Rwanda Integrated Electronic Case Management System

Rwanda IECMS

TASK FORM

USER MANUAL

Version 1.0

SYNERGY
INTERNATIONAL SYSTEMS

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INTRODUCTION

This document describes the *Task* data entry form in the *Rwanda Integrated Electronic Case Management System (Rwanda IECMS)* application developed for the Justice, Reconciliation, Law and Order Sector (JRLOS) of Rwanda. It provides the necessary instructions that the user should follow during the data entry process. The document is addressed to those who will use the *Rwanda IECMS* application to record information on tasks to be carried out.

OVERVIEW

The *Integrated Electronic Case Management System for Rwanda (Rwanda IECMS)* is an automated information management system, which is designed within the initiative of modernizing Rwanda's Justice, Reconciliation, Law and Order Sector (JRLOS). It is intended to ensure improved access to and transparency of justice information both for the government institutions and general public. Moreover, the system aims at facilitating information sharing at key decision points, as well as to improve efficiency and coordination of the police, prosecution, and court activities in the Republic of Rwanda. Furthermore, it is intended to replace the paper-based case records and static spreadsheets and workflows with their computerized counterparts in order to enable full reproduction of cases along with case proceeding information in the event of loss or physical damage of the case file.

The main objective of *Rwanda IECMS* is to serve as a centralized and unique database for all justice sector institutions, including the Rwanda National Police (RNP), National Public Prosecution Authority (NPPA), Rwanda Judiciary (RJ), and Rwanda Correctional Services (RCS). Also, it is a sector-wide platform to assist all the officials accessing the system to have an easy and ad-hoc access to the information required for processing the cases and implementing day-to-day operations. *Rwanda IECMS* is intended to help to standardize case record information storage and to streamline current processes, and, thus, ensure more effective follow-up at different levels. It is also the main database and data collection and reporting system as it guarantees effective access to the case data, promotes accountability, and increases public trust and confidence.

Rwanda IECMS consists of the following applications, each dedicated to one justice agency and used to handle their business processes:

- Rwanda National Police
- Rwanda National Public Prosecution Authority

- Rwanda Judiciary
- Rwanda Correctional Service
- Civil Litigation Service

The *Task* module within *Rwanda IECMS* is designed to facilitate the communication between the officers from different institutions engaged in the same case processing. It gives the opportunity to record the activities to be carried out by the respective official within the organization that the task initiator belongs to or by an official from a different institution. The module allows tracking the task implementation from the day it is initiated till the day it is completed.

In the current design, the *Task* form consists of the following sections:

- The **General Information** section is used to add and display information on the tasks to be implemented during the case processing. The information to be provided in this section includes the task details, such as the task subject, the case the task is related to, people responsible for the task implementation, etc.

- The **Notes / Attachments** section is used to record additional comments and issues related to the given task, as well as attach supporting documents and other files. The task workflow details are also presented in this section.

- The **History** section of is used to view information on access to the given task record and the changes made to it.

Rwanda IECMS provides a web-based user interface and requires having a web browser pre-installed.

GENERAL INFORMATION

The *General Information* section of the *Task* form (Figure 1) <mark>is used to add and display information on the tasks to be implemented during the case processing. The information to be provided in this section includes the task details, such as the task subject, the case the task is related to, people responsible for the task implementation, etc.</mark>

Figure 1: General Information Section

For more details on what information is requested in the *General Information* section, refer to the table below.

Note: Some fields in this section are mandatory to be filled in. They are marked with an asterisk.

Field Name	Description
Details	This field encompasses non-editable information on the given task. This information is automatically generated by the system and becomes available upon saving the form. This information includes the following: • **Created on –** displays the date when the task record was created. • **Created by –** displays the name of the user who filed the task. • **Created Role –** displays the role of the person who filed the task. Additionally, you are requested to provide the following information on the task in this field: • **Task Type –** select the task category the best describes it from the drop-down list. • **Priority Type –** indicate the importance that the task implementation carries. • **Due Date –** specify the date when the task activities are expected or planned to be completed. A calendar popup is available for this field, see Figure 2: Calendar.
Subject	Enter a one-line synopsis of the task that will serve as the task **Subject**. *This field is mandatory*.
Description	Provide a brief **Description** of the activities to be carried out within the scope of the given task. *This field is mandatory*. It can be several paragraphs of free text.

Regarding Case	This is an automatically generated field that indicates the case that the task is related to. It is automatically populated with the case details, such as the case number, case status, and the name and role of the person in charge of the case.

Note: If several cases are displayed in this field, you will be requested to select the one the task is related to. This can be done by activating the radio button to the right of the case record. |
| **Regarding Responsibles** | List all justice sector officials who will be assigned to implementing the task. For more details, see Managing Task Responsibles. Next, indicate whether the selected officials will be entitled to receive notifications regarding the task implementation. |
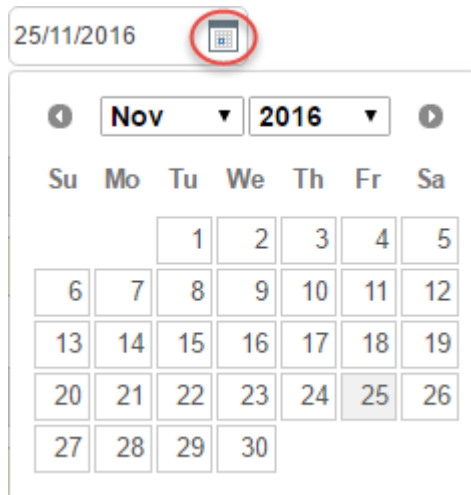
Figure 2: Calendar

Managing Task Responsibles

This chapter outlines how to add and remove task responsible records.

Adding a Task Responsible Record

In order to add a task responsible record, follow the steps below:
1. Click the **Add** button at the bottom of the *Regarding Responsibles* field. An *Add Regarding Responsible* form will open (Figure 3).

2. Locate the appropriate person by making use of the search mechanism that will find and display the person that matches the selected criteria. The following criteria are available:

- Institution
- Level
- Institution Office
- Responsible Role

Note: Selection of a search criterion from one drop-down list will filter the list in the next field and display only those instances that are related to the selection. Moreover, if the list of available criteria is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list.

3. Alternatively, you may enter the person's name or any part of it in the search box.
4. Click the **Search** button. The personal records that match the search criteria will be displayed.
5. Select the person to assign the task to by ticking the checkbox to the left of the record. Please, note that the persons that have already been assigned to the task will appear in the read-only mode and will not be subject to selection.
6. Click the **Save** button to save the information input. Or, click **Cancel** to terminate the operation.

Figure 3: Adding a Task Responsible Record

Browsing among Task Responsible Records

In order to ensure fast page loading, the *Add Regarding Responsible* form is configured to display only five personal records per page. However, you can easily locate the record you are looking for by browsing for it.

To browse among the personal records displayed to you, click the number link of the page you want to navigate to. The ⏮ **(First)**, ⏪ **(Previous)**, ⏩ **(Next)**, and ⏭ **(Last)** buttons are used to navigate back and forth through the pages.

Figure 4: Browsing among Task Responsible Records

Removing Task Responsible Records

In order to remove a task responsible record, click the 🗑 **(Remove)** button to the left of the record.

NOTES / ATTACHMENTS

The *Notes / Attachments* section of the *Task* form (Figure 5) is used to record additional comments and issues related to the given task, as well as attach supporting documents and other files. The task workflow details are also presented in this section.

Figure 5: Notes / Attachments Section

For more details on what information is requested in the *Notes / Attachments* section, refer to the table below.

Field Name	Description
Comments / Issues	Record task related comments and issues. For more details, see Managing Comments / Issues.

Attachments	Attach any related documents or images. For more details, see Managing Attachments.
Workflow Details	This is a read-only field that provides information on the workflow actions taken in relation to the given task form. The information displayed in this field includes the following: • **Action Date** – date when the modification was made; • **Action** – description of the action performed; • **Details** – supporting details regarding the action taken. • **User** – name of the user who performed the action; • **Resulting State** – workflow state of the form, resulting from the action taken.

Managing Comments / Issues

This chapter outlines how to add and remove comment and issue records.

Adding a Comment Record

In order to add a comment record, follow the steps below:
1. Click the **Add** button at the bottom of the *Comments / Issues* field. A *Comment* form will open (Figure 6).
2. Specify, whether the comment is public or private by selecting the respective option from the **Note Type** drop-down list. *This field is mandatory.*
3. Provide **Note Details**. *This field is mandatory.*
4. Click the **Save** button to save the information input. Or, click **Cancel** to terminate the operation.

Figure 6: Adding a Comment

Removing Comment Records

In order to remove a comment record, click the 🗑 **(Remove)** button to the left of the record.

Managing Attachments

This chapter outlines how to attach documents and images, view, edit, and remove them.

Adding an Attachment

In order to attach a document or image, follow the steps below:
1. Click the **Add** button at the bottom of the *Attachments* field. An *Attachments* form will open (Figure 7).
2. Select the attachment **Type** from the drop-down list. *This field is mandatory.*
    Note: If the list of attachment types is long and hard to browse in, you can make use of the search option. To locate the instance that you are looking for, you should enter the keyword in the search box above the drop-down list.
3. Enter the attachment **Title**. *This field is mandatory.*
4. Provide a brief description of the attachment content in the **Details** field.
5. List all **Keywords** to be used for locating the file attached.
    Note: Please, note that the keywords should be separated with a semicolon symbol (;).

6. Click the **Choose File** button and select a file to upload.
7. Click the **Save** button to upload the selected file. Or, click **Cancel** to terminate the operation.

Note: If you want the attachment to be available to the parties involved into the case that the given task is related to, you may select the **Share With Public** checkbox at the bottom of the *Attachments* form.

Figure 7: Uploading a File

Viewing Attachments

Click the title of the corresponding attachment you want to view. The attached file will be displayed in your browser or you may download it to your local PC.

Editing Attachments

In order to edit an existing attachment, follow the steps below:
1. Click the   (Edit) button to the left of the attachment title. The *Attachments* form will open.
2. Make the required changes in the data displayed.
3. Click the **Save** button to save the changes made. Or, click **Cancel** to discard them.

Removing Attachments

In order to remove an attachment, click the (Remove) button to the left of the attachment title.

HISTORY

The *History* section of the *Task* form (Figure 8) stores historical data about changes made to the *Task* form and is intended for keeping track of the modifications introduced to the record. Each saved version of the form provides detailed information about the corresponding record, including its creation and management history, information on the date/time when modifications were introduced to the form, the modifier details, etc.

Figure 8: History Section

For more details on what information is stored and can be viewed in the *History* section, refer to the table below.

Field Name	Description
Audit Trail	This field provides information about the recent changes made to the corresponding form. The information displayed in this table includes the following: • **S/N** – serial number assigned to the modification; • **Date** – date when the modification was made; • **User** – name of the user who performed the action; • **Role** – capacity of the user who performed the action; • **Action** – description of the action performed;

- **Resulting Status** – workflow status of the form, resulting from the action taken.

Note: The system stores all the previous modified versions of the task record and makes them available for comparison. For more details, see Comparing Task Form Versions.

Comparing Task Form Versions

The *History* section is integrated with an easy-to-use tool for comparing different versions of the form recorded in the application with the aim of detecting and tracking the modifications and updates made to the recent data. It also provides detailed information about each saved version, including the creation and management history, modifications date and time, etc.

In order to compare two versions of the task form, follow the steps below:
1. Tick the checkboxes to the left of the records you want to compare.
2. Click the **Compare** button. A new window will open displaying the selected versions of the task form (Figure 9).
3. Expand the fields by clicking the ⊗ sign next to the name of the field to see how the fields differ in the selected versions. Please, note that the ≠ sign displayed to the left of the field, as well as different background and font colors denote the fields that have been modified or updated.

Figure 9: Comparing Task Form Versions

Browsing among History Records

The *History* section of the *Task* form has been enhanced with the pagination option. This means that it is enabled with the possibility of splitting the list of records in the field into pages for paged navigation.

Figure 10: Browsing among History Records

To navigate through the pages, you can use the page numbers at the bottom of the field, as well as the ◄◄ **(First)**, ◄◄ **(Previous)**, ►► **(Next)**, and ►◄ **(Last)** arrow buttons.

SAVING DATA

When you are finished with the data input or modification, you should save your changes before you leave the page. Click the **Save** button to save the data entered and to remain in the opened page. Or, click the **Save and Close** button to save the changes made and navigate away from the *Data Entry* screen. Clicking the **Cancel** button will discard any changes made and close the data entry window.

REFERENCES

Please, refer to the following Rwanda IECMS related documents to obtain more information about the system and how it functions:

- Rwanda IECMS Analytical Interface User Manual
- Rwanda IECMS Portfolio User Manual
- Rwanda IECMS Dashboard User Manual
- Rwanda IECMS Rwanda National Police Application User Manual
- Rwanda IECMS Rwanda National Public Prosecution Authority Application User Manual
- Rwanda IECMS Rwanda Judiciary Application User Manual
- Rwanda IECMS Rwanda Correctional Service Application User Manual
- Rwanda IECMS Civil Litigation Service Application User Manual
- Rwanda IECMS Legal Entity Form User Manual
- Rwanda IECMS Individual Form User Manual
- Rwanda IECMS Case Processing Workflow User Manual
- Rwanda IECMS Settings Administrator's Guide
- Rwanda IECMS User Management Administrator's Guide
- Rwanda IECMS Data Management Administrator's Guide
- Rwanda IECMS Workflow Management Administrator's Guide