

# NG | Case Manager for Users

Version 3.x  
September 2019





# Summary

- Overview
  - Objectives
  - Case Creation process
  - Case Manager Organization
- Case Manager UI
- Common Operations

# Case Manager Overview





## Objectives

- Manage Cases (Fraud, Audit, etc...) generated by NG | Screener solution
- Configure workflows to
  - Define case escalations
  - Force case documentation
  - Have a validation process
- History of actions on cases for Audit purpose



# Case creation process

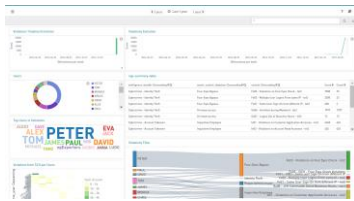
Step 1: Collect Data



Collected from  
relevant sources



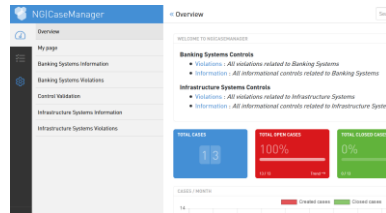
Step 2: Run Reports and Alerts



Controls defined  
to export to Case  
Manager



Step 3: Create incidents in Case  
Manager



Case generated  
and forced to a  
specific workflow



## Case Manager Organization

- Projects in Case Manager correspond to specific use cases
  - Usually 1 control in NG|Screener UI = 1 project in Case Manager
  - Specific Workflow and specific data fields
- Project will have a tracker defined to it
  - Tracker is a type of case
  - Tracker will attach a workflow to a Project
  - Tracker can be shared amongst projects
    - Project will be sharing a common workflow
- Several trackers can be defined on a single project
  - Not used when project will contain case automatically created by NG|Screener



## Case Manager Organization

- Roles allows to perform certain actions
  - Application specific actions
    - View cases, Edit cases, Delete cases, ...
  - Workflow related actions
    - Allow specific transitions
    - Define fields visibility
- Group will help mapping Users to Projects
  - Define specific Roles on projects
  - A user can have different roles on different projects
    - i.e being Relationship Manager for Project A and Team Leader for Project B



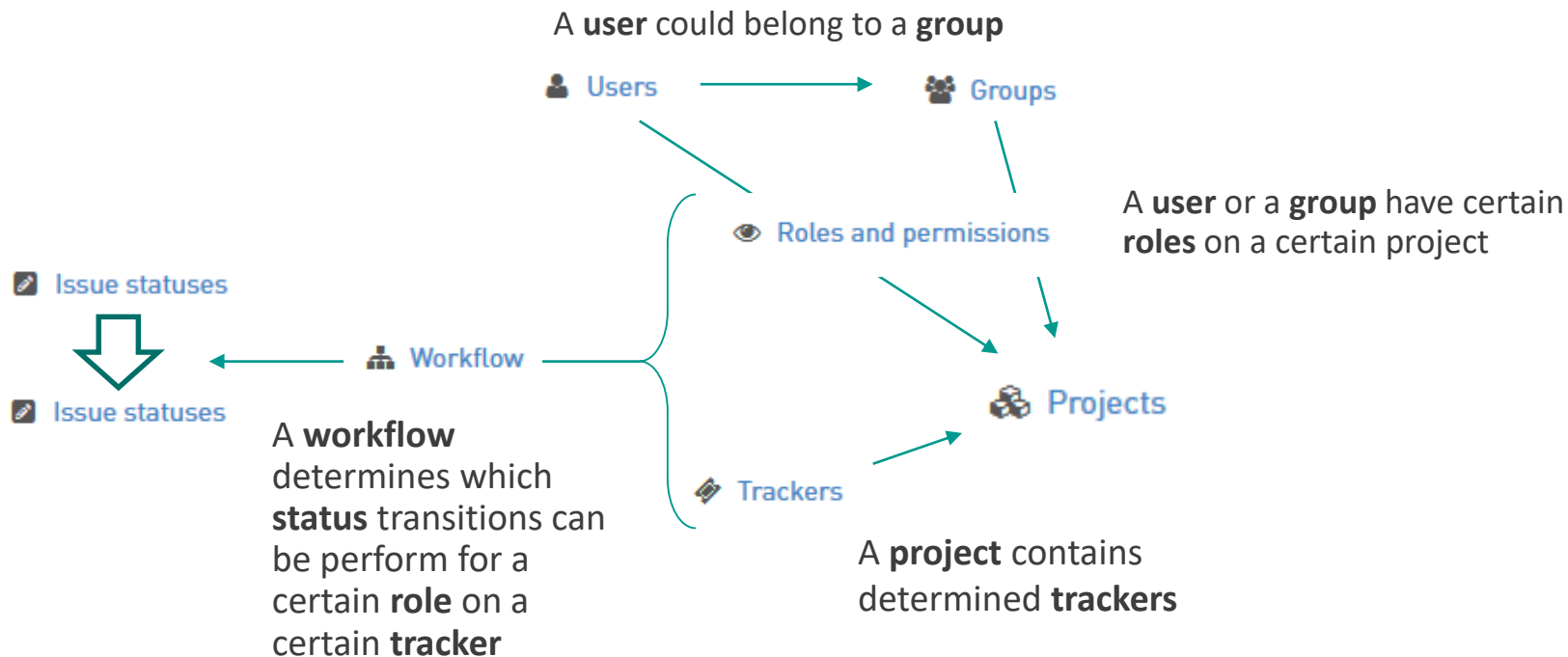
## Case Manager Organization

- A case can assume various statuses from its start to its closure
  - Statuses will be linked to Workflow
- A workflows aim to:
  - Manage cases adapted to company organization
  - Document cases
  - Enforce validation process (4 eyes check)
- Workflows are
  - Defined on users roles
  - Different for each tracker





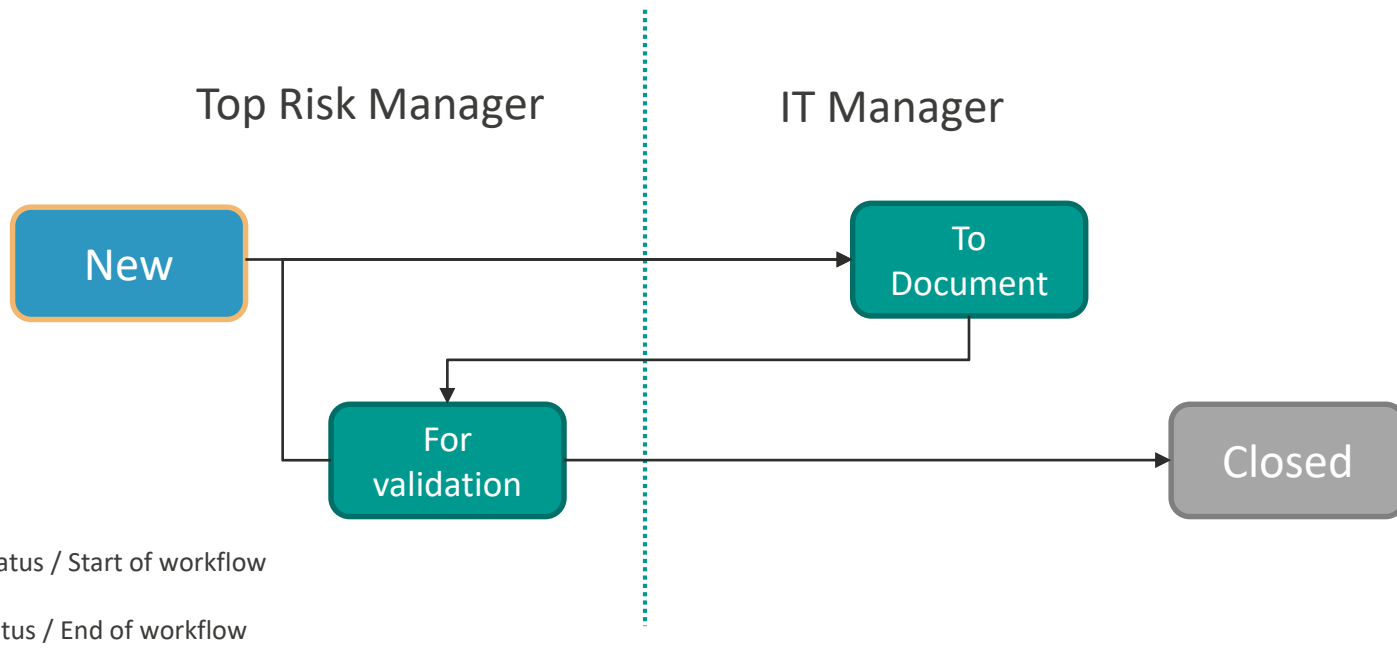
# Case Manager Organization





## Workflows Examples

- Top-Down with 4 eyes check validation





## Workflows Examples

- Top-Down with 4 eyes check validation

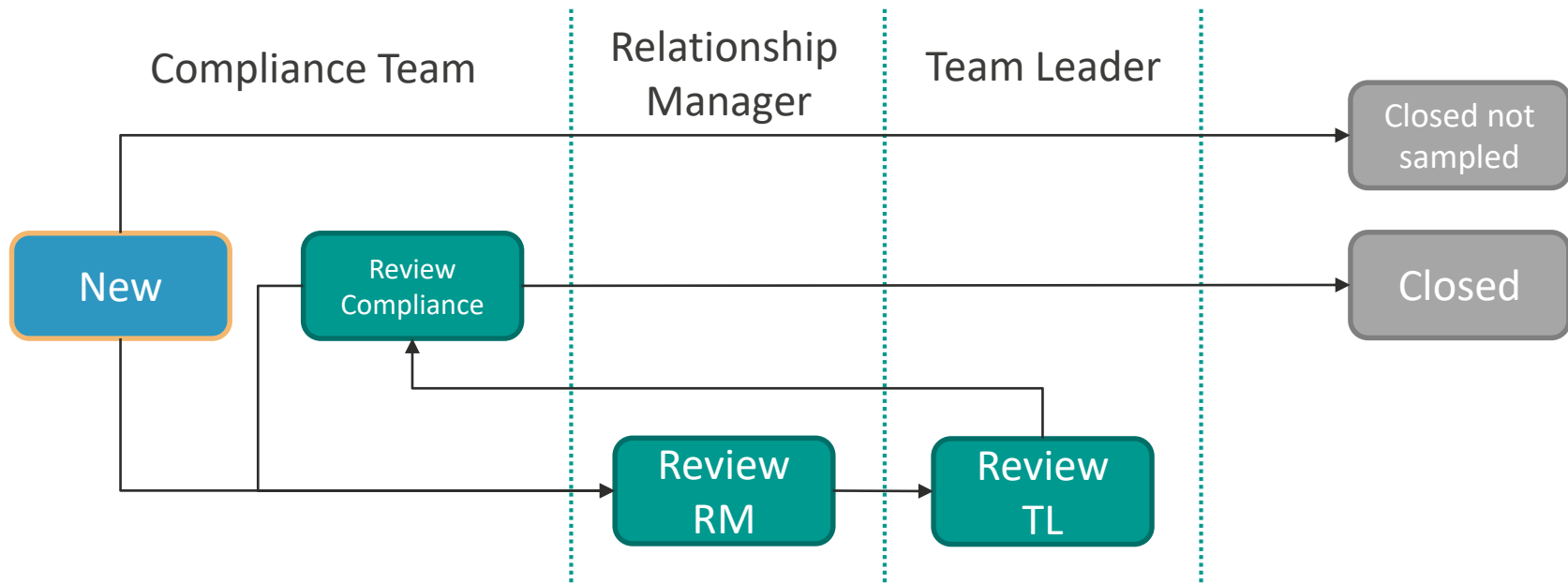
Current Status / Next status	New	To Document	For Validation	Closed
New		T		
To Document			I	
For Validation		T		T
Closed				

T: Top Risk Manager  
I: IT Manager



## Workflows Examples

- Compliance sampling





## Workflows Examples

- Compliance sampling

Current status / Next status	New	Review RM	Review TL	Review Compliance	Closed	Closed not sampled
New		C				C
Review RM			R			
Review TL				T		
Review Compliance		C			C	
Closed						
Closed not sampled						

C: Compliance Team  
R: Relationship Manager  
T: Team Leader

# Case Manager UI





## Case Manager UI

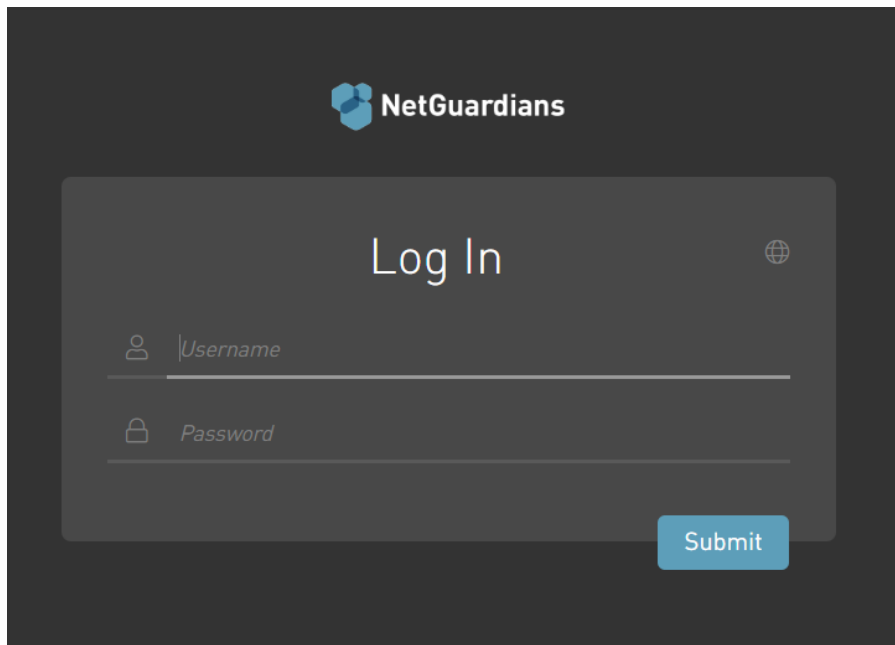
- Access to application
  - Connection to `https://<HOSTNAME_NG>/cm/`
  - Click on Case Manager button from NG|Screener UI
- As NG|Screener UI, Case Manager is Multi-tenant enabled





## Case Manager UI

- Sign in – through NG|Auth



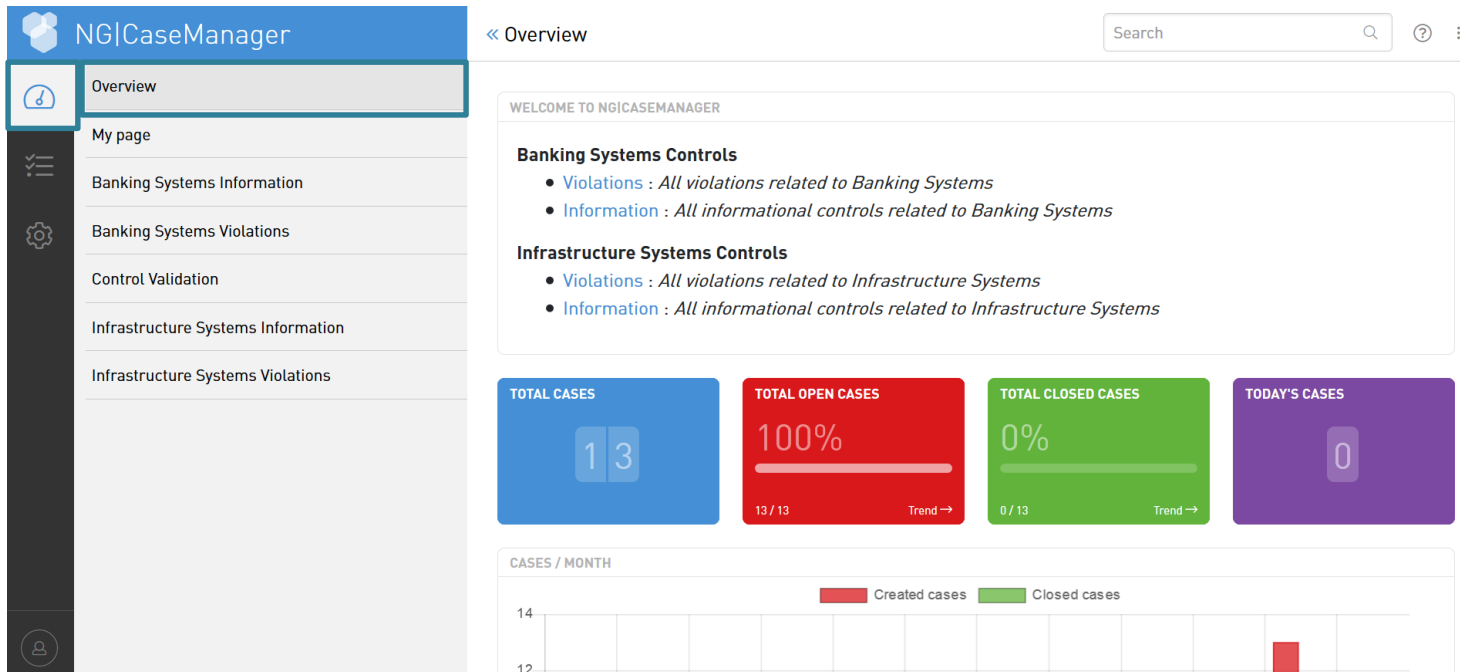
The image shows a dark-themed user interface for the NetGuardians Case Manager. At the top center is the NetGuardians logo, which consists of a blue hexagonal icon followed by the text "NetGuardians". Below the logo is a light gray rounded rectangle containing the "Log In" text in a large, white, sans-serif font. To the right of "Log In" is a small globe icon. Below the "Log In" text are two input fields. The first field has a user icon on the left and the placeholder text "Username". The second field has a lock icon on the left and the placeholder text "Password". At the bottom right of the light gray rectangle is a blue button with the text "Submit" in white.





# Case Manager UI

- Overview





# Case Manager UI

- Overview – My Page
  - List cases assigned to user
  - Cases that have been reported (created) by the user
    - Manually created cases

NG|CaseManager

« My page

Search

Overview

My page

Banking Systems Information

Banking Systems Violations

Control Validation

Infrastructure Systems Information

Infrastructure Systems Violations

REPORTED ISSUES

13

ISSUES ASSIGNED TO ME

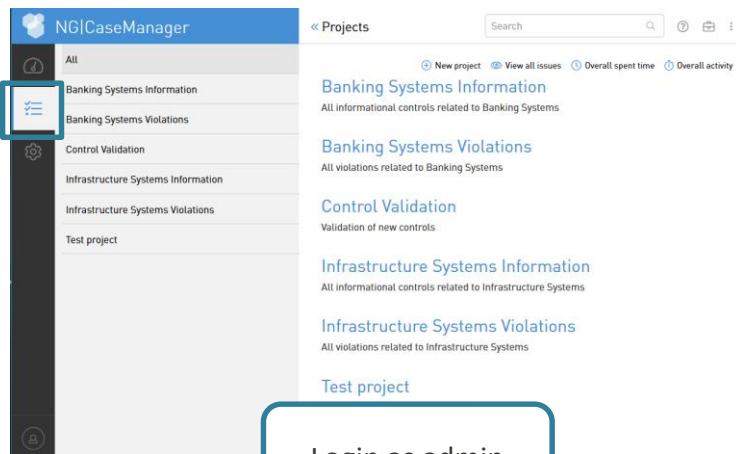
13

#	Project	Tracker
# 13	Infrastructure Systems Violations	Infrastructure Viola

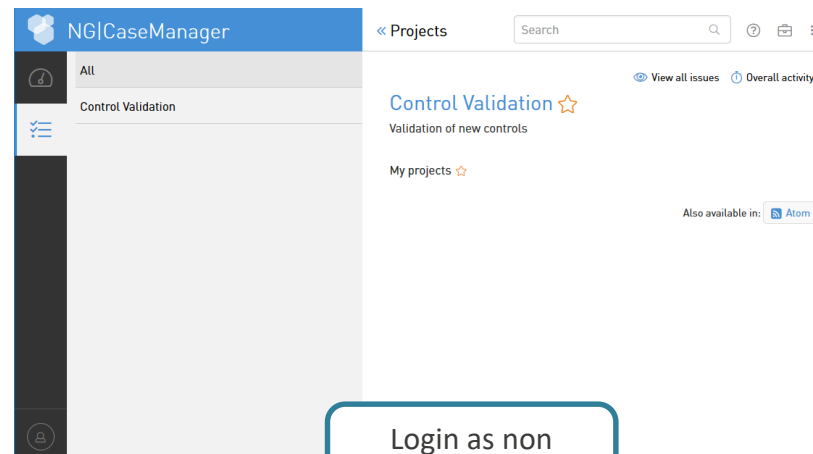
#	Project	Tracker
# 13	Infrastructure Systems Violations	Infrastructure Viola

# Case Manager UI

- Projects page
  - View projects user is involved in
    - User (group) has been defined a role on a project



Login as admin



Login as non  
privileged user

# Case Manager UI

- Project Overview
  - Show a description of the project
  - Statistics of Open/Closed cases for each tracker defined on project
  - Sign in/ sign out link

**List of trackers defined on project**

**Open/Close tasks for each tracker**

	open	closed	Total
Banking Information	100	0	100

[View all issues](#)

Search

- About
- Sign out

New subproject Watch Close



# Case Manager UI

- Activity Page
  - Historical log of latest activities happened in the project
  - issues creation, status change, note / news / message added/reply, file added, new document

The screenshot displays the NG|CaseManager interface. On the left is a sidebar with a navigation menu containing: 'All', 'Banking Systems Information' (selected), 'Banking Systems Violations', 'Control Validation', 'Infrastructure Systems Information', and 'Infrastructure Systems Violations'. The main header area shows 'NG|CaseManager' on the left, '« Banking Systems Information' on the right, and a search bar with the text 'Search'. Below the header, there are tabs for 'Create', 'Overview', 'Activity' (which is active and underlined), 'Issues', and 'Settings'. The 'Activity' tab content shows a date range 'From 04/24/2018 to 05/23/2018' and a section titled 'Today'. A notification entry is visible, starting with an envelope icon, followed by the text '03:51 PM Banking Informantion #105 (New): Ua05 - Activity on dormant accounts - 02'. Below this, a smaller line of text reads 'The following report related to T24 user activity has been generated. Please review it.' and a blue link 'Back Office' is provided.

# Case Manager UI

- Case listing view

Accessed by clicking on "Issues"

The screenshot displays the NG|CaseManager interface. The left sidebar contains a menu with items: All, Banking Systems Information, Banking Systems Violations, Control Validation, Infrastructure Systems Information, Infrastructure Systems Violations, and Test project. The main header shows the title « Banking Systems Violations and a search bar. Below the header, a tab bar includes 'Create', 'Overview', 'Activity', 'Issues' (selected), and 'Settings'. A callout points to the 'Issues' tab with the text 'Accessed by clicking on "Issues"'. The 'Issues' view features a 'Filters' section with a 'Status' filter set to 'open' and an 'Add filter' input. Below the filters is an 'Options' section with 'Apply', 'Save', and 'Clear' buttons. A callout points to this section with the text 'Filtering Options area'. The main content area displays a table of cases, with a callout pointing to it with the text 'Cases details area'. The table has columns for checkboxes, IDs, Tracker, Status, Priority, Subject, Assignee, and Updated. Two cases are listed: one with ID #10 and another with ID #9, both labeled as 'Banking Violation'.

	#	Tracker	Status	Priority	Subject	Assignee	Updated
<input type="checkbox"/>	# 10	Banking Violation	New	Normal	Oa04 - Activities during Weekend - tet2	Redmine Admin	25.05.2018 15:25
<input type="checkbox"/>	# 9	Banking Violation	New	Normal	Ie03 - Violations on Account Read Accesses - tet2	Redmine Admin	25.05.2018 15:25

Filtering Options area

Cases details area

# Case Manager Common Operations



# Common Operations

- View case

NG|CaseManager

« Banking Systems Information

Search

Filters

☒ Status open

Add filter

Options

Apply Save Clear

	#	Tracker	Status	Subject	Assignee	Updated
<input type="checkbox"/>	# 1	Banking Inforamtion	New	<a href="#">Mc01 - Multiple Small Transactions</a>	<a href="#">Redmine Admin</a>	05/23/2018 03:27 PM
<input type="checkbox"/>	# 2	Banking Inforamtion	New	<a href="#">Ua05 - Activity on dormant accounts</a>	<a href="#">Redmine Admin</a>	05/23/2018 03:27 PM

View cases details by clicking on case number...

...or on case subject





# Common Operations

- View case

Case details will be shown

[Edit](#) [Watch](#) [Copy](#) [Delete](#)

Added by **Redmine Admin** 26 days ago. « Previous 1 of 10 | Next »

**Status:** **NEW**

**Priority:** Normal

**Assignee:** **Redmine Admin**

**Start date:** 25.05.2018

**Due date:**

**% Done:**

0%

**Description**

The following suspicious activity related to T24 user has been detected:

- Time: **#1**
- User IP address: **#3**
- T24 Application: **#4**

Please investigate.

[Edit attached files](#)  
[Oa04 - Activities during Weekend - tet2-2018-05-23T00\\_00.pdf](#) [283 KB] [Delete](#) Redmine Admin, 25.05.2018 15:25

**Subtasks** [Add](#)

**Related issues** [Add](#)

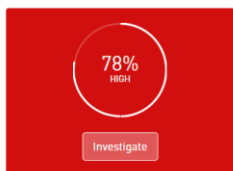
[Edit](#) [Watch](#) [Copy](#) [Delete](#)

Also available in: [Atom](#)

Different actions that can be performed on case

# Common Operations

- View case (profiling output)



## Additional information

Payment Initiator (Employee)	PETER
Amount of Transaction (CHF Equivalent)	135,358.16
Amount of Transaction	107,095.61
Currency of Transaction	GBP
Account ID	5044.20.02
Beneficiary Account	BARCGB22XXX
Beneficiary Address	EM DPQALMIHE, Lgbzmuigk Ykugj, Jvqgcszdnug Rapz, Uormmraoyap Wmzigiysc
Type of Account	Compte Courant
Receiver Bank Country	GB
Order ID	GUJ1060178/438844
Document Number	2
	26.05.2017 00:00:00
	2310995

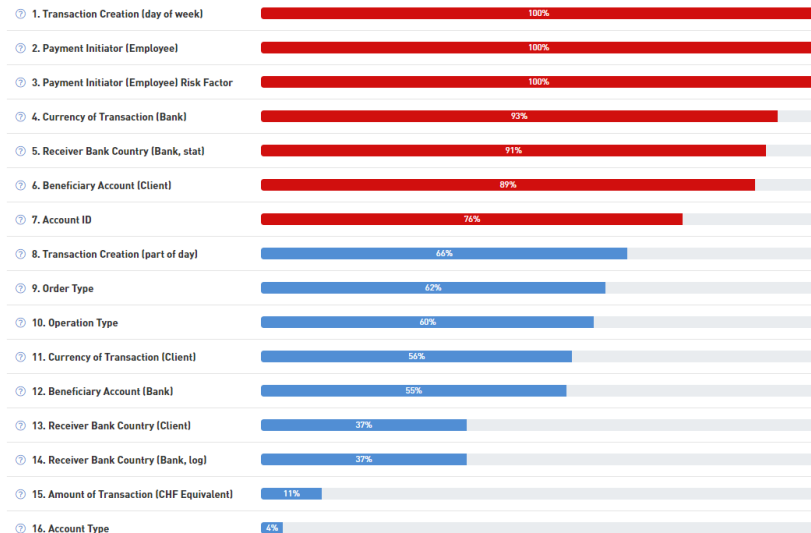
Global risk  
score  
computed

Information  
on event that  
triggered the  
hit

List of partial  
scores  
computed


## Risk score composite

Toggle scores





# Common Operations

- Edit / Update Case
  - When viewing an issue click on  Edit
  - Modify case properties
    - Dependent on roles and field permissions defined
  - Add Notes (document case)
  - Insert files
  - Modify Status and assignee (move in workflow - see next slide)

## Change properties

☐ Private

Project (required)

Banking Systems Violations

Tracker (required)

Banking Violation

Subject (required)

Da04 - Activities during Weekend - tet2

Description  Edit

Priority (required)

Normal

Parent task

Start date

05 / 25 / 2018

Due date

mm / dd / yyyy


Estimated time

Hours

% Done

## Notes

Notes

**B** *I* U ~~S~~ `</>` **H** **H** **H** 

☐ Private notes

## Files

No files selected.

(Maximum size: 5 MB)

Status (required)

New

Assignee

Redmine Admin

[Preview](#) | [Cancel](#)

# Common Operation

- Move case along Workflow
  - Change of Status and assignee to move in workflow
    - Possible actions defined by roles for the workflow
- Change possible when editing a case
- Or by right click on case line
  - Depends on roles access rights

Status [required]

In Progress

New

In Progress

Closed

Back Office

Private notes

Back Office

Front Office

Redmine Admin

Groups

Audit

Redmine Admin

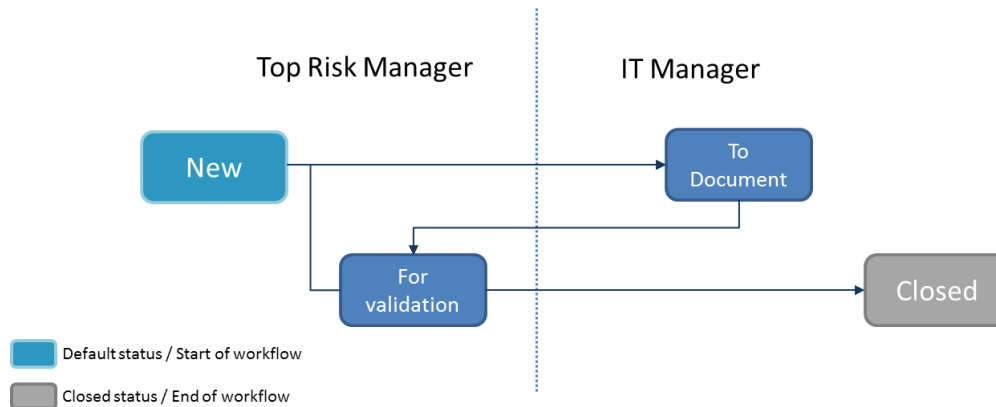
Submit Preview Cancel

Tracker	Status	Priority	Subject
Banking Violation	New	Normal	Oa04 - Activities during Week
Banking Violation	New	Normal	Oa04 - Activities during Week
Banking Violation	New	Normal	Oa04 - Activities during Week
Banking Violation	New	Normal	Oa04 - Activities during Week
Banking Violation	New	Normal	Oa04 - Activities during Week
Banking Violation	New	Normal	Oa04 - Activities during Week
Banking Violation	New	Normal	Oa04 - Activities during Week
Banking Violation	New	Normal	Oa04 - Activities during Week
Banking Violation	New	Normal	Oa04 - Activities during Week
Banking Violation	New	Normal	Oa04 - Activities during Week



## Common Operations

- Close Case
  - To close a case, workflow has to be followed until the end
    - To status defined as closed status





# Common Operations

- Search Cases
  - Using search box on top right corner
- Could search for specific terms
  - Another screen displaying the results will be shown
- Directly enter Case id
  - Direct access to Case details

<< Search

account

Banking Systems Violation

☒ All words

☐ Search titles only

☒ Issues

Options

☐ Open issues only


☒ Do not search attachments

☐ Search attachment filenames and descriptions

☐ Search attachments only

Submit

Results (1)

 [Banking Violation #9 \(New\): 1e03 - Violations on Account Read Accesses - tet2](#) 25.05.2018 15:25

*The following suspicious activity related to ... \* T24 Application: #4 Please investigate.*





# Common Operations

- Create Manual Case
  - Depending on roles right Manual cases can be created
    - If so, button with “New Issue” will be present
  - All case parameters will have to be field manually
    - Mandatory fields: tracker, subject, priority & status
    - Tracker: defines nature of the issue (bug, feature, support)

« Banking Systems Violations Search ? ☰

Create Overview Activity **Issues** Settings

Filters

☒ Status open

Add filter

> Options

Apply Save Clear

<input type="checkbox"/>	#	Tracker	Status	Priority	Subject	Assignee	Updated
<input type="checkbox"/>	#10	Banking Violation	New	Normal	Oa04 - Activities during Weekend - test?	Redmine Admin	25.05.2018 15:25



# Common Operations

- Filter / Sort Cases
  - On case listing
  - Possibility to filter on parameters in Cases (status, assignee, etc...)
  - If Options are expended
    - Define columns in table
    - Define grouping
    - Other advanced options

Click "save"  
to define a  
custom view

The screenshot displays the 'Banking Systems Information' application interface. At the top, there is a search bar and navigation tabs for 'Create', 'Overview', 'Activity', 'Issues' (selected), and 'Settings'. Below the tabs, a 'Filters' section is visible with checkboxes for 'Status', 'Assignee', and 'Priority'. The 'Status' dropdown is set to 'open', 'Assignee' to 'is', and 'Priority' to 'is'. A 'Priority' dropdown menu is open, showing options: 'Low', 'Normal', and 'High'. Below the filters, there is an 'Add filter' input field. The 'Options' section is expanded, showing 'Apply', 'Save', and 'Clear' buttons. A blue callout bubble points to the 'Save' button with the text 'Click "save" to define a custom view'. Below the 'Options' section, there are two columns: 'Available Columns' and 'Selected Columns'. The 'Available Columns' list includes: '% Done', 'Array field', 'Author', 'Category', 'Closed', 'Created', 'Due date', 'Estimated time', 'float\_field', 'Owner of the case', 'Parent task', 'Private', 'Project', 'Related issues', 'Start date', and 'Target version'. The 'Selected Columns' list includes: 'Tracker', 'Status', 'Priority', 'Subject', 'Assignee', and 'Updated'. At the bottom, there is a 'Group results by' dropdown menu.





# Common Operations

- Define Custom Views
  - Called Custom query
  - Same as filtering with the addition of
    - Custom query visibility
    - Sort option on columns

<< New query Search ? :

**Name** (required)

My Custom Query

**Visible**

☒ to me only ☐ to any users ☐ to these roles only

**Roles**

☐ Internal Audit ☐ Banking Department ☐ Infrastructure Department ☐ Control Validation ☐ Control Creation

☐ For all projects

[Options](#)

☐ Default columns

**Group results by**

Show

☐ Description

Totals

☐ Estimated time ☐ float\_field

[Filters](#)

☒ Status

☒ Assignee

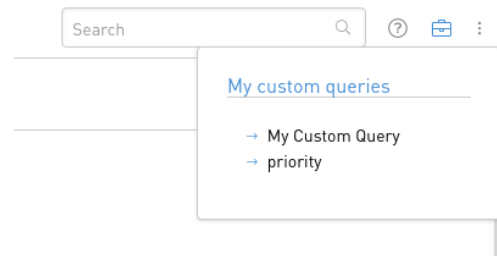
☒ Priority

Add filter



## Common Operations

- Define Custom Views
  - Custom Views will appear under **“My custom queries”**
  - Could be dependent to the views that is displayed
    - Specific to project
    - Specific for cases assigned to user





# THANK YOU!

## Contact us



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