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Reopen Case

BUC Specifications

Employment,
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v0.1	11/03/14	Initial Draft
v0.2	09/11/15	Adaptation at Special Requirements - SR2.
v0.99.0	27/05/2016	Addition of Additional Chapters 4.2, 4.3 and 4.4 Minor formatting, date, version and grammar changes
v0.99.1	12/06/2016	Minor grammatical updates to the actors and main process
v1.0.0	14/07/2016	AC Approved Version
v1.0.1	08/08/2017	-Added reference to the BPMN Version of the diagram. - Removed confidential watermark. - Removed reference to BUC confluence page in Configuration Management
v4.1.0	22/08/2018	- Section 4.4 merged 2 tables (for SED & for Subprocesses) into 1 BUC Artefact table." - Version adaptations to release 4.1.0.
v4.2.0	29/05/2019	Version adaptations to release 4.2.0.
v4.3.0	31/08/2021	Version adaptations to release 4.3.0.
v4.4.0	06/12/2024	Version adaptations to release 4.4.0

Table of Contents

1. Introduction

1.1. Purpose

The purpose of this document is to construct an external view of, part of, the 'EESSI business system' as described in EC Regulations 883/2004 [R1] and 987/2009 [R2]. The 'EESSI Business System' describes the business and expected business processes without consideration as to which part(s) may be realized by an IT System (i.e. the proposed EESSI IT System).

The external view comprises of models and descriptions of business use cases, the services of a business system offered to business actors: customers, business partners, or other business systems.

A business use case is described from an actor's perspective; it describes the interaction between an actor and the business system, meaning it describes the behaviours of the business system that the actor utilizes. The Business Use Case includes Use Case Diagrams and Business Process Models.

Use case diagrams show actors, business use cases, and their relationships. Use case diagrams do not describe procedures. Alternative scenarios also remain hidden. These diagrams give a good overview of the behaviours of the EESSI business system which will direct and govern part of the expected behaviours and functionality delivered by the EESSI IT System.

1.2. Scope

This document is limited to the external view of an Administrative process for reopening a closed business process. The different elements like use case description, actors, and business process as well as supporting UML diagrams and BPMN models pertaining to the reopening a closed process.

1.3. Definitions, Acronyms and Abbreviations

Please see the EESSI Project Glossary here.

1.4. References

#	Document Type	Document Name
R1	Basic Regulations EC (883/04)	Regulation EC No. 883/2004.pdf
R2	Implementing Regulations EC (987/09)	Regulation EC No 987/2009.pdf

1.5. Overview

Chapter 1 introduces the external view on the business system under review and lists the elements of this specification.

Chapter 2 introduces us to the Reopen Case business process. The chapter gives a short and detailed description as well as a reference to business process´ legal base.

Chapter 3 lists the actors involved in the Reopen Case business process.

Chapter 4 describes in detail the Reopen Case business process based on the RUP use case template, as well as the relationship to other use cases.

Chapter 5 describes the Reopen Case business process using business process modelling notation (BPMN).

2. Description

2.1. Business Scenario

In a situation where a case has reached its conclusion (i.e. all tasks have been successfully completed (or exceptionally it was closed before this) through the exchange of SED X001 there may be reasons where this closure was premature or events could unfold whereby one of the existing participants needs to formally reopen the case for an given reason. This BUC offers and agreed method whereby all participants are involved in a proposed re-opening negotiation.

A formal and controlled reopening method can be important as when a case is ended as Member States and or Institutions will likely take steps to actively manage the closed cases – such examples would include archiving the electronic records/case papers after a certain period of time and eventually deleting/destroying the electronic records/case papers to comply with data protection legislation after a agreed period of time.

With this in mind reopening a case must be properly considered by each MS independently – do they immediately have access to the case and its data (its SED and case data?) If not is there a possibility of getting it? Can they move the electronic records/case papers out of their archive or have the electronic records/case papers been deleted or destroyed therefore they cannot reopen?

The process aims to formalize reopening a case and promote interoperability between MS at the business level.

2.2. Legal Base

This Business Use Case document's legal base is described in the following Regulations

1. Basic Regulation (EC) No 883/2004 [R1]

2. Implementing Regulation (EC) No 987/2009 [R2]

The following matrix specifies the SEDs that are used in this Business Use Case and documents the articles that provide the legal basis for each SED.

SED	Basic Reg (883/04)
	Article 76
X002	√
X003	√
X004	√

3. Actors & Roles

This chapter captures details of the actors which are important to understanding the different types of system users. An actor is anyone or anything that exchanges data with the business system. An actor can be a user, external hardware, or another system.

The overarching description of each actor described in this Business Use Case can be found in the Glossary. Below you will find a short description which provides further clarity of this actor within the context of this Business Use Case.

Actor name	Description
Triggering Participant	The triggering participant is an active participant in the main process who triggers this BUC. This will be a Competent Institution where the main process permits their role to do so
Other Participant(s)	Other Participant(s) represents all other active participants in the main process. This will be one or more Competent Institutions as determined by the main process.

Table 1: Actors & Roles

4. Use Case

4.1. RUP Table Representation

Use Case ID:	Ad_BUC_02		
Use Case Name:	Reopen a Case		
Created By:	EESSI BA Team	Last Updated By:	EESSI BA Team
Date Created:	28/02/2014	Publication Date:	06/12/2024
Actors:	Triggering Participant Other Participant(s)		
Description:	In a situation where a case has reached its conclusion (i.e. all tasks have been successfully completed or exceptional it was closed before this) through the exchange of SED X001 there may be reasons where this closure was premature or events could unfold whereby one of the existing participants needs to formally reopen the case for an given reason. This BUC offers and agreed method whereby all participants are involved in a proposed re-opening.		
Trigger:	An event occurs which leads one of the institutions previously involved in a cases to want to re-open the case for some reason.		
Preconditions:	A case is closed A participant want to Reopen the case The participant who wants to Reopen can actually reopen		
Post conditions:	The case is re-opened.		
Main Scenario:	1. The Triggering Participant fills out a Request to Reopen Case (X002) SED by entering all the required information about the reasons for wanting to reopen the case; 2. The Triggering Participant sends the X002 to all participants that were active when the case was closed; 3. The Other Participants receive the X002. 4. Each of the Other Participants fills out a Reply to Reopen Case (X003) SED by indicating their decision about the possibility to reopen the case. 5. Each of the Other Participants sends the X003 to the Triggering Participant indicating if they can Reopen the case. 6. The Triggering Participant waits until they have received an X003 from each of the Other Participants 7. When the Trigger Participant has received an X003 from each of the Other Participants the Triggering Participant fills out a Decision on Reopening a Case (X004) SED indicating the final decision about reopening the case. 8. The Triggering Participant sends the X004 SED to all participants that were active when the case closed. 9. Upon the sending and receiving of a X004 SED that indicates a positive reopening situation all participants take the necessary internal steps to reopen the case. **The use case ends here**		

Alternative Scenarios:	Branch 1:

Exceptions:	***Exception 1:*** At [Step 9] where the X004 SED indicates a negative reopening situation
	    1. Each participants takes note of the decision and take no action to reopen the case
	    2. This Business Use Case Ends

Includes:	This BUC is exclusively used as an <<include>> in other sectorial business processes.
Frequency of Use:	It is expected that this BUC will be used in exceptional situations mainly following a mistake closing the case.
Special Requirements:	**SR1**: Active Participants are those participants defined in the parent process which invoked this BUC **SR2**: Decision Logic at [Step 7] If one or more X003 indicate reopening is not possible then the X004 indicates that reopening is not possible (a negative response) else the X004 indicates that reopening is possible
Assumptions:	N/A
Notes and Issues:	N/A

4.2. Request – Reply SEDs

The following table specifies the SED that have a logical pairing to one another, usually this is known as a request-reply pair.

REQUEST SED	REPLY SED(s)
X002	**X003**

4.3. Attachments Allowed

The following table specifies whether attachments are permitted to be included when sending a SED type.

SED	Attachments
X002	Not Allowed
X003	Not Allowed
X004	Not Allowed

4.4. Artefacts used

The following table specifies the artefacts that are used in this Business Use Case.

Artefact name	Artefact type
X002	**SED**
X003	**SED**
X004	**SED**

5. Business Processes

The following model describes the Business Use Case Reopen Case subprocess using BPMN 2.0.

6. Appendices

6.1. Issues

N/A