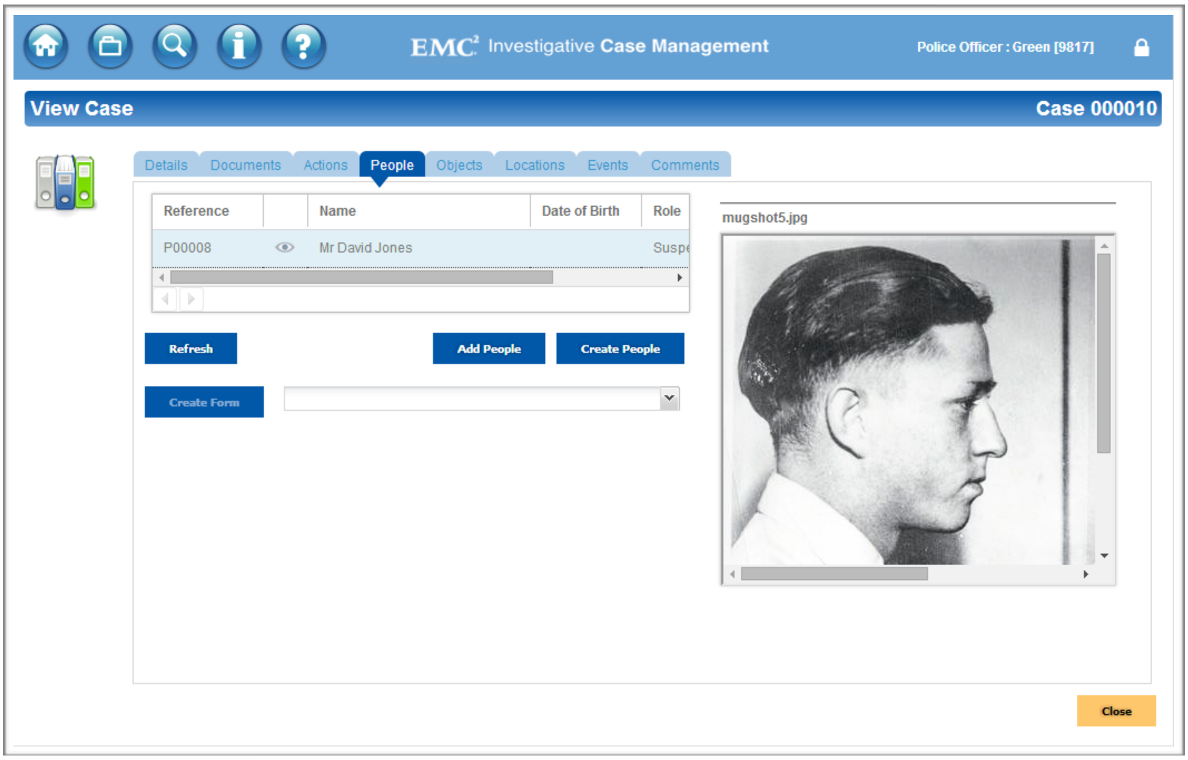
Investigative Case Manager
xCP 2.2 Sample Application
Deployment Guide



Abstract
Outline of the deployment steps and demonstration scenario for the Investigative Case Manager sample application.

February 2015 - Version 2.2.0

EMC²

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Executive Summary

The Investigative Case Management (ICM) sample application demonstrate how xCP can support an integrated justice system, handling case information from the point of an incident being registered through to a case being tried in court and outcome recorded. The application could be repurposed however for other scenarios as many of the fundamental case management principles can be reused.

The key capabilities of the solution are as follows:

- End-to-end management of investigative cases
    - Crime registration
    - Automatic creation of all documents and forms
    - Integration with internal and external systems (e.g. Google maps)
    - Activity tracking
    - Management of relations between similar cases
    - Supports for any type of document (including audio & video)
    - Scheduling and deadline management
    - Court case preparation
- Mobile ready
    - Full access from tablet devices
    - Import content directly from mobile devices
- Flexible
    - Configurable case templates
    - Multiple task allocation strategies including ad-hoc tasks
    - Easily configurable and extensible to meet specific requirements

Audience

This document is intended for those wishing to install and demonstrate the sample application.

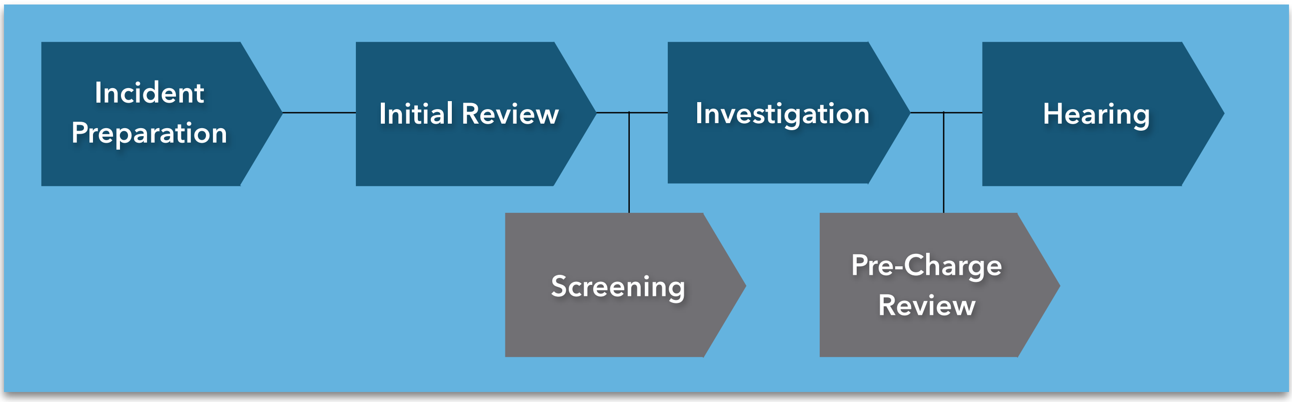
Introduction

This application was originally build with xCP 2.0 and has been updated to make use of many of the new features introduced with xCP 2.1 such as UI Events, Page Fragments and Action Flows, and those introduced with xCP 2.2 such as Validation. For this 2.2 release the application has also been updated to reflect current best practises such as only loading data services when a tab on a page is selected (such as for the case folder).

It has been designed to be as self-contained as possible so that it can be deployed without the need for additional components such as Captiva and xPression, whilst still showing how documents can be captured and generated as part of case handling.

The typical process for handling a case passes through several general phases that may vary depending on the class of case. Each case phase is modelled as a separate process that is started by the preceding case phase process.

When first opened, the case is actually considered an 'incident', and it is not until it is passed to the Investigation team that it is called a case.



A police officer begins the process by clicking the **New Incident** button from the home screen. They select an initial charge to be associated with this incident by searching and clicking the **New Incident** button. Additional charges can be added at a later stage. The second screen of the Action Flow prompts the user to enter the basic information.

The **Date** can be changed if required, and a summary is entered under **Notes**. The list of officers shows the badge number of the current officer. The Default actions determine whether an action will be automatically created in the incident for the forensics team (note that the Victim Support checkbox is just for show in this release).

Once the details have been entered they click the **Record Incident** button. A stateless process is invoked that sets up a new incident folder with an Incident Report PDF form and action for the forensics team if requested. The status is set to 'New' and the first phase, *Incident Preparation*, is triggered.

Incident Preparation

The first phase is assigned to the officer that registered the incident. In this phase they simply create additional artefacts in the incident and import relevant documents, images and video. Once the incident is set up they complete the task to send it to their supervisor.

Initial Review

The supervisor of the initiating officer is taken from the officers extended information business object. They are asked to review the incident before sending it on, either for Screening or for Investigation, depending on the requirements specified for that incident type. They are also able to send it back to the initiating officer for rework.

Screening

The screening phase is managed using a work queue that any member of the Screening role can access and work on tasks. They complete several checks and only if all checks are passed can the incident be sent for Investigation as a case.

Investigation

A separate team of police officers manages investigation of the case. Tasks are assigned to a work queue but in this case the supervisors see the tasks and assign an officer to the task directly. When a task is assigned to an officer and they open it for the first time, a stateless process is executed that saves their username to the Officer in Charge attribute of the case folder.

Once a suspect has been charged with one or more offences, linking one or more case artefacts to the court file sets up the court file. A summary document can then be generated (in Word format) that can be edited prior to the case being sent for trial.

Pre-Charge Review

If a case type requires it then before going to trial the team of Court Officers are requested to review the case and comment on whether the case can go to trial. The case can be sent back to the investigation team for further work if required.

Hearing

At this phase the case is handed to the team of Court Officers. They work as a team but work is assigned to the team and not a queue. The main job of the court officer is to schedule one or more hearings for the case, and when the trial is over, to close the case recording the outcome of the case.

Deployment

The xCelerator has been packaged with the use of the Deployment xCelerator to simplify the setup of required cabinets and folders as well as a sample configuration of cases, users and content so that you can begin demonstrating the solution very quickly.

It is essential that you follow the instructions for deployment carefully otherwise aspects of the application may not function as described.

Deployment consists of three steps:

1. Pre-deployment setup that configures the repository with the correct cabinet and folder structure. The xCP application is configured with some folder parameters whose target path must exist in the repository before the application can be deployed.
2. Import of the application into xCP Designer and deployment via xMS
3. Post-deployment setup that sets up some sample artifacts in the repository such as a list of questions, and creates some demonstration users in the application role for demonstration purposes.

Prerequisites

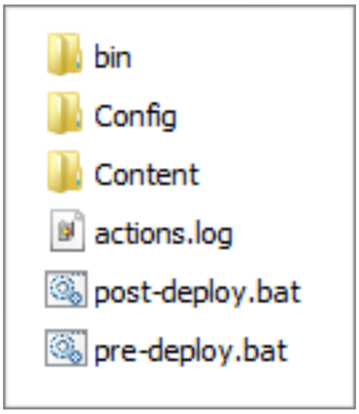
The application has been configured against the GA build of xCP 2.2 and has only been tested with that build.

Download the deployment package *ICM Release 2.2.0.zip* which contains several other zip files (*xCP Application [ICM] Release 2.2.0.zip, Deployment Utility [ICM] Release 2.2.0.zip* and *Sample Content [ICM] Release 2.2.0.zip*). These zip files contain the xCP application to be imported into Designer, the Deployment Utility xCelerator pre-configured for this application and sample content for use in the demonstration.

Ensure that the key xCP 2.2 services are running. This includes the Content Server, xMS Server, BAM Server, xPlore and the Application Server services that host the supporting applications such as Process Integrator and your xCP applications.

Repository Configuration

The first step is to use the deployment tool to configure the repository. It is recommended that you run the deployment utility from the Content Server machine. Before executing the deployment utility scripts you will need to edit them to reflect your paths, docbase names etc.



Unzip the deployment utility on the Content Server machine and open the folder.

The bin directory contains the libraries needed by the utility as well as the environment configuration file. The Config directory contains one or more XML files that contain the definitions of the artifacts to configure in the target repository. More details about the structure of the XML file can be found in the deployment utility documentation. The Content folder contains files that will be imported into the repository.

Start by updating the file `/bin/dfc.properties` with the settings for your environment.

Then update the file `/Config/pre-deploy.xml` and change the repository connection information and hMailServer admin password in the root element as highlighted here:

```
<xcpapplication docbase="corp" username="dmadmin" password="demo.demo"
date_format="dd/mm/yyyy hh:mi:ss" mail_password="demo.demo">
```

Finally run the batch file `pre-deploy.bat` and check the progress in the file `actions.log`. If there are any errors reported then fix them before proceeding.

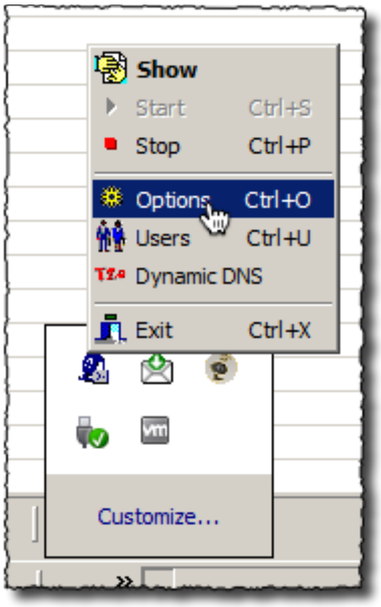
Note that if you are not using hMailServer as your email server then you can ignore this setting and you will need to manually configure the mail accounts.

Mail Server

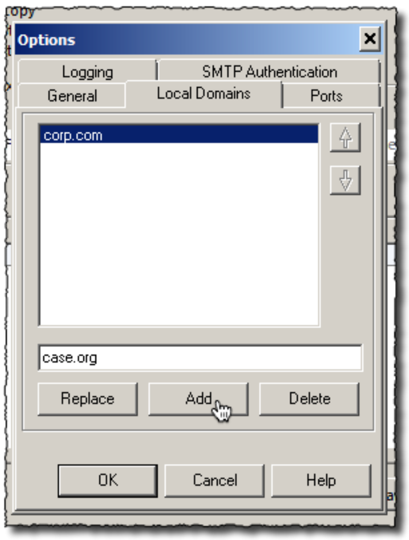
The system monitors the inbox for the email address *ccm_in@corp.com* for incoming emails. Configure your mail server with this account, with a password of *demo.demo*.

If you are using Argosoft Mail Server it is configured as follows.

1. Open the *ArGoSoft Mail Server* **Options** screen from the system tray.

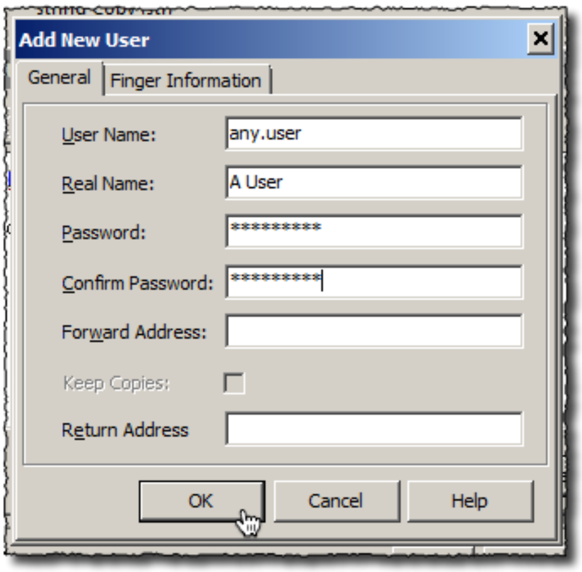


2. Enter a new **Local Domain** of *corp.com* and click **Add** to add it to the list of domains and then click **OK** to close the dialog.



3. Open the Argosoft Mail Server Users screen from the system tray and click the **Add New User** button.

4. Enter a **User Name** of *any.user* with a **Password** of *demo.demo* and click OK. Close the dialog.



xCP Application

The first step in deployment of the solution is to import the xCP application into xCP Designer. Information on how to do this is provided in the xCP Designer Help.

When importing, if you receive an error about incompatible libraries then you will need to update the execution environment reference in the manifest file inside the libraries

`xcptcln.CleanTheme-2.2.0.jar` and `xfn.xTensionFunctions-2.2.0.jar` in the folder `\CCM\CCM\lib.`

Once you have imported the application you will need to update the Endpoints to reflect your environment settings.

If you want to use an iPad for the demonstration it is best if you modify a core JAR file in the maven repository before deploying the application. If you do not do this the application will run but you will need to scroll left and right a little when using the app. Details on how to do this are found in appendix A.

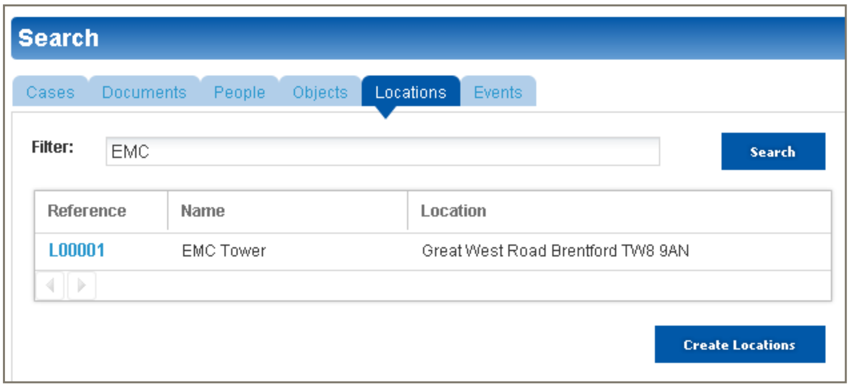
Finally configure a runtime environment from Preferences and deploy the application.

Post Deployment Configuration

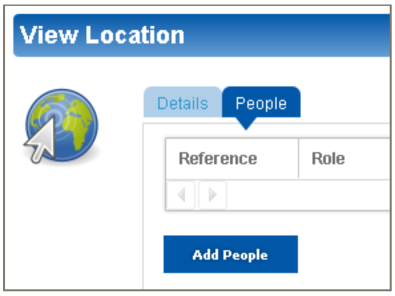
The final deployment step is to set up some sample users and object using the deployment tool again. Start by updating the file `/Config/post-deploy.xml` and change the repository connection information as before. Then run the batch file `post-deploy.bat`, again checking the output in the the file `actions.log`. If execution of this batch file fails then the most likely cause is that the Repository Endpoint in the xCP application was not updated prior to deployment.

This batch file does not (yet) create relationships and so to follow the demo script you will need to relate a person to a location as follows.

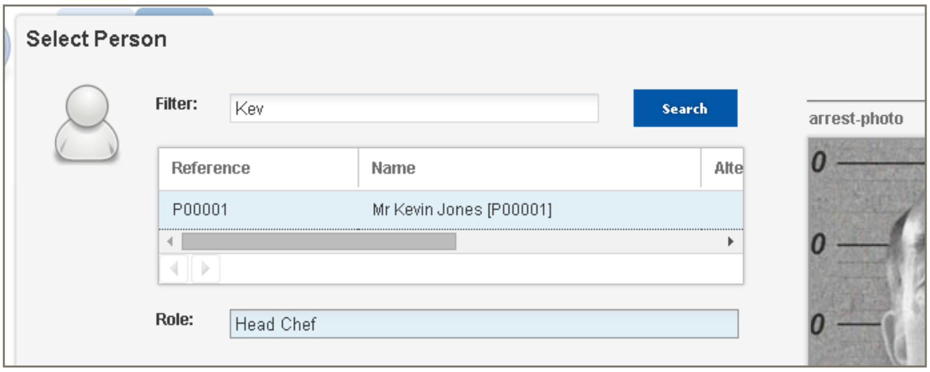
Log on as *dmadmin* and go to the **Search** page. Select the **Locations** tab, enter EMC as the **Search Term** and click the **Search** button.



Click the reference number (**L00001**) to open the location view. Select the **People** tab and click the **Add People** button.



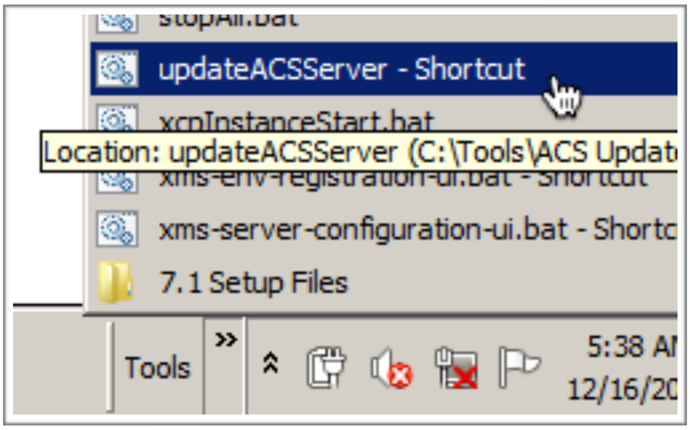
Enter 'Kev' in the **Filter** field and click the **Search** button. When the person appears in the results list as shown below, select the row, enter 'Head Chef' in the **Role** field and click the **Select Person** button to relate him to the location.



The person should now show as a related person. Click the **Close** button to return to the **Search** page.

ACS Server

If the viewer is not working in the client, then the most likely cause is that the ACS server URL is incorrect. You need to use Documentum Administrator to change the value. If you are using one of the generic developer virtual machines you should have a utility for updating it automatically. From the Tools link on the Start Bar run the batch file to update the URL. Once you have done that restart the xCPInstance tcServer.



User Guide

Application Roles

The following table outlines the application roles and the users that are pre-created in those roles. All users login names are lowercase without spaces (e.g. green, alshastri etc) and all passwords are `demo.demo`.

Role	Description	Users
Police Officer	Records new incident in the system	Black, Brown, Green, Habib, Jared
Police Supervisor	Manages police officers	Smith
Forensic Officer	Participates in cases as requested	Al Shastri, Shabeil, Watson
Forensic Supervisor	Manages forensic officers	Sherlock
Screening	Review incidents before investigation	George
Investigation Officer	Investigates cases	Ford, Street, Saed
Investigation Supervisor	Manages investigation officers	Osuama Rahman, Patel
Court Officer	Manages trial and case closure	Judge, Judy

Main Application Pages

There are many features and functions within the ICM sample application, not only for the user investigating incidents but also for a system administrator to maintain the data within the system. This section of the document aims to outline each of these key capabilities. The entire user interface has been designed in such a way that it can be used on a tablet device as well as a desktop computer.

Home Screen

When a user first logs on they are presented with a home screen. Most users have the same home screen, although the Court Officer role has a slightly different navigation bar.

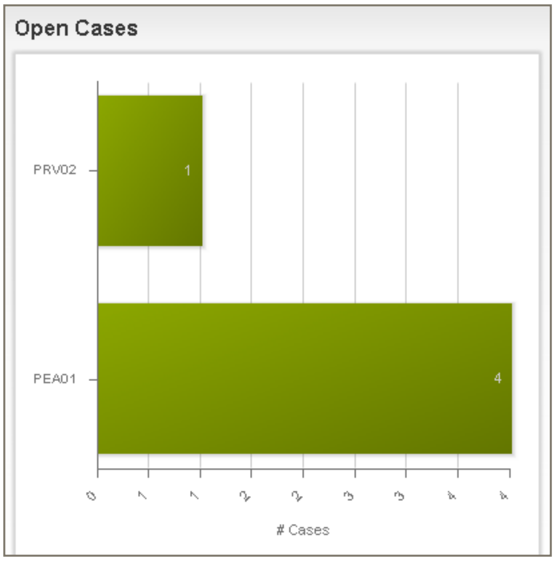
The **Navigation Bar** at the top of the screen gives the user access to the key pages of the application – Home, My Cases, Search, Information, Court Schedule and Help. Users in the Court Officer role do not have access to the Information page; instead they have a Court Schedule page.

The EMC Logo and application name – *Investigative Case Manager* – are images in the applications Resources folder and so can be changed easily. The toolbar also shows the role, name and badge number of the current logged in user. The final link on the navigation bar is the logout link.

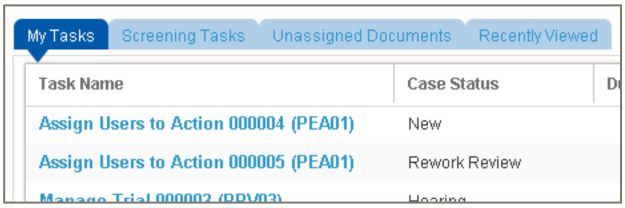
The **Recent Activity** panel shows the most recent actions within the system. These events are automatically generated.

The **Open Cases** report simply shows the count of cases in the system grouped by the case code value. It does not use a historical report, but rather a simple stateless process, so that the results are immediate and do not get deleted when the BAM database is cleared.

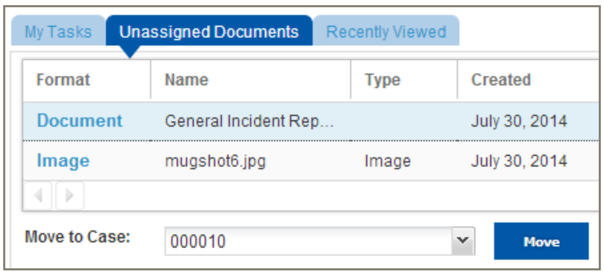
Note that the chart widget does not render well when there are many case types and if you reduce the size of the window the chart will get cut off.



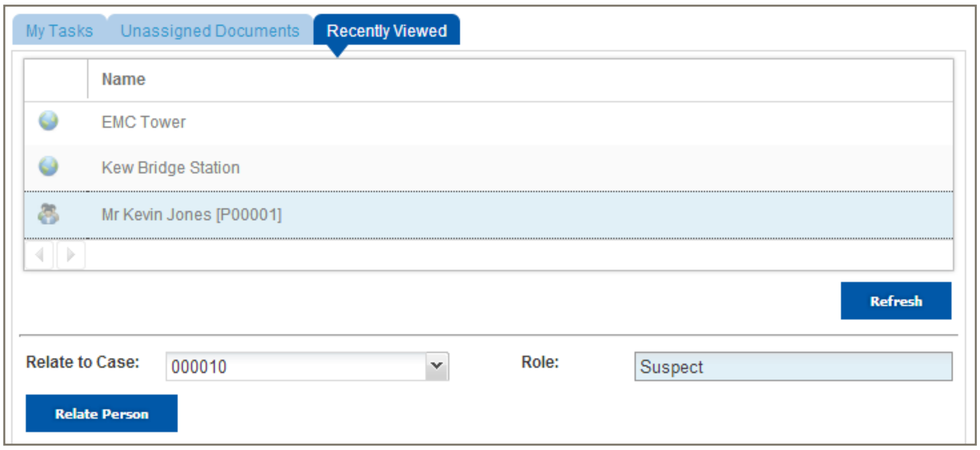
The **My Tasks** tab shows users assigned tasks. An **Investigations** tab is also available to users in the Investigating Officer Supervisor role and gives them access to the *investigations* work queue. The user can right click directly in this list and assign tasks to individual officers in their team from the context menu. A **Screening** tab is also available to users in the Screening role that gives them access to the *screening* work queue. In this case the Screening officers work directly on tasks from the queue.



The **Unassigned Documents** tab shows a list of documents that have been imported automatically from the folder `C:/FTP/CCM/In` on the Content Server machine, or emailed to the `ccm_in@corp.com` email address. From here they can be assigned to a case directly. The idea behind this feature is to support scanning from a multifunction device into a network folder, from where they are imported into the system and then moved to a case. Only PDF and JPEG files are supported.



The **Recently Viewed** tab shows the last 10 items that have been previewed from the search screen. Whenever you preview a result from the search page it is recorded against your user profile and shown here.



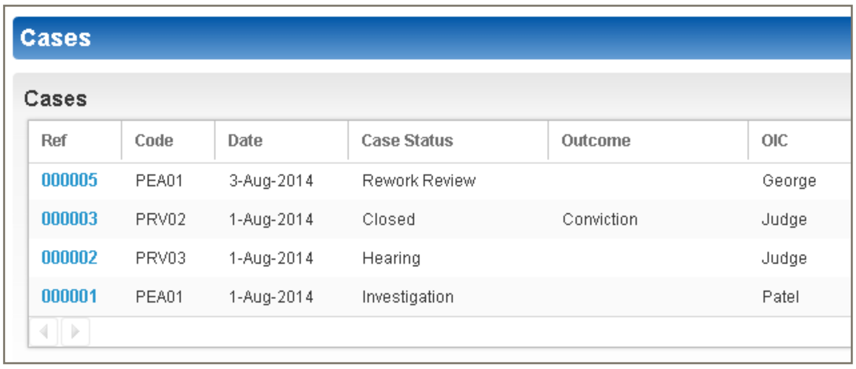
From this tab you can quickly select an item and relate it to one of your cases, assigning a role to the relationship as you do. This makes the setup of a new case very efficient.

The **Update Duty Status** button allows the officer to see information from the time management system, and as well as being able to update their duty status they can also see who their supervisor is.

The final feature of the home page is the **New Incident** button that is available for all users with the exception of users in the *Court Officer* role. Clicking this button begins the case handling process.

My Cases

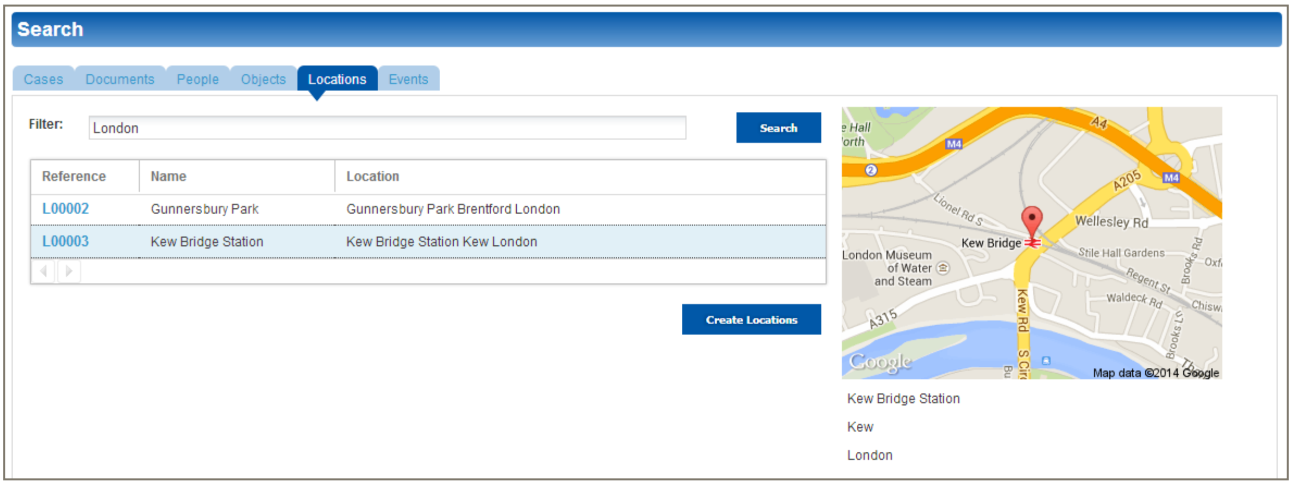
From this page a user can open any cases where they are assigned as a case owner. Each case has the concept of one or more case owners that can act on the case, and a single Officer in Charge (OIC) that is responsible for the case and used for reporting purposes.



Ref	Code	Date	Case Status	Outcome	OIC
000005	PEA01	3-Aug-2014	Rework Review		George
000003	PRV02	1-Aug-2014	Closed	Conviction	Judge
000002	PRV03	1-Aug-2014	Hearing		Judge
000001	PEA01	1-Aug-2014	Investigation		Patel

Search

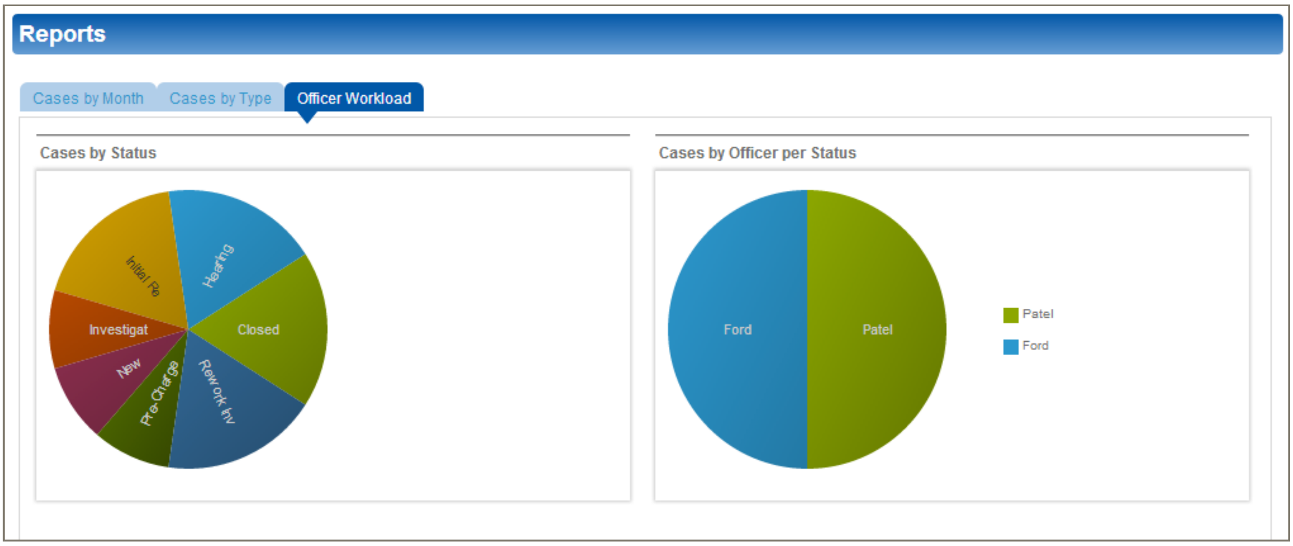
All searches have been consolidated into a single tabbed view and all operate using a single box search paradigm with the exception of Events that can also be filtered by date.



Most search results can be previewed using either the content viewer, Google Maps or metadata master/detail view. In the case of People and Objects (which are folder subtypes), when the user selects a result in the search results a stateless process is executed that reads the `r_object_id` and `a_content_type` values for the most recently added image for the selected item, and it is that object that is used as the preview image.

Information

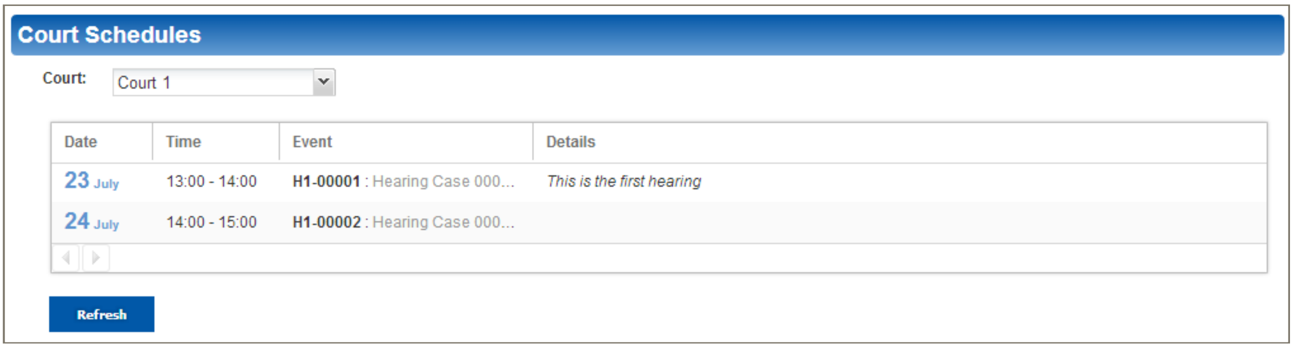
Some very basic reports have been included to show the principles of reporting (that again use stateless processes to return the data).



The Officer by Workload report shows how charts are interactive – by selecting a **Status** from the left hand pie chart the right hand chart is updated with the count of cases by OIC for cases at that state.

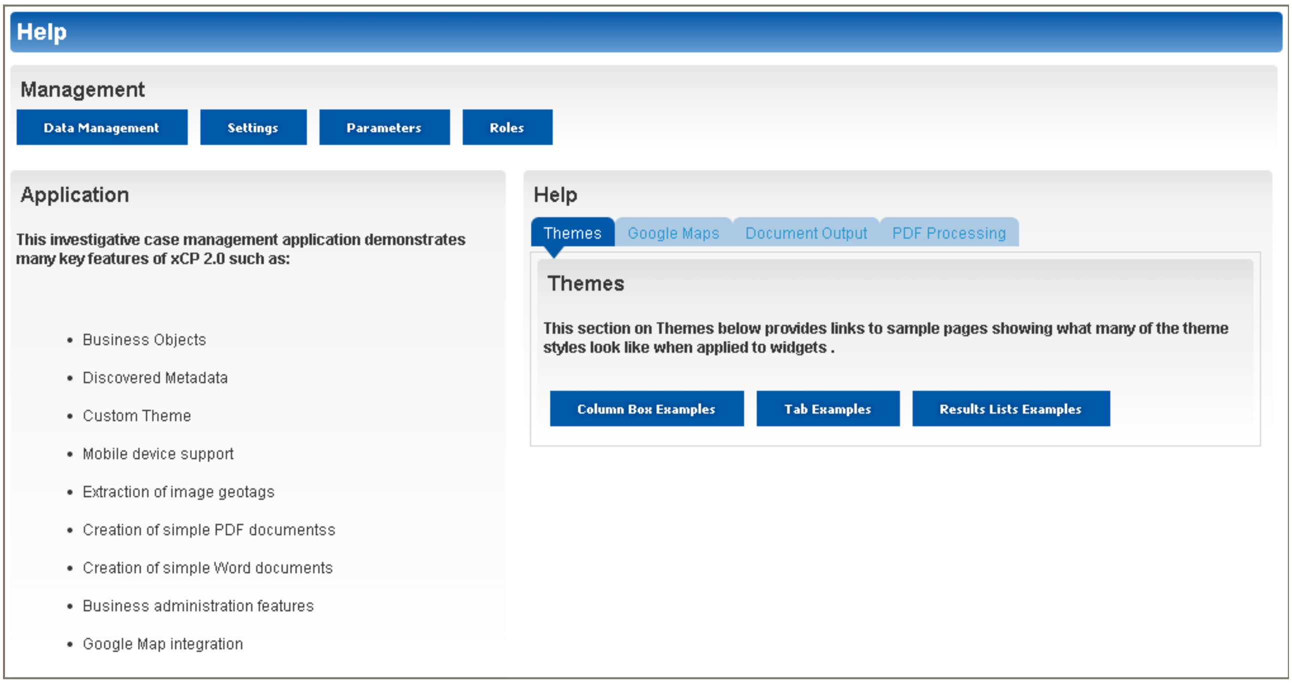
Court Schedules

Court officers have access to view the court schedules to assist in scheduling cases.



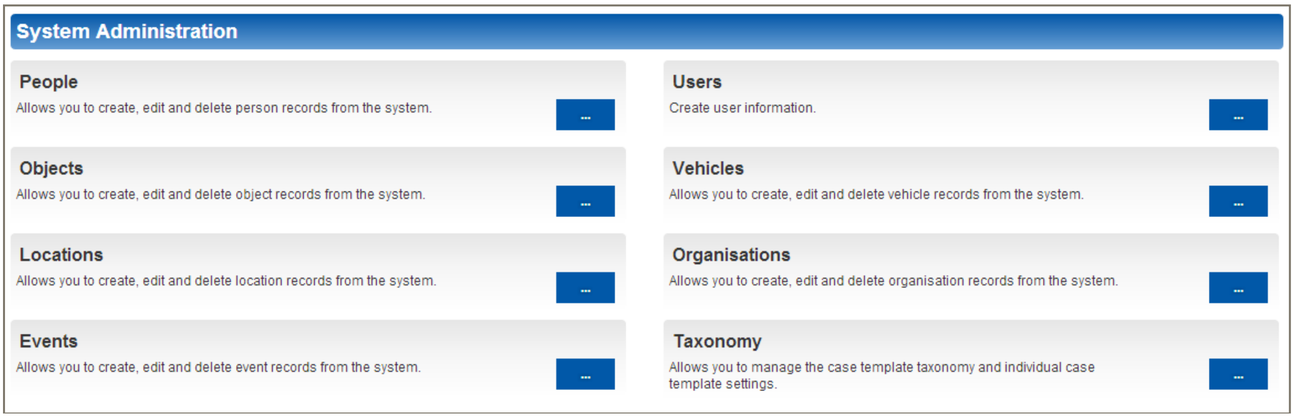
Help

The help page provides links to further pages that can be used to test some of the xCelerators used in the solution, and give further information on how to use them, as well as pointers on how aspects of the application have been put together.

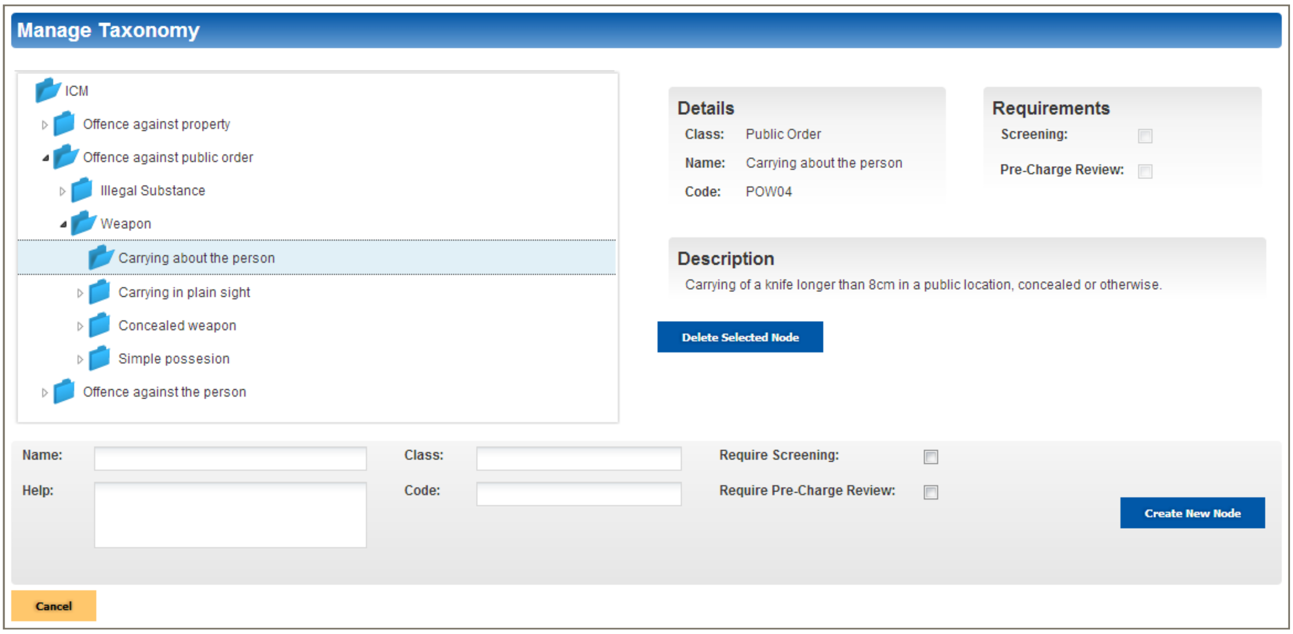


Only the user *dmadmin* has access to the **Management** panel. **Settings**, **Parameters** and **Roles** give access to the corresponding system pages. There is a *Runtime Debug* parameter that can be set to true to turn on the display of hidden value display widgets on various pages.

From the **Data Management** page you can create, edit and delete most artefacts created as part of the case handling process. Note that *Vehicles* and *Organisations* are not used in this release.



From the **Taxonomy** page you can maintain the taxonomy of case templates.



To create a new case type, select the parent node and enter the details for the case as follows:

Name – the display name of the case type

Help – longer description to aid in the selection of the correct type

Case Class – value used to group case types for reporting purposes

Case Code – individual unique code for each case, again used for reporting purposes

Require Screening – if checked a screening phase is enforced during case handling

Require Pre-Charge Review – if checked a review phase is enforced during case handling

When you click the **Create New Node** button the tree view will not refresh, and so you need to close the screen and return to it to see the new node.

Demonstration Steps

Research Incident

Officers Green and Black are dispatched to a local office building because of reports of a violent attack on a member of kitchen staff.

Remember that usernames are all lowercase e.g. green.

Step	User	Actions
1	Green	Log on to the ICM system from an iPad. The solution has been built with a screen size of 1024x768 in mind, and tested on the iPad. Chrome Browser tools have also been used to set the user agent to an iPad for testing. When accessing the system from an iPad it is necessary to select items twice in results lists to 'check' the selector box.
2	Green	Navigate to the Search page and search for the location (EMC) for any information that may prepare the officers. Open the record for the EMC Tower location (L00001).
3	Green	On the *People* tab note that Mr Jones is the head chef at the property. This information was entered during a previous case. Click the eye icon to view the record for the person in a new browser tab. Officers can navigate the relationships between objects in the system, and each relationship has a role such as 'head chef'.
4	Green	Note that Mr Jones has prior convictions for violence and possession of a weapon. When viewing a person any prior charges are also visible.
5	Green	The officer is shown the most recent photograph of Mr Jones. By viewing the persons record it is added to Officer Green's list of recently viewed items automatically so that it can found again from the home screen if required. Each object has a preview. For a location that is the map display and for a person that is the most recent image that has been added to their record. When viewing the preview of an item the r_object_id of that item is added to a repeating attribute of the officer's preferences business object for later reference.
6	Green	Close the second browser tab and the location.

Attending the Incident

The officers arrive at the scene to discover that Mr Jones has assaulted another member of the kitchen staff, Mr David Evans, and cut him with a kitchen knife. He has left through a door to the rear of the property and disappeared into the nearby park. The officers take several photographs of the canteen area and the knife, and take the knife away as evidence.

Step	User	Actions
1	Green	Back in the car the officer clicks the **New Incident** button and records the incident details from his iPad. Enters 'PEA' as the filter and select code PEA01 as the initial charge for the incident. This type of case will require the Screening and Pre-Charge Review steps. The *Requirements* and *Description* fields are shown when you select a charge. The first time may be slow so be patient. Although you can check and uncheck the *Requirements* boxes it has no effect on the case route in practice.
2	Green	Click the **Next** button and enter a brief summary of the case, noting that a knife was used. The date and time are pre-filled and the badge number of the current officer is added to the case automatically. By default the help of a forensic officer will be requested. The officer can click the **Back** button to be taken back to the first screen to modify the initial charge.
3	Green	Click the **Register Incident** button and a stateless process then creates a new incident record with a pre-filled PDF report form. An action is also created and assigned to the forensics team. On the *Home* screen the Recent Activity panel will show the creation of the new incident.
4	Green	Navigate to the list of recently viewed items, select the location of the incident and then select the new case from the drop down list. Enter a brief description of the **Role,** such as *Scene of Incident*, before clicking the **Relate Location** button to relate that location to the case. When an item is added to a case from this screen the reference to it is removed from the users preferences business object by a stateless process. The list of recent items is continually truncated to the last 10 items.
5	Green	Relate Mr Jones to the incident in the same way, with a **Role** of *Suspect*.
6	Green	After a short while you should see a new task appear to complete the case preparation, which will be done later from a desktop PC.

Forensics

The forensics team manager, Officer Sherlock, receives a task in relation to an action in a case.

Step	User	Actions
1	Sherlock	Log on, open the new *Assign Users* task and click the **Assign Officers** button. The Forensics team has two supervisors and either one can allocate work to the team, which is why they have to accept a task in order to work on it.
2	Sherlock	Click the **Open Case** button to see the details of the case. Reviews the case and see that a knife was retrieved that may have useful DNA or fingerprints on.
3	Sherlock	Assign the task to two forensics officers, Watson and Shabeil, and add a comment about the action before completing the task by clicking the **Send to Officers** button. The comment widget is bound to the action object that is in the case.
4	Watson	Both officers receive the task, but only one needs to complete it. Log in and open the *Handle Action* task. The two usernames are stored in a repeating process variable that is made the performer of the task.
5	Watson	The officer conducts a forensic review of the knife and uploads the fingerprint and DNA documentation showing that there are traces of DNA from both the suspect and the victim. When documents are uploaded to the system they are assigned a unique reference within the case via another process tied to an event. This process is executed statefully to ensure that sequence numbers are generated correctly and so you may have to wait for the references to be assigned.
6	Watson	Select *Forensic* Report from the drop down list on the **Documents** tab and click the Create Form button to create a new forensics report. Right-click on the new forensics report and choose **Edit Content** from the context menu. The file is downloaded and can be edited in a PDF Form editing tool before being saved. The form could be printed and signed before being scanned with Captiva.
7	Watson	After editing the PDF select **Import New Version** from the context menu for the form and select the updated PDF form. Check to box to make it the current version. If you wait long enough the new version will be processed by CTS and you can preview the updated file.
8	Watson	Click the **Close** button to return to the task and add a comment before completing the task.
9	Green	A new task to review the outcome of the action appears in Officer Green's task list. Review the forensic report and complete the task. This review step is optional, and based on a process variable (*return_to_super*). By default it is required.

Completing the Incident Report

Towards the end of the shift Officers Green and Black return to the Police Station to complete their case information.

Step	User	Actions
1	Green	Log on from a desktop PC. Navigate to the My Cases view to see the status of cases that he is involved with. Each case has the notion of an Officer in Charge who is primarily responsible for it (for reporting purposes), and one or more case owners that can see the case and work on it.
2	Green	Go back to the main screen and open the *Prepare Incident* task. First click the **Prepare Incident** button to accept the task and then click the **Open Case** button to open the case view.
3	Green	Navigate to the **People** tab and create a new person record by clicking the **Create People** button. Assign them a **Role** of *Victim* and after clicking the **Create Person** button on the pop-up dialog check that a witness statement has been be created too. Open the form and print it so that it can be completed and signed later by the witness. A simple xCelerator that can populate a PDF form is being used to generate these forms. The list of form templates can be extended by importing new PDF forms into the correct location in the repository.
4	Green	Navigate to the **Objects** tab and click the **Create Objects** button to create a new record for the knife. Open the record by clicking on the eye icon to import the photograph of the knife from the **Media** tab, which will now be used as the default preview image for the object. When importing the file choose *Case Document* as the **Content Type** and *JPEG Image* as the **Format**.
5	Green	From the **Documents** tab also upload the photographs that were taken at the scene. You will need to set the **Format** for each file individually. When an image is added to a case a stateless process runs to extract the latitude and longitude values and assign a sequential reference. You must keep the file extension in the object name in order for this processing to work correctly. These values are used to build the map display. When you have imported the files click the **Map View** button to see them on a map. Rename the files and close the map view.
6	Green	The key information has now been added so close the case to go back to the task. Click the **Send for Review** button to complete the task. The next case phase process is started, where the case is routed to the officer's supervisor. This new process looks up the users preferences object to find the supervisor.
7	Green	Finally click the **Update Duty Status** button to go to the duty information page, and change the status to *Off Duty* before logging out.

Initial Review

Officer Smith manages the regular police officers and has to review all cases before they go to the investigation team.

Step	User	Actions
1	Smith	Log on, open the *Review Incident* task and click the **Review Incident** button to accept the task.
2	Smith	Click the **Open Case** button to open the case and review the material. The officer can see that there is a single charge pending in the case and that there is a suspect already, so decides to send the case on. Close the case tab and return to the task.
3	Smith	Click the **Send for Screening** button to forward the case on. If the **Send for Rework** button is clicked the case would be send back into the initial process for Officer Green to rework the case. This is achieved by having two 'Complete' data services with different configurations linked to separate buttons. Depending on the type of case being investigated there could be a **Send for Investigation** button instead of the Send for Screening button. In this case the Screening step is missed.

Screening

The screening officers decide whether there is enough information for the incident to be investigated as a case or not. Tasks for the screening team are assigned to a work queue from which the officers can select tasks.

Step	User	Actions
1	George	Log on, select the **Screening Tasks** tab, open the *Initial Review* task and click the **Screen Incident** button to accept the task.
2	George	Click the **Open Case** button to open the case and review the material. The officer checks that the correct charge is assigned and that there is enough information to proceed. Close the case tab to return to the task.
3	George	Check the **Charges are correct** and **Full details provided** checkboxes (both must be checked before a case can be sent for investigation) as well as the **Incident is detectable** checkbox (only one of the bottom two completion factors must be checked).
4	George	Click the **Send for Investigation** button to forward the case on. If the **Return for Rework** button is clicked the case would be send back into the review process for Officer Smith to review the case again. The **Put Back on Queue** button would un-assign the task from the current officer so that another Screening officer could continue to work on it.

Assign to Investigator

Officer Patel manages the team of investigators. This team uses a work queue for their work assignments, but this time the investigators have cases assigned to them by officer Patel, who uses the queue to manage the task assignments.

Step	User	Actions
1	Patel	Log on and select the **Investigations** tab from where you can see which officer is assigned to each case. Cases assigned to *investigation* are yet to be assigned. You can right-click on a task and reassign any case to another officer from here.
2	Patel	Open the new *Investigate Case* task and click the **Open Case** button to open the case and review the material. Close the case tab to return to the task, and click the **Assign** button. Select an officer such as *Street* from the investigation team to assign the task to. If you click the **Work on Case** button then the task is assigned to officer Patel.
3	Patel	Navigate to the *Information* page and select the **Officer Workload** tab. The two pie charts are linked, so if you click the Investigation slice, the second report shows how many cases each officer has. Until officer Street accepts the task he is not shown as being responsible for it however.

Investigate Case

A single officer is assigned to investigate each case, although they can create actions within a case to request support from other teams and officers.

Step	User	Actions
1	Street	Log on and open the new *Investigate Case* task. You could right-click on the task and choose **Unassign** from the context menu to reject the assignment. When an officer opens a task, the case is updated to record them as the officer in charge.
2	Street	Click the **Work on Case** button to accept the task and then click the Open Case button to review the case information.
3	Street	From the **Documents** tab Import some CCTV video that shows Mr Jones driving away from the office and hitting a bollard in the process.
4	Street	Because of this new evidence click the **New Charges** button to add a new charge to the case. Enter a **Filter** value of *PRV* and select *PRV02* as the charge. Click the **Finish** button to add the charge to the case.
5	Street	From the **Actions** tab click the **Create Action** button to add a new action to the case as a reminder to check the vehicle records. Set a future due date but leave the **Assigned To** value as *Case Owner*.
6	Street	Close the case and then close the task without completing it.

Step	User	Actions
7	Street	Navigate to the *Search* page, select the *Documents* tab, and search for any documents that mention workplace violence. *You will need to import the sample document into a previous case before doing this.*
8	Street	Before sending a case to trial, a court file needs to be compiled, which requires the collation of all relevant information that supports the case into a single PDF. Open the *Investigate Case* task and open the case. Click the **Manage Court File** button to set up the court file.
9	Street	The left hand list shows all case artifacts that are not yet in the court file. The right hand list shows the contents of the court file. Select the *Forensic Report* document and click the right arrow button to add it to the court file. Repeat for the person record for Mr Kevin Jones, the Knife and any other items like the location, witness statement and photos. Note that when you add a person, all related media and charges will also be added, although the charges will not appear in the right hand list. Click the **Finish** button to save the changes and generate the summary document.
10	Street	Click the **Open Court File** button and select the *Court File Summary.docx* file to preview it.
11	Street	Once a suspect has been arrested the case can be sent for *Pre-Charge Review* before formally charging the suspect. Open the task again, and click the **Send for Pre-Charge Review** button. Some charges do not require a pre-charge review and the suspect can be charged immediately and the case sent for *Hearing* directly. For a shorter demonstration you can charge the suspect at this point and skip the *Finalise Investigation* step which follows later.

Pre-Charge Review

The team of Court Officers not only manage cases that are sent for trial, but also provide advice to the investigating officers before suspects are charged. They do not make use of a queue.

Step	User	Actions
1	Judge	Log on and open the new *Review Case* task. Click the **Review Case** button to accept the task.
2	Judge	Click the **Open Case** button and review the information in the case in order to make a decision.
3	Judge	Close the case and add a comment to the task confirming that the suspect can be charged. Click the **Return to Investigators** button to send the case back. If the suspects have already been charged you could also click the **Send for Hearing** button to forward it on directly.

Finalise Investigation

The final step for the investigators is to charge the suspect before sending it on for trial.

Step	User	Actions
1	Patel	Log on and open the *Investigate Case* task which has a **Case Status** of *Rework Investigation*.
2	Patel	Note the comment from the Court Officer. Click the **Work on Case** button to accept the task and click the **Open Case** button.
3	Patel	Select the first charge in the case - *Aggravated Assault* - and then select *Kevin Jones* from the drop down list of suspects under the charges. Click the **Charge Person** button to charge the suspect. Repeat for the second charge.
4	Patel	Close the case and click the **Send for Pre-Charge Review** button to send the case back to the court officers.

Manage Trial

The final step is to schedule the hearing of the case in a court and update the case with the outcome of the hearing. In many cases this would be managed by the court directly.

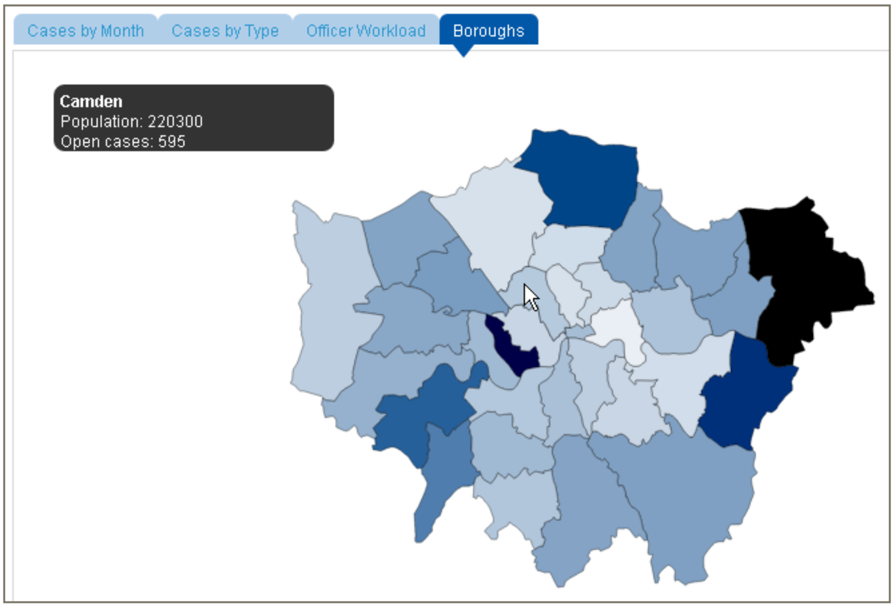
Step	User	Actions
1	Judge	Log on and open the *Review Case* task. Click the **Review Case** button to accept the task and then click the **Send for Hearing** button to complete the pre-charge review cycle.
2	Judge	Navigate to the *Court Schedules* page to show that court officers have a different view to the other officers. So long as you have scheduled hearings for other cases you will be able to view the court schedules.
3	Judge	Go back to the home page and open the new *Manage Trial* task. If the task has not yet appeared you can click the **Refresh** button until it does.
4	Judge	Click the **Work on Case** button to accept the task and click the **Open Case** button to review the case.
5	Judge	Click the **Schedule Hearing** button on the *Events* tab to schedule an initial hearing.
6	Judge	When the hearings have completed, and the case can be closed, reopen the *Manage Trial* task.
7	Judge	Click the **Open Case** button to access the case folder and update each charge in the case with the relevant outcome by selecting the charge from, entering the date, time and outcome (e.g. Convicted) and clicking the **Update** button. Close the case when all charges have been updated.
8	Judge	On the task page, enter a summary of the outcome and click the **Close Case** button to complete the task.

Step	User	Actions
9	Judge	Navigate to the *Cases* page and confirm that the **Case Status** shows as *Closed*. Open the case and check that a retention date has been assigned.
10	Judge	Close the case.

Experimental Features

There are some attributes of the case folder object such as license place and insurance company that are not used currently, as well as some additional artifacts such as the Organisation and Vehicle.

There is also an experimental feature that uses the D3 chart toolkit. It appears on the Reports page and shows a map of london with crime rates for each borough. The information in this report is completely fake, but shows the principle of embedding advanced reporting.



By default this is disabled through the user of a boolean application parameter *Report - Show London Map*. If you wish to use this report you will need to update the parameter value in your runtime configuration.

You can also update the value directly using a tool such as DA or DQL Tester, and the query to get the parameter definition is as follows:

```
select * from dmc_xcp_app_config where namespace = 'ccm'
```

Known Issues

The following are the known issues with this release:

1. When registering a new incident, the selection of the case type is managed with a filtering system due to a limitation with this release that prevents the use of a tree widget on an action flow step page.
2. When managing the court file, when you add a person and remove them, any related charges are not removed and you will not be able to add the person again without an error.

Appendix A - Updating the runtime UI minWidth value

By default the minimum width of an xCP application screen means that on an iPad or other tablet you may have to scroll left and right a little to see the entire screen. You can modify the minimum width value by updating the core xCP runtime JAR file as follows.

1. Locate the JAR file `xcp-core-2.2.0000.nnnn.jar` in the folder

   `C:\Users\dmadmin\.m2\repository\com\emc\xcp\ui\xcp-core\2.2.0000.nnnn`

   Where `nnnn` is your current build number. If you have more than one it is normally the highest number. **MAKE A BACKUP OF THIS ORIGINAL FILE.**

2. Using a tool like 7zip that allows you to edit the contents of the JAR file without unzipping it edit the file `startup.js` in the subfolder `xcp-core\content\xcp\`

3. Search for the value `1024` and change the line as follows from this

   ```
   xcpMinWidth: 1024, // internal constant for min width;
   ```

   to this

   ```
   xcpMinWidth: 900, // internal constant for min width;
   ```

4. Save the change and update the file inside the JAR.

5. Delete the applications target directory to ensure that when you deploy it picks up the modified JAR file from the maven repository and redeploy the application. You may also need to clear the browser cache in order to see the change.