

DXC Justice Case Management

Deployment Guide

August 2018

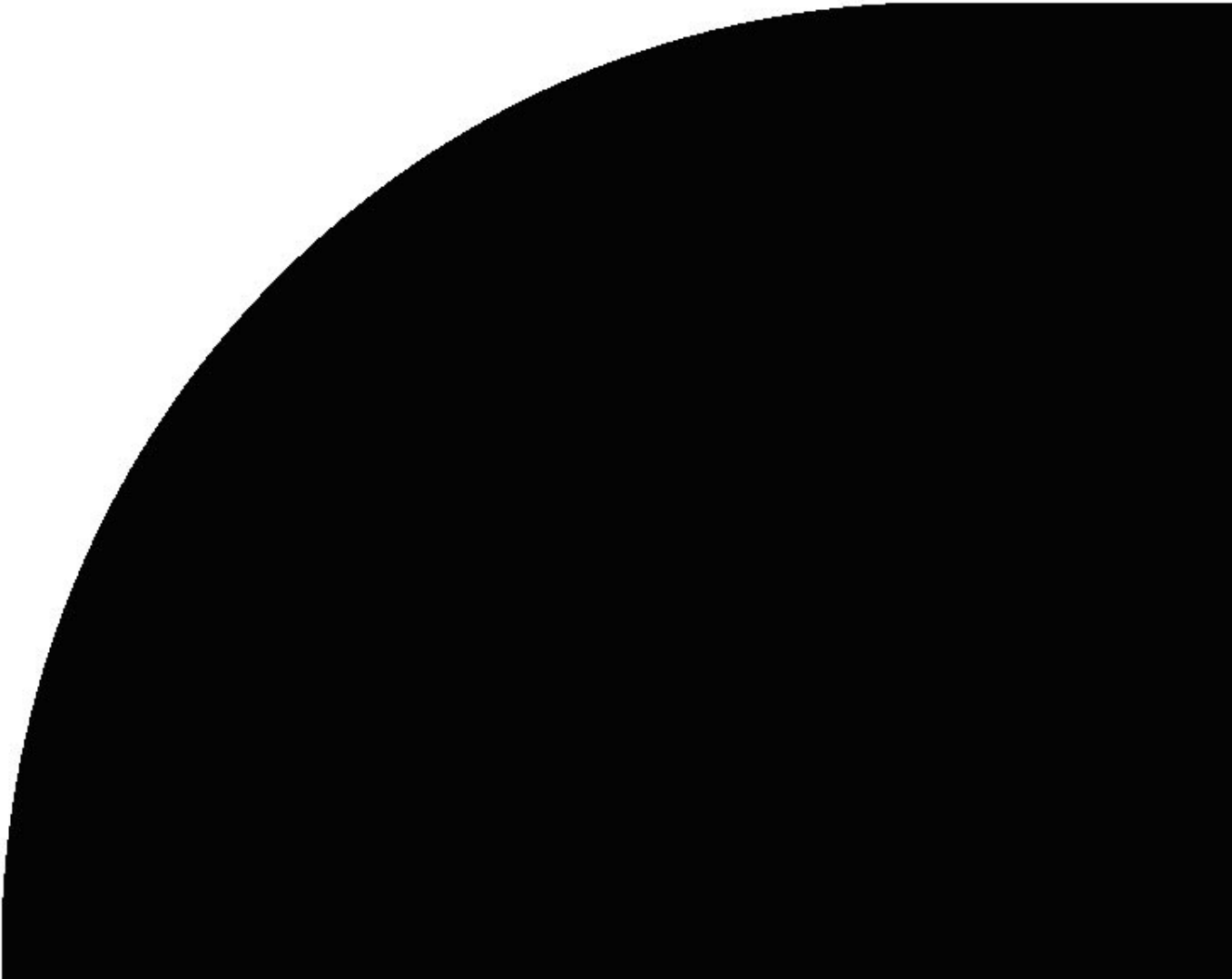


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1 Introduction

DXC Justice Case Management is a solution for the Microsoft Dynamics 365 for Customer Engagement platform. The Deployment Guide describes the necessary steps to install DXC Justice Case Management on an out-of-the-box implementation of Microsoft Dynamics 365 for Customer Engagement and assumes no updates have been applied to the base Microsoft Dynamics 365 for Customer Engagement installation.

The scope of this Deployment Guide is limited to an initial installation and assumes a specific deployment plan would be developed for a client implementing this system in production. A client-specific deployment plan would include the processes of preparing, installing, testing, training, and transferring DXC Justice Case Management to production.



2 App Store Download

2.1 Installing DXC Justice Case Management

App Store Download:

1. Navigate to your Microsoft Dynamics 365 instance.
2. From the Apps menu, select “Get More Apps”.
3. Once the AppSource window opens, use the search bar at the top. Enter “DXC Justice Case Management”.
4. Select the DXC Justice Case Management Application. You can review more details or install the Free Trial.

2.2 Data Package

Once you download the application, the initial data package will also be installed. This initial data package will contain information that is within nine different entities. This data can be changed or modified according to business needs. The entities below have been added to the system with configuration data with the data package.

- Case Action Category
- Case Action Type
- Case Participant Role
- Case Type
- Division
- Outcome Type
- Plea Type
- Sentence Action
- Sentence Type

This information can be changed or modified in DXC Justice Case Management by going into the settings menu and then selecting the appropriate entity from the DXC Justice Case Management Configuration.



3 Configuration

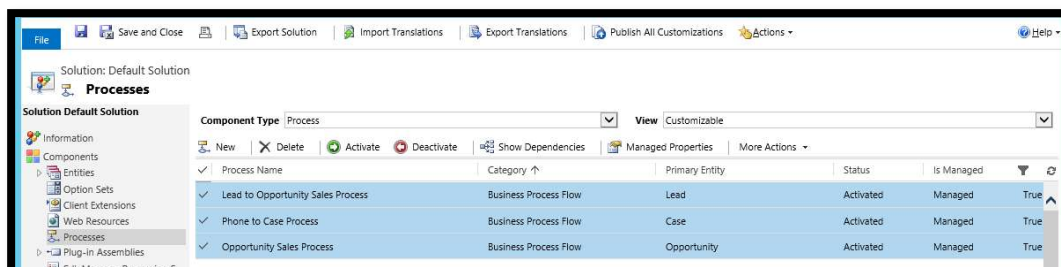
3.1 Configuration Steps

3.1.1 Configuration Steps

1. Add the 'Judge' security role to one or more DXC Justice Case Management users in Settings.
2. To create a Court Calendar; courtrooms, resources, and case types need to be set up. These can be added in the settings menu.
3. Update the Court Calendar entity to assign judges to individual calendars. Initial Court Calendar data may have several Calendars already configured but the Assigned Judge field must be updated. This can be done by accessing settings and choosing "Court Calendars". (This information supports the automated scheduling and population of the Judge Participant.)
4. Add a Team for "Expunged Division" (This is used in the workflow called *JCMS- Case: Expunge Case*). Optionally, you can also add an Expunged Division security role of Expunged Division. The team needs to have the read incident permission.

3.1.2 Workflows

Several adjustments need to be made to the processes. Begin by deactivating the three out-of-the-box Business Process Flows for leads, case and opportunities. If these cannot be completely deactivated, they need to be modified to not work with DXC Justice Case Management.



All workflows installed with the solution need to be activated. Many of the workflows are based on the configured data and may not be in an Activated status initially. Activate any solution workflow that is in a Draft status; this will be marked by a process name beginning with "JCMS".

If an error is received when activating a workflow, it is because many of the workflows are based on configured data. Clear the errors by opening the workflow and resetting values in the condition statements and any records being updated that is based on a static value. An example would be, if the condition statement links to "judge" you would open the statement and delete the "judge" value then replace it by adding "judge" again.

The workflows marked with "JCMS" need to be activated, these are listed in alphabetical order below:

- JCMS- Activate Case
- JCMS- Appeared in Court
- JCMS- Case Action- Update Case Last Action Date
- JCMS- Case Decision- Appealed
- JCMS- Case Decision- Disposed
- JCMS- Case Decision- Finding for Defendant



- JCMS- Case Decision- Finding for Respondent
- JCMS- Case Resolution
- JCMS- Case: Appeal Case
- JCMS- Case: Create Calendar Call
- JCMS- Case: Dispose Case
- JCMS- Case: Expunge Case
- JCMS- Case: Recuse Judge
- JCMS- Case: Seal Case
- JCMS- Child: Case Activity Case Scheduled for Court Hearing
- JCMS- Child: Case Activity Case Scheduled for Prove Up on Calendar
- JCMS- Child: Case Activity Case Set On Management Call
- JCMS- Child: Case Activity Citation Issued
- JCMS- Child: Case Activity Cover Letter
- JCMS- Child: Create Case Activity Complaint Filed
- JCMS- Child: Create Case Activity Summons Issued
- JCMS- Create Case Activities By Case Division and Type
- JCMS- Create Case Activity File Appearance
- JCMS- Create Case Participant - Arresting Officer
- JCMS- Create Case Participant - Assigned Prosecutor
- JCMS- Create Case Participant - Lead Attorney
- JCMS- Create Case Participant - Lead Defense Attorney
- JCMS- Create Case Participant - Primary Defendant
- JCMS- Create Case Participant - Primary Plaintiff
- JCMS- Create Case Participant - Primary Respondent
- JCMS- Create Case Participant Judge
- JCMS- Create Case State Histories on Case Status Change
- JCMS- Create Outcome Activity
- JCMS- Create Plea Activity
- JCMS- Create Sentencing Activity
- JCMS- Set Calendar Case Type Name
- JCMS- Set Case Participant Name
- JCMS- Set Case Status: Open
- JCMS- Set Contact Warrant Count
- JCMS- Update Case Participant Name
- JCMS- Update Case Participant Name is Name Contains Data
- JCMS- Update Case Title if Blank
- JCMS- Update Charge Name Field
- JCMS- Update: Subject Name

3.1.3 Implementation Configuration

The configuration data (see section 2.2) should be replaced with data that is appropriate for the customer. Below are the areas that should be updated for the customer's implementation as well as a brief explanation of their importance.

| Area | Explanation |
|--|--|
| Courtroom, Court Calendars & Judges | Automated, initial appointments will depend on this information. Courtrooms need associated Buildings (Location). This was mentioned above in 3.1.1 |
| Divisions | If the customer will be using Division-based security, create Business Units for the Divisions and establish the appropriate users in each unit. Assign appropriate security roles for each user. Divisions must be configured to have associated Case Types. This |



| | |
|---|---|
| | information is used as a filter for lookups on the Case record. The data package includes “Civil” and “Criminal”. |
| Case Types | This will link to divisions and will reference the appropriate Case Type code when entered. These must be assigned Case Activity Types, and Case Types must also be assigned. This information is used as a filter on Case lookups. Update Case Types to add Calendars and Clearance Goals. This information is used for the random assignments of Calendars for Cases and populating the Clearance gage widget on the Case record. The data package includes “Breach of Contract”, “Federal”, and “Misdemeanor”. |
| Case Action Types | These must be updated to include the appropriate Case Action Category. They should be configured to identify if Attachments are required and if initial appointments are generated. The attributes are used by code to filter the Case Action views, highlight missing attachments, and generate initial activities. Divisions, Case Types, and Case Action Types connect to each other in various ways so verify that all the appropriate information is linked on each page. |
| Case Fees | These need to be set up for Case Actions. Code calls the Case Fee schedule to automatically set court fees for initial case activities. |
| Plea Types, Outcome Types & Sentence Types | These needs to have an associated Case Activity Type. Sentence Types are associated with Charges. This information is called by workflows to generate Case Activities. |
| Contacts & Organizations | Used to identify attorneys and other participants. This information is used as a filter for lookups. |
| Arresting Agencies & Arresting Officers | Used as filters on Criminal cases and should be associated with appropriate records. |
| Services | Used to schedule a Court Service for a case. This is the type of offering that will be created with an allotted amount of time for the Court Service. An example would be a hearing, trial, or sentencing. |
| Scheduling Tool | Available on the Case Action form for Hearings and Trials. Uses the calendars, recurring schedules, and resources set in Services to determine when an appointment for a case action can be scheduled. Reference the Appendix for further information. |
| Case Participant Role | Can be assigned to participants in a case. For example, roles such as Attorney, Respondent, Officer. These can be modified and new roles added as needed. |
| Statutes | Written laws related to charges. There is no data included in the package, these will need to be entered into the system. |

3.2 Verify Solution

To verify the solution installed completely and properly, perform the following verification tasks:

1. Add a Contact and an Organization
2. Add Court Cases – one each for Civil and Criminal; for each Court Case,
 - a. Add required initial data, and save
 - b. Add Participants
 - c. Add Charges Criminal Cases
3. Review Dashboards

NOTE: Not all Case Types have been fully configured. Below is a list of Case Types by Division that are configured for initial testing:

- Civil – Breach of Contract
- Criminal – Misdemeanor
- Criminal – Federal



3.2 Known Issues

There are a few known issues that you may encounter when you are validating the installation. Below is an explanation and the temporary solution.

- Workflows are configured for civil and criminal divisions specifically, anything further would need additional configuration and customization.
- Make sure that legacy form rendering is turned on. Without this on, there will be many errors on the form from Microsoft.
- When recusing a judge, there needs to be an alternative court calendar. If there is no other calendar to be added after a judge is recused it will keep attempting to recuse without a resolve.
- If there are issues with the three workflows based on the Case entity that update the Case status (Expunge, Dispose, or Seal) the Case Activity form may need to be edited temporarily to change the Participant lookup field to Optional. After the change has been published, activate these three workflows and change the Participant lookup field back to Business Required.
- If Case Title is not generating, go into the process called “JCMS- Update Case Title if Blank” and deactivate. Go into “Set Properties” and scroll to the bottom of the page that opens. Remove the parameters on the field and then add them back. Respondent (case) vs. Primary Respondent (case).



4 Appendix

4.1 Understanding DXC Justice Case Management Scheduler

The custom schedule module in the DXC Justice Case Management Accelerator is a very distinctive and powerful feature but it relies on configuration to properly work. This document will provide the information needed to enable the scheduler to work.

4.2 How it Works

The scheduler will work on a **saved** Case Activity record where the Case Activity Type has a **category** of either Trial or Hearing. The Case Activity must be related to a Case with an automatically assigned Calendar. A plugin will check the Recurring Appointment (i.e., Booking) records and match the Case Activity and Case information with the Category, Assigned Judge, Calendar, Courtroom and Maximum Cases (greater than 0) to display available date options.

The above describes a lot of contingency to display the scheduler. In a production environment, the configured data would be established as it would mirror reality. In the demo environment, however, the configuration data is incomplete.

Also, be aware that the scheduler should have additional features added for usability prior to going into production. The most obvious addition is a better way to access and manage Bookings.

4.3 Required Configuration

The scheduler works for all Cases in all Divisions except Traffic and Criminal. These divisions do not use automatic calendar assignments.



4.3.1 Case

Case must have an automatically assigned Calendar. (NOTE: The automatic calendar assignment process looks at Case Division and Case Type then randomly selects a record in the Court Calendar that is available for that Case Type.)

CASE: COURT CASE
Ryan vs Northwest Memorial Hospital

Case Number: 2015-L-000028
Filed Date: 11/20/2015
Calendar: 22
Building: Richard J. Daley Center
Courtroom: 3002

Amount Claimed: \$200,000.00
Initial Court Date/Time: 12/11/2015 10:32 AM
Next Court Event Info: --

| Activity Type | Court Fee... | Participant | Activity D |
|--------------------------|--------------|-------------|------------|
| Notice of Hearing | \$25.00 | Lewis Brady | 11/20 |
| Appearance Filed | \$206.00 | Lewis Brady | 11/20 |
| Civil Action Cover Sheet | | Bob Ryan | 11/20 |
| Complaint Filed | \$337.00 | Bob Ryan | 11/20 |
| Summons Issued | | Bob Ryan | 11/20 |
| Case Set on Status Call | | Bob Ryan | 11/20 |

CUMULATIVE COURT FEES
Plaintiff: \$337.00 Defendant: \$231.00

CLEARANCE GOAL
3 / 100 Days (1.667%)
3

CASE PARTICIPANTS
ALL PARTY NON-PARTY

| Participant | Role | Attorney | Prim |
|---------------|-----------|--------------|------|
| Adam Anderson | Judge | | No |
| Bob Ryan | Plaintiff | | Yes |
| Lewis Brady | Defendant | Sarah Thomas | Yes |

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4.3.2 Court Calendar

Court Calendar ensures that a Court Calendar record exists for the Case Type.

COURT CALENDAR : CALENDAR
22

CALENDAR DETAILS
Calendar: 22
Building: Richard J. Daley Center
Courtroom: 3002
Assigned Judge: Adam Anderson

CASE TYPES

| Calendar | Case Type | Division (Case Type) | Type Code (Case Type) |
|----------|--------------------------|----------------------|-----------------------|
| 22 | Breach of Contract - Law | Law | |
| 22 | Replevin | Civil | |



4.3.3 Case Type

Make sure that you have Case Activity Types that are either Hearings or Trial categories.

CASE TYPE INFORMATION

Case Type: Breach of Contract - Law
Type Code: --
Division: Law
Clearance Goal (Day): 180

CASE ACTIVITY TYPES

| Case Activity Type ↑ | Category | Type Code | Attachment R... |
|--|---------------|-----------|-----------------|
| Complaint Filed | Complaint | 0000987 | Yes |
| Court Trial | Trial | | No |
| If Served, File An Appearance on or Before | Filing No Fee | Yes | |
| Motion Call | Hearing | No | |

4.3.4 Recurring Appointments

Unlike the above records, accessing existing Recurring Appointment records is not as straight forward. To verify what Recurring Appointment records currently exist, use the Advanced Find feature.

Advanced Find - Microsoft Dynamics CRM -- Webpage Dialog

Look for: Recurring Appointments

Use Saved View: [new]

New Recurring Appointments may be added from the Advanced Find window. (This is the most straightforward way to do this, although other ways are available.)

Advanced Find - Microsoft Dynamics CRM -- Webpage Dialog

RECURRING APPOINTMENTS

New Recurring Appointment

| Subject ↑ | Regarding | Status | Recurrence Range Start | Recurrence Range End |
|----------------------|-----------|-----------|------------------------|----------------------|
| Beth's Test | | Scheduled | 11/23/2015 | 1/22/2016 |
| Civil Hearing | | Scheduled | 11/24/2015 | 1/23/2016 |
| Domestic Hearings | | Scheduled | 11/13/2015 | 1/12/2016 |
| Hearings and Motions | | Scheduled | 11/13/2015 | 1/12/2016 |
| Law Trial | | Scheduled | 11/24/2015 | 1/23/2016 |
| Law Trials | | Scheduled | 11/13/2015 | 1/12/2016 |
| Motion Calls | | Scheduled | 11/19/2015 | 1/18/2016 |
| Motions and Hearings | | Scheduled | 11/4/2015 | 1/3/2016 |
| Status Hearings | | Scheduled | 11/19/2015 | 1/18/2016 |
| Status Hearings | | Canceled | 11/19/2015 | 1/18/2016 |



4.3.4.1 Create a Recurring Appointment

1. Change the Organizer to the Assigned Judge (NOTE: When a Case is saved and the automatic calendar assigned, the Owner field is updated with the Assigned Judge from the randomly selected Court Calendar record. This field is hidden on the Case record, but a workflow will create a Judge record in the Case Participant table.)

The screenshot shows the 'New Recurring Appointment' form in Microsoft Dynamics CRM. The form has a left navigation pane with 'Law Trials' selected. The main form area displays the following fields:

- Priority: Normal
- Status: Open
- Owner: CRM Administrator
- Organizer: Adam Anderson
- Type: --
- Subject: --
- Calendar: --
- Courtroom: --
- Maximum Cases: --

2. Select Recurrence in the navigation menu and Set the times and recurrence pattern you want. Please note that System Settings dictate the Business Hours. If you try to set times outside of the standard business hours, you will receive a message that the Judge is not available at those times.

The screenshot shows the 'Set Recurrence' dialog box in Microsoft Dynamics CRM. The dialog has the following sections:

- Appointment Time:**
 - Start: 1:30 PM
 - End: 4:30 PM
 - Duration: 3 hours
- Recurrence Pattern:**
 - Weekly
 - Recur Every 1 Week(s) On:
 - ☐ Sunday ☒ Monday ☐ Tuesday ☒ Wednesday
 - ☐ Thursday ☒ Friday ☐ Saturday
- Range of Recurrence:**
 - Start range: 11/24/2015
 - End range:
 - ☐ No End Date
 - ☐ End after 10 occurrences
 - ☒ End by 1/23/2016

Buttons at the bottom: Set, Cancel, End Series.



3. Complete the remaining fields, including Type, Calendar, Courtroom and Maximum Cases. Save and Close the record.

RECURRING APPOINTMENT

Motion Calls

Priority: Normal | Status: Scheduled | Owner: CRM Administrator

Occurs every Monday, Wednesday and Friday from 1:30 PM to 4:30 PM effective 11/25/2015 until 1/23/2016, Eastern Standard Time

Organizer: Adam Anderson

Type: Hearing

Subject: Motion Calls

Calendar: 22

Courtroom: 3002

Maximum Cases: 2

Description:

NOTE: The **Courtroom** field must be completed, but it is not automatically completed for the user. You must make sure this is consistent with the Court Calendar selected. The **Maximum Cases** is used to limit the number of Cases that may be scheduled for a given time slot. The **Subject** will show up in the Service Calendar and synchronize with the Judges Outlook Calendar.

NOTE: The below message will come up if there is an overlap with an existing appointment. For DEMO purposes this is immaterial and can be ignored.

Scheduling Alerts

First Appointment: The following scheduling issues have been identified.

Adam Anderson is unavailable at this time.

Subsequent Appointments: Microsoft Dynamics CRM does not verify the availability of participants.

Ignore and Save | Cancel

4.3.4.2 Create a Scheduler Appointment

To create an Appointment using the Scheduler, add a new Case Activity:

1. Choose an activity of Hearing or Trial category for which you have created a Recurring Appointment.



2. Complete the required fields. Activity Date will automatically fill with today's date. The Participant is generally the Primary Plaintiff.

| Case Title | Case Number | Filed Date | Calendar | Activity Type | Court Fee | Participant |
|-------------------------------------|---------------|------------|----------|-------------------|-----------|-------------|
| Ryan vs Northwest Memorial Hospital | 2015-L-000028 | 11/20/2015 | 22 | Notice of Hearing | \$25.00 | Lewis Brady |

3. Save and Close the Case Activity record.
4. Open the newly created Case Activity Record from the Case form.

| Activity Type | Court Fee | Participant | Activity Date | Court Date/Time | Courtroom | Has Attachment |
|------------------------|-----------|--------------------|---------------|--------------------|-----------|----------------|
| Motion Call | | Alexander Harrison | 11/24/2015 | 12/28/2015 8:00 AM | 3003 | No |
| Complaint Filed | \$337.00 | Alexander Harrison | 11/12/2015 | | | No |
| Case Set on Trial Call | | Alexander Harrison | 11/12/2015 | 12/12/2015 5:53 PM | | No |

5. Select Days Out from 30, 60 or 90 days.

Days Out: ☐ 30 Days ☐ 60 Days ☐ 90 Days [View Case Schedules](#)

- 6.

| Date | Start Time | End Time | Assign |
|------------|------------|------------|------------------------|
| 12/28/2015 | 8:00:00 AM | 9:30:00 AM | Assign |
| 12/29/2015 | 8:00:00 AM | 9:30:00 AM | Assign |
| 01/04/2016 | 8:00:00 AM | 9:30:00 AM | Assign |
| 01/05/2016 | 8:00:00 AM | 9:30:00 AM | Assign |
| 01/11/2016 | 8:00:00 AM | 9:30:00 AM | Assign |

Appointment Details:

Subject: Civil Hearing

Start: 12/28/2015 8:00:00 AM

End: 12/28/2015 9:30:00 AM

Courtroom: 3003

Maximum Cases: 2

Current Number Cases: 1

[Assign](#)

now
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not
field on



4.4 Known Issues

4.4.1 Case List

The Scheduler is supposed to automatically associate the list of cases to the Recurring Appointment record. However, the Appointment form, not the Recurring Appointment form holds the functionality to link the cases. An automatic list does not appear to be generating. For DEMO purposes, you can add cases to the list.

The screenshot shows the 'APPOINTMENT' form in the DXC Justice Case Management system. The form is titled 'Motion Hearings' and displays details for an appointment on 11/23/2015. A red box highlights the 'APPOINTMENT' dropdown menu and the 'Cases' section below it. The 'Cases' section contains a table with columns: Case Title (Case), Case Number (Case), Division (Case), and Case Type (Case). Below the table, it states 'No Case Appointment records found.'

4.4.2 Outlook Synchronization

Individual Appointments do sync to the Assigned Judges Outlook calendar, including those set up as part of Recurring Appointments. The Appointment is identified by the Subject. However, very little other information is transferred, such as the list of Cases for that date's appointment. At this time, Microsoft has not opened up the connections between CRM and Outlook for customization.



About DXC Technology

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