



STATE  
EXAMINATION  
SYSTEM

# SES Release Notes

## Release Name: Virginia

### Release Date: August 23, 2021

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

#### Overview

Several new features and system enhancements have been included in the Virginia Release of the State Examination System (“SES”). These release notes pertain to the Examination and Investigation Supervisory Activities (referred to herein as “SA”) and Consumer Complaints. The SES Virginia release will introduce changes to user management and workload management for agency users. Additionally, several enhancements have been made throughout the system for a richer user experience.

I. Agency Users

- A. Supervisory Activity Roles: The roles in SES were created for the organization and management of an agency supervision team. To better reflect the needs, responsibilities, and work of the team, updates were made to allow the separation of system level roles for both SAs and complaints. For the SA roles, further differentiation between the existing staff user and staff director roles were created to reflect the work and responsibilities of these individuals at their agencies. The new staff director permissions allow for the management and oversight of the full agency. This user's permissions will focus on scheduling, requesting, or granting access to SAs and management of multi-state SAs. The new staff user permissions will allow this individual to directly support supervisory activities as a participant on the SA and facilitate the progression of a SA with the EIC. This user will be able to contribute to a SA and directly aid the EIC in transmission of material to the company. The staff user who is added as a participant will be able to expedite the progression of the SA by being allowed to take several actions that only the EIC could previously take. Such actions include, preparing the scope, transmitting Information Requests, assigning, and assembling the report package. The staff users of participating agencies will also have additional permissions on multi-state SAs. These users will now be responsible or managing the assignments of users from their agency who are participating in multi-state SAs. Finally, the staff users and will have access to distinct homepages that pertain to their work and will receive notifications that accompany the work that they are responsible for.
- B. Consumer Complaints Roles: With the Virginia Release, a hierarchy also will be introduced to agency users managing consumer complaints. Agency users will no longer be required to hold at least one SA-specific role. If the agency user only processes consumer complaints, they can be assigned a complaints-specific role only. In these cases, the default homepage for these users will be the complaints homepage so they are easily presented with their work in the system at first login. There will be three roles available for complaints users. The role with the highest permissions is the "Complaints Supervisor." Supervisors will be able to take actions across all complaints in the system. These users can also manage complaints and complaints access, take all the actions reserved for the Agency POC across all complaints, and receive all the relevant notifications the full agency and all POCs receive. The "Complaint Manager" role will be able to take all basic actions on complaints, will only be able to take POC actions if they are assigned as the POC on a complaint and will no longer be able to make access requests or decisions. The final role will be known as the "Complaint Viewer." As stated in the name, this user will only be able to view complaints across the system but will not be able to take any actions. Furthermore, these users will not receive any complaints-related notifications from the system.

- C. Staffing Report: Users will be able to have a workload overview of their colleagues in SES. The agency users will be given insight into the workloads of users through a comprehensive report and when adding users as participants on a SA or when allotting POC assignments for complaints. The staffing report will introduce three major categories of workload assignment designations. These areas include a report of initiated SAs which do not have EICs assigned, participant assignments for all open SAs, and a display of those agency SA users who have availability to be added as a participant on a SA. The goal of this report is to help agencies make decisions about individuals' participation on SAs based on their workloads so that agency managers can make better decisions around staff resource allocation.
  
- D. NMLS Company License Data: This release will also include an enhancement to the company record and additional information on license data. On the company record, users will be able to view all license statuses for a company for their agency and for all agencies across the system. For those users conducting exam scheduling, only the companies which hold an approved equivalent or transition requested license with the individual's agency based on the selected business type will be presented. This improvement will display more actionable information on companies and empower agencies to make more accurate exam scheduling decisions.

## II. System-wide Enhancements

- A. This release will also include enhancements to improve the user experience when conducting SAs and complaints in SES. These improvements include improved navigations, access to additional filters, and contemporary design features. The notifications users receive from the system have also evolved to better inform users of the activity in the system. The "Need Help?" links across the system have also been updated to direct users to specific content relating to the page the user. This will give users access to articles and links that will give guidance on the functionality or work they wish to learn more about.

#	Title	Description	Context (User)	Feature
<b>Supervisory Activity: User Management</b>				
<b>SES-2422 (3.2)</b>	Agency: System level roles for users: SA system level roles and Complaints System Level Roles	This functionality will allow users in SES to have either SA level or have complaints level permission in the system. If a user only has a complaints role, the default homepage of the user will be the consumer complaints homepage.	Agency	User Management
<b>SES-2438 (3.1)</b>	Agency: Staff User Permissions (system, lead & participating agency)	The staff user role at the agency will have modified permissions in the system as both part of the lead agency or participating agency in a multi-state SA. The staff user must be a participant on the SA to facilitate the SA activities.	Agency	User Management
<b>SES-2437 (3.2)</b>	Agency: Staff Director permissions for a lead agency	The staff director role at the agency will have higher level permissions that oversee activities of the full agency. If this user is not a participant on a SA, the user will not be able to take SA specific actions.	Agency	User Management
<b>SES-2476 (3.2)</b>	Agency: Removing notifications for Staff Users not on a SA	This enhancement removed notifications for the staff users of the lead agency if they are not participants on the SA. With the Virginia Release, only those staff users who are participants on the SA will receive the relevant notifications.	Agency	Notifications
<b>Complaints: User Management</b>				
<b>SES-2427 (3.2)</b>	Agency: Complaint Viewer Role Permissions	The Complaint Viewer role will have view-only permissions on all complaints in the system and will not be able to take any actions.	Agency	User Management
<b>SES-2426 (3.2)</b>	Agency: Complaint Manager Role Permissions	The Complaint Manager will be able to take actions on their agency's complaints but will not be able to request additional access to another agency's complaint. They also cannot decision any incoming access requests from other agencies.	Agency	User Management
<b>SES-2423 (3.2)</b>	Agency: Complaints: Complaints Supervisor permissions	The Complaints Supervisor role will have the highest level of permissions in consumer complaints. This user can take all actions for all complaints. Additionally, the user will have be able to take POC actions on complaints and will receive notifications when the full agency is tagged in discussion posts.	Agency	User Management

System-wide Enhancements				
<b>SES-2212 (3.2)</b>	Agency: Viewing current workload when adding participants or reassigning EIC or POC	In this release, when agency users are assigning the EIC or other participants to a SA they will be able to see what other SAs the user will be working on during the target month and year. When a user is being assigned or reassigned as the complaints POC in an agency, other complaints the user is a POC on will also be displayed.	Agency	Workload Management
<b>SES-2190 (3.3)</b>	Agency: Exam Staffing Report	The agency users will have access to a staffing report for users of their agency. This report will display information on SAs that do not have an EIC assigned, examiners with assignment overlaps and those examiners who have capacity to be assigned to SAs.	Agency	Workload Management
<b>SES-2434 (3.1)</b>	Company: NMLS License tab	An update has been made on the company records to display all license status of the licensee on the record in SES.	All	Company Record
<b>SES-2332 (3.2)</b>	Agency: Exam Scheduling displayed approved equivalent + Next Exam Due by date	The agency users who can conduct exam scheduling in the system will now only be presented with those companies which have the approved equivalent or transition requested license statuses.	Agency	Exam Scheduling
<b>SES-2224 (3.1)</b>	Agency: SA Tab EIC Filter	The agency, policy, and support users with access to the SA tab will have access to the EIC filter.	Agency, Policy & Support	Dashboards & Filters
<b>SES-2452 (3.1)</b>	Complaints: Additional categories to intake form	The complaints intake form will include additional categories for agency users to select and a couple of existing categories have been renamed to maintain accuracy of the complaint.	Agency	Intake Form
<b>SES-2497 (3.3)</b>	Add Categories and Business Activities Filters to Complaints Tab	From the complaints tab, all agency complaints users can view and filter their complaints by business activities and categories.	Agency	Dashboards & Filters
<b>SES-2428 (3.1)</b>	SES: Changing Need Help links to specific links	The "Need Help?" links in the system will direct users to specific content based on the page the user has access the linked from.	Agency & Company	Need Help Links