / surname of person(s) for whom maintenance is sought	Type	Subject	Description	Target date	Caseworker deadline	Caseworker in charge of the task	Priority
Example:								
UK(EW)-DE-2015-123-4567-DE / REC-01	Smith / Munch		Status report	Send status report	15/04/2015	10/04/2015	Chf	

300. The items listed will be:

- The iSupport case number followed by the application number (if any),
- The internal case reference number(s) of the relevant CA (provided there is space),
- The surnames of debtor and person(s) for whom maintenance is sought,
- The type of the task (for which an icon will be shown),
- The task subject,
- The task description,
- The target date (which is  $\neq$  the Convention or Regulation deadline if any), the target date cannot be changed by the caseworker,
- Caseworker deadline, a date the caseworker can change (the default date displayed is the same as the target date),
- The username of the caseworker who noted he / she will be working on this task (this field will be empty when a new task comes in for a case to which several caseworkers are assigned),
- [Priority](#) (to be set by the caseworker).

301. The master task list will in addition contain a column noting the caseworker(s) assigned to the relevant case (not to be confused with the column noting the caseworker in charge of the task). This way, the manager can more easily assign or reassign tasks, if needed, to a specific person.

302. The case task list will also provide for a tick box with which tasks can be marked as completed (see description of the functionality of completing a task below). The case display of tasks will not need to display the iSupport number.

303. The provision of the task list displays in the above-described compositions is a **“Must Have”** requirement. For the prioritisation, there are different options. The minimum requirement is the ability to highlight a particularly urgent task with a flag or an exclamation mark. A more elaborate option would be to allow the caseworker to use flags of different colours or to allow a prioritisation of up to three priorities etc. A more elaborate way of prioritising tasks is a **“Could Have”** requirement.

304. In order to give a good overview of the tasks, all items should be displayed in one line. This is a **“Should Have”** requirement. Should the description of the task be too long, the first line could be shown and when hovering over the full content of the field is shown.

305. The iSupport number will be listed in form of a link, so that the user can directly open the case from the task list. This is a **“Must Have”** requirement. [Furthermore, iSupport could](#)

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direct the user when clicking on the task list item to the correct object / screen in the case.

The latter is a **“Could Have”** requirement.

306. It will be possible to sort the list on each column, ascending and descending. This is a **“Must Have”** requirement.


307. There could be the option to customise the caseworker task list allowing caseworkers to change the order of the columns. This is a **“Could Have”** requirement.

308. There will be a scroll-function where the number of task list items exceed the list-length. This is a **“Should Have”** requirement.

309. The content of the different tasks list displays has to be synchronised. This means, that if a change that is made for example, in one of the caseworker task lists concerning the caseworker deadline, then all the other task lists containing this task must automatically be updated to show that date. This is also true for different caseworker task lists containing the same task (i.e., when the task is listed in the caseworker task lists of the two or more caseworkers assigned to the case). The synchronising of the task lists is a **“Must Have”** requirement.

#### 5.15.3 Completion of a task

310. When a task is completed it will have to be marked as completed. This can be done with

a tick box: .

311. If done manually, this will be done in the case itself on the page where the open and completed tasks are listed. It can also be done in the caseworker task list itself although this might create the risk that a caseworker accidentally marks the wrong case. The option to note the task as completed in either the caseworker or the case task lists is a **“Must Have”** requirement (see for the automatic ticking off of tasks below at paragraph 312). In case of doubt the list of completed tasks can be consulted. There will be a list of completed tasks in each case, as described above. In addition the caseworker can consult the caseworker task list of completed tasks. This list will show all completed tasks that were on the caseworker task list i.e., for all cases the caseworker was assigned to. Both completed task lists will show the most recently completed task first. The provision of these “completed tasks” lists is a **“Must Have”** requirement.

312. If a caseworker has ticked off a task by mistake, the caseworker cannot “untick” the task i.e., he / she cannot reactivate the task. But the caseworker can copy or retype the task description and create an individual caseworker deadline with the same content i.e., replicating the task. This is a **“Could Have”** requirement.

313. Certain predefined tasks administered by the system, such as the sending of the acknowledgement of receipt, should be ticked off automatically by the system upon completion. This is a **“Must Have”** requirement.

#### 5.15.4 The tasks

314. Tasks are usually case related with the exception of tasks linked to newly received applications for which an iSupport case number has not yet been assigned and with the exception of certain manually set *sui generis* tasks.

315. A majority of tasks will be automatically activated by the system, triggered by the sending or receiving of messages, documents, Forms or the expiration of system set deadlines. The tasks will appear on the task list on a defined date and remain on the Task List (s) until

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**Deleted:** If the user clicks

**Deleted:** iSupport will open the case to which the task is related

marked as complete. The tasks may also include simple notifications. Notifications may disappear from the Task List without any action to be taken by the user. A detailed list of the automatic task list items will be provided in advance of the programming. The inclusion of the pre-defined automatic tasks is a **“Must Have”** requirement.

316. In addition, the users will be able to create individual tasks for themselves or directed to co-workers. These tasks will be combined with a custom-set caseworker deadline (described above) and appear on the task list of those in charge of the task. There will be space for a free-text description of the task. For example, if one in a group of caseworkers assigned to a case has completed his / her work step and wants a colleague to take over, he / she can create a task for the colleague, such as “check population register for debtor’s address”. The option to create individual tasks for any other caseworker is a **“Must Have”** requirement.

317. With the described functionality of the caseworker task list above, a group of caseworkers assigned to a case will be able share the work in a way that meets their needs. This can be done with the help of the column indicating who is working on the task. The new task will first appear on the task list of all caseworkers assigned to the case. Under “caseworker in charge” no name will be shown at the outset. After the name of the first caseworker dealing with the task is entered (by him / herself or a colleague) the task will only show on the caseworker task list of that caseworker and no longer on the caseworker task lists of his / her colleagues. In the “case task list” and in the “master task list” the task will now be shown as assigned to that person. When that caseworker is finished with his / her part of work, he / she can enter the username of the next caseworker in line. He / she can also change the caseworker deadline accordingly. The task will now be displayed on the caseworker task list of the next caseworker in line.

## 5.16 Dashboard

318. iSupport may provide additional support to give Central Authority and the caseworkers a visual overview of where the casework stands. This could be done, for example, in the form

of a gauge. 

319. The dashboard would show if the situation is fine or if attention is needed.



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

321. The provision of a dashboard functionality is a **“Could Have”** requirement.

### 5.16.1 Manager dashboard

322. There could be a Manager dashboard showing certain crucial data for the organisation of the Central Authority work, such as

- the amounts of total delay in case work,
- the amount of outstanding payments versus the received payment,
- etc.

323. By clicking on an icon or table, the user could view more detailed information.

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324. The provision of a manager dashboard functionality is a **“Could Have”** requirement.

#### 5.16.2 Caseworker dashboard

325. The caseworker dashboard is built with the same fields as the manager dashboard, however with totals at the user-level relating to the cases the caseworker is assigned to.

326. The provision of a caseworker dashboard functionality is a **“Could Have”** requirement.

### 5.17 Monitor of funds

327. iSupport will provide some functionality to monitor funds on incoming and outgoing cases. iSupport will however, not at this stage provided the support to actually initiate or accept the transfer of funds (a transfer for funds system is not included in iSupport, see below under “5.18 Transfer of funds system”). The provision of a tool to monitor funds is a **“Must Have”** requirement.

#### 5.17.1 Composition and functionality of the monitor of funds

328. The account monitoring screen on each case must include (**“Must Have”**) the following :

- Amount due (include the due date and the indication of the frequency of payment (monthly, lump sum etc.).
- Amount paid,
- Amounts due and paid with a further breakdown by person for whom maintenance is sought (if necessary for the case),
- Total balance owing by recipient
- Total balance owing for the case.

329. The amount due must be entered automatically by the system on the frequency indicated.

330. The amount paid will be taken from the data that is manually entered or uploaded from an external source.

331. Calculation of the balances by recipient and by case will be performed by the system.

332. There must also be the capacity to manually enter a due amount, a received amount or an account balance adjustment in order to reconcile the account data or account for other circumstances (such as currency conversion, indexation or interest as discussed below).

333. All of these (paragraphs 328-331) are “Must Have” requirements.

334. A crucial element of the account monitoring screen for international maintenance cases is the ability to display due and received payments in different currencies. The account monitoring screen must be able to show the debt (amount due and balance) in both the currency of the original debt i.e., the currency noted in the decision or court settlement etc. and the currency of the State of the Central Authority where the enforcement is taking place. This is a “Must Have” requirement.

335. It will be possible to choose the currencies from a drop down menu. This drop down menu must also include certain now defunct currencies of EU Member States as older decisions will still refer to the former currency. The capability of choosing the currency for the amount due, received and balance is a “Must Have”. Performing this calculation from a drop down menu is a “Should Have”.

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336. The calculation table must support the calculation of interest on outstanding balances. The adding of interest calculated manually is a “Must Have” requirement. An automatic calculation of interest is a “Could Have” requirement.

337. The detailed list of items to be displayed in the account monitoring screen will be provided before the start of the programming.

338. The account monitoring screen should be automatically populated with details concerning the due payment, such as the due date, the type of payment, and the amount due, from the details of the decision entered in the decision section of the case. This will ensure integrity in calculation and avoid the caseworker having to enter this information twice. This is a **“Must Have”** requirement.

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The above-described composition and the automatic calculation of balances owing are **“Must Have”** requirements.

#### 5.17.2 Setting of currency exchange rates

339. In view of the fact that the issue of currency conversion is dealt with differently in every State with time periods between updating the rate varying from 1 month to 1 year, iSupport needs to be flexible in this regard. Therefore, iSupport will offer the administrator the ability to set the exchange rate on a periodic basis aligned with the State’s current practice. This means the administrator can, for example, once a month update the currency rates centrally. If this approach is used, as a result, all cases with account monitoring screens that include foreign currencies will now base the currency conversion of sums due or received going forward on this updated exchange rate. The sums that were due prior to the exchange rate change will remain as they are *i.e.*, they will not be updated retroactively. The conversion of the totals to be paid (arrears) will be based on all of the due amounts calculated over time. The functionality to allow the administrator to input currency exchange rates centrally is a **“Must Have”** requirement.

340. It could be possible in the future to allow for an automatic feed in of currency exchange rates, for example, through the use of an RSS feed or an equivalent feed to get exchange rates from the country’s central bank. The provision of a tool for an automatic currency update is, at this stage a **“Won’t Have”** requirement.

#### 5.17.3 Indexation

341. Court orders from France, Belgium, the Netherlands, Sweden, Austria, Estonia, Luxembourg, Norway, Portugal, Romania, Finland, Northern Ireland, Italy, Lithuania, Latvia, and Malta include or may include an indexation of the maintenance<sup>21</sup>. However, the basis for the calculation of indexation differs significantly, sometimes even within one country.<sup>22</sup>

342. iSupport should offer assistance with the calculation of indexation if feasible. If there is a calculation formula that is to be applied, iSupport could offer the option to include this formula in the account monitoring screen so that the result can be calculated by the system. This is a **“Should Have”** requirement. In the absence of calculation support for indexation, iSupport must offer the manual entry of indexation (**“Must Have”**).

<sup>21</sup> Information based upon the Country Profile, there are probably more States that provide indexation.

<sup>22</sup> In France for instance indexation can be calculated with different starting dates or index, depending on the Court order. The numerical value of the index changes every year and is available on a public website. The debtors are expected to make the calculation on their own.

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#### 5.17.4 Statement of arrears

343. iSupport will provide the option to create a statement of arrears output using the recommended EU arrears Form for Regulation cases and in an adapted version of this Form for Convention and other intentional maintenance cases. This is a **"Must Have"** requirement.

#### 5.17.5 Invoices

344. iSupport will provide a template for a letter to the debtor, which is a case-specific-invoice, with text including the payment reference the debtor must use when transferring money. The template letter will be one of the pre-set of templates described earlier (see above "3.4.3 Thirty pre-set templates"). The inclusion of the payment reference will facilitate the identification of incoming payments.

345. The function to "Create invoices by batches" is a **"Won't Have"**. If a State wishes, it can develop its own run for this, outside the iSupport system.

### 5.18 Transfer of funds system

346. iSupport will, for the time being, not include a transfer of funds module *i.e.*, the transfer of funds functionalities are **"Won't Have"** functionalities for the purpose of the Call for Tender.

### 5.19 Minimum requirements for managing other international maintenance cases

347. As described above (see "3.1.1 Usability of the iSupport case management system for EU Maintenance Regulation, 2007 Convention cases and other international cases"), the case management system component of iSupport will, to the extent possible, also be usable by States for managing other international maintenance cases, which fall outside the scope of the Convention or Regulation.

348. All of the functionalities described in this document for Regulation and Convention cases should apply equally to "other instruments" with the exception of validations of Forms. The default deadlines of the Convention will be equally applicable. This above feature is a **"Must Have"** requirement.

349. The validation requirements that are programmed in iSupport to ensure that Forms under the Regulation or Convention are not finalised unless [all of the](#) required fields are completed will be turned OFF for other international cases. The caseworker will need the capability to add or leave blank certain information.

350. The ability to turn off validation features for the Auto Generated Forms is a **"Must Have"** requirement.

Deleted: **"Must Have"** requirement

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## 6 Identification of an application as Regulation / Convention or other international maintenance application

### 6.1.1 Identification on an application / request level

351. Due to the wide case definition chosen for iSupport, the decision as to whether the EU Maintenance Regulation, 2007 Hague Convention or other international or bilateral rules apply will have to be done on an application level and not at the case level. For example, it is possible, that the 2007 Hague Convention comes into force between the requesting and requested State in the middle of the case processing. Hence, a first application might be done accordance with other international or bilateral rules while a new application would be made under the 2007 Hague Convention.

### 6.1.2 Which instrument applies to the establishment, modification, and recognition and / or enforcement?

352. Which instrument applies to the establishment, modification, and recognition and / or enforcement is determined by the caseworker. iSupport will provide the option to choose from three categories: (1) Regulation, (2) Convention and (3) other instruments, as applicable to the establishment, modification, and recognition and / or enforcement. This is a **“Must Have”** requirement. For the “other instrument” there must be an option to either choose from a list of pre-entered instruments that the Central Authority has identified, or to enter the name of the relevant other instrument in a free text field. This is also a **“Must Have”** requirement.

353. There are different factors that govern the applicability of the Regulation and the Convention. The territorial, temporal and substantive scope will have to be checked. Questions as to which States are involved and when a decision was made or proceedings begun etc. will influence this decision. For the Convention a number of additional factors are to be taken into consideration, since the Convention allows Contracting States to extend or reduce the scope of the instrument to a certain extent. By default the Convention applies to maintenance obligations arising from a parent–child relationship towards a person under the age of 21 years and to spousal support (the Convention Central Authority co-operation rules can only be used for spousal support applications on the recognition and / or enforcement of a decision on spousal support made in connection with child support). A Contracting State can limit the application of the Convention to children under 18 years. This will bring about a reduced substantive scope in relation between this and any other Contracting State. The possible extension of the substantive scope to children older than 21 years or to other maintenance obligations gives rise to obligations between two Contracting States only to the extent their declarations of extensions are concordant. Furthermore, the Convention allows for reservations concerning the indirect grounds of jurisdiction in Article 20 of the Convention.

354. iSupport must provide fields to note all the above mentioned factors and variables to assist in the determination of applicability of the Regulation and Convention. This is a **“Must Have”** requirement. In the future, iSupport might provide information on the extension or reduction of Convention scope through a direct link to the Country Profile. The automatic provision of scope information is, for the time being, a **“Won’t Have”** requirement.

355. If all of the necessary information is entered, iSupport must be able to identify whether a case falls within the scope of the Regulation or the Convention. A system check will be offered if requested by the caseworker. There could be a button labelled “check” that would tell the case worker whether, given the States concerned and the temporal scope applicable,

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the Convention or Regulation (or neither) would apply. The provision of a system check on demand, as described above, is a **“Should Have”** requirement. The system check will only check the applicability of the Regulation and Convention and not the applicability of other instruments. In a later release of iSupport, which includes a direct link to the County Profiles a more reliable system check could be possible.

356. Knowing the complexities around the temporal scope of application of the Regulation and the reservations and declarations extending or limiting the Convention scope (information which may not always immediately be updatable in the system), the system check may not necessarily give the correct result. Therefore, should there be a discrepancy between the category identified by the caseworker and the one identified by the system, the caseworker will be expected to double-check that the category he / she has chosen is correct one but the system check will not overrule the caseworker's choice. This is a **“Must Have”** requirement.

#### 6.1.3 Difference between an application to which the Central Authority co-operation rules of the Regulation or Convention apply and a Regulation or Convention based application

357. It is crucial to note that the scope of the EU Maintenance Regulation Central Authority co-operation chapter and thus the rules on handling applications by Central Authorities is wider than the scope of the chapters regulating the establishment, modification and recognition and enforcement of a maintenance claim. The latter apply to the establishment or modification of a decision (court settlement *etc.*) between EU Member States or respectively, the recognition and / or enforcement of a decision rendered in a EU member State falling within the scope of the Regulation. By contrast, the Central Authority co-operation rules of the Regulation extend also to applications for recognition and enforcement of decisions based on other instruments including the 2007 Hague Convention.

358. Therefore, the following questions will have to be answered in iSupport: (1) Which instrument's Central Authority co-operation rules apply? Should the answer be: the EU Maintenance Regulation, and should the application be one for recognition and / or enforcement then a second question will have to be posed: (2) On which instrument is the application based *i.e.*, which instrument applies to the “substance”? The latter questions will have been answered using the above-described factors (see above “6.1.2 Which instrument applies to the establishment, modification, and recognition and / or enforcement?”).

359. For practical reasons, iSupport will sort applications in accordance with the Central Authority co-operation rules applicable (corresponding to question (1)) and will construct the case management using the following three categories of applications (**“Must Have”**).

#### 6.1.4 Categories of applications and requests

360. iSupport will handle three types of applications and requests for specific measures:

- EU Maintenance Regulation applications and requests,
- 2007 Hague Convention application and requests, and
- Applications made in accordance with other multilateral or bilateral instruments.

##### 6.1.4.1 EU Maintenance Regulation applications and requests

361. The first category will cover all applications and requests falling under Articles 56 and 53 of the EU Maintenance Regulation. It has to be highlighted that this will also comprise certain 2007 Hague Convention or other instrument based applications, since Article 2 of the

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Regulation extends the scope of the chapter on Central Authority co-operation to “decision in matters relating to maintenance obligations given in a third State”. This means that as soon as the requesting and requested State are both EU Member States (except Denmark) any applications for recognition and / or enforcement will be dealt with under the Central Authority co-operation rules of the EU Maintenance Regulation even though they may be substantially based on another instrument. In iSupport all these applications will be dealt with as “EU Maintenance Regulation applications”. Of course, if recognition and / or enforcement applications are based on another instrument than the Regulation itself will have a special status inside the group of EU Maintenance Regulation applications.

#### 6.1.4.2 2007 Hague Convention application and requests

362. The category of 2007 Hague Convention application and requests will comprise all applications and requests falling under Articles 10 and 7 of the Convention. Should the requesting and requested State be EU Member States (except Denmark), then the applications on recognition and / or enforcement based on the 2007 Hague Convention fall under the category EU Maintenance Regulation applications (see above).

#### 6.1.4.3 Applications and requests made in accordance with other multilateral or bilateral instruments

363. The last category of applications concerns applications based on other multilateral or bilateral instruments handled by the Central Authority. Should the requesting and requested State be EU Member States (except Denmark), then the applications on recognition and / or enforcement based on these other instruments fall under the category EU Maintenance Regulation applications (see above).

#### 6.1.5 Consequences for iSupport

364. For each of the above-described categories, different rules apply. This will affect in particular:

- the deadlines to be applied ([see “5.11 Three types of deadlines for the case management”](#)),
- the Forms to be used ([see “3.8 Forms”](#)),
- the documents to be attached to an application ([see “7.3 Case documents”](#)),
- the steps to be taken ([see “3.3 iSupport providing guidance to the caseworker”; “7 Application procedures - EU Maintenance Regulation and 2007 Hague Convention”](#) etc.

365. As concerns the first category of applications, the EU Regulation applications, a further distinction will be necessary, since, as explained above, certain applications can be based substantially on instruments other than the Regulation itself. This affects the Forms to be used and documents to be attached as well as the steps to be taken.

366. The system will identify the mandatory required deadlines, Forms and documents for each type of application and request. [The system will furthermore provide access to relevant procedural help texts and other additional help texts.](#)

**Deleted: ¶**

iSupport must provide the above described categories of applications and the described validation. This is a **“Must Have”** requirement.

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## 7 Application procedures - EU Maintenance Regulation and 2007 Hague Convention

367. This Chapter gives a brief overview of Regulation and Convention application procedures in the case management of Central Authorities. A detailed list of procedures per application and instrument will be provided in advance of the programming phase.

368. The content of the below tables is to a large extent based on the Hague Conference Practical Handbook for Caseworkers principally drafted by Hannah Roots (NCSEA). The Handbook deals with Convention applications, but the tables on Regulation procedures have been drawn up to parallel to the Convention procedures.

### 7.1 EU Maintenance Regulation applications

7.1.1 Table

		Recognition and enforcement	Enforcement	Establishment	Modification	Specific measures
	<b>A. Outgoing applications and requests for specific measures</b>					
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 or request (Art. 53(2), Art. 57, Art. 20, Art. 28, Art. 48 of the Regulation and Art. 25 of the 2007 Hague Convention & Country Profile <sup>23</sup> )  iSupport will assist the caseworkers in identifying which documents are mandatory for the relevant application	X	X	X	X	X

<sup>23</sup> 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.

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7(1)	<b>There is an existing maintenance decision and recognition / enforcement is sought</b>	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	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).	X	X			
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; - using Form Annex II for decisions falling under Chapter IV, Section 2 (for authentic instruments obtain respectively Annex III or IV) for Convention based applications using the recommended Convention Form “Abstract of decision” - for other instrument based applications using possibly an instrument neutral Form	X	X			
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)	<b>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</b>			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	

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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	Make iSupport issue the 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	Make iSupport issue the specific measures 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 EJM in 2014) - documents indicating the entitlement of the applicant for free legal aid  iSupport will assist in the identification of the required documents.	X	X	X	X	X
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

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		Recognition and enforcement	Enforcement	Establishment	Modification	Specific measures
	<b>B. Incoming applications and requests for specific measures</b>					
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? ( <i>e.g.</i> , 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	Notification of the data subject, Art. 63 of the Regulation (will take place in accordance with the law of the requested State)	X	X	X	X	X
9	Within 30 days, send acknowledgment of receipt to the requesting CA (mandatory Form for all applications – Annex VIII)	X	X	X	X	
10	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	
11	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
12	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	
13(1)	<b>For recognition / enforcement applications</b>	X	X			

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a	Check whether Chapter IV, Section 1 or Section 2 applies and whether the appropriate extract Form (Annex I or II or respectively Annex III or IV for authentic instruments) is attached to the application	X	X			
b	If Section 2 applies <ul style="list-style-type: none"> <li>- 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).</li> <li>- 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)</li> <li>- 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</li> </ul>	X	X			
c	If Section 1 applies no exequatur is needed, <ul style="list-style-type: none"> <li>- 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 (Art. 20) to the competent authority</li> </ul>	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			
13(2)	<b>For establishment / modification applications</b>			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	
14	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	
15	Inform the requesting CA of outcome of the request for specific measures using Part B of mandatory Form Annex V					X

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Deliverables

Call for Tender 0.02

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## 7.2 2007 Hague Convention applications

### 7.2.1 Procedure

		Recognition and enforcement	Enforcement	Establishment	Modification	Specific measures
	<b>A. Outgoing applications and requests for specific measures</b>					
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)	<b>There is an existing maintenance decision and recognition / enforcement is sought</b>	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	X			
c	Is the decision enforceable in the State of origin? Obtain statement of enforceability from competent authority (recommended Form, Art. 25(1b))  iSupport will assist the caseworkers in identifying which documents are mandatory for the relevant application	X	X			

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d	If the respondent did not appear and was not represented in the proceedings of the State of origin, obtain statement of proper notice (recommended Form, Art. 25(1)c))	X	X			
e	Does the decision provide for automatic adjustment indexation? Where necessary provide information necessary to make appropriate calculations	X	X			
7(2)	<b>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</b>				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	Make iSupport issue the specific application Form (see recommended Forms) or respectively the specific measures request Form supported by reasons	X	X	X	X	X
11	Attach all relevant document (required / additional document) including <u>where appropriate</u> : <ul style="list-style-type: none"> <li>- for creditor applications the financial circumstances Form (recommended Form);</li> <li>- document calculating arrears</li> <li>- documentation concerning entitlement of the applicant for free legal aid</li> </ul> <p>iSupport will assist the caseworkers in identifying which documents are mandatory for the relevant application</p>	X	X	X	X	X

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12	Make iSupport issue 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

		Recognition and enforcement	Enforcement	Establishment	Modification	Specific measures
	<b>B. Incoming applications and requests for specific measures</b>					
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	

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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)	<b>For recognition / enforcement applications</b>	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 decision; if your Central Authority is not the competent authority for the enforcement send the application and accompanying documents 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			
11(2)	<b>For establishment / modification applications</b>			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	

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14	Inform the requesting CA of outcome of the request for specific measures						X
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### 7.3 Case documents

369. All case-related documents for incoming and outgoing cases need to be stored as part of the case. This is a **“Must Have”** requirement. These documents can include:

- Copy of the decision
- Birth certificate
- Adoption certificate
- Marriage certificate and more, see Establishment Form convention; see article 25 of the Convention (Recognition & Enforcement)
- Divorce decision
- Applications
- Status reports
- Acknowledgment of receipt
- Statement of arrears
- Translations
- Other Forms
- E-mail messages
- Incoming mail

370. Documents received for a case [by another State via e-CODEX](#) can be attached automatically to the relevant case. The caseworker can also upload documents created outside iSupport manually to a case. The provision of these two options is a **“Must Have”** requirement.

371. Each document could have a document type icon, such as for example:  for e-mails. This is a **“Could Have”** requirement. A list of main types of documents will be provided before the start of the programming.

372. The list of documents can be sorted by the date of saving in the system and the date of the document as well as the type, the sender and the author. The option of sorting the documents in accordance with these criteria is a **“Should Have”** requirement.

373. The following document formats should be supported:

- Word (Microsoft Office) **Must Have**
- LibreOffice **Could Have**
- Apache OpenOffice **Could Have**
- NeoOffice **Won't Have**
- PDF = **Must Have**

### 7.4 Archiving

374. iSupport will provide for the following functionality with regard to the archiving of cases. The moment a case status is set to case “archived” a data transfer will be issued. All the case data except for the minimum case information is transferred to a national database

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(national solutions). See for details above under “5.6.3 Status “archived”. This is a **“Must Have”** requirement.

375. Minimum case information is to be kept available in iSupport so that the case can be found in a case search. This minimum information includes:

- The iSupport number,
- The internal reference number(s) for that same case,
- The date the case was created in iSupport,
- The date of archiving,
- Full name of the debtor,
- Date of birth of the debtor,
- The full name of person(s) for whom maintenance was sought,
- These persons’ dates of birth.

376. The keeping available of this minimum information in iSupport for an unlimited period is a **“Must Have”** requirement.

377. The audit trail data (see “9.1.1 User- and timestamp”) of the case will be archived at the same time. This is a **“Must Have”** requirement. Address data is archived at the time of the archiving of the last case that used the address data. This is a **“Must Have”** requirement.

378. iSupport should provide a way to re-integrate the data from an archived case, should the case have to be re-opened. This is a **“Should Have”** requirement. iSupport could be developed with a functionality to view the archived data now resting in a different database (**“Could Have”**). In addition, the Central Authority may install another instance of iSupport with a link to this separate database (**“Could Have”**). The Central Authority can decide to limit access to this instance to certain persons, such as managers (**“Could Have”**).

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## 8 Statistics

### 8.1.1 Regulation and Convention statistics

379. iSupport must be able to generate the required Regulation and Convention statistical reports. This is a **“Must Have”** requirement. A list of the statistics required for Regulation cases will be available before the start of development. A similar list of required fields is currently being produced for the Convention cases.

### 8.1.2 Overall statistics

380. It is important for States to be able to obtain a comprehensive overview of all their international cases handled. iSupport should provide for a statistical output of overall casework independent of the instrument used. This is a **“Must Have”** requirement.

381. It must be possible to export the overall data into an Excel (or equivalent) sheet. This is also a **“Must Have”** requirement, unless iSupport provides for entirely customisable statistics [see below 8.1.4](#).

### 8.1.3 Customised statistics

382. A helpful additional functionality would be the capability of producing customised statistics in iSupport. The user / manager could identify a number of items for which statistics would be created. This is a **“Could Have”** requirement.

### 8.1.4 Report generator bought by the CA

383. A Central Authority may also utilise their own report generator to create their customised reports and statistics based on an export of the iSupport database. The CA can use the general plug in for the export, see “17.4 Plug in”.

384. The creation of an external report generator is a **“Won’t Have”** requirement.

**Deleted:** This is a **“Could Have”** requirement.

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## 9 Security

### 9.1 Local security

#### 9.1.1 User- and timestamp

385. Each modified object / field is recorded with a user- and timestamp. The record will show which screen (object / field) has been changed, the new field value, the previous field value, username of the person who changed the data, and when (date and time) was changed (see also above “3.5 Logging of changes and viewing access & accessibility of audit trail”).

386. The user- and timestamp for changes contains:

Object/field	<u>New field value</u>	<u>Previous field value</u>	User name	Date	Time
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Table 3 User- and timestamp - changes

387. Based on object or data collection (i.e., ‘case’ and ‘actors’ data including ‘financial data’) recording changes is a **“Must Have”** requirement.

388. To avoid performance and storage issues it is not planned to include a record of changes at the field level of modified fields. The only exception is payment and address information, here a field level logging is a **“Must Have”** requirement (see also above).

389. The user- and timestamp for views contains:

<u>Object</u>	<u>User name</u>	<u>Date</u>	<u>Time</u>
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Table 4 User- and timestamp - views

390. For the recording of “views” it is sufficient to record who (i.e., username) viewed a case and when but not exactly which information was viewed in the case (see also above “3.5 Logging of changes and viewing access & accessibility of audit trail”).

391. During the pilot phase, information about the size of audit logs and performance will be evaluated.

#### 9.1.2 Access and functional rights

392. When installing iSupport, at least one administrator must be defined. See the description of profiles of access rights above “3.6 Access rights”.

#### 9.1.3 Deletion of users

393. It is not possible to delete users (**“Must Have”**) because this would affect the history associated to this user. E.g., if users are deleted, cases would not show the proper caseworker name, and statistics and the history views will be affected. However the CA can disable access by a user. iSupport must be constructed in way that users cannot be deleted (**“Must Have”**).

394. If a caseworker no longer needs access to iSupport, all cases associated to the caseworker can be reallocated to another caseworker.

#### 9.1.4 Log-in functionality

395. The user information contains (**“Must Have”**):

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User name	Password	Last login (date and time)	Current role
-----------	----------	----------------------------	--------------

Table 5 Layout user information

396. On the login screen, name and password are mandatory. Password requirements must meet or exceed ISO standards or equivalent. This is a **“Must Have”** requirement. Development tenderers must specify the standard(s) they are using in the Requirement list.

397. A user-based procedure will be provided in case a user forgets his or her password. This is a **“Should Have”** requirement.

398. States may have additional login requirements (biometrics, token). Implementation of any additional requirements will be the responsibility of each State. If the system is capable of working with these requirements, this is a **“Won’t Have”** requirement.

399. Single sign on (by using LDAP, Active Directory) is a **“Won’t Have”** requirement.

400. A functionality with security pre-set questions set up by the user and which are the basis of providing a new password automatically, is a **“Should Have”** requirement.

#### 9.1.5 Delete data

401. No user may delete any record (message, information) manually in the iSupport system.

402. However it is possible for the system administrator to delete data in the database.

403. There is always at least one administrator of a database.

## 9.2 Security scan and privacy impact assessment

Security scans of the system will be undertaken during the development phase (*i.e.*, programming stage), in order to meet the requirements of any privacy or security impact assessment that need to be conducted in a State before the system is implemented.

## 9.3 Data protection

404. Mandatory Forms and recommended Forms have been adopted under the 2009 Regulation and the 2007 Convention. Specific provisions with regard to data protection conditions are set-out in the 2009 Regulation. The type of data that might be exchanged between Central Authorities, the conditions of use and the duration of data storage by national authorities are set out in Article 61 and Article 62 of the Regulation. A greater protection is provided under the 2007 Convention in the event of domestic violence issues. See also chapter 10.2.1 Exchange of data for more information.

405. More specific data protection requirements are described at the related deliverables in this document.

### 9.3.1 Data protection of the communication with the database and the application

Data protection of the communication with the database and the application must reach the level of OWASP or equivalent (**“Must Have”**).

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## 10 Communications

### 10.1 Interface (“Connections”)

#### 10.1.1 Type of interfaces

406. These are the different types of interfaces:

1. Interface (import and export) with other iSupport databases. This includes data, PDFs (Forms) and functional messages. This interface is included of the project. For the communication, e-CODEX is used. See also [“10.3 e-CODEX”](#).
2. Interfaces with national registers and databases such as an interface with an existing case management system or importing payment data or a report generator provided by the CA. The iSupport project provides a default plug in for these interfaces. The interfaces themselves are not part of the iSupport project. See also “17.4 Plug in” type A.
3. Import interface for the Forms: Regulation Annexes I, II, III or IV or Part B of Annex VI or Annex VI as well as the Convention Form “Abstract of a decision”. (See explanation above under “3.7.2 External access of authorities category A or B”). A specific plug in for this, is a **“Should Have”** See also chapter type B.

Commented [BV2]: Moved this Must have to 10.3

Deleted: (“Must Have”)

Deleted: (“Must Have”)

### 10.2 Interface with the other iSupport databases – Type of interface 1

407. The interface with the other iSupport databases includes [\(“Must Have”\)](#):

- Forms: PDF Forms attached to a case are part of the exchange of data. 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.
- Data: the data as specified in chapter “10.2.1 Exchange of data”
- Messages: messages attached to a case and marked as external are exchanged

#### 10.2.1 Exchange of data

408. The exchange of data depends on the type of request [/ application](#) and on the step in the process. Data [is transmitted upon decision of the caseworker \(for example, the caseworker finalises and application with all necessary documents attached and authorises the sending\)](#). The ability to transmit information at the instigation of the caseworker is also a **“Must Have”**.

[409. Data received through iSupport is not automatically populating the system of the receiving Central Authority. It is populating the system when the caseworker opens the transmitted document / message. Data received through iSupport up-dating already existing data \(e.g., contact details and payment information\) is not automatically updating the data of the receiving Central Authority. A Central Authority that receives updated data through iSupport has the capacity to decide to accept or not to accept the updating of their system with respect to all of the transmitted updated data \(“Must Have”\) or part of the transmitted updated data \(“Should Have”\). Here the receiving Central Authority might have more recent](#)

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[information in their system and prefer not to have it overwritten by data sent from another State.](#)

[410. The user in the receiving Central Authority must be able to view the transmitted updating data to make a decision whether to accept or not to accept the update of the system \("Must Have"\). iSupport should provide end-user-friendly environment / screen where the iSupport user can view the data and either accept or not accept the system update \("Should Have"\).](#)

[411. If the updating of the system is accepted, the current field values of the relevant data entry fields are overwritten by the new data.](#)

[412. If the updating of the system is not accepted \(wholly or partially\), the system of the receiving Central Authority must still keep the transmitted information in an easily accessible place for future consultations \("Must Have"\). iSupport will prompt the caseworker in the receiving Central Authority to inform the sending Central Authority should an update of the system not be accepted due to the fact that the receiving Central Authority has more recent information.](#)

[413. Exchanges are shown in the history of the case \("Must Have"\). Content of each object \(to show in the history\): t.b.d. in the programming phase.](#)

[414. The data replaced by the updated data can be reviewed with the History functionality \(see for the accessibility of the audit trail and the particularities of the history of address and payment information above "3.5.2 Accessibility of audit trail"\).](#)

[415. All data will be PCI certified \(security standards council\).](#)

[416. Additional information concerning paragraphs 408-415 will be provided before the programming.](#)

#### [10.2.2 Data that is not exchanged](#)

[417. Case Notes are not exchanged with other States.](#)

[418. Task list items are not exchanged with other States. However, there are default task list rules such as 'Show a task list item on the task 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.](#)

[419. The "status of the case" \(see "5.5 Status of a case"\) is not exchanged.](#)

### [10.3 e-CODEX](#)

[420. e-CODEX, e-Justice Communication via Online Data Exchange, enables secure cross-border electronic communication and enables secure and reliable cross-border data transportation and routing of documents. All communication between iSupport systems takes place using e-CODEX.](#)

Tender lot 1: See separate chapters with requirements for the developer.

Deleted:

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Figure 2 e-CODEX components

### 10.3.1 e-Delivery platform and e-CODEX gateway

421. The e-CODEX Gateway, also called Domibus Gateway, of the sending State establishes the connection, wraps all the data into an SX container and sends it. Then, the Gateway of the other State, receives, extracts and rechecks the data.

422. The setup of a dedicated e-CODEX network is not part of the Development-Call for Tender.

423. A complete e-CODEX starter kit including documentation such as an installation guide is available for pilot States. The starter kit is also available for tenderers. See the HCCH website [http://www.hcch.net/index\\_en.php?act=text.display&tid=192](http://www.hcch.net/index_en.php?act=text.display&tid=192) in chapter Key-documents.

424. e-CODEX partners will help the pilot States during the project with questions regarding their e-CODEX set up.

### 10.3.2 e-CODEX Connector

425. The e-CODEX Connector, also called Domibus Connector Framework, is responsible for all semantic mapping from and to iSupport and ensures the ability of the national system to communicate with the e-CODEX Gateway. The Connector will add a "Trust OK" token and provides interoperability.

#### 10.3.2.1 Developer

426. The developer takes care of the mapping of the iSupport database, which should correspond with the local e-CODEX database ("**Must Have**").

### 10.3.3 e-CODEX Database

427. The messages are sent from and received in a database. This database is a separate database apart from the iSupport database. MySQL and Oracle can be used.

428. Sending and receiving data is real-time: As soon as a (technical) message is ready to send, by placing it in the e-CODEX database, the message is sent immediately. e-CODEX does

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not provide an environment to stop or start e-CODEX communication nor view log-files of e-CODEX jobs. The States use the environment of their operating system for this.

#### 10.3.3.1 Developer

429. iSupport moves the data from the e-CODEX database into the iSupport database, including meta data like the 'evidence' of the signature of the CA which sent the data ("**Must Have**").

430. e-CODEX has the principle that the database will not save the messages longer than needed. As soon as a message is sent or received, the message data is removed from the e-CODEX database by iSupport. ("**Must Have**")

431. The overwriting of exiting data by updated data received from another Central Authority may not be accepted (see above paragraphs 410 et seq).

#### 10.3.4 Developer - Encrypted files

432. All data and documents sent by e-CODEX are encrypted e-CODEX may be ready with a new version which will handles the encrypting and decrypting before the last time-box of the development phase However, if needed, Development tenderers should include encryption and decryption in iSupport. The developer should use an open, generally used, encryption method. ("**Must Have**")

#### 10.3.5 Developer – e-CODEX Service Provider

433. In the e-CODEX figure 6, the Service Provider is an iSupport system installed in a State. The Developer will build an interface between the iSupport data and the e-CODEX data. 1)

434. To prepare messages<sub>2</sub> which will be sent by e-CODEX and to handle received messages, data should be presented in a structured scheme in XML. The developer will, together with ITTIG (see 10.3.2 e-CODEX Connector), define the details of the data format. All data<sub>2</sub> which is exchanged, is based on Forms of the Regulation, PDF's and (functional) messages.

#### 10.3.6 Circle of Trust

435. The HCCH team is responsible for the authentication of the CA as the participating States must sign the circle of trust<sub>2</sub> which is a legal document.

#### 10.3.7 Example of data exchanged between the CAs

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>
```

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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>
```

#### 10.3.8 Website e-CODEX

436. More information about e-CODEX is available on their website:

<http://www.e-codex.eu/home.html>

### 10.4 Interfaces with national databases / registers – Type of interface 2

437. iSupport will provide 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.

438. It could be used, for example, to create an interface with an internal Central Authority database or with public registers assisting in the location of a person or obtaining revenue and tax information (availability of such registers and whether the laws allow the Central Authority the relevant access will differ from State to State).

439. An interface could also be used to import case data from a national electronic case management system into iSupport.

440. The provision of the plug-in for interfaces and the production of relevant mapping documents to allow for the interface connection is described in other paragraphs.

441. The creation of the interfaces themselves will be in the responsibility of each State and are for the purpose of this Deliverables Document considered a **“Won’t Have”** requirement.

#### 10.5 External access

442. States are responsible for an External access environment in which iSupport will be operated. iSupport should be prepared (**“Should Have”**). States can make this service available for third parties like Judges, enforcement officers or government agents so that these groups can access iSupport. States are responsible for ensuring they accept only secured connections such as SSL or VPN. Allowing access and allocating access profiles is the responsibility of the Central Authority.

#### 10.6 Web-services

443. The usage of (SOAP) web-services and SOA for the architecture is encouraged. (**“Should Have”**)

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## 11 Look & Feel

### 11.1 User interface

444. The user interface software can be a product developed by the developer, or can be a commonly used web browser.

445. In case of a web browser, iSupport should run on the latest two versions of the three most commonly used web-browsers:

- Internet Explorer 11 and higher: **"Must Have"**
- Internet Explorer 10: **"Could Have"**
- Mozilla Firefox 25 and higher: **"Could Have"**
- Google Chrome 42: **"Must Have"**
- Google Chrome 30 and higher: **"Could Have"**

446. Screen design must follow generally accepted usability design principles ("Must Have").

**Commented [JH4]:** This Must Have from above; under 4.3 where we erased the "Must Have"

447. iSupport has a consequent implemented theme (**"Should Have"**).

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

449. Data can be viewed by more than one user at the same time, however changed data should be shown to the other user (s) immediately or a message should appear on the screen with e.g., 'this record has been changed by another user' (**"Could Have"**).

### 11.2 User defined looks

450. The user can create their 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 customised screens the user is able to display the data on the screen on the way he / she likes. This is a **"Could Have"** requirement.

### Accessibility

451. Braille, for blind users, is not part of this project. If needed it may be part of a next release. This is a **"Won't Have"** requirement.

452. Accessibility for colour-blind users, will be kept in mind when developing the screens. (**"Could Have"**).

453. For deaf users: Sounds will not be used in the iSupport system, or, if sounds are used, the system can also be equally used the sounds.

### 11.3 Help to users / iSupport-manual

454. In addition to the documents of guidance described above under "3.3.3 Availability of guidance documents" the following items should be provided 2):

- Hyperlink to the Service Provider with the contact data of the Service Desk (**"Must Have"**)

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- A user handbook ("**Could Have**").

#### 11.4 Auto-complete and auto-filter

455. In key fields, 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". "**Could Have**"

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## 12 Service provider

456. The SP (Service Provider) takes care of the maintenance of the iSupport system. During the development phase, the service provider starts to gain information about iSupport and advises about the architecture and functionality of the iSupport system in order to improve the maintenance of the iSupport system.

457. The tasks within the transition process are described in [Annex 7](#) 'Transition from project to maintenance'.

458. The tasks for the Service provider during the maintenance are described in [Annex 6](#) 'General description of the iSupport Services', [see also paragraph 47](#).

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## 13 Test environment

### 13.1 Test environment for development

459. The Developer will provide the test environment during the development phase. The developer will establish this environment, which is accessible for the project team members situated in different locations. This is a “Must Have” requirement.

### 13.2 Sandbox test environment

460. The Developer will provide the Sandbox environment during the project. In the sandbox environment, the developer, project team, Working group participants and pilot States can perform unstructured tests ('play-ground'). This is a “Should Have” requirement.

Deleted: : “Should Have”¶

### 13.3 Test environment for Acceptance (UAT<sup>24</sup>)

461. The Developer will provide the acceptance environment during the project. This environment is accessible by the developer, project team, Working group participants and pilot States (“Must Have”).

Deleted: : “Must Have”

### 13.4 e-CODEX

#### 13.4.1 Connection with e-CODEX test environment in Italy

462. ITTIG will provide an e-CODEX test environment in Italy.

463. The Developer will provide the connection between the e-CODEX test environment and the test environments of the developer (“Must Have”).

#### 13.4.2 Local test environment

464. Each State must have a local production environment and a local test environment for e-CODEX.

## 13.5 Maintenance

### 13.5.1 DTAP

465. The Service provider sets up and maintains the test environment for maintenance. The Service provider implements a DTAP environment for changes after the initial rollout of iSupport. The acronym DTAP is short for Development<sup>25</sup>, Testing, Acceptance and Production. The Service Provider creates a separate environment for each, so there are 4 environments. The program is developed in a Development environment. This development environment

<sup>24</sup> UAT = User Acceptance Test

<sup>25</sup> Here, development is not the development during the project but changes which appear after the project so during the maintenance phase.

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might have no testing capabilities. Once the developer is ready, the product is copied to a Test environment, to verify it works as expected. This test environment is standardized and in close alignment with the target environment. Integration tests can be done in this environment as well. If the test is successful, the product is copied to an Acceptance test environment.

466. During the Acceptance test, the release can be tested by the HCCH, if needed in this environment to verify whether it meets the expectations. If HCCH accepts the product, it is deployed to the Production environment, making it available to all users of the system.

467. In case the software is open source and States are able to change their local configuration, the SP should ensure that the test environment supports this.

---

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## 14 Pilot

468. The Pilot is part of the project. States who join the pilot, also join the development phase by viewing demos and testing in the 'sandbox' test environment and sharing their test-issues.

469. All States who want to join iSupport from the project budget, need to join the pilot. Pilot States have to be available to join demos during the development and perform tests during the development. Using this approach, the pilot period itself can be short.

## 15 Technical

### 15.1 Usage of iSupport

470. There are two possible ways to use iSupport ("**Must Have**").

471. The State decides which option they prefer.

#### 15.1.1 Case management system + communication

472. In this option, the State uses the complete system: the case management system for the end-user plus the communication between States.

#### 15.1.2 Communication only

473. In this scenario, the State use the communication between States only. The State builds an interface between their local system and the iSupport plug-in.

### 15.2 Cloud / local

474. Neither the Application nor the data will be stored in the cloud, for Security reasons.

475. Each State / Local organisation will install a local iSupport system on their own system, together with their own local database.

### 15.3 Operating system

476. iSupport should run on a Microsoft 2012 server ("**Must Have**"), a Unix server ("**Should Have**") or Linux ("**Could Have**").

477. Tenderers must specify the specific versions / remarks of the operating systems on which the application will run.

### 15.4 Java

478. Use of Java is permitted. The usage of Java is limited to the server side, so no objects on the client side. iSupport must be able to run on the latest Java version, the previous one and two earlier versions. If Java is used, the priority for the versions is "**Could Have**".

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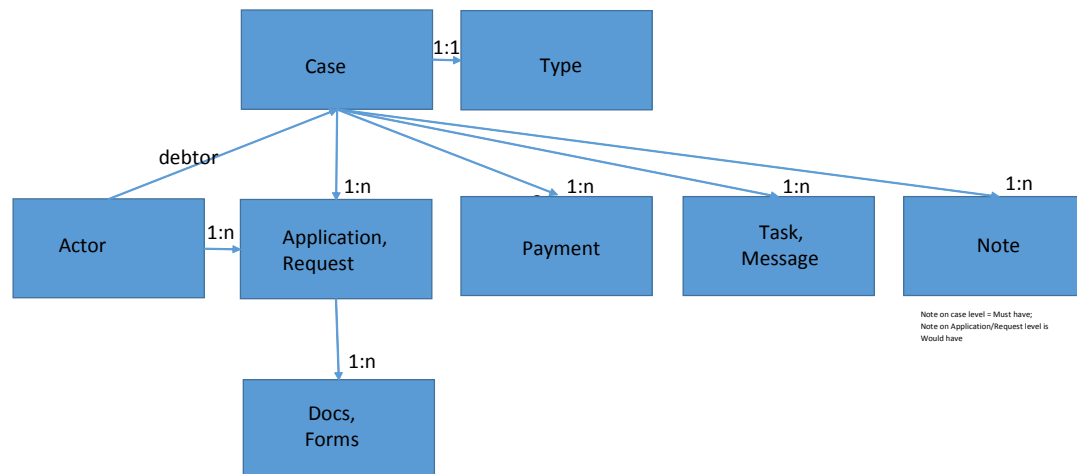
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## 15.5 Data model

479. The application should be based on this data model ("**Must Have**").



Case based tables

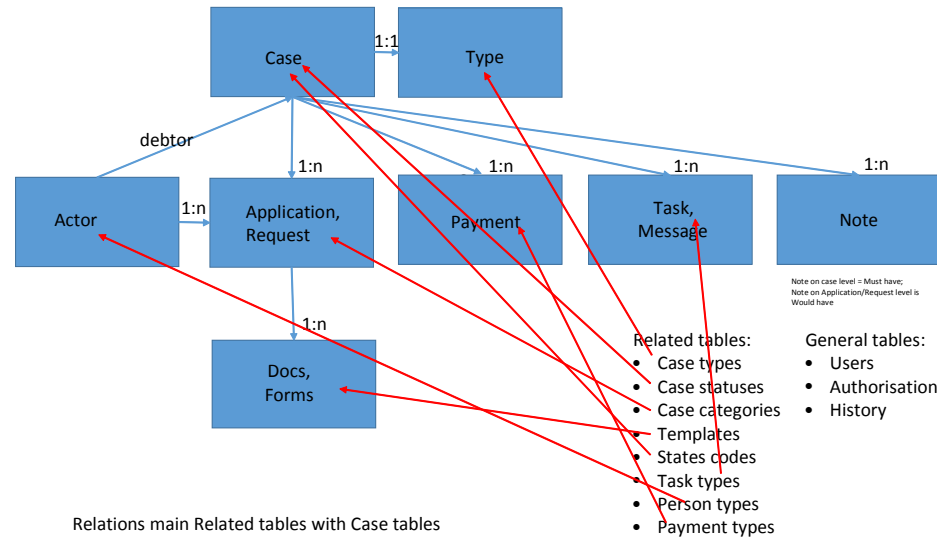
Figure 3 Case based tables

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Figure 4 Case based tables



Relations main Related tables with Case tables

Figure 5 Relations main Related tables with Case tables

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Figure 6 Relations main Related tables with Case tables

#### 15.5.1 Note to the data-model concerning the relationship with Actors

**480.** A case has always one debtor. The debtor is a role and can be any person that exists in the Actor module.

**481.** An application or request may have one or more Actors.

#### 15.6 Mobile devices

**482.** iSupport can run on mobile devices in a later release. This requirement is a **“Won’t Have”**.

#### 15.7 Character set

**483.** Character set ISO/IEC 8859-15 or equal is mandatory (“Must Have”).

### 16 Technical screens

#### 16.1.1 Authorisation

**484.** This screen is available for administrators.

**485.** Here the administrator is able to add and change the roles which govern access and function rights for users.

**486.** Users can be added. Users can be disabled.

#### 16.1.2 Help screen

**487.** This screen / environment is available for administrators.

**488.** This can be another screen / environment than the help screen which is visible for the ‘normal’ user.

**489.** The administrator is able to add extra links to documents and hyperlinks (would have). 3)

**490.** Default the help screen contains these elements (**“Must Have”**):

- Links to open PDF documents
  - Open the Handbook Regulation (PDF)
  - Open the Handbook Convention (PDF)
- Hyperlinks
  - Hyperlink to the SP with the contact data of the Service Desk
  - Hyperlink to the HCCH website – iSupport chapter
  - Idem to the Convention chapter
- Help texts - changeable by the admin.

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Deliverables

Call for Tender 0.02

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### 16.1.3 User menu

491. This screen is available for all users of iSupport.

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

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## 17 Technical deliverables

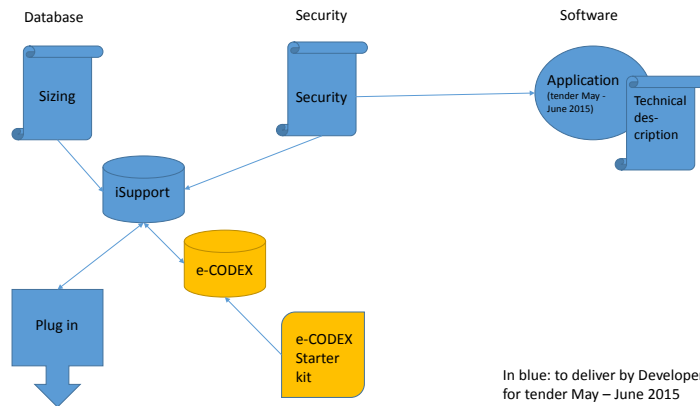


Figure 7 Deliverables iSupport

492. All deliverables are to be developed using the Agile / Scrum project method. [An alternative may be Prince 2 \("Must Have"\).](#)

**Deleted:** This requirement is a "Must Have".

### 17.1 Sizing document

Objective: Inform States what is needed concerning their environment, resources and any other possible requirements for the database so they are able to calculate the amount of expected data storage, costs of the database and the required maintenance resources on their side. **("Must Have")**

493.

Composition: text (description), calculation model for sizing

References: Data model

Sources: Developer / supplier of the application.

Quality-criteria: level of IT-technician, English language, in digital format.

### 17.2 Security document (application, data and documents<sup>26</sup>)

494. Objective:

1 To ensure States that the iSupport system contains the best security;

<sup>26</sup> Security of the database is a responsibility of the State.

Security of the *connection* with other States is described in the e-CODEX documentation.

Security of the data and attachments from / to States send by e-CODEX will be developed by the Developer. The Developer will describe this in this Security document.

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2 Inform the State with security notes about the use of the application including the browser;

3 Inform States about the encryption of data and documents (if applicable).

495. Composition:

Ad 1 Description of the security of iSupport;

Ad 2 Security notes about the use of the browser;

Ad 3 Technical description of the encryption of data and documents which are sent by e-CODEX to other states.

All are text documents.

References: Data model

Sources: Supplier of the application, e-CODEX, database supplier, browser supplier

496. Quality-criteria:

Ad 1: all levels.

Ad 2: level of IT-technician.

Ad 3: level of IT-technician.

Very high accuracy, English language, in digital format.

497. All three quality criteria are a "Must Have".

### 17.3 iSupport database

498. The State can choose to install a database ("Should Have") or use a schemer ("Must Have") to create a database.

499. The developer must provide both.

500. Objective: all States will configure and fill the database initially before using the system. It contains e.g., help text and general settings / parameters.

501. 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, English language, description in digital format.

### 17.4 Plug in

502. XML interface description (conversion)

503. Objective:

504. A) General plug in: With the plug in, the States are able to build their own interfaces between this iSupport plug in and a current case management system or external data suppliers like a social security office or a bank. The plug will address both input and output. "Must Have"

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505. B) Application plug in: Let the States be able to build their own interfaces between iSupport and a DIS system to easily import request / application Forms. At the import of these 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. **"Must Have"**

Composition: preferable web-service(s); description.

References: Data model.

Sources: Developer of the application.

Quality-criteria: level of IT-technician, English language, description in digital format.

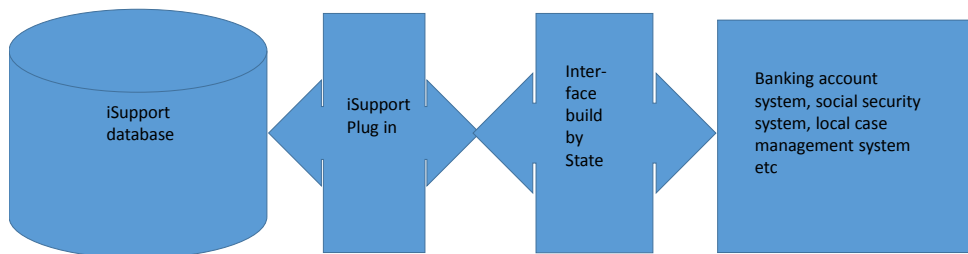


Figure 8 Plug in, general, type A

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### 17.5 Data model

506. Objective: Inform States about the structure of the data.

507. 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: In this document, a basis data model is provided. The Developer will create the final database model and deliver it in a document.

Quality-criteria: level of IT-technician, English language.

#### “Must Have”

### 17.6 Application / software

508. Objective: States can use the case management system and communicate with other States

Composition: Software and others what is needed to use the system. Applications are accompanied with instructions for the installation of iSupport

References: -

Sources: Developer

Quality-criteria: See all Call for Tender documents.

#### “Must Have”

#### 17.6.1 Programming language

509. The code must be developed in .NET or Java or any other language which is generally used. (**“Must Have”**). Development tenders must define the environment, including proposed programming language or application network in which they intend to offer the system. Service Providers are also expected to define the environments, including programming language, in which they can provide the maintenance.

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## iSupport

cross-border recovery of maintenance obligations

*pour le recouvrement transfrontière des obligations alimentaires*

## 18 Exclusions – Out of Scope

510. iSupport provides software for a case management system and secured communication, (a schemer for) a database, and documentation. iSupport does not provide hardware or infrastructure.

511. The project provides for the exchange of data between iSupport databases, not between iSupport and other databases. For communication with other databases than iSupport, the State must build their own interface, using the default plug-in which is provided within the iSupport project.

512. These functionalities are not included in the project:

- Spanish language or other languages in the user interface (English and French are included in the project).
- 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>

513. Not included in this project<sup>27</sup>: access by the applicant.

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<sup>27</sup> 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.

## iSupport

cross-border recovery of maintenance obligations

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