

## ASSET Technical Bulletin – Part 2

July 20, 2021

### ASSET Changes Implemented

The following changes are to be implemented in ASSET after business hours on **July 20, 2021**.

#### Assignment Acknowledgement

On clicking (5) or (6), the user is navigated to the Assignment Acknowledgement pop up. The only difference is that for (5), the end date is automatically filled (b), and for (6), the end date is optional (a). In either case, the user can choose the purpose for joining the case team by using the drop down (7). Once the user clicks Join Case Team (8), the user is navigated back to the Customer Details screen, with full access as per user role.

The screenshots illustrate the ASSET Assignment Acknowledgement pop-up form. The form includes a table with the following fields:

Staff	Purpose	Start Date	End Date
Boggaram, Nithanth	Staff Request	7/20/2021	Optional

Below the table is an 'Acknowledgement' section with a disclaimer. At the bottom of the pop-up is a 'Join Case Team' button. The background shows the ASSET interface with a sidebar menu and a top navigation bar. The top navigation bar includes a search bar, a user profile (Thor Odinson 12730), and a notification bell (0 Alert(s), 2 Notification(s)).

The top screenshot shows the 'Optional' end date field (a) and the 'Join Case Team' button (8). The bottom screenshot shows the '7/20/2021' end date field (b) and the 'Join Case Team' button. Both screenshots show the 'Purpose' dropdown (7) set to 'Staff Request' and the 'Staff' dropdown set to 'Boggaram, Nithanth'.

The various purposes for joining case team are as shown below. The purpose is defaulted to a value based on the user's role in ASSET (e.g. Viewer, Case Manager, Approver etc.).

Staff	Purpose	Start Date	End Date
Boggaram, Nithanth	Staff Request	7/20/2021	Optional

**Acknowledgement**

By accepting this assignment, the user acknowledges the confidential nature of ASSET data and information. These data are required in accordance with applicable DWD policy, Wisconsin Statutes, and/or Data Security Breach of these terms is a security violation and subject to disciplinary action.

Staff Request

Career Planning

Finance

Job Center Services

JSCC

Monitoring

RESEA

Staff Training

Technical Assistance

**Join Case Team**

The user is also notified when they have joined the case team as show by (9).

0 Alert(s) found.

### Customer Notifications

PIN	First Name	Last Name	Notification Type	Notification Date	Message
12730	Thor	Odinson	Case Team	7/20/2021 12:04:52 PM	You are now on the case team
12730	Thor	Odinson	Case Team	7/20/2021 12:00:49 PM	You have left the case team
12730	Thor	Odinson	Case Team	7/20/2021 12:00:04 PM	You are now on the case team

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3 Notification(s) found.

On the Customer Search screen, in the assignment column the gold star shows that the user is a case team member for the customer as seen below.

STATE OF WISCONSIN  
DWD  
Department of Workforce Development

ASSET

Help

Customer Search

0 Alert(s)  
3 Notification(s)

Logout

Home

Manage Customers

Staff

Admin Tool

RR Tools

System Reports

BI Reports

Customer Search

Field:

Last Name

Operator:

Begins With

Criteria:

Search

>>

Previously Searched For Customers:

Last Name	First Name	MI	City	DOB	Assignment	PIN
Badger	Becky		Madison	06/02/1980		6176
Briggs	Becky	L	Madison	09/13/1956		5924
Bhaskar	Sharan		WAUKESHA	01/01/1980		7762
Boggaram	Nithanth	s	blahdison	05/23/1991		9945
Correctional	Taycheedah	W		01/01/1990		11289
<b>Odinson</b>	<b>Thor</b>		<b>Madison</b>	<b>12/06/1921</b>	<b>★</b>	<b>12730</b>

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6 row(s) found.

Once the user is on the Case Team for a customer, their name will be listed in bold on the Case Team screen as shown in (10). In case the user has an ongoing case team membership, the user can leave the case team by clicking (11).

STATE OF WISCONSIN  
DWD  
Department of Workforce Development

ASSET

Thor Odinson  
12730

Customer Search

0 Alert(s)  
3 Notification(s)

Logout

Home

Manage Customers

Staff

Admin Tool

RR Tools

System Reports

BI Reports

Customer

Case Team

Documents

Job Seeker

Employment

Assessments

Employability Plan

Programs

Services

Exits

Follow-ups

Customer Notes

Job Matching

Customer Reports

Customer Search / Customer Details / Case Team

Customer Case Team

Case Team Status:

You are not currently assigned to the Case Team for this customer. Joining the Case Team is a recorded event, as is any Case Team member action on behalf of the customer.

Join Case Team - Temporary

Join Case Team - Ongoing

Staff	Purpose	Start Date	End Date	Action
<b>Boggaram, Nithanth</b>	Staff Request	07/20/2021	07/20/2021	<b>Leave Case Team</b>
Boggaram, Nithanth	Staff Request	07/20/2021	07/20/2021	

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2 row(s) found.

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Clicking (11), will navigate the user back to the Case Team screen. The row with the user's name will no longer appear in bold, and there will be no buttons under the action column. In case of temporary case team membership, the users need not do this step, as the system will remove them from the case team at midnight.

[Home](#) [Manage Customers](#) [Staff](#) [Admin Tool](#) [RR Tools](#) [System Reports](#) [BI Reports](#)[Customer](#)  
[Case Team](#)  
[Documents](#)  
[Job Seeker](#)  
[Employment](#)  
[Assessments](#)  
[Employability Plan](#)  
[Programs](#)  
[Services](#)  
[Exits](#)  
[Follow-ups](#)  
[Customer Notes](#)  
[Job Matching](#)  
[Customer Reports](#)[Customer Search](#) / [Customer Details](#) / [Case Team](#)

## Customer Case Team

### Case Team Status:

You are not currently assigned to the Case Team for this customer. Joining the Case Team is a recorded event, as is any Case Team member action on behalf of the customer.

[Join Case Team - Temporary](#)[Join Case Team - Ongoing](#)

Staff	Purpose	Start Date	End Date	Action
Boggaram, Nithanth	Staff Request	07/20/2021	07/20/2021	
Boggaram, Nithanth	Staff Request	07/20/2021	07/20/2021	

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2 row(s) found.

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On the Notifications page, the user is notified that they have left the case team for the customer as shown by (12).

[Home](#) [Manage Customers](#) [Staff](#) [Admin Tool](#) [RR Tools](#) [System Reports](#) [BI Reports](#)[Customer Notifications](#)

## Staff Alerts

0 Alert(s) found.

## Customer Notifications

PIN	First Name	Last Name	Notification Type	Notification Date	Message
12730	Thor	Odinson	Case Team	7/20/2021 1:04:40 PM	You have left the case team
9945	Nithanth	Boggaram	Case Team	7/20/2021 12:15:43 PM	You are now on the case team
12730	Thor	Odinson	Case Team	7/20/2021 12:04:52 PM	You are now on the case team
12730	Thor	Odinson	Case Team	7/20/2021 12:00:49 PM	You have left the case team
12730	Thor	Odinson	Case Team	7/20/2021 12:00:04 PM	You are now on the case team

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5 Notification(s) found.

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