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| **RFP 21-1950 for IDOC Statewide Victim Notification System – Attachment F3 – Use Cases** | | |
| Instructions: Please read each use case carefully, review the Attachment F2 requirements referenced in the right column, and provide a response to each use case in the yellow highlighted area. | | |
| **Use Case #** | **Use Case** | **Requirements References** |
| **General / Electronic Document Management** | | |
| 1 | Scanning and Storage:  A victim advocate meets a victim, where the victim provides the advocate with a document to be placed in the victim’s file.  The victim advocate scans the document using his/her phone or a scanner, and uploads it to the victim notification system.  The advocate then enters metadata regarding the document (i.e., document type, date received).  The advocate then associates the document with the victim’s record/profile in the victim notification system for future reference. | GN.45 – GN.50 |
| InfoStrat SAVIN360 includes the ability to attach documents to records in the system. These documents are displayed when on the associated record and are available for authorized users to view.  This use case is focused on allowing a victim advocate to easily upload a document to SAVIN360. Documents can be uploaded to various record types in the system. The two record types that apply to this use case would be the victim record and the registrant record. The victim record contains the information about the individual who is the victim. The registrant record is the information specific to the victim and offender in the case of documents related to a specific registration.  There are two primary process where a document will be uploaded to SAVIN360.  The first process is when the victim advocate has either a physical or digital document and is using their desktop or laptop. In the case of a physical document, the victim advocate would use their scanner to create an electronic document from the physical document. Once that has been completed, the victim advocate will navigate to the victim record in SAVIN360. From the Files tab, the user will see a list of documents that have been uploaded to the system. The user can upload a new document which would either be the scanned document or an electronic document that was created or received by the victim advocate. The victim advocate can enter additional metadata about the document such as the document type, date received, etc. Metadata such as the date uploaded will be automatically captured.  The second process is when the victim advocate is using a mobile device such as a tablet or phone. The process is essentially the same, but the victim advocate would use the camera on the device rather than a scanner. When the victim advocate chooses to upload a document, the device will allow the user to choose an existing file or to use the camera to capture a photo. The victim advocate will choose the camera option and take a picture of the document. The device then displays the photo for review. The victim advocate can choose to retake the photo or to use it for the upload. Once the victim advocate chooses to use the photo, the process continues as described above with the document being attached and the victim advocate being able to enter additional metadata on the document. | | |
| 2 | Document Maintenance:  A victim advocate logs into the victim notification system and begins the process of supporting a victim as they create a victim profile.  Using an OCR reader or smartphone camera, a victim advocate scans a document containing a victim’s personally-identifiable information (PII). This could be the victim’s driver’s license.  The victim notification system reads specific data elements (i.e., first name, last name, address) from the scanned document and auto-fills this information into the victim profile.  The victim or victim advocate verifies the information populated into the fields, and edits as appropriate.  A team of victim advocates have been assigned a list of victims to support.  One of the team members uploads a “victim profile form” to the victim notification system, including a subset of data required to complete a victim profile in the system.  A second team member, with knowledge of the case and appropriate security privileges, updates the form with additional data and indicates that the form is complete.  A victim advocate supervisor is notified of the completed form, reviews it in read-only form, and assigns one of the victim advocate team members to work with the victim to create a victim profile within the victim notification system. | GN.53 – GN.66 |
| The first component of this use case focuses on allowing a victim advocate to use documentation from the victim during the appointment to create a new record in the system and to populate data in the SAVIN360 system.  In this business process, the victim will supply a physical document to the victim advocate to initiate the process of registration. The victim advocate will scan or capture a photo of the document with a mobile device and upload it. The victim advocate will then initiate a workflow process that will process the electronic document through a form recognizer. The form recognizer will identify the document and extract specific data elements such as the name and address. Once the form recognizer has completed the processing, the workflow will create a new victim registration record in the system. The victim advocate can then verify and complete the data collection from the victim for the registration process.  The second component of this use case focuses on a document workflow process for submitting, updating, and approving a document prior to assigning a victim advocate.  In this business process, the initial victim advocate team member initiates the process by uploading a victim profile form to the system as a document. This document enters a queue for a review process. Once the document is in that review queue, it can be processed by any assigned victim advocate team member and updated with additional information. Once the team member has completed the document, the next step of the workflow is triggered. In that step, the supervisor can review and approve the document which would assign it to a victim advocate to work with the victim.  While this business process is described as a document that is processed, it could also be handled in SAVIN360 with screens in the system. The same workflow process can be implemented using the business process flows which walk a team member through the data collection. Once the data is collected, the new victim record can enter an approval queue for a supervisor who completes the process. The approved victim record can then either enter a queue or be directly assigned to a victim advocate who would contact the victim. | | |
| **General / Electronic Signature** | | |
| 3 | Using Electronic Signatures:  Upon completion of required documentation, a victim advocate collects the victim’s signature through a digital signature pad or physically scanned document.  The victim notification system applies the signature to all selected documents, storing the documents with the signature within the victim notification system. | GN.67 – GN.71 |
| Electronic signatures can be handled in several different ways depending on the specific needs for the signature capture. SAVIN360 will accommodate these needs as the requirements are fully defined.  The first option is to collect the electronic signature as part of the document. When a victim advocate works on a document with a victim, they may complete a document that requires a signature. In this case, the signature needs to be part of that document to ensure that it meets the legal requirements.  When a victim advocate is working with a victim using paper-based documents, the victim will sign the paper document. The victim advocate can then either scan the document or capture an image of the document electronically with a camera in their device. The document will then be uploaded into SAVIN360 and stored as an electronic document with the signature on the form.  Electronic signature pads are the means to allow a victim to sign a document electronically. Signature pads work with software that allows a document to contain a signature control embedded in the document to integrate with the signature pad. These typically work with Microsoft Word, Adobe PDF, and other formats. In this example, the document the victim signs could be a Word document. The victim advocate would have the document open, review it with the victim, and click in the signature area on the document. The victim would use the signature pad to sign the document and the electronic signature would be captured within the document. The victim advocate would then upload that document into SAVIN365 which would store the signed document. The same process can be accomplished using a touch screen device if the document is designed for that purpose.  A second option is to collect the electronic signature as part of a record in the system. SAVIN360 will support the ability for an electronic signature to be captured directly on a record in the system. The use case for this would be if a victim advocate is reviewing information in SAVIN360 with the victim. After collecting the data in SAVIN360, the victim can capture their electronic signature directly on that record in the system. This is supported on touchscreen devices such as tablets or phones allowing the victim to sign with their finger. It is also supported on non-touch screen devices using a mouse or touchpad. The electronic signature will be displayed in SAVIN360 with the record. | | |
| **General / Reports and Forms** | | |
| 4 | Report Security:  A Service Center representative views a list of available reports for her to run.  This list is a subset of all reports available within the victim notification system, and is filtered based on her role.  The representative selects and runs a report, viewing the report on the screen.  The victim notification system provides the representative with multiple options for saving or printing the report | GN.87 – GN.90 |
| Reports within SAVIN360 are contextual: victim reports show up in the Victim context, offender reports show up in the Offender context, etc. Reports can also be configured to be run from the Reports Center in Dynamics 365. Reports can be configured to limit use to a specific group of users using Dynamics 365 security features.  SAVIN360 strictly enforces data security and will not allow any user, regardless of context, view any data that their security profile does not explicitly grant them permissions to see.  SAVIN360 also allows for the display of multiple contexts at the same time via user dashboards. These are also security role driven and will not allow any user, regardless of context, view any data that their security profile does not explicitly grant them permissions to see. | | |
| 5 | Using Templates:  A Service Center representative wishes to send a letter to a victim containing new information about an upcoming court hearing.  The representative selects a pre-defined form for this letter, then selects the victim and offender information to be produced on the form.  The form is auto-filled by the victim notification system based on the selected criteria.  The representative may then save the completed form in the victim’s record/profile, and may also print to send via email or the USPS.  A Service Center representative identifies the need for a new form to increase the efficiency of communicating with the victim.  The representative is authorized to create new forms, so she does so; saving it in the forms repository within the victim notification system.  Creation of this form renders another form irrelevant, so she deactivates the form without deleting it.  Deactivation of the old form results in that form not being displayed when other representatives query the list of existing forms. | GN.91 – GN.96 |
| SAVIN360 has native ability to define Microsoft Word based templates that can auto-populate with data from within SAVIN360. These are available contextually within SAVIN360 based on a user’s security role. Word templates are fully described and documented here: <https://docs.microsoft.com/en-us/power-platform/admin/using-word-templates-dynamics-365>.  Dynamics 365 provides multiple types of templates, as can be seen from the templates area depicted in the screen below. Service Center staff ca create Word and Excel templates (Document Templates), email templates, mail merge templates, article templates (Knowledge Base) and Email signatures.    When selecting any of the template areas, a listing of available templates can be viewed. New templates can be added, modifications to existing templates can be uploaded and irrelevant templates can be deleted or deactivated.    Word Templates are associated with a particular entity. Below is a screen showing a set of Word Templates associated with the Letter entity. Users can select a letter record and generate a document using the data from that record by selecting a Word Template from the list. | | |
| **Functional / Victim Data Entry** | | |
| 6 | Registration Confirmation:  A victim advocate registers a victim in the victim notification system (on behalf of the victim), including defining a username and temporary password.  The system notifies the victim (via the notification method(s) included in the newly-registered victim’s profile) that they are registered, and what their username is, with instructions on how to log into the site and change their password and other profile information. | FN.7 |
| InfoStrat SAVIN360 natively allows for victim advocates and other authorized 3rd parties to register a victim within SAVIN360 along with applicable notifications and to create a portal login for the user. Whenever someone is registered for a portal account or registers for an offender, a confirmation email is provided. Per the requirements, this will be expanded to include other forms of confirmation as the victim requests. SAVIN360 confirmations provide the victim the requisite details of the registration. The text for the confirmation is provided as a record in SAVIN360 that is configurable to authorized users.  The following screen displays the method for managing the confirmation text, in this case for confirming registration for an offender. Authorized users will be able to edit this text and to create text for other methods of confirmation, as needed.    The following screen depicts a standard confirmation of registration email message. | | |
| **Functional / Victim Notification** | | |
| 7 | Victim and Victim Advocate Communications:  A victim advocate helps victims register in various ways. A victim advocate may sit down with a victim at a courthouse or other specified location to fill out forms together.  A victim may indicate that they would like to receive additional notifications or communications from specific victim advocates or other justice professionals.  A Victim Advocate publishes a notification that may be distributed to one or more of the victims on their caseload.  A caseload victim that is registered to receive the notification from the Victim Advocate receives the communication using the method defined in her profile. | FN.32 |
| Dynamics 365 provides an out-of-the-box feature set allowing the authorized user, in this case Victim Advocate, to generate a list of recipients and to create what Dynamics 365 calls a campaign, which produces activities to communicate a notification to the members of the list, based on their notification preferences.  The following screen shows what Dynamics 365 calls a Marketing List, which is used to identify the group of recipients that should receive the notification. Members can be added or removed from the list based on data attributes.    The user can the initiate a Quick Campaign to send out the necessary notification or other information directly to the list members. | | |
| **Functional / Additional Notification Recipients** | | |
| 8 | Victim Advocates Caseload Management:  A Victim Advocate logs into the victim notification system.  The Victim Advocate may then view historical notification information for registered victims on their caseload. Victims frequently change their addresses or phone numbers, and this contact information is important for ensuring that victims are notified when an offender has a change in status. | FN.53 |
| SAVIN360, using out-of-the-box Dynamics 365 features, provides a 360-degree view of a victim including all the offenders for which the victim is registered, all current and former contact methods provided by the victim or their proxy, and all communications with the victim. All of this is available from the victim’s record, which is accessible through a number of means within the system. For example, while viewing a registration, the Dynamics 365 user can then use the link to the victim to view other registrants to the same victim; or the Dynamics 365 user can use a global search an email address and receive in their results a listing of emails sent to that address, the victim record associated with that address, a list of notifications in which that address was a recipient, and so on.  When looking at notification information, the solution displays all the methods used for notification, the success of each, the text of emails and phone calls and texts and letters provided as part of the notification. The following screen presents one view of all Notifications provided to a registrant concerning the offender:    Opening any of these records permits the user to view the details of the Notification including which methods were used, which were successful, and the text provided for each. The following screen shows the methods used and their success.    The following screen shows the message text provided to the recipient by the various methods. | | |
| **Functional / Service Center Case Management** | | |
| 9 | Managing Services:  Based on flawed configuration logic, or an offender movement scenario that triggers an indefinite, high volume of notifications, a Service Center representative can log into the victim notification system and temporarily disable the service that is generating those notifications. | FN.54 |
| SAVIN360 provides this capability in multiple locations. Service center users can stop notifications of a particular type (using notification governor settings or Event Type: Do Not Process) or can turn off all notifications if needed, depending on the extent of the issue encountered.  The following screen displays the Governor and the Do Not Process attributes (outlined in red) for the Event Type.    Likewise, the process center provides access to the workflows that initiate notification, these can be disabled as well.  If it is only a specific notification that needs to be stopped, the Service Center staff can use the Stop feature, depicted here. | | |
| 10 | Processing Overrides:  An offender may be identified in the system as “sensitive” or other designation that may trigger special notification processing.  The offender is moved from one facility to another, typically triggering notifications to victims and registered “interested parties.”  Service center staff is proactively aware of the move, and temporarily disables the notification transaction, based on security privileges. | FN.55 |
| SAVIN360 provides this feature by allowing authorized users (usually Service Center staff) to proactively disable notifications for a specific offender or group of offenders prior to a known change for which notifications should be provided.  The following screen shows an Offender record in Dynamics 365. The fields in the Notification section shown provide controls about display, registration and notification. These can be set automatically by a process but are also available to Service Center staff to set manually as needed.    D365 Offender Record, Notification Section  The fields include the following features:   * Do Not Notify: check this to prevent notifications for the offender. This is the field that would be set to prevent notifications for the offender from being sent. * Do Not Register: check this to prevent registration for the offender from the portal. * Portal Display: this has three options:   + Display: ensures the offender appears in search results and registrant dashboard.   + Do Not Display: ensures the offender does not appear in search results and registrant dashboard.   + Display for Registrants: ensures the offender appears in search results and registrant dashboard only for a logged in user who is already registered for the offender. | | |
| 11 | Managing Notification Types:  Based on new statute, a new notification trigger or type is determined.  A Service Center staff member enables the notification trigger in the system so that it can be used by registered victims and “interested parties.” | FN.60 |
| SAVIN360 was designed to enable the administrator to manage the day-to-day operations of notification schemas, messages, and system values. This allows authorized staff to manage many of the notification process elements, rather than going to a vendor to make the changes.  Whenever the need arises for adding new types of events, SAVIN360 provides a centralized tool for the Program Manager and permitted staff to create event types. For example, if state law changes to allow for home detention via electronic monitoring where no such type of custody existed before, SAVIN360 provides a simple means to allow for the event type to be provided through data feeds simply by adding a record to the data type interpretation table. The following screen shows the feed configuration form whereby the incoming data can be interpreted.    SAVIN360 maintains a Notification Event Type list which is used to determine if a notification is to occur and what the messages should be. These are called the Notify Rules. Notify Rules allow you to create a new type of notification and to define the attributes of the notification, such as category, built in wait time, whether the notification is generally available or limited in scope, governor settings, and messages to be used. The Notify Rule also has a Do Not Process capability such that all notification actions can be conducted except the delivery to the recipients to allow for testing and adjusting the notification or messages. The following screen shows the Event Type configuration form. | | |
| 12 | Service Center Staff Self Sufficiency:  Based on new statute, a new notification trigger or type is determined.  A Service Center staff member enables the notification trigger in the system so that it can be used by registered victims and “interested parties.”  Service Center staff configures the notification language without the need to engage the victim notification system vendor for assistance. | FN.62 |
| SAVIN360 also provides authorized staff to add the text of notifications that will be used as well as modifying existing message text. Messages are associated with the notification event type for which they will be used and can be accessed from the Notify Rule screen:    The Message form allows you to write the message, associate it with a Notify Rule, define the delivery methods for which the message applies (allowing for variances in the message based on the delivery method—phone, email, letter, text, other), and define the language for which it is used. SAVIN360 also provides a wide range of dynamic values that can be inserted into the text that would be drawn from the details of the Event, Offender, Facility, Case, Charge or other records involved in the notification process. The following screen shows configuration of a message (dynamic values are in curly braces; e.g., {Event Date Short}).    The list of dynamic values is maintained in a Knowledge Base article to allow Program Manager and permitted staff to add the values correctly. | | |
| 13 | Managing Notification Priorities:  Service center staff configure notification rules, including priorities associated with notification triggers and timing.  Service Center staff configures the rules without the need to engage the victim notification system vendor for assistance. | FN.64 |
| This is covered in our response to Use Case 11. | | |
| 14 | Error Handling:  The victim notification system is experiencing technical difficulties.  Service Center staff receive an alert regarding these difficulties on their dashboard or other configurable method. | FN.65 |
| InfoStrat SAVIN360 has built in data feed monitoring to ensure that SAVIN360 is receiving timely data feeds from the integrated facilities and agencies. Should SAVIN360 saving not receive any data feed within the designated thresholds, it will notify the applicable parties as configured in SAVIN360. Likewise, there are a set of automated monitors in the system that are triggered when various conditions occur. When one of these monitors is triggered, an alert email is sent to a distribution list configured by authorized staff. The distribution list can include internal admin portal users and external users. The following screen depicts the configuration of the Notification (distribution list).    The following screen depicts an alert sent to members of a distribution list regarding a system issue.    As part of a standard installation, InfoStrat will configure a System Health dashboard available to administrators to continually monitor system conditions. As each deployment has unique characteristics, the content of this dashboard will vary for each state. However, standard elements include hung and failed workflows, views of incoming data feeds that encountered errors/exceptions, monitor to show latest incoming data, and any system backlogs. The following screen depicts such a dashboard. | | |
| 15 | Customizing Notification Triggers:  An IDOC executive leader provides Service Center staff with information about an event that may not typically trigger a notification, indicating that the event warrants notification to specific victims or registrants.  Service Center staff configure a custom notification trigger for the custom event, then enter the custom event into the victim notification system.  Registrants with a specific characteristic are notified about the event. | FN.70 |
| For a one-time custom notification, SAVIN360 allows Service Center staff to create a manual event for an Offender. When the Event is created, a notification will be made to all persons registered for that offender. The staff member would open the Offender record.    From this record, the staff member would be able to view all Events for the Offender and to create new ones. When creating a new Event, SAVIN360 takes advantage of Dynamics 365 quick forms to open a hover form to create the Event.    After entering the information and saving, a Notification would be generated for each registrant using the requested methods of notification.  If this is expected to occur more frequently, then the tools provided in use cases 11 and 12 can be used to create new standard Event Types and Messages. The event type can be set to Do Not Process = True to allow generation of Notifications to confirm the message renders properly in all languages. The Service Center staff, or other authorized users, could then develop workflows to automatically trigger the Event based on data conditions. Authorized users can develop workflows on their own, however, we recommend conferring with InfoStrat before publishing them. Such conference would be covered under Operations and Maintenance support. | | |
| 16 | Configure Delayed Notifications:  Service Center staff configure an alert trigger to occur on a specific frequency or timing after an event occurs (i.e., once an offender has arrived at a receiving facility; not once he leaves the sending facility).  Registrants with interest in the offender will be notified with the offender reaches the receiving facility, and is unaware of the release from the sending facility, nor of the transportation methods used to transport the offender to the receiving facility. | FN.74 |
| The features described in our response to Use Case 11 include the ability to define a pre-defined wait time in minutes for a specific type of notification. This is configurable to authorized users. The following screen depicts configuration of wait times. The attribute outlined in red is used to set the delay. | | |
| 17 | Task Management:  Service Center representatives manage tasks on a daily basis; some of which are for individual representatives; others require action from multiple representatives.  Service Center representatives must be able to create and manage tasks, including defining task workflow, task assignment, configuring reminders.  Completed tasks may be queried to list a chronological view. | FN.85 – FN.96 |

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| Tasks are a standard feature of Dynamics 365. From any record in SAVIN360, a user can create a task and place it in a queue. Tasks also can be generated and placed in a queue by automated processes.  A listing of all open tasks and all closed tasks are available from the record for which the task was generated. The following screen displays a list of tasks from a record.    Tasks can be added to a Queue for a group of users to take for action. The following screen depicts a Queue for tasks.    The following screen depicts a task. Additional data elements can be added to the task to establish milestones.    Dynamics 365 provides a My Tasks view that can be configured to show all tasks handled by the current user. The following screen shows a listing of My Tasks. |