











New Constituent Services Management Application

Old Access '97 application

Detail

Request Information | **Legislator** | **LRC Staff** | **LRC Information**

Req #: Unbound          

Request No.: 07 1498 Request Date: Jul 09, 2006 SS 23 Legislator: Loller

Constituent: John Q Public Title: Mr SSN: 000-00-0000

Address Line 1: 123 Sesame Street E-Mail Address: me@notmail.com Home Phone: 555-555-5555

Address Line 2: Case #: 2345 Work Phone: 555-555-5555

City, St., Zip: Hazzard KY 12345 6789 County: Hazzard Pager No:



Staff Assigned: Wanda Turley Subject: Social Security problem Cell Phone:

Status: Complete Date Completed: Jun 22, 2007 Legislator Notified: Jun 22, 2007 Fax No:

Action: Passed the buck to another politician.
9/23/06
Buck was passed back 9/30/06

House 76
Rep
52

Document Options

- Constituent Letter 
- Legislator Letter
- Legislator Memo
- Miscellaneous Letter 

Problems with old system

- Poor initial design.
- Obsolete (Requires Access '97 to run)
- Unstable, and becoming more so.
- Non-intuitive.
- Virtually no validity checking (example: date field is text)
- Primary keys visible, adds to confusion
- No distinction of actions (example, no “save” button)
- Limited search criteria.
- Constituent data all in one huge table.
- Constituent data divided by years. (Current, Previous, History)
- Updates to existing app are exceptionally difficult.
- Same application exists in at least five isolated clusters.
- Impossible to share data between application clusters.

New Application

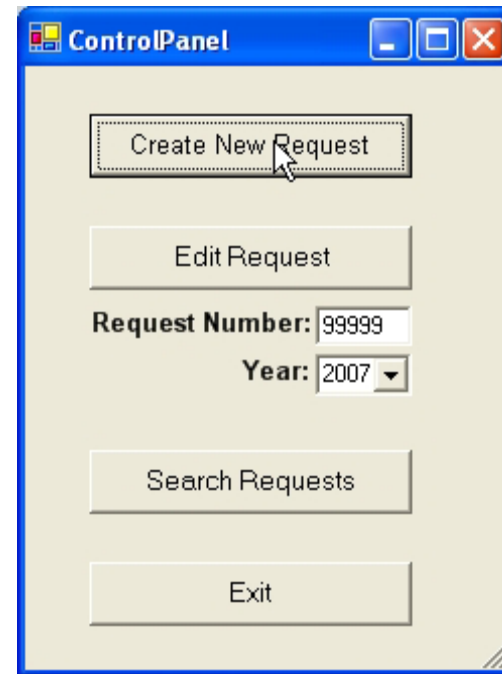
How will these problems be addressed?

- Build in .net, comment thoroughly.
- Use SQL database, import old data.
- Make interface intuitive, unintimidating.
- Maintain privacy of separate political groups, but allow data sharing.
- Separate tasks according to how they are used.
- Use validity checking and data specific interfaces to maintain data integrity
- Merge previous and history tables into current structure for seamless searches across any date range.
- Eliminate vague nature of actions (save button).
- Do not expose primary keys.

Control Panel

Goals:

- Separate tasks
- Simplify interface
- Get rid of clutter
- Make more intuitive
- Seamlessly search all years
- Eliminate visible primary keys
- Allow sharing of data between entities



Create new request

Massively simplified interface, but all the same data is being entered.
Save button, Automatic field population, one distinct task.

Constituent Request Data Sheet

Create Request Request Date: Thursday, August 02, 2007

Name: Mr. John P. Doe
Legislator: Richards, Jody
Party: Dem. Chamber: House District: 20

SSN: 000-00-0000
Phone: 859 - 555 - 5555
Ext:
Phone Type: Home
Phone List:
Home: 859-555-5555
Work: 502-555-5555 ext. 5555
Cell: 859-111-1111

Address: 123 Sesame Street
Apartment ABC
City, State: Bowling Green, KY
Zip: 00000 - 0000
County: Warren
Request Subject: Mental Health
Add to list
Email: MyAdd@notmail.com

Initial contact person: Joyce Turley
Staff assigned:
Notes: Multiple subjects: Mental Health, medicare, social security, free speech, veterans benefits, right to bear arms, and manifest destiny

Cancel Request Save Request

Create New Request

Simplified interface for known data types and build in validation

Constituent Request Data Sheet

Create Request Request Date: Wednesday, August 01, 2007

Name: Mr. John P Doe

SSN: 000-00-0000

Address: 123 Sesame Street
Apartment ABC

City, State: Bowling Green, KY

Zip: 00000 - 0000

County: Warren

Request Subject: Mental Health

Phone: [Redacted]

Phone: [Redacted]

Party: Dem. Chamber: House District: 20

Email: MyAdd@notmail.com

Initial contact person: Joyce Turley

Staff assigned: [Redacted]

Notes: Multiple subjects: Mental Health, medicare, social security, free speech, veterans benefits, right to bear arms, and manifest destiny

Today: 8/2/2007

Buttons: Add to list, Cancel Request, Save Request

Edit: Tasks isolated, common edits on top.

EditRequest [Window Title Bar]

Manage Request

Mr. John P Doe

SSN: 000-00-0000 Req Date: 8/2/2007 Req Subject: Mental Health

**123 Sesame Street
Apartment ABC
Bowling Green, KY 00000
Warren County**

**Phones: Home: 859-555-5555
Work: 502-555-5555 ext. 55555
Cell: 859-111-1111**

Email: MyAdd@notmail.com

Legislator: Jody Richards, House Dem. District 20

Initial Contact: Joyce Turley Staff Assigned: Joyce Turley

**Notes: Multiple subjects including; Mental Health,
medicare, social security, free speech, veterans
benefits, right to bear arms, and manifest destiny**

Create Document

- Constituent Letter
- Legislator Letter
- Legislator Memo
- Misc. Letter

Retrieve Existing Document:

Constituent Letter 1 - Status: Sent

Existing Actions:

The first thing I did upon getting a call from Mr. Doe about his multiple problems was to...

Following up with Mr. Doe for the fourth time I have finally found a solution that satisfies all parties. Instead of

Search:

 Covers entire date range, wide number of criteria.

SearchRequests

Search Requests: Check the criteria you wish to search by and enter search terms. Use * to indicate incomplete or partial search terms. Example: Using Smi* in Last Name will return Smith, Smithwick and Smiley

Requests to search

- Active Requests
- Completed Requests
- Current Year Only
- Previous Years Only
- All Requests

Search By Date

Exact Date Date Range

Beginning date or exact date: Thursday , August 02, 2007

Ending date: Saturday , January 01, 2000

Email: []

Notes:¹ []

Actions:¹ []

Title: Mr. []

First Name: J* []

Middle Name: []

Last Name: Doe []

SSN: []

Phone: [] - [] - [] All []

Address: []

City: []

State: KY []

Zip: [] - [] []

Legislator: All []

Party: All []

Chamber: All []

District: 20 []

Request Subject: All []

Initial Contact: All []

Staff Assigned: All []

¹ Notes and actions are considered incomplete search terms by default. You only need to use the * if you are matching the middle of the search term. Example: s*th will return actions containing SmiTH, SmyTHE and SociopaTH

Save current search criteria as default

Search

Exit