Case Management Software Desired Functionalities

RFO No. 452-0-0204
Attachment 1

Desired Functionality	Use Software Menu to Illustrate Feature Providing Desired Functionality, i.e., Summarize How Software Executes Functionality
Case Management	**Case Management**
User dashboard to include new and current assignments by type and age including age held by previous staff. New and current assignments clearly distinguished by color or other designation.	
Periodic email notification – or include on user dashboard – changes in caseload metrics, e.g., caseload grew by X cases or decreased by X cases.	
After case assigned predefined number of days, age data turns color; system sends email to user listing cases meeting age criteria or similar notifications/alerts triggered.	
Database continually monitored and automatic aging data emailed to designated staff.	
Identify and track related companion cases.	
Mandatory case assignment (all cases accounted for) to ensure each case in system is staffed at each stage within lifecycle.	
Ability to assign/reassign cases individually or in batches.	
Duplicate case materials including all documents, notes and media with option to assign different case numbers, case types, subtypes, and staffing.	
All data fields searchable.	
User defined fields to identify cases by source of complaint (consumer, department etc), manner complaints transmitted (fax, mail, online system, e-mail, etc) with ability to store multiple addresses by contact type, such as, by complainant, respondent, building owner, registered agent, witnesses or attorney, with designated multiple mailing addresses.	
TDLR defined complaint numbering system.	

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Desired Functionality	Use Software Menu to Illustrate Feature Providing Desired Functionality, i.e., Summarize How Software Executes Functionality
Fields to include license number, license type, issue date and expiration date – single case may have multiple license types, etc.	
Option to reopen closed cases without duplicating data.	
Log all activity by user, type and date.	
Track compliance with Commission Orders, e.g., payment of penalties, completion of continuing education, or other special condition.	
Referral of case to other TDLR divisions.	
Event Management	**Event Management**
Log and track all actions taken on a case by individual, – "history" – received, open, transfer, investigation complete, NOAV issued, case closed, agreed order prepared, Commission meeting action, etc. – including date and name of person initiating the action.	
Ability to add comments for all entries.	
Place to enter narrative description of statement taken from each involved person: complainant, respondent, witnesses.	
Log and segregate activity by lifecycle, i.e., intake, investigations, prosecution, etc.	

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Desired Functionality	Use Software Menu to Illustrate Feature Providing Desired Functionality, i.e., Summarize How Software Executes Functionality
Integrated Workflow/Business Rules/Load Balancing	**Integrated Workflow/Business Rules/Load Balancing**
Assign priority status to designated complaints and alert staff of priority status.	
Flexibility to change the program prior to investigation being opened but prevent a change in status after the investigation is opened.	
Creation of workgroups reporting to team leader.	
Make dual case assignments, e.g., if x assigned then assign y.	
Transfer case to assigned staff with comments/instructions appearing on dashboard.	
Ability to queue case data, assign tracking number and process without aging the case.	
Track staff time processing queued case data.	
Transfer case data from queue to initiate investigation/enforcement proceeding and start aging process.	
Require approval to move case from processing queue to automatic assignment module.	
Automatically assign cases to investigator/prosecutor based on existing caseload using point system with flexibility to limit assignments to individuals and override system for special assignments.	
Integrated tickler system to work with GroupWise calendar.	

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Desired Functionality	Use Software Menu to Illustrate Feature Providing Desired Functionality, i.e., Summarize How Software Executes Functionality
Integrated Email	**Integrated Email**
Compatible with GroupWise email and calendar.	
Image email from GroupWise directly into case file – without printing and scanning.	
Track responses to email and notify if no response in x days.	
Document Management	**Document Management**
Create, edit and manage document templates.	
Customize documents produced from templates.	
Retain draft documents and delete on mailing of final version.	
Designate documents requiring approval by team leader before system will allow occurrence of a specific designated action.	
Image final documents to file.	
Attach all document and media formats to file.	
Email, print or fax imaged documents and print screens from desktop.	
Ability to print address and file labels from information entered, using Dymo labels.	

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Desired Functionality	Use Software Menu to Illustrate Feature Providing Desired Functionality, i.e., Summarize How Software Executes Functionality
Self Provisioning Administrative Functions	**Self Provisioning Administrative Functions**
Add case types, subtypes, and disposition codes.	
Assign multiple case types or subtypes, and disposition codes.	
Create, modify and delete workgroups.	
Administrative function to delete or merge duplicated data files.	
Security	**Security**
Designate individual or group rights to open, transfer, close cases, provide read only access.	
Create fields to enter and restrict access to confidential information requiring special access to view and print.	
Reports	**Reports**
Standard and customized reports based all on searchable fields, including drop down menu items.	
Number complaints, investigations, hearings, staff assignments, period, type, subtype, age, and disposition codes.	
All other database metrics.	

Case Management Software Desired Functionalities

RFO No. 452-0-0204
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Desired Functionality	Use Software Menu to Illustrate Feature Providing Desired Functionality, i.e., Summarize How Software Executes Functionality
Create investigative reports to include field name, content and print printable documents as report attachments, with a list of nonprintable media.	
Data integration	**Data integration**
Using the schema in Attachment 1 transfer existing data files into case management system.	
Value Added Functionalities (Description)	**Use Software Menu to Illustrate Feature Providing Value Added Functionality, i.e., Summarize How Software Executes Value Added Functionality**