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Case Related Workflow System Functional Design Document

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1 INTRODUCTION

1.1 THE PROJECT: SCOPE, GOALS AND STAKES

The European Ombudsman (EO) is an independent and impartial body that **investigates complaints** about maladministration in EU institutions, bodies, offices, and agencies. Complaints may be submitted by EU citizens or any natural or legal person resident in the EU. The EO also conducts inquiries on his own initiative. The EO cannot investigate political or purely judicial matters, but limits his review to administrative issues. He nevertheless does so in a dynamic manner, applying a standard of review that often extends beyond a purely legalistic assessment of the case in question.

The EO's current Complaint (or Case) Management System is **Eurombase**, an in-house system based on MS Access coupled with a **File Share** system used to store all the related documentation. A third tool, **SUPERVISEO**, allows the EO to follow the main complaints' stages.

The non-complaint activities are managed in **Rodeo**, an in-house document management system with assignment and workflow features.

The **Scope** of the project is to replace the current Case Management system (Eurombase + File Share + SUPERVISEO) by the association of two software products: MS Dynamics CRM 2011 and MS SharePoint 2010.

The project goals are:

- To increase and improve the digitalisation of the current management,
- To provide the basis for the widest possible in-depth reporting on the EO's case management (business intelligence), for tracking of the cases, and for enhancing the quality and timeliness of the objective statistical data currently produced through the existing tools.
- To further embed, and enhance the conditions for, the EO's case handler centric case management.
- To maximise the capacity of the EO, which has its own IT staff for IT management as well as development, to independently and autonomously further develop and exploit the case management system.

1.2 DOCUMENT PURPOSE

This document is intended to describe and define the Functional Design of the Case Related Workflow System. It will be used as input for next steps such as the Technical Design and build that will be performed by ACS.

The document is broken down into the following chapters:

- Data Model
- Actors and Right Matrix
- Processes
- Navigation and Workspaces
- Reporting
- Document Management
- Back office features

Note: All the mock-up screens present in this document are there for information purpose. The layout of those screens can change over time during the design phase or the build phase.

1.3 REQUIREMENTS LISTS

Below the list of the requirements identified during Phase 1 of the project:

#	Domain	Need / Functionality
1	Contact Management	A "Type of Contact" must be available in the contact form to categorize the complainants

2	Contact Management	The creation of a contact is only authorized for Registry employees but the modification is allowed to all the users. Any change will be tracked and logged in the system.
3	Institution Management	The Institutions Referential must be managed in the new CMS, only by the Registry
4	Institution Management	Provide the ability to create a contact and to link it to an Institution
5	Employee Management	The employees' administration must be Role based. A Role defines the perimeter of actions and security level of an employee.
6	Employee Management	A field containing the languages skills of employees must be created in order to facilitate the cases' assignments
7	Case Management	Manual creation of all cases, no automatism
8	Case Management	The Registry should access to all the cases. The visibility for all other users should be limited to their team and related sub-teams.
9	Case management	Main view lists to implement: "New cases", "Cases to A/R", "Cases Approved", My cases
10	Case Management	To help the dispatch and assignment of cases, the language skills of the lawyers and case handlers must be displayed
11	Case management	All actions done on a case must be captured manually or automatically in the CMS
12	Case Management	Case owners need to be alerted whenever an action is done on their cases
13	Case Management	A Merge mail functionality must be implemented to allow users to generate pre-filled documents from the new CMS
14	Case Management	Ability to generate emails from the system based on email templates (approx. 100 templates to migrate) – Performed by the EO staff
15	Case Management	The Case owner should be able to launch Approval Workflows in the system in accordance to the "Approval and signature circuit"
16	Case Management	Closing: validation rules must be implemented to control the integrity of the data
17	Document Management	Each version of a document must be accessible, i.e. all the intermediate drafts must be stored in the new CMS
18	Data Management	An Audit Trail should track data changes in the system, mainly of contacts and cases
19	Data Management	The Advanced search of a case should, as a minimum, provide the same search features as the one on the EO Website
20	Data Management	Migration close to 25 000 cases to migrate with related actions and documents
21	Reporting	Reporting and Dashboards are key to the success of the project. The need is mainly to provide the ability to follow the activity through reports and dashboards → operational reporting
22	Training	All case Handlers and managers and the Administrative Assistants of the Registry who will be trained by Internal Trainers

Table 1: Requirements

1.4 INTENDED AUDIENCE

The intended audience of this document:

- Stakeholders of the projects in which this application is involved
- Development teams
- IT Architect

1.5 REFERENCE AND APPLICABLE DOCUMENTS

1.5.1 REFERENCE DOCUMENTS

Ref.	Title	Description	Version	Date
R01	Statement of Work	Study Request	V1	08/11/2012
R02	Diagram path	Diagram		16/10/2012
R03	01 -STAGE 1 - Reception EO IDENTIFICATION	Diagram		03/08/2012
R04	02 -STAGE 2 - REGISTRATION	Diagram		17/10/2012
R05	03 -STAGE 3 & 4 - Directors + HR ASSIGNMENT & AR Merge	Diagram		18/10/2012
R06	05a -STAGE 5 - APPROVAL & SIGNATURE CIRCUIT	Diagram		18/10/2012
R07	05b -STAGE 5 - APPROVAL & SIGNATURE CIRCUIT	Diagram		18/10/2012
R08	06 -STAGE 6 - REGISTRATION OUTGOING	Diagram		18/10/2012
R09	Approval & signature circuit	Approval matrix		9/04/2013
R10	8.0 - Sending procedures to institutions 06.2012	Procedure		28/06/2012
R11	SUPERVISEO PLUS - PB090413	Related written specifications		9/04/2013
R12	Keywords	List of keywords per category		1/05/2013
R13	Meta data and their organisation in CRM - version sent BG 09.04.2013.doc	Metadata on cases and contacts		9/04/2013

Table 2: Reference documents

1.5.2 APPLICABLE DOCUMENTS

Ref.	Title	Description	Version	Date
A01	ITS08 - Lot5-01	Framework Contract	V1	26/10/2009
A02	Annex II to ITS 08	Service Requirements	V1	26/10/2009
A03	Appendix SLA to Annex II to ITS 08	Service Level Agreement	V1	26/10/2009
A04	Amendment N°3 to Framework Contract ITS08 - Lot 5-1	FY12 Indexed rate cards	V1	15/10/2012

Table 3 - Applicable documents

1.6 ABBREVIATIONS AND ACRONYMS

Abbreviation	Meaning
CAB	EO's Cabinet
CMS	Case Management System
CFR	Critical & further remarks
CH	Case Handler (Registry)
DIR	Director
DR	Draft recommendation

EI	European Institution
EO	European ombudsman
FI	Further Inquiry
FS	Friendly solution
HCIU	Head of complaint & inquiry unit
HR	Head of Registry
Case Handler	Legal officer
OII	Own initiative inquiry
SG	Secretary general
TP	Telephone Procedure Inquiry

Table 4: Abbreviations and acronyms

2 DATA MODEL

This section documents the Dynamics CRM 2011 Data Model of the European Ombudsman Case Management solution.

2.1 ENTITY DIAGRAM

The solution for basic Case management includes the entities *Account*, *Contact*, *Case*, and *Activity*. Those entities are structured as described in the following diagram.

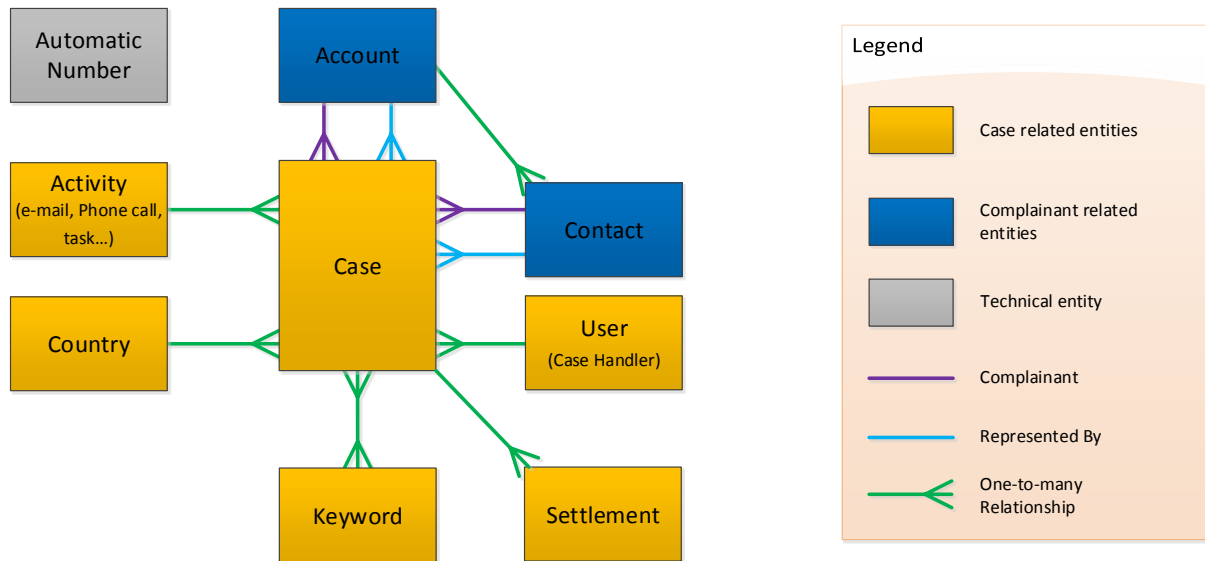


Figure 1: Entity Diagram

Entity	Description
Case	Concerns complaint
Contact	Individual person (Natural person)
Account	Organization (Legal person such as an institution or a company, ...)
User	Owner (Case Handler)
Activity	Activities are actions that a user plans to take and performs.
Country	List of countries.
Keyword	Concerns keywords (in relation with cases)
Settlement	Concerns settlement (in relation with complaint)

Table 5: Entities

Name	System Name	Ownership	Custom	Notes	Activities	Document	Audit	Icon
Case	incident	User/Team	✗	✓	✓	✓	✓	

Contact	contact	User/Team	✗	✓	✓	✓	✓	
Account	account	User/Team	✗	✓	✓	✓	✓	
User	systemuser	User/Team	✗	✗	✓	✗	✗	
Case Activity	task	User/Team	✗	✓	✗	✗	✗	
Country	eo_country	Organization	✓	✗	✗	✗	✗	
Keyword	eo_keyword	Organization	✓	✗	✗	✗	✗	
Settlement	eo_settlement	User/Team	✓	✗	✗	✗	✗	



In the following sections, fields added to standard entities will be in **Bold**.

Mandatory fields will be marked with a red star: *

Accounts and contacts are two of the most important and frequently used types of records in the system. In the Case Related Workflow System, an account is a company or other business entity that interacts with the EO.

Because the EO mainly targets individual person, contacts records (specific individuals) will often be managed within the system without any association to specific account records. Both accounts and contacts share almost all of the same concepts. Nevertheless, for each contact record, it is possible to specify one (and only one) account as its parent “customer”.

2.2 ACCOUNT

Business that represents the complainant as a legal person, such as lawyer cabinet.

Custom	Activity	Audit	Ownership
No	No	Yes	User

Information

General

Kind

Languages

Related

Common

Activities

Closed Activities

Sub-Accounts

Contacts

Documents

Audit History

Service

Cases

Account

BOETI

Owner

Contoso Administrator

Accounts

General

Account Information

Account Name *

BOETI

Account Number

32546

Primary Contact

Account

E-mail

Main Phone

0624 627362

Web Site

Mobile

Fax

Address

Street

STUDIO LEGALEVia Berenini, 86

City

FIDENZA

Postal Code

43036

Province

Post Office Box

Country

Italy

Kind

Kind General

Company

Kind Specific

Law

Represented By Account

Represented By Contact

Nationality

Languages

Initial Language

Italian

Current Language

Italian

2.2.1 FORM

Section: General

Display Name	Adv. Find Name	Schema Name	Type	Details	Description
Account Number	Account Number	accountnumber	String	100	Account identification
Account Name *	Account Name	name	String	160	Name of the account
Mobile	Mobile	telephone2	String	50	Account mobile phone
Main Phone	Main Phone	telephone1	String	50	First telephone number for the account
Primary Contact	Primary Contact	primarycontactid	Lookup	Contact	Primary contact for the account
E-mail	E-mail	emailaddress1	String	100	Account e-mail address
Account	Account	parentaccountid	Lookup	Account	Unique identifier of the account associated with the contact (Ex: division of a much larger organization)
Fax	Fax	Fax	String	50	Fax telephone number for the account.
Web Site	Web Site	WebSiteURL	String	200	Account's website
Represented By Account	Represented by Account	eo_represented_by_account	Lookup	Account	Represented by (BEHALF field in Eurombase) Present for migration purpose
Represented By Contact	Represented by contact	eo_represented_by_contact	Lookup	Contact	Represented by (BEHALF field in Eurombase) Present for migration purpose
Nationality	Nationality	eo_nationality_id	Lookup		Country
Street	Street1	address1_line1	String	250	Account address
Postal Code	Postal Code	address1_postalc ode	String	20	ZIP Code or postal code for address 1
PostOffice box	Post Office Box	address1_postoffi cebox	String	20	Postal Office box
City	City	address1_city	String	100	
Country	Country	eo_country	Lookup	Country	Country/Region for address1
Gender	Gender	eo_gender	Picklist		Man/Woman
Kind General	Are	eo_are	Picklist		Available values: • Individual • Assoc/org/ngo

				<ul style="list-style-type: none"> • Citizens'initiative • Citizens'group • Company • Other
Kind Specific	Do	eo_do	Picklist	Available values: <ul style="list-style-type: none"> • Law firm • Media • Institution-EU • Institution-local/regional/national • Academic/research bodies • Ombudsman • MEP • Political party/group • EU staff
Initial Language	Initial Language	eo_initial_language	Picklist	INITIALLAN in Eurombase
Current Language	Current Language	eo_current_language	Picklist	CURRENTLAN in Eurombase

2.2.2 RELATIONSHIPS

Relationships define the connections between various entities in CRM.

N:1 Relationships

From	To	Schema Name
account.primarycontactid	contact.contactid	account_primary_contact
account.masterid	account.accountid	account_master_account
account.parentaccountid	account.accountid	account_parent_account

1:N Relationships

From	To	Schema Name
account.accountid	task.regardingobjectid	Account_Tasks
account.accountid	email.regardingobjectid	Account_Emails
account.accountid	phonecall.regardingobjectid	Account_Phonecalls
account.accountid	incident.customerid	Incident_customer_accounts (Complainant)
account.accountid	incident.customerid	Incident_account_RepresentedBy (Represented by)
account.accountid	letter.regardingobjectid	Account_Letters
account.accountid	account.parentaccountid	account_parent_account
account.accountid	contact.parentcustomerid	contact_customer_accounts
account.accountid	account.masterid	account_master_account

2.2.3 ENTITY VIEWS

We shall use the standard views of Dynamics CRM for the *Account* entity. The views described below present the list of the records according to the applied filters and sorting rules. Besides filters, the user will only see his/her own records.

Name	Is Customizable	Is Managed	Description
------	-----------------	------------	-------------

All Accounts	True	True
--------------	------	------

We defined two views in the *Account* entity when user is connected:

- Inactive accounts
- All accounts

Name	Columns	Filters	Options
All accounts Default view	<ul style="list-style-type: none"> • Account Number • Account Name • Main Phone • E-mail • Gender • Are • Do • Represented By (Account) • Represented By (Contact) • Nationality • Owner 	Status CRM = Inactive/Active	
Inactive accounts	<ul style="list-style-type: none"> • Account Number • Account Name • Main Phone • E-mail • Gender • Are • Do • Nationality • Represented By (Account) • Represented By (Contact) • Nationality • Owner 	Status CRM = Inactive	

2.3 CONTACT

A contact is a natural person.

Custom	Activity	Audit	Ownership
No	No	Yes	User

Information

- General
- Kind
- Languages

Related

- Common
 - Activities
 - Closed Activities
 - Sub-Contacts
 - Documents
 - Audit History
 - Cases
- Service
 - Cases

Contact
Ivan BORISAVLJEVIC
Owner: Contoso Administrator

General

Name

First Name: Last Name*:

Title:

Account: Main Phone:

E-mail: Mobile:

Web Site: Fax:

Address

Street: City:

Postal Code: Province:

Post Office Box: Country:

Kind

Kind General: Kind Specific:

Institutions:

Represented By Account: Represented By Contact:

Nationality: Gender:

Languages

Initial Language: Current Language:

2.3.1 FORM

Display Name	Adv. Find Name	Schema Name	Type	Details	Description
First name .	First name	firstname	String	50	Name of the contact
Last name *	Last name	lastname	String	50	Name of the contact. NB: For cases where the person has not provided a name, we should also have a field "anonymous".
Mobile	Mobile	mobilephone	String	50	Account mobile phone
Main Phone	Main Phone	telephone1	String	50	First telephone number for the account
Gender	Gender	eo_gender	OptionSet		Gender of the Contact
E-mail	E-mail	emailaddress1	String	100	Account e-mail address
Account	Account	parentcustome rid	Lookup	Account	Unique identifier of the parent account (Ex: Lawyer, member of a law firm)
Fax	Fax	fax	String	50	Fax telephone number for the account.
Web Site	Web Site	websiteurl	String	200	Web site URL for the contact
•					

Represented By Account	Represented by Account	eo_represented_by_account	Lookup	Account	Represented by (BEHALF field in Eurombase) Present for migration purpose
Represented By Contact	Represented by contact	eo_represented_by_contact	Lookup	Contact	Represented by (BEHALF field in Eurombase) Present for migration purpose
Nationality	Nationality	eo_nationality_id	Lookup		Country
Postal Code	Postal Code	Postal Code	Postal Code	Postal Code	Postal Code
City	City	City	City	City	City
Province	Province	Province	Province	Province	Province
Country	Country	Country	Country	Country	Country
PostOffice box	Post Office Box	address1_postofficebox		Single line of text	Postal Office box
Kind general	Are	eo_are	Picklist		Available values: <ul style="list-style-type: none"> • Individual • Assoc/org/ngo • Citizens'initiative • Citizens'group • Company • Other
Kind Specific	Do	eo_do	Picklist		Available values: <ul style="list-style-type: none"> • Law firm • Media • Institution-EU • Institution-local/regional/national • Academic/research bodies • Ombudsman • MEP • Political party/group • EU staff + institution
Initial Language	Initial Language	eo_initial_language	Picklist		INITIALLAN in Eurombase
Current Language	Current Language	eo_current_language	Picklist		CURRENTLAN in Eurombase

2.3.2 RELATIONSHIPS

Relationships define the connection between different entities inside the CRM Dynamics.

N:1 Relationships

From	To	Schema Name
account.accountid	contact.parentcustomerid	contact_customer_accounts
contact.contactid	contact.parentcustomerid	contact_customer_contacts

lead.leadid	contact.originatingleadid	contact_originating_lead
-------------	---------------------------	--------------------------

1:N Relationships

From	To	Schema Name
contact.contactid	task.regardingobjectid	contact_Tasks
contact.contactid	email.regardingobjectid	contact_Emails
contact.contactid	phonecall.new_query	New_contact_Phonecalls_query
contact.contactid	incident.customerid	incident_customer_contact (Complainant)
contact.contactid	incident.customerid	Incident_contact_RepresentedBy (Represented by)
contact.contactid	letter.regardingobjectid	contact_Letters
contact.contactid	contact.parentcustomerid	contact_customer_contacts
contact.contactid	account.primarycontactid	account_primary_contact

2.3.3 ENTITY VIEWS

We shall use the standard views of Dynamics CRM for the Contact entity.

Name	Is Customizable	Is Managed	Description
Inactive contacts	True	True	
All Accounts	True	True	

We defined three views in the *Contact* entity:

- Active contacts (default view)
- Inactive contacts
- All contacts

Name	Columns	Filters	Options
Active contacts Default view	<ul style="list-style-type: none"> • First Name • Last name • Gender • Are • Do • Represented By (Account) • Represented By (Contact) • Nationality • Current language • Initial language • E-mail • Owner 	Status CRM = Active	Sorted by Name – Ascending order
Inactive contacts	<ul style="list-style-type: none"> • First Name • Last name • Gender • Are • Do • Represented By (Account) • Represented By (Contact) • Nationality • Current language 	Status CRM = Inactive	

	<ul style="list-style-type: none"> Initial language E-mail Owner 	
All contacts	<ul style="list-style-type: none"> First Name Last name Gender Are Do Represented By (Account) Represented By (Contact) Nationality Current language Initial language E-mail Owner 	Status CRM = Inactive/Active

2.4 CASE

The *Case* entity is the core entity of the solution. We will manage five types of cases:

- OMC
- Within the mandate but inadmissible complaints
- Admissible no grounds cases
- Inquiry
- Query

Custom	Activity	Audit	Ownership
No	Yes	Yes	User

Information

General

Registry Actions

Activity

Comments

Related

Common

Activities

Closed Activities

Settlements

Documents

Audit History

Keywords

Cases

Processes

Workflows

Dialog Sessions

Case

201300014

Cases

Owner

Erika Cheley

Case type

Inquiry

Status Reason

Recorded

Sensitivity

Procedure

General

Overview

Complaint Number

201300014

Owner

Erika Cheley

Complaint Reference

Complainant

PUTZGRUBER

Date Registered

6/25/2013

1:49 PM

Represented By Account

Represented By Contact

Date Mailed

6/20/2013

Status

Recorded

Date Received

6/23/2013

Case Type

Inquiry

Transmitted By

Transmitted By (Country)

AR skipped

☒ No ☐ Yes

Oil Category

Systemic

Date Acknowledgement

Procedure

Date Decision

Sensitivity

Date Closed

Article 14(3)

☒ No ☐ Yes

Notes

Media Type

EO Web Number

Initial Language

Priority

1

Current Language

Complexity

1

Related Cases

Complaint Number

Owner

Customer

Procedure

Sensitivity

Case Type

Date Received

Date Close

No Case records are available in this view.

Page 1

Against

Country

No Settlement records are available in this view.

Page 1

Keywords

Keyword

Keyword Type

Execution of contracts

4-Subject matter

Institutional and policy matters

4-Subject matter

Right to be heard and to make statements [Article 16 ECG...

3-Type of Maladministr

Registry Actions

Date Scanned

Date Assigned

Date Distributed

Date Transfer

Initial Country

Case Canceled

☒ No ☐ Yes

Advice 1

Advice 1 (Country)

Advice 2

Advice 2 (Country)

Transferred To

Transferred To (Country)

Activity

Friendly solution

☒ No ☐ Yes

Date Friendly solution

Draft recommendation

☒ No ☐ Yes

Date Recommendation

Special report

☒ No ☐ Yes

Date Special Report

CFR

☒ No ☐ Yes

Institution

2.4.1 FORM

Display Name	Adv. Name	Find	Schema Name	Type	Details	Description
Complaint Number	Complaint Number		title	String	200	Title of the case
Owner *	Owner		ownerid	Owner	system user, team	Unique identifier of the user or team who owns the case
Case type *	Case type		eo_case_type	OptionSet		Type of case: <ul style="list-style-type: none"> • OMC • Within the mandate but inadmissible complaints • Admissible no grounds cases • Inquiry • Query • Pending decision on case type
Status	Status		statuscode	Picklist		Reason for the status of the case: <ul style="list-style-type: none"> • Recorded • To be assigned • Assigned • Closed
Priority	Priority		prioritycode	Picklist		Priority of the case in the range 1 to 3 with 1 representing the highest priority (default value = 1)
Complainant *	Customer		customerid	Lookup (contact, account)		Unique identifier of the account or contact associated with the case
Case number	Case number		ticketnumber	String	100	Case number reference. Follow the following pattern : YYYY-NNNN where YYYY is the current year and NNNN is an incremental number
Date Received	DateReceived		eo_date_received	Date		Date received at the registry
Media Type	MediaType		eo_media_type	Picklist		Type of the first correspondence
Summary	Summary			String		
Date transfer	Date transfer		eo_date_transfer	Date		Date of the case transfer
Date Friendly Solution	DateFriendlySolution		eo_date_friendly_solution	Date		Date Friendly Solution
Date Acknowledgement	DateAcknowledgement		eo_date_acknowledgement	Date		Date of the AR
Date Recommendation	DateRecommendation		eo_date_recommendation	Date		Date recommendation
Date Closed	DateClosed		eo_date_closed	Date		Case resolution is created
Complaint Reference	ComplaintReference		eo_complaint_reference	Numeric		Legacy case (concern old references in the new system) – Read Only

					(COMPLAINT field in Eurombase)
Date Mailed	DateMailed	eo_date_mailed	Date		When Complainant sent complaint
Notes	Notes	eo_notes	Multiple lines of text	100	Comments of the case (Notes field on the Eurombase interface—COMMENTS in the database)
Current language	Currentlanguage	eo_current_language	Picklist		Currentlanguage
Initial Language	Initiallanguage	eo_initial_language	Picklist		Initiallanguage
Date Scanned	DateScan	eo_date_scanned	Date		Maintenance Form
Date Assigned	DateAssign	eo_date_assigned	Date		Maintenance Form
Date Distributed	DateDistribute	eo_date_distributed	Date		Maintenance Form
Friendly Solution	IsFriendlySolution	eo_friendly_solution	Boolean		For information purpose (manually linked to an activity)
Special Report	IsSpecialReport	eo_special_report	Boolean		For information purpose (linked to an activity)
Draft Recommendation	IsDraftRecommendation	eo_draft_recommendation	Boolean		For information purpose (manually linked to an activity)
Transmitted By	TransmittedBy	eo_transmitted_by	Picklist		Available values: <ul style="list-style-type: none"> List of ~70 [Institutions full title] Ombudsman - national Ombudsman - regional Ombudsman - local Committee on petitions - national Committee on petitions - regional Private entity Administration Public service body Courts or similar bodies Government Other
Transmitted By (Country)	Transmitted By (Country)	eo_transmitted_by_country	Lookup	Country	Transferred To (Country)
Transferred To	TransferredTo	eo_transferred_to	Picklist		Available values: <ul style="list-style-type: none"> List of ~70 [Institutions full title] Ombudsman - national Ombudsman - regional Ombudsman - local Committee on petitions - national Committee on petitions - regional Private entity

						<ul style="list-style-type: none"> • Administration • Public service body • Courts or similar bodies • Government • Solvit • European data protection supervisor • Other
Transferred To (Country)	Transferred To (Country)	eo_transferred_to_country	Lookup	Country		
Advice	Advice	eo_advice	Picklist			Available values: <ul style="list-style-type: none"> • List of ~70 [Institutions full title] • Ombudsman - national • Ombudsman - regional • Ombudsman - local • Committee on petitions - national • Committee on petitions - regional • Private entity • Administration • Public service body • Courts or similar bodies • Government • Other
Advice 2	Advice 2	eo_advice2	Picklist			Available values: <ul style="list-style-type: none"> • List of ~70 [Institutions full title] • Ombudsman - national • Ombudsman - regional • Ombudsman - local • Committee on petitions - national • Committee on petitions - regional • Private entity • Administration • Public service body • Courts or similar bodies • Government • Other
Advice (Country)	1	Advice (Country)	1	eo_advice1_country	Lookup	Country
Advice (Country)	2	Advice (Country)	2	eo_advice2_country	Lookup	Country
Sensitivity	Sensitivity	eo_sensitivity	Picklist			Drop-down list with 3 values: <ul style="list-style-type: none"> • 1 - Confidential • 2 – Public • 3 - Confidential EO
AR Skipped	IsArSkip	eo_ar_skipped	Boolean			Field entered manually by the Registry (same meaning as AR to skip field in Eurombase)

Case Canceled	Cancel	eo_cancel	Boolean		
CFR	IsCFR	eo_cfr	Boolean		Critical and Further remarks For information purpose (linked to an activity)
Date Special Report	DateSpecialReport	eo_date_special_report	Date		Date special report
OII Category	OIICategory	eo_oii_category	Picklist		Available values: <ul style="list-style-type: none"> • Complaint Based • Query based • Systemic • Visit
Recommendation	Recommendation	eo_recommendation	Picklist		List of institutions: List of ~70 [Institutions full title]
Procedure	Procedure	eo_procedure	Picklist		Sequential procedures (lifecycle) <ul style="list-style-type: none"> • 1 - Normal • 2 - Telephone Procedure • 3 - Clarificatory • 4 – Inspection • Combinations of the above entries. Ex:: Clarificatory => Telephone Procedure => Normal => Telephone Procedure
Initial country	Initial country	eo_initial_country	Lookup	Country	Initial country (EU)
Date decision	Date decision	eo_date_decision	Date		Information of date decision - 'date of admissibility decision'
EO Web Number	EoWebNumber	eo_web_number	String		Number automatically generated by the website whenever a person submits a complaint through the website.
Complexity	Complexity	eo_complexity	Picklist		Complexity of the case in the range 1 to 3 with 1 representing the highest complexity (Low, Medium, High) (default value = 1)
Represented By Account	Represented by Account	RepresentedByAccount	Lookup	Account	Represented by (BEHALF field in Eurombase)
Represented By Contact	Represented by contact	RepresentedByContact	Lookup	Contact	Represented by (BEHALF field in Eurombase)
Article 14(3)	Article 14(3)	eo_article143	Boolean		The Article 14(3) decisions mean that the Ombudsman has taken the decision to no longer respond to correspondence because the correspondence had become abusive, repetitive etc

2.4.2 RELATIONSHIPS

N:1 Relationships

From	To	Schema Name
owner.ownerid	case.ownerid	Owner_incidents
Contact.contactid	Case.customerid	Incident_customer_contacts
Contact.contactid	Case.customerid	Incident_contact_RepresentedBy
account.accountid	case.customerid	Incident_customer_accounts
account.accountid	case.customerid	Incident_Account_RepresentedBy
contact.contactid	case.responsiblecontactid	Contact_as_responsible_contact

1:N Relationships

From	To	Schema Name
Case.incidentid	task.regardingobjectid	Incident_Tasks
Case.incidentid	email.regardingobjectid	Incident_Emails
Case.incidentid	phonecall.regardingobjectid	Incident_Phonecalls
Case.incidentid	Caseresolution.incidentid	incident_incidentResolutions
Case.incidentid	letter.regardingobjectid	Incident_Letters

N:N Relationships

Link OII (Complaint & Query based) with other cases

From	To	Schema Name
Case.incidentid	Case.incidentid	Incident_Incident

2.4.3 ENTITY VIEWS

Name	Is Customizable	Is Managed	Description
Active cases	True	True	
Resolved cases	True	True	
All Cases	True	True	

We defined three views in the account entity:

- Active cases (default view)
- Inactive cases
- All cases

Name	Columns	Filters	Options
Active cases Default view	<ul style="list-style-type: none"> • complaint number • owner • complainant • procedure • sensitivity • case type • date received • date closed • status 	Status CRM = Active	Sorted by Name – Ascending order

	<ul style="list-style-type: none"> • date decision • date transfer 	
Inactive cases	<ul style="list-style-type: none"> • complaint number • owner • complainant • procedure • sensitivity • case type • date received • date closed • status • date decision • date transfer 	Status CRM = resolved or canceled?
All cases	<ul style="list-style-type: none"> • complaint number • owner • complainant • procedure • sensitivity • case type • date received • date closed • status • date decision • date transfer 	<ul style="list-style-type: none"> • Status CRM = Resolved/Canceled/Active

ID	Description
001	<ul style="list-style-type: none"> • Upon creation of a new case, the <i>Case Number</i> field must be populated automatically following the pattern: "YEAR+4digits" (Ex: 2013-0001)

2.5 ACTIVITY

In Microsoft Dynamics CRM, an *Activity* is a generic term that is used to describe business interactions, such as phone calls, tasks, and email messages. The following ones will be available in the solution:

- **Case Activity** (custom entity developed for the solution)
- **Task** - used when recording a to-do or follow-up item
- **Phone Call** – used when recording a received or initiated telephone call
- **E-mail** – used when recording a received or sent email message.
- **Appointment** – used when recording a meeting or an appointment.
- **Service Activity** – used when recording a service performed for a customer.
- **Recurring Appointment** – used when recording meetings or appointments that occur on a regular, scheduled basis, such as the 15th of each month or every other Tuesday.

Custom	Activity	Audit	Ownership
Yes	No	Yes	User

Information
Case Activity

Related

Common

- Connections
- Audit History

Processes

- Workflows
- Dialog Sessions

Case Activity

The Approver provided an answer to your request

Case Activity

Subject * The Approver provided an answer to your request

Description An approval request was closed by : Alfons Parovszky

Status : Approved

Comments :

Regarding Case

Owner * Contoso Administrator

Created By Contoso Administrator

Category

Type of Case

Type of Action

Date Action

Workflow

Workflow Stage

Approval Stage

Due Date

Replied ☒ No ☐ Yes

Confidential ☒ No ☐ Yes

For OIs concerning several institutions, please fill in the following document

Against

Against Country

2.5.1 FORM

Display Name	Adv. Find Name	Schema Name	Type	Details	Description
Regarding Case	Regarding CASE	Regardingobjectid	Lookup (case)		Case information
Description	Description	Description	Multiple lines of text	Maximum length 2000	Activities description
Owner *	Owner	Ownerid	Owner	systemuser, team	Unique identifier of the user or team who owns the task
Date Action	DateAction	DateAction	Date		Received date or date sent
Against	Against	Against	Lookup	Against	Available values: <ul style="list-style-type: none"> List of ~70 Institutions full naming Ombudsman - national Ombudsman - regional Ombudsman - local Committee on petitions - national

					<ul style="list-style-type: none"> • Committee on petitions - regional • Private entity • Administration • Public service body • Courts or similar bodies • Government • Other
Against Country	AgainstCountry	AgainstCountry	Lookup	Country	
Subject	Subject	Subject	String	200	Subject associated with the task
Replied	Replied	Replied	Boolean		Legacy field that indicates awaiting reply.
Confidential	IsConf	IsConf	Boolean		
Type of Case	Type of Case	DocumentCategory	Picklist		Linked to Case Type
Type of Action	Type of Action	DocumentType	Picklist		Linked to Document Category
Workflow Stage	Workflow Stage	ActionCategory	Picklist		Superviseo tabs Ex: Awaiting LO actions, Awaiting External Feedback, Awaiting Internal Feedback, Registry send/record
Approval Stage	Approval Stage	eo_status_reason	Picklist		Reason for the status of the task (Approved, Rejected, Approved under conditions)

2.5.2 RELATIONSHIPS

N:1 Relationships

From	To	Schema Name
Case.incidentid	Activity.regardingobjectid	Incident_activityPointers
Contact.contactid	Activity.regardingobjectid	Contact_ActivityPointers
Account.accountid	Activity.regardingobjectid	Account_ActivityPointers
Owner.ownerid	Activity.ownerid	Owner_ActivityPointers
Country.countryid	Activity.countryid	Country_ActivityPointers

1:N Relationships

From	To	Schema Name
Activity.activityid.	task.activityid	Account_Tasks

2.5.3 ENTITY VIEWS

We shall use the standard views of Dynamics CRM for the *Activity* entity

Name	Is Customizable	Is Managed	Description
Open activities	True	True	
Closed activities	True	True	
All activities	True	True	

We defined three types of view in the *Activity* entity:

- Active activities (default view)
- Inactive activities
- All activities

Name	Columns	Filters	Options
Active activities Default view	<ul style="list-style-type: none"> • Date Action • Subject • Regarding CASE • Owner • Type of Case • Type of Action • Workflow Stage • Approval Stage 	Status CRM = Open	Sorted by Date Action – Descending order
Inactive activities	<ul style="list-style-type: none"> • Date Action • Subject • Regarding CASE • Owner • Type of Case • Type of Action • Workflow Stage • Approval Stage 	Status CRM = Canceled/Completed	
All activities	<ul style="list-style-type: none"> • Date Action • Subject • Regarding CASE • Owner • Type of Case • Type of Action • Workflow Stage • Approval Stage 	Status CRM = Canceled/Completed/Active	

2.6 USER

The *User* entity represents persons with access to the Microsoft CRM system and who own objects (Case, Account, etc). This entity will be customized to hold the languages spoken by Case Handler (up to 7 languages).

During the *Assignment* stage, members of the *Assignment team* will consult a view of users with their languages to assign the case to the right person.

Custom	Activity	Audit	Ownership
Yes	No	No	User

Information

- General
- System Fields

Related

- Common
 - Teams
 - Security Roles
 - Field Security Profiles
 - Quotas
 - Work Hours
 - Connections
 - Audit History
- Service
 - Services
 - Resource Groups
- Processes
 - Workflows
 - Dialog Sessions

User Users

Erika Cheley

Case Handler: ☒ False ☐ True

General

Account Information

User Name *: Title:

First Name *: Last Name *:

Initials: Main Phone:

Case Handler *: ☒ False ☐ True Primary E-mail:

Business Unit *:

Languages

Language	Level
Language 1	Language 1 Level
Language 2	Language 2 Level
Language 3	Language 3 Level
Language 4	Language 4 Level
Language 5	Language 5 Level
Language 6	Language 6 Level
Language 7	Language 7 Level

System Fields

License Type *: Access Mode *:

E-mail access type - Outgoing *:

E-mail access type - Incoming *:

Invitation Status *: Default Queue:

Status: **Enabled**

2.6.1 FORM

Display Name	Adv. Find Name	Schema Name	Type	Details	Description
User name *	User name *	Domainname	String	Maximum length 1,024	Windows user (Domain\login)
First name *	First name *	Firstname	String	64	First name of the user
Last name *	Last name *	Lastname	String	64	Last name of the user
Initials	Initials	Initials	String	20	User initials
Business unit *	Business unit	Businessunitid	Lookup		
Main Phone	Main Phone	Address1_Telephone1	String	64	Main phone of the user
Title	Title	Title	String	128	Title of the user
Primary E-mail	Primary E-mail	Internalemailaddress	String	100	Internal mail address of the user
Status	Status	Isdisabled	Picklist		Information about active or inactive user
Case Handler	Case handler	CaseHandler	Boolean	True/False	True if the user manages

					cases.
Language 1	Language 1	Language1	Picklist	Language of the user	
Language Level 1	Language Level 1	Language1Level 1	Picklist	Level in the range 1 to 3 with 1 representing the highest level	
Language 2	Language 2	Language2	Picklist	Language of the user	
Language Level 2	Language Level 2	LanguageLevel 2	Picklist	Level in the range 1 to 3 with 1 representing the highest level	
Language 3	Language 3	Language3	Picklist	Language of the user	
Language Level 3	Language Level 3	Language3Level 3	Picklist	Level in the range 1 to 3 with 1 representing the highest level	
Language 4	Language 4	Language4	Picklist	Language of the user	
Language Level 4	Language Level 4	Language4Level 4	Picklist	Level in the range 1 to 3 with 1 representing the highest level	
Language 5	Language 5	Language5	Picklist	Language of the user	
Language Level 5	Language Level 5	Language5Level 5	Picklist		
Language 6	Language 6	Language6	Picklist	Language of the user	
Language Level 6	Language Level 6	Language6Level 6	Picklist	Level in the range 1 to 3 with 1 representing the highest level	
Language 7	Language 7	Language7	Picklist	Language of the user	
Language Level 7	Language Level 7	Language7Level 7	Picklist	Level in the range 1 to 3 with 1 representing the highest level	

2.6.2 RELATIONSHIPS

N:1 Relationships

From	To	Schema Name
Businesunit.businessunitid	User.businessunitid	Business_unit_system_users
User.systemuserid	User.parentsystemid	User_parent_user
Site.siteid	User.siteid	Site_system_users

1:N Relationships

From	To	Schema Name
Activity.activityid.	task.activityid	Account_Tasks

2.6.3 ENTITY VIEWS

Name	Is Customizable	Is Managed	Description
Active users	True	True	
Inactive users	True	True	
All users	True	True	
User Assignment View	True	True	

We defined four views in the *User* entity:

- Active users (default view)
- Inactive users
- All users
- User Assignment View

Name	Columns	Filters	Options
Enabled users Default view	<ul style="list-style-type: none"> • Full Name • Initials • Business Unit • Title 	Status CRM = Active	Sorted by Full Name – Ascending order
Disabled users	<ul style="list-style-type: none"> • Full Name • Initials • Business Unit • Title 	Status CRM = Inactive	Sorted by Full Name – Ascending order
All users	<ul style="list-style-type: none"> • Full Name • Initials • Business Unit • Title 	Status CRM = Inactive/Active	Sorted by Full Name – Ascending order
User Assignment View	<ul style="list-style-type: none"> • Full Name • Initials • Business Unit • Title • Language 1 • Language 1 Level • Language 2 • Language 2 Level • Language 3 • Language 3 Level • Language 4 • Language 4 Level • Language 5 • Language 5 Level • Language 6 • Language 6 Level • Language 7 • Language 7 Level 	Status CRM = Active and Case Handler = TRUE	Sorted by Full Name – Ascending order

2.7 COUNTRY

Custom	Activity	Audit	Ownership
Yes	No	No	User

Country
France

General

Name* France

Name (in French)* France

Belongs to EU* ☐ Yes ☒ No

Code* FR

Member since

2.7.1 FORM

Display Name	Adv. Find Name	Schema Name	Type	Details	Description
Code *	Code	Code	Numeric		Country Code
Name *	Name	Name	String	100	Country
Member since	DateSince	DateSince	Date		
Belongs To EU *	BelongsToEU	BelongsToEU	Boolean		
Name (in French) *	Eo_name_in_french	Eo_name_in_french	String	100	Country in French

2.7.2 RELATIONSHIPS

N:1 Relationships

From	To	Schema Name
Owner.ownerid	Country.ownerid	Owner_new_country

1:N Relationships

From	To	Schema Name
Country.countryid	task.regardingobjectid	New_country_tasks

2.7.3 ENTITY VIEWS

Name	Is Customizable	Is Managed	Description
Active countries	True	True	
Inactive countries	True	True	
All countries	True	True	

We defined three views in the *Country* entity:

- Active country (default view)
- Inactive country
- All country

Name	Columns	Filters	Options
Active countries Default view	<ul style="list-style-type: none"> Country DateSince BelongsToEU 	Status CRM = Active	Sorted by Country – Ascending order
Inactive countries	<ul style="list-style-type: none"> Country DateSince BelongsToEU 	Status CRM = Inactive	Sorted by Country – Ascending order
All countries	<ul style="list-style-type: none"> Country DateSince BelongsToEU 	Status CRM = Inactive/Active	Sorted by Country – Ascending order

2.8 KEYWORD

Custom	Activity	Audit	Ownership
Yes	No	No	User

2.8.1 FORM

Display Name	Adv. Find Name	Schema Name	Type	Details	Description
Keyword *	Keyword	Keyword	Picklist		
Keyword Type *	KeywordType	KeywordType	Picklist		Keyword type : <ul style="list-style-type: none"> • EUROVOC (1), • Fields of Law (2), • Type of Maladministration (3), • Subject matter (4)

2.8.2 RELATIONSHIPS

N:1 Relationships

From	To	Schema Name
Owner.ownerid	Keywords.ownerid	Owner_new_keywords

2.8.3 ENTITY VIEWS

Name	Is Customizable	Is Managed	Description
Active keywords	True	True	
Inactive keywords	True	True	Refers to those keywords

that are no longer use		
All keywords	True	True

We defined the following views in the *Keyword* entity when user connected:

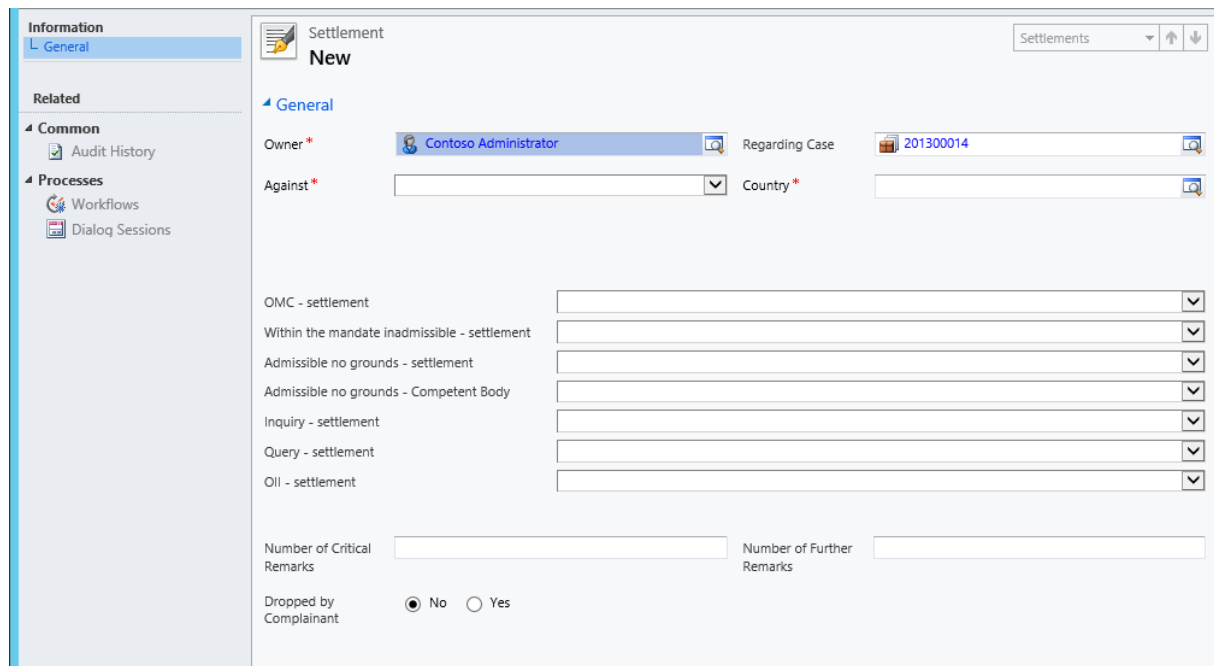
- Active keywords (default view)
- Inactive keywords
- Key Words 1: EUROVOC
- Key Words 2: Fields of Law
- Key Words 3: Type of Maladministration
- Key Words 4: Subject matter of the case (we removed 'Community', it does not exist any longer; we are all now united in the European Union...).

Name	Columns	Filters	Options
Active keywords Default view	<ul style="list-style-type: none"> • Keyword • KeywordType 	Status CRM = Active	Sort by Name – Ascending order
Inactive keywords	<ul style="list-style-type: none"> • Keyword • KeywordType 	Status CRM = Inactive	Sort by Name – Ascending order
All keywords	<ul style="list-style-type: none"> • Keyword • KeywordType 	Status CRM = Inactive/Active	Sort by Name – Ascending order
Key Words 1: EUROVOC	<ul style="list-style-type: none"> • Keyword • KeywordType 	KeywordType = 1	Sort by Name – Ascending order
Key Words 2: Fields of Law	<ul style="list-style-type: none"> • Keyword • KeywordType 	KeywordType = 2	Sort by Name – Ascending order
Key Words 3: Type of Maladministration	<ul style="list-style-type: none"> • Keyword • KeywordType 	KeywordType = 3	Sort by Name – Ascending order
Key Words 4: Subject matter of the case	<ul style="list-style-type: none"> • Keyword • KeywordType 	KeywordType = 4	Sort by Name – Ascending order

2.9 SETTLEMENT

This *Settlement* entity represent the reasons for closing a case.

Custom	Activity	Audit	Ownership
Yes	No	No	User



Information
General

Related
Common
Audit History
Processes
Workflows
Dialog Sessions

Settlement New

Owner* Contoso Administrator Regarding Case 201300014
Against* Country*

OMC - settlement
Within the mandate inadmissible - settlement
Admissible no grounds - settlement
Admissible no grounds - Competent Body
Inquiry - settlement
Query - settlement
OII - settlement

Number of Critical Remarks Number of Further Remarks

Dropped by Complainant ☒ No ☐ Yes

2.9.1 FORM

Display Name	Adv. Name	Find	Schema Name	Type	Details	Description
Against *	Against	Against		Lookup	Against	Available values: <ul style="list-style-type: none"> List of ~70 [Institutions full naming] Ombudsman - national Ombudsman - regional Ombudsman - local Committee on petitions - national Committee on petitions - regional Private entity Administration Public service body Courts or similar bodies Government Other
Country *	Country	Country		Lookup	Country	
OMC - Reason for closing the case	OMC Settlement		OMCSettlement	OptionSet		Available values: <ul style="list-style-type: none"> Not EU Institution - Art 2.1 no EU law issue Not EU Institution - Art 2.1 EU law issue ECJ judicial role - Art 2.2 No maladministration - Art 2.2
Within the mandate inadmissible - Reason for closing the case	Within the mandate inadmissible Settlement		WithinTheMandatelnadmissible Settlement	OptionSet		Available values: <ul style="list-style-type: none"> Complainant not identified (Art. 2.3) Object not identified (Art. 2.3) Being dealt with or already dealt with by a court (Arts. 1.3 and 2.7) Time limit exceeded (2 years limit) (Art. 2.4) No prior administrative

				<p>approaches made (Art. 2.4)</p> <ul style="list-style-type: none"> Internal remedies not exhausted in staff cases (Art. 2.8)
Admissible no grounds - Reason for closing the case	Admissible no grounds Settlement	AdmissibleNoGroundsSettlement	OptionSet	<p>Available values</p> <ul style="list-style-type: none"> Dealt with or being considered by another competent body Dropped by complainant before inquiry Other
Admissible no grounds – Competent Body	Admissible no grounds – Competent Body	AdmissibleNoGroundsCompetentBody	OptionSet	<p>Available values</p> <ul style="list-style-type: none"> European Parliament Committee on Petitions European Anti-Fraud Office - OLAF (European commission) European data protection Supervisor (EDPS) Other body (closed other)
Inquiry - Reason for closing the case	Inquiry Settlement	InquirySettlement	OptionSet	<p>Available values</p> <ul style="list-style-type: none"> Closed after Special Report to EP Critical Remark(s) Dealt with by a Court (Art. 2.7) Draft recommendation agreed by the institution Draft recommendation partly agreed by the institution (This conclusion must be clearly stated in the closing letters) Dropped by the complainant after inquiry opened Dropped by the complainant before inquiry opened Friendly Solution accepted No further inquiries justified (normal inquiry) No further inquiries justified (telephone procedure) No maladministration No maladministration (telephone procedure) Settled by the institution (normal inquiry) Settled by the institution (telephone procedure - failure to reply) No further inquiries justified (extended telephone procedure involving other issues than failure to reply) Other Other (Art. 2.8) Settled by the institution (extended telephone procedure involving other

Query - Reason for closing the case	Query Settlement	QuerySettlement	OptionSet	<p>issues than failure to reply)</p> <p>Available values</p> <ul style="list-style-type: none"> • Decision taken to open an own initiative • EO provided the information • No grounds for continuing the query • Satisfactory reply from the Institution
Own initiative inquiry- Reason for closing the case	OIISettlement	OIISettlement	Picklist	<p>Available values:</p> <ul style="list-style-type: none"> • Critical Remark(s) • Closed after Special Report to EP Critical remarks • Dealt with by a Court (Art. 2.7) • Draft recommendation agreed by the institution • Draft recommendation partly agreed by the institution (This conclusion must be clearly stated in the closing letters) • Dropped by the complainant after inquiry opened • Dropped by the complainant before inquiry opened • Friendly Solution accepted • No further inquiries justified (normal inquiry) • No further inquiries justified (telephone procedure) • No maladministration • No maladministration (telephone procedure) • Settled by the institution (normal inquiry) • Settled by the institution (telephone procedure - failure to reply) • No further inquiries justified (extended telephone procedure involving other issues than failure to reply) • Other • Other (Art. 2.8) • Settled by the institution (extended telephone procedure involving other issues than failure to reply)
Number of Critical remarks	CR	CR	Numeric	<p>Only for inquiries (Manual entry)</p>
Number of Further remarks	FR	FR	Numeric	<p>Only for inquiries (Manual entry)</p>
Dropped by complainant?	Dropped by complainant?	DroppedBy Complainant	Boolean	<p>Default value: False</p>

2.9.2 RELATIONSHIPS

N:1 Relationships

From	To	Schema Name
Owner.ownerid	Settlement.ownerid	Owner_new_Settlement

2.9.3 ENTITY VIEWS

Name	Is Customizable	Is Managed	Description
Active Settlement	True	True	
Inactive Settlement	True	True	
All Settlement	True	True	

We defined three types of view in the *Settlement* entity:

- Active Settlements (default view)
- Inactive Settlements
- All Settlements

Name	Columns	Filters	Options
Active Settlements Default view	<ul style="list-style-type: none"> • Against * • Country • OMC - Reason for closing the case * • Within the mandate inadmissible - Reason for closing the case • Admissible no grounds - Reason for closing the case • Inquiry - Reason for closing the case • Query - Reason for closing the case • Own initiative inquiry- Reason for closing the case • Critical remark • Number of Critical remarks • Number of Further remarks • Dropped by complainant ? 	Status CRM = Active	Sorted by Against – Ascending order
Inactive Settlements	<ul style="list-style-type: none"> • Against * • Country • OMC - Reason for closing the case * • Within the mandate inadmissible - Reason for closing the case • Admissible no grounds - Reason for closing the case • Inquiry - Reason for closing the case • Query - Reason for closing the case • Own initiative inquiry- Reason for closing the case • Critical remark • Number of Critical remarks 	Status CRM = Inactive	Sorted by Against – Ascending order

	<ul style="list-style-type: none"> • Number of Further remarks • Dropped by complainant ? 		
All Settlements	<ul style="list-style-type: none"> • Against * • Country • OMC - Reason for closing the case * • Within the mandate inadmissible - Reason for closing the case • Admissible no grounds - Reason for closing the case • Inquiry - Reason for closing the case • Query - Reason for closing the case • Own initiative inquiry- Reason for closing the case • Critical remark • Number of Critical remarks • Number of Further remarks • Dropped by complainant ? 	Status CRM = Inactive/Active	Sorted by Against – Ascending order

3 ACTORS AND RIGHT MATRIX

3.1 BUSINESS UNITS DIAGRAM

The EO has around 80 staff with a relatively classical organisation:

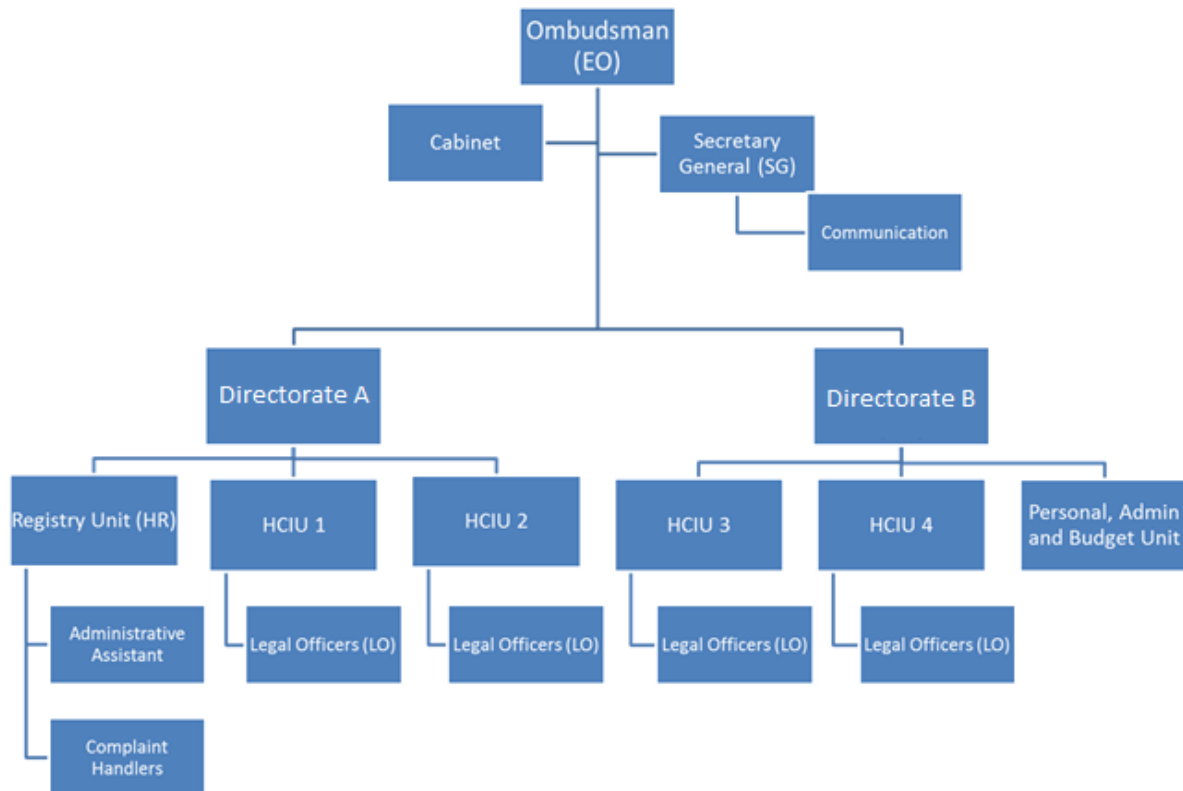


Figure 2: EO organization

Business Units are important for the security concept of Dynamics CRM. They define a kind of a boundary within which, specific roles or permissions can be defined. They are also used to represent an organization structure. Each Business Unit has one parent Business Unit, but may have multiple child Business Units.

We defined 13 Business Units to create in the CRM organization according to 3 levels hierarchies.

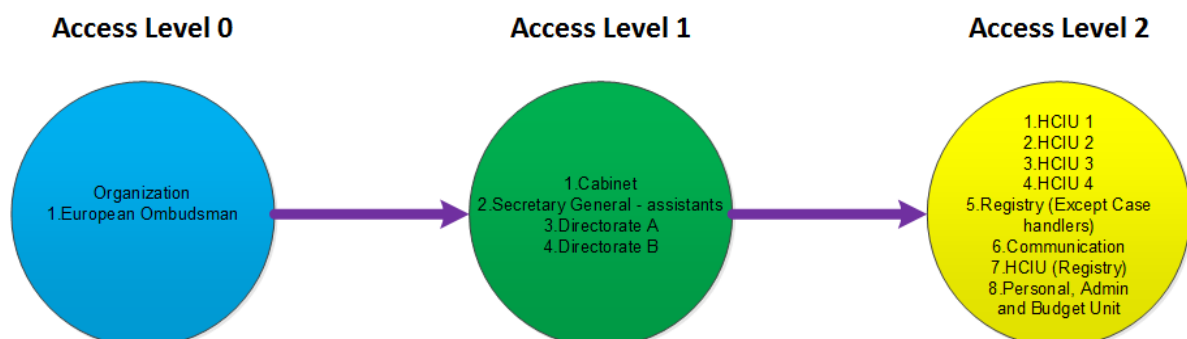


Figure 5: Access Level and Business Units

Teams are used for ownership of a record CRM 2011, which is handy if a single owner cannot be defined. They are also used for easier sharing - a record can be shared with a team, instead of sharing it with multiple persons. Another usage is to grant permissions to multiple users with grouping them into a team and assign a security role to the team. A team must belong to one (and only one) Business Unit.

Two teams will be added to the solution:

- *Assignment team* composed of the Head of Registry, the Directors and their assistants
- *Registry team* containing the Head of Registry and the administrative members of the Registry.

Each **User** must belong to one (and only one) Business Unit. Before creating or assigning a new user inside the CRM, it is necessary to define at first:

- Business units
- Security roles (see next section)
- Users

3.2 ACTORS

Below are listed the actors identified in the solution:






- European Ombudsman
- Cabinet
- Secretary General (plus their assistants and advisers)
- Language Check
- Director and his assistant
- Head of Complaints and Inquiries Unit
- Head of Registry
- Registry – Administrative support
- Registry – Complaint Handlers
- Legal Officer / Case handler
- Communication
- Personal, Admin and Budget Unit
- IT administrators

3.3 SECURITY ROLES

Here is a description of the privileges, users and teams can have on an entity.

Privilege	Description
Create	User can Create records of the entity
Read	User can Read records of the entity
Write	User can Update data for records of the entity
Delete	User can Delete records of the entity
Append	User can Attach this entity to other records
Append To	User can Attach other records to this entity
Assign	Users can make other Users or Teams the Owner of this entity
Share	User can Share this record of the entity with other Users or Teams

Here is the description of each *Access Level* defined at the intersection of a Privilege and an Entity.

Access Level	Icon	Description
None		User does not have the privilege
User		User has privilege for records they own, and for records shared with them (either directly or through Team membership)
Business Unit		User has privilege on all records owned by members of their Business Unit
Parent: Child Business Unit		User has privilege on all records owned by members of their Business Unit and all records owned by members of child Business Units to whatever depth
Organization		User has privilege on all records in the organization

In the *Case Related Workflow System* project, identified **Security Roles** are:

- EO_Management
- EO_Director Assistant
- EO_Assignment Team
- EO_HCIU
- EO_Case Handler
- EO_Registry
- EO_Registry Assistant
- EO_SG Assistant
- EO_Communication
- EO_Visitors

For each of them, we listed below the privileges for both the *Core Records* entities and the *Service* entities.

Note: only users with the standard *System Administrator* Security Role will be able to delete cases. Below a screenshot of the Administrator's Security Roles.

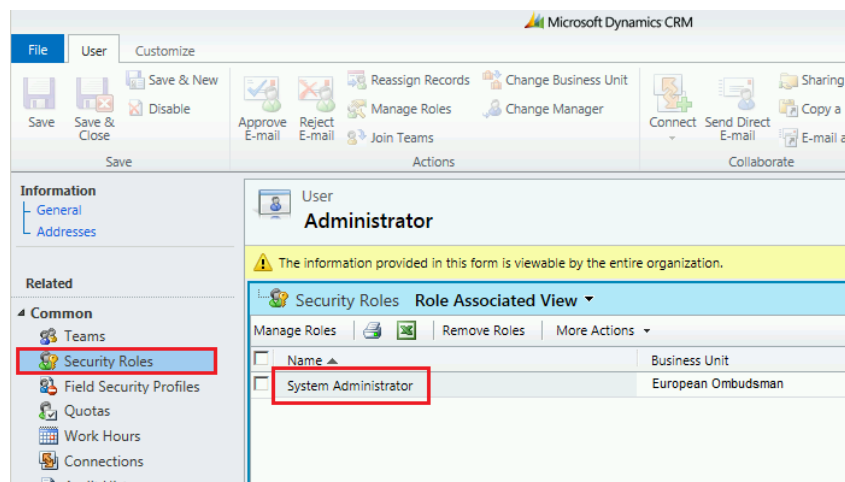


Figure 3: Administrator's Security Roles

3.3.1 EO_MANAGEMENT

Security Role: EO_Management									
Working on solution: European Ombudsman									
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Account	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Activity	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Announcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>			
Application File	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>					
Connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Connection Role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Contact	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Customer Relationship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Data Import	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Data Map	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Document Location	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
Duplicate Detection Rule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
E-mail Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Follow	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>				
Import Source File	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Lead	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Mail Merge Template	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
Note	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
Opportunity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Opportunity Relationship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Post	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Queue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Relationship Role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Report	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
Saved View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>	
SharePoint Site	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	
Subject	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
User Chart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>	
User Dashboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>	
User Entity UI Settings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>	
UserEntityInstanceData	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>	
Web Wizard	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>					
Web Wizard Access Privilege	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>					
Wizard Page	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>					
Miscellaneous Privileges									
Add Reporting Services Reports	<input type="radio"/>							<input type="radio"/>	
Delete Audit Partitions	<input type="radio"/>							<input type="radio"/>	
Publish Duplicate Detection Rules	<input type="radio"/>							<input type="radio"/>	
Publish Mail Merge Templates to Organization	<input type="radio"/>							<input type="radio"/>	
View Audit History	<input checked="" type="radio"/>							<input type="radio"/>	
View Audit Summary	<input type="radio"/>								

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Article	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Article Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>			
Case	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Contract Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>			
Miscellaneous Privileges									
Publish Articles	<input type="radio"/>								

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Automatic Number								
Country								
Keyword								
Settlement								

Figure 4: EO_Management

3.3.2 EO_DIRECTOR ASSISTANT

Security Role: EO_Director_Assistant		Working on solution: Default Solu						
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Account								
Activity								
Announcement								
Application File								
Connection								
Connection Role								
Contact								
Customer Relationship								
Data Import								
Data Map								
Document Location								
Duplicate Detection Rule								
E-mail Template								
Follow								
Import Source File								
Lead								
Mail Merge Template								
Note								
Opportunity								
Opportunity Relationship								
Post								
Queue								
Relationship Role								
Report								
Saved View								
SharePoint Site								
Subject								
User Chart								
User Dashboard								
User Entity UI Settings								
UserEntityInstanceData								
Web Wizard								
Web Wizard Access Privilege								
Wizard Page								
Miscellaneous Privileges								
Add Reporting Services Reports					Bulk Delete			
Delete Audit Partitions					Manage User Synchronization Filters			
Publish Duplicate Detection Rules					Publish E-mail Templates			
Publish Mail Merge Templates to Organization					Publish Reports			
View Audit History					View Audit Partitions			
View Audit Summary								

Security Role: EO_Director_Assistant									
Working on solution: Default Solution									
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Article	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Article Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Case	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contract Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>			
Miscellaneous Privileges									
Publish Articles	<input type="radio"/>								

Security Role: EO_Director_Assistant									
Working on solution: Default Solution									
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Automatic Number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Country	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Keyword	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Settlement	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Figure 5: Director Assistant Security Role

3.3.3 EO_ASSIGNMENT TEAM

Security Role: EO_Assignment_Team									
Working on solution: Default Solution									
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Account	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Announcement	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>			
Application File	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>					
Connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Connection Role	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>			
Contact	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Customer Relationship	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Data Import	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Data Map	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Document Location	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Duplicate Detection Rule	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
E-mail Template	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Follow	<input type="radio"/>	<input checked="" type="radio"/>		<input type="radio"/>	<input type="radio"/>				
Import Source File	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Lead	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Mail Merge Template	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Note	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Opportunity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Opportunity Relationship	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Post	<input type="radio"/>	<input checked="" type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Queue	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Relationship Role	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Report	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Saved View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>	
SharePoint Site	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Subject	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
User Chart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>	
User Dashboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>	
User Entity UI Settings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>	
UserEntityInstanceData	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>	<input type="radio"/>	
Web Wizard	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>					
Web Wizard Access Privilege	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>					
Wizard Page	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>					
Miscellaneous Privileges									
Add Reporting Services Reports	<input type="radio"/>				Bulk Delete		<input type="radio"/>		
Delete Audit Partitions	<input type="radio"/>				Manage User Synchronization Filters		<input type="radio"/>		
Publish Duplicate Detection Rules	<input type="radio"/>				Publish E-mail Templates		<input type="radio"/>		
Publish Mail Merge Templates to Organization	<input type="radio"/>				Publish Reports		<input type="radio"/>		
View Audit History	<input checked="" type="radio"/>				View Audit Partitions		<input type="radio"/>		
View Audit Summary	<input type="radio"/>								

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Article	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Article Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>			
Case	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
Contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Contract Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>			
Miscellaneous Privileges									
Publish Articles	<input type="radio"/>								

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Automatic Number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Country	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Keyword	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Settlement	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Figure 6: Assignment Team Security Role

3.3.4 EO_HCIU

Security Role: EO_HCIU								
Working on solution: European Ombudsman								
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Account	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Activity	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Announcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application File	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connection	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Connection Role	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Relationship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Import	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Map	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Document Location	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Duplicate Detection Rule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Import Source File	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lead	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mail Merge Template	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Note	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Opportunity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity Relationship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relationship Role	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Saved View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SharePoint Site	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Chart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Dashboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Entity UI Settings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UserEntityInstanceData	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Wizard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Wizard Access Privilege	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wizard Page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Miscellaneous Privileges								
Add Reporting Services Reports	<input type="radio"/>						<input type="radio"/>	
Delete Audit Partitions	<input type="radio"/>						<input type="radio"/>	
Publish Duplicate Detection Rules	<input type="radio"/>						<input type="radio"/>	
Publish Mail Merge Templates to Organization	<input type="radio"/>						<input type="radio"/>	
View Audit History	<input checked="" type="radio"/>						<input type="radio"/>	
View Audit Summary	<input type="radio"/>						<input type="radio"/>	

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Competitor	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Invoice	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Order	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Product	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quote	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sales Literature	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Territory	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Miscellaneous Privileges								
Override Invoice Pricing	<input type="radio"/>						<input type="radio"/>	
Override Order Pricing	<input type="radio"/>						<input type="radio"/>	
Override Quote Pricing	<input type="radio"/>						<input type="radio"/>	

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Automatic Number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Country	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Keyword	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Settlement	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Figure 7: HCIU Security Role

3.3.5 EO_CASE HANDLER

Security Role: EO_Case_Handler								
Working on solution: Default Solut								
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Account								
Activity								
Announcement								
Application File								
Connection								
Connection Role								
Contact								
Customer Relationship								
Data Import								
Data Map								
Document Location								
Duplicate Detection Rule								
E-mail Template								
Follow								
Import Source File								
Lead								
Mail Merge Template								
Note								
Opportunity								
Opportunity Relationship								
Post								
Queue								
Relationship Role								
Report								
Saved View								
SharePoint Site								
Subject								
User Chart								
User Dashboard								
User Entity UI Settings								
UserEntity/instanceData								
Web Wizard								
Web Wizard Access Privilege								
Wizard Page								
Miscellaneous Privileges								
Add Reporting Services Reports					Bulk Delete			
Delete Audit Partitions					Manage User Synchronization Filters			
Publish Duplicate Detection Rules					Publish E-mail Templates			
Publish Mail Merge Templates to Organization					Publish Reports			
View Audit History					View Audit Partitions			
View Audit Summary								
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Article								
Article Template								
Case								
Contract								
Contract Template								
Miscellaneous Privileges								
Publish Articles								

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Automatic Number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Country	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Keyword	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>		
Settlement	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Figure 8: EO_Case Handler Security Role

Case Handlers will have this Security Role since they can only see and modify their own cases. Moreover this Security Role does not allow users and teams to delete or to assign a case.

3.3.6 EO_REGISTRY

Security Role: EO_Registry Working on solution:								
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Account	●	●	●	●	●	●	○	●
Activity	●	●	●	●	●	●	●	●
Announcement	○	○	○	○		○		
Application File	○	○	○	○				
Connection	●	●	●	●	●	●	●	●
Connection Role	●	●	●	●	●	●		
Contact	●	●	●	●	●	●	○	●
Customer Relationship	○	○	○	○	○	○	○	○
Data Import	○	○	○	○	○	○	○	○
Data Map	○	○	○	○	○	○	○	○
Document Location	●	●	●	○	●	●	○	●
Duplicate Detection Rule	○	○	○	○	○	○	○	○
E-mail Template	●	●	●	●	●	●	●	●
Follow	○	●		⚠	⚠			
Import Source File	○	○	○	○	○	○	○	○
Lead	○	○	○	○	○	○	○	○
Mail Merge Template	●	●	●	●	●	●	●	●
Note	●	●	●	●	●	●	○	●
Opportunity	○	○	○	○	○	○	○	○
Opportunity Relationship	○	○	○	○	○	○	○	○
Post	○	○		○	○	○		
Queue	○	○	○	○	○	○	○	○
Relationship Role	○	○	○	○	○	○		
Report	⚠	⚠	⚠	⚠	⚠	⚠	⚠	⚠
Saved View	○	⚠	⚠	⚠			⚠	⚠
SharePoint Site	○	●	○	○	○	○	○	○
Subject	○	●	○	○	○	●		
User Chart	○	○	○	○			○	○
User Dashboard	○	○	○	○			○	○
User Entity UI Settings	⚠	⚠	⚠	⚠			⚠	⚠
UserEntityInstanceData	○	○	○	○			○	○
Web Wizard	○	●	○	○				
Web Wizard Access Privilege	○	●	○	○				
Wizard Page	○	●	○	○				
Miscellaneous Privileges								
Add Reporting Services Reports	○				Bulk Delete		○	
Delete Audit Partitions	○				Manage User Synchronization Filters		○	
Publish Duplicate Detection Rules	○				Publish E-mail Templates		●	
Publish Mail Merge Templates to Organization	●				Publish Reports		○	
View Audit History	●				View Audit Partitions		○	
View Audit Summary	○							

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Article	●	●	●	○	●	○		
Article Template	○	●	○	○		●		
Case	●	●	●	●	●	●	●	●
Contract	●	●	●	○	●	●	●	●
Contract Template	○	●	○	○		●		
Miscellaneous Privileges								
Publish Articles	○							

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Automatic Number	○	●	●	○	●	●		
Country	○	●	○	○	●	●		
Keyword	●	●	●	●	●	●		
Settlement	●	●	●	●	●	●	○	●

Figure 9: Registry Security Role

Registry members will have this security role since they are responsible for the creation of new contacts and accounts in the system (see requirement #3).

3.3.7 EO_REGISTRY ASSISTANT

Security Role: EO_Registry_Assistant

Working on solution: European Ombudsman

Details

Core Records

Marketing

Sales

Service

Business Management

Service Management

Customization

Custom Entities

Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Account	●	●	●	●	●	●	○	●
Activity	●	●	●	●	●	●	●	●
Announcement	○	○	○	○		○		
Application File	○	○	○	○				
Connection	●	●	●	●	●	●	●	●
Connection Role	●	●	●	●	●	●		
Contact	●	●	●	●	●	●	○	●
Customer Relationship	○	○	○	○	○	○	○	○
Data Import	○	○	○	○	○	○	○	○
Data Map	○	○	○	○	○	○	○	○
Document Location	●	●	●	○	●	●	○	●
Duplicate Detection Rule	○	○	○	○	○	○	○	○
E-mail Template	●	●	●	●	●	●	●	●
Follow	○	●		⚠	⚠			
Import Source File	○	○	○	○	○	○	○	○
Lead	○	○	○	○	○	○	○	○
Mail Merge Template	●	●	●	●	●	●	●	●
Note	●	●	●	●	●	●	○	●
Opportunity	○	○	○	○	○	○	○	○
Opportunity Relationship	○	○	○	○	○	○	○	○
Post	○	○		○	○	○		
Queue	○	○	○	○	○	○	○	○
Relationship Role	○	○	○	○	○	○		
Report	⚠	⚠	⚠	⚠	⚠	⚠	⚠	⚠
Saved View	○	⚠	⚠	⚠			⚠	⚠
SharePoint Site	○	●	○	○	○	○	○	○
Subject	○	●	○	○	○	●		
User Chart	○	○	○	○			○	○
User Dashboard	○	○	○	○			○	○
User Entity UI Settings	⚠	⚠	⚠	⚠			⚠	⚠
UserEntityInstanceData	○	○	○	○			○	○
Web Wizard	○	●	○	○				
Web Wizard Access Privilege	○	●	○	○				
Wizard Page	○	●	○	○				

Miscellaneous Privileges

Add Reporting Services Reports	○				Bulk Delete		○	
Delete Audit Partitions	○				Manage User Synchronization Filters		○	
Publish Duplicate Detection Rules	○				Publish E-mail Templates		●	
Publish Mail Merge Templates to Organization	●				Publish Reports		○	
View Audit History	●				View Audit Partitions		○	
View Audit Summary	○							

Details

Core Records

Marketing

Sales

Service

Business Management

Service Management

Customization

Custom Entities

Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Article	●	●	●	●	●	●		
Article Template	○	●	○	○		○		
Case	●	●	●	○	●	●	●	●
Contract	○	○	○	○	○	○	○	○
Contract Template	○	○	○	○		○		

Miscellaneous Privileges

Publish Articles	●							
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Security Role: EO_Registry_Assistant Working on solution: European Ombudsman

Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Automatic Number	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>		
Country	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>		
Keyword	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>		
Settlement	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Figure 10: Registry Assistant Security Role

3.3.8 EO_SG ASSISTANT

Security Role: EO_SG_Assistant								
Working on solution: European Ombudsman								
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Account	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Activity	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Announcement	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application File	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connection	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connection Role	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Relationship	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Import	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Map	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Document Location	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duplicate Detection Rule	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail Template	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Import Source File	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lead	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mail Merge Template	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Note	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity Relationship	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queue	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relationship Role	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Saved View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SharePoint Site	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Chart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Dashboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Entity UI Settings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UserEntity/InstanceData	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Wizard	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Wizard Access Privilege	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wizard Page	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Miscellaneous Privileges								
Add Reporting Services Reports	<input type="radio"/>				Bulk Delete		<input type="radio"/>	
Delete Audit Partitions	<input type="radio"/>				Manage User Synchronization Filters		<input type="radio"/>	
Publish Duplicate Detection Rules	<input type="radio"/>				Publish E-mail Templates		<input type="radio"/>	
Publish Mail Merge Templates to Organization	<input type="radio"/>				Publish Reports		<input type="radio"/>	
View Audit History	<input checked="" type="radio"/>				View Audit Partitions		<input type="radio"/>	
View Audit Summary	<input type="radio"/>							

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Article	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Article Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>			
Case	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	
Contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Contract Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>			
Miscellaneous Privileges									
Publish Articles	<input type="radio"/>								


Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Automatic Number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Country	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Keyword	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
Settlement	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Figure 11: SG Assistant Security Role

3.3.9 EO_COMMUNICATION

Security Role: EO_Communication									Working on solution: Default Solu
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Account	🟡	🟢	🟢	🟡	🟢	🟢	🟡	🟢	
Activity	🟡	🟢	🟡	🟡	🟡	🟡	🟡	🟢	
Announcement	🔴	🟢	🔴	🔴		🔴			
Application File	🔴	🟢	🔴	🔴					
Connection	🟡	🟢	🟢	🟡	🟢	🟢	🟡	🟢	
Connection Role	🔴	🟢	🔴	🔴	🔴	🔴			
Contact	🟡	🟢	🟢	🟡	🟢	🟢	🟡	🟢	
Customer Relationship	🔴	🔴	🔴	🔴	🔴	🔴	🔴	🔴	
Data Import	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟢	
Data Map	🟡	🟢	🟡	🟡	🟡	🟡	🟡	🟢	
Document Location	🟢	🟢	🟢	🔴	🟢	🟢	🟢	🟢	
Duplicate Detection Rule	🔴	🟢	🔴	🔴	🔴	🔴	🔴	🔴	
E-mail Template	🟡	🟢	🟡	🟡	🟡	🔴	🟡	🟡	
Follow	🟡	🟢		🟡	🟡				
Import Source File	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟢	
Lead	🟡	🟢	🟢	🟡	🟢	🟢	🟡	🟢	
Mail Merge Template	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟢	
Note	🟡	🟢	🟡	🟡	🟡	🟡	🟡	🟢	
Opportunity	🔴	🔴	🔴	🔴	🔴	🔴	🔴	🔴	
Opportunity Relationship	🔴	🔴	🔴	🔴	🔴	🔴	🔴	🔴	
Post	🟢	🟢		🔴	🟢	🟢			
Queue	🔴	🟡	🔴	🔴	🔴	🟡	🔴	🔴	
Relationship Role	🔴	🔴	🔴	🔴	🔴	🔴			
Report	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟢	
Saved View	🔴	🟡	🟡	🟡			🟡	🟡	
SharePoint Site	🔴	🟢	🔴	🔴	🔴	🟢	🟢	🟢	
Subject	🔴	🟢	🔴	🔴	🔴	🟢			
User Chart	🟡	🟡	🟡	🟡			🟡	🟡	
User Dashboard	🟡	🟡	🟡	🟡			🟡	🟡	
User Entity UI Settings	🟡	🟡	🟡	🟡			🟡	🟡	
UserEntityInstanceData	🟡	🟡	🟡	🟡			🟡	🟡	
Web Wizard	🔴	🟢	🔴	🔴					
Web Wizard Access Privilege	🔴	🟢	🔴	🔴					
Wizard Page	🔴	🟢	🔴	🔴					
Miscellaneous Privileges									
Add Reporting Services Reports	🔴						🔴		
Delete Audit Partitions	🔴							🔴	
Publish Duplicate Detection Rules	🔴						🟢		
Publish Mail Merge Templates to Organization	🔴						🔴		
View Audit History	🔴						🔴		
View Audit Summary	🔴								
Bulk Delete									🔴
Manage User Synchronization Filters									🔴
Publish E-mail Templates									🟢
Publish Reports									🔴
View Audit Partitions									🔴

Security Role: EO_Communication									Working on solution: Default Solution
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Article	🔴	🟢	🟢	🔴	🟢	🔴			
Article Template	🔴	🟢	🔴	🔴		🟢			
Case	🔴	🟢	🔴	🔴	🟡	🟡	🔴	🟢	
Contract	🟡	🟢	🟢	🔴	🟡	🟡	🟡	🟢	
Contract Template	🔴	🟢	🔴	🔴		🟢			
Miscellaneous Privileges									
Publish Articles	🔴								

 **Security Role: EO_Communication** Working on solution: Default Solution

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Automatic Number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Country	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Keyword	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Settlement	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Figure 12: EO_Communication

3.3.10 EO_VISITORS

Security Role: EO_Visitors								
Working on solution: European Ombudsman								
Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Account	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Activity	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Announcement	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application File	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connection	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connection Role	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Relationship	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Import	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data Map	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Document Location	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Duplicate Detection Rule	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail Template	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Import Source File	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lead	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mail Merge Template	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Note	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity Relationship	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Queue	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relationship Role	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Saved View	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SharePoint Site	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Chart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Dashboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Entity UI Settings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UserEntityInstanceData	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Wizard	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Wizard Access Privilege	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wizard Page	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Miscellaneous Privileges								
Add Reporting Services Reports	<input type="radio"/>						<input type="radio"/>	
Delete Audit Partitions	<input type="radio"/>						<input type="radio"/>	
Publish Duplicate Detection Rules	<input type="radio"/>						<input type="radio"/>	
Publish Mail Merge Templates to Organization	<input type="radio"/>						<input type="radio"/>	
View Audit History	<input checked="" type="radio"/>						<input type="radio"/>	
View Audit Summary	<input type="radio"/>							

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share
Article	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Article Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contract Template	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Miscellaneous Privileges								
Publish Articles	<input type="radio"/>							

Details	Core Records	Marketing	Sales	Service	Business Management	Service Management	Customization	Custom Entities	
Entity	Create	Read	Write	Delete	Append	Append To	Assign	Share	
Automatic Number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Country	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Keyword	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Settlement	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Figure 13: Visitors Security Role

4 PROCESSES

The aim of this section is to go through all the steps of the case management system and to present the enhancements and the differences that will be brought by the envisioned solution based on Dynamics CRM 2011 and SharePoint Server 2010.

We will start with an overview of the process, followed by the lifecycle of a complaint before digging each stage of the overall process.

4.1 PROCESS OVERVIEW

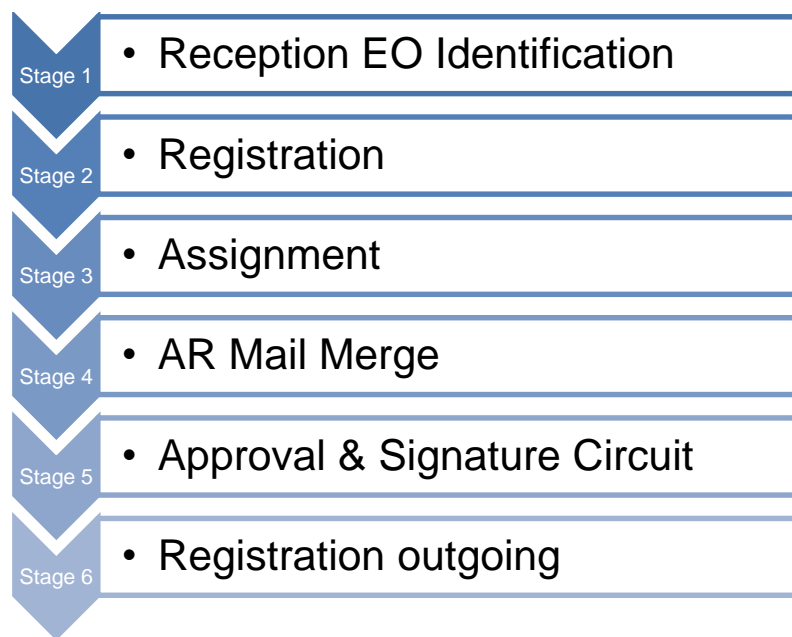


Figure 14 : Process Overview

4.2 LIFECYCLE

The *Status* of a case goes through different steps:

- Recorded
- To be assigned
- Assigned
- Closed

All these steps except the “Assigned” one are managed at the Registry.

The *Registry team* is responsible for creating new cases at the Registration stage. When this is done, the *Status* is set to “Recorded”.

Once the case data is entered in the system and is ready to be registered, its *Status* is set to “To be assigned”.

Then the *Assignment team* dispatches the case to a Case Handler. Its *Status* becomes “Assigned”. As long as he/she works on the case, the *Status* does not change.

When the *Decision Letter* has followed an approval circuit, the *Registry team* sends the mail and it changes the *Status* to “Closed”. It is also at this time that the case type is set permanently.

4.3 STAGE 1 - RECEPTION

When an incoming mail arrives at the Registry, either it is a new complaint or it is a correspondence related to an existing one.

We assume that when an incoming information deals with many complaints, many elementary actions will be performed by the Registry in the next stages.

4.3.1 SEARCH

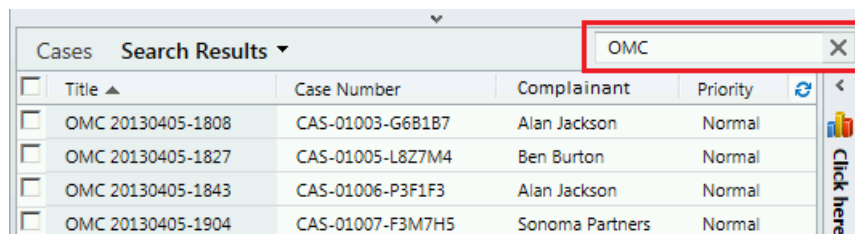
Whatever the source of information (website form, telephone, mail, e-mail ...), the *Registry team* performs a search to identify whether a correspondence is related to a registered complaint.

The *Registry team* members will search through the cases list on the following entities through the interface: account, contact and case (i.e. the list of fields that are part of the customized *Quick Find* view).

The following fields must be searchable: Case Number, Complainant (Contacts, Accounts), First name, Last name, Represented By (Account), Represented By (Contact), Notes and Summary.

Searching on e-mails is required from the Search from both the Accounts list and the Contacts list.

Note: The *Customer* field displayed in the *Search Results* below, represents the complainant that can be either an account or a contact.



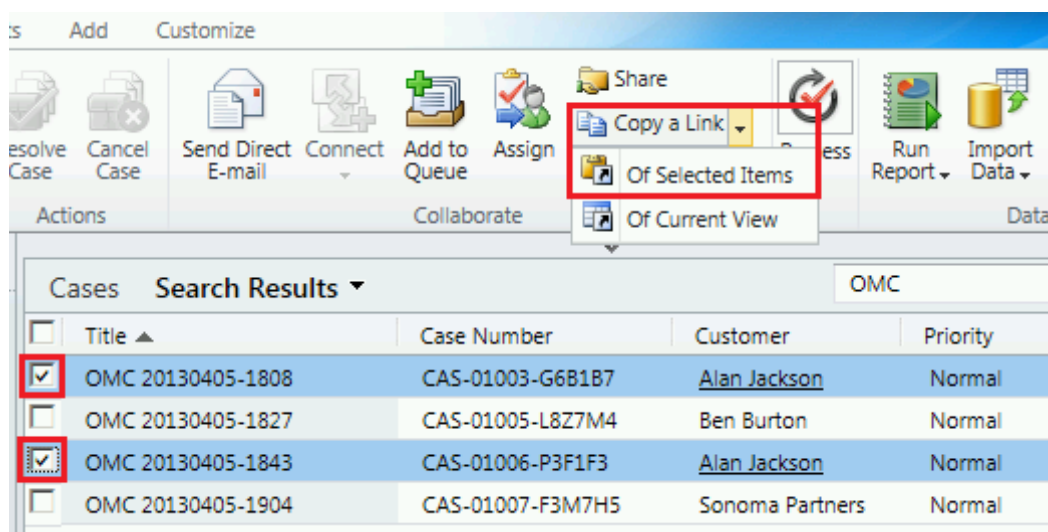
<input type="checkbox"/>	Title ▲	Case Number	Complainant	Priority
<input type="checkbox"/>	OMC 20130405-1808	CAS-01003-G6B1B7	Alan Jackson	Normal
<input type="checkbox"/>	OMC 20130405-1827	CAS-01005-L8Z7M4	Ben Burton	Normal
<input type="checkbox"/>	OMC 20130405-1843	CAS-01006-P3F1F3	Alan Jackson	Normal
<input type="checkbox"/>	OMC 20130405-1904	CAS-01007-F3M7H5	Sonoma Partners	Normal

Figure 15: Search for cases

4.3.2 ASK FOR ANY FURTHER INFORMATION

When one or many complaints are found or when the topic of the mail cannot be identified because of the language, the *Registry team* member can contact a CH or a Case Handler to get more information to ensure that what was received is a new complaint or is linked to an existing one.

He or she can select the complaints found in the system (below those of a given complainant), and then click on the feature *Copy a Link Of Selected Items*. This will paste in the buffer the cases plus their URLs.



<input type="checkbox"/>	Title ▲	Case Number	Customer	Priority
<input checked="" type="checkbox"/>	OMC 20130405-1808	CAS-01003-G6B1B7	Alan Jackson	Normal
<input checked="" type="checkbox"/>	OMC 20130405-1827	CAS-01005-L8Z7M4	Ben Burton	Normal
<input checked="" type="checkbox"/>	OMC 20130405-1843	CAS-01006-P3F1F3	Alan Jackson	Normal
<input type="checkbox"/>	OMC 20130405-1904	CAS-01007-F3M7H5	Sonoma Partners	Normal

Figure 16: Copy a Link Of Selected Items

He or she will then create a new task that will be assigned to a CH or a Case Handler (*Owner* field). The cases found will be pasted in the *Description* of the task. The *Regarding* field will be left empty since it is not linked to a registered case. The mail can be added as an attachment to the task if required, or simply concatenated to the *Subject* field.

Figure 17: Assignment of an E-mail activity by Registry

The CH or Case Handler to which the task was assigned will get this activity on his/her workplace (see section 5.2).

The Registry can create many tasks if required, one per Case Handler. The Case Handler to whom the activity is assigned must have access to the case in Dynamics CRM. If he/she is not the *Owner* of the found cases, the Registry will prepare a link redirecting to the Search Results page of the Document Repository.

Note: The approval of a Case Handler before registering a new case or the received correspondence (Case Handler request) is not a mandatory action.

4.4 STAGE 2 - REGISTRATION

4.4.1 NEW CASE

From the moment a new case is identified, it is created in the system.

The *Customer* field will be used to store the complainant that can be either a legal person or a moral person. It will be renamed *Complainant* in the envisioned interface.

The *Represented By* field will be filled in when the complaint is sent by a law firm for instance. It has the same properties than the *Customer* field, meaning that it can be either a legal person or a moral person.

The *Owner* of the complaint is the *Registry* team member till it is assigned at next stage by the *Assignment team* (HR and directors) to a Complaint Handler for the OMCs or to a Legal Officer for the other case types.

The case will always be created with a *Status* set to *Recorded*.

The *Case type* will also be set by the Registry at this time for information only since the definitive *Case type* will be acted further in the process.

The screenshot shows the 'Case' form in Microsoft Dynamics CRM. The left-hand navigation pane includes sections for 'Information' (General, Notes and Article), 'Related' (Common: Activities, Closed Activities, Connections, Documents, Audit History; Processes: Workflows, Dialog Sessions), and 'Assignment Information'. The 'Assignment Information' section is highlighted with a red box and contains the following fields:

Field	Value
Owner *	EO - Registry
Status	Recorded
Follow Up By	
Priority	Normal

Other visible fields include Title (OMC 20130405-1808), Customer (Alan Jackson), Case Type, Case Origin, Satisfaction, Contract, Product, Contract Line, Serial Number, and Status (Active).

Figure 18: Assignment information

Once the case is created, sections such as *Activities* and *Documents* will be available on the left panel.

The activities created during the Reception stage **can be linked** manually to the created case. The *Registry team* will have to change the *Regarding* field of those activities. They will automatically be displayed in the *Activities* section.

The scanned documents are stored in the *Archives* document location of the document repository. For more information about the management of documents, please refer to section 7)

The screenshot shows the 'Case' form in Microsoft Dynamics CRM, specifically the 'Documents' tab. The left-hand navigation pane shows 'Documents' highlighted with a red box. The main area displays 'Document Locations: Archives' with a table of document entries:

Name	Modified	Modified By
Complaint	4/2/2013 7:12 PM	System Account

The status at the bottom is 'Active'. The interface also shows 'Add Location' and 'Edit Location' buttons, and a search bar.

Figure 19: Document Management - Archives

At the end of the *Registration* stage, once all information is fulfilled, a *Registry team* member will change the *Status* of the complaint from *Recorded* to *To be assigned*.

An activity will be created automatically in the system for the *Assignment team* asking it to dispatch the case to a CH or a Case Handler.

4.4.2 INCOMING CORRESPONDENCE LINKED TO AN EXISTING CASE

When a new correspondence is received at the Registry, the *Registry team* will perform the main following actions:

- Scan the document
- Add the document to the Document repository (*Documents* section of the case)
- Create a *Task* activity assigned to the Case Handler to inform him/her that a new correspondence was received and must be processed.

Rejected complaints

When a *Decision Letter* of an OMC has been sent to the complainant and the case has therefore been identified as *Resolved*, the *Registry team* cannot anymore create a new activity via the *Activities* section to register a *Further Correspondence*.

To add a new activity, the *Registry team* will have to create a new case via the *File* → *New Activity* → *Case Activity* menu as showed below.

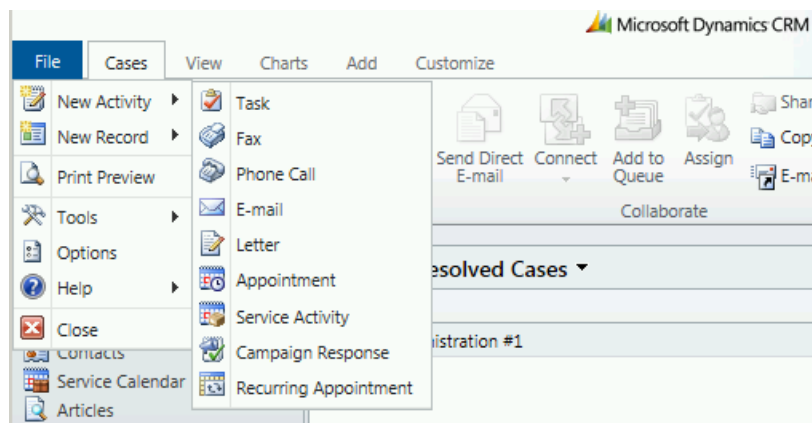


Figure 20: Add a Task to a closed case

The *Registry team* will specify the *Action* field of the *Case Activity*. The drop-down list will contain available Case Handler actions (coming from existing Superviseo actions list).

Other complaints

When a response to the correspondence sent by the Case Handler (via the Registry) is received at the Registry, the *Registry team* will perform the main following actions:

- Scan the document
- Add the document to the Document repository (*Documents* section of the case)
- Close the *Case Activity* “**Awaiting External Feedback**” (assigned to the Case Handler) – See section 4.8.2
- Create a Case Activity “**Awaiting LO action**” assigned to the Case Handler to inform him/her that a new correspondence was received and must be processed. It will fill in the activity form specifying the following fields manually:
 - Case Type
 - Document Category
 - Document Type
 - Action Category: **Awaiting LO action**
 - Action

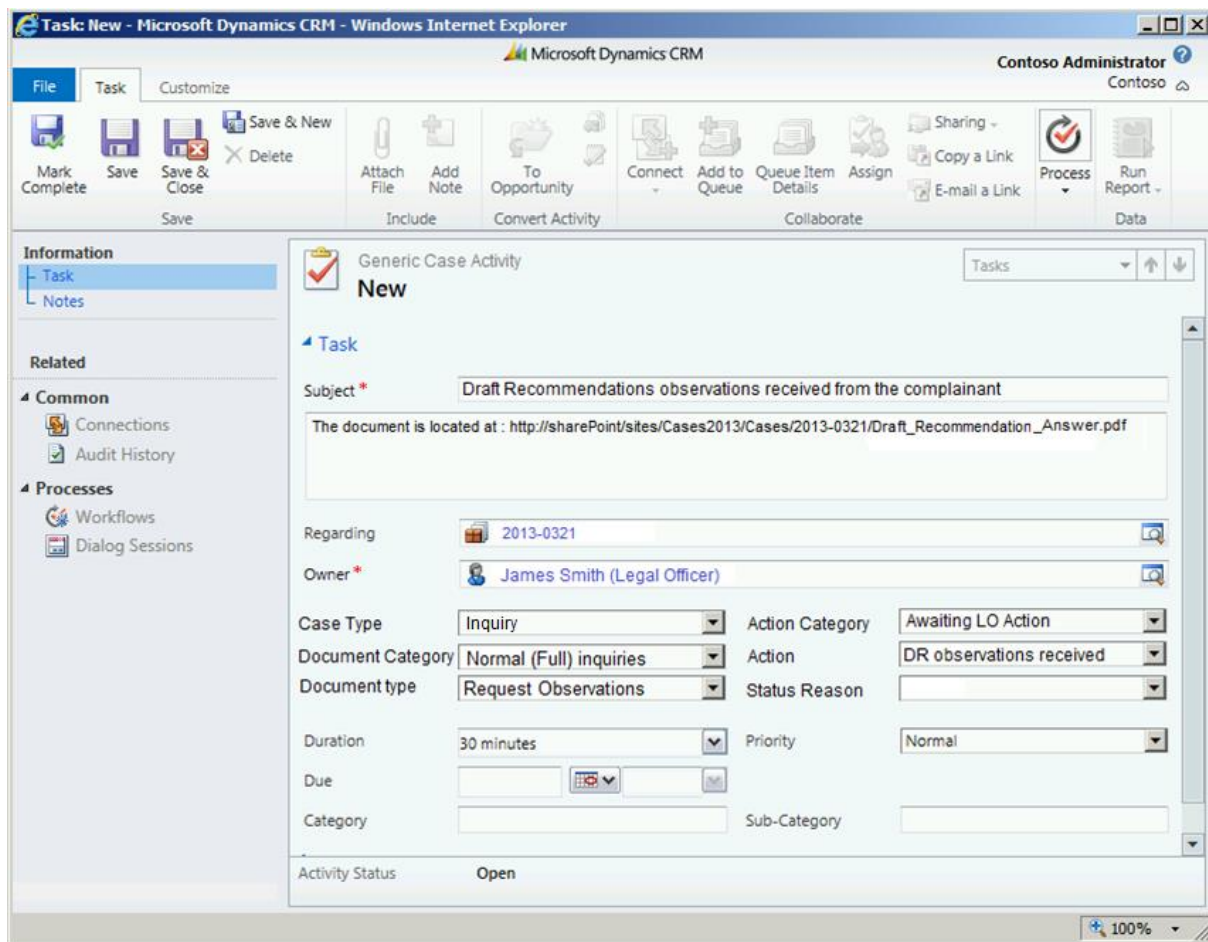


Figure 21: Awaiting Case Handler action

The Case Handler will be warn of the incoming mail on his/her workplace.

4.5 STAGE 3 - ASSIGNMENT

The assignment stage is realised by the Directors or the Head of Registry. These actors belong to the *Assignment team*. As soon as a member of the *Registry team* completes the Registration stage, they will see on their workplace the list of complaints that need to be assigned.

The Head of Registry will assign OMCs to Complaint Handlers and the Directors (A or B or their assistants) will assign the other case types to Legal Officers of the HCIUs they manage.

The *Registry team* has a view "Cases to be assigned" with all cases not assigned. This view is shared by the Head of Registry.

The actor in charge of assigning a complaint must know:

- The languages known by Case Handlers - up to 7 languages.
- The number of cases managed by Case Handler to balance the workload.
- The complexity and the priority of the cases managed by Case Handler and CH

In order to assign the right Case Handler to the complaint, the assignment team will rely on the language of the correspondence (*Initial language* field).

They will update the *Owner* field by selecting the appropriate view: *User Assignment View*. This view lists all Case Handler with the languages they speak (up to seven columns).

Look Up Record

Enter your search criteria and click Search to find matching records. Filter your results and view different columns of data by using the View options. Then, select the record you want and click OK.

Look for:

View:

Search:

	Full Name ▲	Main Phone	Business Unit	L1	L1 Level	L2
<input type="checkbox"/>	Alicia Thomer	(714) 555-4825	EO - Registry	EN	1	FR
<input type="checkbox"/>	Annelie Zubar	2555-4845	EO - Registry	EN	2	FR
<input type="checkbox"/>	Chris Johnson	(206) 555-9004	Contoso	FR	1	IT
<input type="checkbox"/>	Contoso Administrator		Contoso	EN	3	ES
<input type="checkbox"/>	Dan Hough	(607) 555-4568	Contoso	FR	2	
<input type="checkbox"/>	Dan Jump	(425) 555-0179	EO - HCU 1	FR	1	EN
<input type="checkbox"/>	David Bossard	(206) 555-1422	Contoso	EN	1	ES
<input type="checkbox"/>	David Wright	(404) 555-9264	Contoso	FR	2	
<input type="checkbox"/>	Elizabeth Andersen	(617) 555-7395	Contoso	FR	1	EN
<input type="checkbox"/>	Eran Harel	(213) 555-1265	Contoso	EN	1	FR
<input type="checkbox"/>	Eric Gruber	(206) 555-4629	Contoso	FR	1	IT
<input type="checkbox"/>	Erik Gubbels	(425) 555-9296	Contoso	DE	1	IT

1 - 29 of 29 (0 selected)

Properties New

OK Cancel Remove Value

http://crm2011/Contoso/_controls/lookup/look Local intranet | Protected Mode: Off

Figure 22: Select a Case Handler

To know the workload of the Case Handler, they will rely on the views available from the cases (with their complexity/priority) managed by a given Case Handler. A report can be built by the *Assignment team*.

Report Viewer: Service Activity Volume - Windows Internet Explorer

File Help

Report Filtering Criteria

Service Activities

Clear Group AND Group OR

AND

- Owner Equals Annelie Zubar
- Status Equals Open
- Owner Equals Current User
- Description Contains Enter Text
- Priority Equals Enter Value: Priority

Fields

- Activity Type
- Actual Duration
- Actual End
- Actual Start
- All Day Event
- Category
- Created By

Figure 23: Build workload report

Once the *Owner* of the case is changed and the status is set to *Assigned*, the following happens:

- *Assignment date* is set automatically to the current date/time
- The Case Handler will have access to the *Documents* section, meaning that appropriate permissions will be positioned automatically to the SharePoint folder containing all information
- Two activities will be created and hence displayed in its *Activities* section.
 1. The first one is **for information only**. It will inform the Case Handler that the AR will be sent within three calendar days. The subject of this generated activity will be "AR will be sent".

2. The second one deals with requesting the *Registry team* to produce the Acknowledgement of Receipt (described in the next section). The subject of the activity will be "Please send AR".
3. The activity ("Please assign the case") is closed automatically.

Note: The system allows any member of the *Assignment team* to assign a case to any Case Handler in order to handle situations with foreseen and unforeseen absences. For instance, Director A will be able to assign a case to a Case Handler of the Directorate B.

4.6 STAGE 4 – ACKNOWLEDGEMENT OF RECEIPT - MAIL MERGE

Acknowledgement of Receipt (AR) are generated by the Registry in the two days following the assignment. A mail merge must be realized in Dynamics CRM to achieve this.

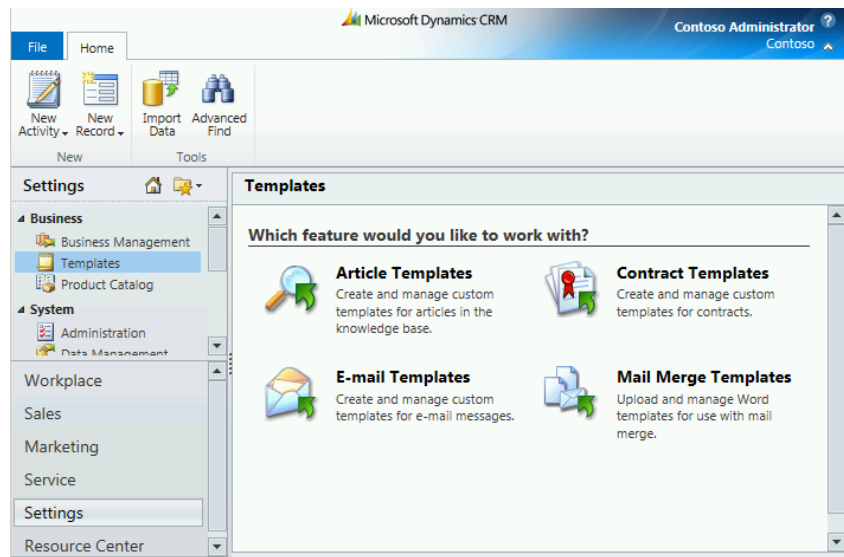


Figure 24: Mail Merge Templates

In order to generate an AR, the Registry will check that the Case Handler in charge of the complaint marked the task created at stage 3 as complete. This will appear on the workplace of any member of the Registry as described in section 5.2 **Error! Reference source not found..**

Even if the activity is assigned to the Case Handler is not marked as complete, the AR will be generated using the mail merge feature. The *initial language* field will be used to generate the outgoing e-mail. Once the AR is sent, the *Registry team* will mark the AR activity as complete.

If the complainant did not provide an e-mail address, the AR will be sent by mail.

If the Case Handler cannot handle the complaint, since he/she cannot reassigned the case to the *Registry team*, he/she will create an *E-mail* activity. The *Registry team* will perform the following actions manually:

1. Close the current activities
2. Change the status from *Assigned* to *To be assigned*
3. Change the *Owner* of the case to the *Assignment team*
4. Remove the permissions on the folder containing the case document in the document repository

4.7 STAGE 5 - APPROVAL CIRCUIT

Once a case has been assigned by the *Assignment team* and the AR is sent, Case Handler and CH will carry out a series of tasks. All these activities such as Task, E-mail, Phone call, Fax, will be logged in the system. This section only outlines those that require the approval of documents before being sent to the complainant or an institution.

4.7.1 OVERALL PROCESS

The proposed solution is not entirely automated in Phase 2, the steps of every workflow will be at the initiative of the Case Handler. The Case Handler will still have to know by heart the “Approval and Signature Circuit” procedure. Nevertheless, the system provides enough flexibility to the Case Handler to allow him/her to follow another circuit in case of absence.

As stated in the Feasibility Study, the Case Handler needs sometimes to go off the tracks and to follow a specific approval circuit sequence, nonetheless with the same actors/approvers (only the circuit between them changes). In the end, whatever the circuit that has been followed, all the needed approvals specified in the “Approval and Signature circuit” must be gathered by the Case Handler to go further in the process unless approval delegations have been granted.

In most of the cases, the validation circuit is sequential and incremental and follow the “Approval and Signature Circuit” procedure [R09]:

OUTSIDE THE MANDATE COMPLAINTS	HR	HCIU	DIRECTOR	LANG-CHECK	SG	EO	CAB	Signature on document
DECISION LETTERS	>X							HR
FURTHER CORRESPONDENCE	>X							HR
REPLY TO REQUEST FOR REVIEW OF DECISION	>X		>X		>X			PND

Figure 25: Extract of the “Approval and Signature circuit” procedure

Also, the validation process does not remain purely linear, meaning that a decision can be changed as long as it is not sent to the complainant and that upon decision of the Ombudsman (for instance), a case type can be updated.

4.7.2 OMC APPROVAL CIRCUIT

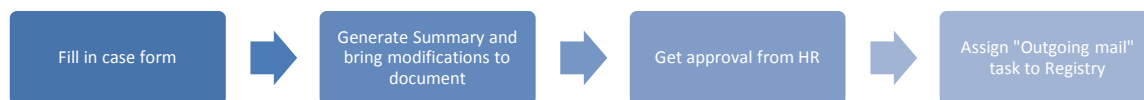


Figure 26: OMC - CH's activities

Decision letter

CH will manage the complaint in the system. He/she will have to fill in the main form of the case that encompasses almost all the fields that are present in the *Summary* document. This is to ensure that almost all fields regarding a case are entered only once in the system. For instance, it will be the responsibility of the CH to enter the appropriate keywords in the system, the *Registry team* will no longer enter this information from the Word document written by the CH as it is done today.

Once complete, the CH will generate documents (Summary and Decision letter) using the Mail Merge feature.

Once the *Decision letter* is generated, the Complaint Handler will add the document to the *Documents* section of the case and he/she will launch the workflow as stated in the “Approval and Signature Circuit” procedure. To achieve this, the CH will assign sequentially *Generic Case Activities* to the person involved in the approval process.

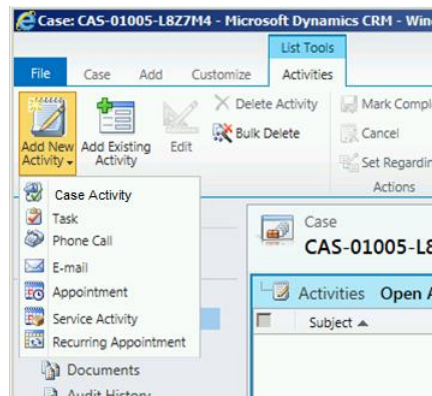


Figure 27: Create a Case Activity

When creating a *Case Activity*, the CH will have to fill in the form:

- Subject: action expected to be performed
- Description: a link to the document to be reviewed must be inserted here.
- Type of Case: specify the type of the case from the drop-down list.
- Type of Action: group of documents from the drop-down list (blue header of the tables in the “Approval and Signature Circuit” procedure). The possible values are based on the one specified in the Case Type.
- Workflow Stage : Awaiting Internal Feedback

Figure 28: Case Activity

Once created, the Head of Registry will see in his workplace a new activity to complete. He will have to specify the *Approval Stage* before marking it as complete. The *Approval stage* will contain the result of the action (*Approved, Rejected*). As soon as this activity is marked as complete by the Head of Registry, **a new activity will be created automatically by the system** and assigned to the Case Handler to inform him to continue the approval circuit.

If the workflow step is rejected, the CH will have to take into account the comments made by the Head of Registry and submit again a new *Case Activity* before going further.

The Case Handler is informed that the document was approved or rejected since he/she will find on his/her pending activities a new one regarding the case.

Finally, the CH will create a new activity for the Registry. This one must be complete by the Registry before sending the letter to the complainant. These actions are described in stage 6.

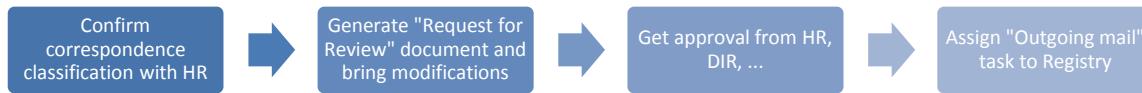


Figure 29: Reply to request for review

Reply to request for review of decision

The CH will manage the complaint in the system as soon as he/she will consult the *Pending Activities* in his/her workplace. He/She will perform the following actions:

- Create a Task assigned to the Head of Registry to confirm the classification of the request
- Mark the task assigned by the *Registry team* (See section 4.4.2) as complete

As soon as the case is identified as being an inside the mandate complaint, the Head of Registry will inform the CH by specifying the *Approval Stage* field.

The CH will then generate a *Request for Review* document thanks to the Mail Merge feature and he/she will store it in the Document Repository. He/She will finally launch the approval process.

The last task will be generated by the CH and assigned to the *Registry team* in order to send a response by mail to the complainant as described in stage 6.

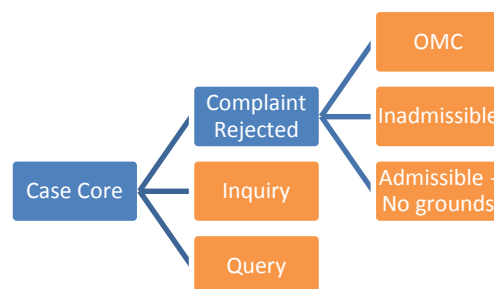
4.7.3 OTHER APPROVAL CIRCUIT

The last section dealt with the OMC that represent 70% of the complaints.

We can split the complaints in the following groups:

- Rejected complaints (including OMC)
- Inquiries
- Queries

The solution will classify the types of cases according to the following five orange groups because of operational constraints and reporting.



The approval process remains globally the same for the other rejected complaints (*Within the mandate but inadmissible complaints* and *Admissible no grounds cases*). They are based on the process described in previous section. A *Decision Letter* is always sent to the complainant. The *Decision date* and the *Closing date* are set at the same time by the *Registry team*, i.e. when the *Decision Letter* is sent to the complainant.

For the other types of complaints, an inquiry is opened. The *Decision date* is not the same as the *Closing date*. The *Decision date* is set by the *Registry team* when the mail informing the complainant that a case is opened at the EO regarding his/her complaint is sent. The *Closing date* is the *Resolution date* when the case is closed in the system and set manually by the *Registry team*.

The Case Handler in charge of inquiries and queries will send mails to the complainant and the institutions. These documents follow an approval process that involves many actors such as the HCU,

Directors, SG and CAB as described earlier – i.e.: a series of *Generic Case Activities* linked to the case will be created.

When a document is approved, the Case Handler will create a *Case Activity* to the *Registry team* to send the outgoing mail. Hence, he/she can follow the status of the mail.

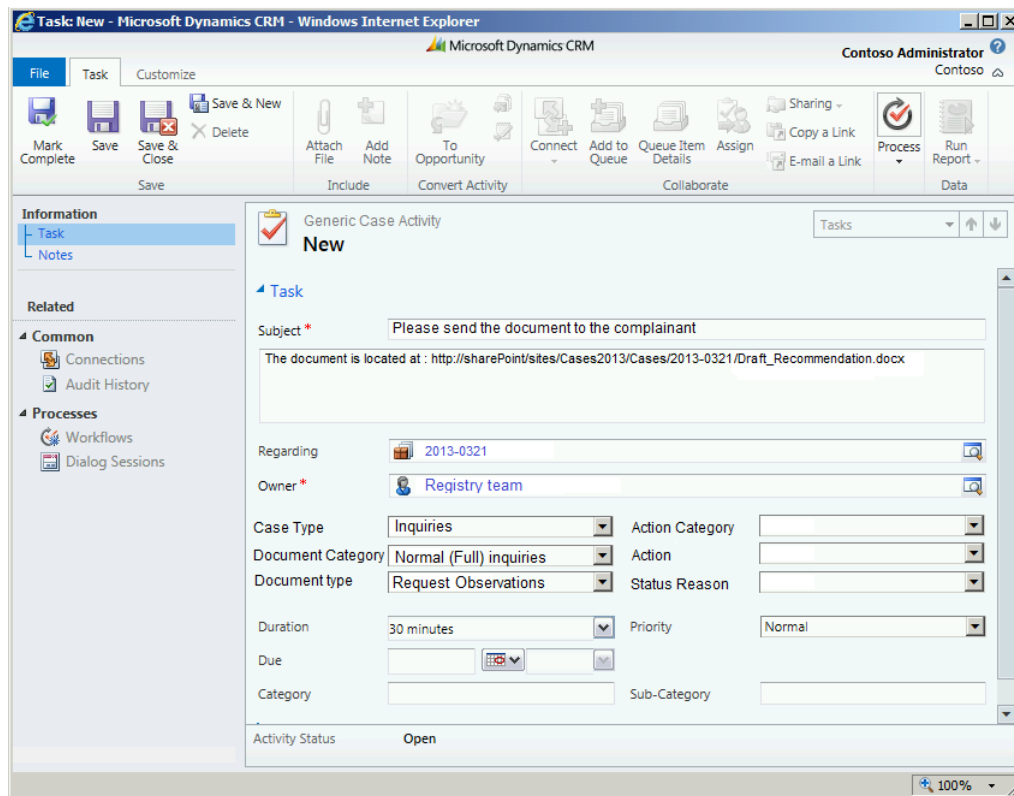


Figure 30: Case Handler assigns task to the Registry team

The Case Handler will specify the document location in the Document Repository. The rest of the actions is handled in stage 6.

4.8 STAGE 6 - REGISTRATION OUTGOING

At this stage, the *Registry team* will handle tasks created by Case Handler asking it to send a mail.

4.8.1 FOR REJECTED COMPLAINTS

The *Registry team* will perform the following actions:

- Check the complaint data and approval steps
- Scan the document
- Enter the *Decision Date*
- Send the document to the complainant via the mail service
- Send an E-mail with attachments to the complainant if an E-mail address was provided
- Close the *Case Activity* created by the CH
- Close the case by clicking on the *Resolve Case* button in the ribbon

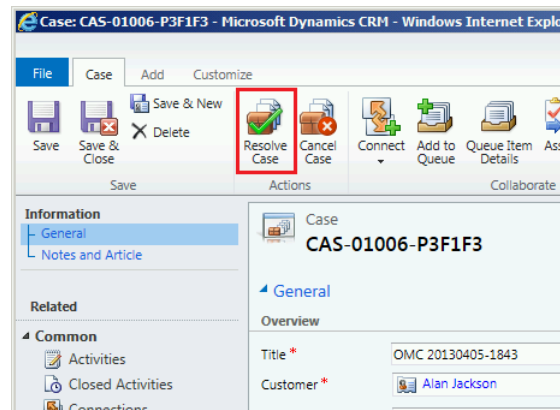


Figure 31: Resolve Case

4.8.2 FOR OTHER COMPLAINTS (INQUIRIES AND QUERIES)

Contrary to the rejected complaints, the Case Handler will send mails to the complainant or the institutions and he/she will expect an answer from them.

Both Case Handler and the *Registry team* must follow up the actions performed on a specific case. Hence, when dealing with outgoing mails, tasks created by the *Registry team* will be shared with the Case Handler in charge of the complaint.

First, The *Registry team* will close the task created by the Case Handler in stage 5.

Then, every outgoing mail is linked to a *Case Activity* created by the *Registry team* and assigned to the Case Handler. Hence, they can both follow the status of the mail. It will fill in the activity form specifying the following fields:

- Type of Case
- Type of Action
- Workflow Stage

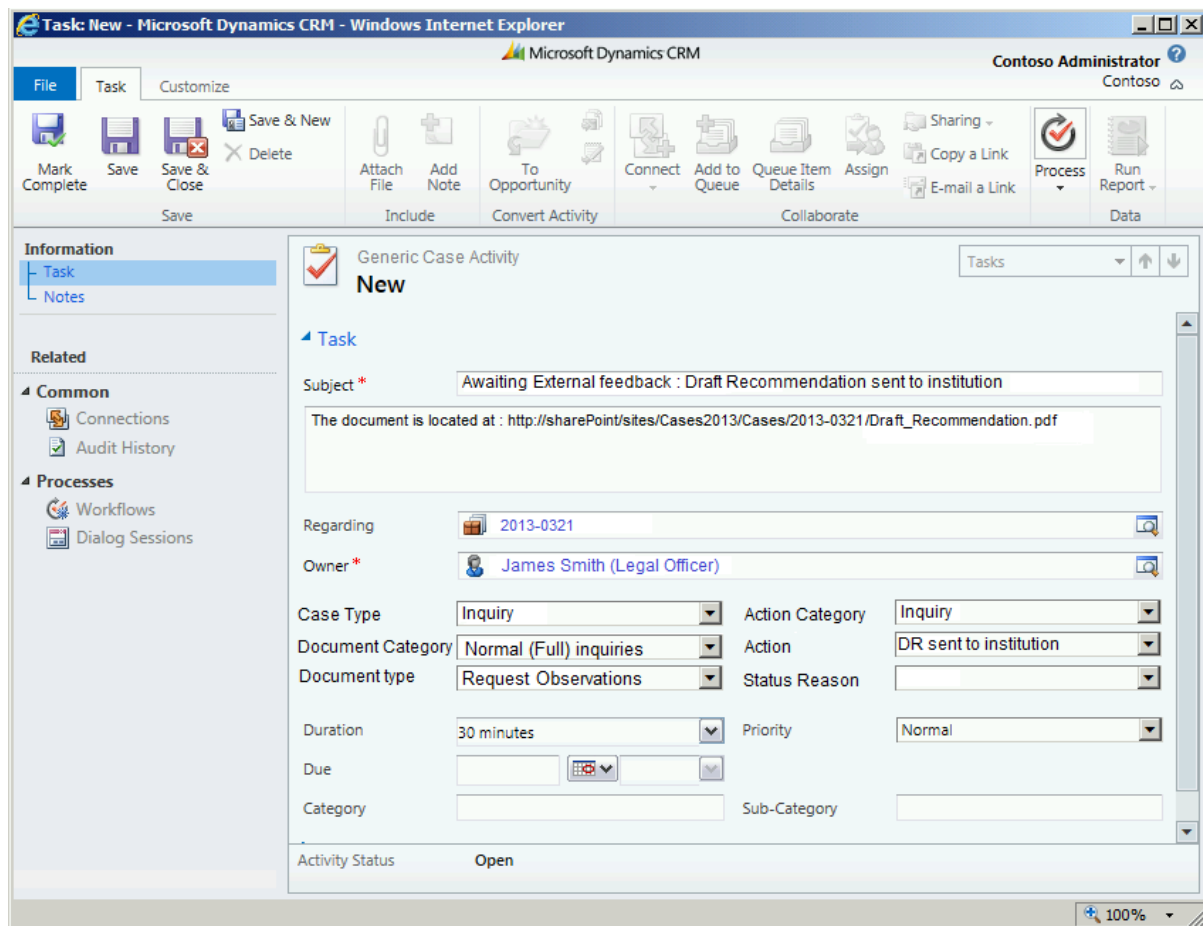


Figure 32: Awaiting feedback task

The Case Handler will be warned that a mail is sent because his/her task created in stage 5 is marked as complete and a new *Awaiting External feedback* task appears in his/her pending activities.

Additionally, when a case is closed, the *Registry team* will perform the following actions:

- Check the complaint data and approval steps
- Scan the document
- Send the document to the complainant via the mail service
- Close the *Case Activity* created by the Case Handler.
- Close the case by clicking on the *Resolve Case* button in the ribbon when it is a *Decision letter*.

In case of inquiries, when the *Registry team* will close an activity requesting to send a Friendly Solution, the *Friendly Solution* field of the case will be set to TRUE automatically and the *Date Friendly Solution* will be set to the current date.

In case of inquiries, when the *Registry team* will close an activity requesting to send a Draft Recommendation, the *Draft Recommendation* field of the case will be set to TRUE automatically and the *Date Draft Recommendation* will be set to the current date.

4.9 OTHER ACTIONS

4.9.1 HOW TO HANDLE COMPLAINTS SUBMITTED BY SEVERAL COMPLAINANTS AGAINST SEVERAL INSTITUTIONS?

When the Registry receives, in the same mail, a complaint from many complainants against many institutions, **according to the case type, one or many cases are registered per institution** in the case management system.

- For inquiries (except OII), one case per institution

- For OII, one case can be created against several institutions

The first complainant (if many) will appear in the *Complainant* field and the others in the *Comments* field.

During the lifecycle of an own initiative inquiry, when dealing with several institutions, many mails will be sent to them. To achieve this, the Registry will complete as many *Case Activity* (linked to a mail) as mails per institution. An "Against" field (cf *Customer* field lookup) will be added to the *Case Activity* to know the addressee of the mail (like the *Recipient* field in *Phone call* activity).

4.9.2 HOW TO HANDLE A TELEPHONE NOTE?

Telephone notes, approved or not, are sent to the *Registry team* by the Case Handler for registration.

4.9.3 WHAT ACTIONS MUST BE PERFORMED WHEN TRANSFERRING (REASSIGNING) A CASE TO ANOTHER CASE HANDLER?

If a case must be assigned to another Case Handler, the Registry must be informed since it will perform several actions.

First, the relevant person will create a task (Mail activity) regarding the case assigned to the *Registry team*. He/she will specify the reason in the *Subject* field of the activity.

The *Registry team* then uses the *Assign* button to change the *Owner* of the case.

It will change the *Status* field from *Assigned* to *To be assigned* upon request of the Case Handler. In that case only (not a transfer), a specific activity (Task) will appear in the *Pending Activities* of the *Assignment team* as described earlier in stage 2.

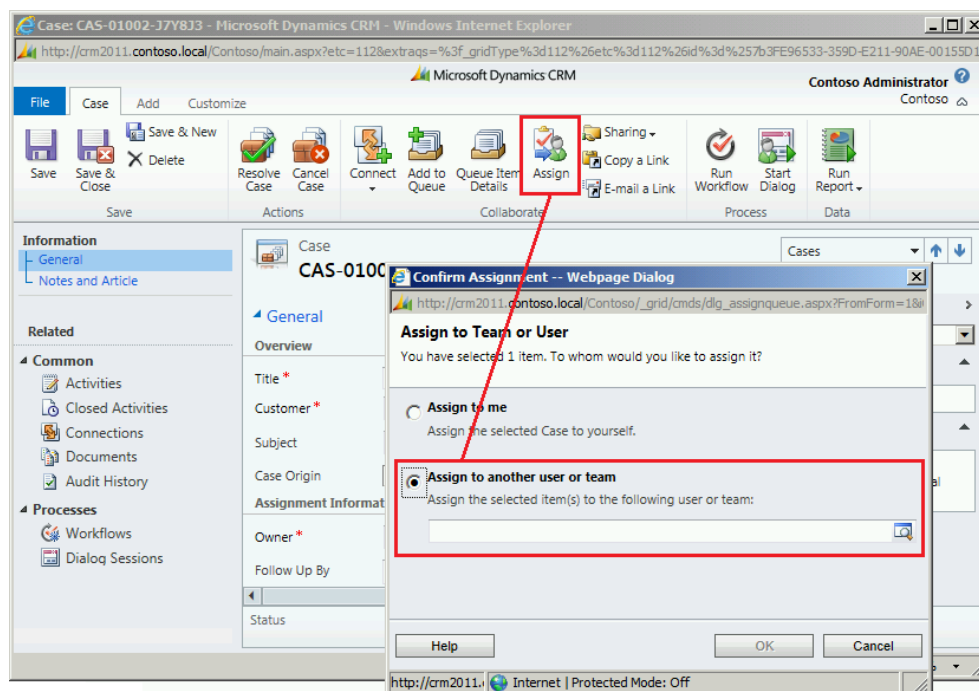


Figure 33: Reassigning a case

The Registry will be in charge of changing the permissions on the folder of the *Working Area* document location (see section 7) manually. This operation that consists in removing the previous Case Handler and adding the new one will be achieved in SharePoint as shown below.

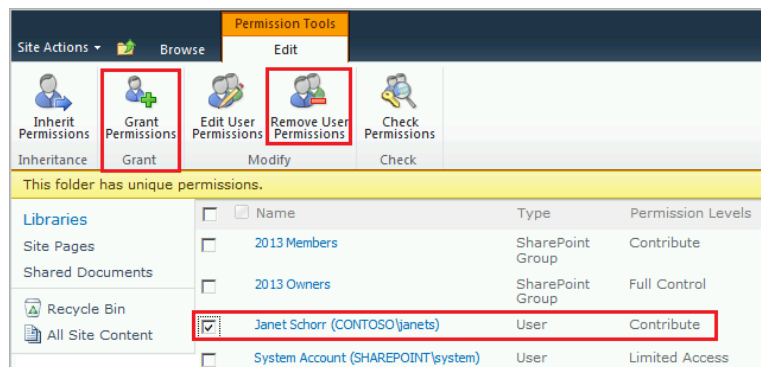


Figure 34: Change SharePoint permissions on Working Area folder

4.9.4 HANDLING A LETTER DEALING WITH MANY SUBJECTS

When an incoming mail dealing with many subjects such as a review of a decision plus a new complaint is received at the Registry, the mail will be scanned and added to all related complaints and also to the new ones in the system:

- A scanned correspondence for each case
- A document for the new complaint(s).

4.9.5 SETTLEMENT

Settlements will be added by the Case Handler in charge of the case. This will no longer be done in the Stylesheets located in *Sisteeo* as it is done today. The Case Handler will precise the settlement(s) against an institution in the *Settlements* section of a case.



Figure 35: Settlements (Institutions)

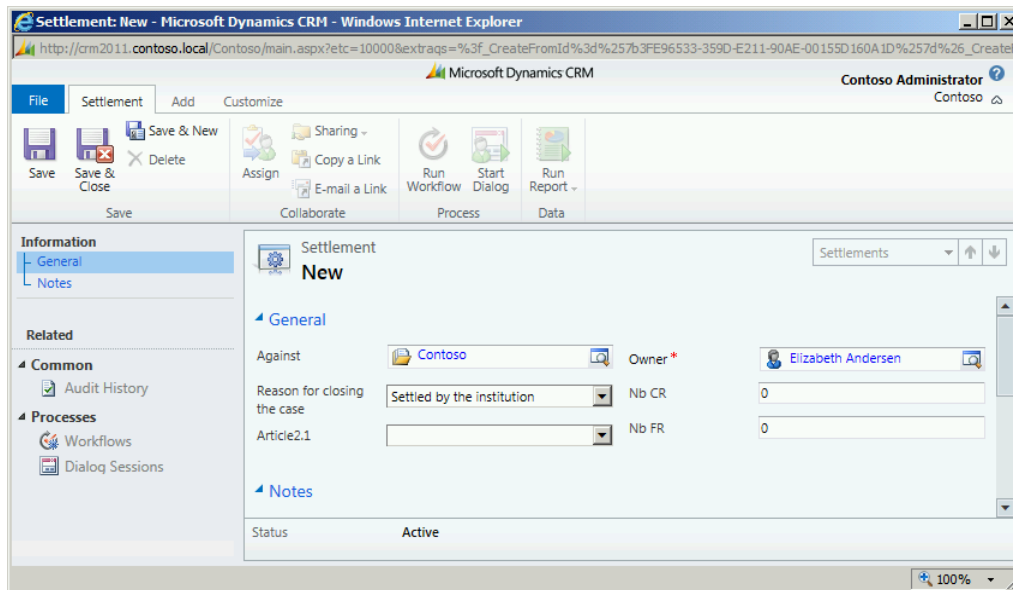


Figure 36: Settlement Screen

4.9.6 TRANSFER LETTER

Having obtained the complainant consent, the Case Handler will edit a *Transfer Letter*. This will be sent to the body to which the complaint is transferred together with the complaint.

Before closing the case, the Registry will be in charge of filling the following fields in the Case form:

- Transfer Date
- Transferred To - Picklist
- Transferred To (Country)

5 NAVIGATION AND WORKPLACES

The user interface is made of the following sections:

1. The **ribbon** includes buttons and tabs to quickly access system actions
2. The **Application navigation** pane provides access to the various types of Microsoft Dynamics CRM data.
3. The **Application areas** displays links pointing to the Workplace, the Service area, Settings and the Resource Center. Clicking on one of the links will update the Application navigation pane to display the records grouped within that area.
4. The **Get Started** pane displays help information about how to work with Dynamics CRM.
5. The **Main area** displays lists of records in data views or in charts.

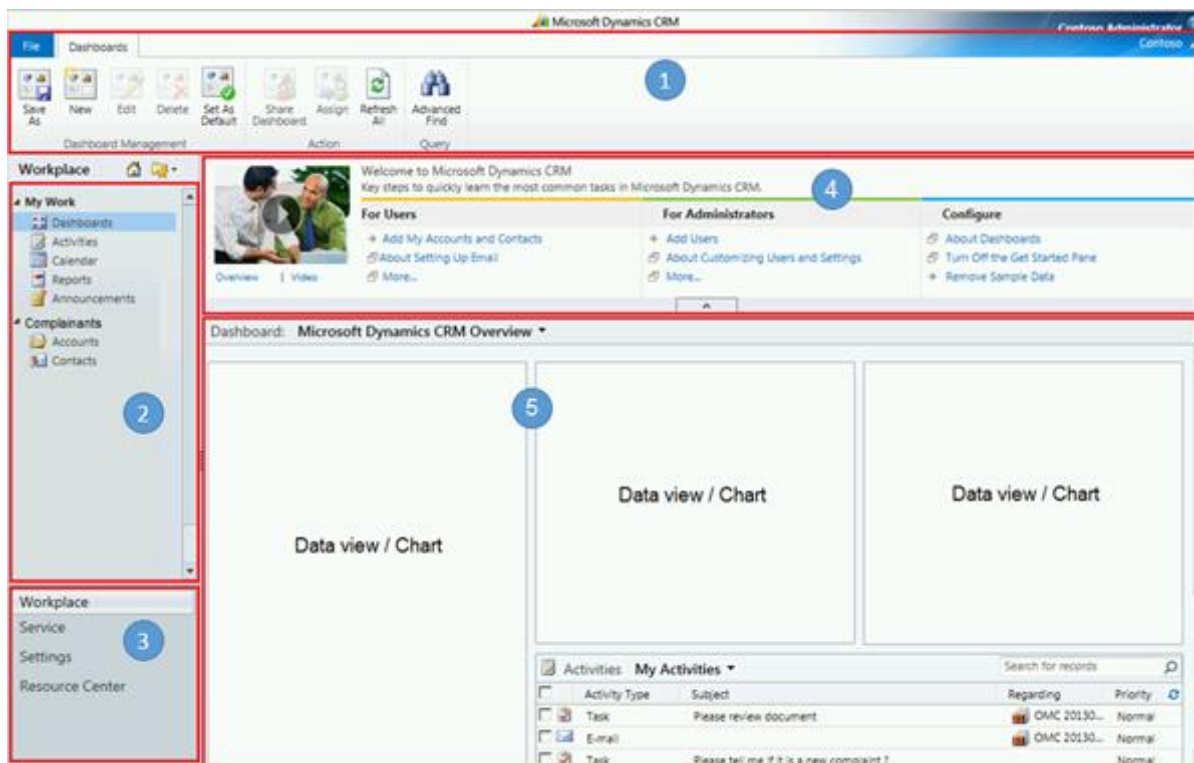


Figure 37: Dynamics CRM main interface

In this section, we will detail the **Application navigation** pane and the main area of the **Workplaces** (also called Dashboards).

5.1 NAVIGATION

The **Application navigation** pane will be common to all Security Roles. The navigation has been tailored to display only the elements that are of interest to the management of cases.

In the **Workplace**, quick links will be displayed in two sections:

1. My Work: Dashboard, Activities, Calendar, Reports, Announcements
2. Customers: Accounts and Contacts

In the **Service area**, the following quick links will provide a direct access to entity views and external tools:

1. Cases: list of the user's active cases
2. Accounts: list of the active accounts
3. Contacts: list of the active contacts
4. Sisteo: link to the SharePoint site (opens in a new window)
5. Search Center: link to the Document Repository Search Center (SharePoint site allowing to perform full-text searches)

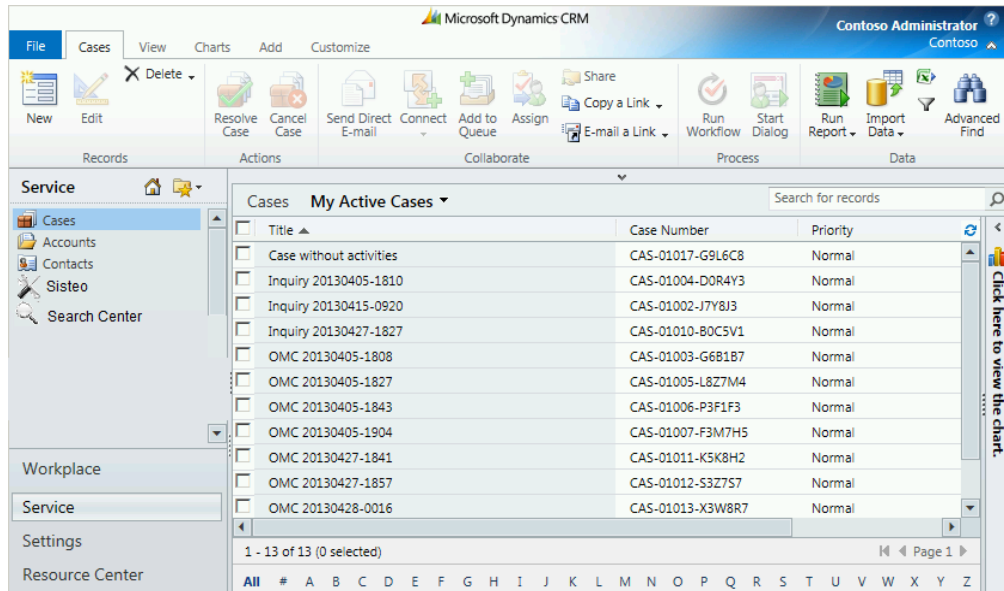


Figure 38: Service area

When hovering over an entity such as cases, accounts or contacts, a triangular button will appear next to it. Clicking on it will expose the views available to the user as well as recently visited records for the entity.

5.2 WORKPLACES

Users will start their day opening their Microsoft Dynamics CRM's Workplace. From this dashboard, they will be able to get access to the activities and the follow-up of the cases they are in charge of.

Each user, according to his security role will have a default workplace among the available ones described in the following sections.

The layout of the workplaces (dashboards) will rely on the outline below. It can be resized and rearranged by users themselves later on. The Chart will display the number of active cases per type.

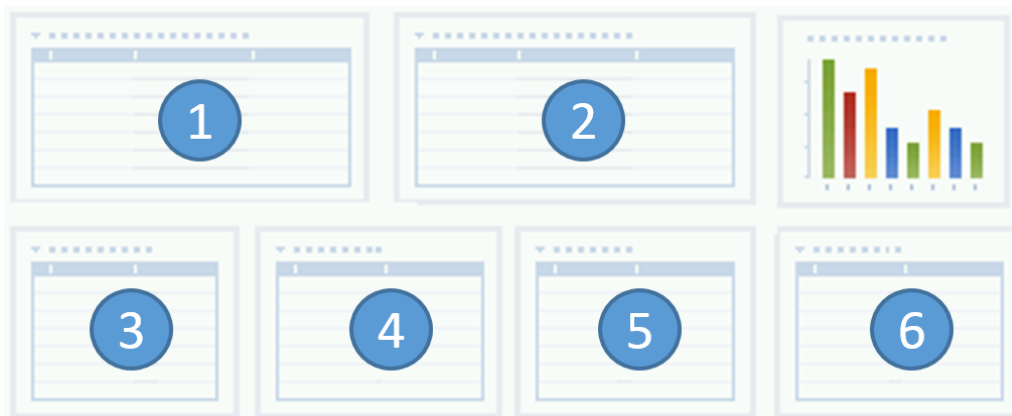


Figure 39: Workplace's layout

5.2.1 DIRECTOR / HEAD OF REGISTRY

Below the data views displayed on their workplace.

#	Data view	Fields
1	Number of cases "to be assigned" (Cases)	Created On, Case number, Complaint number, Case Type, Complainant, Priority, Complexity <i>Owner = Assignment Team</i>
2	Active cases (Cases)	Case number, Complaint number, Case Type, Owner, Complainant, Created On, Priority, Complexity
3	Awaiting LO actions (Activities)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Workflow Stage</i>
4	Awaiting external feedback (Activities)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Action Categories</i>
5	Awaiting internal Feedback (Activities)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Workflow Stage</i>
6	Further correspondences (Activities)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Type of Action = "FC"</i>
7	Pending activities (Activities with regarding field is assigned to current user)	Created On, Created By, Subject, Regarding (Case number), Case Type, Due Date

Figure 40: Director/HR's data views

5.2.2 REGISTRY ADMINISTRATION

Below the data views displayed on their workplace.

#	Data view	Fields
1	Case Activity for which an AR must be generated (Activities)	Created On, Created By, Regarding (Case number), Case Type, Due Date <i>Filtered on Subject : "Please send AR"</i>
2	Pending activities such as cases wrongly assigned to a LO/CH (Activities)	Created On, Created By, Subject, Regarding (Case number), Case Type, Due Date <i>Filtered on subject : not equals "Please send AR"</i> <i>Filtered on Workflow Stage : not equals Awaiting external feedback</i>
3	Outgoing mail tasks (Activities)	Created On, Created By, Regarding (Case number), Case Type, Type of Action, Action Type, Due Date <i>Filtered on Workflow Stage : Awaiting external feedback</i>

Figure 41: HCIU's data views

5.2.3 HCIU

Below the data views displayed on their workplace.

#	Data view	Fields
1	Active cases (<i>Cases</i>)	Case number, Case Title, Case Type, Owner, Complainant, Created On, Priority, Complexity
2	Awaiting LO actions (<i>Activities</i>)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Workflow Stage</i>
3	Awaiting external feedback (<i>Activities</i>)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Action Categories</i>
4	Awaiting internal Feedback (<i>Activities</i>)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Workflow Stage</i>
5	Further correspondences (<i>Activities</i>)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Type of Action = "FC"</i>

Figure 42: HCIU's data views

5.2.4 LO/CH

Below the data views displayed on the case handlers' workplace.

#	Data view	Fields
1	My Active cases (<i>Case assigned to current user</i>)	Case number, Case Title, Case Type, Complainant, Created On, Priority, Complexity
2	My Awaiting LO actions (<i>Activities assigned to current user</i>)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Workflow Stage</i>
3	My Awaiting external feedback (<i>Activities assigned to current user</i>)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Action Categories</i>
4	My Awaiting internal Feedback (<i>Activities assigned to current user</i>)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Workflow Stage</i>
5	My Further correspondences (<i>Activities assigned to current user</i>)	Case number, Case Type, Owner, Complainant, Type of Case, Type of Action, Created On, Due Date <i>Filtered on Type of Action = "FC"</i>
6	My Pending activities (<i>Activities with regarding field is assigned to current user</i>)	Created On, Created By, Subject, Regarding (Case number), Case Type, Due Date

Figure 43: LO/CH's data views

5.2.5 OTHER PROFILES

Below the data views displayed on the case handlers' workplace.

#	Data view	Fields
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1	My Pending activities (Activities with regarding field is assigned to current user)	Created On, Created By, Subject, Regarding (Case number), Case Type, Due Date
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Figure 44: LO/CH's data views

6 REPORTING

Reports are accessible via the *Run Report* button the *Cases* tab of the ribbon.

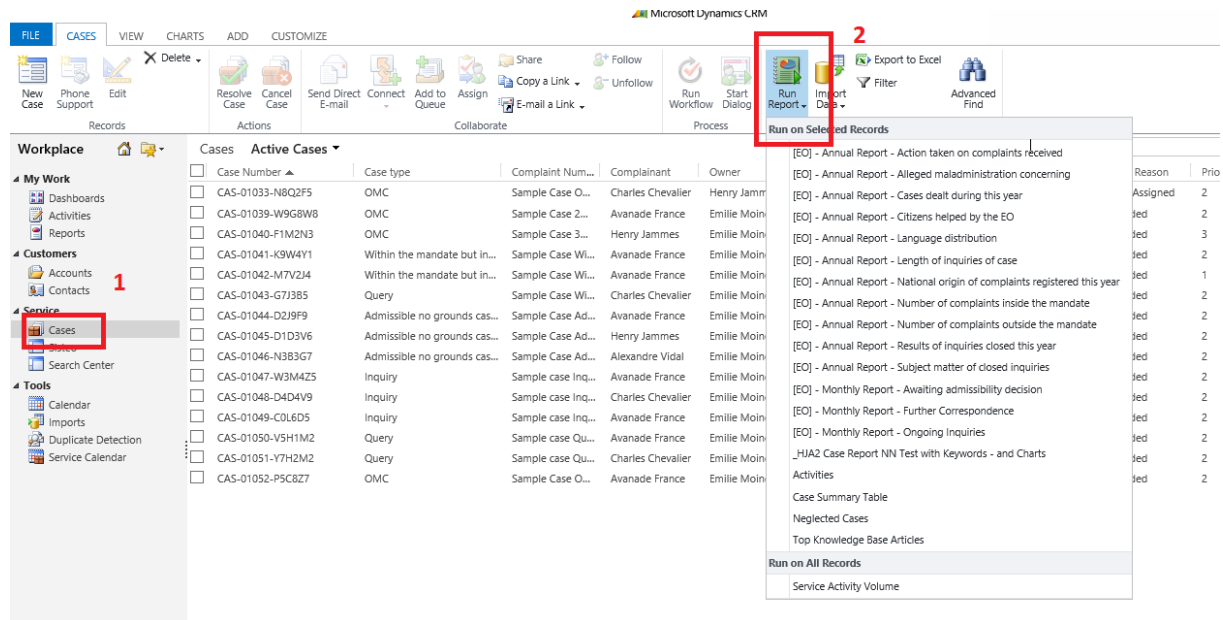


Figure 45: Accessing Reports

Users will launch reports from the displayed list. Data displayed in these reports will depend on the *Security Roles* applied to the logged user (see section 3.3) This section lists all the reports that will be available in the solution. Most of these reports are listings without any aggregated data in order that the EO can tune what is communicated. For instance, in the R05 report - *National origin of complaints registered in 2012*, all countries will be displayed in a listing. It will be the responsibility of the EO to gather all countries that belong to the "Other" entry.

6.1 ANNUAL REPORT

Ref	Title	Description	Data Source
R01	Citizens helped by the EO	Complaints registered in 2012 based on "created on" date (system date)	Fields : CaseNumber, Title, Case Type, Owner, ReceivedDate Filter : Created On = "This Year"
R02	Cases dealt during 2012	Cases processed : when a date (DateDecision) is filled in.	Fields : CaseNumber, Title, CaseType, Owner, DateDecision, DateClosed, Advice 1, Advice 2, DateTranfert, TransferredTo Filter : (ClosedDate = "This Year" AND (Advice1 NOT NULL OR Advice2 NOT NULL)) OR (DateTransfer = "This Year" AND TransferredTo NOT NULL)
R03	Number of complaints inside the mandate	All cases except OMC and queries grouped by year	Fields : CaseNumber, Title, CaseType, Owner, DateDecision, DateClosed, Advice 1, Advice 2, DateTranfert, TransferredTo Filter : (ClosedDate contains datat AND (Advice1 NOT NULL

			OR Advice2 NOT NULL)) OR (DateTransfer contains data AND TransferredTo NOT NULL) AND CaseType NOT IN ("OMC", "QUERY") Group By: Year (DateDecision)
R04	Number of complaints outside the mandate	All cases "OMCs " grouped by year	Fields : CaseNumber, Title, CaseType, Owner, DateDecision Filter: Status = Closed AND CaseType ="OMC" Group By: Year (DateDecision)
R05	National origin of complaints registered in 2012	List of all complaints with their country of origin registered this year	Fields : CaseNumber, Title, CaseType, Owner, DateDecision, InitialCountry, OII Category, Complainant (Contact), Complainant Type 1 (Contact.KIND), Complainant (Account), Complainant Type 2 (Account.KIND), Represented By (Contact), Represented By Type 1 (Contact.KIND), Represented By (Account), Represented By 2 (Account.KIND) Filter: DateDecision = "This year"
R06	Language distribution	List of all complaints with the language used for the first correspondence registered this year	Fields : CaseNumber, Title, CaseType, Owner, DateDecision, InitialLanguage Filter: DateDecision = "This year"
R07	Action taken on complaints received	Inquiry opened since starting date of the report (Awaiting internal feedback)	Fields : CaseNumber, Title, CaseType, DateDecision, DateClosed, Advice 1, Advice 2, DateTranfert, TransferredTo Filter: (ClosedDate > "Entered Date" AND (Advice1 NOT NULL OR Advice2 NOT NULL)) OR (DateTransfer = "This Year" AND TransferredTo NOT NULL) and ACTIVITY.ActionCategory = "Awaiting Internal Feedback")
R08	Alleged maladministration concerning	Based on keyword for inquiries without OII (Complaint based, Query based, Systemic or Visit)	Fields : CaseNumber, Title, CaseType, Owner, DateDecision, Keywords, DateClosed, Filter: CaseType = "Inquiry" AND KeywordType = "Subject Matter" AND OII Category Does not contain data
R9	Length of inquiries of case	Closed cases inquiries with OII : date closed – Decision date	Fields : CaseNumber, Title, CaseType, Owner, Complainant, DateDecision, DateClosed Filter: CaseType = "Inquiry" AND Status = "Closed" WITH AT LEAST AN ACTIVITY (DocumentCategory = "Own Initiative Inquiry")
R10	Results of inquiries closed this year	Closed cases grouped by Settlement (motif de cloture)	Fields : CaseNumber, Title, CaseType, Owner, DateClosed, Settlement

			Filter: CaseType = "Inquiry" AND Status = "Closed" WITH AT LEAST A SETTLEMENT(Settlement)
	Subject matter of closed inquiries	Listing of all Keywords of type Subject Matter	Fields : CaseNumber, Title, CaseType, Owner, DateClosed, Keyword Filter: CaseType = "Inquiry" AND Status = "Closed" AND KeywordType = "Subject Matter" Idem R09

6.2 MONTHLY SITUATION

Ref	Title	Description	Data Source
R11	Awaiting admissibility decision	List of cases for which a Decision Letter is pending.	Fields : Case Number, Case Title, Case Type, Owner, Received Date Filter : Status != Closed AND Decision Date is empty AND Received Date = "This Month"
R12	Further Correspondence	List of closed cases that have at least a <i>Case Activity</i> with the <i>Action</i> field related to a Further Correspondence.	Fields : Case Number, Case Title, Case Type, Owner, Closed Date Filter : Status = Closed AND Created On = "This Month"
R13	Ongoing Inquiries	List of inquiries still opened.	Fields : Case Number, Case Title, Owner, Decision Date Filter : Status != Closed AND Case Type = "Inquiry"

7 DOCUMENT MANAGEMENT

In this section, we will detail the document management features available in the case management solution.

7.1 DOCUMENT STORAGE STRATEGY

All the documents related to complaints will be stored in the *Document Repository* based on SharePoint technologies. It will replace the existing *Digital_Archives* filer.

Documents are stored in two distinct spaces called **Document Locations** in the *Document Repository*.

1. **Working Area:** this restricted space contains all working documents and private documents (Ex: Word format)
2. **Archives:** this space contains all the public documents that were registered by the Registry in PDF format before being sent to addressees.

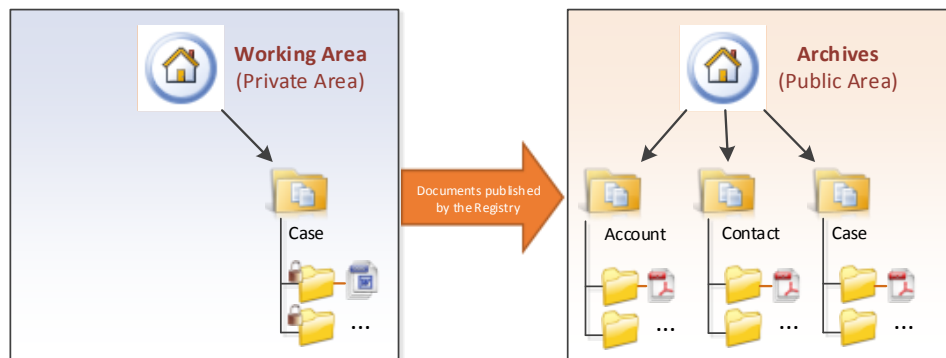


Figure 46: Document Repository

The Document Locations will respect the same storage strategy meaning that the documents will be stored in SharePoint document libraries whose name is the name of the Entity. In each document library, a folder named with the identifier of the entity will be created the first time of access. This folder will contain all the documents related to the record.

7.2 ACCESS TO DOCUMENT MANAGEMENT

As stated in the Data Model section, the Document Management feature in Dynamics CRM 2011 will be activated only on the three following entities:

- Accounts
- Contacts
- Cases

Users who have appropriate permissions to a case will be able to attach documents to the case via the *Documents* section as displayed below.

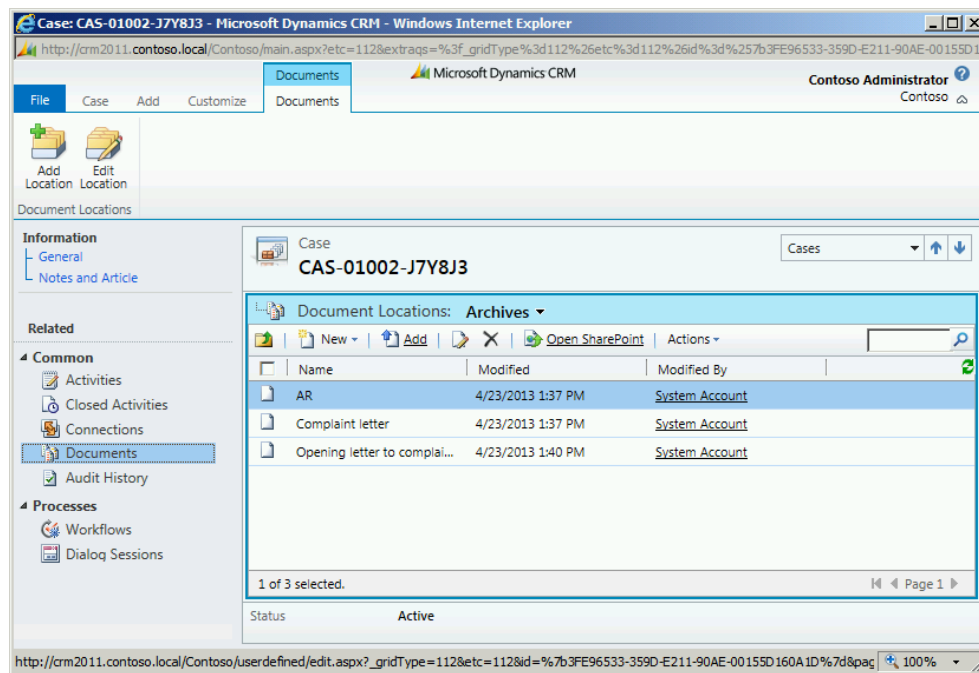


Figure 47: Document Management - Archives

The *Archives* document location will be displayed to the user when he/she will click on the *Documents* link.

From the *Document Locations* menu, users will be able to access the 2 available Document Locations created for the project.

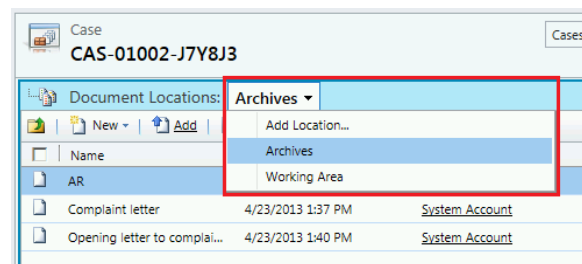


Figure 48: Document Management – Change Document Location

Legacy documents will not be migrated, they will remain in the *Digital_Archive* filer. To make them available via Dynamics CRM, “link to document” entries will be added to SharePoint document libraries.

Therefore all CRM records will have in the “Documents” sections two types of entries:

- “Link to document” entries for legacy documents (stored in the filer) without metadata.
- Documents for new documents (stored in SharePoint) with metadata populated on the fly.

According to the location of the document, the icon next to the document can change as shown below.

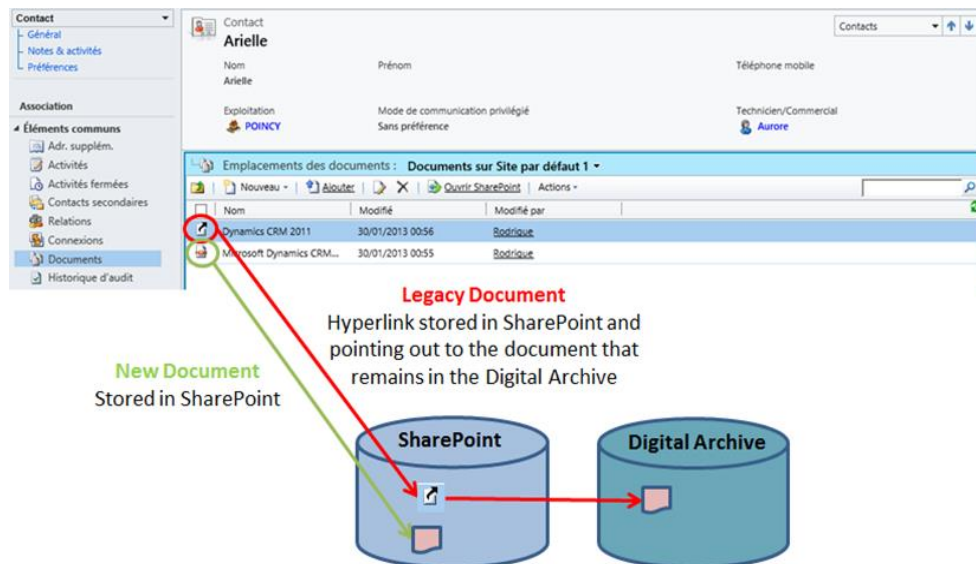


Figure 49: Icons in Document Repository

7.3 DOCUMENT MANAGEMENT FEATURES

From there, users will get benefits from SharePoint Electronic Document Management features.

During the life of the case, many documents are created either manually or generated thanks to a Word Merge for instance. The majority of these documents follows a creation process that requires many reviews and hence **versions of the document** (up to 15) before being validated by all parties. Therefore, the Version History feature must be activated keeping in mind that all versions must be kept in the system. Versioning will be handled by the system making sure that all versions can be accessible at all times. Finally, only the latest version is visible (it is possible to restore a previous version from the Version History screen) and indexed by the search engine. The document will have only major versions (1.0, 2.0 ...).

The document actions are available to end-users based on the permissions they have on the SharePoint document library. End-users who can contribute will have the following actions:

- Check Out a selected document
- Check In a document that is checked out
- Discard any changes to a checked-out document and keep the last version.
- Receive a notification when a document changes
- Download a copy of the selected document to your local computer
- Copy the shortcut of the selected location where the document is stored
- Send the shortcut of the document location to another user
- View the properties (metadata) of a selected document
- Edit the properties of a selected document
- View the version history of a document

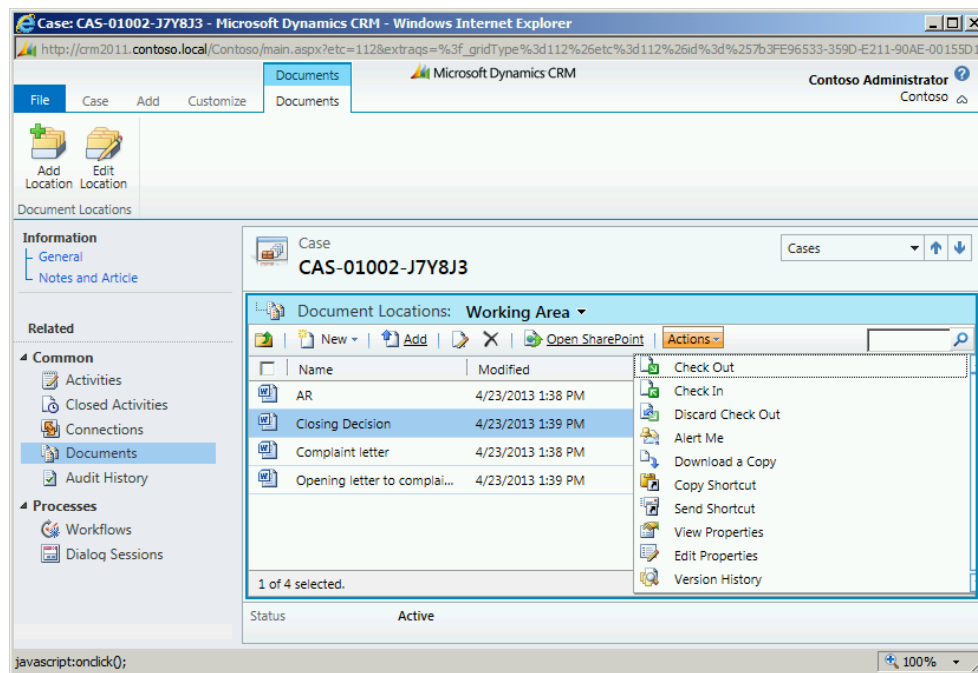


Figure 50: Document Management – Actions

7.4 DOCUMENT TYPES AND METADATA

Documents are enriched with metadata, for instance the case number. Every document stored in the document management system is linked to a content type that includes mandatory or optional metadata. Some of them are automatically added such as the creation date or the person who uploaded the document.

The following metadata will be added automatically when uploading a file:

- Case number
- Case Type
- Complainant
- Represented by (Account or Contact)
- Legal Officer (Owner)
- Sensitivity (1 - Confidential, 2 – Public, 3 - Confidential EO)
- Against (list of Institutions separated by a comma)
- Keywords 1 (list of words separated by a comma)
- Keywords 2 (list of words separated by a comma)
- Keywords 3 (list of words separated by a comma)
- Keywords 4 (list of words separated by a comma)
- Language (Language of the last correspondence)

Additionally, extra metadata will be specified by users manually such as the **type of document** (based on a drop-down list – up to 50 entries) and the **nature of document** (based on a drop-down list) or any information not present in the Case record stored in Dynamics CRM 2011.

Note: Type of document is a mandatory metadata. Once the user has uploaded the document, he/she will have to specify manually the type of document from SharePoint.

Once the “type of document” metadata has been specified by the user, the document will be renamed automatically following the pattern: [Type of Document]_[Case Number]_[YYYYMMDD-HHMMSS].

Ex: Further Correspondence_201300002_20140103-160245.pdf

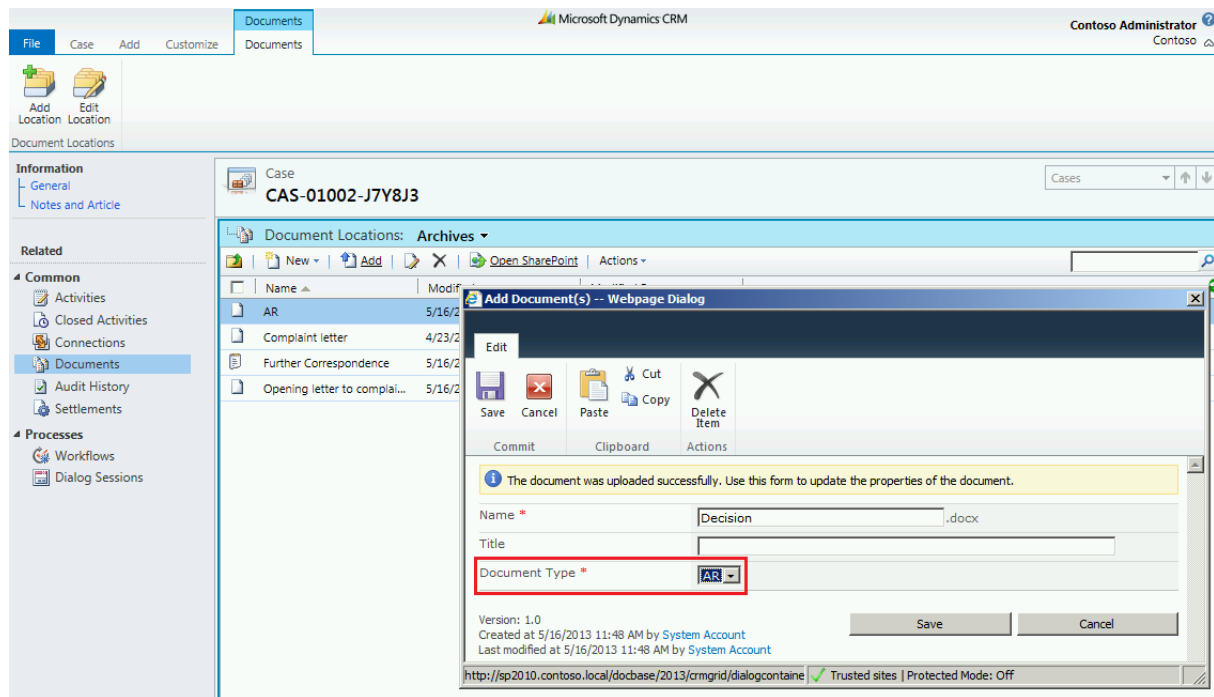


Figure 51: Enter Document Type

7.5 SECURITY AND PERMISSIONS

7.5.1 WORKING AREA

In terms of security, the Head of Registry and the persons involved in the workflows will have access to the documents stored in the *Working Area* document location. Legal Officers and Complaint Handlers can only see cases they are in charge of.

Permissions on Document Locations will be set at the *Registration* stage and completed at the *Assignment* stage when the Case Handler in charge of the case will be known.

If the access to a given document must be restricted for a specific period of time, permissions can be positioned on it by the *Registry team*. This action will not be achieved through the Dynamics CRM 2011 interface. The *Registry team* will do it upon request via the SharePoint interface.

7.5.2 ARCHIVES

All users have access in read only mode to the published documents in PDF format stored in the *Archives* document location.

Only the *Registry team* will be able to publish documents from the *Working Area*. To perform this action, the Registry team will be granted "Full Control" permission so it can upload, modify, delete document and also change permissions in case of reassignment.

8 BACK OFFICE

8.1 END-USER AUDIT

Auditing allows to track the change history for an entity. Auditing captures the following:

- Date and time something was changed
- The old value
- The new value
- The individual who made the change

Audit data are available from the Audit History menu in the left panel of entity form.

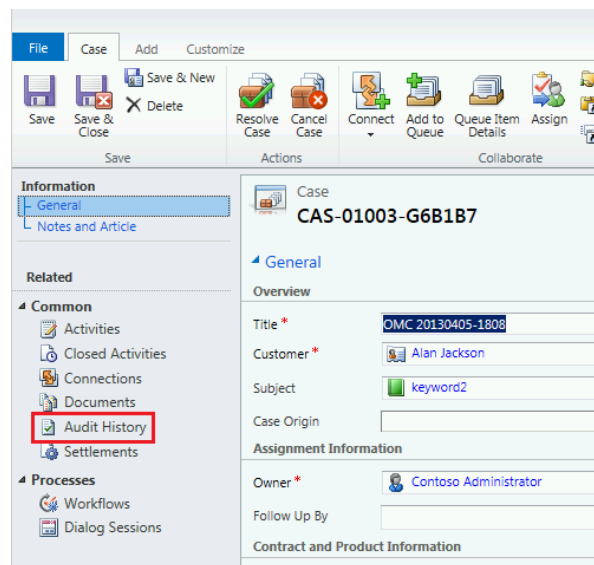


Figure 52: Audit History

In the solution, audit capabilities will be activated on Accounts, Contacts, Cases and Activities.

8.2 MAIL MERGE

Mail Merge feature will be used at various stages of the lifecycle of the case to generate mail such as AR documents. To achieve this, *Mail Merge templates* will be created within Dynamics CRM.

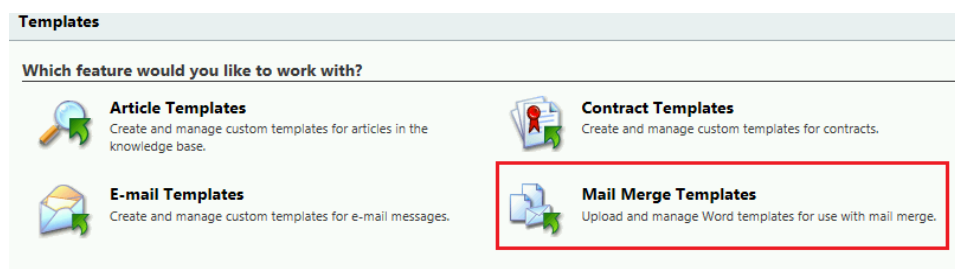


Figure 53: Template model