

IBM Cúram Social Program Management
Version 6.0.5

*Cúram Citizen Context Viewer
Configuration Guide*



Note

Before using this information and the product it supports, read the information in "Notices" on page 17

Revised: March 2014

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, 2014.**

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

Tables vii

Configuring the Citizen Context Viewer 1

Introduction 1

 Purpose 1

 Audience 1

 Prerequisites 1

 Chapters in this Guide 1

Configuring the Citizen Context Viewer 2

 Introduction 2

 Features of CCV Configuration 2

 The Role of the CCV Administrator. 2

 Configuring the Components of the CCV Structure 3

 Configuring Care and Protection Information . . . 3

 Configuring the Case Types Supported in the
 CCV 3

 Configuring Case, Service Plan, and Social
 Enterprise Folder Types. 4

 Configuring Case, Service Plan, and Social
 Enterprise Folder Statuses 4

 Configuring Case, Service Plan, and Social
 Enterprise Folder Participants. 5

 Configuring Community Information 5

 Application Property to Display Current
 Communities Only 5

 Application Property to Display Current
 Community Members Only 5

 Configuring Dealings Information 6

 Application Property to Display All Interactions 6

 Application Property to Define the Number of
 Interactions to Display 6

 Application Property to Define the Number of
 Days Prior to Current Date for Retrieving
 Interactions. 6

 Configuring Family Information 7

 Application Property to Display Current Family
 Members Only. 7

 Configuring Multidisciplinary Team Information . 7

 Security Available in the Citizen Context Viewer . 7

Configuring the Cases Displayed 7

 Introduction 7

 Configuring Product Delivery Cases 7

 Application Properties for Product Delivery
 Case Types 8

 Application Properties for Product Delivery
 Case Statuses 8

 Application Properties for Product Delivery
 Case Participant Roles 9

 Configuring Integrated Cases. 9

 Application Properties for Integrated Case
 Types 10

 Application Properties for Integrated Case
 Statuses 10

 Application Properties for Integrated Case
 Participant Roles 10

 Configuring the Service Plans Displayed. 11

 Introduction 11

 Application Properties for Service Plan Types . . 11

 curam.ise.ccv.case.types.showall.serviceplan. . 11

 curam.ise.ccv.case.types.serviceplans 11

 Application Properties for Service Plan Statuses 12

 curam.ise.ccv.case.statuses.showall.serviceplan 12

 curam.ise.ccv.case.statuses.serviceplan . . . 12

 Application Properties for Service Plan

 Participant Roles 12

 curam.ise.ccv.case.cproles.showall.serviceplan 12

 curam.ise.ccv.cprole.types.serviceplans . . . 13

 Configuring the Social Enterprise Folders Displayed 13

 Introduction 13

 Application Properties for Social Enterprise
 Folder Types 13

 curam.ise.ccv.case.types.showall.sef 13

 curam.ise.ccv.case.types.sef 13

 Application Properties for Social Enterprise
 Folder Statuses 14

 curam.ise.ccv.case.statuses.showall.sef. . . . 14

 curam.ise.ccv.case.statuses.sef 14

 Application Properties for Social Enterprise
 Folder Participant Roles 14

 curam.ise.ccv.case.cproles.showall.sef 14

 curam.ise.ccv.cprole.types.sef 14

 Conclusion 15

 Summary of CCV Application Properties 15

Notices 17

 Privacy Policy considerations 19

 Trademarks 20

Figures

Tables

1. Codes for Case Types Displayed	4	4. Codes for Social Enterprise Folder Participant Roles.	14
2. Codes for Case Status - Product Delivery Case	9	5. Summary of CCV Application Properties	15
3. Codes for Case Status - Service Plan	12		

Configuring the Citizen Context Viewer

You can configure the Citizen Context Viewer as part of system administration. Most configuration settings are dynamic application properties. Integration with other parts of Cúram can also be configured, including case settings, and user authorization.

Introduction

Purpose

The purpose of this guide is to describe how to configure the Cúram Citizen Context Viewer (CCV). The configuration of the CCV determines the historic and current information displayed for a client including the client's cases, family, and interactions with the organization, as well as any communities the client is a member of and the multidisciplinary teams assigned to the client's social enterprise folders.

Please be advised that this guide does not provide a high-level overview of the business concepts nor instruct developers on how to customize the CCV. For a business overview, read the Cúram Citizen Context Viewer Guide.

Audience

This guide is intended for administrators responsible for the configuration of the CCV. It is assumed that the CCV administrator has worked with code tables, application properties, and system security as part of system administration.

Prerequisites

It is assumed that the reader understands the business concepts of the Cúram Integrated Social Enterprise. The Cúram Citizen Context Viewer Guide and the Cúram Social Enterprise Collaboration Guide are reading prerequisites.

Chapters in this Guide

The following list describes the chapters within this guide:

Configuring the Citizen Context Viewer

This chapter describes the features of CCV configuration, the role of the CCV administrator, and a high-level overview of CCV security. It describes in detail the application properties which define the communities, dealings, family members, and multidisciplinary teams displayed in the CCV. It also provides a summary of the configuration options for care and protection information, with subsequent chapters providing more detail.

Configuring the Cases Displayed

This chapter describes the application properties which determine the product delivery and integrated cases displayed in the care and protection component of the CCV.

Configuring the Service Plans Displayed

This chapter describes the application properties which determine the service plans displayed in the care and protection component of the CCV.

Configuring the Social Enterprise Folders Displayed

This chapter describes the application properties which determine the social enterprise folders displayed in the care and protection component of the CCV.

Conclusion

This chapter provides a reference table summarizing the CCV application properties.

Configuring the Citizen Context Viewer

Introduction

The purpose of the CCV is to provide a single point of entry for navigating client information across Cúram and non-Cúram systems. Each of the CCV components contains basic information relevant to a client and provides access to more detailed information.

The care and protection component lists a client's cases, service plans, and social enterprise folders and provides access to the relevant home pages. The communities component provides information about household groups within a case, for example information about eligible assistance units within a household. The dealings component provides information on a client's communications and financial transactions. The multidisciplinary team component displays the multidisciplinary teams responsible for assisting the client.

Configuration settings are provided for each of the components that make up the Cúram Citizen Context Viewer (CCV). This chapter describes the configuration settings for each CCV component and provides relevant business examples to demonstrate the differences between the configuration settings available.

Features of CCV Configuration

The main feature of CCV configuration is the ability to customize the information displayed in the CCV dynamically as part of system administration. Since the majority of CCV configuration settings are dynamic application properties, changes made to these application properties are automatically available to Cúram users.

Another feature of CCV configuration is the integration with existing Cúram functionality. CCV configuration integrates with case settings to determine the case information displayed in the CCV. It also integrates with system security to ensure only authorized users can view information in the CCV. These integration points reduce the effort required to configure the information that appears in the CCV.

The Role of the CCV Administrator

The role of the CCV administrator is to configure the components of the CCV structure. This task includes maintaining the CCV application properties. Each property indicates information that could potentially appear in the CCV. It is important, therefore, that the CCV administrator understands or is provided with information on the configuration settings most suited to meet the business objectives of the organization. Where relevant, this guide provides sample business examples to demonstrate the impact of configuration settings.

Some of the CCV application properties are directly linked to code tables. CCV administrators must therefore have access to the relevant code tables and have a high-level understanding of what the codes stand for. This guide provides

information on the sample codes that are used to display information in the CCV. Note, however, since code tables are customizable, these codes may vary across organizations. Multidisciplinary team configuration is maintained as part of social enterprise folder administration. The CCV administrator should understand the relationship between a social enterprise folder and its multidisciplinary team.

Configuring the Components of the CCV Structure

The configuration of the CCV structure determines the client information that should be displayed, as well as the client information that should not be displayed.

Certain configuration settings override other configuration settings. For example, one setting determines if all product delivery case types should be displayed, while another setting allows for the selection of specific product delivery case types. Given that these two configuration cancel each other out, only one of these configuration settings should be assigned a default.

There are also dependencies between configuration settings. For example, to display certain product delivery case types, product delivery cases must first be supported in the CCV. The CCV administrator should take into account all related application properties when configuring the CCV.

The configuration settings available to each of the CCV components and the relationships between the configuration settings are described in detail in the following sections and subsequent chapters.

Configuring Care and Protection Information

The care and protection component provides access to information regarding the benefits and services a client is receiving. For any information to appear in the CCV, the case types supported in the CCV must be configured. The remaining configuration settings determine the cases, service plans, and social enterprise folders displayed based on type, status, and the CCV client's participant roles.

Configuring the Case Types Supported in the CCV

The application property, `curam.ise.ccv.case.types`, indicates the case types that can be displayed in the care and protection component. To configure this property, the CCV administrator must add the code of each supported case type to the application property. These codes are in the `CaseTypeCode` codetable and are added to the application property in a comma-delimited list.

It is important to note that this application property must be configured for any configuration information to appear in the CCV; however, there are additional application properties which can filter the specific case information displayed. For example, even if service plans are supported in the CCV, additional application properties might not support service plans of particular statuses.

The default case types configured for this application property are "CT1,CT2,CT5,CT11". The following table links each code to its case type and describes the information that appears in the CCV when this code is included:

Table 1. Codes for Case Types Displayed

Code	Case Type	Description
CT1	Service Plan	When this code is added to the application property, service plans can appear in the care and protection component.
CT2	Product Delivery	When this code is added to the application property, product delivery cases can appear in the care and protection component.
CT5	Integrated Case	When this code is added to the application property, integrated cases can appear in the care and protection component.
CT11	Social Enterprise Folder	When this code is added to the application property, social enterprise folders can appear in the care and protection component.

Configuring Case, Service Plan, and Social Enterprise Folder Types

It is possible to configure the case, service plan, and social enterprise folder types that appear in the CCV. For each type, the CCV administrator can choose to display all or else select the specific types that are supported. For example, the CCV administrator can choose to select the specific case types supported for product delivery cases. If the benefit sample product delivery case type is no longer supported, then cases of that type will not displayed in the client's CCV.

The following sections describe the application properties for configuring the information displayed based on types: "Application Properties for Product Delivery Case Types" on page 8, "Application Properties for Integrated Case Types" on page 10, "Application Properties for Service Plan Types" on page 11, "Application Properties for Social Enterprise Folder Types" on page 13.

Configuring Case, Service Plan, and Social Enterprise Folder Statuses

Statuses are used to track the lifecycle of cases, service plans, and social enterprise folders. Similar to the configuration settings based on type, a CCV administrator can choose to display all cases, service plans, and social enterprise folders with any status or else the CCV administrator can define the statuses that are supported. Only those cases, service plans, and social enterprise folders that are in the configured statuses will appear in the CCV. For example, if the 'closed' status is no longer supported for social enterprise folders, then closed cases would not be displayed in the client's CCV.

The following sections describe the application properties for configuring the information displayed based on statuses: "Application Properties for Product Delivery Case Statuses" on page 8, "Application Properties for Integrated Case Statuses" on page 10, "Application Properties for Service Plan Statuses" on page 12, "Application Properties for Social Enterprise Folder Statuses" on page 14.

Configuring Case, Service Plan, and Social Enterprise Folder Participants

There are numerous roles that clients can fill within cases, service plans, and social enterprise folders. Some of these roles are more significant than others, for example, the primary client of a product delivery case, the plan participant of a service plan. One of the main goals of the CCV is to provide a holistic view of a client; however, it might be information overload to display cases where the client's role is minimal. The CCV administrator can choose to display all cases, service plans, and social enterprise folders where the client fills any type of participant role. Alternatively, and the more logical choice where there are varying participant roles, the CCV administrator can define the participant roles reflected in the CCV.

The following sections describe the application properties for configuring the information displayed based on participant roles: "Application Properties for Product Delivery Case Participant Roles" on page 9, "Application Properties for Integrated Case Participant Roles" on page 10, "Application Properties for Service Plan Participant Roles" on page 12, "Application Properties for Social Enterprise Folder Participant Roles" on page 14.

Configuring Community Information

The communities component displays the communities that the CCV client is a member of.

The classification of a community is dependent on the benefit or service the community is related to. Unlike the other CCV components, the community component requires development customizations to link an organization's specific benefits and services to the communities. These customizations are outside the scope of this document.

Application Property to Display Current Communities Only

The application property, `curam.ise.ccv.communities.current`, indicates whether or not to display current communities only in the CCV. The default value is 'YES'; only current communities are displayed in the CCV. The CCV administrator can change the value of the application property to 'NO' and any community that the CCV client is and ever was a member of will appear in the CCV.

Note: The canceled status of communities is managed on a per product basis. Customization is required to determine how a community's status is defined. For example, the communities for some products may be canceled when the relevant product delivery cases are closed. Other products may keep the communities open even after case closure. As previously stated, community customization is outside the scope of this document; see the *Cúram Citizen Context Viewer Development Guide*.

Application Property to Display Current Community Members Only

The application property, `curam.ise.ccv.community.members.current`, indicates whether or not to display current members of communities only in the CCV. The default value for this application property is 'YES'; only current members are displayed. For example, if Linda Smith was previously married, her husband once a member of the household but no longer, would not appear in the community. The CCV administrator can change the value of the application property to 'NO' and all community members (former and current) will appear in the CCV.

Note: As with community status, community member status is also managed on a per product basis and therefore customization is required.

Configuring Dealings Information

The dealings component displays the interactions between the CCV client and the organization. These interactions are listed in the InteractionType code table and include payments and communications.

There are three application properties provided to configure the dealings information displayed in the CCV. These application properties control the interactions displayed in the CCV. Since all three properties are in relation to configuring the same information, the CCV administrator must be aware of dependencies between them. The application property to display all interactions takes precedence over the remaining two application properties. In turn, the application property to define the number of interactions to display takes precedence of the third application property which defines the number of days prior to the current date for retrieving interactions.

Application Property to Display All Interactions

The application property, `curam.ise.ccv.interactions.displayall`, indicates whether or not to display all interactions for a client in the CCV. The default value for this application property is 'NO'. Thus, the configuration of the “Application Property to Define the Number of Interactions to Display” determines the dealings information displayed in the CCV. If the CCV administrator changes the value of this to 'YES', all client interactions are displayed in the CCV regardless of the configurations for the two remaining interaction application properties.

Application Property to Define the Number of Interactions to Display

The application property, `curam.ise.ccv.interactions.numdisplay`, indicates the maximum number of interactions that are displayed in the CCV. The default value for this application property is '5'. The CCV will display up to the five most current interactions for the CCV client in the dealings component.

This application property takes precedence over the “Application Property to Define the Number of Days Prior to Current Date for Retrieving Interactions.” The CCV administrator can therefore change this value and it will become the default number of interactions displayed in the CCV. Note that if the application property to display all interactions is set to 'YES', it will take precedence over the number of interactions defined here.

Application Property to Define the Number of Days Prior to Current Date for Retrieving Interactions

The application property, `curam.ise.ccv.interactions.numdays`, indicates the number of days prior to the current date for which interactions are displayed in the Citizen Context Viewer. For example, the CCV administrator sets the default value to be '90' (meaning 90 days prior to current date).

The default value of this application property is '0'. The CCV administrator can change this to be any number of days; however, the new value only applies where the setting to display all interactions is set to 'NO' and the setting to display the number of interactions is set to '0'.

Configuring Family Information

The family component displays the CCV client's relationships with family members. Each family relationship is linked to a concern role relationship record for the client. Concern role relationships are maintained from the client's person home page.

Application Property to Display Current Family Members Only

The application property, `curam.ise.ccv.familymembers.current`, indicates whether or not to display current family member relationships only in the CCV. The default value for this application property is 'YES'. This means that only current family member relationships are displayed. To determine whether or not a relationship is current, the system checks for an end date on the concern role relationship record. If one exists, the relationship is not current.

Configuring Multidisciplinary Team Information

The multidisciplinary team component displays the multidisciplinary team members that are assigned to any social enterprise folders that the CCV client is a member of.

Thus far the configuration settings for the CCV have all been CCV application properties. The configuration options for multidisciplinary teams are integrated with social enterprise folders and requires an understanding of the business reasons for multidisciplinary teams and how they relate to social enterprise folders. The configuration of multidisciplinary teams falls outside the knowledge of the CCV administrator. For more information, see the *Cúram Social Enterprise Collaboration Configuration Guide*.

Security Available in the Citizen Context Viewer

The CCV uses existing security settings to ensure that only authorized users can view client information. Case information is protected by case security, service plans are protected by service plan template security, and client information is protected by client sensitivity security. A user's security role must also include the necessary functions to be able to view the various types of information displayed in the CCV. For information on security, see the *Cúram System Configuration Guide*.

Configuring the Cases Displayed

Introduction

"Configuring Care and Protection Information" on page 3 provided a high level overview of the configuration options for displaying case, service plan, and social enterprise folder information in the care and protection component of the CCV. The purpose of this chapter is to describe the specific application properties available for configuring product delivery cases and integrated cases.

Configuring Product Delivery Cases

This section describes the CCV application properties which determine the product delivery case information displayed in the CCV. The configuration options are based on product delivery case types, product delivery case statuses, and product delivery case participant roles.

It is important to note that these application properties are cumulative. This means that product delivery information is only displayed in the CCV if it matches the configurations of all the application properties.

For example, Linda Smith is the primary client of the sample benefit product delivery case which has a status of active. In order for this case to be displayed in the care and protection component, the sample benefit product delivery case type, the active case status, and the primary client participant role must all be included in the configuration settings.

Application Properties for Product Delivery Case Types

There are two application properties for determining the product delivery case information displayed in the CCV based on product delivery case types. One application property is used to show all product delivery case types; the other is used to select the specific product delivery case types to be displayed.

curam.ise.ccv.case.types.showall.productdelivery: This indicates whether or not to display all product delivery case types in the CCV. The default value is 'YES' such that all product delivery case types are displayed in the CCV. Note that if the CCV administrator changes this to 'NO', then he or she must configure the product delivery case types to display. Otherwise, no product delivery case information will appear in the CCV.

curam.ise.ccv.case.types.productdelivery: This setting only applies where the above application property to display all product delivery case types is set to 'NO'. It indicates the product delivery case types that can be displayed in the CCV. To configure the application property, the CCV administrator must add the code of each supported product delivery case type to the application property. These codes are in the ProductType codetable and are added to the application property in a comma-delimited list. There is no default value for this application property because the default value for the application property to show all product delivery case types is 'YES'. Also, the ProductType codetable contains codes for the products implemented by the organization and therefore is a customized codetable. The organization may decide to add default values for this application property once it has added codes for its products.

Application Properties for Product Delivery Case Statuses

There are two application properties for determining the product delivery case information displayed in the CCV based on product delivery case statuses. One application property is used to show product delivery cases of all statuses; the other is used to select the specific product delivery case statuses.

curam.ise.ccv.case.statuses.showall.productdelivery: This indicates whether or not to display product delivery cases of all statuses in the CCV. The default value is 'NO'.

curam.ise.ccv.case.statuses.productdelivery: This setting only applies where the above application property to display product delivery cases of all statuses is set to 'NO' (which is the default). It indicates the product delivery cases displayed in the CCV based on selected product delivery case status types. This is achieved by setting the value of this property to be a comma-delimited list of codes from the CaseStatus codetable.

The following table lists the codes in CaseStatus code table, provides the case status for each code, and indicates whether or not it is a default for the curam.ise.ccv.case.statuses.productdelivery property:

Table 2. Codes for Case Status - Product Delivery Case

Code	Case Status	Default for Application Property?
CS1	Active	Yes
CS10	Delayed Processing Pending	Yes
CS11	Canceled	No
CS14	*****	No
CS2	Suspended	Yes
CS3	Closed	Yes
CS4	Open	Yes
CS55	Submitted	Yes
CS6	Approved	Yes
CS7	Pending closure	Yes
CS8	Planned	No
CS9	Canceled Planned	No

Application Properties for Product Delivery Case Participant Roles

There are two application properties for determining the product delivery case information displayed in the CCV based on product delivery case participant roles. One application property is used to show product delivery cases where the CCV client fills any participant role; the other is used to select specific participant roles.

curam.ise.ccv.case.cproles.showall.productdelivery: This indicates whether or not to display all product delivery cases where the CCV client is a case participant in the CCV. The default value is 'NO'. Selecting to display all product delivery cases where the CCV client plays any role could potentially add a large number of product delivery cases to the care and protection component.

curam.ise.ccv.case.cprole.types.productdelivery: This setting only applies where the above application property to display product delivery cases for CCV client of any case participant role is set to 'NO' (which is the default). It indicates the case participant roles that the CCV client can have on a product delivery case for that case to be displayed in the CCV. This is achieved by setting the value of this property to be a comma-delimited list of codes from the CaseParticipantRoleType codetable. The default value is 'PRI', the code for the primary client.

Configuring Integrated Cases

This section describes the CCV application properties which determine the integrated case information displayed in the CCV. The configuration options are based on integrated case types, integrated case statuses, and integrated case participant roles.

It is important to note that these application properties are cumulative. This means that integrated case information is only displayed in the CCV if it matches the configurations of all the application properties.

For example, Linda Smith is the primary client of the assistance integrated case which has a status of closed. In order for this case to be displayed in the care and

protection component, the assistance integrated case type, the closed case status, and the primary client participant role must all be included in the configuration settings.

Application Properties for Integrated Case Types

There are two application properties for determining the integrated case information displayed in the CCV based on integrated case types. One application property is used to show all integrated case types; the other is used to select the specific integrated case types to be displayed.

curam.ise.ccv.case.types.showall.integratedcase: This indicates whether or not to display all integrated case types in the CCV. The default value is 'YES' such that all integrated case types are displayed in the CCV. Note that if the CCV administrator changes this to 'NO', then he or she must configure the integrated case types to display. Otherwise, no integrated case information will appear in the CCV.

curam.ise.ccv.case.types.integratedcase: This setting only applies where the above application property to display all integrated case types is set to 'NO'. To configure the application property, the CCV administrator must add the code of each supported integrated case type in the form of a comma-delimited list of code values taken from the ProductCategory codetable. IntegratedCaseType is an attribute on the CaseHeader entity and may contain any value from the ProductCategory codetable. If the value of integratedCaseType is present in this comma-delimited list, the integrated case will be displayed in the CCV. There is no default value for this application property because the default value for the application property to show all integrated case types is 'YES'.

Application Properties for Integrated Case Statuses

There are two application properties for determining the integrated case information displayed in the CCV based on integrated case statuses. One application property is used to show integrated cases of all statuses; the other is used to select the specific integrated case statuses.

curam.ise.ccv.case.statuses.showall.integratedcase: This indicates whether or not to display integrated cases of all statuses in the CCV. The default value is 'NO'.

curam.ise.ccv.case.statuses.integratedcase: This setting only applies where the above application property to display integrated cases of all statuses is set to 'NO' (which is the default). It indicates the integrated cases displayed in the CCV based on selected integrated case status types. This is achieved by setting the value of this property to be a comma-delimited list of codes from the CaseStatus codetable (the same codetable used to configure the curam.ise.ccv.statuses.productdelivery application property described in "Application Properties for Product Delivery Case Statuses" on page 8). The default value is 'CS4,CS3'; CS4 relates to the open status, CS3 to the closed status.

Application Properties for Integrated Case Participant Roles

There are two application properties for determining the integrated case information displayed in the CCV based on integrated case participant roles. One application property is used to show integrated cases where the CCV client fills any participant role; the other is used to select specific participant roles.

curam.ise.ccv.case.cproles.showall.integratedcase: This indicates whether or not to display all integrated cases where the CCV client is a case participant in the CCV. The default value is 'NO'. Selecting to display all integrated cases where the CCV client plays any role could potentially add a large number of integrated cases to the care and protection component.

curam.ise.ccv.case.cprole.types.integratedcase: This setting only applies where the above application property to display integrated cases for CCV client of any case participant role is set to 'NO' (which is the default). It indicates the case participant roles that the CCV client can have on an integrated case for that case to be displayed in the CCV. This is achieved by setting the value of this property to be a comma-delimited list of codes from the CaseParticipantRoleType codetable (the same codetable used to configure the curam.ise.ccv.cprole.types.productdelivery described in “Application Properties for Product Delivery Case Participant Roles” on page 9). The default value is 'PRI', the code for the primary client.

Configuring the Service Plans Displayed

Introduction

The purpose of this chapter is to describe the specific CCV application properties which determine the service plan information displayed in the CCV. The configuration options are based on service plan types, service plan statuses, and service plan participant roles.

It is important to note that the service plan application properties are cumulative. This means that service plan information is only displayed in the CCV if it matches the configurations of all the application properties.

For example, Linda Smith is the plan participant of the back to work service plan which has a status of active. In order for this service plan to be displayed in the care and protection component, the back to work service plan type, the active service plan status, and the plan participant role must all be included in the configuration settings.

Application Properties for Service Plan Types

There are two application properties for determining the service plan information displayed in the CCV based on service plan types. One application property is used to show all service plan types; the other is used to select the specific service plan types to be displayed.

curam.ise.ccv.case.types.showall.serviceplan

This indicates whether or not to display all service plan types in the CCV. The default value is 'YES' such that all service plan types are displayed in the CCV. Note that if the CCV administrator changes this to 'NO', then he or she must configure the service plan types to display. Otherwise, no service plan information will appear in the CCV.

curam.ise.ccv.case.types.serviceplans

This setting only applies where the above application property to display all service plan types is set to 'NO'. It indicates the service plan types that can be displayed in the CCV. To configure the application property, the CCV administrator must add the code of each supported service plan type to the application property. These codes are in the ServicePlanType codetable and are added to the application property in a comma-delimited list. There is no default value for this application property because the default value for the application property to show all service plan types is 'YES'. Also, the ServicePlanType codetable contains codes for the service plans implemented by the organization and therefore is a customized codetable. The organization may decide to add default values for this application property once it has added codes for its service plans.

Application Properties for Service Plan Statuses

There are two application properties for determining the service plan information displayed in the CCV based on service plan statuses. One application property is used to show service plans of all statuses; the other is used to select the specific service plan statuses.

curam.ise.ccv.case.statuses.showall.serviceplan

This indicates whether or not to display service plans of all statuses in the CCV. The default value is 'NO'.

curam.ise.ccv.case.statuses.serviceplan

This setting only applies where the above application property to display service plans of all statuses is set to 'NO' (which is the default). It indicates the service plans displayed in the CCV based on selected service plan status types. This is achieved by setting the value of this property to be a comma-delimited list of codes from the CaseStatus codetable.

The following table lists the codes in CaseStatus code table, provides the case status for each code, and indicates whether or not it is a default for the curam.ise.ccv.case.statuses.serviceplan property:

Table 3. Codes for Case Status - Service Plan

Code	Case Status	Default for Application Property?
CS1	Active	Yes
CS10	Delayed Processing Pending	No
CS11	Canceled	No
CS14	*****	No
CS2	Suspended	No
CS3	Closed	Yes
CS4	Open	Yes
CS55	Submitted	Yes
CS6	Approved	Yes
CS7	Pending closure	No
CS8	Planned	No
CS9	Canceled Planned	No

Application Properties for Service Plan Participant Roles

There are two application properties for determining the service plan information displayed in the CCV based on service plan participant roles. One application property is used to show service plans where the CCV client fills any participant role; the other is used to select specific participant roles.

curam.ise.ccv.case.cproles.showall.serviceplan

This indicates whether or not to display all service plans where the CCV client is a service plan participant in the CCV. The default value is 'NO'. Selecting to display all service plans where the CCV client plays any role could potentially add a large number of service plans to the care and protection component.

curam.ise.ccv.cprole.types.serviceplans

This setting only applies where the above application property to display service plans for CCV client of any service plan participant role is set to 'NO' (which is the default). It indicates the service plan participant roles that the CCV client can have on a service plan for that service plan to be displayed in the CCV. This is achieved by setting the value of this property to be a comma-delimited list of codes from the CaseParticipantRoleType codetable. The default value is 'PPR', the code for the plan participant.

Configuring the Social Enterprise Folders Displayed

Introduction

The purpose of this chapter is to describe the specific CCV application properties which determine the social enterprise folder information displayed in the CCV. The configuration options are based on social enterprise folder types, social enterprise folder statuses, and social enterprise folder participant roles.

It is important to note that the social enterprise folder application properties are cumulative. This means that social enterprise folder information is only displayed in the CCV if it matches the configurations of all the application properties.

For example, Linda Smith is the social enterprise folder client of the child welfare social enterprise folder which has a status of open. In order for this social enterprise folder to be displayed in the care and protection component, the child welfare social enterprise folder type, the open social enterprise folder status, and the member participant role must all be included in the configuration settings.

Application Properties for Social Enterprise Folder Types

There are two application properties for determining the social enterprise folder information displayed in the CCV based on social enterprise folder types. One application property is used to show all social enterprise folder types; the other is used to select the specific social enterprise folder types to be displayed.

curam.ise.ccv.case.types.showall.sef

This indicates whether or not to display all social enterprise folder types in the CCV. The default value is 'YES' such that all social enterprise folder types are displayed in the CCV. Note that if the CCV administrator changes this to 'NO', then he or she must configure the social enterprise folder types to display. Otherwise, no social enterprise folder information will appear in the CCV.

curam.ise.ccv.case.types.sef

This setting only applies where the above application property to display all social enterprise folder types is set to 'NO'. It indicates the social enterprise folder types that can be displayed in the CCV. To configure the application property, the CCV administrator must add the code of each supported social enterprise folder type to the application property. These codes are in the SocialEnterpriseFolderType codetable and are added to the application property in a comma-delimited list.

There is no default value for this application property because the default value for the application property to show all social enterprise folder types is 'YES'. Also, the SocialEnterpriseFolderType codetable contains codes for the social enterprise folders implemented by the organization and therefore is a customized codetable. The organization may decide to add default values for this application property once it has added codes for its social enterprise folders.

Application Properties for Social Enterprise Folder Statuses

There are two application properties for determining the social enterprise folder information displayed in the CCV based on social enterprise folder statuses. One application property is used to show social enterprise folders of all statuses; the other is used to select the specific social enterprise folder statuses.

curam.ise.ccv.case.statuses.showall.sef

This indicates whether or not to display social enterprise folders of all statuses in the CCV. The default value is 'YES'.

curam.ise.ccv.case.statuses.sef

This setting only applies where the above application property to display social enterprise folders of all statuses is set to 'NO'. It indicates the social enterprise folders displayed in the CCV based on selected social enterprise folder status types. This is achieved by setting the value of this property to be a comma-delimited list of codes from the CaseStatus codetable. The case status codes which apply to social enterprise folders are CS (closed status) and C4 (open status).

Application Properties for Social Enterprise Folder Participant Roles

There are two application properties for determining the social enterprise folder information displayed in the CCV based on social enterprise folder participant roles. One application property is used to show social enterprise folders where the CCV client fills any participant role; the other is used to select specific participant roles.

curam.ise.ccv.case.cproles.showall.sef

This indicates whether or not to display all social enterprise folders where the CCV client is a social enterprise folder participant in the CCV. The default value is 'YES'. The current participant roles that are supported for social enterprise folders include member, meeting attendee, incident reporter, incident witness, and correspondent. If the CCV client fills any of these roles in a social enterprise folder, the social enterprise folder will appear in his or her CCV.

curam.ise.ccv.cprole.types.sef

This setting only applies where the above application property to display social enterprise folders for CCV client of any social enterprise folder participant role is set to 'NO'. It indicates the social enterprise folder participant roles that the CCV client can have on a social enterprise folder for that social enterprise folder to be displayed in the CCV. This is achieved by setting the value of this property to be a comma-delimited list of codes from the CaseParticipantRoleType codetable.

The codes for the social enterprise folder participant roles are listed in the following table:

Table 4. Codes for Social Enterprise Folder Participant Roles

Social Enterprise Folder Participant Role	Code
Member	MEM
Meeting Attendee	MEETAT
Incident Reporter	INCREP
Incident Witness	INCWIT
Correspondent	COR

Conclusion

Summary of CCV Application Properties

The following table provides a high-level summary of the CCV application properties:

Table 5. Summary of CCV Application Properties

CCV Application Properties	Summary
curam.ise.ccv.familymembers.current	This indicates whether or not to display current family members only in the family component.
curam.ise.ccv.communities.current	This indicates whether or not to display current communities only in the communities component.
curam.ise.ccv.community.members.current	This indicates whether or not to display current community members only in the communities component.
curam.ise.ccv.interactions.displayall	This indicates whether or not to display all of the CCV client's interactions in the dealings component.
curam.ise.ccv.interactions.numdisplay	This indicates the number of interactions for the CCV client to display in the dealings component.
curam.ise.ccv.interactions.numdays	This indicates the number of days prior to the current date to retrieve interactions for the CCV client and display in the dealings component.
curam.ise.ccv.case.types	This indicates the case types which can appear in the care and protection component. The case types supported are product delivery cases, integrated cases, service plans, and social enterprise folders.
curam.ise.ccv.case.types.showall.productdelivery	This indicates whether or not to show all product delivery case types in the care and protection component.
curam.ise.ccv.case.types.productdelivery	This indicates the specific product delivery case types to display in the care and protection component.
curam.ise.ccv.case.statuses.showall.productdelivery	This indicates whether or not to display product delivery cases of all statuses in the care and protection component.
curam.ise.ccv.case.statuses.productdelivery	This indicates the product delivery cases displayed in the CCV based on selected product delivery case status types.
curam.ise.ccv.case.cproles.showall.productdelivery	This indicates whether or not to display all product delivery cases where the CCV client is a case participant in the CCV.
curam.ise.ccv.cprole.types.productdelivery	This indicates the case participant roles that the CCV client can have on a product delivery case for that case to be displayed in the CCV.
curam.ise.ccv.case.types.showall.serviceplan	This indicates whether or not to show all service plan types in the care and protection component.
curam.ise.ccv.case.types.serviceplans	This indicates the specific service plan types to display in the care and protection component.
curam.ise.ccv.case.statuses.showall.serviceplan	This indicates whether or not to display service plans of all statuses in the care and protection component.
curam.ise.ccv.case.statuses.serviceplan	This indicates the service plans displayed in the CCV based on selected service plan status types.
curam.ise.ccv.case.cproles.showall.serviceplan	This indicates whether or not to display all service plans where the CCV client is a service plan participant in the CCV.
curam.ise.ccv.cprole.types.serviceplans	This indicates the service plan participant roles that the CCV client can have on a service plan for that service plan to be displayed in the CCV.
curam.ise.ccv.case.types.showall.integratedcase	This indicates whether or not to show all integrated case types in the care and protection component.
curam.ise.ccv.case.types.integratedcase	This indicates the specific integrated case types to display in the care and protection component.
curam.ise.ccv.case.statuses.showall.integratedcase	This indicates whether or not to display integrated cases of all statuses in the care and protection component.

Table 5. Summary of CCV Application Properties (continued)

CCV Application Properties	Summary
curam.ise.ccv.case.statuses.integratedcase	This indicates the integrated cases displayed in the CCV based on selected integrated case status types.
curam.ise.ccv.case.cproles.showall.integratedcase	This indicates whether or not to display all integrated cases where the CCV client is an integrated case participant in the CCV.
curam.ise.ccv.cprole.types.integratedcase	This indicates the integrated case participant roles that the CCV client can have on an integrated case for that integrated case to be displayed in the CCV.
curam.ise.ccv.case.types.showall.sef	This indicates whether or not to show all social enterprise folder types in the care and protection component.
curam.ise.ccv.case.types.sef	This indicates the specific social enterprise folder types to display in the care and protection component.
curam.ise.ccv.case.statuses.showall.sef	This indicates whether or not to display social enterprise folders of all statuses in the care and protection component.
curam.ise.ccv.case.statuses.sef	This indicates the social enterprise folders displayed in the CCV based on selected status types.
curam.ise.ccv.case.cproles.showall.sef	This indicates whether or not to display all social enterprise folders where the CCV client is a social enterprise folder participant in the CCV.
curam.ise.ccv.cprole.types.sef	This indicates the social enterprise participant roles that the CCV client can have on a social enterprise folder for that social enterprise folder to be displayed in the CCV.

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.

Privacy Policy considerations

IBM Software products, including software as a service solutions, ("Software Offerings") may use cookies or other technologies to collect product usage information, to help improve the end user experience, to tailor interactions with the end user or for other purposes. In many cases no personally identifiable information is collected by the Software Offerings. Some of our Software Offerings can help enable you to collect personally identifiable information. If this Software Offering uses cookies to collect personally identifiable information, specific information about this offering's use of cookies is set forth below.

Depending upon the configurations deployed, this Software Offering may use session cookies or other similar technologies that collect each user's name, user name, password, and/or other personally identifiable information for purposes of session management, authentication, enhanced user usability, single sign-on configuration and/or other usage tracking and/or functional purposes. These cookies or other similar technologies cannot be disabled.

If the configurations deployed for this Software Offering provide you as customer the ability to collect personally identifiable information from end users via cookies and other technologies, you should seek your own legal advice about any laws applicable to such data collection, including any requirements for notice and consent.

For more information about the use of various technologies, including cookies, for these purposes, see IBM's Privacy Policy at <http://www.ibm.com/privacy> and

IBM's Online Privacy Statement at <http://www.ibm.com/privacy/details> the section entitled "Cookies, Web Beacons and Other Technologies" and the "IBM Software Products and Software-as-a-Service Privacy Statement" at <http://www.ibm.com/software/info/product-privacy>.

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