



Investigations Case Management - Release Notes

VERSION 2024

jade[™]

RELEASE NOTES – 2024

CONTENTS

- CONTENTS**..... 2
- UPGRADING YOUR SYSTEM** 3
- NEW SKIN**..... 4
- SECURITY**..... 5
 - a) Single signon, multi-factor authentication 5
 - b) CSV report summarizing roles, teams and designations per user 7
- CASES** 8
 - a) Blacklisting teams from a case..... 8
 - b) Blacklisting users from an entity (e.g. an Organisation or Person)..... 8
 - c) Case Timeline 10
 - d) Entity relationships display 12
 - e) Make an Information/Incident Report the originating report..... 13
 - f) Option to use Title instead of URN when opening a case (or any other entity)..... 13
- SEARCH** 15
 - a) Performance improvement exporting search results..... 15
 - b) Ctrl-D to add to Favourites..... 15
- ENTITIES**..... 16
 - a) Opening documents with a meaningful file name..... 16
 - b) Person gender 16
 - c) Entities filter panel expanded by default..... 18
- CODE TABLES** 19
 - a) Reorganisation of System code tables..... 19
 - b) Hide deactivated codes..... 19
- Resolved Issues**..... 20

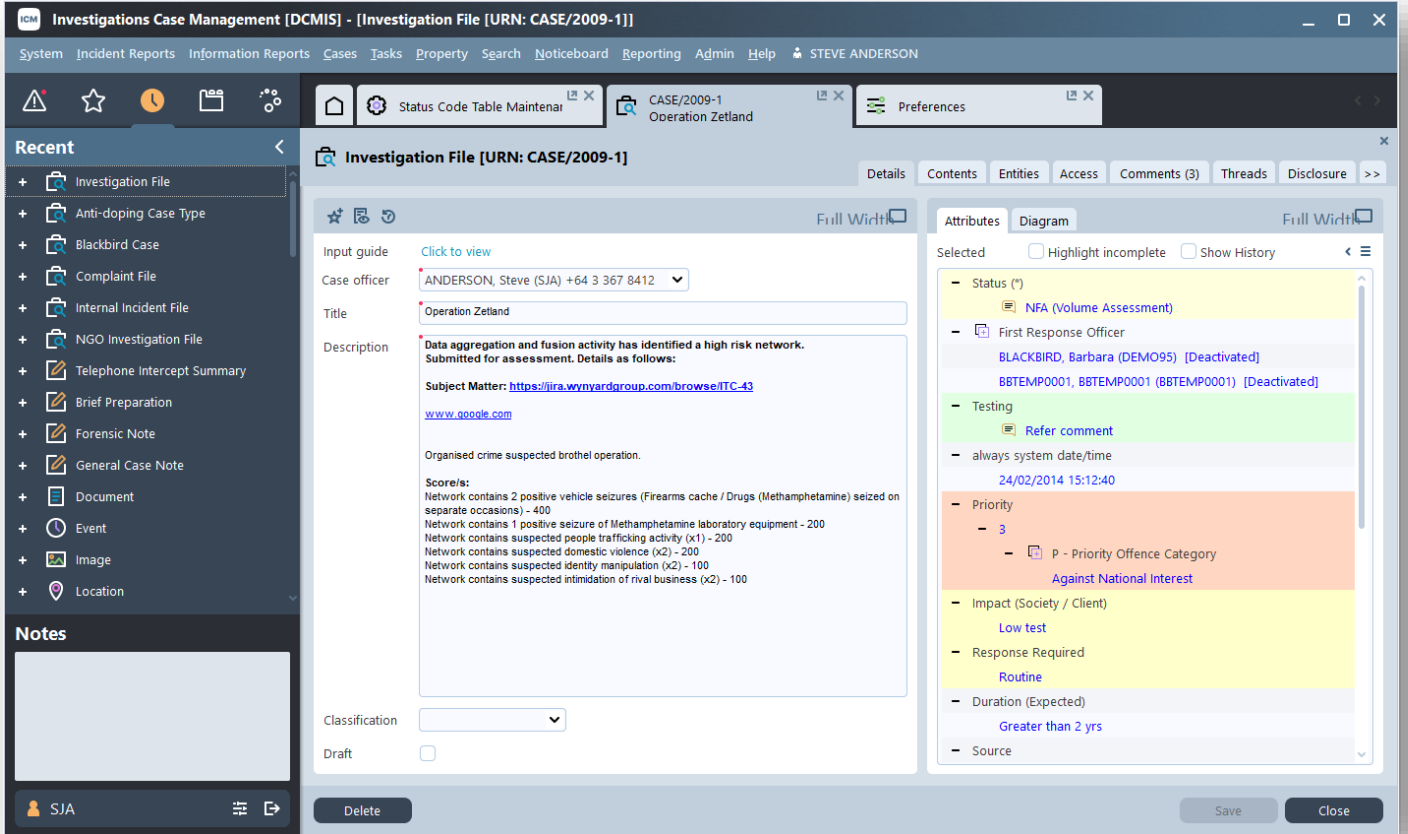
UPGRADING YOUR SYSTEM

You can upgrade to ICM 2024 only from a version of ICM 2023:

- ICM 2023 (all builds)
- ICM 2023 Service Pack 1 (all builds)

NEW SKIN

ICM has been refreshed and given a new skin throughout. Functionally it remains the same, although a few layout changes have been made where deemed a more intuitive user experience.



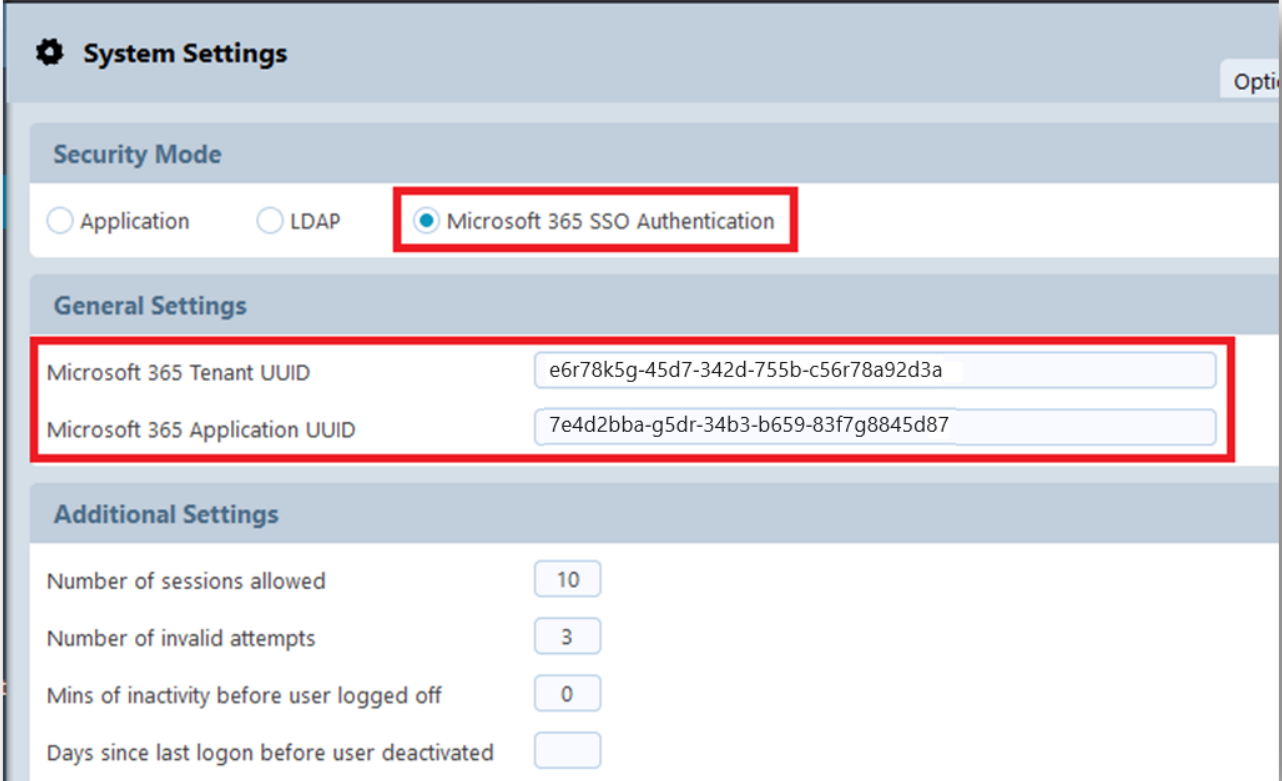
SECURITY

a) Single signon, multi-factor authentication

This is now available as an option for user logons.

System Settings

An Administrator can enable SSO from the *System Settings* screen:



The screenshot displays the 'System Settings' interface. The 'Security Mode' section has three radio buttons: 'Application', 'LDAP', and 'Microsoft 365 SSO Authentication', with the latter selected and highlighted by a red box. The 'General Settings' section contains two text input fields, both highlighted by a red box: 'Microsoft 365 Tenant UUID' with the value 'e6r78k5g-45d7-342d-755b-c56r78a92d3a' and 'Microsoft 365 Application UUID' with the value '7e4d2bba-g5dr-34b3-b659-83f7g8845d87'. The 'Additional Settings' section includes four rows of settings with input fields: 'Number of sessions allowed' (10), 'Number of invalid attempts' (3), 'Mins of inactivity before user logged off' (0), and 'Days since last logon before user deactivated' (empty).

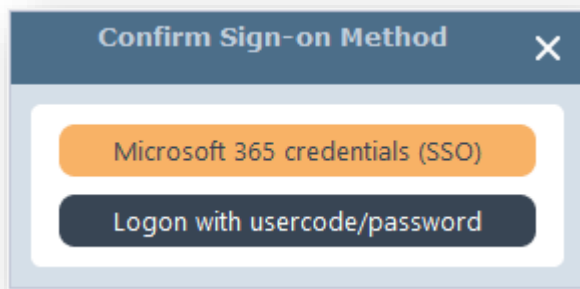
ICM uses Microsoft 365 to facilitate SSO and multi-factor authentication, for which your agency will require the following:

- Microsoft 365 Tenant UUID
- Microsoft 365 Application UUID

User Logons

When SSO is enabled, users attempting to logon will be presented with 2 options:

- SSO
- Usercode/password

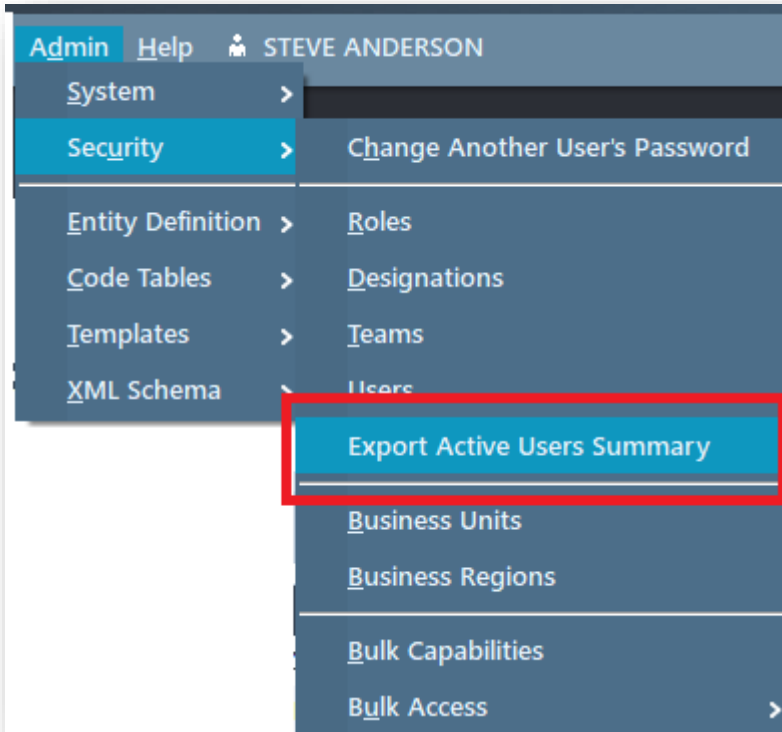


The 2nd option allows users to logon with an alternate usercode, for example an Administration account.

When selecting SSO, ICM will start up immediately for a user who has already signed into Microsoft 365. If you are not already signed into Microsoft 365 you will first be required to authenticate via multi-factor authentication (managed by Microsoft 365).

b) CSV report summarizing roles, teams and designations per user

This new report is accessed from the Admin → Security menu. For all active users, it simply lists their roles, teams and designations.

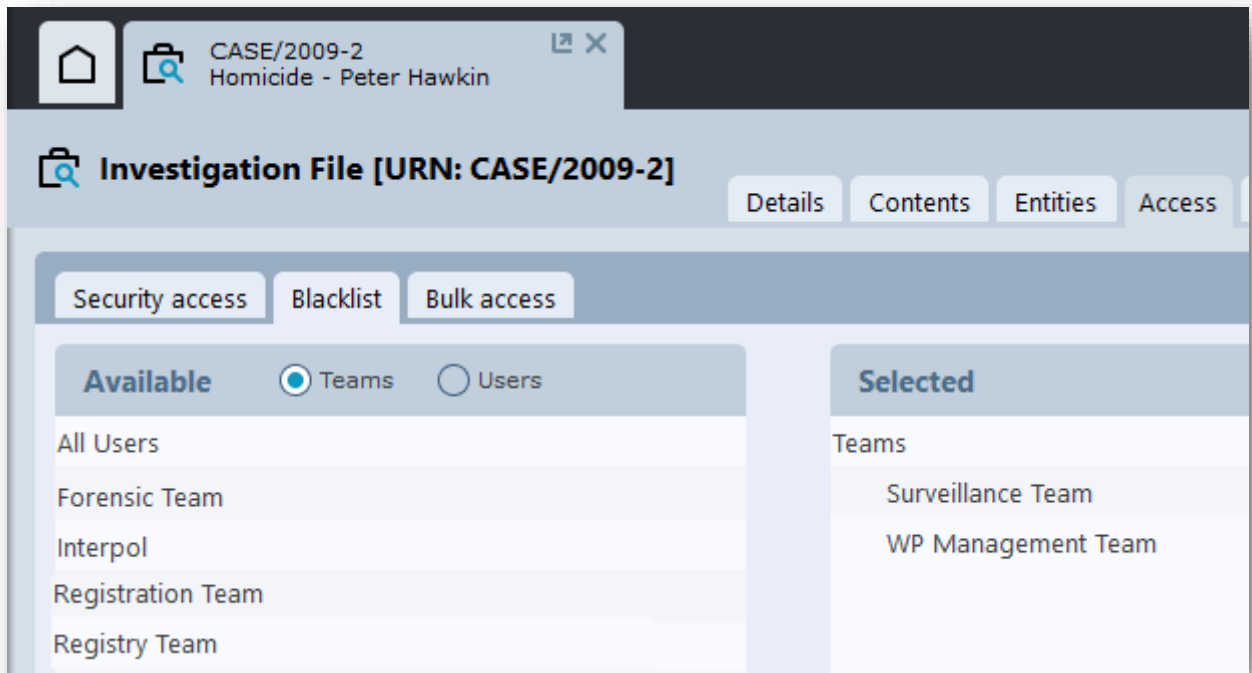


1	Column1	Column2	Column3	Column4	Column5
2	Name	User Id	Roles	Teams	Designations
3	ABEY, Aski	AP	Asanka Role	All Users	
4	ABEY, Aski	AP	Full Access		
5	ADMINISTRATOR, Default	DEFLTADMIN	Agency Administrator	All Users	Eastern District Supervisor
6	ANDERSON, Steve	SJA	Full Access	Test Team	
7	Anderson, Steve	CNWSA4			Eastern District Supervisor
8	BEAR, Panda	PB	Full Access		Commissioner
9	BEAR, Panda	PB	Minimal		Eastern District Supervisor
10	DUFFY, Peter	DEMO6			Assistant Commissioner
11	GARDINER, Hamish	HG	All Users Role	All Users	Canterbury District Supervisor
12	GARDINER, Hamish	HG	Full Access	Executive Team	
13	GARDINER, Hamish	HG	God	Registry Team	
14	GARDINER, Hamish	HG	Hamish Only	Steve Test Team	
15	JIANGGG, Rebecca	RJ	Rebecca - Testing Role		

CASES

a) Blacklisting teams from a case

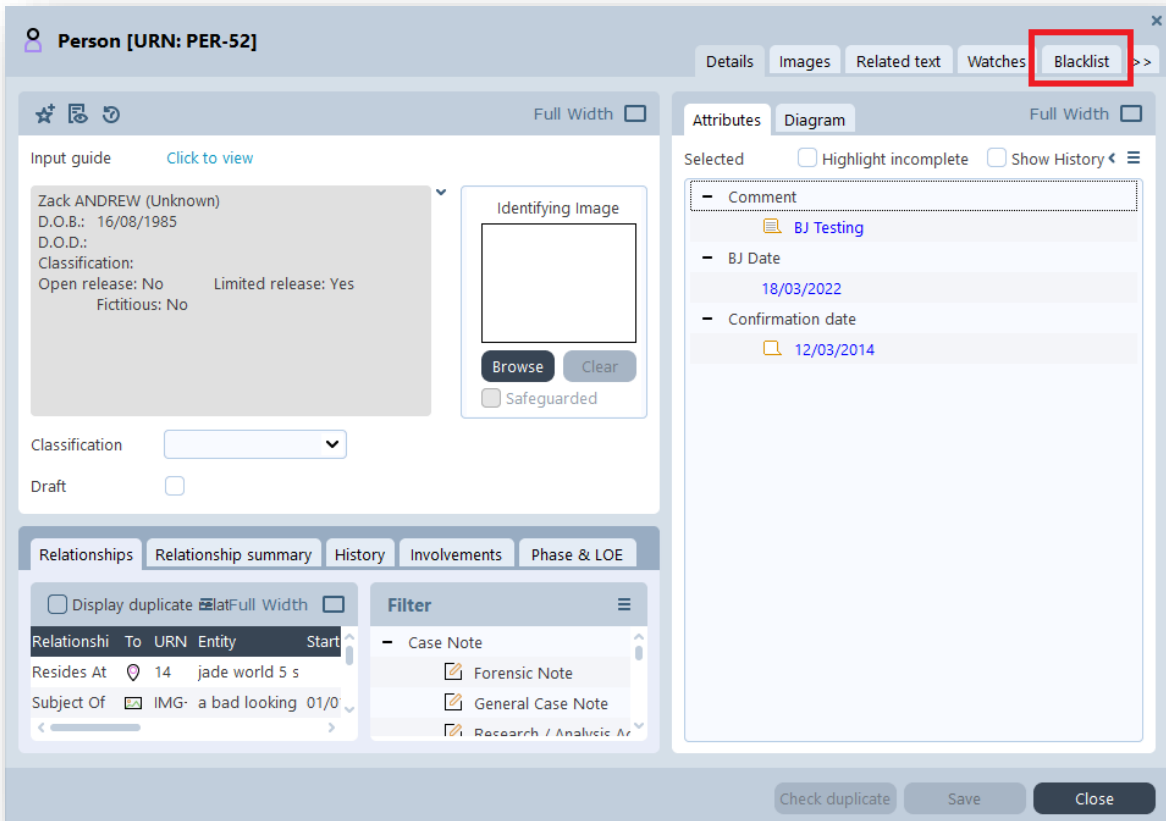
Previously, you could only blacklist users from a case. You can now blacklist teams as well:



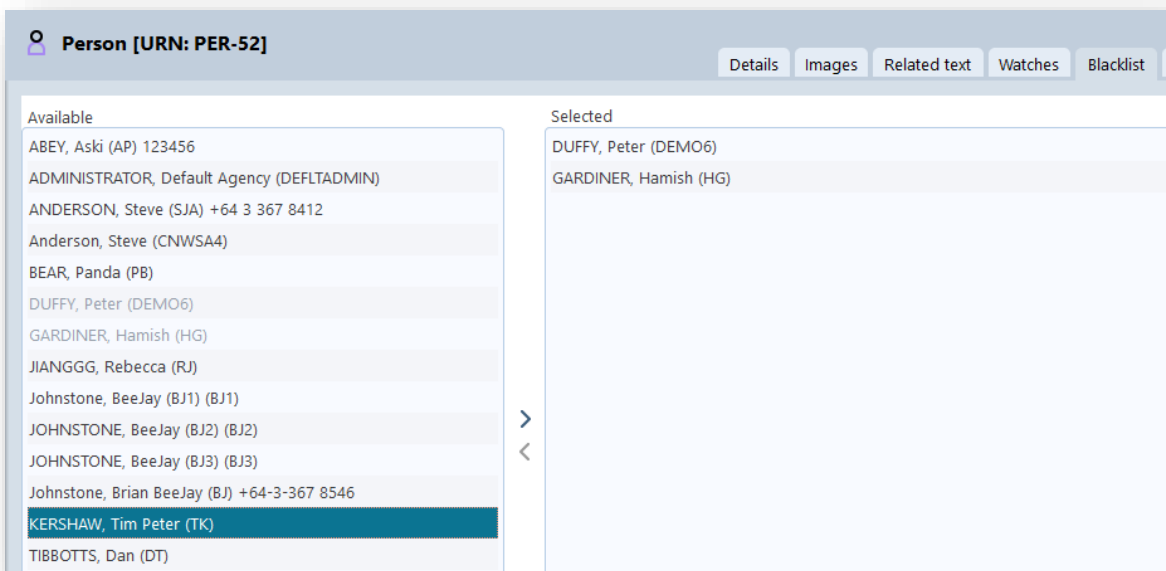
b) Blacklisting users from an entity (e.g. an Organisation or Person)

Users may now be *Blacklisted* from accessing a tangible entity, such as a person. An Administration user may maintain the *Blacklist*, for all other users the menu option is disabled.

The *Blacklist* tab is available on the main tabs group:



Select users by moving them from the left (Available) panel to right (Selected) panel, and **Save**



Note:

Being ‘blacklisted’ overrides all other access logic. Any user who is on this list for a particular entity cannot gain access to the entity no matter what other permissions are granted, and no matter which case, case note, information report etc that the entity has been added to.

c) Case Timeline

There is now a Timeline display option on the Contents panel. This includes all artifacts and relationships that have been entered into the case:

- Case Notes
- Information and Incident Reports
- Tasks and Results
- Property Reports
- All tangible entities (Persons, Vehicles, Organisations etc) and relationships

By default, the items are sorted (inversely) according to when they were entered into the case, so the most recent is at the top. You can change the ordering as required.

The screenshot shows the 'Investigation File [URN: CASE/2009-1]' interface. The 'Timeline' tab is active, displaying a list of events sorted by date. The selected item is 'Richard peter HAWKIN' (URN: PER-11), which has a relationship 'has' to 'Organisation: [ORG-3] Com'. Below the timeline, the 'Details' panel shows the title 'HAWKIN Richard peter' and description 'HAWKIN Peter'. The 'Additional Details' panel includes a photo of the person and a list of source entities: '[2009/1] Organised Crime - Reference 1000113', '[2009/1] Organised Crime - Reference 1000113', and '[2] Research - NZ Business Register'. At the bottom, there are 'Delete', 'Save', and 'Close' buttons.

Date	Time	Created By	Type	URN	Title	Relationship To	Secondary Entity
15/06/2023	01:32	HG	Firearms Seizure	9	Property report test		
07/03/2023	22:59	SJA	Event	EV-2	Busker Event		General Case Note: [GCN/1
07/03/2023	22:54	SJA	General Case Note	GCN/19183	Case Note 04		
29/12/2022	21:14	SJA	TK Image	77	testing compound image		Incident Report: [2009/1] H
10/02/2022	02:32	CC	Person	PER-11	Richard peter HAWKIN	has	Organisation: [ORG-3] Com
24/03/2021	23:04	VU	Task (General Ad Hoc)	Task 70	Find a black cat in a dark room.	Initiated From	Information Report: [2009/1
24/03/2021	23:04	BJ	Task Result ABC	TR/120	Final - Resolved: Find a black cat in a dark room.	Belongs to task	Task (General Ad Hoc): [Tas
24/03/2021	23:04	VU	Task (General Ad Hoc)	Task 71	To find a white cat in a white room	Initiated From	Information Report: [2009/1
24/03/2021	23:04	BJ	Task Result ABC	TR/70	Final - Resolved: To find a white cat in a white room	Belongs to task	Task (General Ad Hoc): ITas

CASE/2009-1 Operation Zetland

Investigation File [URN: CASE/2009-1]

[Details](#)
[Contents](#)
[Entities](#)
[Access](#)
[Comments \(3\)](#)
[Threads](#)
[Disclosure](#)

Log
Pinned
Threads
Tasks
Phases
Lines of Enquiry
Timeline

Timeline

Date	Time	Created By	Type	URN	Title	Relationship To	Secondary Entity
15/06/2023	01:32	HG	Firearms Seizure	9	Property report test		
07/03/2023	22:59	SJA	Event	EV-2	Busker Event		General Case Note: [GCN/19183] Case Note 04
07/03/2023	22:54	SJA	General Case Note	GCN/19183	Case Note 04		
29/12/2022	21:14	SJA	TK Image	77	testing compound image		Incident Report: [2009/1] Homicide - Peter Hawkin
10/02/2022	02:32	CC	Person	PER-11	Richard peter HAWKIN	has	Organisation: [ORG-3] Comanchero Bikie Chapter - Auckland
10/02/2022	02:32	CC	Person	PER-11	Richard peter HAWKIN	has	Organisation: [ORG-3] Comanchero Bikie Chapter - Auckland
24/03/2021	23:04	Unknown	Task (General Ad Hoc)	Task 70	Find a black cat in a dark room.	Initiated From	Information Report: [2009/1] Comanchero - People Trafficking Activity
24/03/2021	23:04	Unknown	Task Result ABC	TR/120	Final - Resolved: Find a black cat in a dark room.	Belongs to task	Task (General Ad Hoc): [Task 70] Find a black cat in a dark room.
24/03/2021	23:04	Unknown	Task (General Ad Hoc)	Task 71	To find a white cat in a white room	Initiated From	Information Report: [2009/1] Comanchero - People Trafficking Activity
24/03/2021	23:04	Unknown	Task Result ABC	TR/70	Final - Resolved: To find a white cat in a white room	Belongs to task	Task (General Ad Hoc): [Task 71] To find a white cat in a white room

Details

Full Width

Title Case Note 04

Description Case Note 04

Actioned 07/03/2023 10:54

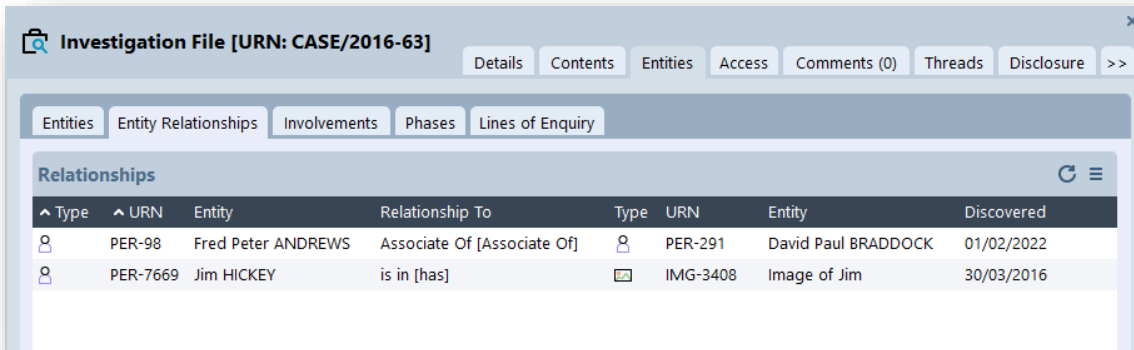
Additional Details

Attributes

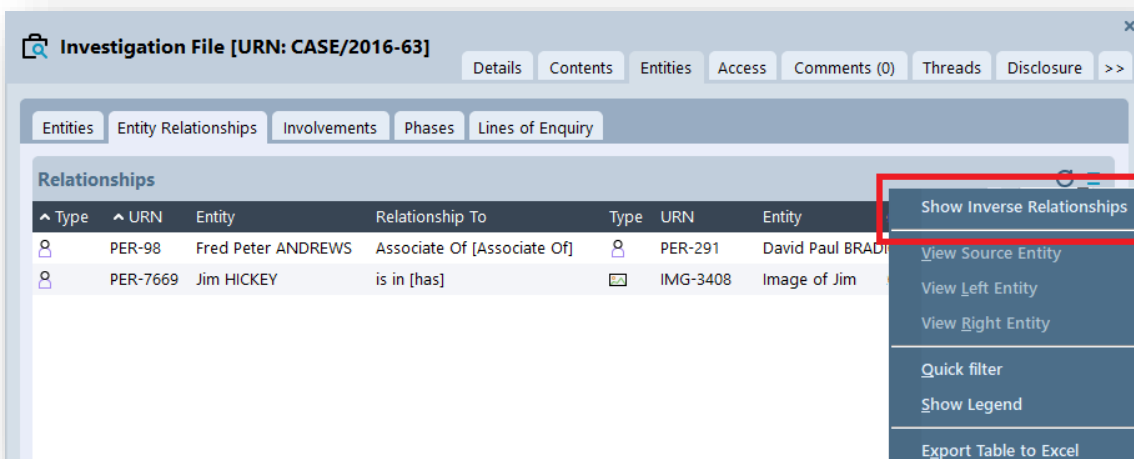
Delete
Save
Close

d) Entity relationships display

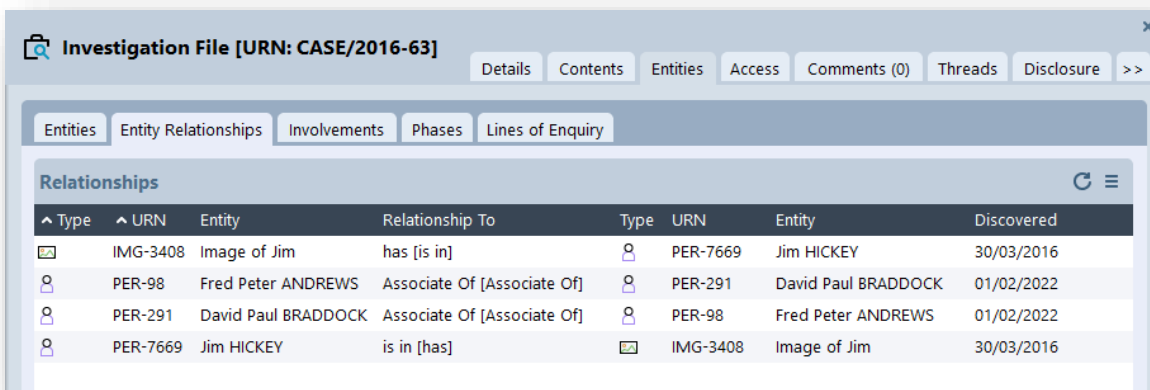
The default behaviour has been changed. Previously, the Entity Relationships tab displayed the original relationships **and** their inverses. This has been changed to show just the original relationships. In the example below there are 2 original relationships established:



You can still view all inverses by selecting the **Show Inverse Relationships** menu option:



The Entity Relationships tab now shows both the original and inverse relationships:

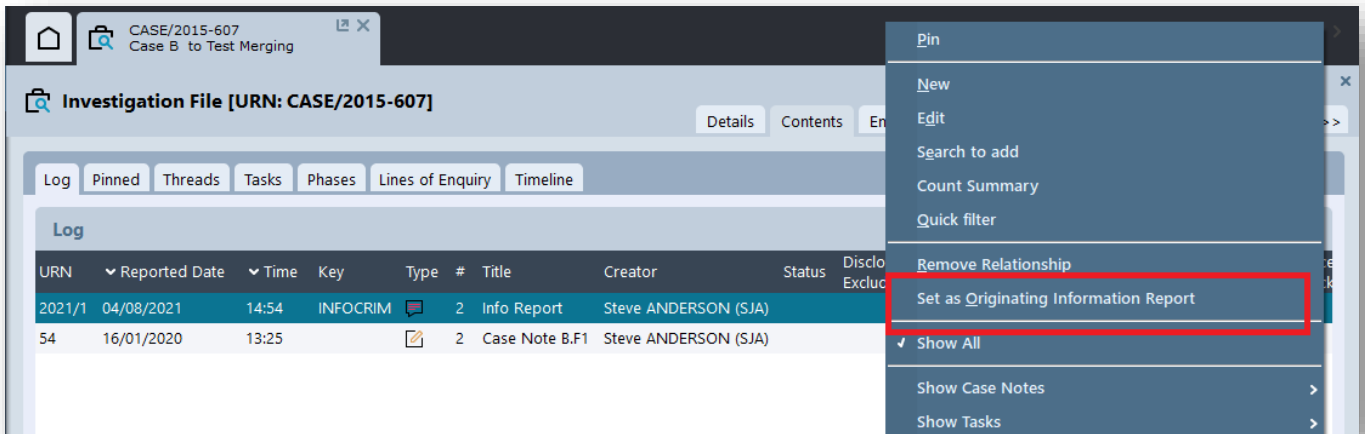


e) Make an Information/Incident Report the originating report

You can make an Information Report, or an Incident Report, the originating report under the following circumstances:

- The case does not currently have an originating report
- The currently selected row in the Contents table is an Information Report, or an Incident Report
- The selected Information/Incident Report does not already originate a different case.

If all the above are true, the menu option shown below will be available by right-clicking the selected row



f) Option to use Title instead of URN when opening a case (or any other entity)

In previous versions of ICM, entity forms would show the URN of the entity, e.g.

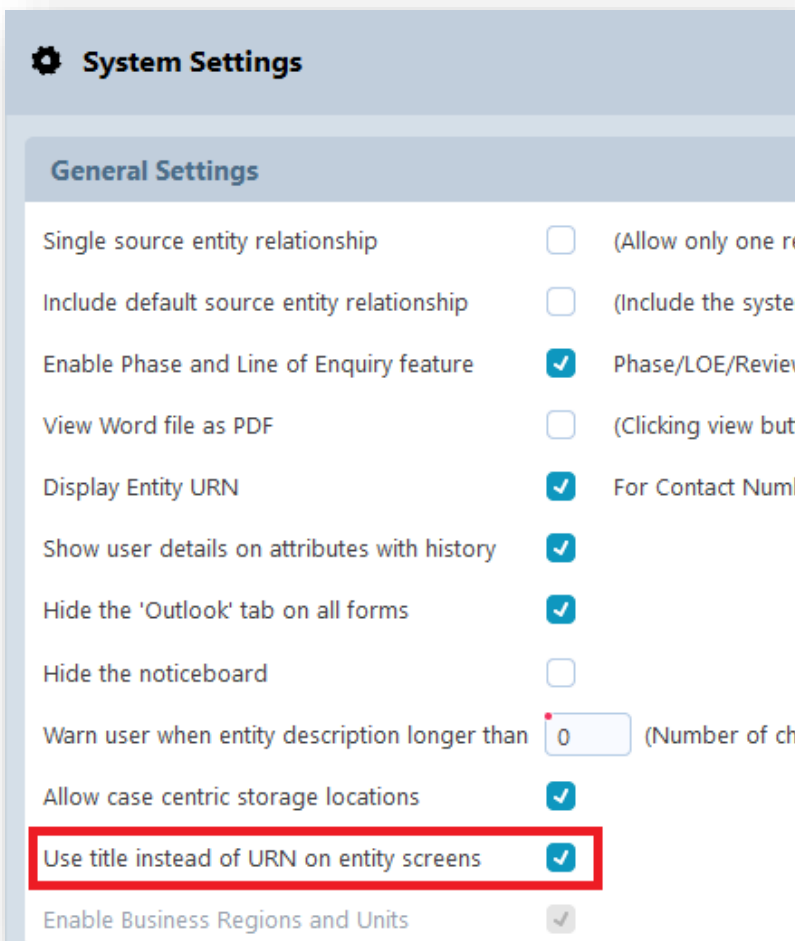


You may now toggle to show the entity Title instead, by clicking within the area marked red above:



Clicking again will revert back to showing the URN.

Your Administrator can set the default behaviour, for when a form opens, on the System Settings panel:



SEARCH

a) [Performance improvement exporting search results](#)

We have significantly improved the performance when exporting source entity search results. This process should now be a lot faster.

b) [Ctrl-D to add to Favourites](#)

From the results list of a search, you can highlight a row and press Ctrl-D to add the associated entity to Favourites

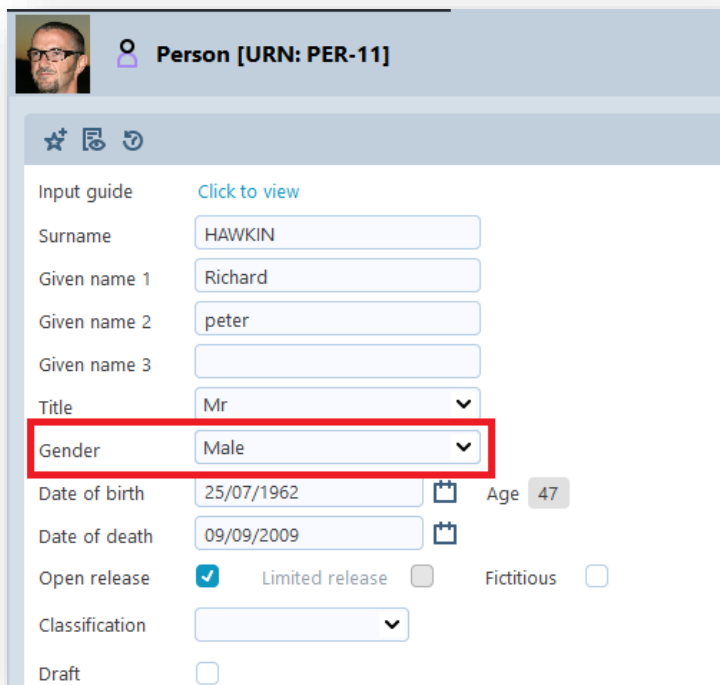
ENTITIES

a) Opening documents with a meaningful file name

Previously, documents opened from ICM had a unique filename based upon internal references which, to the user, would be meaningless. This has changed. We now incorporate the filename from the original document with a timestamp (which is required for uniqueness). This will make it easier for users to save a copy of the file, though they will still need to remove the timestamp component.

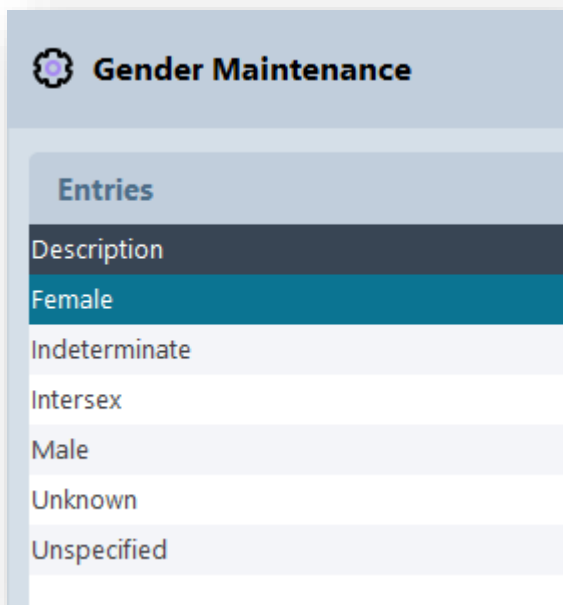
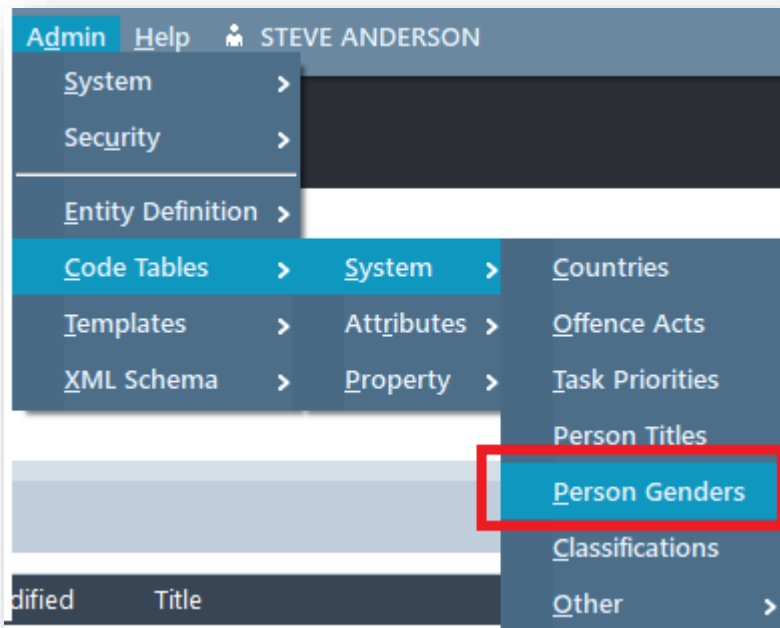
b) Person gender

Previously, the choices for Gender entry, on a Person entity, were not configurable (they were hard-wired).



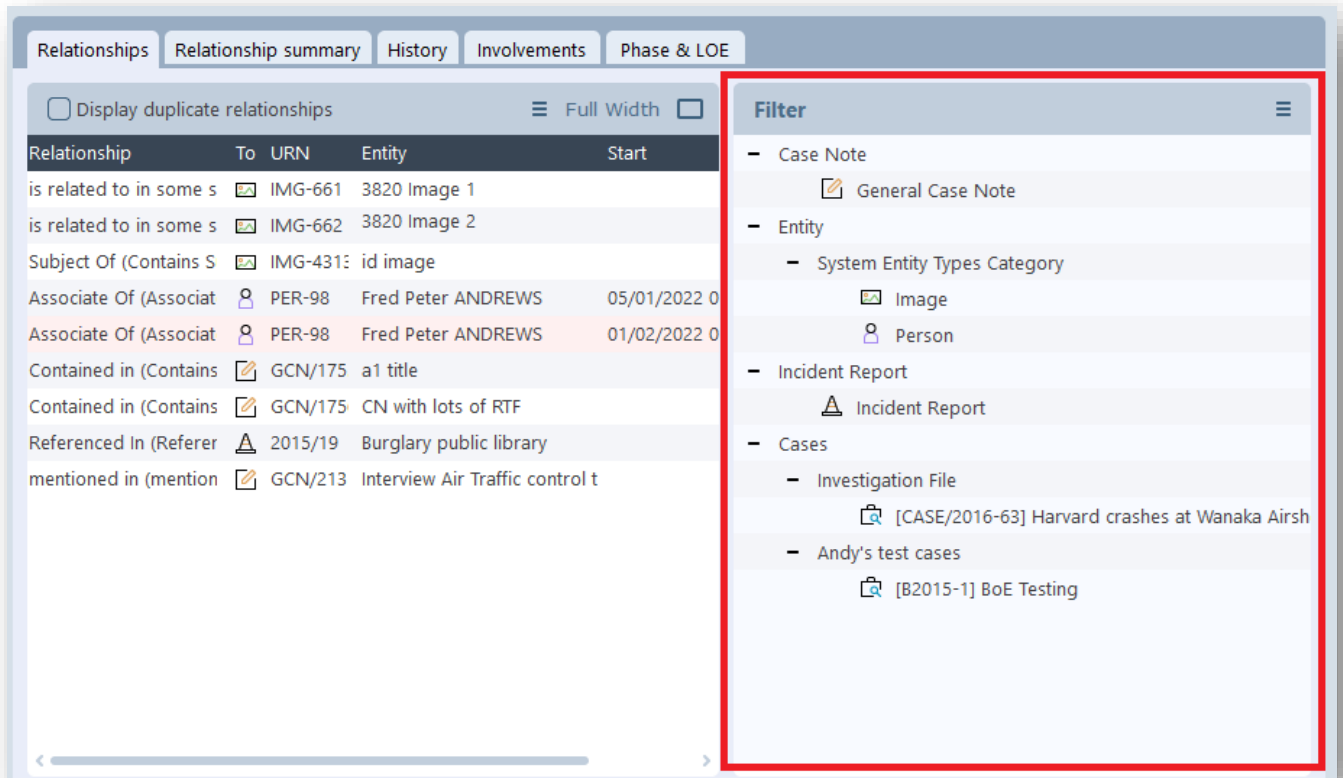
The screenshot shows a user interface for editing a Person entity. At the top, there is a profile picture of a man and the text "Person [URN: PER-11]". Below this is a navigation bar with icons for star, refresh, and back. The main form contains several fields: "Input guide" with a "Click to view" link; "Surname" (HAWKIN); "Given name 1" (Richard); "Given name 2" (peter); "Given name 3" (empty); "Title" (Mr); "Gender" (Male, highlighted with a red box); "Date of birth" (25/07/1962) with an "Age" field (47); "Date of death" (09/09/2009); "Open release" (checked), "Limited release" (unchecked), and "Fictitious" (unchecked); "Classification" (dropdown); and "Draft" (checkbox).

Gender is now a configurable code table, with a Gender Maintenance screen, accessed via menu option **Admin → Code Tables → System → Genders**



c) Entities filter panel expanded by default

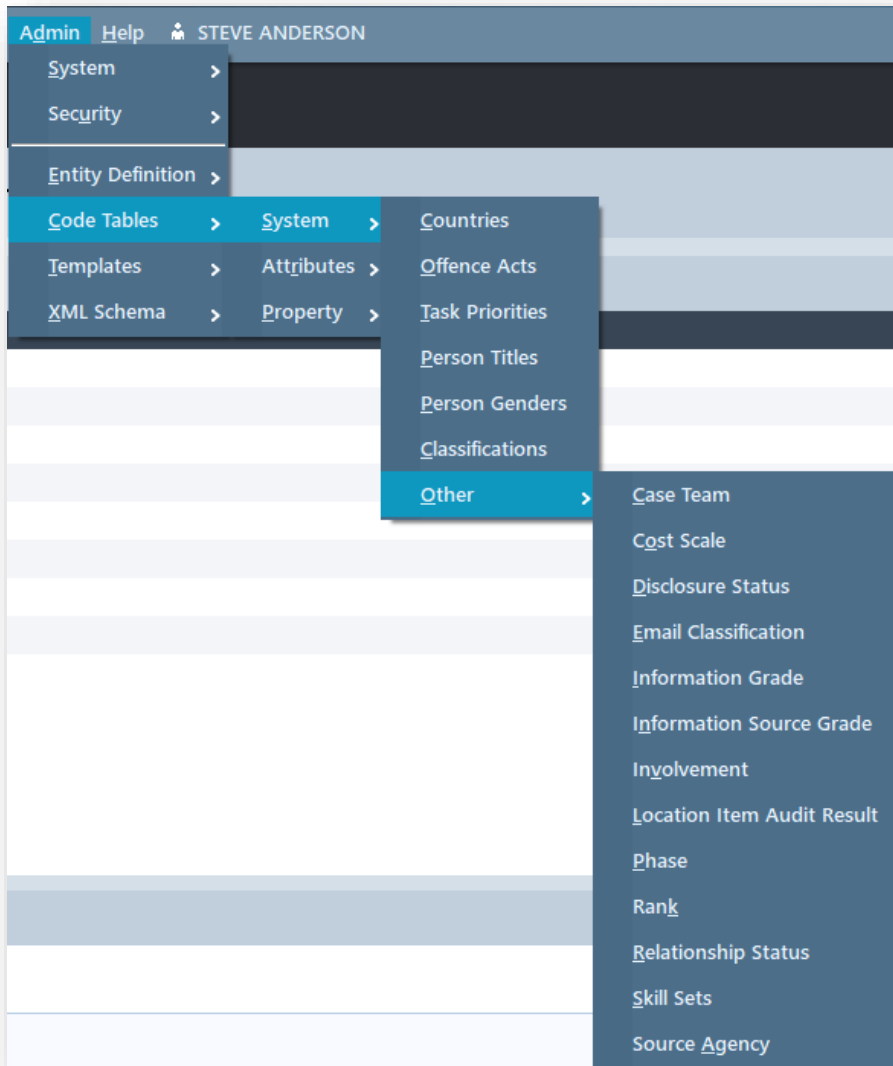
On a tangible entity form (e.g. Person, Vehicle), the filter panel is now expanded by default so that Cases etc are easier to identify.



CODE TABLES

a) Reorganisation of System code tables

The code table menu has been reorganised so that the System code tables are easier to find:



b) Hide deactivated codes

There is now an option to hide deactivated codes on most code table maintenance screens, including Relationship maintenance (Property code tables and Countries are excluded). Use the hamburger menu, or right-click and select whether deactivated codes are to be hidden or not.

Resolved Issues

We've resolved the following issues in the ICM 2024 release:

- Corrected an issue whereby deleting a task was not deleting associated task results. This was particularly problematic if a task result was in Review status.
- Corrected an issue where a task for authorisation remained on the Home Page tile count when the task was deleted
- We have resolved the error experienced when an export form is opened, but the originating search form is closed, and then the user initiates the export.
- We have resolved an error that occurred if a tangible entity (e.g. Person) was being removed from a case note which was soft-locked by another user (because they were making changes). The user will now get a message advising why the entity cannot be removed rather than an unhandled exception error.
- We have resolved the 1081 deadlock situation that occurred when one user was deleting a stored search and another user was updating a stored search.
- Corrected the scenario where new mandatory attributes could remain unfilled on existing entities, i.e. no warning would be given, and no enforcement would be applied. However, attribute enforcement will still not be applied when:
 - It's an existing entity, and the option to only make it mandatory for **new** entities is set
 - It's a group child attribute
 - It's a conditional attribute
 - User doesn't have update access to the entity
- Corrected an issue where a task for authorisation would still contribute to the Home Page tile count after it had been deleted
- Corrected an issue where, on the Home screen, **My Cases** and **Recent Cases** could not be toggled if the Noticeboard had been hidden (there's a *Hide the noticeboard* option in the System Settings)
- Corrected an issue that prevented an ICM backup from starting when multiple backup processes are selected (though the backup would be OK if just one process was selected).
- Corrected an issue with the case officer drop down selector on the edit case form not showing users who **only** have the **Can be case officer** permission from a Designation containing that user.
- Corrected an issue with the configuration import where code tables were being loaded and stored in the database, but were not displaying in the Code Table Maintenance screen.
- Corrected an issue with Phases and Lines of Enquiry whereby changes made and 'Saved' were not being committed to the database.
- Following the previous upgrade, some Media files would not replay (due to incorrect encryption settings). This has been rectified. Note that all Media files remained encrypted at rest.