

ELECTRONIC CASE MANAGEMENT SYSTEM – INTERIM FUNCTIONAL GUIDANCE DOCUMENT FOR PROVIDERS

February 2007

The Legal Services Commission has produced this interim functional guidance document at the request of Legal Aid providers who are looking to cost and/or purchase an Electronic Case Management System (ECMS) in the immediate future.

We expect to be in a position to publish further information on the LSC's specific requirements of what an ECMS should be able to provide as part of the move to full electronic working, in Autumn 2007.

Because the list below may not be exhaustive, if you are a provider intending to purchase an ECMS prior to the LSC being in a position to publish finalised requirements, you are strongly recommended to discuss with your software vendor the upgradeability of an ECMS to meet any potential additions or changes.

What a Case Management System should provide:

- Area for storing basic contact information about clients and other parties
- A calendar system to store key dates
- Case information storage – an area to link contacts to cases and to record more detailed information about cases
- Attendance/Case notes storage – a system for storing notes on the case
- Document Library – templates for letters and documents that are automatically populated by the system with certain case information
- Reporting – some form of reporting system (can be template based or ad hoc)
- Time Recording – the ability to record time spent on letters/documents and court, police station etc times
- Billing – either within the CMS or via a link to an accounts package
- Workflow – some method of moving the case between important milestones and prompting the user for key information, e.g. key dates
- Ability to link with external programs, i.e. any supporting tools the LSC may provide (Bulk load, Payments, Pricing, Contract, Web links etc)
- Flexibility to change any standard case types
- Account/User information – Based on roles and responsibility for access to case management functions and 3rd party systems.
- Bulk load functionality – Ability to enter cases into a CSV or XML file and upload to other systems (interface to other systems)
- Payments – Record payments, adjustments against all types of cases for contracted and non-contracted work.

- Pricing/Fees – Fixed fees and hourly rates for all activities, all types of cases within contracted or non contracted work
- Online client – Must be able provide client facing functionality (Registration, Assessment, Pricing, Basic case summary, case progress report)
- Contracts – Contract information, schedules, specifications and management of contracts (internally and externally)