

CAPITA



Configuring Attendance Alert

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Technical Guide

one



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Contents

01 / Attendance Alert Configuration	1
Introduction	1
Setting the Frequency of the Attendance Alert	1
Deactivating the Attendance Alert.....	3
Configuring when the Attendance Alert is triggered	4
Configuring the CSSInvolvementCode Element.....	4
Configuring the Message Element.....	4
Index	7

01 | Attendance Alert Configuration

Introduction

There are two files that need to be modified to enable the Attendance Alert to be triggered:

- The 'ScheduledTasks.xml' this controls the occurrence / frequency for which the Attendance Alert process will be executed
- The 'Application.ini' to configure when the Attendance alert is triggered and the text given within the Workflow message

Both files are stored on the 'Application Server', full details have been are below on how to configure the two files.

The way the Alert works is the Task i.e. 'SEND_ABSENTEES_INV_MEESAGES_AM' will be schedule to run every day at a specified time in the 'ScheduledTasks.xml' File. Once the system finds that the task needs to be run this will process a stored procedure in the Database, which queries the values stated within the 'Application.ini' for each element under the '[Attendance]' heading ('CSSInvolvementCode' and 'Message'). After reading the 'Application.ini' the system queries the database for any student(s) who have a CSS Involvement for 'CSS Involvement Reason Code(s)' selected then query whether any of the selected students have absence for the Morning Session for the day the Alert is processed by querying their Attendance Data.

If a student has an involvement with the Involvement Reason Code stated and were absent for the morning session a 'Workflow Message' will be sent to the Caseworker associated with the involvement record. Upon receiving the Workflow message the Caseworker can select the message as a hyperlink and this will open the Involvement record for which the Alert relates to.

Setting the Frequency of the Attendance Alert

On the Application Server the 'ScheduledTasks.xml' file controls certain background tasks and when they should be processed, two additional tasks have been added for the Attendance Alert:

- SEND_ABSENTEES_INV_MEESAGES_AM
- SEND_ABSENTEES_INV_MEESAGES_PM

The Tasks are as the 'Task Name' states - one Alert for the Morning and another for the Afternoon Attendance Sessions.

More Information:

Technical Guide – v4 Scheduled Tasks available from www.onepublications.com and My Account.

The 'ScheduledTasks.xml' file can be found within the 'Config' folder where the Application Server is installed i.e. 'C:\inetpub\wwwroot\CCSEnterprise.ApplicationService\Config', information regarding the two Task have been provided below and how they should be configured:

NOTE: When entering the 'ScheduledTasks.xml' to setup the two tasks for the first time they will be defaulted to the values noted below:

```
<ScheduledTask xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <TaskName>SEND_ABSENTEES_INV_MEESAGES_AM</TaskName>
  <TaskType>StoredProc</TaskType>
  <NextRunDate>2009-09-22T11:00:00</NextRunDate>
  <StartHour>11</StartHour>
  <StartMinute>00</StartMinute>
```

01 | Attendance Alert Configuration

```
<RepeatInterval>1</RepeatInterval>
<RepeatIntervalUnit>Day</RepeatIntervalUnit>
<LastRun>2009-09-21T01:01:00</LastRun>
<LastError />
</ScheduledTask>

<ScheduledTask xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <TaskName>SEND_ABSENTEES_INV_MEESAGES_PM</TaskName>
  <TaskType>StoredProc</TaskType>
  <NextRunDate>2009-09-22T11:30:00</NextRunDate>
  <StartHour>11</StartHour>
  <StartMinute>30</StartMinute>
  <RepeatInterval>1</RepeatInterval>
  <RepeatIntervalUnit>Day</RepeatIntervalUnit>
  <LastRun>2009-09-21T02:01:00</LastRun>
  <LastError />
</ScheduledTask>
  <LastError />
</ScheduledTask>
```

An example of different time for the Tasks to be processed has been given below:

The AM Session Alert will be processed once every day at 12:15 PM

```
<ScheduledTask xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <TaskName>SEND_ABSENTEES_INV_MEESAGES_AM</TaskName>
  <TaskType>StoredProc</TaskType> - This line cannot be edited.
  <NextRunDate>2009-09-22T12:15:00</NextRunDate> - When setting up for the
first time this date should be set in the future.
  <StartHour>12</StartHour>
  <StartMinute>15</StartMinute>
  <RepeatInterval>1</RepeatInterval>
  <RepeatIntervalUnit>Day</RepeatIntervalUnit>
  <LastRun>2009-09-21T12:15:00</LastRun>
  <LastError />
</ScheduledTask>
```

The PM Session Alert will be processed once every day at 15:45 PM:

```
<ScheduledTask xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <TaskName>SEND_ABSENTEES_INV_MEESAGES_PM</TaskName>
  <TaskType>StoredProc</TaskType>- This line cannot be edited.
  <NextRunDate>2009-09-22T15:45:00</NextRunDate> - When setting up for the
first time this date should be set in the future.
  <StartHour>15</StartHour>
  <StartMinute>45</StartMinute>
  <RepeatInterval>1</RepeatInterval>
  <RepeatIntervalUnit>Day</RepeatIntervalUnit>
  <LastRun>2009-09-21T15:45:00</LastRun>
  <LastError />
</ScheduledTask>
```

All elements in ScheduledTasks.xml except <TaskName> and <TaskType> is user configurable; the stated elements should not be changed as they are the basis for triggering the ALERTS, unless the alert is to be de-activated.

When setting up the Alert for the First time the <LastRun> will be blank and this is due to the Task not having run before on the system. The <NextRunDate> should be far enough in the future to allow the file to be saved and the system pickup the <NextRunDate> details entered, this will be the same for both AM and PM Tasks.

It is advisable to check when the B2B: Attendance Imports are schedule for all schools, it could be the AM Session does not need to processed until noon as the LA may not have imported all Morning Session data for allschools, again with the PM Session it might be better for this to be later in the afternoon to allow the Afternoon Session data to be imported. Following these guidelines will allow the Attendance Alert to be more effective in Alerting Caseworkers of Truancy where there is an Attendance related Involvement recorded.

IMPORTANT NOTE: *Do not run each Alert more than once each day, the system does not log which records a Workflow message for and it will result in duplicate Workflow messages being sent to the caseworker. This would also have an negative impact on the performance of the system.*

WARNING: *It is essential to make sure the system has the All Attendance Data Imported for the Alert to be effective.*

Deactivating the Attendance Alert

To deactivate the Attendance Alert the <TaskName> value needs to be updated, instructions have been provided below to disable the Alert:

Open file 'ScheduleTasks.xml', the location of the file has been stated above as an example but can be different per installation but, will always be store on the Application Server.

The AM Session Alert has had the <TaskName> value updated to have '_DEACTIVATED' added at the end, this will mean the system will not pick up the stored procedure and and triggered the Attendance Alert Task to run.

```
<ScheduledTask xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <TaskName>SEND_ABSENTEES_INV_MEESAGES_AM_DEACTIVATED</TaskName>
  <TaskType>StoredProc</TaskType>
  <NextRunDate>2009-09-22T12:15:00</NextRunDate>
  <StartHour>12</StartHour>
  <StartMinute>15</StartMinute>
  <RepeatInterval>1</RepeatInterval>
  <RepeatIntervalUnit>Day</RepeatIntervalUnit>
  <LastRun>2009-09-21T12:15:00</LastRun>
  <LastError />
</ScheduledTask>
```

As above the PM Session has also had the <TaskName> value updated to have '_DEACTIVATED' added meaning the system will not pick up the stored procedure and and triggered the Attendance Alert Task to run.

```
<ScheduledTask xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <TaskName>SEND_ABSENTEES_INV_MEESAGES_PM_DEACTIVATED </TaskName>
  <TaskType>StoredProc</TaskType>- This line cannot be edited.
  <NextRunDate>2009-09-22T15:45:00</NextRunDate> - When setting up for the
first time this date should be set in the future.
  <StartHour>15</StartHour>
  <StartMinute>45</StartMinute>
  <RepeatInterval>1</RepeatInterval>
  <RepeatIntervalUnit>Day</RepeatIntervalUnit>
  <LastRun>2009-09-21T15:45:00</LastRun>
```

```
<LastError />  
</ScheduledTask>
```

Configuring when the Attendance Alert is triggered

Within the 'Config' folder on the Application server is the 'Application.ini' i.e. 'C:\inetpub\wwwroot\CCSEnterprise.ApplicationService\Config'.

There is a section within the file '[Attendance]' and this relates to the requirements for WHEN the Alert will be triggered and a Workflow message to be sent to the Associated Caseworker.

The following are the default values under section [Attendance]:

```
[Attendance]  
--Workflow message will go according to reason code configured, if blank it will go for all.  
CSSInvolvementCode=IR1, IR2  
--[Person_Id] will be replaced with Child id  
--[Today_Date] will be replaced by today's date  
--[Stat_Meaning] will replace U with description "Unauthorised Absence"  
--[Child_Name] will be replaced by Child Name  
Message=Records show the [Child_Name]([Person_Id]) has been [Stat_Meaning] today  
([Today_Date]).
```

Details have been given below on what each element relates to and how to configure them:

Configuring the CSSInvolvementCode Element

When setting up the CSS Involvement forms the Administrator of the system will associate various 'Involvement Reasons' with certain forms and these will have an associated unique 'Involvement Reason Code', the codes should be entered against the CSSInvolvementCode element. The codes should be those associated with Involvement Forms which relate to Poor / Lack of Attendance only. The system has been designed to only trigger the Alert for 'Form Type' – 'Generic CSS Involvement' and 'Legal Actions Involvement' ('Legal Actions Involvement' is a new 'Form Type' within CSS v.4 3.37).

If no CSSInvolvementCode has been entered and the Scheduletasks.xml' has been setup the system will trigger the Attendance Alert for any student who has an involvement for 'Form Type' - 'Generic CSS Involvement' and 'Legal Actions Involvement', for this reason it is crucial to make sure one 'Involvement Reason Code' has been entered.

IMPORTANT NOTE: It is essential to enter an Involvement Reason Code else an Alert could potentially be triggered for ALL students who have an Involvement record and would mean Workflow messages are sent for non Attendance Involvement Records.

Configuring the Message Element

The Application.ini will have some details listed above this entry and this is just to verify to the User that the values will be substituted for the details of the record involved i.e. '[Person_Id]' will be replaced with the PEOPLE.PERSON_ID for the student record for which the Alert has been sent.

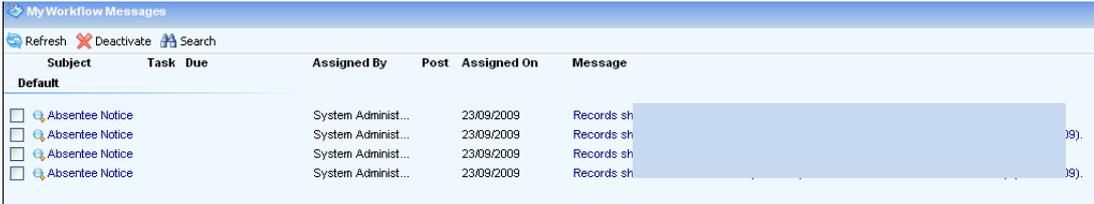
As default the following text has been supplied, which includes all of the tags:

```
Records show [Child_Name]([Person_Id]) has been [Stat_Meaning] today  
([Today_Date])
```

It is not necessary to have all of the elements included within the message i.e.:

```
Records show [Child_Name] has been [Stat_Meaning] today ([Today_Date])
```

When the Alert is triggered and a Workflow message generated the Caseworker will receive a Workflow message in the 'My Workflow Messages' Panel on the 'Home Page'. The same functionality applies where the Caseworker can check the tick box and deactivate the message if the Absence has been followed up.



The screenshot shows a web interface titled "My Workflow Messages". At the top, there are buttons for "Refresh", "Deactivate", and "Search". Below this is a table with the following columns: "Subject", "Task", "Due", "Assigned By", "Post", "Assigned On", and "Message". The table contains four rows, all with the subject "Absentee Notice" and assigned by "System Administ...". The "Assigned On" date for all rows is "23/09/2009". The "Message" column contains the text "Records sh" followed by a large blue redaction box. The first row also shows "9)." at the end of the message.

Subject	Task	Due	Assigned By	Post	Assigned On	Message
<input type="checkbox"/> Absentee Notice			System Administ...		23/09/2009	Records sh [Redacted] 9).
<input type="checkbox"/> Absentee Notice			System Administ...		23/09/2009	Records sh [Redacted] 9).
<input type="checkbox"/> Absentee Notice			System Administ...		23/09/2009	Records sh [Redacted] 9).
<input type="checkbox"/> Absentee Notice			System Administ...		23/09/2009	Records sh [Redacted] 9).

Once the above is completed the Alert will be fully setup and ready to be processed.

Index

attendance alerts	
configuring frequency	1
configuring trigger conditions.....	4
deactivating	3
overview.....	1
configuring	
alert frequency.....	1
alert trigger conditions	4
CSSInvolvementCode element	4
message element	4
CSSInvolvementCode Element, configuring.....	4
deactivating attendance alerts	3
introduction.....	1
message element, configuring	4
setting attendance alert frequency.....	1