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CIVIL JUSTICE PROGRAMME  
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# iSupport

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

## iSupport Governing Body, 18 October 2019 Summary

Present were representatives from Austria, Brazil, the Czech Republic, Estonia, Finland, Germany, the Netherlands, Norway, Portugal, the United States of America and the National Child Support Enforcement Association.

The meeting was chaired by Floor de Jongh Bekkali representing Norway.

Present for the PB were Philippe Lortie (PL), Jean-Marc Pellet (JMP) and Charlotte Darbas.

### I. Report on April 2019 decisions and other activities

JMP summarised recent developments as detailed in the background note.

### II. Budget and work programme for 2019-2020

Participants were invited to express their preference in terms of developments that should be prioritised.

Germany indicated that technical developments should be prioritised, while the modernisation of the interface could be delayed. Germany also remarked that functional improvements such as saving partially filled-in forms would be important as well.

For Austria, work related to encryption is important, as well as the blind index which is connected to it. The update of MySQL would also be mandatory. Austria would welcome improvements to the interface as well.

PL reminded participants that, in light of those potentially costly developments, iSupport continuously accepts voluntary funding contributions.

Austria asked whether improved integration with the e-CODEX Connector was included in the list of intended improvements. JMP indicated that it is not planned in the current list but would be proposed at a later stage.

No other participant commented.

### III. Language in iSupport

Norway indicated that they have no issue with using “surname” in the application. They do not use “maintenance payable to group”.

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## iSupport

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Germany also does not use that tick box and remarked that “surname” could be changed to “family name(s)” if the change is not too complex.

Austria agreed with Germany.

Portugal does not use the tick box and indicated having no particular requirement when it comes to the use of “surname”.

Brazil agreed with Portugal.

Alisha Griffin remarked that US orders may not be split between children although US states are now moving towards split orders.

After the meeting Hannah Roots reviewed the recommended Convention forms. She remarked that only the Abstract of a Decision form mentions maintenance payable for a group and it is included with maintenance payable for a single person (“maintenance payable for one person or a group of persons”).

#### IV. Proposed next steps

JMP will check with Protech whether “surname” can be changed to “family name(s)” in the English version, as well as whether the “maintenance payable to a group” tickbox can be removed.

In terms of technical developments, the PB will, within the current available budget, negotiate the delivery of the improvements to the encryption version and the blind index. The MYSQL upgrade should be included as part of maintenance. It is remarked that support for the current MySQL version (5.7) will end in October 2020. Support for the subsequent version (8.0) is scheduled to end in April 2023. More generally, the PB will aim to monitor which components require regular upgrade and to plan for these upgrades.

Other improvements will be subject to available budget.

## Annex I

Complete estimate for improvements as received from Protech

Sr. No.	Requirement Name	Things to be modified	Impact	DEV hours	Testing	Final hours to be submitted	Cost
1	Bouncy castle for Encryption/Decryption, reading secrets, credentials & keys from vault, list of properties to be stored in Vault, reading JNDI, encrypting JNDI resource configuration of key service and sending symmetric key separate from data files,	1. As per the process explained in the the Encryption - Solution design document version 4.0. (changes to be implemented in iSupport, Admin, Filestorage, API and Migration Utility) 2. Creating the list of properties to be stored in Vault and JNDI. 3. Creation of script to generate keys. 4. Creation of script/jar file of for encrypting the oauth configuration of JNDI resource for key service authentication. 5. and documentation	Java service & DB	528	282	810	€ 32,400
2	Blind index	1. New tables design to store the blind index for the identified fields 2. Re-write the stored procedures to use the blind index tables 3. Java services need to be modified to handle the search text inputs (i.e. Hashing algorithm) 4. Java services need to be modified to handle the data inserts on the blind index tables. For ex: If a worker is adding/modifying the member name, Java service need to define the hashed blind index data for that member name and that should be stored inside the blind index tables 5. Data conversion for blind index tables	Java service & DB	580	270	850	€ 34,000

## iSupport

cross-border recovery of maintenance obligations

*pour le recouvrement transfrontière des obligations alimentaires*

Sr. No.	Requirement Name	Things to be modified	Impact	DEV hours	Testing	Final hours to be submitted	Cost
3	Saving of partially filled forms, Highlighting user inputs and setting proper error messages	1. new Database tables to be created to store partially filled forms 2. new Stored procedures to be created and modifications to be handled in the existing. 3. Java service need to be coded to save / modify 4. UI need to change to implement the Layout to differentiate the user input fields and database fields in all types of forms . 5. For error messages, the "Related Field" needs to be mapped with proper section of each form. 6. Translation of this field description & error message for each language to be stored in some other table to display proper field name & error message 7. Java service need to modified to handle this type of messages in all the forms	UI, Java service & DB	550	450	1000	€ 40,000
4	Mysql database upgrade (5.7 to 8)	1. All the database objects should be reviewed and where ever required, need to modify the code/objects to use the techniques exist in the upgraded version. Some functions are deprecated in the new version.	DB	450	250	700	€ 28,000
5	Modernizing iSupport (user-friendly, look and feel changes)	1. All the UI components style sheets should be modified for new look. 2. Some stored procedures will have changes for ex:WRKL and navigations, few new tables are required 3. Forms changes for new look 4 . Modernization for Admin module	UI + Some DB changes	250	150	400	€ 16,000
6	Spanish translation					80	€ 3,200

3760 € 153,600

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