Software Product Description

DESCRIPTION

CasePlan is a family of case handling and workflow products, provided on different office platforms. Case handling refers to processes such as claims handling in insurance companies and should not be confused with the term computer assisted software engineering.

CasePlan/E.C.H.O. is a member of the family based on and including an Electronic Case Handling Office (E.C.H.O.) platform, and running on OSF/1® with user interface with Motif® look and feel.

CasePlan/E.C.H.O. is a flexible case handling and work-flow product for automation of business processes in paper intensive office environments. The process steps and business rules of the company can be specified in the business process language CTDL (Case Type Definition Language). During the design of new case types, the activities and roles in the processes are defined. Case workers can be assigned to these roles at runtime. The caseworker is presented with a workbench which is an electronic analogy of the case worker's conventional desk with paper documents. The E.C.H.O. (system) administrator can customize for each case worker which tools are available on that case worker's desk.

Work queues on the desk show which cases a case worker is able to work upon. The E.C.H.O. administrator can customize these work queues dependent on the case worker's roles and authorities. Roles are specified per case type. After selecting and opening a case folder the case worker can view the contents in an object-oriented way. The case folder may contain documents of various types collected or generated during the process. It also contains a case plan which specifies the process to be executed for this case. The graphical presentation of the process gives the caseworker a good understanding of the status of the process and gives access to information needed to perform presented tasks. The caseworker can only perform tasks and access objects for which that case worker is authorized. By pointing and clicking on the elements of the case plan the caseworker is automatically navigated through the case. Elements can be actions, decisions, sub-plans and electronic forms.

CasePlan/E.C.H.O. uses electronic forms as the main medium for data entry and data display.

The caseworker may have many cases on the desk to work upon. The system allows for fast and easy switching between cases.

The system schedules work between caseworkers, enables generation of management overviews and provides integration of legacy systems, such as corporate databases and applications.

PACKAGING AND COMPONENTS

CasePlan/E.C.H.O. is delivered in two packages: a design environment and a runtime environment.
This SPD describes the design environment of CasePlan. The CasePlan/E.C.H.O. Runtime environment is described in SPD 62.66.xx.

The CasePlan Design package consists of two modules, which are separately licensed:

— CasePlan Design V3.0

— Scripting Facility Development V1.5

Usage of CasePlan Design requires installation of the CasePlan/E.C.H.O. runtime environment.

CasePlan Design V3.0

CasePlan Design offers:

- a procedure development and test environment.

- CTDL compiler. Defined case types will be compiled to C-source. With the C-compiler delivered with OSF/1, an executable will be generated for installation in a runtime environment.

- Case Type Definition Language for business process specification, including:

  - case data definition

  - electronic forms definition

  - role definition (case type specific)

- customization of interface for standard letter generation. Abilities to merge casedata into standard letters are word processor dependent. CasePlan/E.C.H.O. is open for integration of word processors of choice.

- definition of encapsulation of customer defined object types.

Scripting Facility Development V1.5

The scripting facility offers:

- script compiler and interpreter for generation of scripts to communicate between CasePlan/E.C.H.O. and external character based applications.
  E.g. for mainframe access via an emulator, allowing mainframe application invocation and data transfer under CasePlan/E.C.H.O control.

INSTALLATION

Digital recommends that a customer's purchase of this software should include Digital Installation Services. The services provide for installation of the software by an experienced Digital Software Specialist.

HARDWARE REQUIREMENTS

Processors supported:

Servers

Alpha AXP:

— DEC 3000 model 500

— DEC 3000 model 500S

— DEC 3000 model 600

— DEC 3000 model 600S

— DEC 3000 model 800

— DEC 3000 model 800S

All models with a minimum of 64 MB memory and 2 GB disk space.

Clients

- Alpha AXP workstations:

  — DEC 3000 model 300

  — DEC 3000 model 300X

  — DEC 3000 model 300LX

  — DEC 2000 model 300

- X-terminals:

  — VXT2000 X-terminals (minimum 12 MB)
  Other X-terminals may be supported after verification.

- PCs:
  Digital PCs or compatibles, at least 486-based and as far as supported by the selected X-Windows emulation package.

Other Hardware Required:

Video

Screens and video adapters with a minimum resolution of 1280 x 1024 pixels advised, but resolutions of 1024 x 780 (SVGA) are also supported.

Monochrome, grey scale and color video is supported.

Optional Hardware

Scanners:

Verified scanner: MD410

This scanner should preferably be connected to the SCSI port of an Alpha AXP workstation.

Printers:

PostScript® level 2 printers.

Verified printers: LPS17 with Ethernet< option (minimum 16 MB memory)
Other PostScript level 2 printers may be supported after verification.

Mouse:

Preferably three button mouse.

For X-emulation on PCs a two button mouse may be used as far as supported by the selected X-emulation package.

Disk Space and Memory Requirements

Disk space required for installation and use:

— CasePlan Design: 2 MB

— Scripting Facility: 1 MB

Server memory required per X-terminal or PC with X-emulation:

— X-terminal booted from server (host based): 20 MB

— X-terminal booted from infoserver (server based): 12 MB

— PC with X-emulation: 12 MB

SOFTWARE REQUIREMENTS

System Software Requirements

Server:

— OSF/1 V2.0

Clients:

— AXP Workstation: OSF/1 V2.0

— X-terminals: VXT Software for VXT 2000 V2.1

— Personal Computers:
  X-emulation software products supporting X11R5.
  Verified products: X-Vision™ 5.0 and eXcursion V1.2

Communications Software

Alpha AXP workstations have been verified with NFS® on top of TCP/IP.

Database Requirements

CasePlan/E.C.H.O. interfaces by default to Sybase®. The database software itself is not included.

Required Sybase software in case of default solution: Sybase 10.0:

— SQL Server, DEC_OSF, 10.0

— Open Client/C, DEC_OSF, 10.0

Optional, other databases can be integrated.

Optional Software

Scanner Driver Software

The scantool requires a scanner driver. Verification has been done with pre-releases of DECimage Scan Services for Alpha AXP OSF/1 (QSFPB- SZ), which supports Digital's MD410. The scantool however is open for integration of other drivers.

This scanner driver requires DECimage Application Services libraries for OSF/1. Neither product will be released in time to be available with the CasePlan/E.C.H.O. release.

This software will therefore be made available with the CasePlan/E.C.H.O. runtime software as a sample solution on a temporary basis. It is not intended for productive use. After official release these products have to be ordered using the regular channels. Contact your local Digital office for more information.

Printing

Use of LPS17 requires the PrintServer Software For OSF/1, V5.0 (QA- 0V9AJ-H*), which should be ordered with the printer.

Word Processors

CasePlan/E.C.H.O. is open for integration of word processors of choice. Integration software for one word processor is available with the product, however the word processor package itself is not included.

All verification tests have been done with:

— Applixware Words™ 3.11 from Applix.

IBM® Mainframe Access

In case IBM mainframe access is required, two products are advised:

— DEC SNA Peer Server V1.1 (QL-2D7AM-3*). The Peer Server provides SNA access to IBM mainframes and AS/400 systems. Various access routines are available with this product.

— DECwindows SNA 3270 Terminal Emulator for OSF/1, V2.1.

ORDERING INFORMATION

The two software components of the CasePlan Design package are available on one CD-ROM. A separate licence is required for use of this software.

— QL-2ZSA*-** CasePlan Design V3.0

— QL-2ZTA*-** Scripting Facility Development 1.5

For each product one license is required per system (domain). Be aware that the scripting facility is a separate optional product.

Software Media: QA-2ZSAA-** CasePlan Design 3.0

Software Documentation: QA-2ZSAA-GZ CasePlan

  Design 3.0 Documentation Kit

With the media package, one set of documentation is included.

Software Product Services: Contact your local Digital office.

* Denotes variant fields. For additional information on available licences, services and media refer to the appropriate price book.

SOFTWARE LICENSING

This software is furnished only under a license. For more information about Digital's licensing terms and policies, contact your local Digital office.

Both products offer flat priced traditional systemwide licensing.

These products do not provide support for the License Management Facility. A Product Authorisation Key (PAK) is not required for installation or use of this version of the product. Nevertheless, for administrative reasons, PAKs are delivered to customers as future LMF support is foreseen.

GROWTH CONSIDERATIONS

The minimum hardware/software requirements for any future version of this product may be different from the requirements for the current version.

DISTRIBUTION MEDIA

CD-ROM

SOFTWARE PRODUCT SERVICES

A variety of service options are available from Digital. For more information contact your local Digital office.

SOFTWARE WARRANTY

Warranty for this software product is provided by Digital with the purchase of a license for the product as defined in the Software Warranty Addendum to this SPD.