

IBM Cúram Social Program Management



Appeals Development Guide

Version 6.05

IBM Cúram Social Program Management



Appeals Development Guide

Version 6.05

Note

Before using this information and the product it supports, read the information in "Notices" on page 7

Revised: May 2013

This edition applies to IBM Cúram Social Program Management v6.0 5 and to all subsequent releases unless otherwise indicated in new editions.

Licensed Materials - Property of IBM.

© **Copyright IBM Corporation 2012, 2013.**

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

© Cúram Software Limited. 2011. All rights reserved.

Contents

Figures	v	2.3 Create Codetable Entry.	3
Tables	vii	2.4 Bind Codetable To Implementation.	3
Chapter 1. Introduction	1	2.5 Implement Client Wizard	4
1.1 Purpose.	1	Chapter 3. Appealing Case Type	5
1.2 Target Audience	1	3.1 Overview	5
1.3 Prerequisites	1	3.2 Implement AppealableCaseType Interface	5
Chapter 2. Enabling Appeals of Case Objects	3	3.3 Bind Codetable To Implementation.	5
2.1 Overview	3	3.4 Client Navigation	5
2.2 Implement Appealable Interface.	3	Notices	7
		Trademarks.	9

Figures

Tables

Chapter 1. Introduction

1.1 Purpose

The Appeals component is configured OOTB to work only with Case Types of Product Delivery, Issue and Integrated Case. Is it possible to extend the Appeals component to handle additional case types. It also possible to appeal objects on a given case type instead of the case itself. This document provides details of the development work that is necessary to achieve this.

1.2 Target Audience

This guide is targeted at those developers intending to extend the Appeals component.

1.3 Prerequisites

The reader should be familiar with the following guides:

- Cúram Server Modeling Guide
- Cúram Webclient Reference Guide

Chapter 2. Enabling Appeals of Case Objects

2.1 Overview

This chapter outlines the steps to allow objects on a case to be appealed, rather than the case itself. An example of an appealable object would be a Determination on a case. An appealable object can be anything on a given case type that has a unique identifier.

2.2 Implement Appealable Interface

The Appealable interface needs to be implemented. There are two methods to be implemented. The data supplied is used to populate the Description column on the "Items Under Appeal" page.

```
LocalisableString getAppealObjectDescription(APPEALOBJECTTYPEEntry objectType, long objectID)
```

This should return the localized description for the object.

```
String getHomePageURI(APPEALOBJECTTYPEEntry objectType, long objectID)
```

This should return the home page for the object. e.g. For a Determination on a case, one would link to the "Case Determination List" page setting the caseID parameter.

2.3 Create Codetable Entry

A new codetable entry must be added to the ct_AppealObjectType.ctx codetable. The java identifier for the entry must be set as it will be used in binding the java implementation.

```
<code
  default="false"
  java_identifier="DETERMINATION"
  status="ENABLED"
  value="AOT1001"
>
  <locale
    language="en"
    sort_order="0"
  >
    <description>Determination</description>
    <annotation/>
  </locale>
</code>
```

2.4 Bind Codetable To Implementation

The implementation of the AppealableObjectType interface must be bound to the AppealObjectType code in a Guice module, as follows:

```
final MapBinder<APPEALOBJECTTYPEEntry, Appealable> mapbinder = MapBinder
    .newMapBinder(binder(), APPEALOBJECTTYPEEntry.class, Appealable.class);

mapbinder.addBinding(APPEALOBJECTTYPEEntry.DETERMINATION).to(
    AppealableDeterminationImpl.class);
```

2.5 Implement Client Wizard

There is a wizard framework in place to handle creating an Appeal case with a list of Appealable Objects. Using this framework allows the developer to avoid any compile dependency on the Appeals component. To use this framework the following tasks need to be performed:

1. Implement the `AppealableCaseType` interface for the parent case type. e.g. For a Determination the parent case type would be Product Delivery.
2. Create the first wizard page which presents a list of objects on the case to be appealed (e.g. a list of active Determinations). This page needs to pass a delimited list of objects to the predefined second wizard screen (`Appeal_createWizard`). The format of the delimited list is:

```
ObjectID,ObjectTypeCode|
```

e.g: "1001,AOT1|2001,AOT2|2002,AOT2|" Usually a `MULTISELECT` list will be used on the client page, so a façade helper class will be required to convert from the multiselect to this delimited format. A façade method will be also be required to return the wizard properties file.

3. Create the wizard properties file, defining the following details

```
Number.Wizard.Pages=2
```

```
{FirstWizardPage}.Wizard.Item.Text= Select {ObjectType}
{FirstWizardPage}.Wizard.Page.Title=Step 1:
{FirstWizardPage}.Wizard.Page.Desc=Select {ObjectType}
Wizard.PageID.1={FirstWizardPage}
```

```
Appeal_createWizard.Wizard.Item.Text=Record Appeal Details
Appeal_createWizard.Wizard.Page.Title=Step 2:
Appeal_createWizard.Wizard.Page.Desc=Record Appeal Details
Wizard.PageID.2=Appeal_createWizard
```

Where `{FirstWizardPage}` is the name of a client page created in the previous step and `{ObjectType}` is the name of the object.

Chapter 3. Appealing Case Type

3.1 Overview

The Appeals component is configured OOTB to work only with case types of Product Delivery, Issue and Integrated Case. The Appealable Case Type interface is provided to handle any other case types. This chapter outlines the steps to implement and use interface.

3.2 Implement AppealableCaseType Interface

There are four methods to be implemented on the AppealableCaseType interface. Two of the methods are used to defined business logic related to the Case Type:

```
boolean isContinueBenefitsEnabled(CaseID caseID);
```

This should return true if Continue Benefits functionality should be enabled for this instance of the Case Type.

```
AppealableCaseTypeDetailsList listAppealableCaseDetails();
```

This should list all of the case configurations for the abstract Case Type that can be configured for appeals.

The other two methods relate to the use of the wizard framework for appealing case objects:

```
String getCreateWizardProperties();
```

This should return the name of the wizard properties file.

```
ClientURI getCreateWizardURI(CaseID caseID);
```

This should return the initial screen in the wizard.

3.3 Bind Codetable To Implementation

The implementation of the AppealableCaseType interface needs to be bound to the Case Type code in a Guice module, as follows:

```
final MapBinder<CASETYPECODEEntry, AppealableCaseType> appealableCaseTypeBinder = MapBinder
    .newMapBinder(binder(), CASETYPECODEEntry.class,
        AppealableCaseType.class);

    appealableCaseTypeBinder.addBinding(CASETYPECODEEntry.APPLICATION_CASE).to(
        ApplicationAppealableCaseType.class);
```

3.4 Client Navigation

The client configuration must be updated to show the appeals pages for the Case Type. The following changes need to be made:

1. Add the following entries to the Workspace Section File:

```

<sc:tab id="AppealHearing"/>
<sc:tab id="AppealHearingCaseHome"/>
<sc:tab id="AppealHearingCaseHomeIC"/>
<sc:tab id="AppealHearingIC"/>
<sc:tab id="AppealHearingReviewHearing"/>
<sc:tab id="AppealHearingReviewHearingIC"/>
<sc:tab id="AppealHearingReviewHome"/>
<sc:tab id="AppealHearingReviewHomeIC"/>
<sc:tab id="AppealJudicialReviewHome"/>
<sc:tab id="AppealJudicialReviewHomeIC"/>
<sc:tab id="LegalActionsForHearing"/>
<sc:tab id="LegalActionsForImmediateDetentionDecision"/>
<sc:tab id="LegalActionsForPetition"/>
<sc:tab id="AppealDeskHearing"/>
<sc:tab id="AppealDeskHearingIC"/>
<sc:tab id="LegalActionOrganizationHome"/>
<sc:tab id="AppealSearch"/>
<sc:tab id="AppealHearingIssue"/>

```

2. Add a link to create an Appeal case to the Case menu file:

```

<mc:menu-item dynamic="true"
  id="CaseAppeal"
  page-id="{pageID}"
  title="MenuItem.Title.CaseAppeal"
  tooltip="MenuItem.Tooltip.CaseAppeal"
  open-as="modal"
/>

```

Where {pageID} is Appeal_newCaseAppeal or else the name of the first wizard screen (if appealing objects).

Notices

This information was developed for products and services offered in the U.S.A. IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service. IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing

IBM Corporation

North Castle Drive

Armonk, NY 10504-1785

U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing

Legal and Intellectual Property Law.

IBM Japan Ltd.

19-21, Nihonbashi-Hakozakicho, Chuo-ku

Tokyo 103-8510, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you. Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation

Dept F6, Bldg 1

294 Route 100

Somers NY 10589-3216

U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources.

IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing

application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

Each copy or any portion of these sample programs or any derivative work, must include a copyright notice as follows:

© (your company name) (year). Portions of this code are derived from IBM Corp. Sample Programs.

© Copyright IBM Corp. _enter the year or years_. All rights reserved.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Trademarks

IBM, the IBM logo, and [ibm.com](http://www.ibm.com) are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at <http://www.ibm.com/legal/us/en/copytrade.shtml>.

Other names may be trademarks of their respective owners. Other company, product, and service names may be trademarks or service marks of others.



Printed in USA