

OZG-Cloud | Application room

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Summary

The application room MVP acts as an interface between applicants and case workers and is a kind of mailbox for the applicant. The application room allows applicants to respond to messages from caseworkers by easily uploading requested, relevant documents.

It must be assumed that there are many OZG-Cloud client instances. In order not to retrieve all of them the Info Manager is interposed. It receives and stores the information that for an applicant has a query in a particular instance. The application room retrieves this information and loads the queries from the message manager. Responses are sent directly from the application room to the message manager.

- The source code is published under an OpenSource licence - European Union Public Licence
- Copyright is granted to the state of Schleswig-Holstein, unless otherwise required.
- Quality objectives based on the quality characteristics according to DIN/ISO 9126

Basic Requirements:

Security: Taking into account that the protection requirement for the entire OZG cloud was determined to be 'high' according to BSI-Grundschutz, special attention must be paid to access protection.

Reliability: Reliable functionality and fault tolerance extremely important. The broad and sensitive user group is important for the external effect of the OZG cloud with the citizens.

Usability: Easy usability and complete accessibility for all online devices should be considered.

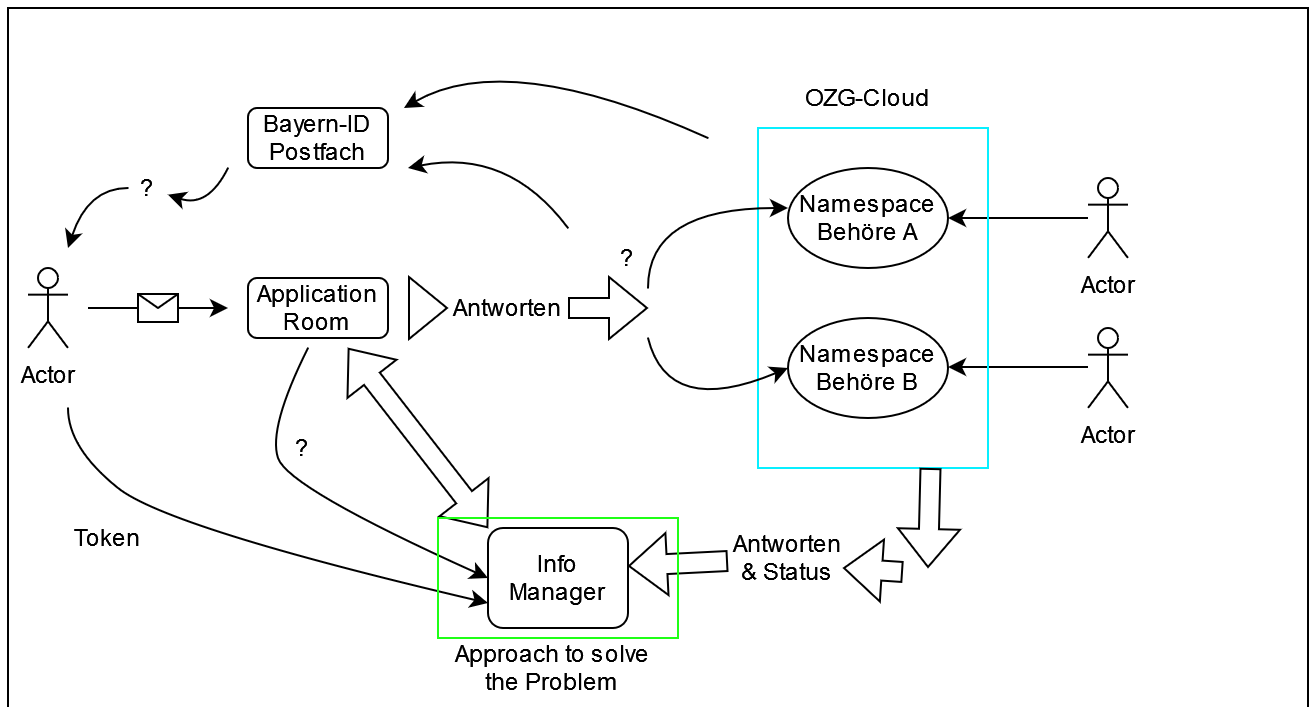
Detailed description in German:



Technische Konzeption

User Flow

Problem space:



Solution concept:

Abbildung 1 zeigt den Projektkontext des Antragsraums, die Akteure und externen Systeme.

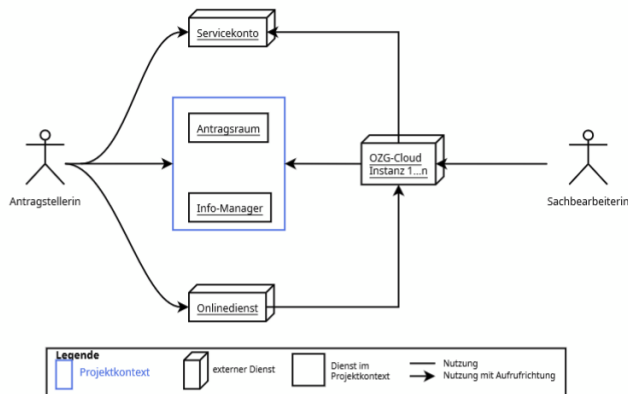


Abbildung 1: Fachlicher Kontext

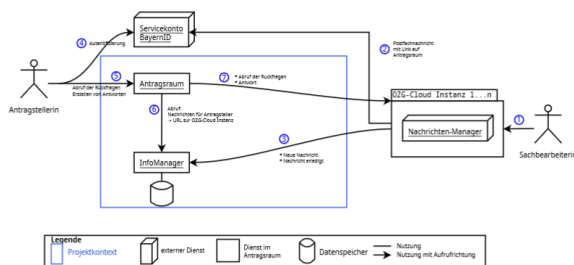


Abbildung 2: Bausteine

1. The clerk creates a query by composing a message and requesting or allowing a reply
2. The message manager of the OZG Cloud sends a message to the service account mailbox. For mailboxes without a reply option, this does not send the original message, but a static message with a note that the applicant should log in to the application room. The message contains a link to the application room.
3. At the same time, the message manager sends the applicant's own URL and service account id to the Info Manager. This stores this information
4. The applicant logs into the service account and retrieves the message.
5. The applicant follows the link in the message and calls up the application room.
6. The server of the application room calls up the URLs of the OZG Cloud Message Managers from the Info Manager using the service account ID of the applicant. The server of the application room retrieves the URLs of the OZG Cloud Message Manager from the Info Manager using the service account ID of the applicant queries are available.

7. The application room retrieves the messages from the OZG-Cloud Message Manager instances or sends submitted responses to them. The SAML token from the service account is transmitted as authentication. This ensures that the request is made on behalf of the owner of the data. The message manager checks the validity of the token and the signature in addition to the request space.

Business Description

Background Information / First draft



- i** The need for an external way to reply to queries arises because most service account mailboxes do not have a reply facility or only allow small attachments there.
- i** The application room is thus initially an interim solution until a central, fully functional mailbox is used
- i** Stakeholder: Dataport, Bundesland Schleswig-Holstein, Freistaat Bayern

Key Functionalities

- **Login** should be a single sign-on solution via the service account.
- **Attachment**: It must also be possible to send large-volume attachments.
- **Data**: Since each instance of the OZG cloud application runs in its own data protection domain, the application data were not allowed to be stored across clients even in the application room.
- The application must not persist any queries in order to comply with data protection aspects.
- **Stability**: The application must monitor itself and provide a health indicator.
- The application should also run stably during interruptions in the network connection.
- **Accessibility**
- **Internationalised**. It should be possible to translate the application into other languages in the future.
- **Mobile first**. This is because the application will be used increasingly by mobile devices. This should be taken into account in the layout and loading behaviour.

NOT MVP relevant, but optional:

- Expansion of the functionality for transparent status tracking for the applicant

Open Questions

>> Old questions

- Is the application room always connected to alpha?
 - If yes, how does alpha work?
- Should it be possible to connect the application room to official procedures (Fachverfahren) not solved by alpha?

i Message of the clerk:

- Where does the clerk write the Message regarding the missing documents in the application?
- How does the message end up in the application room?
- Sind fehlende Dokumente der einzige Fall für welchen der Sachbearbeiter die Rückmeldung des Antragsstellers benötigt?

i Message in the BayernPortal

- Where is the automatically generated email to the applicant created?

- In the application room or at Alpha?
- Is there a generic link to the application room or an application-specific link in this email?
- What if several documents are missing?

? Message in the application room

- What if the same application exists several times and documents are missing several times?
- Why is there no sorting by application?
- How should the case be presented that documents are uploaded in individual responses?
- Why is the case number not in the subject line?

? Documents uploaded

- How does the case worker get the answer?
- Is there a notification that the documents have been uploaded?
- Where?

? Application completed

- What should happen when the application gets the status closed?
- Should the messages be archived or deleted?
- Is there a possibility to see an activity history in the application room?

? Further

- In addition to replying to messages, the MVP says applicants should also be able to view the status of their applications. Isn't that an argument to sort the messages by application?

Specification

Use Case

If documents or information on an application are missing, the case worker writes a message to the applicant asking him/her to send the missing documents. Outside the OSI mailbox, however, it is not possible for applicants to reply to the messages. For this reason, there should be an application room where the messages from the case workers are displayed to the applicant and can be answered by uploading the documents. The application room thus ensures an efficient exchange between applicants and case workers, which leads to a simplified application processing and a smooth exchange of information.

When a message is sent to the applicant by the clerk, an e-mail is sent to the applicant with the info that a message has been received in the application room. The e-mail contains the link for the application room with corresponding information. This link takes the applicant to the log-in area of the application room. To gain access to the application room, applicants must log in via a service account. The MVP is designed so that the login only works with a BayernID.

Within the application room, messages can be opened and documents can be attached to the message. The applicant sees the following information for each message:

- Messages from the clerk (Nachrichten des Sachbearbeiters)
- Date of receipt of the message (Eingangsdatum der Nachricht)
- Transaction name (Vorgangsname)
- Transaction number (Vorgangsnummer)

It is possible for applicants to carry out multiple uploads as long as no further feedback has been received from the case workers. The following scenarios are possible here:

- Multiple documents can be attached to one message and these will be uploaded bundled as one response.
- Several documents can be attached to a message and these are all uploaded one after the other as individual replies.
- There can be messages in the application room for different applications. Multiple documents can be uploaded as replies to all messages.

Once an application has reached the "closed" status, the applicant is no longer allowed to respond. In this case, he/she will only see a message in the application room that no steps are required at the moment. This message shall also be displayed if the applicant logs into the application room without having received a message.

The technology used for the application space must be open source.

Copyright

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>> German

Use Case:

Wenn Dokumente bzw. Informationen zu einem Antrag fehlen, schreibt der Sachbearbeiter eine Nachricht an den Antragsteller, mit der Bitte ihm die fehlenden Dokumente zukommen zu lassen. Außerhalb des OSI-Postfachs ist es den Antragstellern allerdings nicht möglich, auf die Nachrichten zu antworten. Aus diesem Grund soll es einen Antragsraum geben, wo dem Antragsteller die Nachrichten der Sachbearbeiter angezeigt werden und die mit einem Upload der Dokumente beantwortet werden können. Der Antragsraum gewährleistet folglich einen effizienten Austausch zwischen Antragstellern und Sachbearbeitern, was zu einer vereinfachten Antragsbearbeitung und einem reibungslosen Informationsaustausch führt.

Bei einer Nachricht des Sachbearbeiters an den Antragsteller wird eine E-Mail an den Antragsteller verschickt, mit der Info, dass eine Nachricht im Antragsraum eingegangen ist. In der E-Mail ist der Link für den Antragsraum mit entsprechenden Informationen enthalten. Über diesen Link gelangt der Antragsteller zum Login-Bereich des Antragsraums. Um einen Zugang zum Antragsraum zu erhalten müssen sich Antragsteller über ein Servicekonto einloggen. Der MVP ist darauf ausgelegt, dass der Login nur mit einer BayernID funktioniert.

Innerhalb des Antragsraums können die Nachrichten geöffnet werden und der Nachricht Dokumente angeheftet werden. Der Antragsteller sieht zu jeder Nachricht folgende Informationen:

- Nachrichten des Sachbearbeiters
- Eingangsdatum der Nachricht
- Vorgangsname
- Vorgangsnummer

Es besteht die Möglichkeit für Antragsteller, mehrere Uploads durchzuführen, solange keine weitere Rückmeldung von den Sachbearbeitern erfolgt ist. Folgende Szenarien sind hier möglich:

- Es können mehrere Dokumente an eine Nachricht gehängt werden und diese werden gebündelt als eine Antwort hochgeladen.
- Es können mehrere Dokumente an eine Nachricht gehängt werden und diese werden alle als einzelne Antworten nacheinander hochgeladen.
- Es können zu verschiedenen Anträgen Nachrichten im Antragsraum sein. Zu allen Nachrichten können mehrere Dokumente als Antwort hochgeladen werden.







Sobald ein Antrag den Status "abgeschlossen" erreicht hat, ist es dem Antragsteller nicht mehr gestattet, zu antworten. In diesem Fall sieht er in dem Antragsraum lediglich eine Mitteilung, dass momentan keine Schritte erforderlich sind. Diese Meldung ist auch anzuzeigen, wenn sich der Antragsteller in den Antragsraum einloggt, ohne eine Nachricht bekommen zu haben.

Die Technologie, die für den Antragsraum verwendet wird, muss Open Source sein.

UX/UI-Design

 Data protection in particular must be taken into account in the design

For the UX/UI concept, the following questions need to be answered:

-  What does the application space look like when there are no messages/the process is in completed?
-  What does the application space look like when there is one message?
-  What does the application space look like if there are several messages?
-  How can it be seen that a message has already been replied to?
-  What is the message that the requester has replied to everything or has no messages?
-  The OZC Cloud logo should be visible, but apart from that, the MVP's application space should be plain.

>> German

UX/UI:

Für das UX/UI-Konzept müssen die folgenden Fragen beantwortet werden:

- Wie sieht der Antragsraum aus, wenn keine Nachrichten vorliegen/der Vorgang in abgeschlossen ist?
- Wie sieht der Antragsraum aus, wenn eine Nachricht vorliegt?
- Wie sieht der Antragsraum aus, wenn mehrere Nachrichten vorliegen?
- Wie ist erkennbar, dass bereits auf eine Nachricht geantwortet wurde?
- Wie lautet die Mitteilung, dass der Antragsteller alles beantwortet hat oder keine Nachrichten hat?
- Das OZC-Cloud-Logo sollte sichtbar sein, aber abgesehen davon sollte der Antragsraum des MVPs schlicht gestaltet sein.

Requirements

Sources

Description	Jira	Comment

Page History

Version	Date	Author	Comment
17	27.09.2023 14:54	Katharina Schlia	
16	27.09.2023 13:20	Katharina Schlia	
15	27.09.2023 13:18	Katharina Schlia	
14	27.09.2023 11:59	Katharina Schlia	
13	07.09.2023 17:52	Katharina Schlia	

Further Documentation

Title	Link
Design	
Technical	
Old	