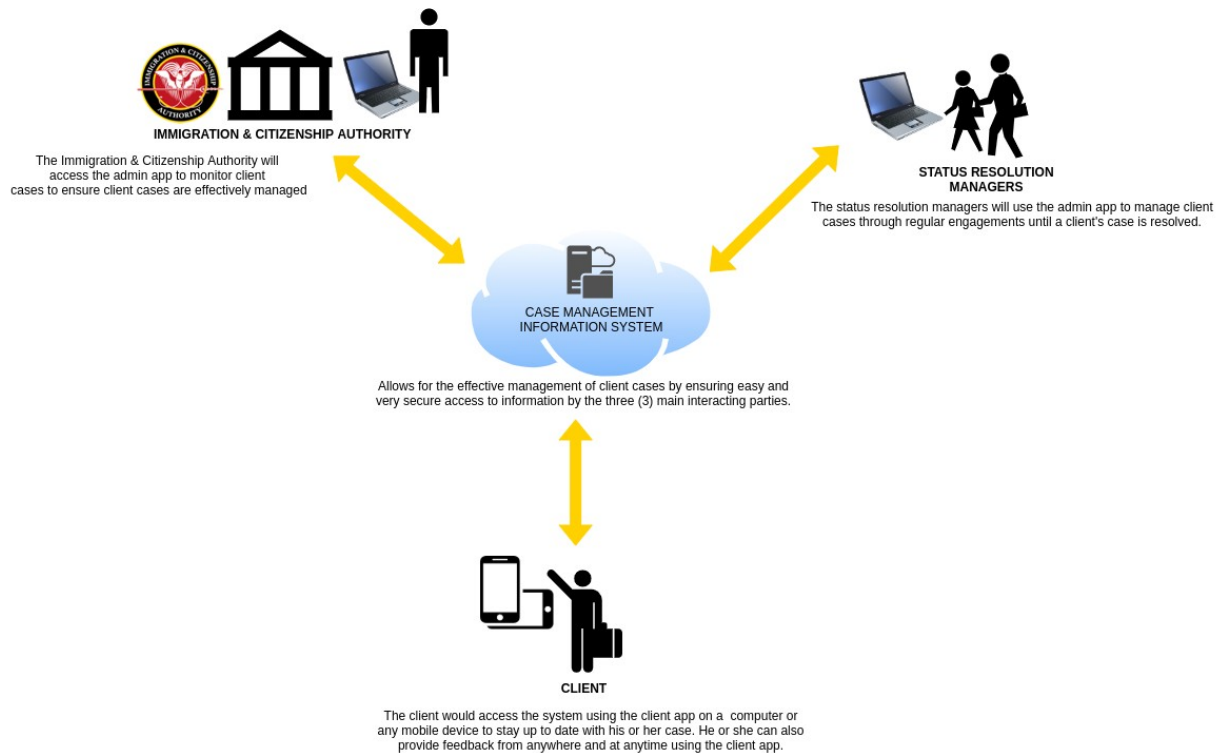




CASE MANAGEMENT INFORMATION SYSTEM USER MANUAL

Prepared By:	Sutherland Nele
Version:	Draft V1.0
Date	09 th Oct 2021
Reviewers	Mr. Jessie Pakalu

Overview



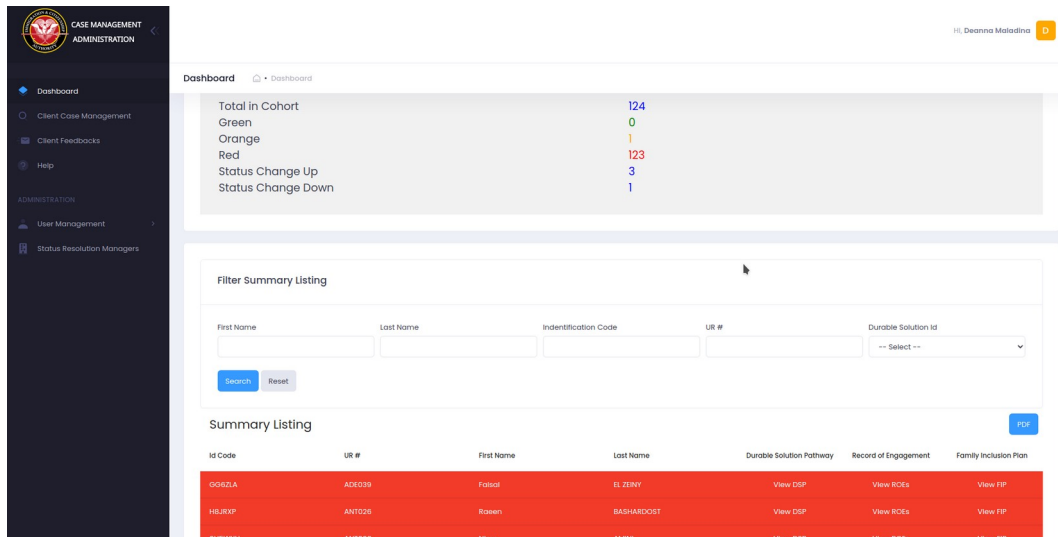
Administration Web App

The administration web app is used by the System Admins, Status Resolution Managers and ICA.

The administration web app consists of the following modules described below.

Dashboard

The dashboard shows the monthly summary figures and listing. This is only accessible by the system admins and ICA.



Client Case Management

The Client Case Management module is the core module of the system. It consists of functionalities to manage client information, record of engagements, family inclusion plans and durable solution pathways for the client.

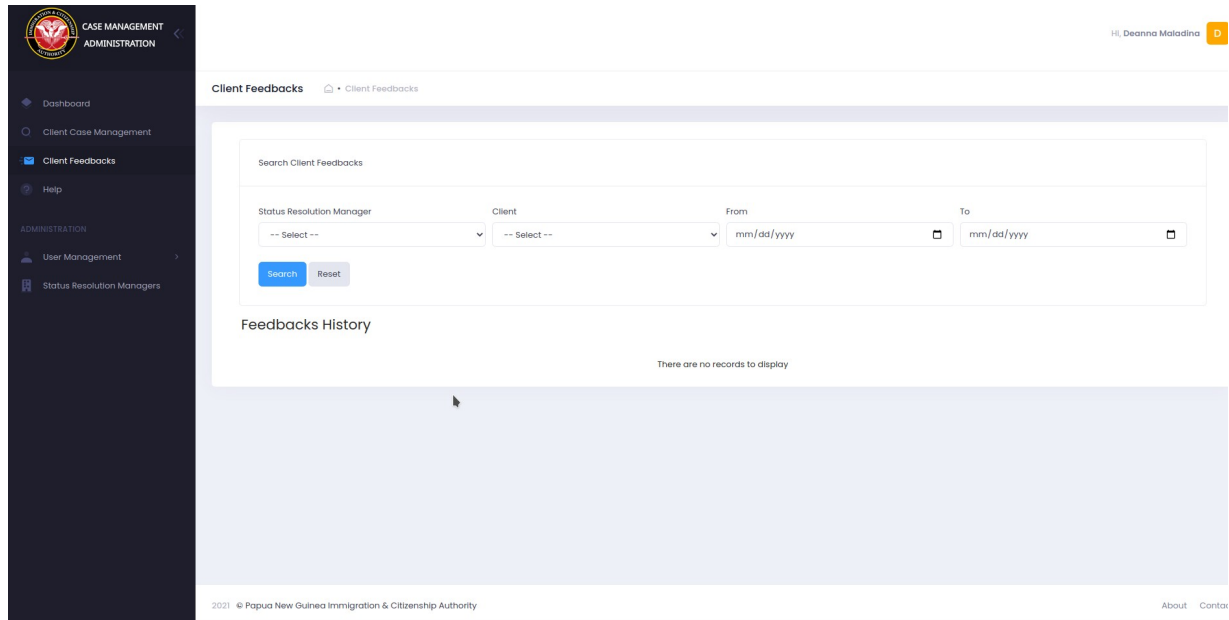
Only the system administrator is allowed to create a new client and edit existing record of engagements for a client.

Status Resolution Managers can only access and update client information for those clients that are assigned to them. Status Resolution Managers can create a new record of engagement but cannot edit an existing record of engagement for a client that is managed by them.

Id Code	UR #	First Name	Last Name	Date of Birth	Country	RSD Status	SRM	Actions
3HZZIF	BRF053	Mohamed	IBRAHIM	01/05/1986	Sudan	Refugee	Joe Tester 12234	[Icon] RCEs [Icon] FIP [Icon] DSP
HLJRXF	ANT026	Raeen	BASHARDOST	31/12/1987	Afghanistan	Refugee	Joe Tester 12234	[Icon] RCEs [Icon] FIP [Icon] DSP
BNZSR2	XOP020	Rana	RAVINDRA	05/08/1993	India	Non-Refugee	Joe Tester 12234	[Icon] RCEs [Icon] FIP [Icon] DSP
QWUWYH	ANT039	Nirna	AMINI	25/08/1981	Iran	Non-Refugee	Joe Tester 12234	[Icon] RCEs [Icon] FIP [Icon] DSP
OH69I4	BLO004	Salim Bait	SAYAH	09/09/1984	Iran	Refugee	Michael Tester 2	[Icon] RCEs [Icon] FIP [Icon] DSP
BVDIC2	BLV027	Hayati	GHULAMNABI	31/12/1989	Afghanistan	Refugee	Michael Tester 2	[Icon] RCEs [Icon] FIP [Icon] DSP

Client Feedback Management

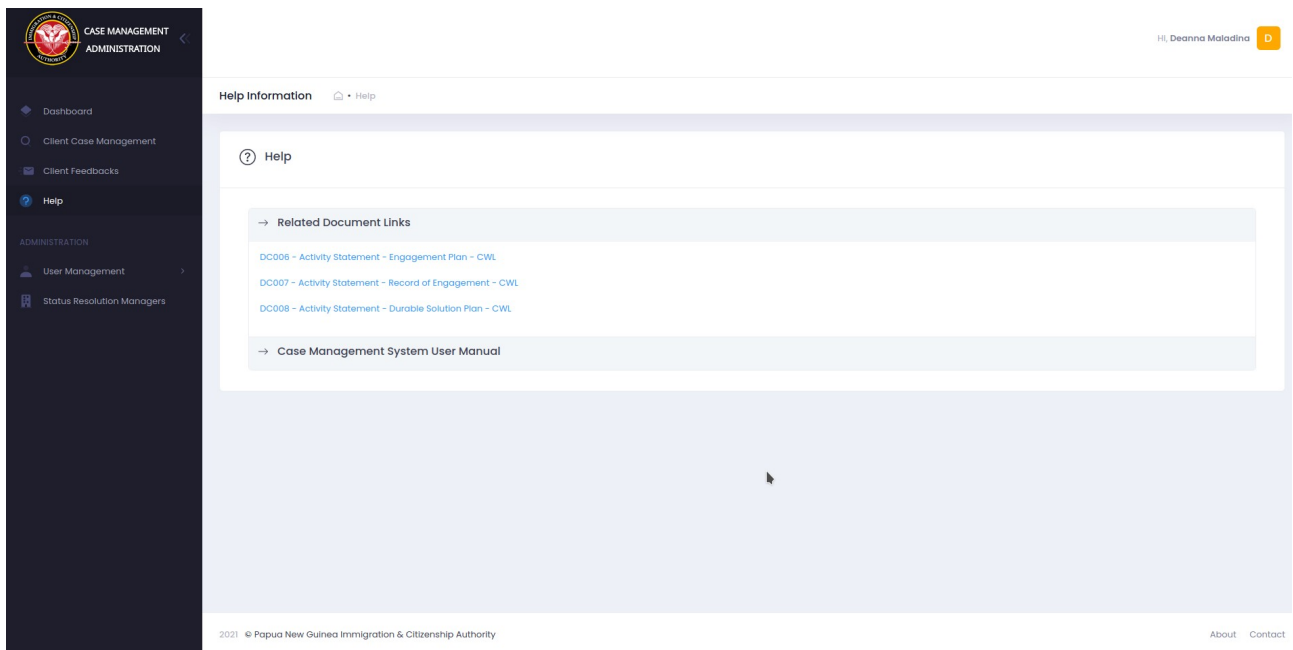
The feedback management module is used by the Status Resolution Managers and the System Admins to review feedbacks from the clients and attend to their queries. Status Resolution Managers can only view feedbacks that their clients provide and cannot see feedbacks from other clients.



The screenshot displays the 'Client Feedbacks' page within a web application. On the left is a dark sidebar with navigation links: Dashboard, Client Case Management, Client Feedbacks (highlighted), Help, and an ADMINISTRATION section containing User Management and Status Resolution Managers. The main content area has a header 'Client Feedbacks' with a breadcrumb 'Client Feedbacks'. Below this is a search form titled 'Search Client Feedbacks' containing dropdowns for 'Status Resolution Manager' and 'Client', and date pickers for 'From' and 'To' (all with placeholder text '-- Select --' or 'mm/dd/yyyy'). 'Search' and 'Reset' buttons are at the bottom of the form. Below the form is a section titled 'Feedbacks History' which currently shows 'There are no records to display'. The footer includes '2021 © Papua New Guinea Immigration & Citizenship Authority' and links for 'About' and 'Contact'.

Help

The help module is used to provide help information to the System Admins and the Status Resolution Managers.




System Administration

The System Administration module is only accessible to the System Admins. It is used to managed user access to the system and also to created and update Status Resolution Manager information.

User Management

The User Management administrative module is used to manage users.



CASE MANAGEMENT
ADMINISTRATION

Dashboard
Client Case Management
Client Feedbacks
Help

ADMINISTRATION
User Management
Manage Users
Status Resolution Managers

Hi, Deanna Maladina

Manage Users
User Management
Manage Users

Search Users

First Name
Last Name

User Role
Username


Search
Reset

User Listing
Create New User

Username	Enabled	First Name	Last Name	Role	Actions
aafshar	Yes	Abbas	AFSHAR	CLIENT	Edit
aalamgir	Yes	Alamgir	ALAMGIR	CLIENT	Edit
aalzargoshi	Yes	Ammar	SHAFIEI NASAB ALZARGOSHI	CLIENT	Edit
aanowar	Yes	Anowar	ANOWAR	CLIENT	Edit
aayoub	Yes	Abdul Khalil	MOHAMMAD AYOUB	CLIENT	Edit
aaziz	Yes	Ahmadi	ABDUL AZIZ	CLIENT	Edit

Status Resolution Managers

The Status Resolution Managers module is used to manage Status Resolution Manager information.



CASE MANAGEMENT
ADMINISTRATION

Dashboard
Client Case Management
Client Feedbacks
Help

ADMINISTRATION
User Management
Status Resolution Managers

Hi, Deanna Maladina

Manage Status Resolution Managers
Status Resolution Managers

Search Status Resolution Managers

First Name
Last Name

Search
Reset

Status Resolution Managers Listing
Create New SRM
CSV
PDF

ID	First Name	Last Name	Mobile #	Phone Number	Address	Actions
4	Doris	Ban Test1212	7828282	3838383	Vadavada	Edit
1	Joe	Tester 12234	7xxxxxx	32xxxx	Gordons	Edit
2	Michael	Tester 2	7yyyyyyy	32yyyy	Waigani	Edit
3	Susan	Tester 3	7vvvvvv	32vvvv1212	Gerehu	Edit

Rows per page: 10
1-4 of 4

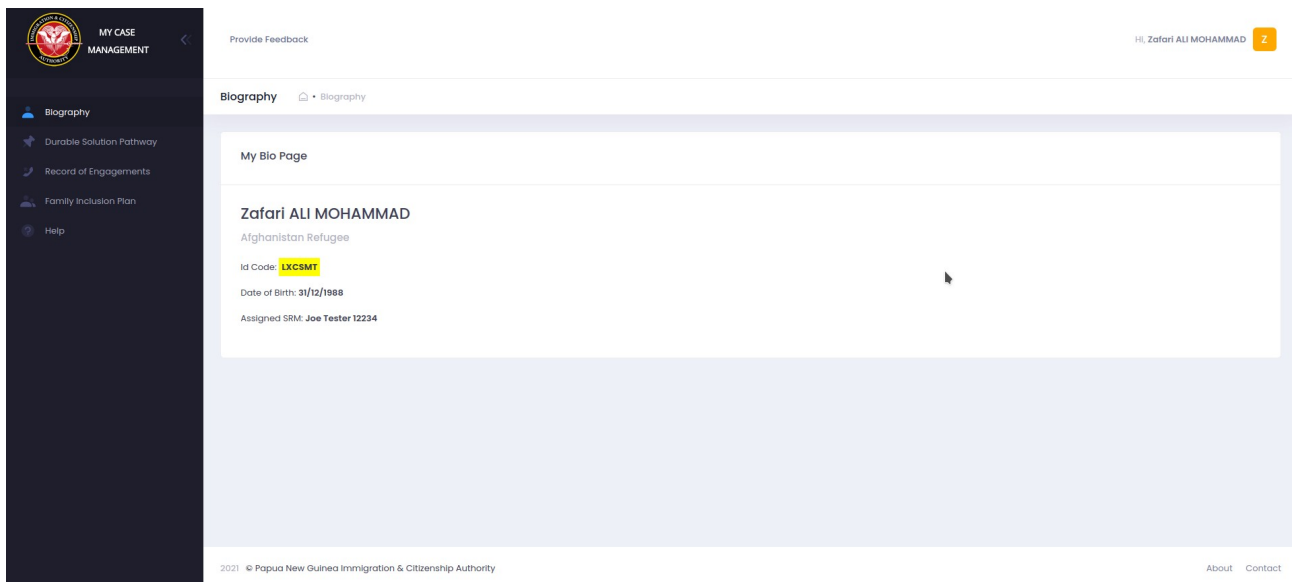
2021 © Papua New Guinea Immigration & Citizenship Authority
About
Contact

Client Web Application

The Client Web App is a self-service app for the Clients. It is only accessible by the Clients and is used to provide read-only information to the clients. Clients can also use this app to submit any feedback back to the System Admins and the Status Resolution Managers.

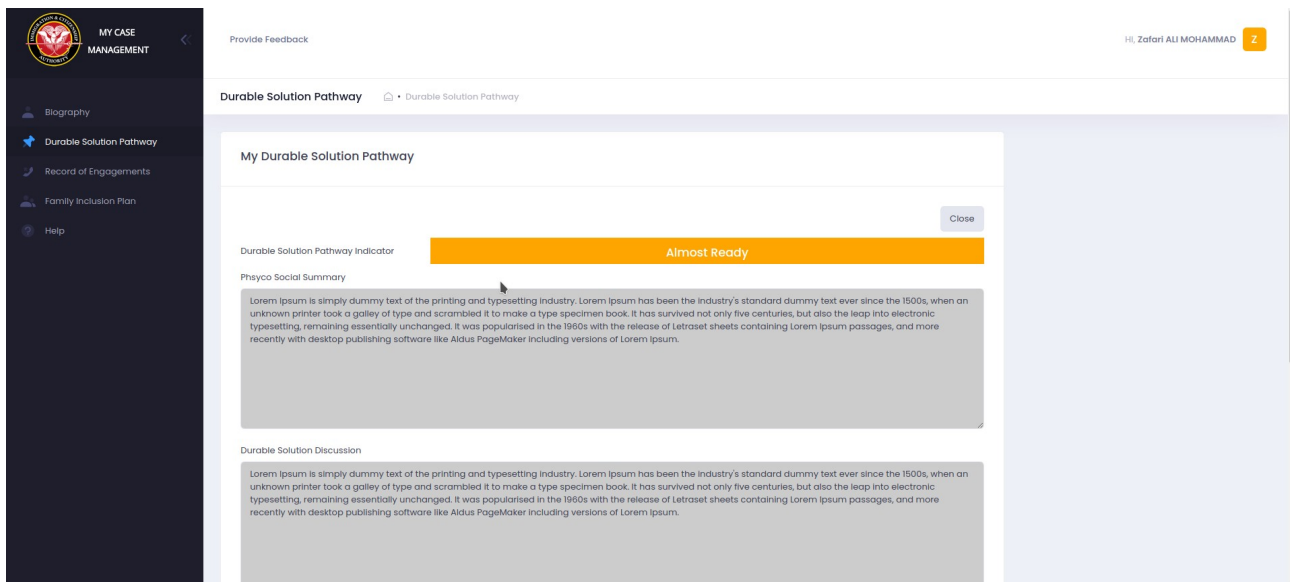
Biography

The Biography page shows information about the currently logged in client.



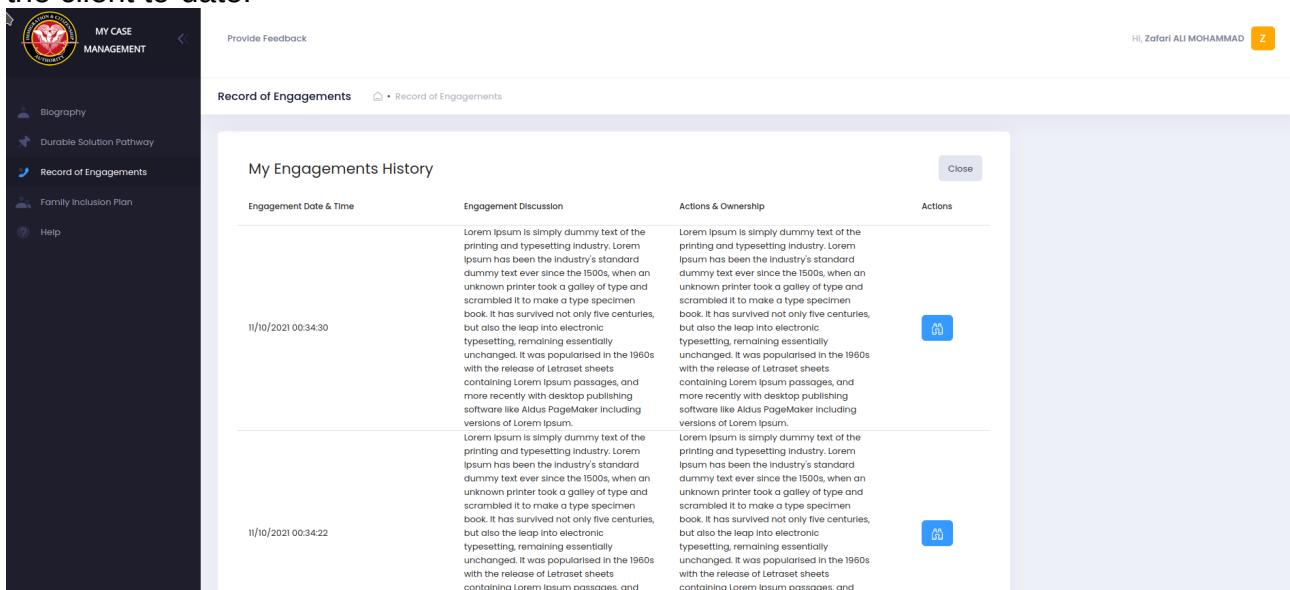
Durable Solution Pathway (DSP)

The Durable Solution Pathway (DSP) page shows the current displays the DSP status of the currently logged in client.



Record of Engagements (ROEs)

The Record of Engagements page shows a listing of all the engagements carried out for the client to-date.



Family Inclusion Plans

The Family Inclusion Plans page shows a FIP status of currently logged in client.

Provide Feedback

Hi, Zafari ALI MOHAMMAD

Family Inclusion Plan

My Family Inclusion Plan

Relationship Status

Client History

Spouse history

Provide Feedback

The feedback form is used by the client to communicate back to the System Admins, Government Agency and the Status Resolution Managers.

Provide Feedback

Hi, Zafari ALI MOHAMMAD

Feedback

Provide your Feedback

Describe your feedback here

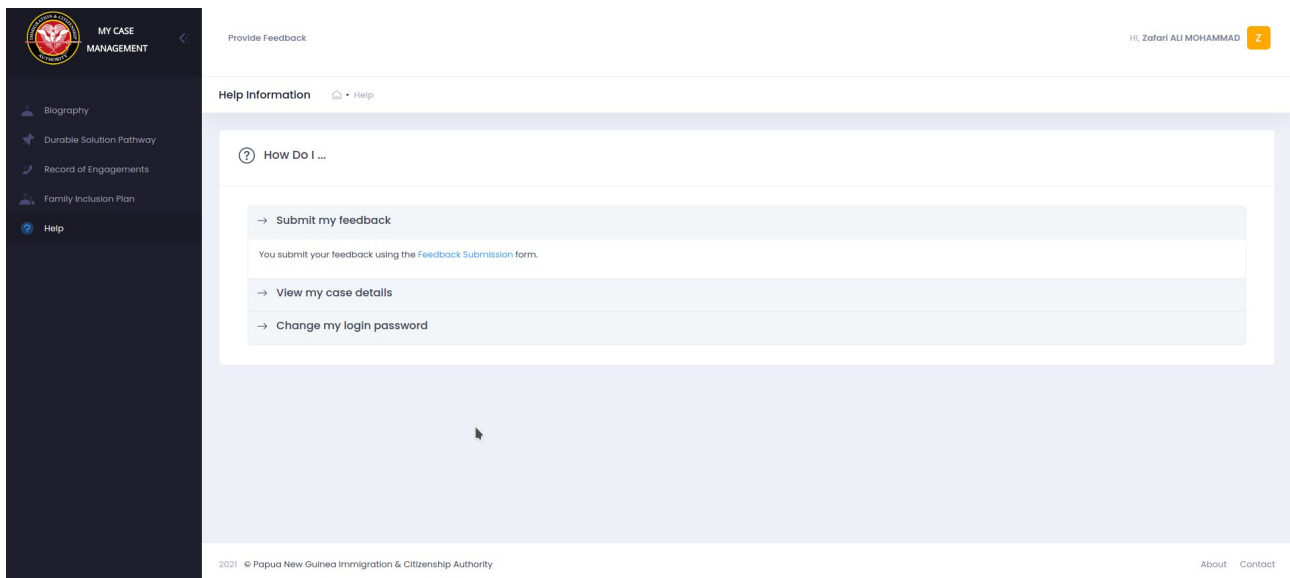
Submit Cancel

2021 © Papua New Guinea Immigration & Citizenship Authority

About Contact

Help

The help help is used to provide help information to the Client on how to use the client web portal.



Technical Overview

The system was developed using Java, ReactJS and Keycloak for user access management. The system is running as Docker containers on Red Hat Linux within Cloudcode PNG Limited's hosting environment.