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iSupport

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

Amendment to the Deliverables Document. Description of the desired enhancements for iSupport 2.0

1. Documents management in iSupport

- a. **Display of all case related documents (i.e. documents uploaded, sent and received, generated in NRQQ, CPRO or NPRO) on a Document Overview screen.**

iSupport should provide for one unique Document overview screen.

Currently the documents related to a case in iSupport are displayed/generated in the following screens:

- Documents are generated in **CPRO** when the user goes through the activity list. The type of document generated at each step is customizable. Central Authorities can add or delete documents associated to a particular step, as well as chose the default recipient in the ANXT screen.
- The list of documents that have been received and sent is available in **ICOR**.
- The user has the ability to send a letter outside of the chain process in NPRO. Documents will be generated and sent manually (paper version). Documents generated in NPRO will not appear in the case journal nor in ICOR. Although it's possible to save the document generated on the user's desktop, it will not be automatically saved in the system. Thus they need to be manually uploaded in CPRO once saved/printed.
- NRRQ is a separate screen to view and reprint documents previously generated in CPRO and NPRO.

Those existing screens must be merged in one screen which would include the following tabs :

- Documents sent and received (ICOR including forms and notes),
- Documents generated (NRQQ) and
- Documents uploaded ("upload" tab from CPRO).

Users should be able to access the following information:

- date of generation/receipt/sending,
- name of the recipient if applicable (Actor, CA, Competent authority)
- method of sending (e-codex/paper) or generated by CW or uploaded by CW .

Documents should be displayed in a chronological order.

The option to have several tabs and sub-screens depending on the type of documents is acceptable.

The screen must include a search option by case.

The ability to add or delete the documents uploaded and attached to a case is required.

In general and as long as the screens match the here above listed requirements, subject to confirmation at the programming phase, the design of the sub-screen can be partially kept.

Notes will not be displayed in this document overview screen.

b. Attachments to the notes/notices, including documents previously uploaded in iSupport.

Notes are used to send messages between States (NOTE screen). Many testers have requested the ability to also attach documents to the notes.

Currently, the action of sending notes is not visible in the case journal (CPRO). Sending attachments together with the notes would thus increase the risk of having an incomplete record of actions taken on the case + avoid proper alerts to be created in WRKL.

Despite of this identified risk, working group experts consider this functionality as essential.

In addition, as a workaround, notes must appear in a general overview screen or in the case journal (this is already the case when you generate a document in NRRQ).

The ability to attach a document to a note must also include the ability to attach documents already existing in iSupport (ie sent, received, generated or uploaded).

This later requirement also applies to **the generation and sending of forms**.

The ability to attach a document to a notice is a Won't Have. Most notices will be sent outside of iSupport (by papermail or by email). To keep track of the documents attached to a notice, attachments must be indicated in the notice itself by the caseworker as a good practice.

With respect to notices sent to the other State, see below 2.

2. Ability to generate and send notices to other State outside of CPRO and NOTES.

It is currently not possible to send notices through e-CODEX via NPRO. The justification raised by the developer is that those communications will not be tracked and saved in the case journal, they will only appear in ICOR (cf above).

However, sending notes through e-CODEX might not be sufficient, for instance in the situation where the requested State has not answered a note. A more formal communication should then take place and this will require sending notices.

The system must allow the generation and sending of letters through e-CODEX outside of the activity list. Such exchanges could be displayed in the case journal/overview screen.

This requirement will be met by sending notices as attachments to the notes.

When the notice has been generated in Word, the caseworker can save it on his/her desktop or print it and sign it and upload it to the case.



From the NOTE screen, the caseworker will be able to send a note and attach the notice plus other documents to the other State. Thus this will not require any modification to the system.

The User Manual will be updated in that respect as soon as the attachment to the notes is available in iSupport.

3. Case overview screen

a. Information to be displayed

The following case information must be displayed on the Case overview screen:

- a. Case number, internal reference number, requesting and requested State, Status of the case (open, close, archived)
- b. Actors name, DOB, role + non-disclosure indicator.
- c. List of applications: type, date of opening of the application, current status (pending, complete, closed) and current step in CPRO.
- d. Decisions registered in CPRO : Reference number, Date and Name of the court + displayed in chronological order.
- e. Link to the FDMO screen (icon of a bank note for instance or \$)
- f. Link to the Document management screen (icon of a folder )
- g. Link to the note screen displaying the number of internal notes in the case (icone of a note  + the number of notes)

b. Actions to be taken

The overview screen is mainly developed for viewing and navigating purpose. No action will be taken directly from this screen.

Each item displayed in the screen should include a hyperlink. Clicking on the hyperlink would directly lead the caseworker to the specific item (decision, actor demographics or address, activity chain etc.)

c. Type of users in the CA.

All workers in the Central Authority can access the screen. The access rights are similar to those associated to any case related screen access rights.

Access to separate screens via the hyperlinks would be deactivated depending on the user's access rights. All caseworkers would have access to this screen. DV and High profile cases will not be accessible depending on the profiles of access rights set in the CA.

a. New application

A caseworker receiving a new application created in an existing case must be able to compare incoming data with the existing data and, in case of a modification, accept or reject those new data. This requirement was already described in the Deliverables Document and is a Must Have requirement.

The receiving Central Authority should have the option to reject the new data or to accept it and overwrite the existing data. 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 overwriting of the data already in iSupport.

The following items must be brought to the attention of the caseworker in the other State whenever modified: actors' data that are exchanged through forms (name, address, DOB, bank details, ID number, financial information, etc.). When a new actor is created to a case, the other State must also receive the information.

The exact display of the transmitted data before acceptance needs to be further defined. It could be done in a table presenting both updating data and existing data where the user could tick what information are to be kept in the system.

Caseworker **accepts all the information**, the updated data should be merged in the existing case (history of the changes must still be available).

If the caseworker **accepts some of the information, while rejecting some**.

The history of address changes should be visible: if an actor's address is modified, it will automatically be ended by the system at the date of the update and its status will be changed as old. The new address will have the status current.

The history of other changes should be kept in the system but not necessarily visible for the user.

4. Chains (unnecessary steps) – Generation and sending of Forms

a. Achieve more clarity in the generation and sending of Forms.

In CPRO the user does not get any **information prior to the automatic sending of forms/notices through e-CODEX**.

After “saving” an action implying that data will be sent through e-CODEX and when clicking the button "generate form", the system must prompt the user to confirm that data can be sent out. This prompting message could be the following "This information is about to be automatically sent in case the other State is also using iSupport. “OK/ CANCEL” buttons. (FR “Si l’autre Etat utilise également iSupport, cette information sera automatiquement envoyée » « OK/ ANNULER »)

If user clicks “cancel” he will be brought back to the previous step (where he will be able to upload or delete documents from the list, or update data another screen for instance).

b. Implementation of updated chains.

Updated chains where unnecessary/redundant steps have been removed must be implemented in ICOR. Those chains have already been provided to the developer.

The activity list of the monitoring chain must include an option to monitor enforcement without monitoring payments.

Convention Acknowledgement report provides for the possibility to generate the Status report at the same time as the Acknowledgement report. When the corresponding box is ticked, the Status Report must be generated and sent at the same time.

5. Minor changes

- a. Change label of DEMO tick box “Restricted Access” into “Limited Access” and add help text when hovering the mouse

The tick box currently labelled “Restricted access” must be renamed “Limited Access” (FR “Accès Limité”)

When hovering the mouse over the two boxes, a help text will be displayed and remind the caseworker of the following information:

Non-Disclosure --> (Mostly for Domestic Violence cases) if ticked, iSupport will not send the Applicants contact details to the Requested State. A separate Restricted Information Form will be populated instead.

Limited access --> if ticked, only supervisor role workers will have access to his information.

FR Non-Divulgateion →(Généralement pour les dossiers de violence domestique) dans ce cas, iSupport n’enverra pas les coordonnées des demandeurs à l’Etat Requis. Un formulaire d’information restreinte sera généré à la place.

Accès Limité → Dans ce cas, seuls les agents disposant du rôle de superviseur auront accès à l’information.

b. List of additional documents requested (COM 02)

The list of documents should include an additional tick box : “data / proof of financial situation”. (FR Données/preuves de la situation financière).

- c. Automatic generation of Status Report when corresponding box of the acknowledgement report is ticked.

Convention Acknowledgement Form under Article 12(3) provides for the possibility to send the Status Report at the same time as the Acknowledgement Form.

When both of the following boxes are ticked, the Status Report Form should be automatically generated and attached to the Acknowledgement Form.

5. Initial steps taken by the requested Central Authority:

- The file is complete and is under consideration
 See attached status of application report

- d. Creation of an additional type of actor.

When creating a new actor that is “representative”, user must have the ability to identify whether is :

- Representative and person for whom maintenance is sought (PFMS), for instance mother seeking maintenance for herself and for her children
- Representative only (person with parental responsibility of guardian of a protected adult)

Forms will be populated differently.

Convention forms

- Applicant is Representative of the children+ PFMS : 3.1 box must be ticked (applicant and PFMS)
- Representative only: contact details will be filled in the applicant part 2.; while if another person who is not the applicant (representative) and not a child is seeking maintenance (mother seeking spousal support for instance), the contact details will be filled in 3.3

Regulation forms

- Applicant is representative of the children + PFMS : Part 6. Must be filled + 9.1 must be ticked.
- Applicant is representative only, his/her contact details will be filled in the applicant section. The box “the applicant is the representative defending the interests of the following person(s)” must be ticked.