



STATE
EXAMINATION
SYSTEM

SES Release Notes
Release Name: Pennsylvania
Release Date: September 25, 2023

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

Overview

Several new features and system enhancements have been included in the State Examination System (“SES”) Pennsylvania Release. These release notes pertain to the Examination and Investigation Supervisory Activities (referred to herein as “SA”) and Consumer Complaints. The Pennsylvania Release introduces enhancements to user management, work programs, and the loan requests workflow. Additionally, several small enhancements have been made throughout the system for a richer user experience. These include end-to-end navigation solutions in various areas of the system.

I. Agency Users

- A. Master Viewer: Upon request by agency users, a new system role called the Agency Master Viewer will be introduced. The Agency Master Viewer will have detail level access to all SAs at their agency whether the agency is the lead or a participating agency. The Agency Master Viewer will also have access to all documents related to an SA and be able to bulk download them. the Agency Master Viewer will not be required to be a participant on a SA in order to have access and will not receive any related notifications. This user role has been created for designated agency staff who may not need to conduct supervision on companies but may need to view details for examinations or investigations. These users can be high-level management or agency leadership who need access to view all SAs and their related documents.

- B. Work Programs: Further enhancements have been made to the work program functionality with the Pennsylvania Release. Now, multiple business types and multiple business activities can be connected to a single work program. CSBS staff manage exam work programs with assistance from the original content creators (MTRA, NACCA, etc.). When defining the scope of a SA, the system will populate any applicable work program that has at least one business activity in common.

- C. Loan Requests: Several loan request enhancements will also be available to agency users with the Pennsylvania Release. Previously, when associating a finding to a loan request there were few data fields visible on the corresponding tab. After receiving agency user feedback, the full details of a loan request will be visible on a finding and the full details of a finding will be viewable on a loan request. This enhancement is being made so users can remain on the finding or loan request on which they are currently working. This enhancement also reduces the number of clicks for users. In addition, the work related to the finding or loan request can be completed on a single form. Agency users are also requested to include additional information in the Microsoft Word document export commentary that is provided to users. With each finding associated with a loan request, the export will include loan request details such as loan or account number, borrower first name, borrower last name, and date of origination. The format in which the data is presented in the document will allow users to easily copy and paste the data in a table or Microsoft Excel document. Further, agency users will have access to a new loan request response search tab. This tab will be similar to the IR Response Search tab, allowing users to search for response text, view multiple responses, any response documents and export the response search tab.

II. System-wide enhancements: Several company enhancements will also be introduced in the system to improve workflows and user experience. The enrollment wizard will include design changes for when a company adds additional users (an optional step in the wizard). Feedback received reflects some company users struggled to assign a company lead or complaints POC when navigating and attempting to complete this task. In most cases, this was because the user first had to accept the task, since multiple users can complete a task in the system. Now, when users are unable to assign individuals on a SA or complaint, they will be directed to first accept the task assignment. This message will be dynamic, and the warning message will appear only when the task has not been accepted.

Company users provided additional feedback that the loan request export should include agency comments, so when company users are gathering loan request responses before uploading them into the system, they have the full details of the request. In addition to agency users having the loan request response search tab, company users will also have access to this tab, including the export. This tab is similar to the IR Response Search tab where users can search for response text, see multiple responses, and view any documents associated with a response. These tab and dashboard improvements allow users to access important supervisory information in an accessible format and create a better user technical experience.

#	Title	Description	Context (User)	Feature
Supervisory Activity				
SES-2917 Sprint 55 (13.2)	Agency: System-level Role for Agency Master Viewer Detail-level Access to all Agency's SAs	A new agency role added to the system will allow agency users to have detail level access to the agency's full SAs without being a participant. Additionally, this role will be able to bulk download all documents related to a SA and not receive any SA related notifications (unless they are added as a participant).	Agency	User Management
SES-2951 Sprint 54 (13.1)	Agency Library: Work Program Multi-select on Business Types	The global support and policy users (CSBS staff) can now select multiple business types when creating a work program in the agency library.	Global Support & Policy	Work Programs
SES-2956 Sprint 54 (13.1) + SES-2967 Sprint 55 (13.2)	Agency Library: Connecting Business Activities to Work Programs in the Library	The global support and policy users creating or updating a work program will also be able to connect a work program to one or more business activities. When an agency user is defining a scope for a SA, the scope screen will populate all the applicable work programs that have at least one business activity in common. When users try to remove a business activity on a work program, they will be able to export a list of SAs, which will no longer contain the work program badge due to the removal.	Global Support & Policy	Work Programs
SES-2929 Sprint 54 (13.1)	Agency: Viewing and Accessing Associated Loan Files to Findings	An agency, global support and & policy users with detail-level access to the SA will be able to view and access loan file associations from the Findings tab and vice versa.	Agency	Loan Requests
SES-2928 Sprint 56 (13.3)	Agency & Company: Loan Request Response Search Tab	On a SA, agency and company users will have access to the loan request response search tab. This tab will allow users to search for key words and documents and will be consistent with the IR Response Search tab. Users also will be able to export this response search tab.	Agency & Company	Loan Requests

#	Title	Description	Context (User)	Feature
SES-2962 Sprint 55 (13.2)	Agency: Additional Fields on the Export Commentary (Microsoft Word document)	<p>The export commentary provided to agency users in a Microsoft Word document format will contain additional data fields related to associated loan requests. The additional details will include the following criteria for loan requests that have been associated to a finding:</p> <ul style="list-style-type: none"> • Loan Number/Account Number • Borrower First Name • Borrower Last Name • Date of Origination 	Agency	Report
SES-2963 Sprint 54 (13.1)	Company: Design Changes to Enrollment Wizard + System Text for PA Release	This ticket relates to changes on the company enrollment wizard to make the wizard more user friendly. This ticket also contains system text related to access requests in the system.	Company	User Management
SES-2967 Sprint 55 (13.2)	Company: Warning Message for Assigning Task to Company Lead or POC	Company users (account administrators, SA Contact and Complaints Contact) will be presented with a warning message if they have not accepted the task to assign a company lead or a Complaints POC.	Company	User Management
SES-2964 Sprint 56 (13.3)	Company: Loan Request to Include Additional Fields + Agency Comments	The loan request export provided to companies will include additional fields such as comments for each loan request, general comments sent by the agency, and any responses if a loan request is sent back. The responses will include both company and agency responses in the document.	Company	Loan Requests
SES-2981 Sprint 56 (13.3)	Global Change: Remove the Business Activity- Industrial loan lending companies	The following business activity will be removed from SES for selection on a SA or Complaint: Industrial loan lending companies. For those records where this business activity exists the system will present it as read-only.	All	Business Activity