



STATE  
EXAMINATION  
SYSTEM

SES Release Notes  
Release Name: Maine  
Release Date: July 10, 2023

The purpose of these release notes is to provide a summary of SES functionality and system enhancements in the Maine Release.

### Overview

Several new features and system enhancements have been included in the State Examination System (“SES”) Maine Release. These release notes pertain to the Examination and Investigation Supervisory Activities (referred to herein as “SA”) and Consumer Complaints. The Maine Release enhances the way information is shared between agencies, creates the ability for an agency to designate automatic access approval, library export, and improvements to the information request (IR) and Procedure workflows. Additionally, several small enhancements have been made throughout the system for a richer user experience, including end-to-end navigation solutions in various areas of the system.

## I. Agency Users

- A. Detail Level Access: Agency users had given feedback previously that in addition to the staff director, other agency users should be allowed to request access to another agency's SA. This would eliminate wait time having the staff director request access on behalf of other users. As such, with the Maine Release all agency users with a SA role will be able to request detail level access to another agency's SA. With this enhancement, the comments or reason for request will be required when making the request. Additionally, there will no longer be a viewer concept and when an access request is accepted by the owning agency, all agency users with a SA role will have detail level access to the SA. This enhancement will have greater impacts on other workflows in the system, in that now any user from one's agency can be assigned as the examiner in charge (EIC) in both the Acceptance and Leverage workflows. It is important to note that any previous SAs that had viewers will remain as they are until another access request is made on the same SA and it is approved. Only then, for previous access requests will the full agency receive access. Furthermore, the system will allow users of the requesting agency to send reminders to the agency or agencies (in the case of multi-state SAs) that need to approve an access request.
  
- B. Automatic Approval: Another enhancement related to detail level access is the concept of automatic approval. With this enhancement, staff directors will be able to list the agencies they would like the system to automatically approve when an access request is sent to their agency. Staff directors can also designate which milestones the SAs should have reached before automatic access is granted. For example, Agency A is comfortable giving Agency B access to their SAs when the SAs are currently in or eventually reach the Close Out, or Closed milestones. Use of this functionality is up to the agency's discretion and does not need to be utilized if the agency still wants to manually review and decision each incoming request. All aspects of automatic approval can be managed by staff directors and the system will evaluate how to apply changes to any pending access requests. Views of who an agency has granted automatic approval to and those who have listed an agency as receiving automatic approval is displayed within the agency profile in the system.
  
- C. Agency Enhancements: Other agency enhancements as part of the Maine Release include the ability for agency users to export IR and Procedures grids from the library. This export will include all fields displayed on the grid as well as the business type and any associations.

Furthermore, in the previous release users were able to associate procedures to IRs and customize such associations on a SA. Agency users gave feedback that in addition to associations, users should be able to work on IRs while completing a procedure. As such, an enhancement was included in the Maine Release to allow users to take all applicable actions on an IR from the “Work Procedure” form and add or remove associations. This will allow users to remain on the procedure form, where the bulk of the SA work is done and allow easier navigation for agency participants.

Finally, the last major agency enhancement is allowing users who complete the exam scheduling wizard to view the complaints tab when viewing details on each of the companies they have selected for exam scheduling. This will open consumer complaints in a new tab so users can see additional information regarding the complaints for a company.

- II. **System-wide enhancements:** Users will see that with the Maine Release, across the system there are new label for ID’s where applicable. To add clarity on the various records and IDs in the system, after the Maine Release “IR ID” will now be identified as “SA IR ID” and “Library ID” will be identified as “Library IR ID.”

#	Title	Description	Context (User)	Feature
<b>Supervisory Activity</b>				
<b>SES-2918</b> <b>Sprint 51 (12.1)</b>	Agency: Any SA user can request detail level access + requiring comments	<p>Access Request:</p> <p>Any agency user with an active role in the SA group can request detail level access to another agency's SA. If the access request is approved by the lead or participating agencies (if a multi-state), all users in the SA group at the system level will have detail level access to that SA. Additionally, comments will be required when requesting access to a SA and a consumer complaint.</p> <p>Access Request Report:</p> <p>The Access Request Report will also reflect detail level access at an agency level and the concept of viewers will be removed.</p> <p>Access Request Removal:</p> <p>If there are SAs which previously had viewers, then only those selected viewers will be able to have detail level access to the particular SA, until an access request is sent for the whole agency. Staff directors of the owning agency will be able to remove detail level access for the full agency which previously had access if the users choose to remove it.</p>	Agency	Access

#	Title	Description	Context (User)	Feature
<b>SES-2936</b> <b>Sprint 51 (12.1)</b>	Agency Access: One-click reminders for Access Request	<p>An agency user can send a one-click reminder to the owning agency to remind them that an access request has been sent to the agency and is pending. All staff directors of the owning agency will receive the notification.</p> <p>If the SA is a multi-state SA, the lead agency will receive the notification first and if the access request is accepted, then other participating agencies will receive the notification.</p>	Agency	Access
<b>SES-2924</b> <b>Sprint 51 (12.1)</b>	Agency: Creating automatic approval for detail level access for preferred agencies	<p>Agency staff directors will be able to select which agencies receive automatic approval for detail level access to SAs for their agency. The staff directors of the owning agency will be able to designate a single minimum milestone to give the selected agencies access. This means if a SA is in any milestone after the selected milestone and an agency is listed for automatic approval, all SA users of the selected agency will receive access to the SA when any user requests detail level access to the SA.</p> <p>If an SA is reverted to a previous milestone, then agencies that had access previously will lose access to the SA until that SA is moved into the selected milestone.</p>	Agency	Access
<b>SES-2941</b> <b>Sprint 52 (12.2)</b>	Agency: Creating automatic approval for detail level access for preferred agencies (Part 2)	This ticket explains what will happen if an agency is set up for automatic approval by another agency. When an agency requests access to a SA, the system will either automatically give access to the requesting agency if the SA has reached the appropriate milestone. If the SA is not at the approved milestone or if the agency has not been added as part of automatic approval, the SA access will go through a manual approval process.	Agency	Access

#	Title	Description	Context (User)	Feature
<b>SES-2925 Sprint 52 (12.2)</b>	Exporting IRs and Procedures from the library	All agency, global support, and policy users will be able to export the IR and Procedures export from the library. This will be a simple export of all the available columns and will also include Business Types.	Agency	Library
<b>SES-2940 Sprint 52 (12.2)</b>	Exporting IRs and Procedures from Library with the Associations (related to SES-2925)	In addition to the basic IR and Procedure exports, users will also see that the export includes any associated IRs and Procedures as part of the full library export.	Agency	Library
<b>SES-2938 Sprint 53 (12.3)</b>	Agency: Working IRs from the Work Procedure Tab	The agency SA participants will be able to work on IRs from the Work Procedure grid. This means that while working the procedure, users will be able to add/remove associated IRs as well as take actions on the associated IRs such as updating the due date, cancelling the IR, or sending it back to the company for additional responses. All these actions will be available from the work procedure form and users will no longer need to navigate out of the procedures form.	Agency	Procedures
<b>SES-2710 Sprint 53 (12.3)</b>	System: Display Library IR ID and SA IR ID as defaults & IR Details Search	This is a global change across the system which will clarify what each ID in the system represents. On all grids, users will see that the following updates, "IR ID" will now be referred to as "SA IR ID" and "Library ID" will be referred as "Library IR ID"	All	Global Text Change
<b>SES-2678 Sprint 53 (12.3)</b>	Complaints: Viewing Complaints tab from Exam Scheduling	The agency users (staff directors) who can conduct exam scheduling for their agency will be able to view and access the complaints tab from the scheduling wizard.	Agency	Complaints
<b>SES-2960 Sprint 53 (12.3)</b>	Agency: Automatic Approval for Access (Maine External UAT Feedback)	Feedback from the external agency User Experience Testing (UAT) suggested including on the agency record which other agencies have added their agency for automatic approval. Additionally, each time a user requests access to a SA, the user will be notified about the permissions and type of access the agency will receive (manual approval or automatic approval).	Agency	Access