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Oracle Enterprise Data Quality

Case Management Essentials

Product Development

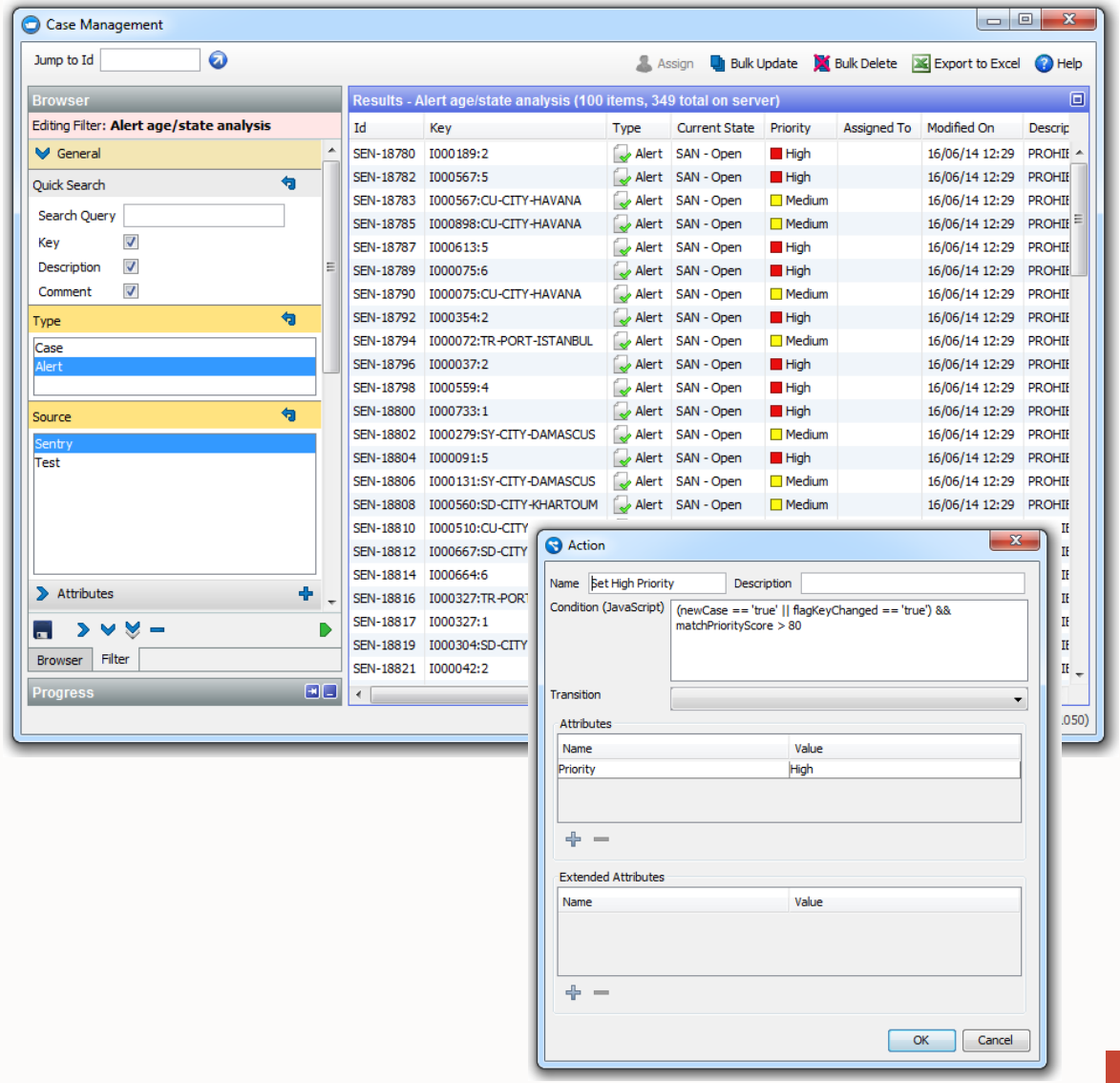
Case Management in Oracle Enterprise Data Quality

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**

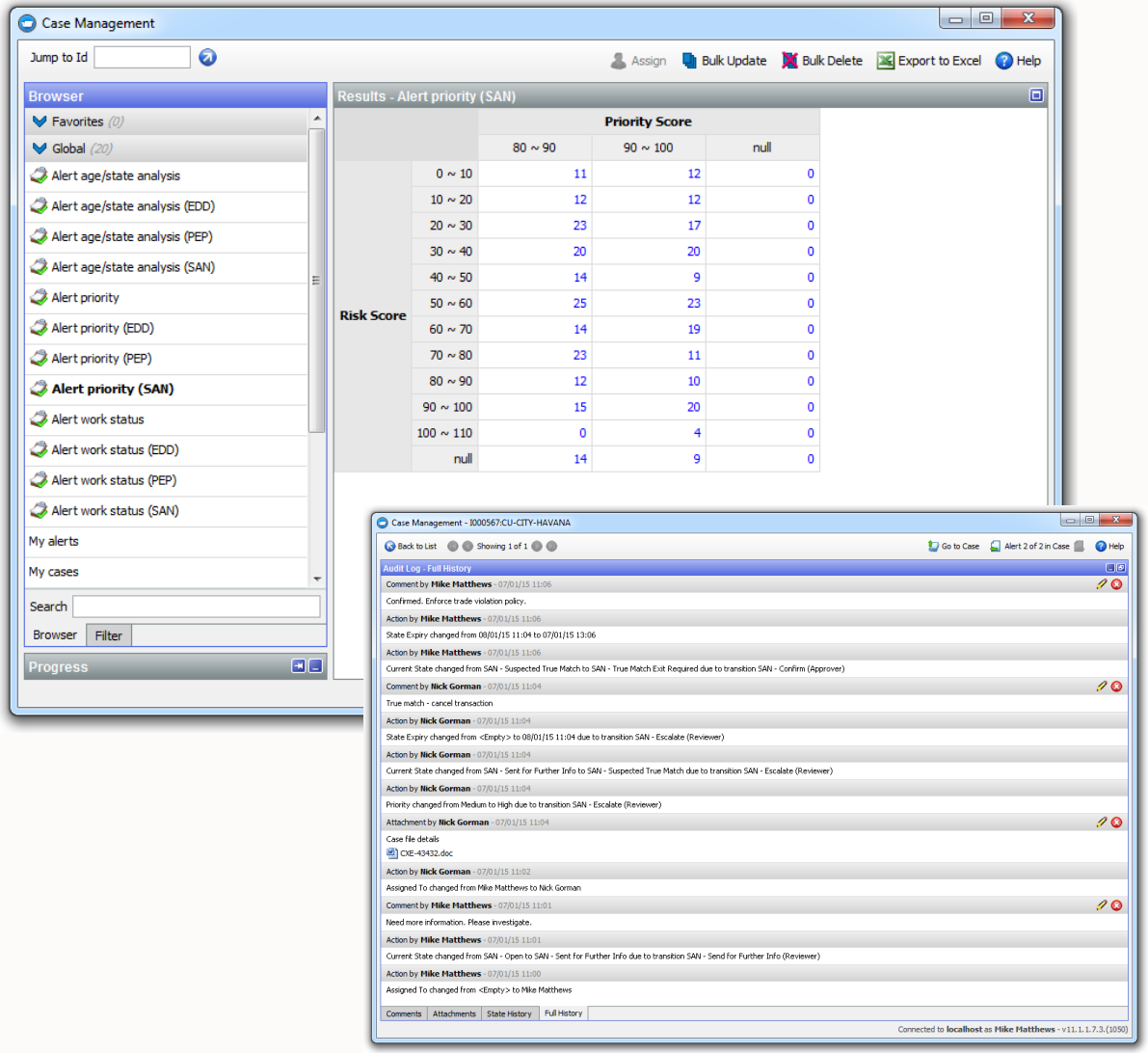
Capabilities (1)

- **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



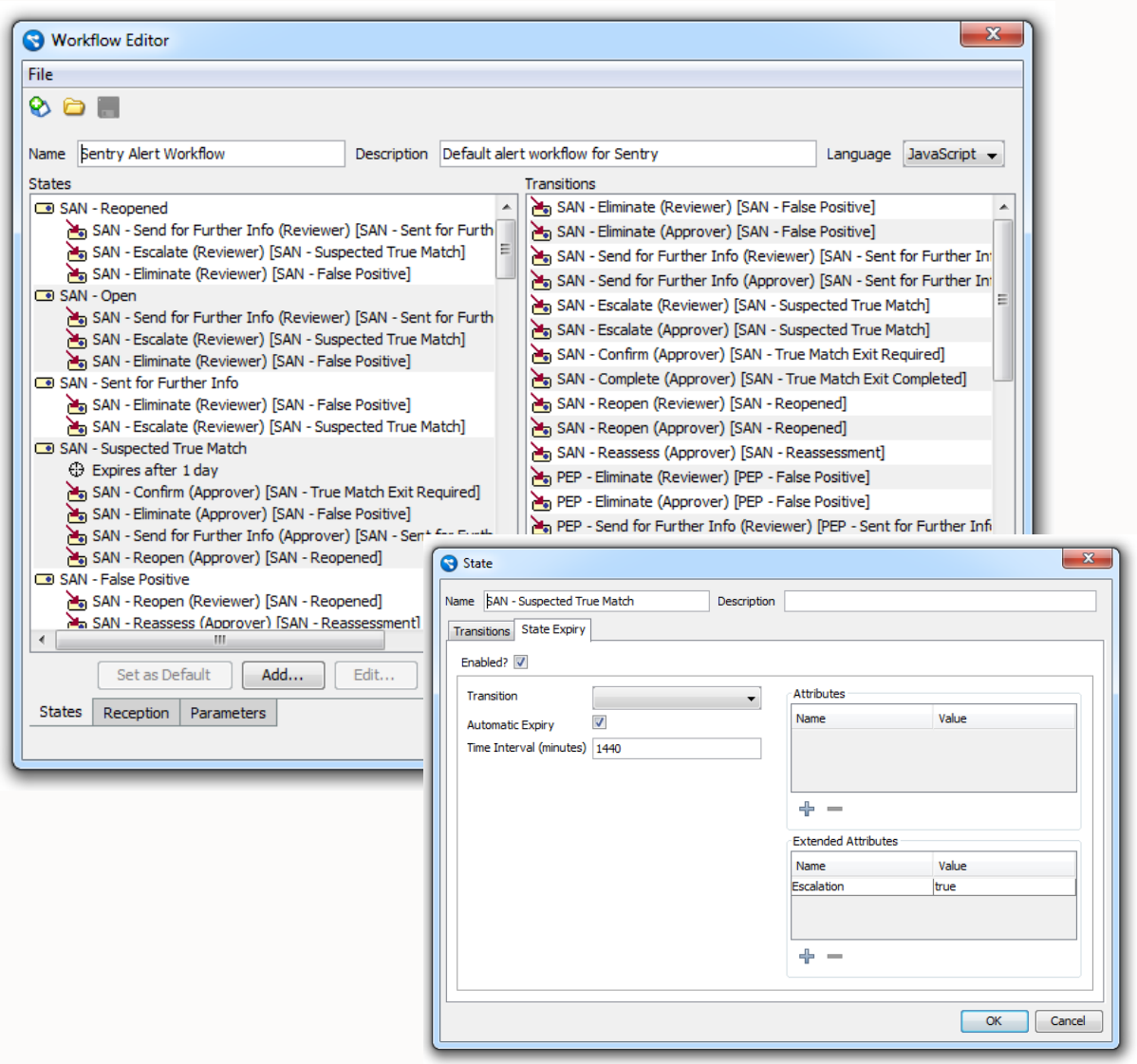
Capabilities (2)

- **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**



Capabilities (3)

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



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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

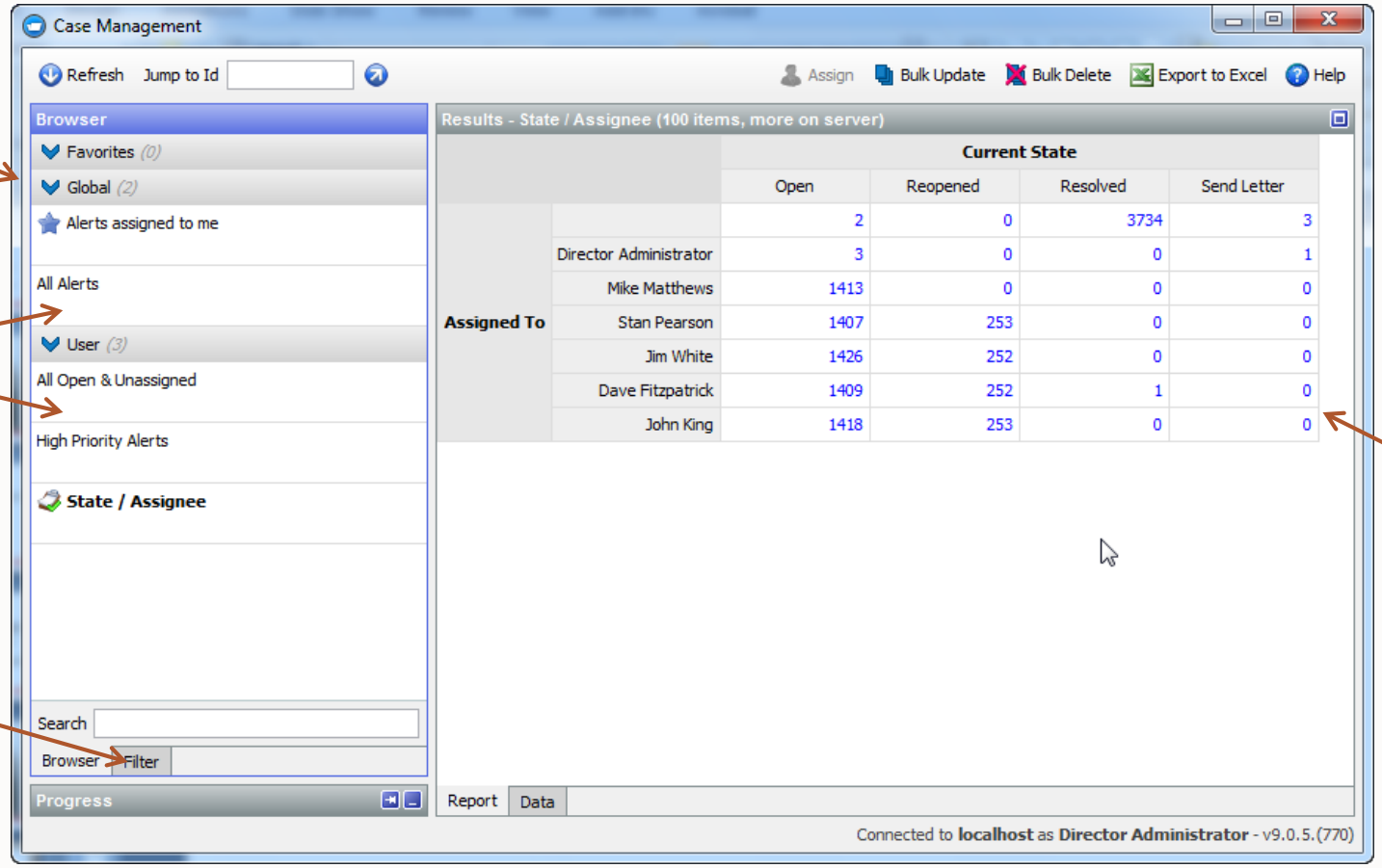
Example Manager View

A state-of-play report

Default view for user

User-specific and Global filters

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



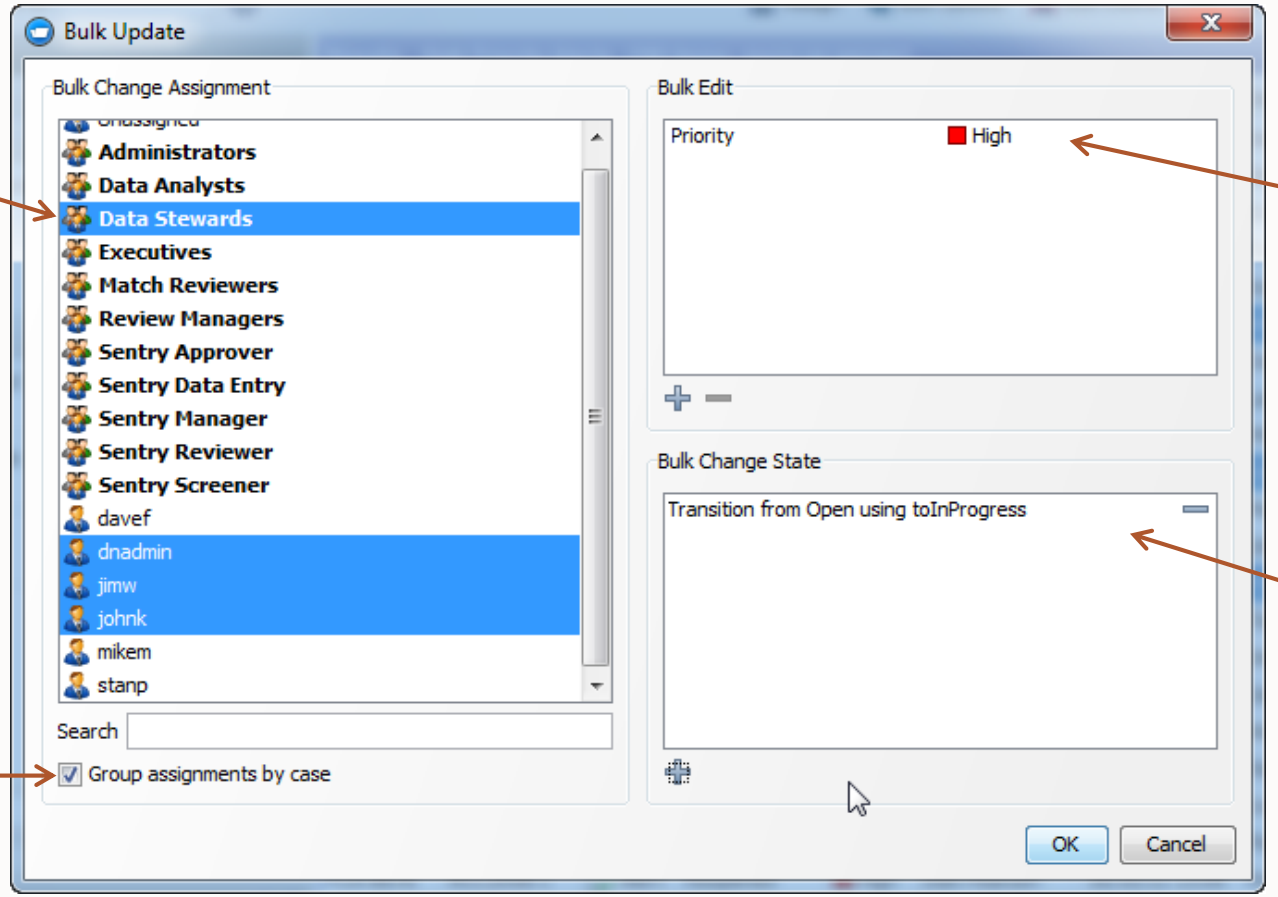
Dynamic reports with drilldowns – custom-defined, using any attributes (Priority/Assignee/Dates/States etc.)

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

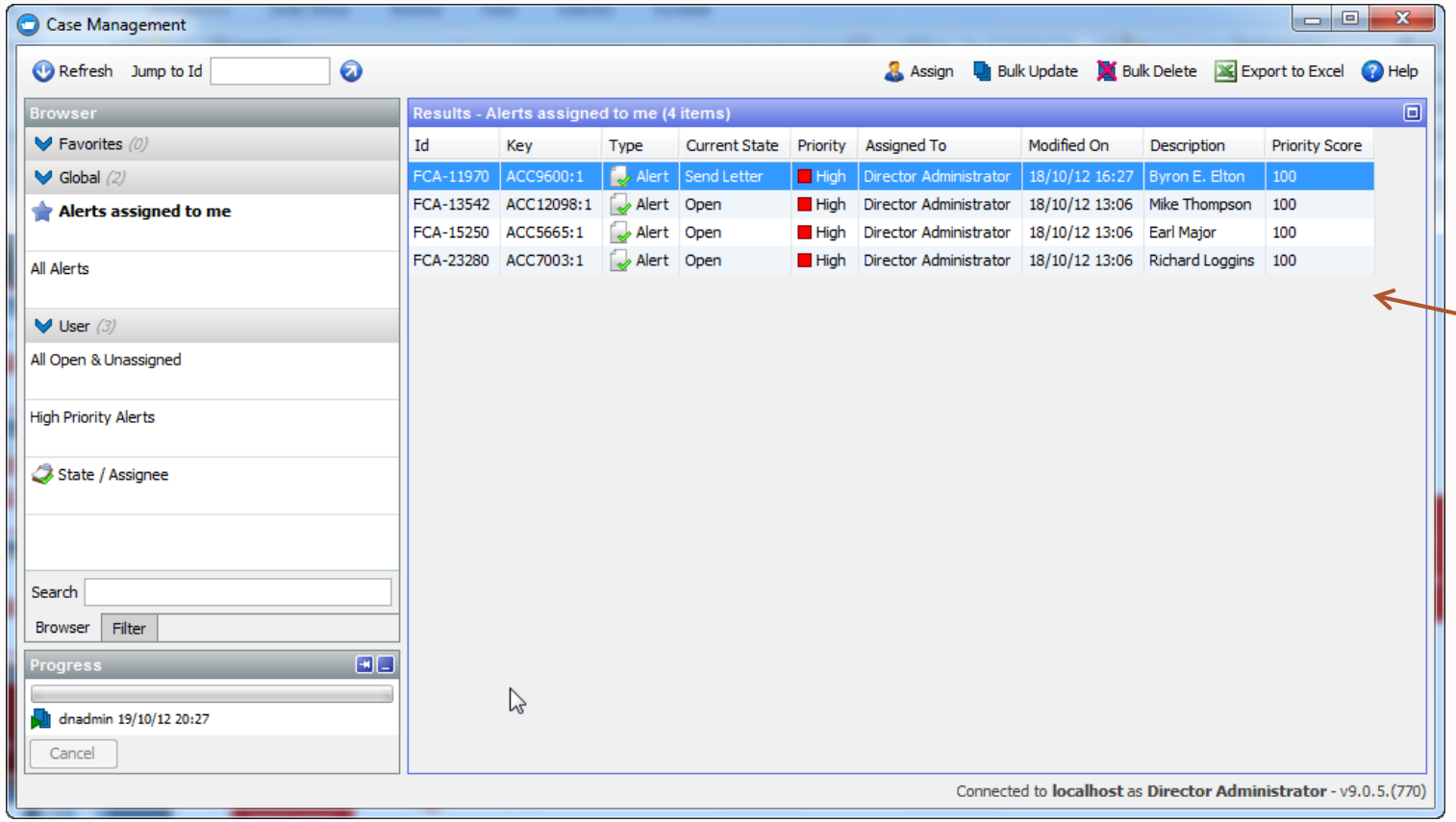


The manager is setting the priority to **High** so that these alerts appear at the top of the users' lists and they are able to action them quickly

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



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

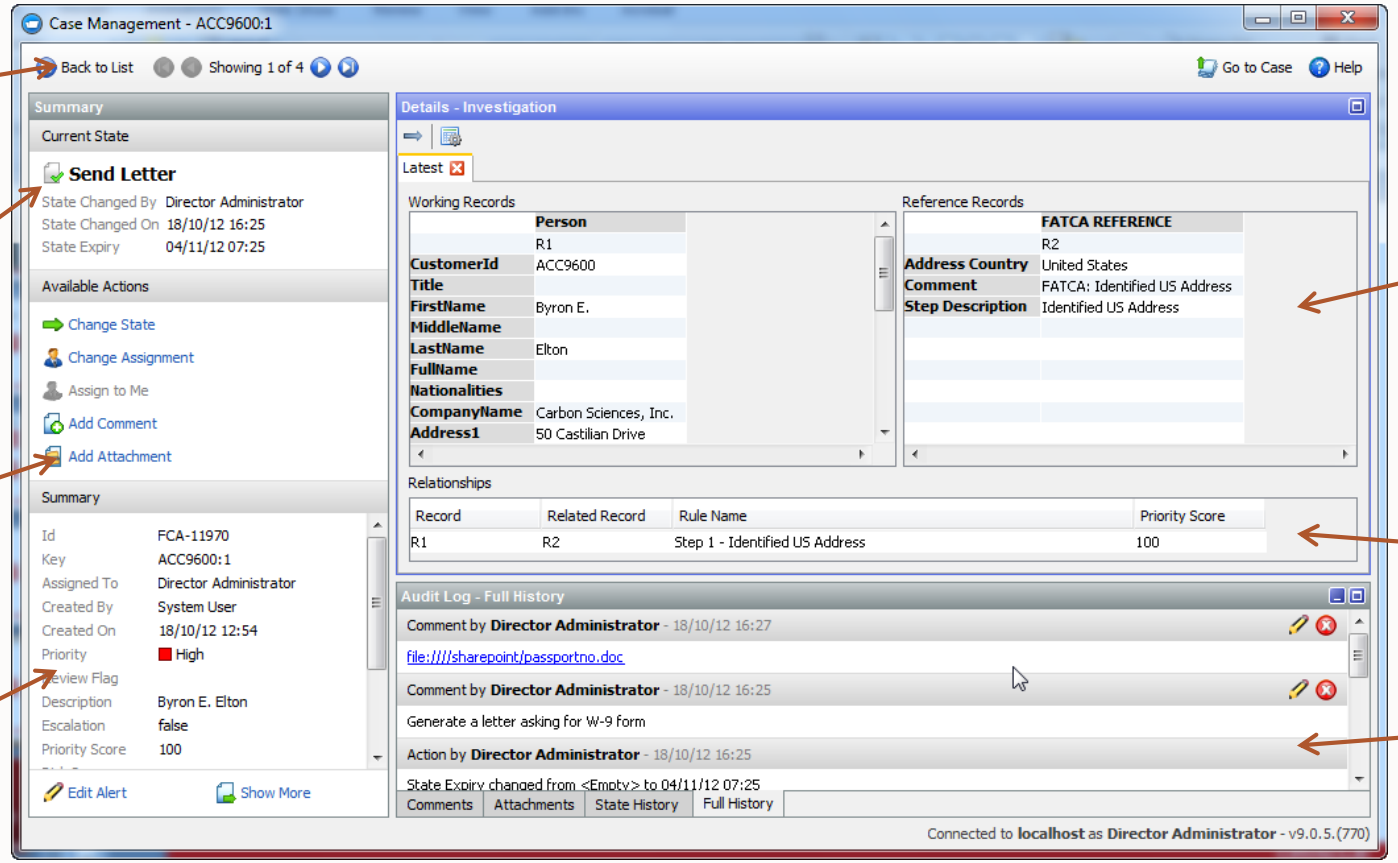
Alert details

Case/Alert navigation

Current State

Available Actions

Extended Attributes



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.