# Introduction

The Case Management pattern describes the roles, activities, and connections that are or should be found in business functions such as application processing, licensing, appeals management, and more.

# Importance of Applying Pattern Approach

The pattern tells us what activities to plan for in the end to end business process for a case management related solution. Each needed activity serves as a prompt to guide the business analysts in working with the subject matter experts to elicit and define the specifications for the new system. The pattern includes the interactions of the customers and the internal users with the new system as well as the activities that may be performed outside of automation. Activities may be performed by other systems, by vendors, or other agencies.

In looking for ways to enhance the performance the pattern analysts can compare the activities in the pattern to the AS IS process to identify gaps, misalignment, and other variances.



# What is it

Case Management has major Phases around which to organize the Activities. All of the phases are typically found in a case management solution, but not necessarily all of the activities. Each functional domain, such as appeals case management or investigations, will have activities not found in a benefit application case management solution. But the phases will essesntially the same regardless of the business function or the industry.

We apply a Taxonomy to the phases and Activities for Case Management. There are some activities that occur in more than one Phase such as Notification. It is important to make clear that the activity is essentially the same whether it occurs as part of the Application phase or as part of a Fulfillment or Performance Assessment Phase. This makes it easier for the technical designers to know to build the capability (called a Service or Component in technical jargon) ONE time and then re-use it (CONSUME in technical jargon) throughout.

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| **Classification** | **Description** |
| 1000 | Awareness |
| 2000 | Information and Eligibility Explanation |
| 3000 | Account Preparation and Management |
| 4000 | Submit Application |
| 5000 | Work Item Assignment Administration |
| 6000 | Case Assignment and Management |
| 7000 | Cross Reference External Data Sources |
| 8000 | Client Performance Monitoring |
| 9000 | Strategic Planning and Evaluation |

# Contribution to the Solution

The Pattern incorporates lessons learned and best practices from efforts across industries and business domains. These may be custom development or commercial off the shelf solutions.

The Taxonomy is a useful way of conducting a gap analysis or other form of evaluation of the capabilities of a COTS or proposed transfer solution to your business domain.

The Pattern then is the metadata to describe and classify and organize your solution’s functionality. In comparing solutions, the Taxonomy is a “canonical model” of case management functionality.

# What happens without a Pattern

The Pattern is based on experience, evaluating that experience and drawing lessons learned to apply to the future. So without the pattern you lose the benefit of learning from those who came before you.

The Pattern makes sense out of the many activities in the process—providing a way to group activities that support a higher level function. When a subject matter expert remembers something important in their business process, you can not only write it down but also quickly figure out where it belongs.

# Evolution and Misconceptions (includes relationships to other pieces)

# Using Patterns Effectively (Introducing to your Projects)

First, verify that the Case Management Pattern is applicable to the business domain you are addressing.

If you already have a Project Charter and other sources of functional requirements, you can either apply the pattern to see if there are other requirements based on the pattern that are applicable. Or you can begin your process modeling effort based on the requirements you have and then add functions to your model based on going through the Pattern’s Taxonomy of functions and features.

The Taxonomy is a useful way of organizing your requirements. You can map existing requirements to the taxonomy and then add requiremetns as applicable to the needs of your domain.

# Anti-Patterns, Tips, Tricks, and Traps

The Anti-Pattern is to assume that any business domain is unique such that there is little to learn from the capabilities and experiences from other systems. The Case Management Pattern may not apply to your domain, but there is a pattern that does apply. Portions of the Pattern may apply such as User Provisioning or work queue management but not others. Use what applies and draw upon other patterns.

The project team that thinks they are addressing an area without precedent has allowed hubris to lead down a path that leads to extra work, re-inventing the wheel, and failing to learn from the efforts of others.

# Overcoming Objections

The Pattern does not dictate a solution. It provides a series of prompts or checklists to aid in assessing what features and functions are applicable. The pattern also provides a level of abstraction that enables seeing the business domain from above to make sense of the end-to-end and not get lost in the details.

# Expertise to Introduce, Knowledge Transfer, Self-Sufficiency, Verification using effectively

# Measuring Completeness

# Levels of Fidelity—Incremental enhancement to avoid Big Bang

# Consequences of Ignoring

# Play to Your Strengths

# Fitting into the Budget, Project Approval, Project already in Flight, Using outside a project

# Ongoing Use following the Project going into Production

You have a very special opportunity to update the base Case Management Pattern based on your experience. Your updates and annotation to the Pattern will help those that follow you on other projects even in other business domains.

During ongoing maintenance and enhancement to the solution following implementation, you should uses your business process models as the shared means of communication across all project members when evaluating changes to the system. You can also refer to the Pattern to see if there are features and functions from the Pattern that you want to add to the solution. Not all functions may have been chosen for the initial implementation.