IOD CASE AND REVIEW STATUS DEFINITIONS AND WORKFLOW

About This Document

The following pages provide definitions for each possible status in Insights on Demand (IOD)—for cases as well as Monthly and Semi-Annual Reviews. Additionally, for each process (cases and reviews), you will find a step-by-step flow that illustrates the progression through each step.

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INSIGHTS ON DEMAND FOR SMARTPAY® 3 - CASE STATUS DEFINITIONS

IOD Case Statuses: A/BO & A/OPC

Definitions	
New Case	A new case that has been created based on DOD GPC Business Rules.
New Case – Backlog	A new case related to transactions that occurred in the November 2018 – June 2019 time frame that was not data mined at the time but was instead brought into data mining later through backlog processing. These cases must be adjudicated just as any other cases. No additional cases in this status will be created after the December 2019 billing cycle.
New Case – Tier 2 Reopened	A new case that was closed by Tier 2 Tailoring but reopened by the 1% reopening methodology.
Email Sent	An open case in which any user has sent an email using the email workflow built in IOD.
Email Received	An open case in which someone has replied to the email that was sent using the email workflow built in IOD.
ABO – WIP	An open case where the A/BO has begun work ("work in progress") but not yet completed their review.
ABO Closed	An open case that has been reviewed by the A/BO and is currently in the queue to be assigned to the A/OPC for their assessment; this auto-assignment process takes place every 3 hours.
AOPC Assigned	An open case that has been reviewed by an A/BO and is now ready for an A/OPC to assess and close.
REJECTED – ABO WIP	An open case that has been reviewed by the A/BO and the A/OPC but sent back to the A/BO by the A/OPC for additional work, clarifications, or corrections.
AOPC Closed	A case that has been reviewed by the A/BO and assessed and closed by the A/OPC.
Closed - Locked	A case that has been reviewed by the A/BO, assessed, and closed by the A/OPC, and is now locked due to the A/OPC completing the monthly checklist for the billing cycle. Reopening of Closed-Locked cases requires the A/OPC to reopen the associated Monthly Review by uncertifying it.
Closed – Not Reviewed	A case that has been deferred without review for one of the following reasons: 1. Due to Exemption 2. Due to Deployment These cases must be reopened and closed once the deferment period ends, based on DPC and Service/Agency regulations.
Closed – Descoped	A case that has been closed without completing a review based on a rule change voted upon and approved by the Integrated Solutions Team (IST) SP3 governance board. This is typically done when DOD Rules change after cases have already been created. No user action is required for these cases.
Closed by System – Customized Tier 2 Business Rule	A case that has been automatically closed by Tier 2 Tailoring.
Closed by System – Transition Stratification	A backlog case that has been automatically closed by system rules that were developed by DPC specifically for the backlog. No cases will be closed by Stratification after December 2019.

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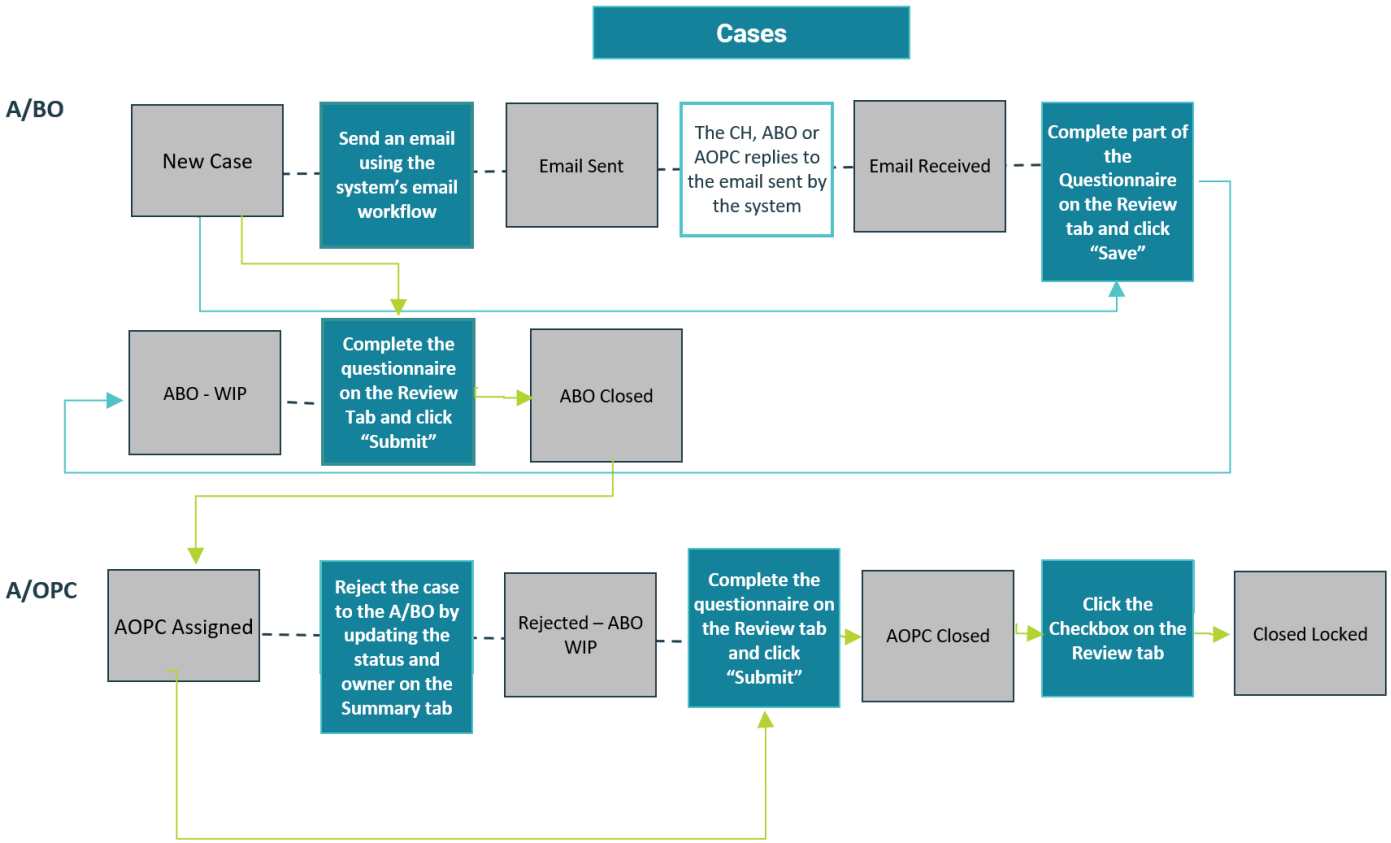

Legend

Prerequisite

Status in IOD

Action in IOD

Dotted Line = Optional Steps

Blue Line = Additional Steps

Green Line = Critical Path to Close a Case

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IOD Monthly Review Statuses: A/OPC

Definitions	
Not Ready to Certify - AOPC	An A/OPC Monthly Review in which either the billing cycle has not ended or every case that was generated in the billing cycle has not been closed.
Ready to Certify - AOPC	An A/OPC Monthly Review for which the billing cycle has ended and every case that was generated in the billing cycle has been closed.
Checklist Complete - AOPC	An A/OPC Monthly Review where the questions on the review tab have been answered, but the consent checkbox has not yet been checked.
Closed Certified - AOPC	An A/OPC Monthly Review that has been reviewed and the certification check box has been checked, certifying that every case that was generated in the billing cycle has been closed. This indicates that findings, determinations, and corrective actions are accurate and complete, but has not yet been locked.
Close Certified Locked - AOPC	An A/OPC Monthly Review that has been reviewed and locked so that no changes can be made to the cases within it.
Uncertified - AOPC	An A/OPC Monthly Review that was previously closed but has been reopened by the A/OPC.

IOD Monthly Review Statuses: OA/OPC & CPM

Definitions	
Not Ready to Certify	An OA/OPC or CPM Monthly Review where the billing cycle is still open and/or every A/OPC Monthly Review that was generated has not been closed.
Ready to Certify	An OA/OPC or CPM Monthly Review where the billing cycle has ended and every A/OPC Monthly Review that was generated has been closed.
Closed Certified	An OA/OPC or CPM Monthly Review that has been closed by checking the consent checkbox. This certifies that every A/OPC Monthly Review that was generated in this billing cycle has been closed but not yet locked.
Closed Certified Locked	An OA/OPC or CPM Monthly Review that has been reviewed, closed, and locked so that no changes can be made to the cases within it. Locking occurs when the Monthly Review one hierarchy level up has been closed.
Uncertified	An OA/OPC or CPM Monthly Review that was previously closed but has been reopened by the OA/OPC or CPM.

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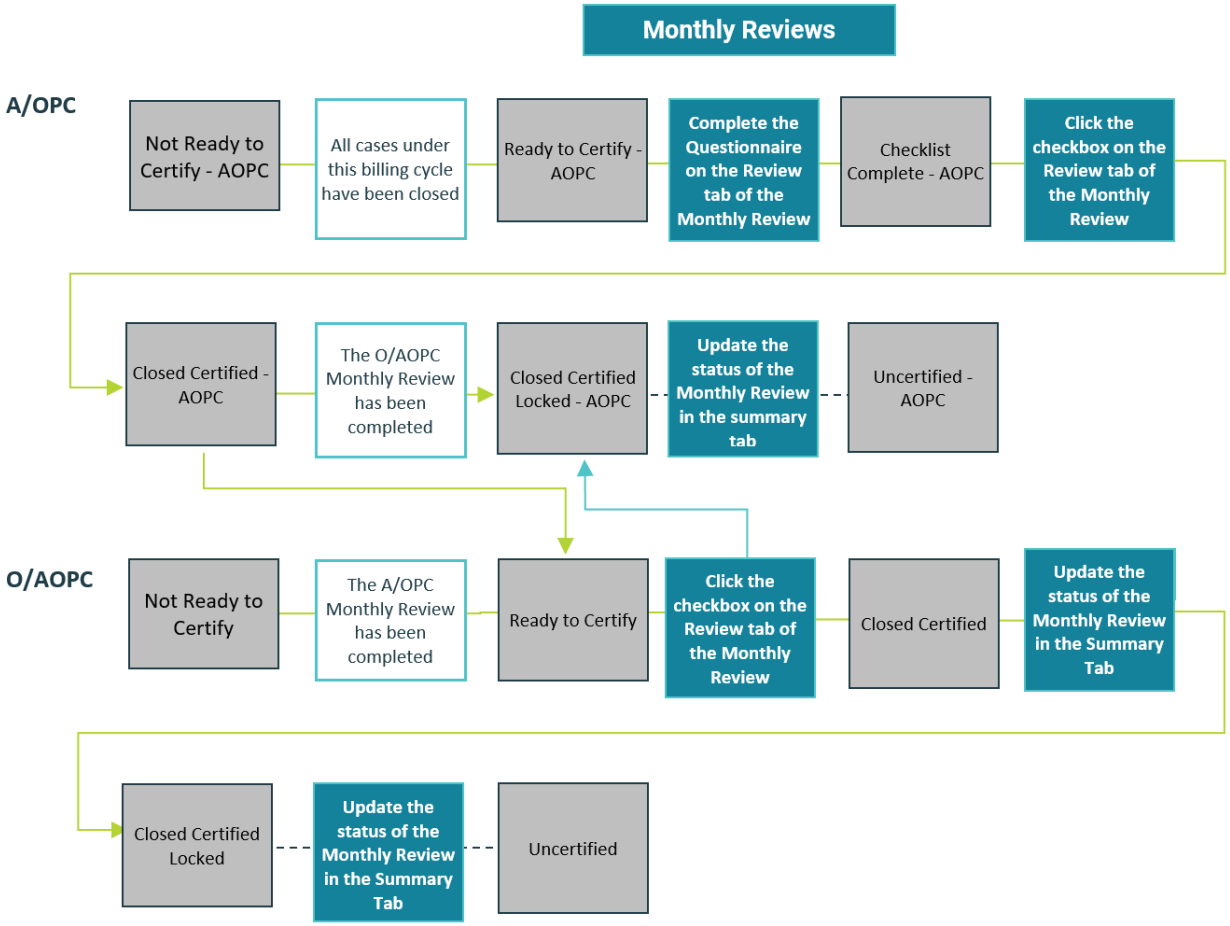

Legend

Prerequisite

Status in IOD

Action in IOD

Dotted Line = Optional Steps

Blue Line = Additional Steps

Green Line = Critical Path to Close a Case

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IOD Semi-Annual Review Statuses: A/OPC

	Definitions
SA Not Ready to Certify - AOPC	An A/OPC Semi-Annual Review for which the Semi-Annual cycle remains open and/or A/OPC Monthly Reviews within that cycle remain open.
SA Ready to Certify - AOPC	An A/OPC Semi-Annual Review for which the Semi-Annual cycle has closed and all A/OPC Monthly Reviews within that cycle have also been closed.
SA Checklist Complete - AOPC	An A/OPC Semi-Annual Review in which the questions on the review tab have been answered, but for which the consent checkbox has not yet been checked.
SA Closed Certified - AOPC	An A/OPC Semi-Annual Review that has been closed by checking the consent checkbox, but not locked.
SA Closed Certified Locked - AOPC	An A/OPC Semi-Annual Review that has been reviewed, closed, and locked so that no changes can be made to the cases within it. Locking occurs when the Semi-Annual Review (one hierarchy level up) has been closed.
SA Uncertified - AOPC	An A/OPC Semi-Annual Review that was previously closed but has been reopened by the A/OPC.

IOD Semi-Annual Review Statuses: OA/OPC & CPM

	Definitions
SA Not Ready to Certify - AOPC	An OA/OPC or CPM Semi-Annual Review for which the Semi-Annual cycle remains open, and/or within which all A/OPC Semi-Annual Reviews have not been closed.
SA Ready to Certify - AOPC	An OA/OPC or CPM Semi-Annual Review for which the Semi-Annual cycle has closed, and all A/OPC Semi-Annual Reviews have been closed.
SA Closed Certified - AOPC	An OA/OPC or CPM Semi-Annual Review that has been closed but not yet locked.
SA Closed Certified Locked - AOPC	An OA/OPC or CPM Semi-Annual Review that has been reviewed and locked so that no changes can be made to the cases within it.
SA Uncertified - AOPC	An OA/OPC or CPM Semi-Annual Review that was previously closed but has been reopened by the OA/OPC or CPM.

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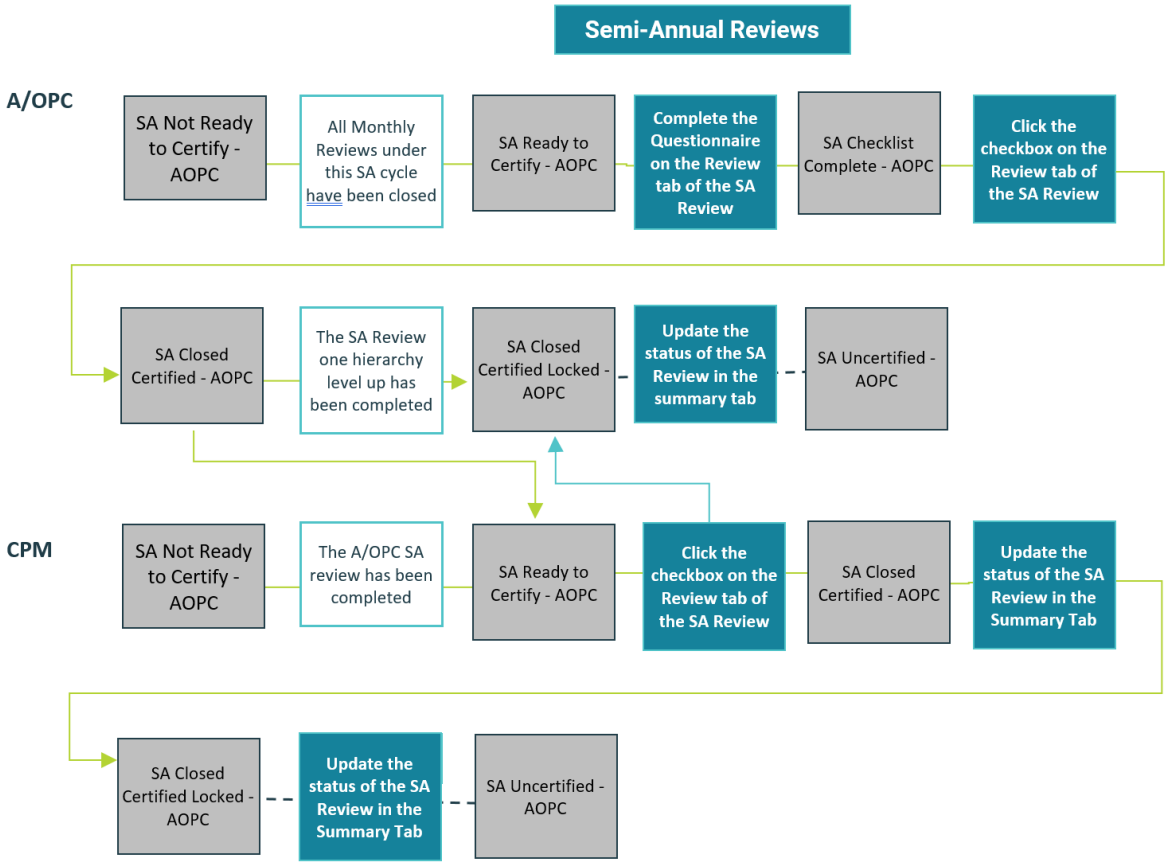

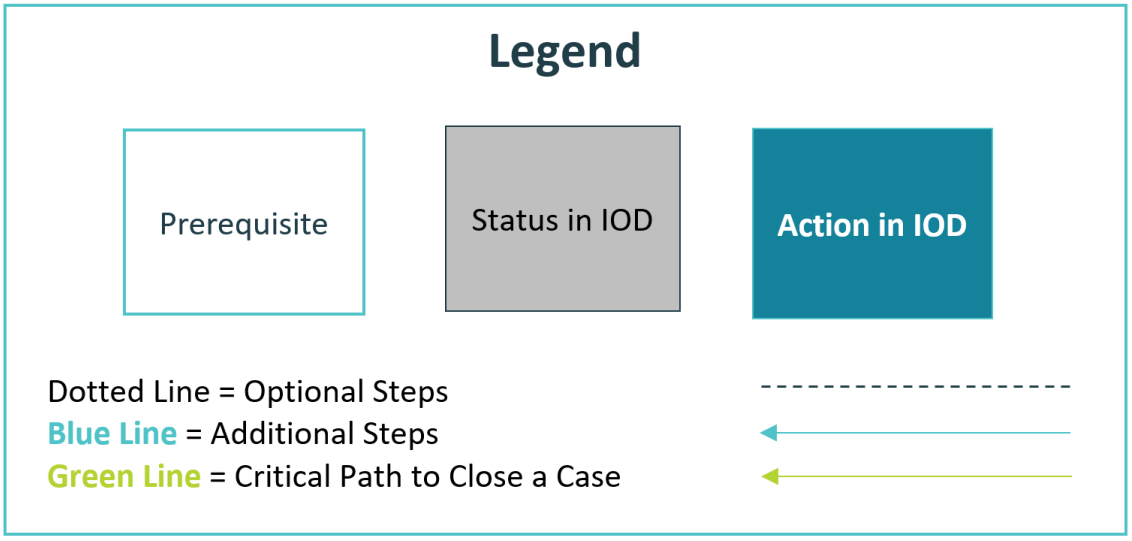

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