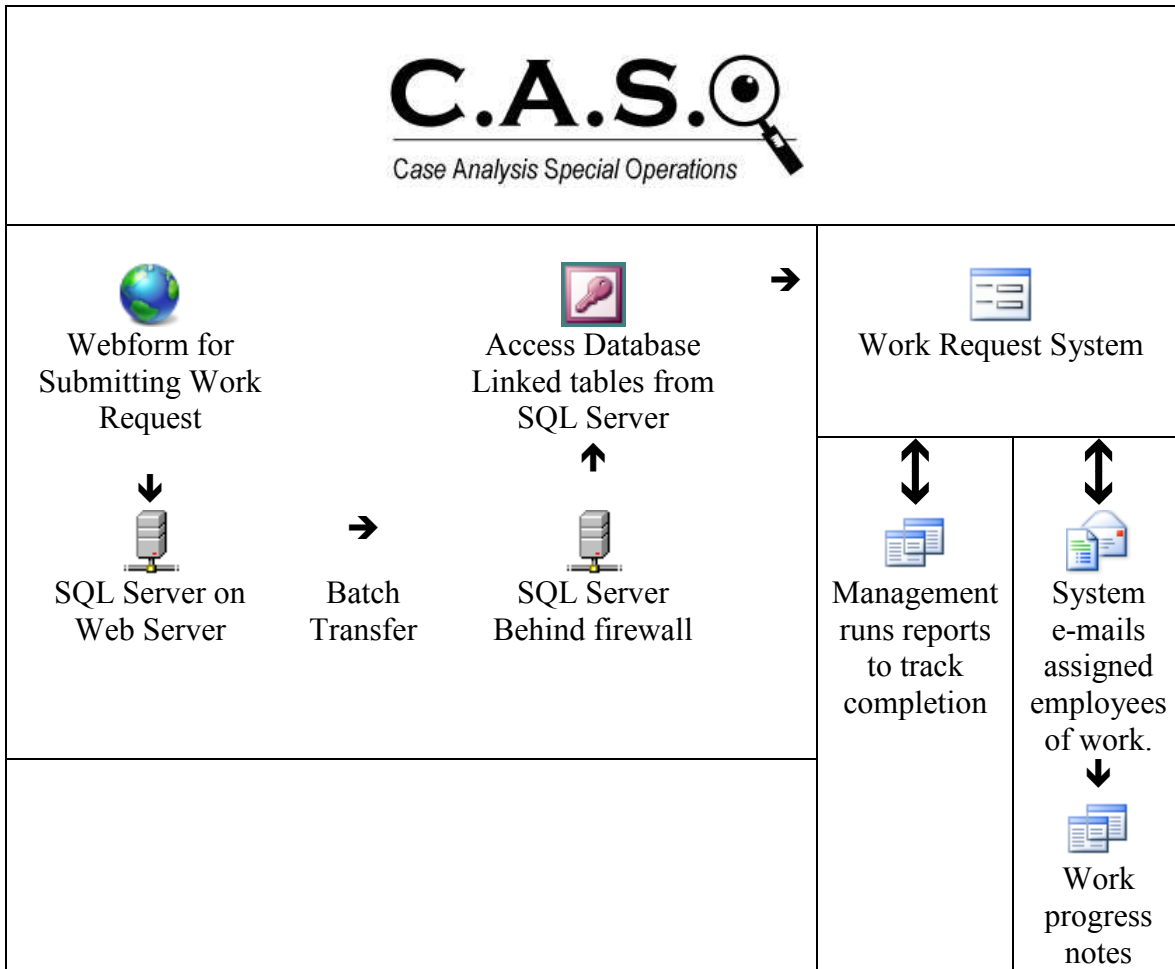


# Skelton Studios

## CASO Work Request System



### 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.

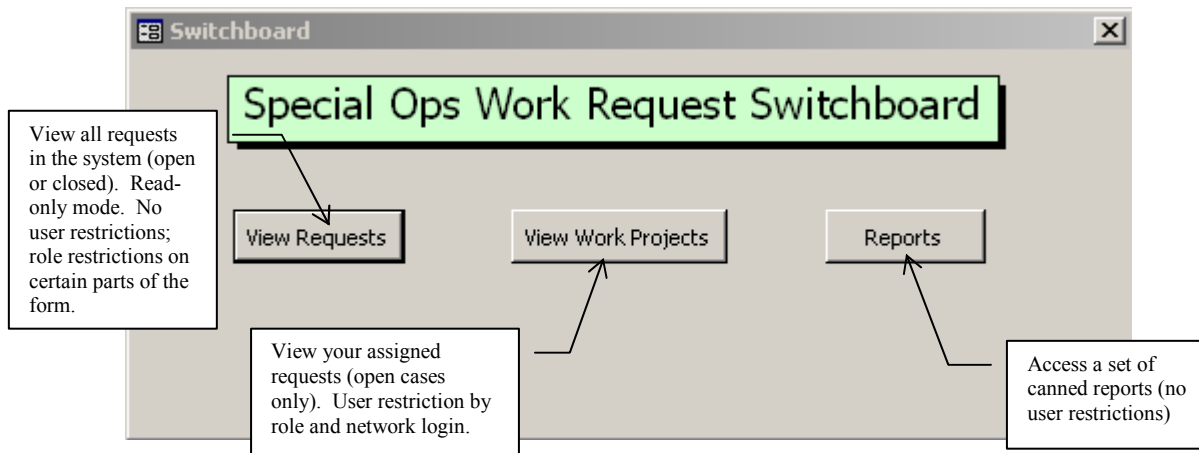
### Usage - Overview

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:

Work\_Request

Home **View Work Requests** Number  Assign Analyst

This button is visible only to management

Request Number	Region Number	OIG Division
32	50	Enforcement - Field Investigations

Case Name	Case Number	CASO Number
Cyclops	123	[REDACTED]

Case Description

(1) Change the Cyclops Production Reports Menu. I have the documentation for the new screen.

(2) Cyclops -- when reports are generated, create a way to import the data into an excel document.

Requestor First Name	Requestor Last Name	Requestor Phone
[REDACTED]	[REDACTED]	512-491-8888
Requestor Cell Phone	Requestor Fax	Requestor EMail
[REDACTED]	[REDACTED]	[REDACTED]
Date Work Request Started	Requestor	Requestor Supervisor
10/31/2006	[REDACTED]	[REDACTED]

Visible to all users

[View Attached Documentation](#) Assigned to: [REDACTED] Date Assigned: 10/13/2006

Record: 43 of 199

*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.

The screenshot shows the 'AssignmentInfo' application window with the following components:

- SQL** button
- Work Product Management** title bar
- Generate CAR** button
- Notify Analyst** button
- Reports!** button

RequestNumber	AssignedAnalyst	AssignedBy
1	CASO	Stefanie Gandy

DateAssigned	DateDue	TrackingHoursReq	Date Case Closed
9/6/2006	9/13/2006	<input type="checkbox"/>	9/8/2006

Case Type	Case Status
Special Projects	Completed

CaseFiles\_Location: [REDACTED]

Case Name: [REDACTED]

Notes to Analyst

RequestNumber	DateNoteCreated	NoteCreatedBy	AssignedAnalyst
1	9/6/2006	Stefanie Gandy	CASO

AssignmentNotes: Review IDEA with Bruce to determine if it can be used to assist Patricia with extrapolating a sample.

Record: 1 of 1

### Reports Button

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

The screenshot shows a window titled "Standard Reports : Form" with a blue title bar. Below the title bar, there is a text label: "This records below are only those work products that are 'in process' and have a due date." Below this is the "Aging Report" table. The table has columns: RequestNum, CaseName, CaseStatus, DateAssigned, DateDue, Now, Variance, and AssignedAnalyst. The data rows show various cases with their respective dates and variance values. Below the main table are two sub-forms. The first is titled "Cases with no assigned analyst:" and contains a table with columns "CaseNumber\_CASO" and "AssignedAnalyst". The second is titled "Cases with no Status Assigned" and contains a table with columns "CaseNumber\_CASO" and "CaseStatus". Both sub-forms show a single record with a blacked-out CaseNumber\_CASO value. At the bottom of the window, there is a record counter: "Record: 14 of 1".

RequestNum	CaseName	CaseStatus	DateAssigned	DateDue	Now	Variance	AssignedAnalyst
98	unk	In Process	1/3/2007	3/30/2007	5/2/2007	33	
99	[REDACTED]	In Process	2/5/2007	5/15/2007	5/2/2007	11	
102	[REDACTED]	In Process	2/7/2007	3/20/2007	5/2/2007	13	
100	[REDACTED]	In Process	2/7/2007	3/12/2007	5/2/2007	51	
112	[REDACTED]	In Process	2/21/2007	6/1/2007	5/2/2007	30	
114	[REDACTED]	In Process	2/22/2007	7/1/2007	5/2/2007	60	
142	[REDACTED]	In Process	3/13/2007	4/10/2007	5/2/2007	22	
144	[REDACTED]	In Process	3/15/2007	4/30/2007	5/2/2007	2	
160	[REDACTED]	In Process	4/12/2007	5/4/2007	5/2/2007	2	

CaseNumber_CASO	AssignedAnalyst
[REDACTED]	None Assigned

CaseNumber_CASO	CaseStatus
[REDACTED]	

## Switchboard Button – Reports

This opens a small form with a lot of controls:

**fmReports : Form**

### Reports and Queries

ReportType: **All Requests**

From: **8 / 1 / 2006**  Display Entire Date Range

To: **8 / 31 / 2006**

**Go!**  Display Closed Cases

**Closed Cases Summary**

**Operations Reports**

- OPS Report** - General Report on Closed Cases
- Submitted by Month** - Prompts for Date Range on Work Request Submitted
- Completed by Month** - Prompts for Date Range on Date Request Completed
- Processing Time Report** - All completed cases in system

Form "rpt\_Ops Report\_ClosedCases"

Form "Ops Report Submitted Monthly"

Form "Ops Report Completed Monthly"

Report "Division Referral Report"

Report "Closed Case Report"

Report "Processing Time by Case Type All Cases"

*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:

**Work Project Tracking**

RequestNumber	AssignedAnalyst	DateAssigned	DateDue	TrackingHoursReq
200	[dropdown]	5/1/2007	6/1/2007	

CaseStatus	CaseType
In Process [dropdown]	Special Projects [dropdown]

CaseFiles\_Location  
[text field]

CaseName  
[text field]

sbfWorkProjectTracking

RequestNumber	TimeSpent	NoteDate
200		5/3/2007

Notes  
[text area]

Record: [navigation icons] 1 of 1

Record: [navigation icons] 1 of 1 (Filtered)