



IBM Cúram Social Program Management

Cúram Citizen Context Viewer Configuration Guide

Version 6.0.4

Note

Before using this information and the product it supports, read the information in Notices at the back of this guide.

This edition applies to version 6.0.4 of IBM Cúram Social Program Management and all subsequent releases and modifications unless otherwise indicated in new editions.

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Chapter 1

Introduction

1.1 Purpose

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

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

1.2 Audience

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

1.3 Prerequisites

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

1.4 Chapters in this Guide

The following list describes the chapters within this guide:

Configuring the Citizen Context Viewer

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

Configuring the Cases Displayed

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

Configuring the Service Plans Displayed

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

Configuring the Social Enterprise Folders Displayed

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

Conclusion

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

Chapter 2

Configuring the Citizen Context Viewer

2.1 Introduction

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

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

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

2.2 Features of CCV Configuration

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

Another feature of CCV configuration is the integration with existing Cúram functionality. CCV configuration integrates with case settings to determine the case information displayed in the CCV. It also integrates with

system security to ensure only authorized users can view information in the CCV. These integration points reduce the effort required to configure the information that appears in the CCV.

2.3 The Role of the CCV Administrator

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

Some of the CCV application properties are directly linked to code tables. CCV administrators must therefore have access to the relevant code tables and have a high-level understanding of what the codes stand for. This guide provides information on the sample codes that are used to display information in the CCV. Note, however, since code tables are customizable, these codes may vary across organizations. Multidisciplinary team configuration is maintained as part of social enterprise folder administration. The CCV administrator should understand the relationship between a social enterprise folder and its multidisciplinary team.

2.4 Configuring the Components of the CCV Structure

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

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

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

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

2.5 Configuring Care and Protection Information

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

2.5.1 Configuring the Case Types Supported in the CCV

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

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

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

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

Code	Case Type	Description
		folders can appear in the care and protection component.

Table 2.1 Codes for Case Types Displayed

2.5.2 Configuring Case, Service Plan, and Social Enterprise Folder Types

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

The following sections describe the application properties for configuring the information displayed based on types: Section 3.2.1, *Application Properties for Product Delivery Case Types* , Section 3.3.1, *Application Properties for Integrated Case Types* , Section 4.2, *Application Properties for Service Plan Types* , Section 5.2, *Application Properties for Social Enterprise Folder Types* .

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

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

The following sections describe the application properties for configuring the information displayed based on statuses: Section 3.2.2, *Application Properties for Product Delivery Case Statuses* , Section 3.3.2, *Application Properties for Integrated Case Statuses* , Section 4.3, *Application Properties for Service Plan Statuses* , Section 5.3, *Application Properties for Social Enterprise Folder Statuses* .

2.5.4 Configuring Case, Service Plan, and Social Enterprise Folder Participants

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

The following sections describe the application properties for configuring the information displayed based on participant roles: Section 3.2.3, *Application Properties for Product Delivery Case Participant Roles*, Section 3.3.3, *Application Properties for Integrated Case Participant Roles*, Section 4.4, *Application Properties for Service Plan Participant Roles*, Section 5.4, *Application Properties for Social Enterprise Folder Participant Roles*.

2.6 Configuring Community Information

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

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

2.6.1 Application Property to Display Current Communities Only

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



Note

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

2.6.2 Application Property to Display Current Community Members Only

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



Note

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

2.7 Configuring Dealings Information

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

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

2.7.1 Application Property to Display All Interactions

The `curam.ise.ccv.interactions.displayall` application property, indicates whether or not to display all interactions for a client in the CCV. The default value for this application property is 'NO'. Thus, the configuration of the Section 2.7.2, *Application Property to Define the Number of Interactions to Display* determines the dealings information displayed in the CCV. If the CCV administrator changes the value of this to 'YES', all client interactions are displayed in the CCV regardless of the configurations for the two remaining interaction application properties.

2.7.2 Application Property to Define the Number of Interactions to Display

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

This application property takes precedence over the Section 2.7.3, *Application Property to Define the Number of Days Prior to Current Date for Retrieving Interactions* . The CCV administrator can therefore change this value and it will become the default number of interactions displayed in the CCV. Note that if the application property to display all interactions is set to 'YES', it will take precedence over the number of interactions defined here.

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

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

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

2.8 Configuring Family Information

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

2.8.1 Application Property to Display Current Family Members Only

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

2.9 Configuring Multidisciplinary Team Information

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

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

2.10 Security Available in the Citizen Context Viewer

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

Chapter 3

Configuring the Cases Displayed

3.1 Introduction

Section 2.5, *Configuring Care and Protection Information* provided a high level overview of the configuration options for displaying case, service plan, and social enterprise folder information in the care and protection component of the CCV. The purpose of this chapter is to describe the specific application properties available for configuring product delivery cases and integrated cases.

3.2 Configuring Product Delivery Cases

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

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

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

3.2.1 Application Properties for Product Delivery Case Types

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

be displayed.

curam.ise.ccv.case.types.showall.productdelivery

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

curam.ise.ccv.case.types.productdelivery

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

3.2.2 Application Properties for Product Delivery Case Statuses

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

curam.ise.ccv.case.statuses.showall.productdelivery

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

curam.ise.ccv.case.statuses.productdelivery

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

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

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

Table 3.1 Codes for Case Status - Product Delivery Case

3.2.3 Application Properties for Product Delivery Case Participant Roles

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

`curam.ise.ccv.case.cproles.showall.productdelivery`

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

`curam.ise.ccv.case.cprole.types.productdelivery`

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

3.3 Configuring Integrated Cases

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

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

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

3.3.1 Application Properties for Integrated Case Types

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

`curam.ise.ccv.case.types.showall.integratedcase`

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

`curam.ise.ccv.case.types.integratedcase`

This setting only applies where the above application property to display all integrated case types is set to 'NO'. To configure the application property, the CCV administrator must add the code of each supported integrated case type in the form of a comma-delimited list of code values taken from the `ProductCategory` codetable. `IntegratedCaseType` is an attribute on the `Case-Header` entity and may contain any value from the `ProductCategory` codetable. If the value of `integratedCaseType` is present in this comma-de-

limited list, the integrated case will be displayed in the CCV. There is no default value for this application property because the default value for the application property to show all integrated case types is 'YES'.

3.3.2 Application Properties for Integrated Case Statuses

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

curam.ise.ccv.case.statuses.showall.integratedcase

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

curam.ise.ccv.case.statuses.integratedcase

This setting only applies where the above application property to display integrated cases of all statuses is set to 'NO' (which is the default). It indicates the integrated cases displayed in the CCV based on selected integrated case status types. This is achieved by setting the value of this property to be a comma-delimited list of codes from the CaseStatus codetable (the same codetable used to configure the `curam.ise.ccv.statuses.productdelivery` application property described in Section 3.2.2, *Application Properties for Product Delivery Case Statuses*). The default value is 'CS4,CS3'; CS4 relates to the open status, CS3 to the closed status.

3.3.3 Application Properties for Integrated Case Participant Roles

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

curam.ise.ccv.case.cproles.showall.integratedcase

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

curam.ise.ccv.case.cprole.types.integratedcase

This setting only applies where the above application property to display integrated cases for CCV client of any case participant role is set to 'NO' (which is the default). It indicates the case participant roles that the CCV client can have on an integrated case for that case to be displayed in the CCV. This is achieved by setting the value of this property to be a comma-delimited list of codes from the CaseParticipantRoleType codetable (the same codetable used to configure the `curam.ise.ccv.cprole.types.productdelivery` described in Section 3.2.3, *Application Properties for Product Delivery Case Participant Roles*). The default value is 'PRI', the code for the primary client.

Chapter 4

Configuring the Service Plans Displayed

4.1 Introduction

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

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

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

4.2 Application Properties for Service Plan Types

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

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

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

plan information will appear in the CCV.

4.2.2 `curam.ise.ccv.case.types.serviceplans`

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

4.3 Application Properties for Service Plan Statuses

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

4.3.1 `curam.ise.ccv.case.statuses.showall.service plan`

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

4.3.2 `curam.ise.ccv.case.statuses.serviceplan`

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

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

Code	Case Status	Default for Application Property?
CS1	Active	Yes
CS10	Delayed Processing Pending	No

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

Table 4.1 Codes for Case Status - Service Plan

4.4 Application Properties for Service Plan Participant Roles

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

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

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

4.4.2 `curam.ise.ccv.cprole.types.serviceplans`

This setting only applies where the above application property to display service plans for CCV client of any service plan participant role is set to 'NO' (which is the default). It indicates the service plan participant roles that the CCV client can have on a service plan for that service plan to be displayed in the CCV. This is achieved by setting the value of this property to

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be a comma-delimited list of codes from the `CaseParticipantRoleType` codetable. The default value is 'PPR', the code for the plan participant.

Chapter 5

Configuring the Social Enterprise Folders Displayed

5.1 Introduction

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

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

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

5.2 Application Properties for Social Enterprise Folder Types

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

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

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

5.2.2 **curam.ise.ccv.case.types.sef**

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

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

5.3 Application Properties for Social Enterprise Folder Statuses

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

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

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

5.3.2 **curam.ise.ccv.case.statuses.sef**

This setting only applies where the above application property to display social enterprise folders of all statuses is set to 'NO'. It indicates the social enterprise folders displayed in the CCV based on selected social enterprise folder status types. This is achieved by setting the value of this property to

be a comma-delimited list of codes from the CaseStatus codetable. The case status codes which apply to social enterprise folders are CS (closed status) and C4 (open status).

5.4 Application Properties for Social Enterprise Folder Participant Roles

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

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

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

5.4.2 `curam.ise.ccv.cprole.types.sef`

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

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

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

Table 5.1 Codes for Social Enterprise Folder Participant Roles

Chapter 6

Conclusion

6.1 Summary of CCV Application Properties

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

CCV Application Properties	Summary
curam.ise.ccv.familymembers.current	This indicates whether or not to display current family members only in the family component.
curam.ise.ccv.communities.current	This indicates whether or not to display current communities only in the communities component.
curam.ise.ccv.community.members.current	This indicates whether or not to display current community members only in the communities component.
curam.ise.ccv.interactions.displayall	This indicates whether or not to display all of the CCV client's interactions in the dealings component.
curam.ise.ccv.interactions.numdisplay	This indicates the number of interactions for the CCV client to display in the dealings component.
curam.ise.ccv.interactions.numdays	This indicates the number of days prior to the current date to retrieve interactions for the CCV client and display in the dealings component.
curam.ise.ccv.case.types	This indicates the case types which can appear in the care and protection component. The case types supported are product delivery cases, integrated cases, service plans, and social

CCV Application Properties	Summary
	enterprise folders.
curam.ise.ccv.case.types.showall.productdelivery	This indicates whether or not to show all product delivery case types in the care and protection component.
curam.ise.ccv.case.types.productdelivery	This indicates the specific product delivery case types to display in the care and protection component.
curam.ise.ccv.case.statuses.showall.productdelivery	This indicates whether or not to display product delivery cases of all statuses in the care and protection component.
curam.ise.ccv.case.statuses.productdelivery	This indicates the product delivery cases displayed in the CCV based on selected product delivery case status types.
curam.ise.ccv.case.cproles.showall.productdelivery	This indicates whether or not to display all product delivery cases where the CCV client is a case participant in the CCV.
curam.ise.ccv.cprole.types.productdelivery	This indicates the case participant roles that the CCV client can have on a product delivery case for that case to be displayed in the CCV.
curam.ise.ccv.case.types.showall.serviceplan	This indicates whether or not to show all service plan types in the care and protection component.
curam.ise.ccv.case.types.serviceplans	This indicates the specific service plan types to display in the care and protection component.
curam.ise.ccv.case.statuses.showall.serviceplan	This indicates whether or not to display service plans of all statuses in the care and protection component.
curam.ise.ccv.case.statuses.serviceplan	This indicates the service plans displayed in the CCV based on selected service plan status types.
curam.ise.ccv.case.cproles.showall.serviceplan	This indicates whether or not to display all service plans where the CCV client is a service plan participant in the CCV.
curam.ise.ccv.cprole.types.serviceplans	This indicates the service plan participant roles that the CCV client can have on a service plan for that ser-

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

CCV Application Properties	Summary
	participant roles that the CCV client can have on a social enterprise folder for that social enterprise folder to be displayed in the CCV.

Table 6.1 Summary of CCV Application Properties

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