

OZG-Cloud | Info Manager

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.

Info Manager

We need a service that reflects the correct information from the right namespace in the application space for the user. **The Info manager.**

i namespace = Each authority has its own name space in the OZG cloud for data security reasons

i Alpha = each namespace has Alpha as its main application, which allows authorities to manage applications and communicate through a mailbox.

In particular, this means that each authority, so far two municipalities, Freyung-Grafenau and Fürth, have their own namespace in which case workers manage the digitised applications via Alpha. Alpha is used for communication via the mailbox, further it could process the entire application procedure if the authority agrees to it.

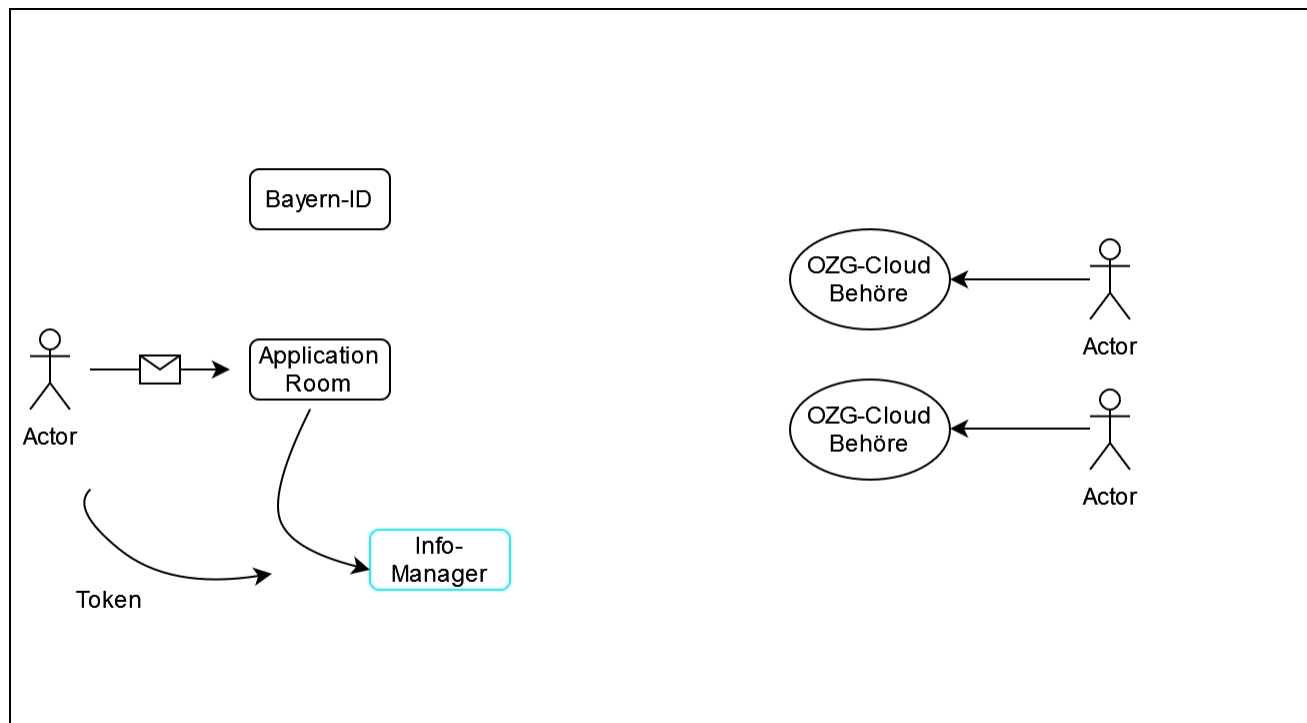
The communication around an application always starts in Alpha with the entry of the message by the clerk.

The message must be able to be found in the application room, for the citizen to answer it. For this we need the Info Manager. The Info Manager needs to connect a token representing the applicant to a link, representing the message to the application.

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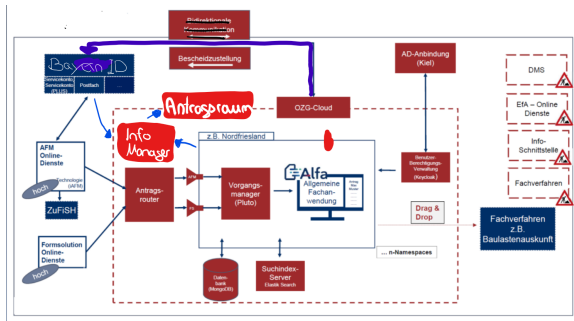
User Flow



Business Description

Background Information / First draft

Key Functionalities



The Info Manager needs to connect a token representing the applicant to a link, representing the message to the application.

We need the following informations regarding the message in the application room:

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

Open Questions

? Is the Info Manager also relevant when it comes to displaying the response to the message in alpha?

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)

UX/UI-Design

? Do we need an UX/UI-Design for the Info Manager?

Requirements

Ticket: **BUP-969** - Getting issue details... **STATUS**

Technical Documentation: ?

Page History

Version	Date	Author	Comment
5	13.09.2023 09:16	Jens Reese	
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3	29.08.2023 14:14	Katharina Schlia	
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