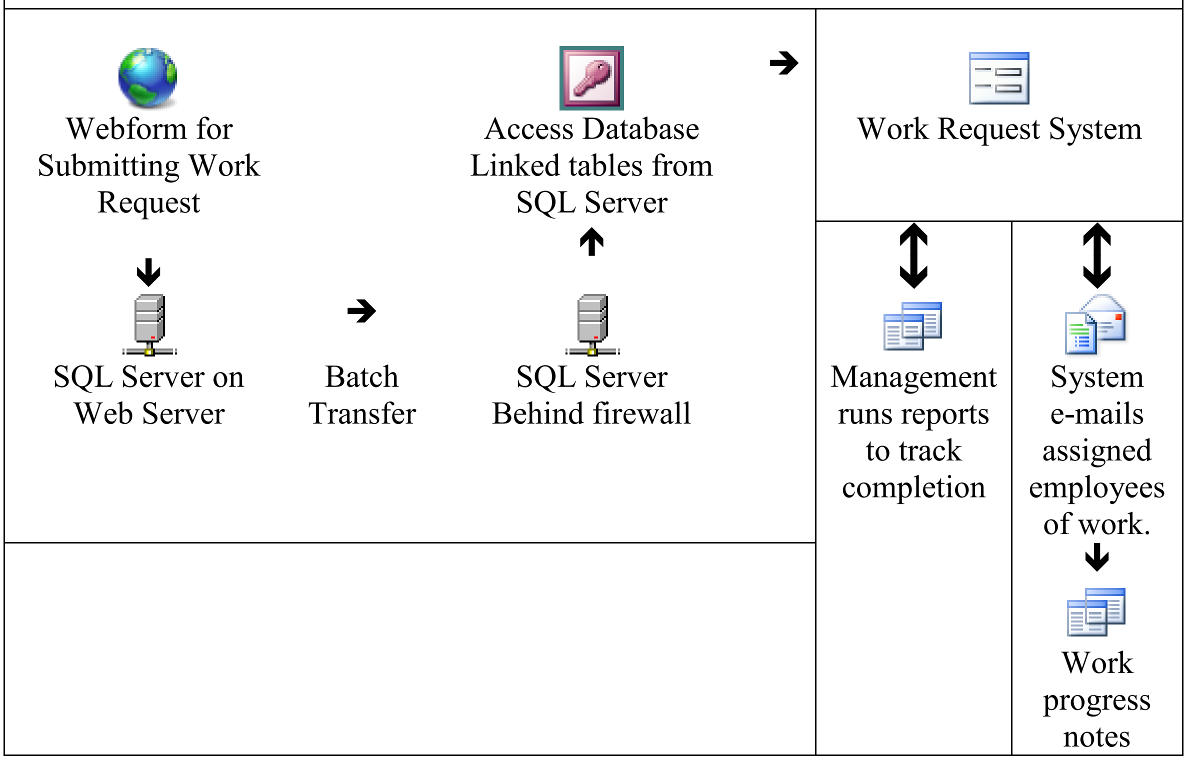
Skelton Studios

CASO Work Request System

C.A.S.O.
Case Analysis Special Operations



Design Notes

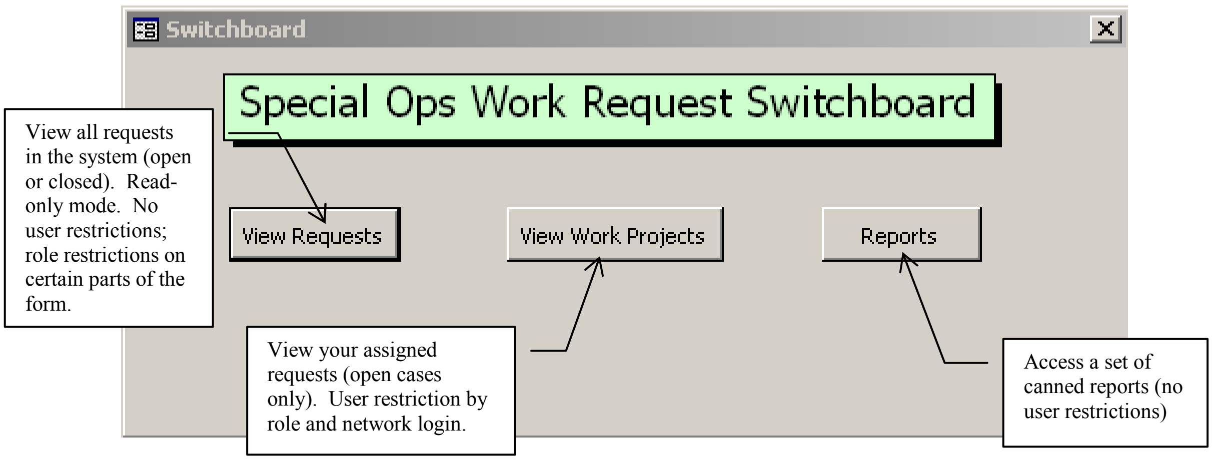
This system was designed to accept detailed requests for assistance in investigations for OIG. The webform is hosted on the OIG Intranet and data submitted is stored on a SQL Server on the web server. Daily loads to a firewall protected SQL Server help ensure that case management data in the system is protected from intrusion. An Access application on a firewall protected file server allows CASO employees to view their work and for management to assign requests and track completion rates.

Usage - Overview

The webform is a simple one-page form that OIG personnel use to enter a work request for CASO. Submissions will generate an e-mail notification to CASO management. Management may need to wait for 24 hours for the data load to the CASO system before a submitted request is available for processing. Once the request is available in the Access system, management can view requests and assign them to a CASO investigator. Assignments send an e-mail notification to the investigator. Initial management comments can be viewed in the Access system. Investigators can enter case notes as needed. Management will review and approve an investigative report and flag a request as closed, open, etc. as desired. An extensive set of reports is available for management to monitor work activity for all CASO active requests. Other reports are used by management to report on overall CASO activity back to OIG.

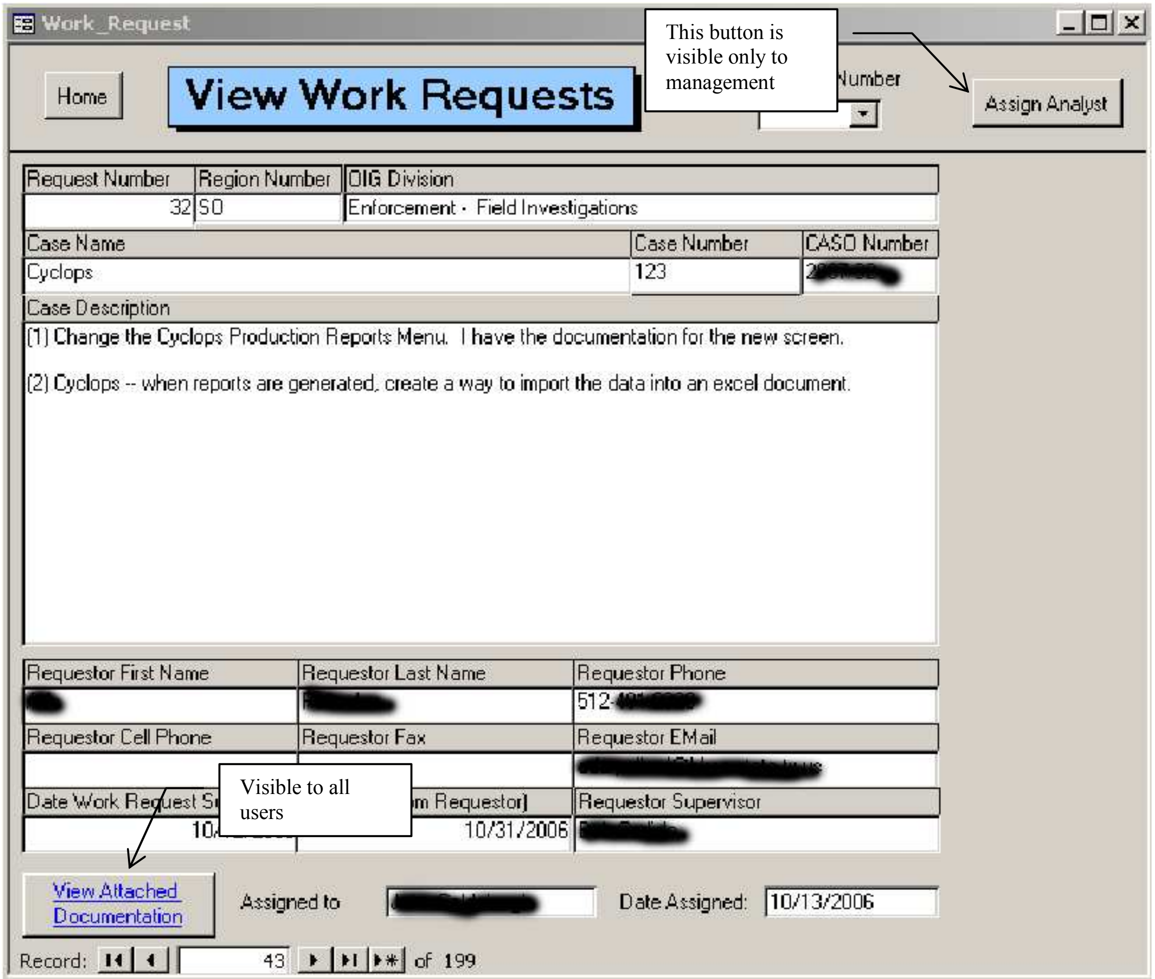
Screenshots – Access Work Request System

The main screen, the Switchboard, has three buttons:

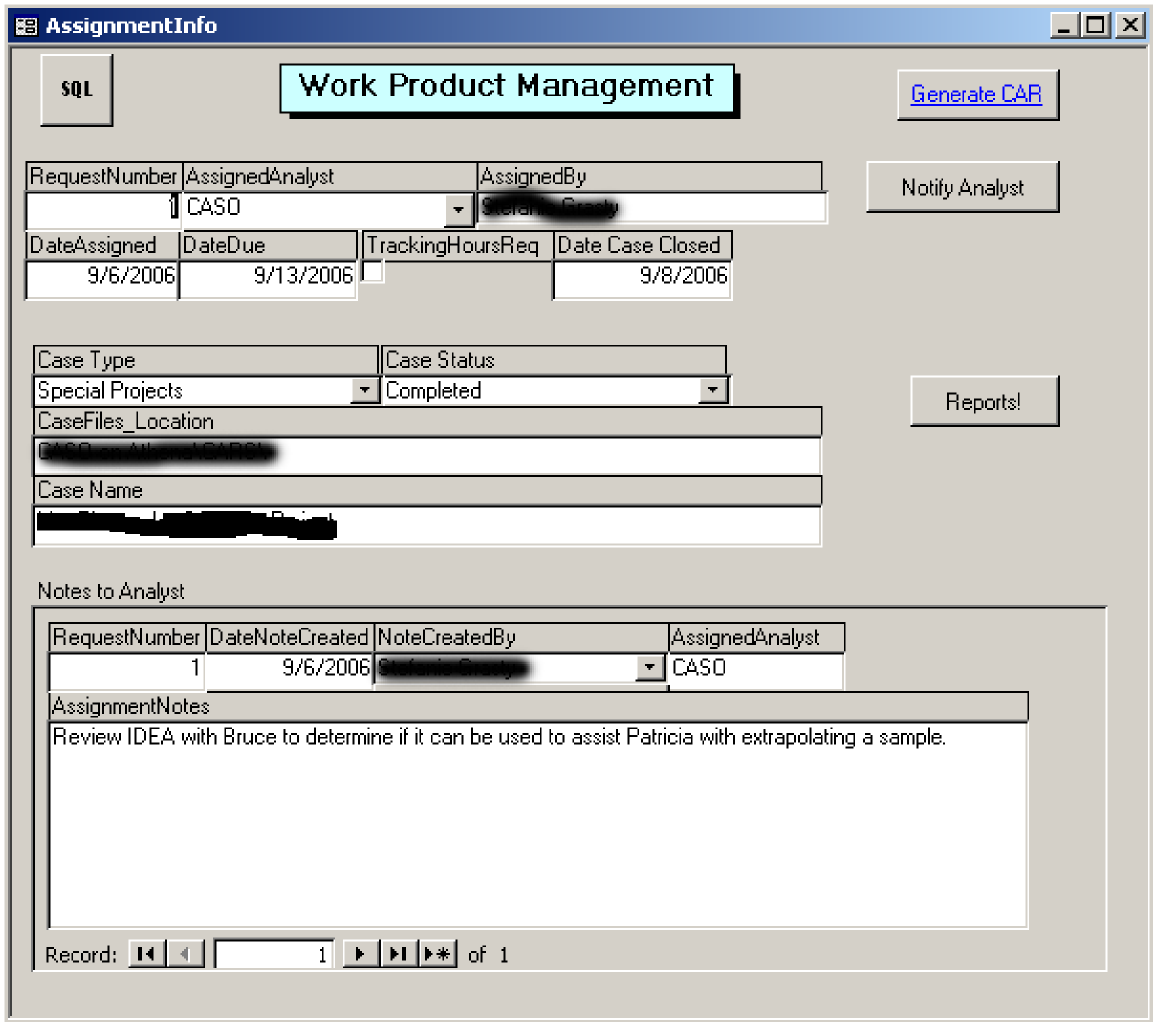


View Requests Screen – User Restrictions

The screen has a button 'Assign Analyst' visible only to management. All users can click on the View Attached Documentation button to retrieve additional documentation:

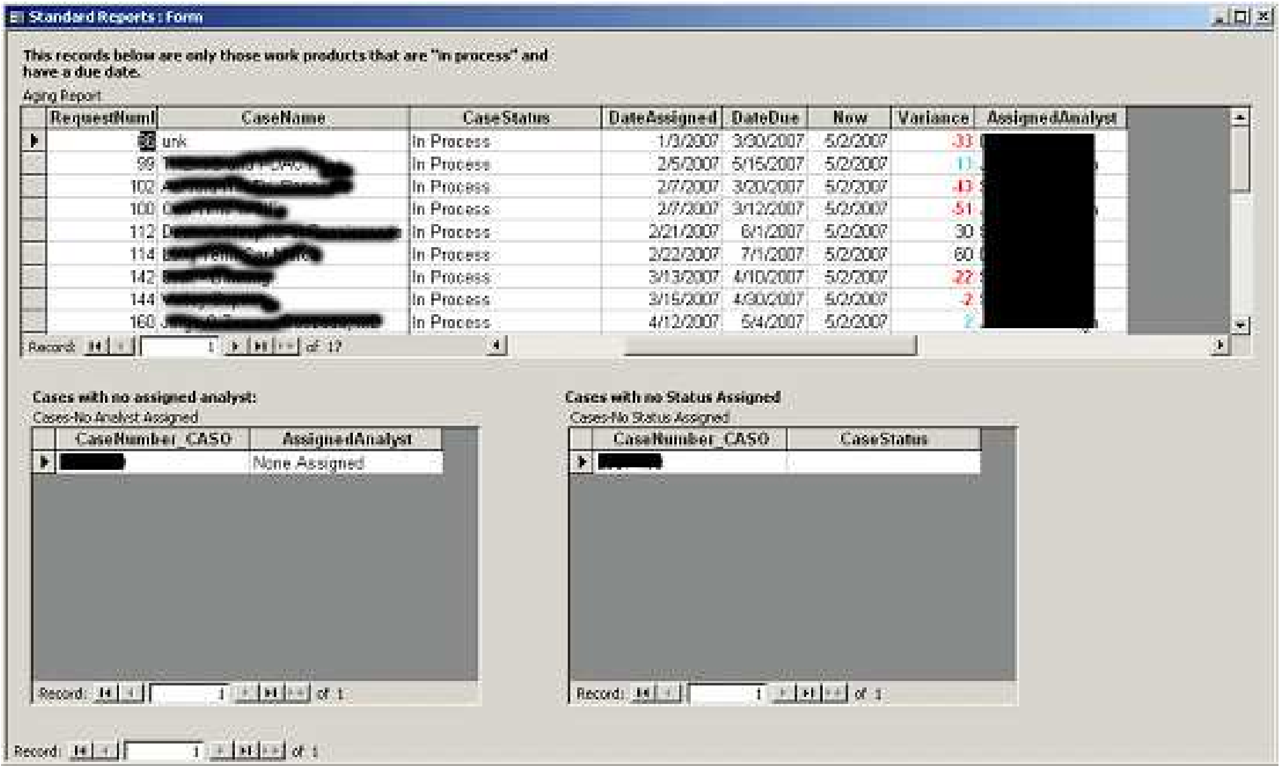


Assign Analyst Screen – SQL button, Notify Analyst button, Reports! Button
This screen is used by management to refresh data in the Access project from the SQL Server, to assign and re-assign cases to CASO personnel, and to view a set of reports designed to assist management in the monitoring of work assignments, deadlines etc. It also provides a screen for submitting instructions to analysts for an assigned case.



Reports Button

This opens the form Standard Reports, which is a form with three unbound sub-forms. It looks like this:

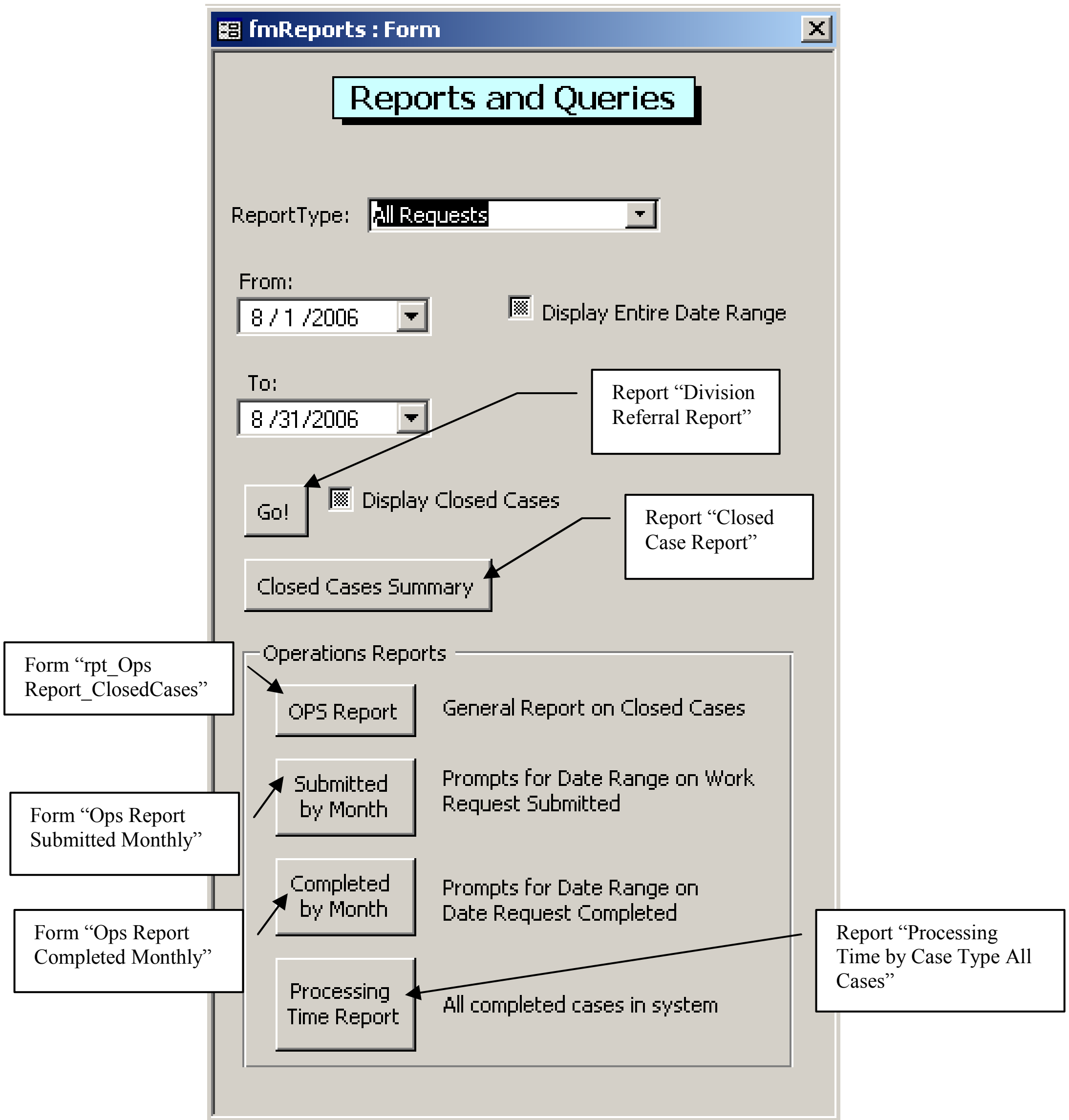


RequestNum	CaseName	CaseStatus	DateAssigned	DateDue	Now	Variance	AssignedAnalyst
[illegible]	unk	In Process	1/3/2007	3/30/2007	5/2/2007	-33	[redacted]
99	[redacted]	In Process	2/5/2007	5/15/2007	5/2/2007	13	[redacted]
102	[redacted]	In Process	2/7/2007	3/20/2007	5/2/2007	-43	[redacted]
100	[redacted]	In Process	2/7/2007	3/12/2007	5/2/2007	-51	[redacted]
112	[redacted]	In Process	2/21/2007	6/1/2007	5/2/2007	30	[redacted]
114	[redacted]	In Process	2/22/2007	7/1/2007	5/2/2007	60	[redacted]
142	[redacted]	In Process	3/13/2007	4/10/2007	5/2/2007	-22	[redacted]
144	[redacted]	In Process	3/15/2007	4/30/2007	5/2/2007	-2	[redacted]
160	[redacted]	In Process	4/12/2007	5/4/2007	5/2/2007	2	[redacted]

CaseNumber_CASO	AssignedAnalyst
[redacted]	None Assigned

CaseNumber_CASO	CaseStatus
[redacted]	

Switchboard Button – Reports
This opens a small form with a lot of controls:



Other Screens

The main function of the Work Request System is to allow management to assign cases and for analysts to document their work. The screen Manage Work Product is designed to support both functions. This screen has a subform used by the assigned analyst to create notes as the case is worked and two additional buttons to view the actual original request or any supervisor notes: