











# 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](mailto: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

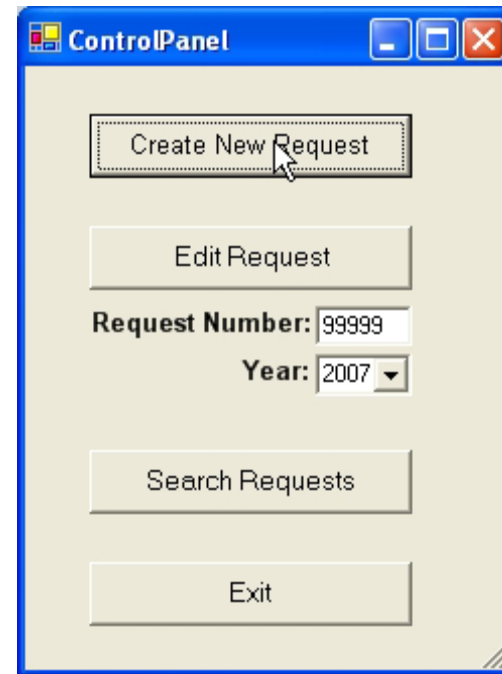
How will these problems be addressed?

- 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

Address: 123 Sesame Street  
Apartment ABC  
City, State: Bowling Green, KY  
Zip: 00000 - 0000  
County: Warren  
Request Subject: Mental Health

Phone List:  
Home: 859-555-5555  
Work: 502-555-5555 ext. 5555  
Cell: 859-111-1111

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

Party: Dem. Chamber: House District: 20

Phone: [Redacted]

Phone: [Redacted]

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

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

# Edit: Tasks isolated, common edits on top.

**EditRequest**

**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:<sup>1</sup>  \_\_\_\_\_

Actions:<sup>1</sup>  \_\_\_\_\_

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

<sup>1</sup> 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