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PN-ACT-119

CASE MANAGEMENT APPLICATION
ADMINISTRATION TRAINING PROGRAM

Final Report

May2000

PREPARED BY: INTERCOM

Administration of Justice Support
Contract 263-0243-00-C-5134-00

AMIDEAST

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FINAL REPORT

May 20, 2000



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1. Background

The Case Management Application (CMA) Implementation Committee (IC) CMA Administration Training Program aims at familiarizing NCC and AOJS designated CMA administrators with the administration of the CMA Application. It follows the CMAIC training and aims to provide the foundation for CMA Administrators to enable them to administer the CMA Application.

Specifically the training aims at providing the CMA administrators with:

- An understanding the role of the overall system architecture of the CMA installation in the courts with the primary and secondary servers, and clustering between them.
- An understanding the role of administrator in the CMA application.
- How to perform all necessary administration functions in the CMA database.
- How to manage the CMA database Access Control List.

2. Participants and Attendance

The trainee group for this training was composed of 13 participants, namely:

PARTICIPANT NAME	ATTENDANCE PERCENTAGE
1. Ahmed Taher Abou Tayal	100%
2. Mervat Morice Saweres	100%
3. Dalia Abdel Badi Mohamed	100%
4. Hebatallah Mohamed Haikal	100%
5. Fatima Mohamed Hassan El Naggar	100%
6. Khaled Saad	100%
7. Mohamed Mounir	100%
8. Mohamed Abdullah	100%
9. Bashir Fekry	100%
10. Bahgat Ishaq	100%
11. Mona Gabr	100%
12. Magdi Metwally El Sayed	100%
13. Manar Mohammed Mahmoud	100%

Table (i): CMA Administration Training Program Participants

3. Program outline

The CMA Administration training event followed the training outline in Table (ii).

First Day: 10-May-2000
Understanding the role of the primary and secondary servers and replication between them.
Understanding the CMA database Access Control List access levels and roles.
Keywords View: <ul style="list-style-type: none">• Working with the Keywords View, viewing and describing the different categories.

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- Opening and understanding the different keyword documents.
- Creating new keyword documents from different categories
- Editing and saving the Keyword documents.

Event Schedule:

- Viewing Event Schedule Keyword documents categorized by case type.
- Opening and Describing Event Schedule Keyword document.
- Appending and Inserting new Event Schedule Keyword document.
- Deleting an Event Schedule Keyword document.
- Entering sub schedule for Event Schedule Keyword documents.
- Changing case type for Event Schedule Keyword documents.
- Duplicating an existing event schedule

Second Day: 11-May-2000

Panel & Circuit Keywords:

- Viewing Panel Definition Keyword documents and Circuit Definition Keyword documents categorized by panels.
- Describing the Panel Definition Keyword and the Circuit Definition Keyword documents.
- Creating new Panel Definition Keyword document.
- Creating new Circuit Definition Keyword document.
- Describing how is the system working with circuit reassignment.
- Using the Randomize All Circuit Allocation action button.

Cases:

- Changing the initial details for the cases using the Case Administration dialog box.
- Attaching existing parties and events to cases.
- Refreshing cases.
- Transferring cases between databases
- Viewing Closed cases documents sorted by case number.

- Documents:
- Viewing all documents in the database categorized by form type.
- Viewing documents with replication / save conflict.
- Viewing transferred cases documents categorized by form type.
- Viewing the checked-out documents in the CMA database.
- Checking-in the checked-out documents by the administrator.

Working with the CMA Log database:

- Opening the CMA Log database.
- Viewing the log entries categorized by date, activity and then by time.
- Opening, viewing, and closing a log entry.
- Clearing the logs from the log database.

Table (ii): CMAIC Training Program Outline

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3. Training schedule and Venue

As I mentioned in my previous e-mail, the course location, date, and time will be:

The table below lists the start and end dates for the two CMAIC training events. Regarding daily scheduling, session 1 started at 11:30 a.m. and ended at 1:30 p.m. Session 2 started at 2:00 p.m. and ended at 4:00 p.m. The participants thus received four hours of training per day, with one half-hour break between sessions.

Location	Date	Time
North Cairo Court CMA Training Room	From Wednesday, 10-May To Thursday, 11-May	From 11:30 AM To 4:00 PM on each day

All training took place in a courtroom at the NCC. The courtroom was equipped with computers for the participants and the trainer. In addition, the courtroom was equipped with a data show for demonstrations throughout the training, an overhead projector (OHP) and a printer.

4. Participants' feedback

4.1 Feedback regarding training

Participants responded very favourably to the CMA Administration training with 92% stating that the training was generally useful to them and that the amount of training time was reasonable. The following table summarizes the responses of the training group to the training feedback forms.

- 4 Fully agree
- 3 Usually agree
- 2 Sometimes disagree
- 1 Disagree completely

	4	3	2	1	NR*
• The number of training hours was reasonable.	12	1	0	0	0
• The time and venue for the training was appropriate	11	2	0	0	0
• The training was generally useful to you.	12	1	0	0	0
Totals	35	4	0	0	0

4.2 Feedback regarding technical aspects of the CMA Administration

Participants reacted favourably to the training on the CAM Administration Capabilities with 100% stating that they have a detailed understanding of the role of the CMA Application Administrator and the various functions the system allows him to perform and that they have the ability to perform all administrative operations available to the CMA

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Application Administrator. With regards to the understanding of how to manage the CMA database Access Control List, 84% of the trainees stated that they have a detailed understanding this function while the remaining 15% stated that they have a good understanding of the function.

With regards to the understanding of the Overall system architecture of the CMA implementation in the court with regards to Fault Tolerance and Clustering the response of the trainees was less positive with 53% stating that they have a thorough understanding of the high availability implementation set-up on the court while the remaining 47% stated that they have a good understanding. It is the opinion of Intercom that the trainees who have just gone through the first levels of Lotus Domino Administration Training lacked the practical experience with a real life Domino Implementation and lacked the initial understanding of system fault tolerance concepts required for a thorough understanding of the high availability concepts applied in the clustering implementation in the court. We have overcome this by providing a relatively High level explanation of the architecture, however, such a high level explanation left some technical implementation aspects uncovered, which are typically covered in Domino Enterprise Server Implementation Training courses.

The following table summarizes the responses of the training group to the training feedback forms.

- 4 Fully agree
- 3 Usually agree
- 2 Sometimes disagree
- 1 Disagree completely

	4	3	2	1	NR*
• The training achieved its objectives with regards to:					
1. Detailed understanding the role of the overall system architecture of the CMA installation in the courts with the primary and secondary servers, and clustering between them.	7	6	0	0	0
2. Detailed understanding of how to manage the CMA database Access Control List	11	2	0	0	0
3. Detailed understanding of the role of the CMA Application Administrator and the various functions the system allows him to perform	13	0	0	0	0
4. The ability to perform all administrative operations available to the CMA Application Administrator	13	0	0	0	0
Totals	44	8	0	0	0

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5. Intercom's recommendations

It is the recommendation of Intercom that in the future administration training be conducted ahead of the end user training in order to provide the trainees with the opportunity for working with the administration of the system through out the training period closely with the trainer and the technical support staff, providing them with a good opportunity for on the job training and for skills transfer from the trainer and the support technical support staff on the administration of the system.

We would also recommend future training to the administrators with regards to Domino Application Deployment which covers the deployment and implementation of applications within an existing Domino infrastructure. We would also recommend that they attend Domino Help Desk Training that would train them to answer to and resolve end user problems faced with Domino and Domino applications.