

Identity Management and Person Maintenance

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Identity Management (IDM) is a global feature which governs the merging and separation of defendants. It works in 2 ways in the system: first as a backend process that links similar defendants, and second as a ribbon feature that allows the user to manually link two or more defendants.

Every time the user creates a citation, a unique XREF number is automatically created for the defendant. This XREF will be unique to the citation and will generally be visible in the user interface. There is even a way in Advanced Search to search for citations by inputting the XREF.

Paths for Accessing Identity Management

The Csmart ribbon interface contains functionality related to manually associating two person records.

This feature is somewhat buried beneath other menus, so it's worth listing the places where IDM can be accessed:

Advanced Search (*click on the actual name in the "Citation Name" field in results*)

Advanced Search → **Case Maintenance** → **Person Maintenance** (most common)

Enforcement → Jail Booking → Link XREF

Identity Management vs. Person Maintenance vs. Party Maintenance

These three features are related (and somewhat overlapping), but they refer to different aspects of Csmart.

Person Maintenance is a screen which lets you view and edit properties related to a single citizen/defendant. That includes address, phone number, case history, warrant histories and AKA's. Also you can view here XREFs which have been linked to the current defendant.

Identity Management is one aspect of the Person Maintenance screen which deals with the manual and automatic linking of two person records in Csmart. Presumably, these two person records are for the same defendant.

Case Maintenance is a general category of features (visible on the Advanced Search screen) which includes Violation Search, Party Maintenance, Person Maintenance, GIS and the editing of individual "charges (i.e., cases) as well as the ability to scan case-related documents.

Party Maintenance is a screen (visible from Case Maintenance) which lets the user Add/Edit/View information about parties related to the case. That includes name & information about Party, Officer, Witness, Attorney and Bond Company. *Note:* Names of Parties do not appear in search results in Advanced Search unless you specify the party type first from the **Party Type** dropdown box.

Terminology

AKA – this refers to alternate ways by which the same person might be named. This doesn't really have anything to do with identity management because it deals only with variations of a name for only one XREF. An AKA does not have cases associated with it (except for the person record associated with it). If you go to Advanced Search and search for the AKA in First Name and Last Name, the primary person associated to the AKA will appear in the results.

"Bad Address" -- designation which the clerk can give to one or more addresses. Unlike Best and Legal address (which are not editable), "Bad Address" represents the clerk's best judgment.

Best address - most recent address (if an address has been updated or changed in the Person Maintenance screen).

Companion cases – A citation may include several violations (which are also called "cases" in this context). When a user is performing an action on a single case, other cases originating from the same citation are referred to as "companion cases."

Legal address. Address which appears originally on the citation.

“Primary” For system matching, when two persons are linked, the earlier XREF will be considered the “primary” identity. For manual matching, the user will be prompted with a popup to choose a “primary person.”

Xref – unique ID which is assigned to every identity of a defendant when a citation is entered into the system.

Unlink (or Link) . Csmart button that lets you manually link or unlink 2 separate persons (i.e., citizens)

Manually linking two Xrefs

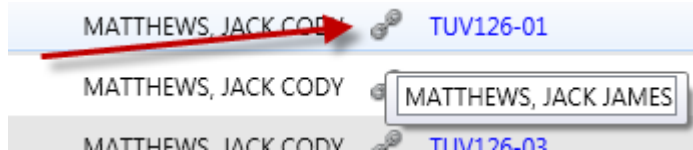
Every citation has a different XREF. Some XREFs will be automatically linked (as will be explained below). On the Advanced Search ribbon, the user can manually link more than one XREF. The steps for making this link are simple:

1. Use **Advanced Search** to search for a defendant.
2. Check the checkbox beside the name of the defendant you wish to link.
3. Select **Add to Cart** button on the ribbon.
4. Use **Advanced Search** to search for another defendant.
5. Again, check the checkbox and select **Add to Cart**.
6. Select View Cart on the ribbon.
7. Verify that the names of both defendants are selected.
8. Choose **Link Xref**. A popup will appear saying **Select a primary person for your list**.
9. Select one defendant to be primary and select **Continue**.

Verifying that two XREF's are linked (manually or automatically)

Here are three different ways to verify that two XREFs are linked.

- Go to a case associated with the secondary (not the primary) person. On the case number (which should be a hyperlink), click on it twice and verify that the history tab shows a line that says something similar to “XREF linking: 106204 was linked to 1077712.”
- Go to a case associated with the secondary (not the primary) person. Click on **Case Maintenance** and then **Person Maintenance** from the ribbon. The second level tab will contain a tab called **Linked Xref** – which, if selected, will show the basic data for the primary XREF.
- In Docket Management, if a person record has been linked manually or automatically, on the row for the person, you will see a link icon between the name and case number. If you hover over the general area of the link icon, a popup will reveal other person records whose XREFs are linked to the current one.



List of defendants in Docket Management. The link icon (indicated by the arrow) means that there is another XREF linked to the defendant listed. The popup box ("Matthews, Jack James) will display the names of other XREFS when the mouse hovers over the link icon.

System-Driven Matching

Csmart has a mechanism for determining automatically whether two XREFs ought to be matched. This mechanism works asynchronously, but it is the first business activity to run after the user saves /updates a case for the first time. So it should appear to the user to take place immediately.

Csmart uses a matching algorithm to determine whether there is a match between two different XREFs. Even when the defendant is the same, there can be slight discrepancies between how the defendant's data is keyed into the system. Identity management uses a point system to determine whether there are enough similarities in a defendant's identity to constitute a match. Out of a possible 69 points, Csmart compares the values and assigns points to a defendant depending on which fields match between both records. Below are the point values for each field. When the points assigned to the link between the two XREFs is **53 or higher**, the system will mark these two records as linked, with the XREF in the earlier citation being the "primary" person record.

- **Last Name:** 16 points
- **First Name:** 8 points
- **ID #** 15 points
- **DOB:** 14 points
- **Race:** 7
- **Gender:** 6
- **Middle Name:** 3 points
- **Address:** 2;
- **SSN:** 13 (this is used for only certain violations, such as tickets for people with a commercial driver's license).

Some additional notes:

- When comparing two identities, points are never awarded if the value is blank or null.
- For the ID # to match, in case creation, these three fields need to be filled in and identical: ID Number, ID Type and the 2 digit state code
- For the Address to match, these three fields need to be filled out and identical: Home Address 1, City, State and Zip. (Home Address 2 is an optional field).
- Entries in the AKA fields of Person Maintenance have no effect on system-driven linking.

Verifying that System-Driven Linking Has Occurred

Defendant Name: DICKENS, CHARLES J DOB: 11/27/1965 X-Ref #: 10067691

Description: RAN RED LIGHT (SINGLE BLOCK) Xref of current case Display Hidden

History Event Finance **Linked Cases**

Date	Transaction	Doc	Notes	Amount Due	Paid/Credited
12/12/2011	Citation BOB12345-01 Archived With Document			\$0.00	\$0.00
12/12/2011	Case Event Scheduled CASE INITIATION ARRAIGNMENT On 12/31/2011 8:00 AM In Court 1.			\$0.00	\$0.00
12/12/2011	Fine or Fee Added To Case Court Costs \$100.00			\$235.00	\$0.00
12/12/2011	Fine or Fee Added To Case Window Fine \$134.90			\$134.90	\$0.00
12/12/2011	XREF Linking: 10067691 is linked to 10059562(69)			\$0.00	\$0.00

Previous XREF which is now regarded as the primary

(69) is the point value indicating similarity with another defendant

When does System-Driven Matching Take Effect?

From the user's point of point, system-driven matching should take effect almost immediately (but the user may need to refresh the screen). Csmart will try to do system-driven matching whenever values for the primary identity are edited or changed on the person maintenance screen.

When does System-Driven Matching Not Occur?

There are special contexts where system-driven linking of XREFs does not apply. For example, the defendant for Contempt of Court cases or Direct File will be automatically linked to the original defendant (with no need to match). Here are some special cases in which system-driven matches do not occur:

- Property Hearing. They are associated with a generic HPD defendant.
- FTA. (See the next section).
- NISI --- These cases are associated with the person record underlying the case
- Case Refiles
- Jail Booking
- Complaint/Citation Case Creation. Identity Management is not executed when the defendant is a company or when the defendant is the generic "HPD" or "OWNER/OCCUPANT."

Actions which are allowed only for the primary person record

Sometimes a business rule may restrict the kinds of actions upon a person record which is not the primary.

- On the payment screen, you can only process case(s) associated with or linked to a primary person one at a time. To process cases from different primary persons (ie., different citations),

you need to add cases manually to the Payment Cart. (**Advanced Search → Process Payment → Add To Cart**).

Linking Identities and FTAs

There is a court policy with regard to when or whether a user should unlink a person record for an associated FTA which has not been dismissed:

Suppose a person has two identities associated with it, both from separate citations. On the citation associated with Identity 1 (John), one of the cases is an FTA. Identity 2 (Jack) has no FTA's.

The user should not unlink John's person record from Jack's as long as the FTA is active. Instead, the user should 1)dismiss the FTA case, 2)unlink the two person records and 3)reissue the FTA.

If the FTA's underlying cases originate from different citations, the user should use the person record associated with the citation that has the most recent Offense Date. This ensures that the person record for the FTA case is aligned with the person record of at least one of its underlying cases.

Person Maintenance and Identity Management

The Person Maintenance feature lets the Csmart user view and edit personal data of the defendant. To access it, go to **Advanced Search → Case Maintenance → Person Maintenance**. You can also access this same screen by clicking the defendant's link twice whenever it appears onscreen as a hyperlink.

Person Maintenance will let you view other XREFs which are associated with this the current one. It also lets you create an AKA, (a kind of alias) which is linked only to the XREF of the person you are editing.

Person management also lets you edit a person's data, scan updated identity documents and even to unlink (i.e., undo) a link between two identity XREFs.