



Merative Social Program Management 8.1

Getting Started with Evidence

Note

Before using this information and the product it supports, read the information in [Notices on page 13](#)

Edition

This edition applies to Merative™ Social Program Management 8.0.0, 8.0.1, 8.0.2, 8.0.3, and 8.1.

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1 Evidence

Evidence is information that organizations collect to determine the eligibility of a client or a household for a particular program or product. The rules that are associated with the product use the collected evidence to determine whether the client is eligible for one or more of the product's components.

1.1 Getting started

Evidence is a central component of social programs and services. Use the common developer and administrator questions and the corresponding answers to help you get started.

Before you design evidence, you must consider the specific requirements of your organization. Use the following tables along with those requirements. For more information about designing evidence, see the *Designing evidence* related link.

I am a developer

Table 1:

I want to...	Go to...
Understand what evidence is	What is evidence?
Learn how to design evidence	Designing evidence
Know whether to use dynamic or static evidence	Dynamic and static evidence
Find out how to extract dynamic evidence artefacts so that I can control the source code of the artefacts	Dynamic Evidence Configuration Extractor
See how to capture and store person evidence across programs	Person evidence
Understand the difference between evidence correction and evidence succession	How are changes to evidence recorded?
Learn how to share evidence	Sharing evidence by using the evidence broker
Understand how evidence is verified	How is evidence verified?
Find out how to maintain evidence	Maintaining evidence

I am an administrator

Table 2:

I want to...	Go to...
Know the difference between a dynamic evidence type and a dynamic evidence type version	Dynamic evidence types and dynamic evidence type versions
Logically group related attributes about income evidence for a case	Creating a dynamic evidence type

I want to...	Go to...
Learn about the dynamic evidence lifecycle	Dynamic evidence lifecycle
Share evidence from a source case type to a target case type	Creating sharing configurations
Learn how to enable the end dating of previous evidence when creating evidence	Enabling the end dating of previous evidence when creating evidence
Learn how to configure multiple participant evidence updates	Configuring the multiple participant evidence update
Learn about the security administration of dynamic evidence	Security administration
Troubleshoot evidence sharing errors	Troubleshooting evidence sharing errors

1.2 Key business flow for evidence

The key business flow (KBF) for evidence provides a context for individual aspects of the evidence process.

Specific business flows in the following diagram, for example **Activate any in-edit evidence**, link to detailed descriptions.

Key business flow for evidence

Administrator	Client	Caseworker	System
<div>Add evidence sharing configurations to share evidence across the system</div> <div>Configure verifications against specific evidence types</div>	<div>Apply for one or more programs online</div> <div>Enter evidence when completing the application</div>	<div>Manage evidence on the application case</div> <div>Authorize the program or programs for which the client applied</div> <div>Manage and resolve any evidence on the Incoming Evidence list on the IC</div> <div>Activate any in-edit evidence</div> <div>Approve and activate the product delivery</div> <div>Maintain evidence during the lifetime of the case by using the evidence dashboard on the IC</div>	<div>Create an integrated case (IC)</div> <div>Share evidence based on the sharing configuration</div> <div>Create a product delivery</div>

- 1.
- 2.
- 3.
- 4.
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- 6.
- 7.

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