DMS
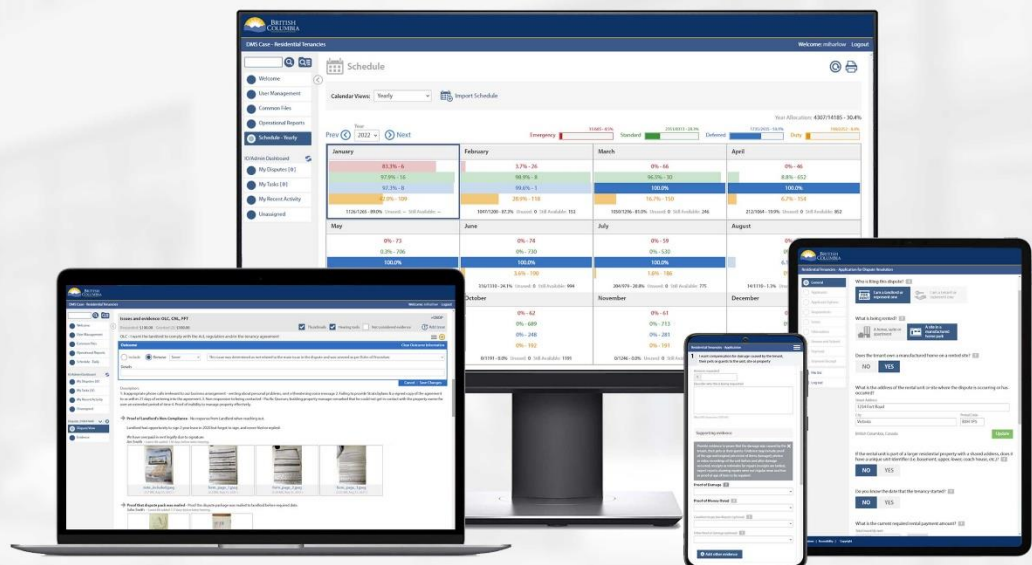## Dispute Management System

Core system features and capabilities summary

Hive One Justice Systems
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Hive1

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The **DMS** (Dispute Management System) is an advanced open-source feature-rich enterprise solution that was designed specifically for the transformation and automation of dispute resolution services. This document provides a summary of core system capabilities and features that have been proven through high-volume real-world use. The DMS is a highly customizable and extendable platform that can be modified for virtually any resolution process or service.

The latest version of this document is available online: https://www.hive1-js.com/dms-solution

Feature status indication (Oct 2023)	
✅ Completed	🔄 Being extended

⬦ Advanced intake and submissions

Intelligent guided intake: Intuitive processes that ensure clean and complete applications for resolution services

- ✓ Step-based and highly intuitive application processes that work on all devices, browsers, and screen sizes.
- ✓ Clear identification of parties with full separation of advocates, assistants, agents, and lawyers.
- ✓ Separation of personal and mail addresses with integrated address verification.
- ✓ Intelligent filtering that simplifies applicant selection by only showing issues relevant to their circumstances.
- ✓ Highly guided issue information, evidence, and testimony provision with issue-specific rule enforcement.
- ✓ Digital evidence submissions with customizable restrictions, duplicate prevention, and improved file names.
- ✓ Automated application completeness checks, information validations and visual warnings and alerts.
- ✓ Automated detection of dispute file priority, complexity, resolution process, and special staff skills needed.
- ✓ Online payments with automated fee-waiver approvals based on configured poverty thresholds.
- ✓ Comprehensive application receipts that can be printed or emailed and include custom next step instructions.
- ✓ Complete alternative intake for front-desk submissions of paper applications with office payments.
- ✓ Full return-to-applicant processes for the correction of errors and resubmission of the corrected information.
- ✓ Full applicant online access to each dispute file and its associated information
- ◌ Online instant booking of available resolution session with instant notice package generation and provision.
- ◌ Early intervention information provision including estimated wait times and the ability to see similar decisions.

Intelligent guided submissions: Intuitive processes for all common dispute file submissions that appear based on rules and guide users through intuitive processes that ensure they submit clean and complete information

- ✓ Unique automatically generated alphanumeric access codes that that allow friends, family, advocates, and agents to make submissions on behalf of dispute participants that need assistance.
- ✓ Full compatibility of all digital submission from any internet connected phone, laptop, tablet or computer.
- ✓ Display of real-time dispute file status, important information and alerts upon every system access.
- ✓ Automatic submission options that only appear when they should be available which simplify user choices.
- ✓ Always available updates to disputant phone, email, contact information and communication preferences.
- ✓ Verification of dispute participant phone numbers and email addresses through verification codes.
- ✓ Dispute participant self-serve access code recovery for lost access codes (email and phone based).
- ◌ Guided submission of applicant amendments with the enforcement of rules.
- ✓ Online, front-desk and automated fee-waivers payment collection for unpaid fees.
- ✓ Guided submissions of digital evidence and testimony with issue-based completeness feedback.
- ✓ Guided indication of notice and evidence service (disclosure) with proof of service and service verification.
- ✓ Guided requests for substituted service with pre-validation of inability to use available options.
- ✓ Guided requests for clarifications for delivered decisions and documents with rule enforcement.
- ✓ Guided requests for corrections for delivered decisions and documents with rule enforcement.
- ✓ Guided requests for the review for delivered decisions and documents with rule enforcement.
- ✓ Complete submission receipts that can be printed or emailed with custom next step instructions.
- ✓ Full alternative channels for front-desk processing of every digital submission option.
- ✓ Automated creation of staff tasks associated to any submission that require special handling.

❯ Fully digital dispute files

Fully digital dispute Files: Complete files that display complex information in highly intuitive views with extensive resolution tools and features that simplify work and eliminate the inefficiencies of external tools and systems

✓	Dispute summary view with the core file information, status, participants, issues, testimony, and evidence - with editing, amendment tracking and powerful resolution management tools and features.
✓	Automated detection and display of dispute priority, complexity, and associated necessary staff skill levels.
✓	Highly visible dispute file flags that highlight special characteristics and handling information at the top of all views and that route directly to associated information and workflows when clicked.
✓	Automatic role-based checks that ensure staff information entry and workflows are completed correctly.
✓	Evidence view with sorting (issue, party, and package), submitter disclosure management, evidence highlighting and notes, late submission indication, thumbnail previews, and powerful in-system file viewers.
✓	Dispute schedule view with scheduled sessions, attendance management, automated booking and schedule management tools (like cancellation, rescheduling, reassignment, adjournment), automatically generated session notices, and a full history of every scheduling action that was taken on the file.
✓	Dispute notice view with notices, automated notice generation, notice provision management, detailed amendment tracking, and disclosure management with a full history of all disclosure and service information.
✓	Document view with fully categorized resolution documents, automated decision and agreement generation, automated document delivery, document requests management, and the archiving and separate storage of all deficient documents that were replaced.
✓	Task view with new task creation, task categorization, role-based task views, automated task assignment, task prioritization with deadlines, task completion histories, and task performance tracking.
✓	Communication view with role and object-based notes, automated email and office pickup document delivery systems, full history of all sent emails and pickups, full record of all submission receipts, and ability to resend or forward any of the above information.
✓	History view with a full history of all dispute processes, stages, statuses and owners (with durations and owners of each status) and a full audit history of all changes made to the file after it was submitted.
✓	Payment view with the ability to create new participant fees, manage payment completions, and view all transactions associated to the receipt of payments.
✓	Full print capability of all views for information requests, information sharing or offline work.
✓	Fully tracked staff contributions and changes to all dispute file data with high visibility and traceability.
✓	Context-aware menus that show limited actions and options that; make the user selection of actions simpler (less options to choose from), ensure rules are followed, reduce training, and eliminate common human errors that can cause data loss or process issues.
✓	Section content within views that can be collapsed or expanded to focus on specific dispute file information.
✓	Shareable URLs that allow staff to share direct links to specific dispute files and views in their communications and posts that allow other staff to view the specific information more quickly.

⟩ Extensive workforce management and scheduling

Workforce management: A complete in-system working schedule for all resolution staff with visual display of working times and the ability to manage staff work assignments and measure performance based on working hours.

Resolution scheduling: A complete in-system schedule for all resolution sessions with daily, staff, monthly, and yearly views and powerful automated features that provide full control over resolution scheduling and schedules.

✅	Organization of staff into groups (contractor, employee) with roles, skills, and assigned managers.
✅	Visual indication of resolution staff type (employee, contractor), role and skill level for automated and manual assignments of work and role-based management and reporting.
✅	A visual and editable staff working time calendar with coverage positions and blocked times.
✅	A system for staff requesting working time or time off with a full transparent approval process.
✅	Automated schedule generation that fills working time with resolution sessions for automated booking.
◌	Automated schedule rebalancing to align wait times and fairly distribute resolution staff workloads.
✅	Full control over working time and resolution bookings to manage wait times and maintain prioritization.
✅	A complete resolution schedule with daily, personal, monthly and annual views and scheduling performance.
✅	Extensive reporting on bookings, wait times, schedule utilization, rescheduling and adjournments.
✅	Personal staff schedules with highlighted session information and direct links to associated files.
✅	The display of resolution sessions on external sites with automatic reminder emails for dispute participants.
✅	Automated booking of dispute files based on their priority, complexity and appropriate staff assignment.
✅	Fully automated re-assignment of resolution sessions across available staff without service disruption.
✅	Automated rescheduling of resolution sessions for additional resolution time or adjournments.
✅	Complete on-hold system for reserving future resolution sessions.
✅	Automated ability to locate and combine similar dispute files into shared resolution sessions.
✅	Complete histories of all scheduling actions and who they were made by on all files and scheduled sessions.
✅	Comprehensive targeted queues of unassigned dispute files based on role, process and status that can be self-assigned or assigned by managers based with aging and urgency indication.
✅	Comprehensive queues of tasks based on role, type and activity that can be self-assigned or assigned by managers with priority, deadline, and completion management.
✅	Discreet queues of undelivered documents and packages that require manual delivery (and were not handled by automated email delivery or automated regional office pickup methods)
✅	Personal staff dashboards with assigned dispute files, assigned tasks, and scheduled resolution sessions that allow all staff to be fully aware of their assigned and available work.
✅	Team manager and supervisor ability to view any staff dashboard and currently assigned work and schedules, and to re-assign work across staff to maximize performance and balance workloads.
✅	Extensive reporting on individual and team-based performance for every aspect of dispute resolution service.
✅	Extensive reporting on core activity times and time-to-resolution at the organization, service or individual staff level to monitor and manage current performance and measure the effects of operational changes.
◌	Full ability to pull working time and generate payroll reports from approved staff working hours and associated work completions to generate powerful financial performance and payroll reports.
◌	Automated pre-session reminders and verification processes that ensure disputants will be attending their scheduled resolution session with automated filing fee refunds for early cancellations and withdrawals.

Time-saving business automation features

Business automation: The DMS includes complete suite of innovative tools and features that reduce manual work and human error and increase the speed, consistency, and automation of your resolution services.

✓	Automatically generated in-system emails for common dispute resolution communications with attachments and rule-based recipient selection.
✓	Automated and comprehensive decision and agreement generation with dynamic content.
✓	Automated document and decision delivery based on document-specific email templates.
✓	Automated initial application booking, notice generation, notice delivery, and disclosure management.
✓	Automated workflows and customizable batch actions for common changes to dispute file information.
✓	Automated dispute file data completeness checks based on dispute actions and staff user role.
✓	Automated self, manager or system assignment of dispute files based on dispute status and staff roles.
✓	Automated self, manager or system assignment of tasks based on task type and staff roles.
✓	Automated amendment tracking on all central file changes made after initial dispute notice is provided.
✓	Automated office (front-desk) pickup package generation with delivery tracking.
✓	Automated abandonment, withdrawal, or adjournment of dispute files based on business rules.
✓	Automated scheduled delivery of customizable information and reports to any defined email address or group.
✓	Automated generation of standard working schedules around staff vacations and time off.
✓	Automated generation of bookable resolution events based on staff working times and rules.
✓	Automated address verification on all entered addresses (integrated lookup).
✓	Automated external dispute notice service validation for registered mail (integrated tracking).
✓	Automated task creation for staff work associated to participant submissions or specific dispute file changes.
✓	Automated disputant notifications and reminders of their deadlines and booked sessions.
✓	Automated submission option availability to dispute participants based on dispute status, role and rules.
✓	Automated context-aware quick-statuses that allow one-click transition of dispute file workflows.
✓	Automated flagging and highlighting of important dispute file characteristics with dispute-wide visibility.
✓	Automated movement of closed dispute file evidence into low-cost cold storage (while still instantly viewable).
✓	Automated posting and meta-data creation for anonymized decisions that enables instant search by external users seeking reference decisions or staff seeking relevant examples to help with their writing.
✓	Automated algorithm-based detection of related disputes (shared parties and issues) so that they can share resolution sessions and increase resolution efficiency and reduce time to resolution.
✓	Automated creation of thumbnails for uploaded images and files for instant in-system document previews.
✓	Automated data and file storage cleanup that ensure adherence to your data retention policies and rules.
✓	Automated show/hide of external submission options based on rules and dispute file characteristics that make the selection of options easier and ensuring that submissions are only made when they are allowed.
◌	Automated online self-serve booking based on detection of clean applications and suitable candidates
◌	Automated regular generation of summarized data warehouse and business intelligence data to enable widespread intuitive data access and powerful analysis and reporting

Business intelligence and operational control

Business intelligence: A critical asset in our digital world is data (some of the worlds largest companies provide free services in exchange for data). The DMS collects extensive data for detailed analysis and reporting and includes a native data warehouse making it a powerful foundation for advances in automation and even artificial intelligence.

Operational control: Increasingly complex services, increasing case volumes and remote workforces can result in reactive and out of control organizations. The DMS includes extensive features that bring proactivity, focus and control to resolution services and the activities of your staff.

✓	Extensive and detailed data on all aspects of a dispute file including all participant contributions, participation, staff actions and resolution outcomes.
✓	Complete dispute file separation by complexity, urgency, issues and resolution process to ensure apple-to-apple data analysis and the targeted identification of inefficiencies, trends and outcomes.
✓	A powerful PSSO (process, stage, status, owner) framework that ensures all steps of resolution processes are fully traceable, including the time, owner and duration associated every phase of resolution.
✓	Full visibility through unassigned work (queues), assigned staff work, and completed staff work to inform capacity and workload decisions and that include historical trends and projections.
✓	Tracked staff activities and working times to allow performance to be measured in terms of work completions per hour worked. This enables management transparency into work performance, highlights high performers that can provide new best practices, and identifies staff that require interventions, support and training.
✓	A built-in data warehouse takes complex DMS data, and on regular intervals, turns it into highly intuitive and powerful datasets that quantify virtually every aspect of dispute files and resolution services – simplifying complex data and greatly improving accessibility of data across your organization.
✓	Daily operational snapshot summaries and statistics that provide powerful trend graphs and early detection of operational changes important to operational decisions and outcome maximization.
✓	Full anonymization of warehouse data. This enables external information requests without anonymization or for data to be combined with identifiers for internal non-anonymized reporting.
✓	A complete data dictionary with definitions of all fields, rules, values and lookups.
✓	Automated report generation and sending engine that can send custom reports based on any data, to any recipient or recipient group, on any scheduled interval.
✓	A custom download report generation engine that allows custom reports to be created and modified quickly, based on any data, to be organized into reporting and access groups, with the ability to merge data into custom excel templates.
✓	Extensive live in-system workload dashboards that show real-time information in the DMS system including unassigned work queues, assigned work queues, current staff allocations, and aging/late work completions.
✓	A "operations at a glance dashboard" that is displayed to managers upon login, and that shows living snapshot of critical information about the health and performance of the operations and can be tailored to show virtually any real-time operational metric or trend of metrics over time.
✓	A staff performance dashboard that is based on the role of the logged in user and displays real-time performance to individual staff member including a comparison of their performance against the average performance of their peers. This improves awareness and performance of remote staff.
⟳	A built-in data connector for the warehouse for external tools like PowerBI, Tableau, or Excel with user access management that enables controlled internal data access and external open data sharing.

⬧ Advanced systems capabilities and benefits

System capabilities: Advanced features and capabilities that ensure your organization to do more	
✓	No licencing costs with unlimited users and full access to all system features (and no paid version tiers).
✓	No licensing restrictions on user accounts, page views, dispute files and system transactions.
✓	Reliable high-quality access to all external features across all modern devices and screen sizes (fully tested).
✓	Ability to create powerful high-quality features quickly and affordably with re-usable components, and intuitive architecture and the use of common programming languages (C#, JavaScript).
✓	Ability to release new features and improvements with control and confidence through proven release management processes that include 4 deployment environments (dev, UAT, pre-production, production).
✓	Create new and completely custom information submission streams and system add-ons without complex systems development using the provided custom data object subsystem that includes a one-time token submission system.
✓	Create new and fully controlled resolution services through a powerful and flexible stage, status, process and owner workflow control framework.
✓	Ability to detect the suitability for and include self-serve early resolution services (e.g. negotiation).
✓	Ability to select the best hosting environment based on your security, cost, support and data residency needs with the DMS ability to run on Amazon AWS, Red Hat OpenShift, Microsoft Azure, and Windows Server.
✓	Powerful information privacy and security with granular role-based access control and automated data anonymization of private information that is accessed through external non-authenticated systems.
✓	Auditing of all modifications to data and highlighted tracking of amendments to critical dispute file information.
✓	Clear and readable histories of all file status, notice service and booking changes to dispute files.
✓	Data collision protection and control that protects users from changing the same data at the same time while allowing all users to work on any dispute file at any time.
✓	Soft deletion and recovery of all data (deleted records are hidden but retained and can be undeleted).
✓	System uptime and reliability tracking with automatic system checks and real-time uptime monitoring.
✓	Point-in-time disaster recovery of data through the included custom backup and restoration solution.
✓	Full integration and data sharing between systems across all modern protocols and architectures.
✓	Integration with external communication and service delivery system (e.g. teleconferencing systems, online meeting systems, online payment systems, user support systems).
✓	Integrated statistical trials system that allows any new feature, process or improvement to be A/B (parallel) or A-B (serial) tested in the real world with blind randomization and full intervention and outcome tracking
✓	Comprehensive documentation of all database tables, API's, security, and architecture
✓	Complete ability to migrate external legacy systems data into DMS and shut down external systems
✓	Rich data editors that allow in-system formatting of content for improved visual display.
✓	Ability to create free text searches from any database or extracted text source (e.g. uploaded documents).
✓	File conversion and import capabilities that retrieve, convert and store files from external sources (e.g. recording of hearings or resolutions sessions).
✓	Full ability to extend the DMS systems with early intervention and pro-active online support tools that guide users through complex external decisions and actions (e.g. web calculators and interactive decisions tools).