



IBM Cúram Social Program Management

Cúram Case Audits 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.

Licensed Materials - Property of IBM

Copyright IBM Corporation 2012. All rights reserved.

US Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

© Copyright 2011 Cúram Software Limited

Table of Contents

Chapter 1 Introduction	1
1.1 Purpose	1
1.2 Audience	1
1.3 Prerequisites	1
1.4 Chapters in this Guide	1
Chapter 2 Overview of Case Audits	3
2.1 Introduction	3
2.2 Using Audits to Effectively Monitor Cases in Today's SEM Landscape	3
2.3 Types of Case Audit	4
2.4 Roles in a Case Audit	4
2.4.1 Audit Coordinator	4
2.4.2 Auditor	5
2.4.3 The Audit team	5
2.5 Anatomy of a Case Audit	5
2.5.1 Focus Areas	5
2.5.2 Selection Query and Criteria	5
2.5.3 Audit Algorithm	6
2.6 Case Audit Lifecycle	6
Chapter 3 Case Audit Administration	7
3.1 Introduction	7
3.2 Specifying Case Types for an Audit Plan	7
3.3 Associating an Algorithm with a Case Audit Configuration	7
3.4 Configuring Focus Areas	8
3.5 Configuring Selection Queries and Criteria	8
3.5.1 Dynamic Queries	8
3.5.2 Fixed Queries	9
3.5.3 Associating Queries with Case Audit Configurations	9
3.6 Setting Audit Coordinator Case Selection Permissions	9
3.7 Case Audit Security	10
Chapter 4 Coordinating Case Audits	11
4.1 Introduction	11
4.2 Personalizing the Audit Coordinator Home Page	11
4.3 Creating an Audit Plan	12
4.3.1 Case Owner Involvement in a Case Audit	12

4.3.2 Managing Focus Areas	13
4.4 Maintaining an Audit Plan	13
4.4.1 Scheduling Case Audits	13
4.4.2 Selecting Cases to be Audited	14
4.4.3 Adding Auditors to an Audit Plan	15
4.4.4 Assigning Cases to Auditors	16
4.4.5 Changing Audit Coordinator	16
4.4.6 Searching for an Audit Plan	17
4.5 Viewing Audit Plan Progress	17
4.6 Maintaining Audit Plan Summary Findings	17
Chapter 5 Auditing Cases	19
5.1 Introduction	19
5.2 Personalizing the Auditor Home Page	19
5.3 Performing a Case Audit	20
5.3.1 Addressing Focus Areas	20
5.3.2 Adding Findings to a Case Audit	20
5.4 Searching for a Case Audit	20
5.5 Viewing the Case Audit Progress	20
5.6 Completing a Case Audit	21
5.6.1 Providing Case Owner and Supervisor Feedback	22
5.6.2 Indicating that a Case Audit is Complete	22
Chapter 6 Conclusion	24
6.1 Summary	24
6.2 Additional Information	24
Notices	25

Chapter 1

Introduction

1.1 Purpose

The purpose of this guide is to define case audits and provide a high level overview of case audit processing. After reading this guide, the reader should have a basic understanding of how cases audits are used to monitor the delivery of the organization's benefits and services, and the processing that is involved in carrying out the case audits.

In order to best understand these concepts, the guide should be read in full. The guide is not intended to be used as a training or user guide.

1.2 Audience

This guide is intended for business analysts employed by the organization. It is assumed that this audience has a strong knowledge of the organization's business requirements. Readers do not require knowledge of the application.

1.3 Prerequisites

It is assumed that the reader is familiar with the basic concepts of Social Enterprise Management. In particular, it is assumed that the reader is familiar with how the organization delivers benefits and services to clients.

To better understand the topics covered in this guide, it is suggested that the reader has previously read the *Cúram Integrated Case Management Guide*.

1.4 Chapters in this Guide

The following list describes the chapters within this guide:

Overview of Case Audits

This chapter provides an introduction to the case audit process. It describes the primary roles involved in a case audit and provides a high level overview of the case audit lifecycle.

Case Audit Administration

This chapter provides an overview of the settings that can be configured for case audits as part of application administration.

Coordinating Case Audits

This chapter provides an overview of the audit plan which an audit coordinator uses to manage the case audit process.

Auditing Cases

This chapter describes the case audit process for an auditor; examining focus areas, adding findings and receiving feedback on the audits once complete.

Chapter 2

Overview of Case Audits

2.1 Introduction

This chapter provides an overview of case audit functionality. The delivery of benefits and services to an organization's clients is managed using cases. Case audits are used to monitor the delivery of these benefits and services to the clients.

There are two main types of case audit: quantitative and qualitative audits. Quantitative audits are generally used to measure compliancy with statues and policy while qualitative audits are performed by an auditor on cases to measure and assess case outcomes.

Case audits focus on the evaluation of different areas of case management. These focus areas are the aspects of a case that are to be examined by an auditor. The selection of cases to audit is typically done by generating a random list of cases. Selection queries are used to generate a random list of cases based on specific selection criteria.

There are a number of different roles that individuals play in a case audit including audit coordinator, auditor, and member of an audit team. These are described in the sections below.

2.2 Using Audits to Effectively Monitor Cases in Today's SEM Landscape

A case audit is an examination or evaluation of a case. In the past, case audits were performed in order to monitor and report on the extent of compliance with policy and regulations. Today, in addition to compliance monitoring, many organizations also gather and assess a range of information on quality, practice, and outcomes. This helps them to evaluate agency performance, enabling organizations to make decisions on ways to improve performance and affect positive changes in policy and case practice. These

new approaches are much broader in scope than the traditional evaluation of compliance and often involve caseworkers and supervisors who are allowed to provide feedback concerning the findings provided by the auditors.

2.3 Types of Case Audit

There are two primary types of case audits that may be conducted. These are quantitative and qualitative audits.

Quantitative Audit

A quantitative audit is an audit that measures compliance with statutes and policy, and is based on available case data. For example, an audit may be conducted for the purposes of a compliance review to ensure a household is receiving the correct allotment of Food Stamps (Federal Compliance Review).

Qualitative Audit

A qualitative audit is an audit that assesses case outcomes and is based on an auditor's assessment of case information. It can include interviews with families and other parties involved in the case. This type of case audit is more adaptable and the focus of the audit may depend on what has emerged from a quantitative audit. It is also a way of measuring worker performance. For example, a Quality Assurance Review audit might be conducted by an agency to evaluate the effectiveness of delivery of a Food Stamps benefit focusing on a review of the timeliness of actions and verifications completed.

Some case audits may contain a combination of both quantitative and qualitative elements.

2.4 Roles in a Case Audit

There are two case audit roles which are filled by different members of the organization, an audit coordinator and an auditor. Users may also play the role of audit coordinator and auditor concurrently.

2.4.1 Audit Coordinator

An audit coordinator is responsible for the management and maintenance of the audit process. They may also contribute to the individual audit of cases. An audit coordinator creates an audit plan which includes the purpose of the audit, the main focus areas, and the schedule. The audit coordinator also produces a list of cases to be audited, assigns the cases for audit and provides summary findings for the audit plan as a whole. Audit coordinators can view case information for the cases being audited within an audit plan that they have created as well as for any case audits that they may have been assigned to audit individually. Each audit coordinator is only able to create an audit plan for the types of cases that fall within their business function.

For example, an audit coordinator may be able to create an audit plan to audit case types that fall within the Child Welfare program area but not the Income Support program area.

2.4.2 Auditor

An auditor is responsible for examining and evaluating particular case records to which they have been assigned. They are responsible for providing summary findings on their individual case audits and reviewing any feedback received from caseworkers and supervisors. Auditors can view case information for cases to which they have been assigned.

Auditors can only be assigned to audit the types of cases that fall within their business area. For example, Child Welfare types of cases that require an audit can only be assigned to an auditor who works within the Child Welfare program area.

2.4.3 The Audit team

Auditors can also be grouped into an audit team. An audit team represents one or more auditors responsible for jointly examining and evaluating particular case records. Audits can be assigned to an audit team or an individual auditor.

2.5 Anatomy of a Case Audit

2.5.1 Focus Areas

Focus areas are the aspects or specific areas of a case that are to be examined by an auditor when carrying out an audit. The focus areas that are available to be examined during a case audit are specified within the administration application for the type of case audit that is being conducted. The audit coordinator may then select as many of these as are appropriate for the specific audit being conducted when creating the audit plan. An auditor when completing a case audit and evaluating a particular case must then address the focus areas selected.

2.5.2 Selection Query and Criteria

A selection query is used to generate a random sample of cases and contains the selection criteria that is used to produce the random list of cases. Two types of selection query may be used. A dynamic query offers flexibility by allowing the audit coordinator to enter selection criteria such as case status and a case start date range, which is then used to produce a list of cases.

A fixed query provides a predefined set of selection criteria. If a fixed query is used to generate a random sample of cases within an audit plan, then no audit coordinator entry of selection criteria is required.

2.5.3 Audit Algorithm

An audit algorithm is the method or function run by the system in order to generate a random sample of cases based on the selection criteria specified by the user. A sample algorithm has been provided which uses a starting point and an interval to determine the list of cases to be included in the case audit. An organization may also define their own algorithms to be used for the audit of different types of cases as necessary.

2.6 Case Audit Lifecycle

At a high level the case audit process includes the following steps:

Create Plan

The audit coordinator creates a plan to define the expected scope, goals and conduct of the audit. The audit plan is then given a schedule and auditors added to the plan.

Produce Case Sample List

A list of cases to be audited can be generated randomly, or alternatively by manual selection.

Assign Auditors

Once a list of cases has been added to the plan, auditors are assigned to each individual case for audit.

Record Audit Findings

Auditors document their findings against the focus areas as detailed in the audit plan.

Record Summary Findings and Recommendations

Once all cases associated with the audit plan have been audited and feedback has been provided, the audit coordinator reviews the documentation and produces summary findings detailing any recommendations and action items.

Chapter 3

Case Audit Administration

3.1 Introduction

This chapter describes the administration options that are available for case audits. It covers how an administrator can configure case audits for different case types. A case audit configuration must be created for each type of case audit the organization wishes to use. The maintenance of focus areas, algorithms, and selection queries is also available within the system administration application. This chapter also covers case audit security.

3.2 Specifying Case Types for an Audit Plan

Case Audits can be conducted on specific case types, for example, a product delivery case of type 'Food Stamps'. When setting up a case audit configuration, the following must be done:

- The type of case for which an audit coordinator can create an audit plan must be configured.
- An algorithm must be selected.
- Selection queries that can be used in generating a random sample of cases for audit must be chosen.
- The focus areas that may be chosen to be addressed as part of any audit for that type of case must be selected.

3.3 Associating an Algorithm with a Case Audit Configuration

An audit algorithm is the method or function run by the system in order to produce a random sample of cases based on selection criteria specified by

the audit coordinator. A sample algorithm has been provided which uses a starting point and interval to determine the list of cases to be included in the case audit.

This will select every nth case starting with x taking into account the number of cases that need to be audited and the available case load. Either the audit coordinator enters these values when producing the list of cases, or if not entered, the system calculates the interval and selects a random starting point.

An organization may also define their own algorithms to be used for the audit of different types of cases as necessary. This is a customization point which involves development and is explained in more detail in the Cúram Case Audits Development Guide

3.4 Configuring Focus Areas

An administrator can select which focus areas will be available for selection when creating an audit plan of a particular case type as part of case audit configuration. When creating an audit plan, the audit coordinator can select from the set of focus areas configured for the type of case being audited.

3.5 Configuring Selection Queries and Criteria

When configuring a case audit, a selection query must be identified for the case audit configuration. This selection query is used to generate a random sample of cases and contains the selection criteria that are used to search for and produce the list of cases. Two types of selection queries exist.

3.5.1 Dynamic Queries

A dynamic query offers flexibility to the audit coordinator by allowing the audit coordinator to enter the selection criteria that is to be used when producing a list of cases, for example, case status and a case start date range. Each case audit configuration must have one dynamic query associated to it. Only one dynamic query may be identified per case audit configuration.

Four sample dynamic queries are provided for each of the standard case types: Integrated Case, Benefit Product Delivery, Liability Product Delivery, and Investigation Case. New dynamic queries may also be created by an administrator and associated to a case audit configuration once they are validated and published.



Note

Development effort is required to produce the new selection criteria page on which an audit coordinator will enter selection criteria. For more information, see the Cúram Case Audits Development Guide

An administrator can replace the existing dynamic query with the new dynamic query. An audit coordinator would then be presented with a different set of selection criteria to enter when generating the random list of cases to be audited.

3.5.2 Fixed Queries

A fixed query provides a predefined set of selection criteria that is defined through the entry of a SQL statement. For example, a fixed query might specify all cases opened, found ineligible, and closed within the month of February. If a fixed query is used to generate a random sample of cases within an audit plan, then no audit coordinator entry of selection criteria is required.

Fixed queries may also be created by an administrator and associated to a case audit configuration once they are validated and published. Multiple fixed queries may be associated to a case audit configuration, along with the one dynamic query. These queries are not a replacement but an addition to the dynamic query. An audit coordinator has the option to choose which type of query to use when generating the random list of cases for audit.

3.5.3 Associating Queries with Case Audit Configurations

When configuring a case audit, an administrator must associate one dynamic query and may associated any number of fixed queries with the case audit configuration. An audit coordinator then has the option to choose either the dynamic query or any fixed queries associated to the case audit configuration when generating a random list of cases for audit. If the dynamic query is selected, the selection criteria for that query will be presented to the audit coordinator when generating the random sample of cases for audit.

For example, the sample 'Integrated Case Query' that is provided contains several selection criteria, including case status and a case start date range. If this dynamic query is associated with a case audit configuration and selected by the audit coordinator, then the audit coordinator will be presented with a page on which to enter any or all of the search criteria defined. If a fixed query is selected, then no entry of search criteria is required. The fixed query contains both the selection criteria and the parameters for the selection criteria; it can be reused without having to enter parameters for selection criteria.

3.6 Setting Audit Coordinator Case Selection Permissions

For each case audit configuration an administrator specifies if the audit coordinator can manually identify individual cases to be audited. If this setting is not enabled then the list of cases to be audited can only be randomly generated. This ensures that the audit coordinator has no direct input into which

cases should be audited. If an agency requires the ability to give the audit coordinator increased control over the cases that should be audited, this setting may be enabled and the creation of the list of cases to be audited can be done by manual selection or by random generation.

3.7 Case Audit Security

For each case audit configuration an administrator can specify that a security identifier is required by the audit coordinator to create an audit plan for the case type being configured. This provides an organization with a way to ensure that an audit coordinator cannot create an audit plan outside of their business area. For example, an audit coordinator who specialises in Child Welfare can be prevented from creating an audit plan for Income Support types of cases by identifying a security identifier for the case audit configuration for an Income Support type case. An audit coordinator will also be prevented from reassigning the audit plan to another audit coordinator who is not authorized for the type of case being audited.

Audit-level security also ensures that case audit details can only be viewed and modified by the auditor or audit coordinator assigned to perform the case audit, and that case audits can only be assigned to auditors or audit coordinators within their business area. Security restrictions equally apply to the display of audit plans and case audits, for example, searching for an audit plan or case audit.

Location-based Security

Location-based security is used to prevent users from viewing cases outside of their assigned location. In order to ensure that auditors and audit coordinators have the necessary access to view cases assigned to them for audit, any restrictions that location based security might present to view a case will be overridden if the user is an auditor or audit coordinator that is assigned to a case being audited. Location-based security restrictions will still apply for whether or not the auditor or audit coordinator is able to maintain the case.

Chapter 4

Coordinating Case Audits

4.1 Introduction

This chapter describes the audit plan lifecycle from creation to completion. An audit plan is used to manage the case audit process, allowing the audit coordinator to define the expected scope, goals and conduct of the case audit, select cases for audit, identify and assign cases to auditors, and document overall summary findings when all case audits are complete.

4.2 Personalizing the Audit Coordinator Home Page

Audit coordinators may configure the type of information they want displayed on their home page, including summary information or functions that are specific to the role of the user. The following is a list of items that are available for selection on the audit coordinator home page:

Quicklinks

Contains the popular actions that an audit coordinator can quickly access, for example, create an audit plan.

My Tasks

Lists tasks assigned to the audit coordinator with the ability to filter tasks by priority and due date.

My Items of Interest

Lists the most recently tagged Items of Interest (cases) that an audit coordinator has bookmarked.

My Audit Plans

Lists any audit plans for the audit coordinator.

My Case Audits

Lists any case audits that have been assigned to the audit coordinator.

Audit Plan Summary

Graphical display of the status of any audit plans for the audit coordinator.

Case Audit Summary

Graphical display of the status of any case audits that have been assigned to the audit coordinator.

4.3 Creating an Audit Plan

An audit plan manages the details of the case audit process from its initial inception through to completion. When creating an audit plan the audit coordinator must specify what type of case will be audited, for example, child services investigation cases. The types of cases available for audit must be configured within the administration application before an audit plan may be created.

Along with identifying the type of case that will be audited, the purpose for the audit such as for a quality assurance review, the priority, the areas of focus, and the level of user involvement are also specified. The level of user involvement determines the level of interaction that the case owner and supervisor will have with the audit being conducted on their case.

Before auditors can be assigned cases to audit, the audit plan must be scheduled and a random list of cases generated for the audit plan. Alternatively, the audit coordinator can manually add cases to an audit plan if the type of case has been configured to allow this in the administration application. The audit coordinator then assigns the cases identified for audit so that auditors may begin the process of conducting an audit.

4.3.1 Case Owner Involvement in a Case Audit

When creating an audit plan, the level of involvement of the relevant caseworker and case supervisor of each case that will be part of the audit plan must be specified. User involvement indicates what a case owner and supervisor can view in relation to a case audit. The following table provides a list of the available options.

User Involvement	Description
Provide Feedback	The caseworker and supervisor will be notified when the audit is complete and that feedback is required. They will be allowed to view the findings and enter feedback.
Provide Feedback When Focus Area Not Satisfied	The caseworker and supervisor will be notified that feedback is required when the audit is complete and any focus areas have not been satisfied.
View Findings Only	The caseworker and supervisor will

User Involvement	Description
	be notified when the audit is complete, and will be allowed to view the findings. They will not be allowed to provide feedback.
No Access To Audit Information	The caseworker and supervisor will not be able to view the findings or provide feedback.

Table 4.1 Case Owner and Supervisor Involvement in a Case Audit

4.3.2 Managing Focus Areas

When an audit plan is created, the audit coordinator may specify the areas on which all auditors should focus when carrying out individual case audits. The focus areas that are available to be selected are those that have been configured for the type of case being audited in the administration application. These focus areas assist in measuring the outcome of service delivery within a case, such as Benefit Accuracy, Resource Transfers, Screenings, or Timeliness.

When an auditor is assigned a case audit, the auditor can then concentrate efforts on these focus areas and enter findings against them. The audit coordinator can continually view information about the progress of the individual case audits to identify the focus areas that have been satisfied, the focus areas that have not been satisfied (and the reasons why), and the focus areas that are yet to be examined.

4.4 Maintaining an Audit Plan

Maintenance of an audit plan consists of identifying the time period over which the case audit will occur, producing a list of cases to be audited, selecting auditors, and then assigning the cases to the auditors for audit. When audits have been completed, the audit coordinator can record summary findings for the overall audit plan.

4.4.1 Scheduling Case Audits

Once an audit plan has been created, the audit coordinator can schedule a projected start date and end date for the expected duration of the case audit. An indication of the number of days to completion will then be available within the audit plan to assist the audit coordinator in managing the completion of the case audit.



Note

An audit coordinator can produce a list of cases to be audited and can select auditors for the audit plan; however the audit plan must be scheduled before any cases may be assigned to an auditor.

4.4.2 Selecting Cases to be Audited

An audit coordinator may choose to select which cases are to be audited by either generating a random sample of cases or by manually searching for and selecting cases. Cases may only be manually selected if the type of case being audited has been configured within the administration application to allow this.

Generating a Random Sample of Cases

If the audit coordinator chooses to randomly generate a sample of cases to be audited, the audit coordinator will be presented with a list of queries that may be used to determine the cases that will be audited. The queries available for selection depend upon what queries have been configured in the administration application for the type of case being audited and also whether or not an external service may be used.

Dynamic Query

When a dynamic query is selected, the audit coordinator must enter the selection criteria that will be used to search for and randomly select cases, such as case status and a case start date or case end date range. One or all of the selection criteria available may be entered. Once the search criteria are entered, the audit coordinator will then be presented with information on the number of cases that were identified that matched the selection criteria entered, and must then indicate how many of the cases returned should be selected for audit.

Fixed Query

When a fixed query is selected, no selection criteria are required to be entered by the audit coordinator as the query already has selection criteria predefined, for example, all cases with a status of 'Active' that were opened within the month of February. Similar to the use of the dynamic query, once the audit coordinator has selected the fixed query that is to be used, the audit coordinator will then be presented with information on the number of cases that were identified that matched the selection criteria entered, and must then indicate how many of the cases returned should be selected for audit.

External Service

When an external service exists the audit coordinator is also presented with an option to select this external service. If selected, the external service case list is reduced to only those cases that match the type of case being audited. As with a fixed query, selection criteria are not required. The external service is another way to return a list of cases from

which the audit coordinator may select the number of cases to be audited.

For each of the options available the audit coordinator must indicate how many of the cases returned should be selected for audit. This can be done by either specifying a percentage of the number of cases returned or by specifying an actual amount. Once the number of cases has been identified, the audit coordinator may then enter parameters for the algorithm that will be used to randomly select the number of cases chosen, e.g. the sample algorithm provided requires a 'starting point' and 'interval', and if 10 is specified for both values, case selection will commence at case 10 and skip every 10 cases until the required number of cases have been identified. If the audit coordinator chooses not to enter this information it will be selected by the system. A random selection of cases will then be generated and once confirmed by the audit coordinator, the cases identified may then be assigned for audit.

When an audit coordinator chooses to produce a list of cases with the use of a query, no cases may be removed from the list or added to the list. The audit coordinator, however, may subsequently choose to regenerate a completely new random list of cases but must reenter selection criteria. This will result in a new list of cases to be audited. Note that this may only be done if the case list was originally randomly selected and no cases have yet been assigned for audit.

Manually Selecting a Sample of Cases

If an audit coordinator chooses to manually select cases for audit the following options are available:

Select Cases to Audit

This option may be used if the audit coordinator knows the case reference, client reference or client name for the cases they wish to be audited.

Search for Cases to Audit

If the above details are not known, the audit coordinator can search for cases to audit using the queries described above. Once a selection of cases has been identified through the use of a query, the audit coordinator then has the option to add or remove individual cases from the audit plan.

Note that once an audit coordinator has chosen to manually select a list of cases, the option to randomly generate a list of cases will no longer be available. Cases may however be manually added to or removed from the list.

4.4.3 Adding Auditors to an Audit Plan

Auditors may be added to the audit plan by the audit coordinator by searching for and selecting individuals who have the security clearance to audit cases of the type being audited. Individuals that are serving as an audit co-

ordinator may also be selected as an auditor.

An audit team can also be created for an audit plan. An audit team represents a group of one or more auditors responsible for jointly examining and evaluating particular case records. Cases can be assigned to an audit team in the same way they are assigned to individual auditors. Audit teams can only be assembled from auditors that are already part of the audit plan.

4.4.4 Assigning Cases to Auditors

An audit coordinator can view the list of cases that have been selected for audit within the audit plan, and assign these cases to auditors by selecting from a list of auditors and audit teams that have been added to the audit plan. Auditors and audit teams may also be added to the audit plan as part of the assignment process. Upon assignment of the first case audit to an auditor, the audit plan will change from 'Pending' to 'In Progress'. This indicates that the set up of the audit plan has been completed and the actual auditing of cases can commence.

When assigned a case to audit, a notification is sent to inform the auditor or audit team. Where a case is assigned to an audit team, the notification is sent to each individual auditor associated with that team. Depending on the level of user involvement specified for the audit plan, a notification may also be sent to the caseowner and supervisor of the case to notify of the impending audit on their case.

Case audits that have been assigned to an auditor or audit team can be reassigned as the audit coordinator sees fit. For example, an auditor or audit team may be unable to complete some of the work assigned. An audit coordinator can reassign case audits to another auditor or audit team providing they have the appropriate security to audit the type of case being reassigned. When reassigned, a notification is sent to the new auditor or audit team to inform that they have been assigned a case to audit.

An audit coordinator can also remove the assignment of cases from an auditor or audit team. For example, an auditor may be unable to complete the work assigned and there may be no other suitable resources available to complete the work. When an audit coordinator removes assignment of a case, the case is returned to the pool of unassigned cases within the audit plan. When a resource becomes available, the case can be assigned again.

4.4.5 Changing Audit Coordinator

An audit coordinator has the ability to change the coordinator of an audit plan, however this is restricted to audit coordinators that have the security required to manage an audit of the type of case being audited. This prevents the assignment of an audit plan to an audit coordinator outside of their business area, for example, the assignment of an audit plan focused on the audit of Child Service Investigation cases to an audit coordinator who works within the Income Support business area. Upon reassignment, the new audit coordinator is notified.

4.4.6 Searching for an Audit Plan

The coordinator can search for audit plans. A number of criteria can be specified in the search including the audit plan reference number, case type being audited, audit coordinator, and status. The search can also be filtered to include canceled audits.

4.5 Viewing Audit Plan Progress

Progress of the audit plan is displayed in graphical views within the audit plan and also on the audit coordinator's home page. On the audit coordinator's home page the graphs can be placed anywhere, and can also be configured to define whether the information is displayed in bar graph or pie chart format. The following graphical views are available:

Audit Coordinator home page

An audit coordinator may view an audit plan summary graph which shows the status of the audit plans which he or she is coordinating. An audit coordinator may also view a case audit summary graph which shows the status of any case audits to which he or she has been assigned.

Audit Plan

An audit coordinator can, at any stage, monitor the progress of the individual cases being audited within the audit plan by viewing an audit plan progress graph. The progress is displayed in a bar chart showing the status of all case audits within the plan. An audit coordinator can see that the closer the case audits are progressing towards a status of 'Complete', then the closer the audit plan is to overall completion.

An alternate view is also presented within the audit plan. This is a focus areas progress chart which displays a progress bar for each focus area on the audit plan. This chart indicates the number of focus areas in the audit plan that have been 'satisfied', 'not satisfied' or 'not yet examined'. When a user hovers over an individual focus area further information is displayed about how the focus area has been examined across case audits, for example, Timeliness has been 'Satisfied' on 43 case audits, which equates to 22% of the cases being audited. Looking at the focus areas that have not yet been examined will indicate to the audit coordinator how close the audit plan is to overall completion.

4.6 Maintaining Audit Plan Summary Findings

When each case audit is completed by an auditor, a notification is sent to the audit coordinator. This notification can be used to quickly navigate to the case audit that was completed in order to view the findings of the case audit and any feedback provided by the case owner and case supervisor. When all

case audits are complete, a further notification is sent to the audit coordinator that can be used to navigate to the audit plan; the audit coordinator can then enter summary findings. Once summary findings have been added, and all case audits within the audit plan are complete, then the audit coordinator may indicate that the audit plan is complete.

Chapter 5

Auditing Cases

5.1 Introduction

This chapter describes a case audit from assignment to completion. A case audit is normally performed by an auditor but can also be performed by an audit coordinator (an individual user who creates, schedules and monitors the audit plan). An audit is performed by addressing the focus areas, determining if they have been satisfied or not, adding findings for each focus area and documenting overall findings for the audit.

5.2 Personalizing the Auditor Home Page

The auditor home page can be personalized in the same way as the audit coordinator home page. The following is a list of configurable items for the auditor home page:

Quicklinks

Contains the popular actions that an auditor can quickly access, for example, search for a case audit.

My Tasks

Lists tasks assigned to the auditor with the ability to filter tasks by priority and due date.

My Items of Interest

Lists the most recently tagged Items of Interest (cases) that an auditor has bookmarked.

My Case Audits

Lists any case audits that have been assigned to the auditor.

Case Audit Summary

Graphical display of the status of any case audits that have been assigned to the auditor.

5.3 Performing a Case Audit

When an auditor is assigned a case to audit, the auditor receives a notification that can be used to quickly navigate to information about the case audit. The case audit will initially be in a status of 'Assigned', indicating that the audit coordinator has assigned the case for audit. The auditor can view summary details about the case audit, and view the focus areas that must be addressed as part of the audit.

An auditor will also have information about the audit plan at hand to assist in completing the audit. This includes information about the type of case being audited, the audit coordinator, and the reason or purpose for the audit; for example, the audit may be part of a Quality Assurance review. A case audit also contains the case reference of the case being audited and the owner of that case, which provides the auditor with the ability to quickly access any additional information that may be necessary. If the case audit is assigned to a team, any of the team members can perform the case audit.

5.3.1 Addressing Focus Areas

The auditor must address each focus area that is part of the case audit. Initially all focus areas are 'not yet examined'. For each focus area, once the auditor has reviewed the case and investigated whether the focus area has been satisfied or not, then the auditor can enter findings against each focus area under examination and indicate whether the focus area has been satisfied. Additionally, attachments may be added to each focus area to supplement the findings entered. An auditor iterates through this process for all the focus areas in the case audit until complete.

5.3.2 Adding Findings to a Case Audit

Once all focus areas for a case audit have been addressed, the auditor can review and add findings to the case audit. Findings are used by the auditor to record a summary of the overall assessment of a review of the case. Once findings are entered, the auditor may then indicate that the case audit is complete.

5.4 Searching for a Case Audit

A number of different options are available when searching for a case audit. An auditor can search using details of the audit plan, including the audit plan reference, the audit coordinator or the type of case being audited. Additional search options include the case audit reference, the status or the auditor who is assigned to perform the audit.

5.5 Viewing the Case Audit Progress

Progress for a case audit is displayed in a graphical view on both the case audit home page and also on the auditor's home page. On the auditor home page the graphs can be placed anywhere on the page.

Auditor home page

An auditor may view a case audit summary graph which shows the status of any case audits to which he or she has been assigned.

Case audit home page

An auditor can, at any stage, monitor the progress of the case audit by viewing a focus areas progress graph. The progress is displayed in a pie chart showing the number of focus areas in the case audit and whether they have been 'satisfied', 'not satisfied' or 'not yet examined'. Viewing the focus areas that have not yet been examined will indicate how close the case audit is to completion.

5.6 Completing a Case Audit

When an auditor indicates that a case audit has been completed, if the level of user involvement specified for the audit plan indicates that the case owner or supervisor of the case have no access, then the case audit will transition to a status of 'Complete' indicating that the auditor has completed all required tasks. The audit coordinator will then be able to see that the case audit has been completed when reviewing information about the progress of the audit plan.

If the level of user involvement specified for the audit plan is 'View Findings only' then the caseworker and supervisor of the case are notified that an audit has taken place and they can view the findings of the audit. No action on their part is required. The auditor has completed all required tasks and the audit is complete. The audit coordinator will be able to see that the case audit has been completed when reviewing information about the progress of the audit plan.

If the level of user involvement does indicate that feedback is provided, then the case audit will instead transition to a status of 'Findings Complete & Awaiting Feedback'. The following two levels of user involvement will result in this transition:

User Involvement	Description
Provide Feedback	A notification is sent to the caseworker and supervisor of the case. An audit has taken place and their feedback is required. The notification contains the findings documented by the auditor. The caseworker and supervisor can view the findings and address when providing their feedback. The auditor awaits

User Involvement	Description
	notification that the caseowner and/or supervisor have completed their feedback.
Provide Feedback When Focus Area Not Satisfied	If at least one focus area has a status of 'not satisfied', then a notification is sent to the caseworker and supervisor of the case. An audit has taken place and their feedback is required. The notification contains the findings documented by the auditor. The caseworker and supervisor can view the findings and address when providing their feedback. They can view the findings and provide feedback on all focus areas, not just those that have not been satisfied. The auditor awaits notification that the caseowner and/or supervisor have completed their feedback.

Table 5.1 User Involvement in a Case Audit

5.6.1 Providing Case Owner and Supervisor Feedback

If the level of user involvement for the audit plan is set to either 'Provide Feedback' or 'Provide Feedback When Focus Area Not Satisfied', then the case owner and supervisor will each receive a task indicating that an audit has taken place on their case. The task allows each user to view the findings for the case audit, view the findings for each associated focus area(s) and to provide feedback.

Once feedback has been provided and has been indicated as being complete, the task is automatically closed. Deadline management ensures that if a user cannot complete feedback themselves, then their supervisor will be notified. The supervisor can then resolve the outstanding issues by entering feedback, or manually closing the task.

5.6.2 Indicating that a Case Audit is Complete

An auditor remains responsible for overseeing completion of the case audit while awaiting feedback. When feedback is received from either the case owner or supervisor, then the case audit transitions to a status of 'Feedback Received'. When feedback has been completed by both the case owner and supervisor then the case audit transitions to a status of 'Feedback Complete'. The auditor may indicate that the case audit is complete once feedback has been provided by at least one of the individuals responsible for providing

feedback. Once this occurs the case audit transitions to a final status of 'Complete'.

Chapter 6

Conclusion

6.1 Summary

The following is a summary of the main concepts covered in this guide:

- overview of the case audit process - configuration of case audits, including maintenance of focus areas, selection queries and algorithms
- creation and maintenance of an audit plan by an audit coordinator
- audit of a case by an auditor
- feedback from case owners and supervisors

6.2 Additional Information

Additional information on the topics covered in this guide are covered in several related documents:

Cúram Integrated Case Management Guide

This guide covers the basic concepts of case management and the tools that manage the ongoing case management process.

Cúram Organization Administration Guide

This guide covers the basic concepts of organization administration functionality.

Cúram Case Audits Development Guide

This guide covers the basic concepts of developing case audits functionality.

Notices

This information was developed for products and services offered in the U.S.A. IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service. IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing

IBM Corporation

North Castle Drive

Armonk, NY 10504-1785

U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing

Legal and Intellectual Property Law.

IBM Japan Ltd.

1623-14, Shimotsuruma, Yamato-shi

Kanagawa 242-8502 Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typograph-

ical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you. Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
Dept F6, Bldg 1
294 Route 100
Somers NY 10589-3216
U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources.

IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products

should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

Each copy or any portion of these sample programs or any derivative work, must include a copyright notice as follows:

© your company name) (year). Portions of this code are derived from IBM Corp. Sample Programs.

© Copyright IBM Corp. _enter the year or years_. All rights reserved.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trade-

marks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at <http://www.ibm.com/legal/us/en/copytrade.shtml>.

Other names may be trademarks of their respective owners. Other company, product, and service names may be trademarks or service marks of others.