



JUNE ACCOMPLISHMENTS

Issue Tracker #	Issue Description	Resolution	Application(s) Affected by Issue		
			Windows	Web	Mobile
10132	When tabbing to new time entry or clicking "New" button, the new line copies all data from previous line including client name, time and time code. The line should display blank for a new time entry.	Change made so that a blank line appears to enter new time and a "Copy Button" was added with a shortcut key of ALT+O.		✓	
5476	Add an admin function to regenerate the case closing number. (When cases are closed, the closing # is generated for the current fiscal year. A closing # can only be generated once for each case. If the close date is corrected, the closing # must then be manually regenerat-ed by JW Support.)	FDO administrators can now manually regenerate the closing # for a case using the button found next to the field.	✓		
4803	Custom date range is needed to look up dates that have time entered.	Users can now search for timesheets using a date range.			✓
9567	Any field that contains a sentence (terms of imprisonment) should be changed from 3 chars to 4 chars to allow for sentences such as 1590 years.	Field lengths have been changed from 3 to 4 characters.	✓		

JULY TASKS

Issue Tracker #	Issue Description	Resolution	Application(s) Affected by Issue		
			Windows	Web	Mobile
4626	Customized Reports - Users need capability to customize reports themselves.	Nine FDO users tested new feature that allows users to customize reports. Testers will provide DSO with responses to a testing questionnaire by July 8. Feedback will be analyzed and adjustments made, if necessary, before national roll out in August.	✓		

CSA Conference

There will be a round table discussion on dD topics on Wednesday, 7/22, at 4PM. There will also be a defenderData (dD) booth all day 7/22 and 7/23 where users can ask questions, provide feedback and make recommendations.

TIPS

Issue Tracker #	Description	TIP
4662	What is the difference between linking and attach-ing documents to cases in dD?	Attach has a limit of 50mb and documents are stored on dD servers. The Link feature provides a link to a document or video that is stored on location chosen by user (e.g., network server).
10255	Routing of Issue Tracker items.	When responding to issue tracker items, please assign items back to whomever you are responding to or whomever has the next action. This helps put the item back in the proper person/user's court for action; otherwise, users or JW may not realize they have an action waiting for a response.
10151	Why are FDO system-generated numbers skipped?	Skipped FDO numbers are common for multiple reasons; mainly, save issues and file deletion. Some FDOs depend on the FDO # to count cases rather than running a report. However, please encourage users to rely on the JS-50 Case Count Stats (Report ID #77) for their monthly numbers which is broken down by branch. In most FDOs, monitoring your monthly case totals is critical, and that is the purpose of the report.
9151	How can users enter time when they are not in the office?	There are a few different ways: If you have a smart phone, iPhone or Android, use the mobile version of dD. If you have a touchpad, iPad, Android, Windows, or a PC at home, use the web version of dD. Both web and mobile require a VPN connection, and you must be granted permission in dD by your dD Administrator to use these platforms. Another option is to have someone else enter your time for you while you are out. That person must be granted permission in dD to enter time for you.
	Closing Date	Users should verify the correct closing date rather than entering the date the case is closed in the system. Otherwise, the system could potentially generate a closing # with the wrong fiscal year.
New Request Form	When making a new request in Issue Tracker, please provide this information →	<u>Introduction</u> – Provide as much bulleted info as possible which serves a few purposes: •Gets all parties involved on the same page •Reduces chance of miscommunication •Reveals requirements "gaps" that need defining •Prevents the need to repeat info to multiple people •Reduces complex concepts to steps or user stories that can be developed & verified. <u>Summary of requested change</u> - Please specify, as applicable: •Requestor name, phone, e-mail and FDO district •Platforms affected (Windows, Web or Mobile) •FDOs affected by change •Bulleted details of what will change, for example: Fields A, B, and C need to be removed and replaced by Field D; Field D is a lookup that has three columns, sorted this way, give to users with this access •Specific steps to reproduce the new expected result •Example/mockup of the change.