

SAS[®] Enterprise Case Management 2.3 User's Guide



The correct bibliographic citation for this manual is as follows: SAS Institute Inc. 2010. *SAS® Enterprise Case Management 2.3: User's Guide*. Cary, NC: SAS Institute Inc.

SAS® Enterprise Case Management 2.3: User's Guide

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SAS Institute Inc., SAS Campus Drive, Cary, North Carolina 27513.

1st electronic book, December 2010

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About This Book

Audience

This book is intended for case investigators, auditors, and those responsible for financial reporting and fraud prevention.

About the Displays in This Book

Because SAS Enterprise Case Management is a highly configurable case management system, the displays shown in this book differ from those in the application at your site. For example, selection lists (drop-down lists, radio buttons, and check boxes) within the application are configured through user-defined reference tables. Therefore, the displays shown in this user's guide are for demonstration purposes only. For more information about configuring and customizing SAS Enterprise Case Management, see the *SAS Enterprise Case Management: Administrator's Guide*.

What's New in SAS Enterprise Case Management 2.3

Overview

SAS Enterprise Case Management has a number of new features and enhancements.

New Features

SAS Enterprise Case Management has the following new features:

- You can now print case reports.
- You can view version histories for subjects, incidents, and cases.
- There are new options available for receiving alert notifications.
- There are now spell check capabilities in edit mode. Your SAS Enterprise Case Management administrator can verify whether spell check is implemented at your site.

Enhancements

The following features are enhanced for case network analysis:

- You can see how nodes are related by hovering your cursor over links.
- You can easily access information about the items in the graph by following URLs in the details.
- There are several enhancements related to exploration and navigation.

Chapter 1

Introduction

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What Is Enterprise Case Management?

SAS Enterprise Case Management enables you to investigate incidents, attach documentation, and record exposure and losses for any type of financial crime that might pose a risk to your organization. You can use it to provide information for financial reporting, such as fraud losses, and as the primary resource for filing regulatory reports to government agencies. With the SAS Enterprise Case Management Web application, you can do the following:

- search, create, and view subjects, incidents, and cases
 - create and manage case-specific task lists with reminders
 - receive a notification when updates are made to specific cases, incidents, or subjects
 - view the audit trail of any object
 - manage regulatory reporting to government agencies (E-filing)
 - perform sophisticated case network analysis on a subject
-

Accessibility Features of SAS Enterprise Case Management 2.3

About the Accessibility Features

SAS Enterprise Case Management 2.3 includes accessibility and compatibility features that improve product usability for users with disabilities, with exceptions noted here.

These features are related to accessibility standards for electronic information technology that were adopted by the U.S. Government under Section 508 of the U.S. Rehabilitation Act of 1973, as amended, and recommended by the Worldwide Web Consortium (W3C) Web Accessibility Initiative (WAI).

Accessibility Features of the Supported Browser

The supported Web browser for SAS Enterprise Case Management is Microsoft Internet Explorer. For more information about the accessibility features of Internet Explorer, use the Index in the Internet Explorer Help to locate topics about accessibility.

Known Accessibility Issues

SAS Enterprise Case Management 2.3 contains the following additional known accessibility issues:

- Visual focus is maintained except in the following location:
 - Keyboard navigation is supported within the application except that it is possible to change highlight focus of the main tabs without actually navigating to the tabs.
- Spell check cannot be initiated through the keyboard.
- When returning to the standard view after using the full-page magnification option in your Internet browser, a blank space appears at the bottom of the screen. Refresh the browser to remove the blank space.
- High-contrast themes must be manually created.
- The software requires that style sheets are enabled.

Using SAS Enterprise Case Management 2.3 with JAWS

The expand and collapse arrows for panels are labeled incorrectly and are read as “Unlabeled zero button” by JAWS.

Documentation on the Web

Documentation for SAS Enterprise Case Management is available at <http://support.sas.com/documentation/solutions/ecm/>.

User ID: **sas**


Password: **ECMuser123**

Chapter 2

Working with Cases

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Creating New Cases

You can create new cases by selecting **New Case**  in SAS Enterprise Case Management. You can access the **New Case** function from the **Cases** tab or when you edit an incident.

To create a new case:

1. Select the **New Case** button. The New Case dialog box appears.

2. Select the necessary information for the case and click **OK** to create the case.

New Case

Case ID: 2010-10008

* Type: Financial Fraud

Category: Credit Card Fraud

Subcategory: (none selected)

OK Cancel

The case is then opened for editing. You can continue to add information about this case.

SAS Enterprise Case Management • Case 2010-10100

Log Off ECM Admin | Preferences | Help

Save Return to List

Information
Continue providing information about this case and click Save to create it.

Expand All Sections

Action Items

Activity	Completed Date	Completed By	Activity Status
No results found.			

* Case Information

* Case Details Incidents Subjects Associated Cases * SAR Financial Summary Case History

Case ID: 2010-10100 Category: Credit Card Fraud

Description:

Subcategory: (none selected)

Priority: (none selected)

Final disposition: (none selected)

Created by:

Date created:

Primary owner:

Locked by:

Source system: SAS Enterprise Case Management

Type: Financial Fraud

Task List

Task Name	Reminder Date	Goal Date	Task Owner	Completed
No results found.				


3. When you are finished, select **Save** to create and save the case. The new case is then displayed in the list of available cases on the Results panel on the **Cases** tab.
4. Select **Return to List** to close the dialog box without saving the case.

Note: If you did not save the case before selecting **Return to List**, the Save Changes dialog box appears. Select **Yes** to save the case. Select **No** to not save the case and return to the Cases page, or select **Cancel** to continue entering information about the case.

Searching Cases

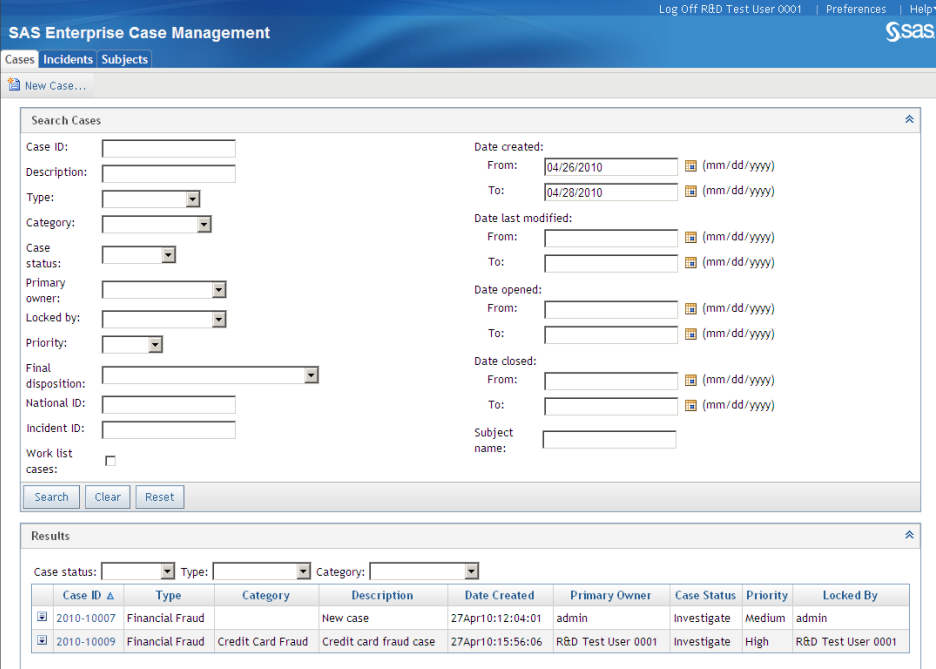
Search Cases

The Search Cases panel enables you to search for and quickly filter existing cases in SAS Enterprise Case Management. The **Search** function examines all available cases for those cases that meet the selected search criteria. The search results are then shown in the Results panel.


The **Cases** tab is opened by default when you log on to SAS Enterprise Case Management. The Search Cases panel is closed by default when you first log on to SAS Enterprise Case Management. You can access and open the Search Cases panel by selecting **Expand** .

After you have opened the Search Cases panel, you can then enter information about the case that you are searching for. To search for a case:

1. Enter information in the text fields and select available case information from the drop-down boxes. For example, you can select **Case Status**, which is the current status based on where the case is in the workflow, or you can select the case **Type**.
2. Click **Search**. Any available cases that meet the search criteria that you entered are displayed in the Results panel.




Case ID	Type	Category	Description	Date Created	Primary Owner	Case Status	Priority	Locked By
2010-10007	Financial Fraud		New case	27Apr10:12:04:01	admin	Investigate	Medium	admin
2010-10009	Financial Fraud	Credit Card Fraud	Credit card fraud case	27Apr10:15:56:06	R&D Test User 0001	Investigate	High	R&D Test User 0001

3. You can also clear the search fields by clicking **Reset**. The **Reset** function sets the search fields to the values that were last saved.
4. The **Clear** function clears all search fields.
5. After you have searched for the cases that you need, you can reduce the Search Cases panel by selecting **Collapse** .

Results

The Results panel displays a list of cases for investigation. By default, the Results panel shows the cases that are available to you. The **Search** function can modify the list of available cases that are displayed here. You can also filter the list of cases by selecting criteria from the available drop-down boxes on the Results panel. For example, you can select a variable from the **Case Status** (the current status based on where the case is in the workflow) or the case **Type** drop-down boxes. You can also sort on a column in the Results panel by selecting the heading label for a column.

If you have permission to edit cases, you can open a case by selecting it from the Results panel. You can then edit information about the case. In addition to selecting a case to open, you can perform tasks for a case by selecting **Actions** . This opens the Actions menu, which contains the following functions for a case.

View

enables you to view the selected case. The case is opened and you can view the Action Items and Case Information for the case.

Edit

enables you to edit the selected case. The case is opened and you can edit the Action Items and Case Information for the case.

Lock and Unlock

selecting **Lock** enables you to have exclusive editing access to the case. Your name then appears in the Locked By column in the Results panel. Selecting **Unlock** enables others to have editing access to the case.

Set Primary Owner

if available for selection, enables you to reassign the selected case to another user.

Subscribe and Unsubscribe

enables you to sign up to receive notifications when there are updates to the selected case, or to stop receiving notifications. To edit your notification preferences, click **Preferences** and make changes in the General panel under **Notifications**.

Comments

enables you add comments to the selected case.

Attachments

enables you to add attachments to the selected case.

Preview Case Report


displays the entire case, including related incidents and subjects, comments, and a list of attachments, in a printable format. For more information, see [“Case Reports” on page 14](#).

Generate Case Report

Generates a case report to view or print at a later time and sends you a message when the report is complete. Click **Preferences**. In the General panel, edit your notification preferences. To view or print the generated report, click **Generated Reports**. For more information, see [“Case Reports” on page 14](#).

Viewing Cases

Viewing Case Information

In SAS Enterprise Case Management, you can review cases in display-only mode by selecting **View** from the Actions  menu on the Results panel for cases. When you select **View**, the selected case opens in display-only mode. You cannot make changes to the case while you are viewing the case. The case and the current status for the case are displayed. On this page, you can view the related action items and case information for the case. The Action Items panel displays the activity status information for the case. The Case Information panel might display the following information for a case:

Case Details

displays the details for a case.

Incidents

displays the incidents related to the case.

Subjects

displays the subjects related to the case.

Associated Cases

displays a list of any other cases that are related to this case.

SAR

displays financial institution reporting information for the case.

Case History

displays the activity history for the case. The Type column includes the actions that were taken on the case. **Save** indicates that the case was saved after an action.

The Description column provides details about the action. **Version N** refers to the version number that is assigned after a save. When a case is created, it is Version 1.

Click **Version 1** to see the original fields entered for the case.

Case Version Comparison: Case 2010-10089	
Case Version Comparison	
Field	Version 1: 29Sep10:11:44:36
Suspicious activity	375.24
Description	Credit Card Fraud from Branch 12445
Process prevented	0.00
Date closed	
Priority	High
Category	Credit Card Fraud
Type	Financial Fraud
Date opened	
Reopened Date/Time	
SAR form	SARDI
Multiple Branches?	No
Locked by	
Subcategory	
Loss	0.00
Total recovered	0.00
Process recoveries	0.00
Restitution	0.00
Exposure	0.00
Final disposition	
Case ID	2010-10089
Rows 1 - 20 of 29	
Account	
Version 1:	
Account Id	Account Closed
336425-12	Yes

Click **Version N** to open the Case Version Comparison dialog box. All subsequent changes are compared to the previous version. For example, Version 4 is compared to Version 3. Blank fields indicate no changes. Click the arrows



in the top right corner of the dialog box to scroll to older or newer versions. Close the view by clicking the **X**.

Custom fields appear as standard fields in the version history, where the field has a one-to-one relationship between the current and previous version. However, custom tables display the full table view from version to version. Any changes from Version 3 to Version 4 show the Version 3 table above the Version 4 table.

E-Filing

This function enables you to preview a report for the case that you are editing. Select **Preview Report** to see a preliminary E-Filing report for the case.

Adding Comments and Attachments to a Case

Although you cannot make changes to the case while you are viewing it, you can add comments and attachments to the case.

Comments


You can add comments by selecting **Comments**. The Comments dialog box appears enabling you to add and view comments.

Attachments


You can add attachments by selecting **Attachments**. The Attachments dialog box appears, enabling you to add and view attachments.

Editing Cases

Editing the Case Activity Status

In SAS Enterprise Case Management, you can edit a case by selecting **Edit** from the Actions  menu on the Results panel for cases. When you select **Edit**, the selected case opens. You can then make any needed changes to the case. The case and the case status for the case are displayed. On this page, you can update the case status on the Action Items panel. The Action Items panel displays the activity status information for the case. To update the status for an activity, select a status option from the **Activity Status** drop-down box.

Editing Case Information

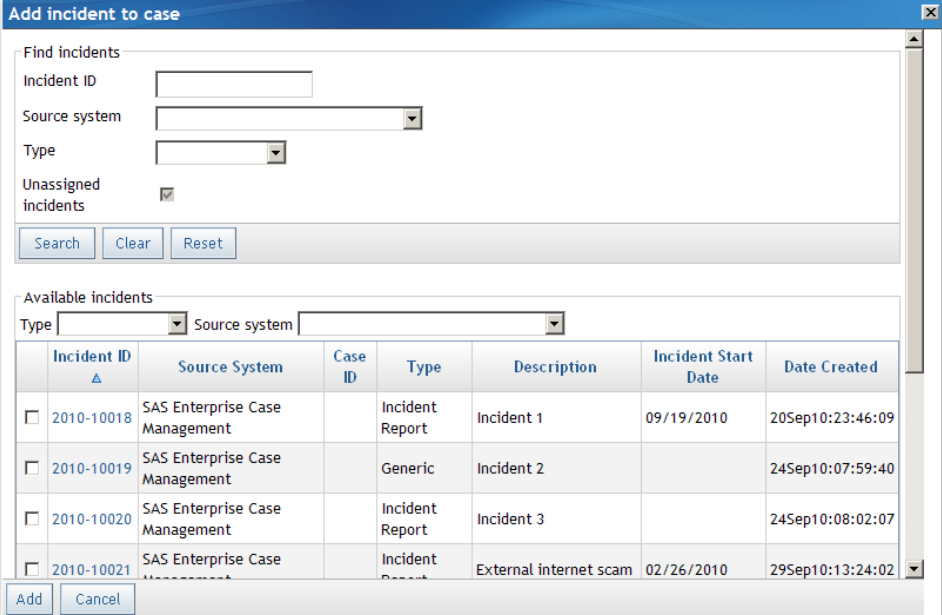
You can update information for a case on the Case Information panel. The Case Information panel contains various items that you can modify. Click  to find and correct spelling errors in a field. You can check spelling anywhere the spell check icon appears. The following information can be edited for a case:

Case Details

enables you to edit the details for a case.

Incidents

displays the incidents related to the case. You can also add an existing incident to the case by selecting **Add incident to case**. This opens the Add incident to case dialog box. Enter the search criteria, and then click **Search**. Select an incident from the Available incidents section, and then click **Add**. There are options to automatically link all the subjects or financial items from the incident that you have selected to the case. If you deselect the boxes, you can link subjects or financial items to the case individually.



Add incident to case

Find incidents

Incident ID

Source system

Type


Unassigned incidents

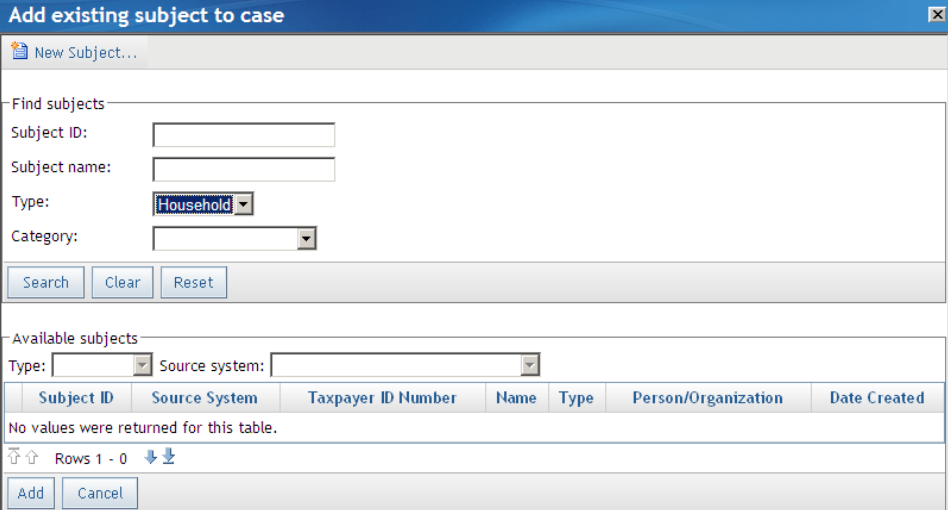
Available incidents

Type Source system

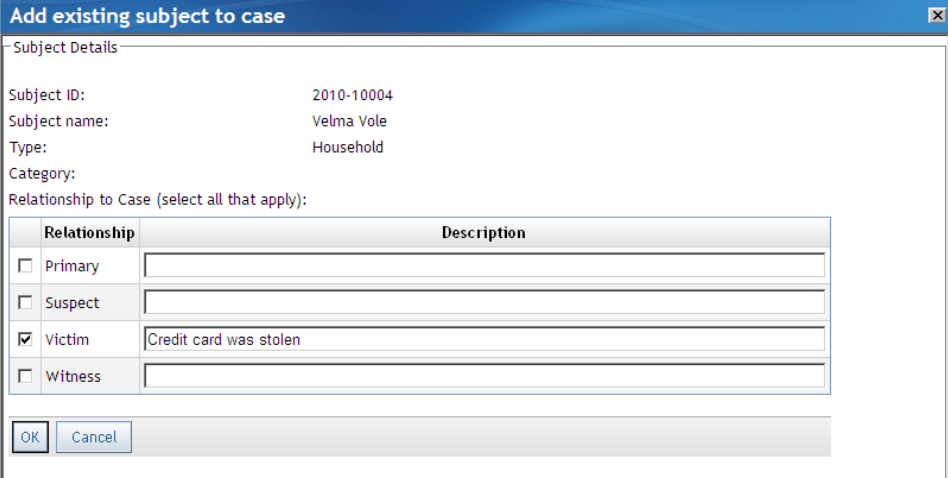
	Incident ID	Source System	Case ID	Type	Description	Incident Start Date	Date Created
<input type="checkbox"/>	2010-10018	SAS Enterprise Case Management		Incident Report	Incident 1	09/19/2010	20Sep10:23:46:09
<input type="checkbox"/>	2010-10019	SAS Enterprise Case Management		Generic	Incident 2		24Sep10:07:59:40
<input type="checkbox"/>	2010-10020	SAS Enterprise Case Management		Incident Report	Incident 3		24Sep10:08:02:07
<input type="checkbox"/>	2010-10021	SAS Enterprise Case Management		Incident Report	External internet scam	02/26/2010	29Sep10:13:24:02

Subjects


displays the subjects related to the case. You can also add an existing subject to the case by clicking **Add existing subject to case** . This opens the Add existing subject to case dialog box. Enter the search criteria, and then click **Search**. Select a subject from the Available subjects section, and then click **Add**.



Define the subject's relationship to the case.



Relationship	Description
<input type="checkbox"/> Primary	
<input type="checkbox"/> Suspect	
<input checked="" type="checkbox"/> Victim	Credit card was stolen
<input type="checkbox"/> Witness	

To add a new subject and information associated with it, click **Add new subject to case** . This opens the New Subject dialog box. The subject that you add is automatically associated with this case.

Associated Cases

displays a list of other cases that are linked to this case. You can also add an existing, related case by selecting **Add Associated Cases**. This opens the Add Associated Cases dialog box. Enter the search criteria, and then click **Search**. Select a case from

the Available cases section, and then click **Add**.

Add Associated Cases

Find cases

Case ID:

Case status:

Type:

Category:

Available cases

Case status: Type: Category:

	Case ID ▲	Type	Category	Description	Date Created	Primary Owner	Case Status	Priority	Locked By
<input checked="" type="checkbox"/>	2010-10007	Financial Fraud		New case	27Apr10:12:04:01	admin	Investigate	Medium	admin

SAR


enables you to enter financial institution reporting information for the case.

Case History

displays the activity history for the case.

Financial Summary

displays the list of financial items associated with this case and a summary of the financial amounts. When financial items are added, edited, or deleted from the Financial Items table, the summary information is automatically recomputed.

To add a financial item, click **Add Financial Item** . Identify the type of financial item, the amount, and any other required information. Indicate whether this financial item should be included in the financial summary.

Add Financial Item

[Collapse All Sections](#)

* Financial Item

Financial Item ID: 2010-10001

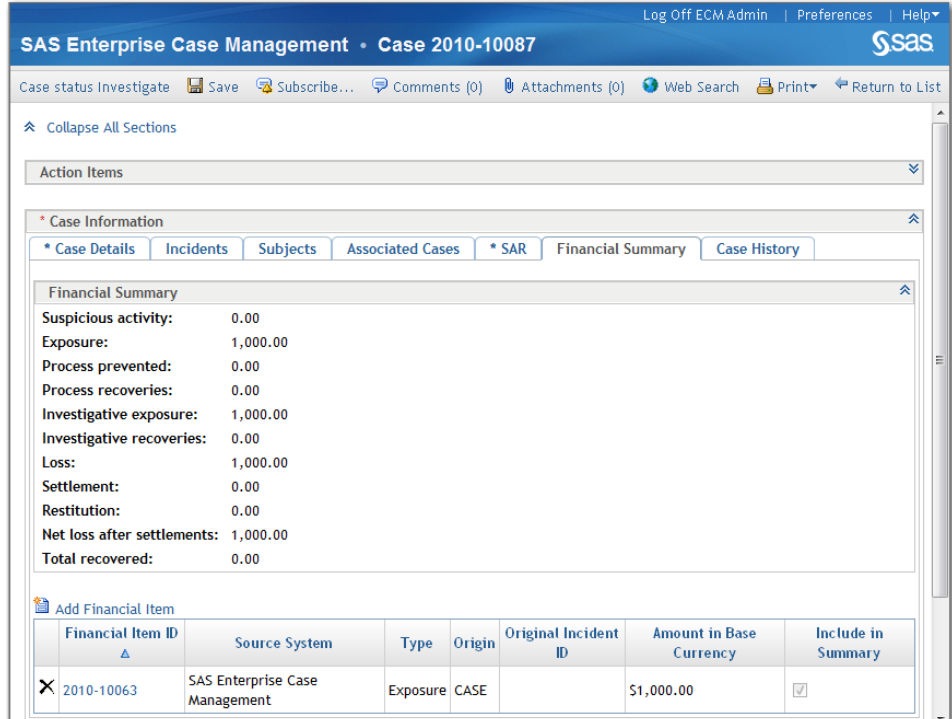
Source system: SAS Enterprise Case Management

Type: Exposure

* Amount in Base Currency:

* Include in Summary: Yes No

The item is now listed in the financial summary. Delete financial items by clicking

Delete 


SAS Enterprise Case Management - Case 2010-10087

Case status Investigate Save Subscribe... Comments (0) Attachments (0) Web Search Print Return to List

Collapse All Sections

Action Items


Case Information

Case Details Incidents Subjects Associated Cases * SAR Financial Summary Case History

Financial Summary


Suspicious activity:	0.00
Exposure:	1,000.00
Process prevented:	0.00
Process recoveries:	0.00
Investigative exposure:	1,000.00
Investigative recoveries:	0.00
Loss:	1,000.00
Settlement:	0.00
Restitution:	0.00
Net loss after settlements:	1,000.00
Total recovered:	0.00

Add Financial Item


	Financial Item ID	Source System	Type	Origin	Original Incident ID	Amount in Base Currency	Include in Summary
	2010-10063	SAS Enterprise Case Management	Exposure	CASE		\$1,000.00	<input checked="" type="checkbox"/>

Note: Financial items that are added or edited at the incident level after the incident is added to a case are not displayed or summarized at the case level. If an incident is removed from a case, the financial items that were added to the case from that incident will remain.

Adding a Task to the To-Do List

You can create a list of tasks for a case. To create a task, click **Add Task**  and fill in **Task Name**, **Due date**, and **Reminder date/time** (optional), where you can specify the date and time that you would like to receive a reminder notification. The person who is logged in is the task owner and receives a system-generated notification on the reminder

date.

Click **Delete**  to delete completed tasks.


Note: Each time you click on a URL in an e-mail alert notification, a new tab is opened in a browser window. Make sure that you close the tabs after you log off from SAS Enterprise Case Management.


To set your preferences for notifications, click **Preferences** at the top right corner of the application window. Options on the General panel enable you to set how you want notifications sent and how you want your e-mails formatted.

E-Filing

This function enables you to preview or submit a report for the case that you are editing. Select **Preview Report** to see a preliminary E-Filing report for the case. Select **Submit Report** to submit the E-Filing report.

Subscribing and Unsubscribing

You can sign up to receive notifications when there are updates to this case by clicking **Subscribe** . Notifications are sent after a case is saved. To edit your notification

preferences, click **Preferences** and make changes in the General panel under **Notifications**. Stop receiving notifications for this case by clicking **Unsubscribe** .

Adding Comments and Attachments to a Case

In addition to editing the case, you can add comments and attachments to the case.

Comments

You can add comments by selecting **Comments**. The Comments dialog box appears enabling you to add and view comments. For more information, see “[Adding, Editing, and Printing Comments](#)” on page 32.

Attachments

You can add attachments by selecting **Attachments**. The Attachments dialog box appears enabling you to add and view attachments. For more information, see “[Adding Attachments](#)” on page 31.

Searching the Web for Related Information

When you are editing a case, you can access your Web browser by selecting the **Web Search** function. This opens your Web browser, where you can search for information that is related to the case.




Saving the Edited Case

When you are finished editing the case, select **Save** to save the changes that you have made (excluding the items in the Actions Items panel). The case will be updated with the message **Case saved successfully**. To save the items in the Action Items panel, click **Save Case and Action Items**.

Select **Return to List** to go back to the list of available cases.

Case Reports

Preview Reports

You can preview a case report before you print it. In the Results panel, select **Preview Case Report**  from the Actions  menu next to a case. To preview a case report from an opened case, click **Print** ⇌ **Preview Case Report** .

A case report includes these items, in order:

1. General case information, including Action Items, Case Information (split out by tab), Task List, and E-Filing panels.
2. Case Financial Items.
3. Case Comments.
4. Case list of Attachments.
5. Each case incident, including Incident Details (split out by tab), Financial Items, Comments, and list of Attachments.




6. Each related subject, including subjects that are linked through an incident. Printed information includes Subject Details (split out by tab), Comments, and list of Attachments.

Print Reports


If you have already previewed a report, print it by clicking **File** ⇒ **Print** from inside the report. Use your browser's print features to complete the print process.

If you used **Generate Case Report** to print the report, see "[Generated Reports](#)" on page 15 for more information.

Generated Reports

Generated reports are case reports that you can view or print at a later time. You are sent a message when the report is complete. To generate a report, select **Generate Case Report**  from the Actions  menu next to a case. To generate a case report from an opened case, click **Print** ⇒ **Generate Case Report** .

To access the case reports, click **Generated Reports** from the **Cases** tab. You can perform the following actions:

- Sort the columns in the report table by clicking the column headings.
- View a report by selecting a Report Name.
- Print a generated report by clicking **File** ⇒ **Print** while viewing the report. Use your browser's print features to complete the print process.
- Delete a report by clicking the  next to the report.

To edit your notification preferences, click **Preferences**. In the General panel, change your notification preferences.

Chapter 3

Working with Incidents

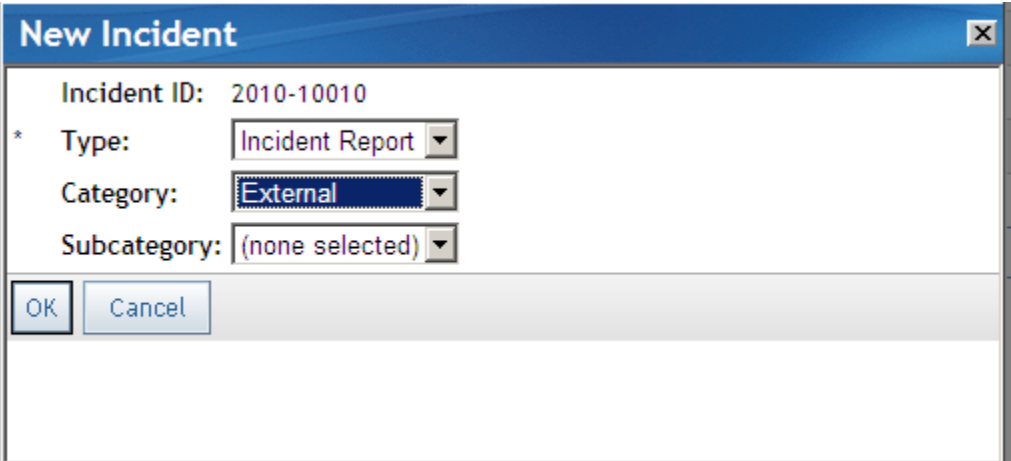
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Creating New Incidents

You can create new incidents by selecting **New Incident**  in SAS Enterprise Case Management. You can access the **New Incident** function from the **Incidents** tab.

To create a new incident:

1. Select the **New Incident** button. The New Incident dialog box appears.



2. Select the necessary information for the incident.

3. Select **OK** to create the incident. The incident is then opened for you to edit. You can continue to add information about this incident.

The screenshot shows the 'SAS Enterprise Case Management' interface for incident '2010-10036'. The form is titled 'Incident 2010-10036' and includes the following fields and values:

- Incident ID: 2010-10036
- Source system: SAS Enterprise Case Management
- Case ID: (empty)
- Description: Fraudulent Check
- Type: Incident Report
- Category: External
- Date created: (empty)
- Date last modified: (empty)
- Incident start date: 9/21/2010
- Incident end date: 9/30/2010
- Date submitted: 9/22/2010
- Completed by: Dwayne Matthews
- Job title: Teller
- Phone number: 212-555-1111
- Type of incident: Bad check posted at window
- Location of incident: teller window at branch 44555
- Video surveillance available: Yes (selected)
- Amount of suspicious activity (\$): 1522
- Actual loss (prior to recovery) (\$): 1522
- Potential loss amount (\$): 1522
- Amount of recovery (\$): 0
- Incident summary: Check looked suspicious so teller reported to head teller.




4. When you are finished, select **Save** to create and save the incident. The new incident is then displayed in the list of available incidents on the Results panel on the **Incidents** tab.
5. Select **Return to List** to close the dialog box without saving the incident.

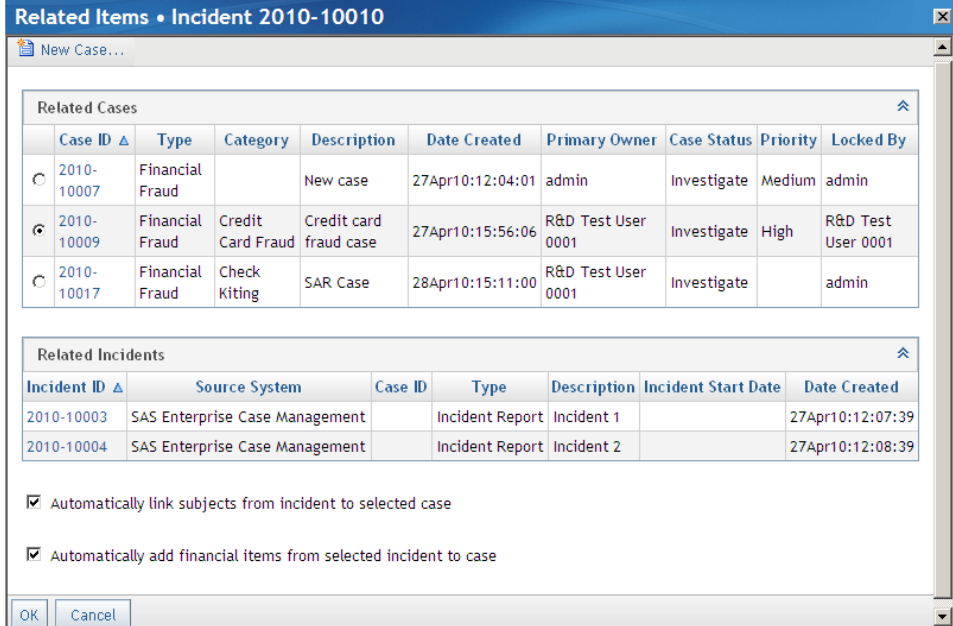
Note: If you did not save the incident before selecting **Return to List**, the Save Changes dialog box appears. Select **Yes** to save the incident. Select **No** to not save the incident and return to the Incidents page, or select **Cancel** to continue entering information about the incident.

Finding Items Related to Unassigned Incidents

You can find cases and other incidents that are related to unassigned incidents. The cases and incidents might be related to the unassigned incident by a subject's national ID number or other criteria that were established at your site. You can then link the unassigned incident to an existing case. If there are no related cases that you want to link

to, you can open a new case and link related incidents to it. To link an unassigned incident to an existing case from the **Incidents** tab:

1. Select **Related Items**  from the Actions  menu on the Results panel. You can also select **Related Items**  while viewing an individual incident. The Related Items dialog box appears.
2. View related cases by clicking **Case IDs**. Sort information for related cases by clicking on the respective column names.
3. Link the unassigned incident to a case by selecting a case and clicking **OK**.



Related Items • Incident 2010-10010

New Case...

Related Cases									
Case ID	Type	Category	Description	Date Created	Primary Owner	Case Status	Priority	Locked By	
2010-10007	Financial Fraud		New case	27Apr10:12:04:01	admin	Investigate	Medium	admin	
2010-10009	Financial Fraud	Credit Card Fraud	Credit card fraud case	27Apr10:15:56:06	R&D Test User 0001	Investigate	High	R&D Test User 0001	
2010-10017	Financial Fraud	Check Kiting	SAR Case	28Apr10:15:11:00	R&D Test User 0001	Investigate		admin	

Related Incidents						
Incident ID	Source System	Case ID	Type	Description	Incident Start Date	Date Created
2010-10003	SAS Enterprise Case Management		Incident Report	Incident 1		27Apr10:12:07:39
2010-10004	SAS Enterprise Case Management		Incident Report	Incident 2		27Apr10:12:08:39


Automatically link subjects from incident to selected case

Automatically add financial items from selected incident to case

OK Cancel


Note: The options **Automatically link subjects from incident to selected case** and **Automatically add financial items from selected incident to case** are selected by default. Clear the boxes if you want to link the subjects and financial items from the unassigned incident individually.

To view related incidents, open a new case in the Related Items dialog box and link related incidents to it:

1. View related incidents by clicking **Incident IDs**. Sort information for related incidents in the dialog box by clicking on the respective column names. Record the incident IDs of the related incidents that you want to link to a new case.
2. Click **New Case**  in the Related Items dialog box and create a case. Save the case.
3. Return to the list of unassigned incidents on the Results panel. Select an incident that you recorded earlier in the Related Items dialog box.
4. Follow the previous instructions for linking an unassigned incident to a case. The case that you entered earlier now appears as a selection in the Related Items dialog box.
5. Repeat the process until you have linked all of the unassigned incidents that you recorded earlier in the Related Items dialog box.

Editing Incidents

Editing Incident Information


Click  to find and correct spelling errors in a field. You can check spelling anywhere the spell check icon appears.


The following information can be edited for an incident:

Incident Details


enables you to edit the details for an incident.

Subjects

displays the subjects related to the incident. You can also add an existing subject to the incident by selecting **Add existing subject to incident** . This opens the Add subject to incident dialog box.


To add a new subject and information associated with it, click Add new subject to incident . This opens the New Subject dialog box. The subject that you add is automatically associated with this incident.

Account Information

enables you to enter account details and transaction information for the incident. On the Account Details panel, enter account information. The Transactions panel displays all existing transactions for the incident. Select **Add Transaction** to open the Add Transaction dialog box and create a new transaction. On the Transactions panel, the Actions  menu enables you to view, edit, or delete a transaction.

Financial Summary

displays the list of financial items associated with this incident and a summary of the financial amounts. When financial items are added, edited, or deleted from the Financial Items table, the summary information is automatically recomputed.

To add a financial item to an incident, Click **Add Financial Item** . Identify the type of financial item, the amount, and any other required information. Indicate whether this financial item should be included in the financial summary. When you assign the incident to a case, you have the option to copy its financial items to that

case.

SAS Enterprise Case Management • Incident 2010-10022

Log Off ECM Admin | Preferences | Help

Save + Related Items... New Case... Subscribe... Comments (0) Attachments (0) Web Search Return to List

Expand All Sections

* Incident Details Subjects Account Information Financial Summary Incident History

Financial Summary

Suspicious activity:	0.00
Exposure:	1,522.00
Process prevented:	0.00
Process recoveries:	0.00
Investigative exposure:	1,522.00
Investigative recoveries:	0.00
Loss:	1,522.00
Settlement:	0.00
Restitution:	0.00
Net loss after settlements:	1,522.00
Total recovered:	0.00

Add Financial Item

Financial Item ID	Source System	Type	Amount in Base Currency	Include in Summary
X 2010-10051	SAS Enterprise Case Management	Exposure	\$1,522.00	<input checked="" type="checkbox"/>

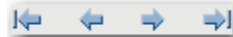
Delete financial items by clicking **Delete** .

Incident History

displays the activity history for the incident. The Type column includes the actions that were taken on the incident. **Save** indicates that the incident was saved after an action.

The Description column provides details about the action. **Version N** refers to the version number that is assigned after a save. When an incident is created, it is Version 1. Click **Version 1** to see the original fields entered for the incident.


Click **Version N** to open the Incident Version Comparison dialog box. All subsequent changes are compared to the previous version. For example, Version 4 is compared to Version 3. Blank fields indicate no changes. Click the arrows



in the top right corner of the dialog box to scroll to older or newer versions. Close the view by clicking the **X**.

Custom fields appear as standard fields in the version history, where the field has a one-to-one relationship between the current and previous version. However, custom tables display the full table view from version to version. Any changes from Version 3 to Version 4 show the Version 3 table above the Version 4 table.




Finding Items Related to Unrelated Unassigned Incidents

You can find cases and other incidents that are related to unassigned incidents by clicking **Related Items** . For more information, see “Finding Items Related to Unassigned Incidents” on page 18.

Creating a New Case

Create a new case by clicking **New Case**. For more information, see “Creating New Cases” on page 3.

Subscribing and Unsubscribing

You can sign up to receive notifications when there are updates to this incident by clicking **Subscribe**  while viewing a case or from the Actions  menu on the Results panel. Notifications are sent after an incident is saved. To edit your notification preferences, click **Preferences** and make changes in the General panel under **Notifications**. Stop receiving notifications for this incident by clicking **Unsubscribe** .

Adding Comments and Attachments to an Incident

In addition to editing the incident, you can add comments and attachments to the incident.

Comments

You can add comments by clicking **Comments**. The Comments dialog box appears enabling you to add and view comments. For more information, see [“Adding, Editing, and Printing Comments” on page 32](#).

Attachments

You can add attachments by clicking **Attachments**. The Attachments dialog box appears enabling you to add and view attachments. For more information, see [“Adding Attachments” on page 31](#).

Searching for Web Related Information

When you are editing an incident, you can access your Web browser by clicking the **Web Search** function. This opens your Web browser, where you can search for information that is related to the incident.

Saving the Edited Incident

When you are finished editing the incident, click **Save** to save the changes that you have made. The incident is updated with the message **Incident saved successfully**. Click **Return to List** before you save to close the dialog box without saving the incident.


Chapter 4

Working with Subjects

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Linking Identical Subjects	24
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Printing and Exiting	29

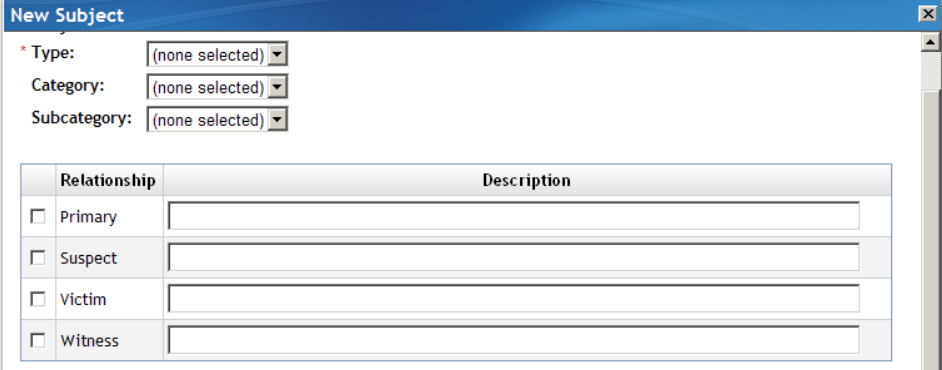
New Subjects

Creating New Subjects

You can create new subjects by selecting **New Subject**  in SAS Enterprise Case Management. You can access the **New Subject** function from the **Subjects** tab.

To create a new subject:

1. Click the **New Subject** button. The New Subject dialog box appears.



Relationship	Description
<input type="checkbox"/> Primary	<input type="text"/>
<input type="checkbox"/> Suspect	<input type="text"/>
<input type="checkbox"/> Victim	<input type="text"/>
<input type="checkbox"/> Witness	<input type="text"/>

2. Select the necessary information for the subject.

3. Select **OK** to create the subject. The subject is then opened for you to edit. You can continue to add information about this subject.

SAS Enterprise Case Management • Subject 2010-10177

Log Off ECM Admin | Preferences | Help

Save Return to List

Information
Continue providing information about this subject and click Save to create it. Close

Expand All Sections

* Subject Details Incidents Cases Identical Subjects Subject History

* Person Details

Subject ID: 2010-10177

Source system: SAS Enterprise Case Management

* Person/organization: Person Organization

Subject name: Landscaping Inc.

Birth date: 1/7/2000 (mm/dd/yyyy)

Occupation/type of business: Lawn care

Names

Add Row...

	Alias
<input type="text"/>	Emily Grove

Search Google

Primary Address

Address line 1: 222 Main St.

Address line 2:

City: Raleigh

Country: United States

State/province: North Carolina


Postal code: 27609

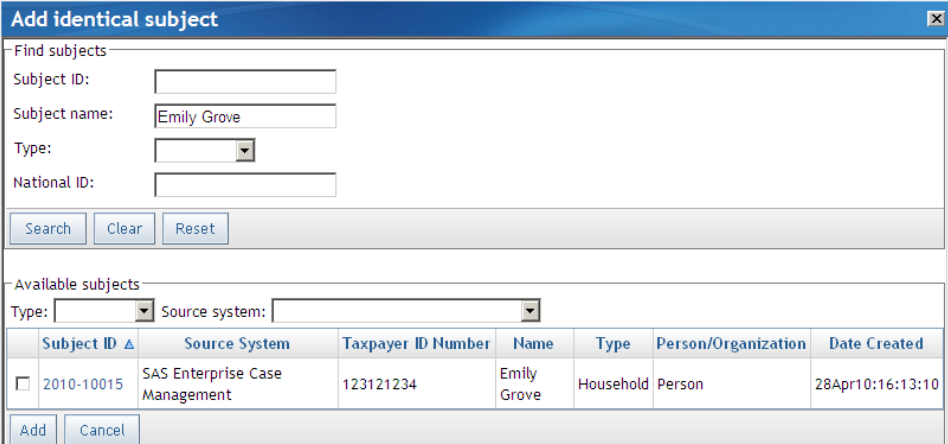
4. When you are finished, select **Save** to create and save the subject.
5. Select **Return to List** to close the dialog box without saving the subject.

Note: If you did not save the subject before selecting **Return to List**, the Save Changes dialog box appears. Select **Yes** to save the subject. Select **No** to not save the subject and return to the Subjects page, or select **Cancel** to continue entering information about the subject.

Linking Identical Subjects

When you enter a subject, you can link other subjects to it, indicating that they identify the same person. For example, if you are entering subject Mary Jane Moyers, and you know she is already in the system as M. J. Moyers, you can enter M. J. Moyers as an identical subject.

1. In the Subject window, select the **Identical Subjects** tab. Click **Add identical subject** . The Add identical subject dialog box appears.




Subject ID	Source System	Taxpayer ID Number	Name	Type	Person/Organization	Date Created
<input type="checkbox"/> 2010-10015	SAS Enterprise Case Management	123121234	Emily Grove	Household	Person	28Apr10:16:13:10

2. Search for subjects in the top portion of the dialog box. The results appear at the bottom of the dialog box.
3. Select the desired subjects and click **Add** to add them as identical subjects. You are returned to the Subject window.
4. Save your changes. The identical subjects are added to this subject's history files.

Editing Subjects

Editing Subject Information

Click  to find and correct spelling errors in a field. You can check spelling anywhere the spell check icon appears.

The following information can be edited for a subject:

Subject Details

enables you to edit the details for a subject.

Incidents

displays the incidents related to the subject.

Cases

displays the cases related to the subject.

Identical Subjects

enables you to link other subjects to this one, indicating that they identify the same person. For example, if you are entering subject Mary Jane Moyers, and you know she is already in the system as M. J. Moyers, you can enter M. J. Moyers as an identical subject. For more information, see [“Linking Identical Subjects” on page 24](#).

Subject History

displays the activity history for the subject. The Type column includes the actions that were taken on the subject. **Save** indicates that the subject was saved after an action.

The Description column provides details about the action. **Version N** refers to the version number that is assigned after a save. When a subject is created, it is Version 1. Click **Version 1** to see the original fields entered for the subject.



Click **Version N** to open the Subject Version Comparison dialog box. All subsequent changes are compared to the previous version. For example, Version 4 is compared to Version 3. Blank fields indicate no changes. Click the arrows




in the top right corner of the dialog box to scroll to older or newer versions. Close the view by clicking the **X**.

Custom fields appear as standard field in the version history, where the field has a one-to-one relationship between the current and previous version. However, custom tables display the full table view from version to version. Any changes from Version 3 to Version 4 show the Version 3 table above the Version 4 table.

Subscribing and Unsubscribing

You can sign up to receive notifications when there are updates to this subject by clicking **Subscribe**  while viewing a case or from the Actions  menu on the Results panel. Notifications are sent after a subject is saved. To edit your notification preferences, click **Preferences** and make changes in the General panel under

Notifications. Stop receiving notifications for this subject by clicking **Unsubscribe** .

Adding Comments and Attachments to a Subject

In addition to editing the subject, you can add comments and attachments to the subject.


Comments

You can add comments by clicking **Comments**. The Comments dialog box appears enabling you to add and view comments. For more information, see [“Adding, Editing, and Printing Comments” on page 32](#)

Attachments

You can add attachments by clicking **Attachments**. The Attachments dialog box appears enabling you to add and view attachments. For more information, see [“Adding Attachments” on page 31](#).

Performing Case Network Analysis

You can investigate a subject by viewing a network of cases, subjects, and incidents that are related to that subject by clicking **Case Network Analysis** . For more information, see [“Case Network Analysis” on page 27](#).

Searching for Web Related Information



When you are editing a subject, you can access your Web browser by clicking the **Web Search** function. This opens your Web browser, where you can search for information that is related to the subject.

Saving the Edited Subject

When you are finished editing the subject, click **Save** to save the changes that you have made. The subject is updated with the message **Subject saved successfully**. Click **Return to List** to go back to the list of available subjects.


Case Network Analysis


Accessing Case Network Analysis

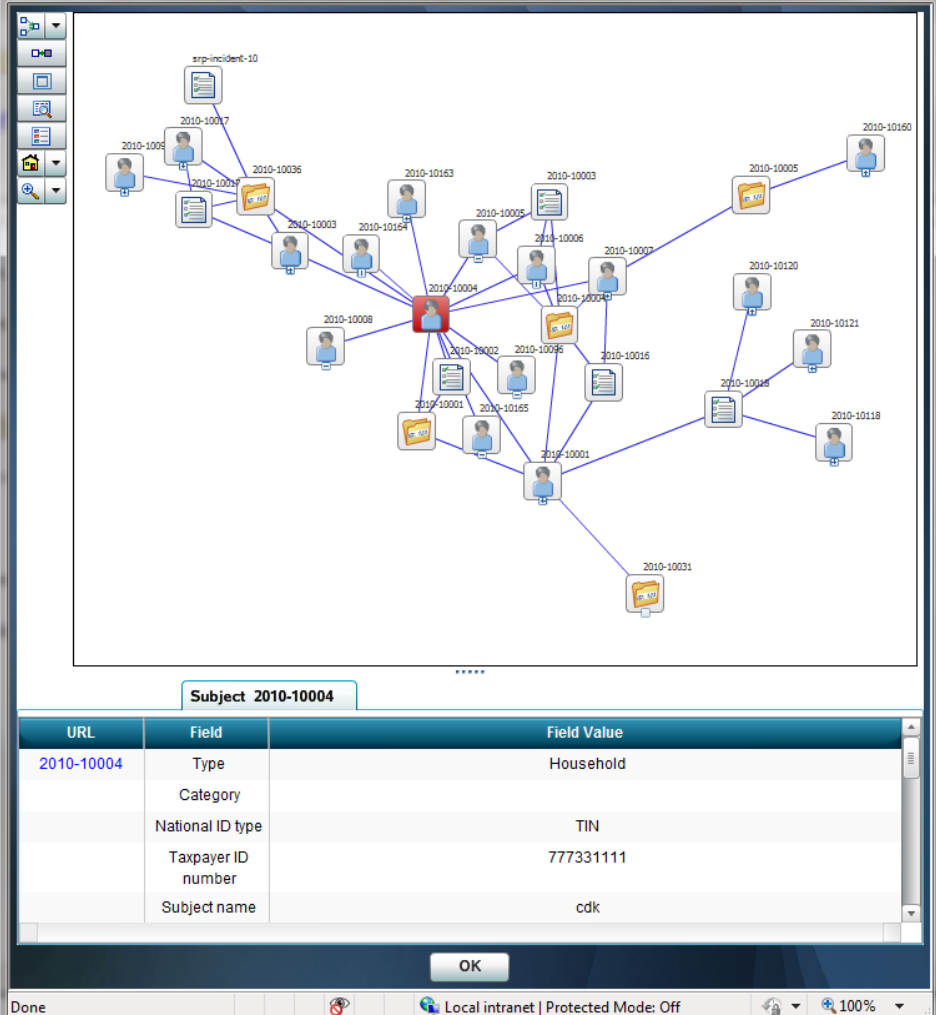
You can investigate a subject by viewing a network of cases, subjects, and incidents that are related to that subject. The subjects can be associated by national ID number or other criteria that were established at your site. To perform case network analysis, select **Case Network Analysis**  from the Actions  menu on the Results pane of the **Subjects** tab and the Subject Details page. The Enterprise Case Management – Case Network Analysis window appears and the network loads. The subject that you are analyzing is the Graph Origin and appears in red. The network first draws connectors from the root node to related cases, incidents, or subjects. To widen the network, connections are then made from that related subject, case, or incident to all of the subjects, cases, or incidents associated with it. If the subject has no related cases, incidents, or subjects, the window remains empty.

Navigating within the Network

Use the following techniques to navigate within the Case Network Analysis display:

- To expand a node or group of nodes, click the plus sign under the node . That node becomes the new reference point for relationships and can retrieve other items from the system. You can expand only subject nodes.
- To zoom in and out on the network itself, move the mouse wheel forward and backward.
- To move the entire network within the display, left-click in the white space around a network and then drag the network to a new location.
- To rotate the entire network within the display, hold down the CTRL key, left-click in the white space around a network, and move the cursor in a circular direction.
- To rearrange nodes, select a node (single or grouped) and drag the node to a new location. Links are automatically rearranged when nodes are moved. You can drag nodes to see relationships more clearly.
- Double-click in the white space around the network to hide any tabs that appear on the bottom of the Case Network Analysis display. This also maximizes the display area. Double-click again to make the tabs appear. Click on the X on a tab to close it.
- Move a tab by selecting, dragging, and dropping it into a new position within the grouping of existing tabs.
- Adjust the area at the bottom of the display that is devoted to tabs by clicking the separator bar and dragging it up or down.
- To see a description of a node, hover your cursor over a node. To see how nodes are related, hover your cursor over a link.


- To view node details, click the chevron button that appears when your cursor hovers over a node , and then select **Show Details**, or double-click the node. A detail tab is displayed. You can sort any column in the tab alphabetically by clicking the column name. Collapse the detail tab by clicking the X in the tab title.



Subject 2010-10004

URL	Field	Field Value
2010-10004	Type	Household
	Category	
	National ID type	TIN
	Taxpayer ID number	777331111
	Subject name	cdk

Done Local intranet | Protected Mode: Off 100%


- Click a URL in a detail tab to view additional information in a new SAS Enterprise Case Management window. You might have multiple windows open at the same time. Note that if you have permission to view a subject, you will be able to view all associated information.
- To hide a node and its connector, place your cursor on a node to select the chevron button , and then select **Hide**. To delete a node and its connector, select **Delete**.

Note: A node cannot be hidden if the action leaves a node unlinked from other nodes in the network. In these instances, the **Hide** option does not perform any action.


Using the Toolbar

The toolbar buttons enable you change the views of the network.

Group Nodes

enables you to organize nodes by grouping them together. Click **Group**. Hold down the SHIFT key and click the left mouse button to define a rectangle around the nodes that you want to group, and then release the mouse button. The selected nodes and their links are highlighted in black. Click **Group** again to collapse the nodes into a single icon. To expand, click .

Draw Link

enables you to establish a link between nodes. Hold down the CTRL key and select two nodes, and then click . A line appears that connects the nodes.

Maximize Region

maximizes the network viewing pane by hiding the node detail sections of the display. Select the button again to restore the node detail sections to the display.

Node ID

toggles to make node IDs appear and disappear.


Legend

toggles to make the toolbar legend appear and disappear.

Center Network

centers the network in the display area. Click the arrow  to see options for moving or rotating the network.

Zoom

enables you to get a closer look at portions of the network. Click the arrow  to see other zoom options.

Printing and Exiting


To print, right-click anywhere in the network and then select **Print**. You might need to move the network to the upper left corner and resize it for best results. To exit the network, close the window by clicking **OK**

Chapter 5

Attachments and Comments


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Adding Attachments


When you are working in SAS Enterprise Case Management, it might be necessary to add supporting documents to a case, incident, or subject. You can add file attachments with the **Attachments** function, which you can access when you are editing a case, incident, or subject. You can also access the **Attachments** function from the Actions  menu on the Results panel for a case, incident or subject. Follow these steps to add an attachment:

1. Select **Attachments**. The Attachments dialog box appears.
2. On the Add Attachments panel, enter the location and name of the file that you are attaching. You can also select the **Browse** button to locate the file.
3. If needed, enter a text description of the file that you are attaching in the **Description** box.
4. Select the **Commit Attachments** button. This saves the attachment to the selected item. The following message then appears:

```
File "xxx" was successfully uploaded
```

The attachment is then listed in the Attachments panel.
5. The Attachments panel lists all attachments that are added to the item. If you select an attachment from the panel, the attachment opens in a new dialog box. If needed, you can delete an attachment by selecting the **Delete Attachment** button  that is listed by the attachment.
6. When you are finished adding or deleting attachments, select **Close** to exit the Attachments dialog box.








Adding, Editing, and Printing Comments



When you are working in SAS Enterprise Case Management, it might be necessary to add supporting comments to a case, incident, or subject. You can add, view, edit, or print comments with the **Comments** function, which you can access when you are editing a case, incident, or subject. You can also access the **Comments** function from the Actions  menu on the Results panel for a case, incident, or subject.

To add a comment:

1. Select **Comments**. The Comments dialog box appears.
2. In the **Subject** box, enter a description of the comment that you are adding.
3. Enter your comment text in the **Comment** box.
4. Click **Add Comment**. This saves the comment to the selected item. The comment is then listed in the Comments dialog box.

To view, edit, and print comments:

1. The Comments dialog box lists all comments that are added to the item. You can view a comment by selecting **View Comment**  from the Actions  menu. If you select **View Comment** , the comment opens in the Comments dialog box. After viewing the comment, click **Return to Comments** to close the view and return to the Comments dialog box.
2. To edit your comment text or subject, select **Edit**  from the Actions  menu. Click **Save**  to save your edits.
3. To print all comments for a case, incident, or subject, click **Print all Comments** . Another window appears with the comments. From the **File** menu, select **Print**. Use your browser's print features to complete the print process.

If needed, you can delete a comment by selecting **Delete Comment**  from the Actions  menu by the comment.

When you are finished, exit the Comments dialog box.

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Your Turn

We welcome your feedback.

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