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Oracle Enterprise Data Quality

Case Management Essentials

Product Development

Case Management in Oracle Enterprise Data Quality

Introduction

- **Case Management is an EDQ User Application used to manage the complete lifecycle of Cases and Alerts generated by EDQ**
- **It is a generic application that can be configured for different use cases**
- **Configuration consists of:**
 - Case Sources (a 'shape' of a number of data sets into which alerts are published)
 - Workflows (configurable flows through which cases and alerts must pass)
 - Permissions (to allow access control at a very granular level)
- **EDQ processes data and publishes results to Case Management, mapping to a Case Source**

Capabilities (1)

- **Hierarchical Cases/Alerts/Issues**
 - Cases can have many alerts
 - Alerts can have many issues/exceptions
- **Automatic prioritization of items**
- **Bulk updates**
 - Field edits
 - State changes
 - Assignment to users

The screenshot displays the 'Case Management' application interface. The main window shows a list of alerts with columns for Id, Key, Type, Current State, Priority, Assigned To, Modified On, and Description. The 'Alert age/state analysis' filter is applied, showing 100 items out of 349 total on the server. The 'Action' dialog box is open, showing a JavaScript condition: `(newCase == 'true' || flagKeyChanged == 'true') && matchPriorityScore > 80`. The dialog also has fields for Name, Description, and Attributes.

Id	Key	Type	Current State	Priority	Assigned To	Modified On	Descrip
SEN-18780	I000189:2	Alert	SAN - Open	High		16/06/14 12:29	PROHIE
SEN-18782	I000567:5	Alert	SAN - Open	High		16/06/14 12:29	PROHIE
SEN-18783	I000567:CU-CITY-HAVANA	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18785	I000898:CU-CITY-HAVANA	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18787	I000613:5	Alert	SAN - Open	High		16/06/14 12:29	PROHIE
SEN-18789	I000075:6	Alert	SAN - Open	High		16/06/14 12:29	PROHIE
SEN-18790	I000075:CU-CITY-HAVANA	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18792	I000354:2	Alert	SAN - Open	High		16/06/14 12:29	PROHIE
SEN-18794	I000072:TR-PORT-ISTANBUL	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18796	I000037:2	Alert	SAN - Open	High		16/06/14 12:29	PROHIE
SEN-18798	I000559:4	Alert	SAN - Open	High		16/06/14 12:29	PROHIE
SEN-18800	I000733:1	Alert	SAN - Open	High		16/06/14 12:29	PROHIE
SEN-18802	I000279:SY-CITY-DAMASCUS	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18804	I000091:5	Alert	SAN - Open	High		16/06/14 12:29	PROHIE
SEN-18806	I000131:SY-CITY-DAMASCUS	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18808	I000560:SD-CITY-KHARTOUM	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18810	I000510:CU-CITY	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18812	I000667:SD-CITY	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18814	I000664:6	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18816	I000327:TR-POR	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18817	I000327:1	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18819	I000304:SD-CITY	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE
SEN-18821	I000042:2	Alert	SAN - Open	Medium		16/06/14 12:29	PROHIE



Capabilities (2)

- **Built-in operational reporting & manager controls**
- **Comprehensive audit trail**
- **Comments and Attachments support (including pre-defined comments for state changes)**
- **Defined interface for MI reporting of all Case Management data/activity in EDQ or externally**

The screenshot displays the Case Management interface. The main window shows a table titled "Results - Alert priority (SAN)" with columns for "Priority Score" (80 ~ 90, 90 ~ 100, null) and "Risk Score" (0 ~ 10, 10 ~ 20, 20 ~ 30, 30 ~ 40, 40 ~ 50, 50 ~ 60, 60 ~ 70, 70 ~ 80, 80 ~ 90, 90 ~ 100, 100 ~ 110, null). The table contains numerical data for each combination of Risk and Priority scores.

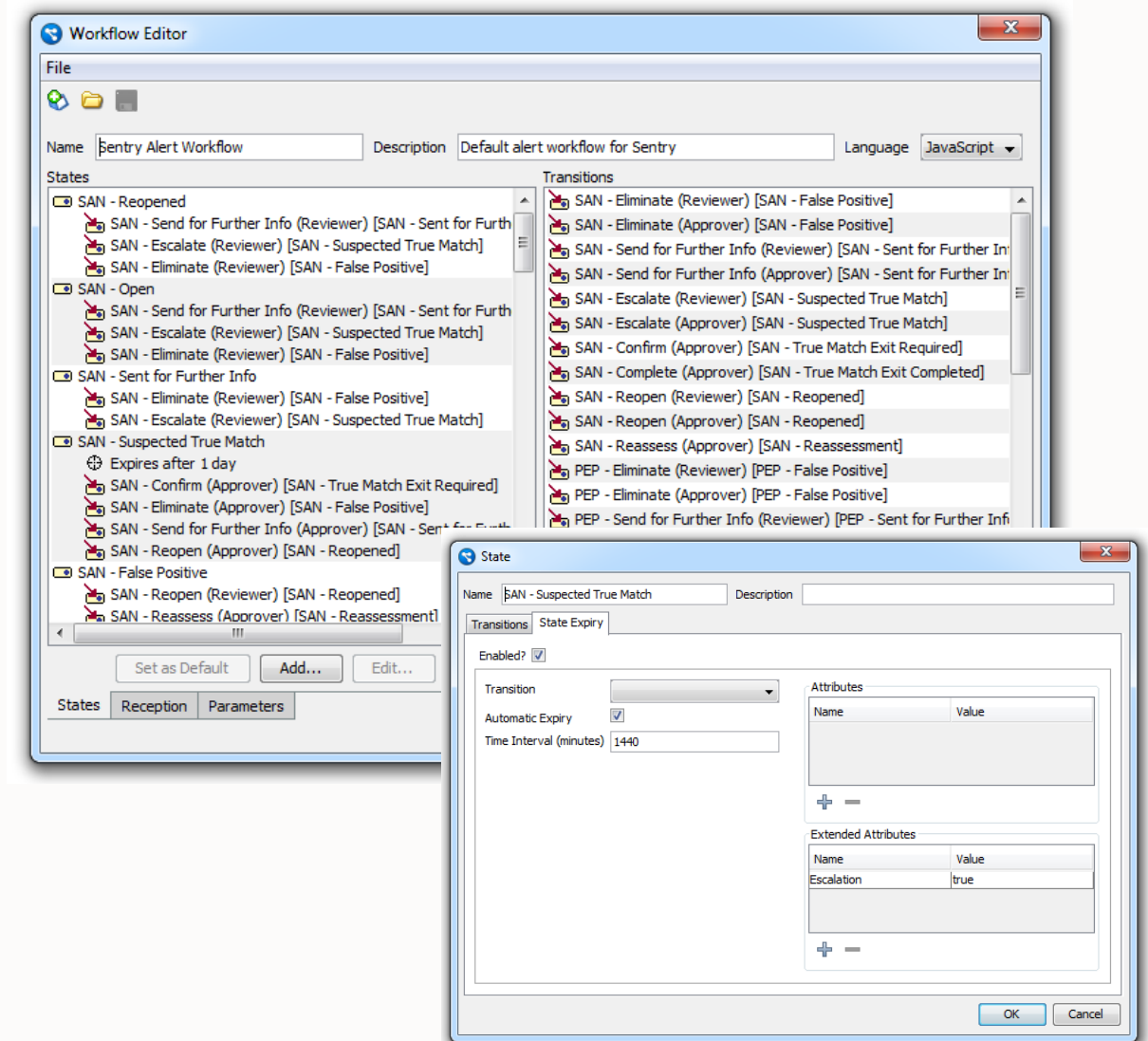
	80 ~ 90	90 ~ 100	null
0 ~ 10	11	12	0
10 ~ 20	12	12	0
20 ~ 30	23	17	0
30 ~ 40	20	20	0
40 ~ 50	14	9	0
50 ~ 60	25	23	0
60 ~ 70	14	19	0
70 ~ 80	23	11	0
80 ~ 90	12	10	0
90 ~ 100	15	20	0
100 ~ 110	0	4	0
null	14	9	0

The bottom window shows the "Audit Log - Full History" for case ID 1000567-CU-CITY-HAVANA. It lists a series of actions and comments, including state changes (e.g., SAN to SAN, SAN to SAN), priority changes (Medium to High), and assignments to various users like Mike Matthews and Nick Gorman. The log includes timestamps and details of each action.



Capabilities (3)

- **Fully configurable workflows**
- **Full access control**
- **Automatic timed state expiry**
- **Easily defined QA process**
- **Notification support (Email/JMS/Web Service/other)**



Use Cases for Case Management

Use Case: Record review

- **Case Management is designed to support large scale multi-user review/investigations of data issues identified by EDQ, including:**
 - Matches that require review
 - Records with a number of identified exceptions that cannot be resolved automatically
 - Any other results that need to be eye-balled
- **Customers use the product for:**
 - Data Quality issue review
 - Watchlist Screening investigations
 - Regulatory (e.g. Tax) compliance

Case Study: Tier 1 Global Bank

- **A major global bank uses Case Management as their main front end user application for investigations into Watchlist Screening alerts across their entire business (for all business units)**
- **One instance tracks over 5m alerts, generated from rules run against >500m records daily**
- **100s of users supported globally, using the application on a daily basis**
- **The customer has realized massive productivity gains in migrating to Case Management from their previous system**

Screenshots

Example Manager View

A state-of-play report

Default view for user

User-specific and Global filters

Filtering (Search) capability – may be restricted for basic users

Case Management

Refresh Jump to Id [] Assign Bulk Update Bulk Delete Export to Excel Help

Browser

- Favorites (0)
- Global (2)
- Alerts assigned to me
- All Alerts
- User (3)
- All Open & Unassigned
- High Priority Alerts
- State / Assignee

Search []

Browser Filter

Progress []

Results - State / Assignee (100 items, more on server)

		Current State			
		Open	Reopened	Resolved	Send Letter
		2	0	3734	3
Director Administrator		3	0	0	1
Mike Matthews		1413	0	0	0
Stan Pearson		1407	253	0	0
Jim White		1426	252	0	0
Dave Fitzpatrick		1409	252	1	0
John King		1418	253	0	0

Assigned To

Report Data

Connected to localhost as Director Administrator - v9.0.5.(770)

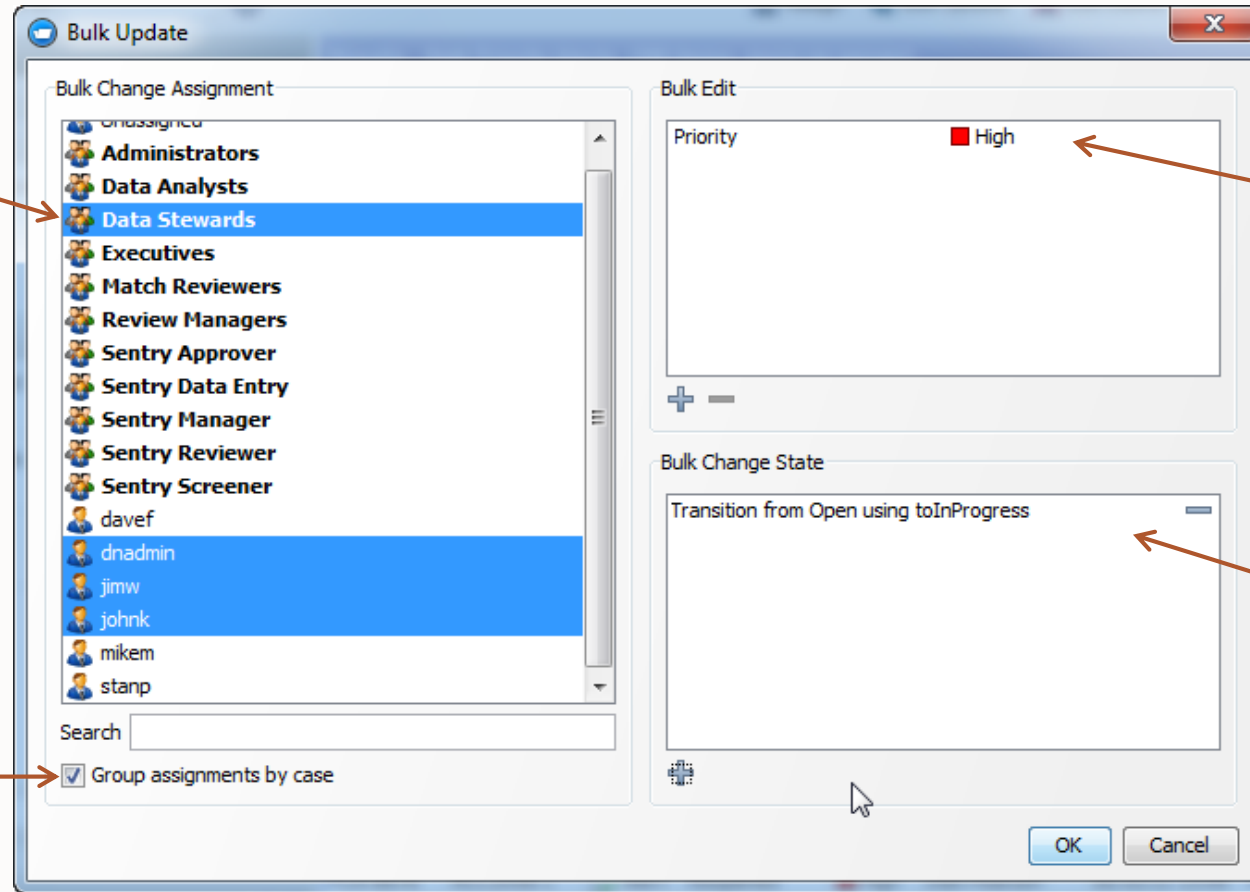
Dynamic reports with drilldowns – custom-defined, using any attributes (Priority/Assignee/Dates/States etc.)

Example Manager Action

Bulk assign/update alerts

Alerts will be evenly distributed among the selected users, and those in the selected groups

This option ensures that if there are multiple alerts in a single case, all will be assigned to the same user



The manager is setting the priority to **High** so that these alerts appear at the top of the users' lists and they are able to action them quickly

The manager is automatically changing the state of alerts in the workflow from **Open to In Progress**



Example User View

A list of alerts to work

The screenshot shows a web application window titled "Case Management". The interface includes a navigation sidebar on the left with sections like "Favorites", "Global", and "Alerts assigned to me". The main area displays a table of alerts. The table has columns for Id, Key, Type, Current State, Priority, Assigned To, Modified On, Description, and Priority Score. There are four rows of alert data, all with a "High" priority and "Open" state. The status bar at the bottom indicates the user is connected to localhost as Director Administrator.

Id	Key	Type	Current State	Priority	Assigned To	Modified On	Description	Priority Score
FCA-11970	ACC9600:1	Alert	Send Letter	High	Director Administrator	18/10/12 16:27	Byron E. Elton	100
FCA-13542	ACC12098:1	Alert	Open	High	Director Administrator	18/10/12 13:06	Mike Thompson	100
FCA-15250	ACC5665:1	Alert	Open	High	Director Administrator	18/10/12 13:06	Earl Major	100
FCA-23280	ACC7003:1	Alert	Open	High	Director Administrator	18/10/12 13:06	Richard Loggins	100

List views may be defined with any columns and with any sorting required, e.g. by priority, or according to the severity of the exception.

Example User View

Alert details

Case/Alert navigation

Current State

Available Actions

Extended Attributes

Case Management - ACC9600:1

Back to List Showing 1 of 4

Go to Case Help

Summary

Current State

Send Letter

State Changed By Director Administrator
State Changed On 18/10/12 16:25
State Expiry 04/11/12 07:25

Available Actions

- Change State
- Change Assignment
- Assign to Me
- Add Comment
- Add Attachment

Summary

Id	FCA-11970
Key	ACC9600:1
Assigned To	Director Administrator
Created By	System User
Created On	18/10/12 12:54
Priority	High
Review Flag	
Description	Byron E. Elton
Escalation	false
Priority Score	100

Edit Alert Show More

Details - Investigation

Latest

Working Records	
Person	
R1	
CustomerId	ACC9600
Title	
FirstName	Byron E.
MiddleName	
LastName	Elton
FullName	
Nationalities	
CompanyName	Carbon Sciences, Inc.
Address1	50 Castilian Drive

Reference Records	
FATCA REFERENCE	
R2	
Address Country	United States
Comment	FATCA: Identified US Address
Step Description	Identified US Address

Record	Related Record	Rule Name	Priority Score
R1	R2	Step 1 - Identified US Address	100

Audit Log - Full History

- Comment by Director Administrator - 18/10/12 16:27
<file:///sharepoint/passportno.doc>
- Comment by Director Administrator - 18/10/12 16:25
Generate a letter asking for W-9 form
- Action by Director Administrator - 18/10/12 16:25
State Expiry changed from <Empty> to 04/11/12 07:25

Comments Attachments State History Full History

Connected to localhost as Director Administrator - v9.0.5.(770)

Data to Review – view is highly configurable by source

Reason for alert

Full audit history



Our mission is to help people
see data in new ways, discover
insights, unlock endless possibilities.

