

eCASE

Reasonable
Accommodations



Reasonable Accommodations Release Notes

v3.2.0

November 2023



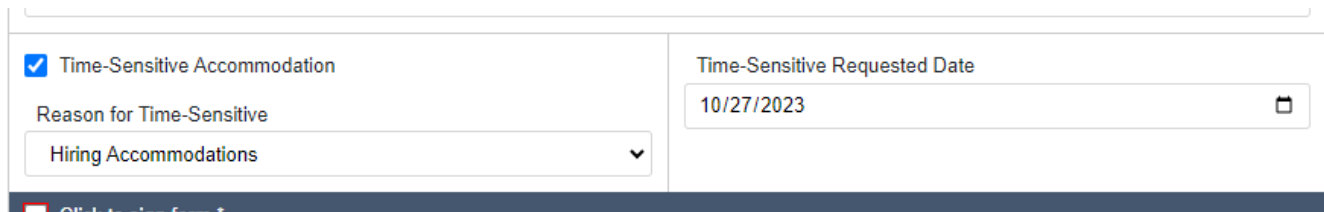
1 Product Enhancements

1.1 Time-Sensitive Accommodations

ID# 30782, 30784, 32292, 32299, 32322

Requesters can now indicate that a Reasonable Accommodation request is urgent.

First, Requesters select the Time-Sensitive Accommodation checkbox on the Intake form. Once the checkbox is selected, additional fields appear. Requesters can select a **Reason** from the drop-down menu options: Incoming Interview, Hiring Accommodation, Technical Requirements, or Other. They can also provide a **Time-Sensitive Requested Date**.



The screenshot shows a form section for 'Time-Sensitive Accommodation'. It includes a checked checkbox, a dropdown menu for 'Reason for Time-Sensitive' with 'Hiring Accommodations' selected, and a date field for 'Time-Sensitive Requested Date' with the value '10/27/2023'.

If a Request is marked as Time-Sensitive, it will be indicated in a new column on the *Cases Assigned to Me* and *Cases in Queue* dashboards.

| Cases Assigned to Me | | | | | | | | | |
|----------------------|----------------|-----------|-----------------------|----------------------|---|---------------|----------------|------------------------------|--|
| Office | Folder ID | Case Type | Task Assigned Date | Task Due Date | Task Name | Folder Status | Employee Name | Time-Sensitive Accommodation | |
| HQ | 2022-RAF-00583 | RA File | 10/26/2023 1:21:26 PM | 11/6/2023 1:21:26 PM | Send Notifications to Employee and Supervisor | In Progress | Russell Miller | Yes | |

The assigned DPM will receive an email notification 2 days prior to the Time-Sensitive date with the subject “Approaching Time-Sensitive Reasonable Accommodation [Folder ID]”.

1.2 Employee Type

ID# 30785, 32324, 32325, 32326

We’ve also added the ability to specify the **Employee Type** on a case. A new drop-down field is present on the Intake form with options for Employee and Applicant.



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Required fields are indicated with asterisk (*) and red outline.

| CONFIRMATION OF REQUEST FOR REASONABLE ACCOMMODATION | | | |
|--|---------|------------------------------------|--|
| Employee Information | | | |
| Employee Name * | | Organizational Office | |
| Russell Miller X | | Office of Field Programs (OFP) | |
| District | | Geographic Office | |
| Headquarters | | Headquarters | |
| Grade | Series | Step | |
| 08 | GS-0301 | 04 | |
| Telephone Number | | Email Address | |
| (123) 123-1231 | | test@opexustech.com | |
| Employee Type | | Supervisor's Telephone Number Test | |
| Employee | | (XXX) XXX-XXXX | |
| Employee | | | |
| Applicant | | | |

This drop-down is also available on the *Employee Information* Contact View page (as shown below) and the *Requester Contact* form.

Home / Contacts Search Result / Contact View / Edit Contact

Save Back Spelling

Employee

Required fields are indicated with asterisk (*) and red outline.

| Employee Information | |
|--------------------------------|-------------------------------|
| First Name * | Last Name * |
| Russell | Miller |
| Phone Number * | Email Address * |
| (202) 222-5555 | russell.miller@opexustech.com |
| Employee Type | Grade * |
| Employee | 08 |
| Employee | |
| Applicant | |
| Office of Field Programs (OFP) | |



It has also been added to all applicable forms on the Portal side, including the *Employee Information* screen.

| Employee Information | |
|---|--|
| Employee Name.* Byron Ragland | Organizational Office Commissioner (CM) |
| District Chicago District | Geographic Office Chicago District Office |
| Grade 03 | Series Intern |
| Step 03 | Telephone Number (202) 555-7777 |
| Email Address byron.ragland@opexustech.com | Employee Type Applicant |
| Supervisor Name Jimmy | Supervisor's Telephone Number Test (202) 555-9999 |

1.3 New Configuration Options

ID# 32308

We've added new configuration options, providing additional customization opportunities within the RA application. Application administrators can access and modify these settings on the *Configuration* page (**Main Menu > Configuration > RA Configuration**).

| RA File Tab Names | |
|--------------------------------|-----------------------|
| Intake Form Tab Name | Intake Form |
| Resolution Form Tab Name | Resolution Form |
| Information Reporting Tab Name | Information Reporting |
| Reconsideration Form Tab Name | Reconsideration Form |



1.3.1 Modify RA Tab Names

ID# 30787, 30788, 30789, 30790

On the *RA Tab Names* tab in *Configuration*, you can customize the display names that appear for tabs on the RA File, RA Modification, and RA Inquiry tabs.

| RA File Tab Names | |
|---|--|
| Intake Form Tab Name | Intake Form |
| Resolution Form Tab Name | Resolution Form |
| Information Reporting Tab Name | Information Reporting |
| Reconsideration Form Tab Name | Reconsideration Form |
| Post Case Processing Tab Name | Post Case Processing |
| RA Modification Tab Names | |
| RA Modification Intake Form Tab Name | RA Modification Intake Form |
| RA Modification Resolution Form Tab Name | RA Modification Resolution Form |
| RA Modification Information Reporting Form Tab Name | RA Modification Information Reporting Form |
| RA Modification Reconsideration Form Tab Name | RA Modification Reconsideration Form |

1.3.2 Modify RA Inquiry Terminology, RA File Terminology, and RA Modification Terminology

ID #30796, 30797, 30798, 30801, 31984, 31985, 31986, 32276, 32278, 32279

We've also added 3 new *Terminology* tabs on *Configuration* that allow you to customize display names, show/hide fields, and set required fields for RA Inquiry (shown below), RA File, and RA Modification. Common fields, headers, and Case Type fields can all be customized. Any changes made on the *Terminology* tabs will be reflected on the forms within the applicable RA case and on the applicable Portal form.



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| | | | | | | |
|---|------------------------------------|-------------------------------------|---------------------|-----------------------------|--------------|----------------|
| RA General Configuration | Common Field Terminology | RA Inquiry Terminology | RA File Terminology | RA Modification Terminology | RA Tab Names | RA Portal Subm |
| RA Modification Workflow Activity Names | RA Inquiry Workflow Activity Names | Requester Contact Field Terminology | | | | |

| RA Inquiry Label Configuration | | | | | |
|--|-----------------------|-------------------------------------|-------------------------------------|----------------------------|--|
| Note: Checkbox checked in Show/Hide column displays field. Un-check checkbox will hide field in display. | | | | | |
| Common Fields | | | | | |
| Label | Display Name | Show/Hide | Required | Required for Employee Type | |
| FY: | FY | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| Geographic Office: | Geographic Office | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| Employee Name: | Employee Name | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | |
| Organizational Office: | Organizational Office | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| District: | District | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| Grade: | Grade | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| Received Mode: | Received Mode | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| Email Address: | Email Address | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| Telephone Number: | Telephone Number | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| Step: | Step | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| Supervisor Name: | Supervisor Name | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |

1.3.3 Modify RA Portal Submission Form Names

ID# 32282, 32284, 32286

On the new *RA Portal Submission Form Names* tab, you can customize the display names for RA Portal Form Submission, RA Modification Portal Submission, and RA Inquiry Portal Submission fields.

| | | | | | |
|-------------------------------------|---------------------------------|---|------------------------------------|-----------------------------|--------------|
| RA General Configuration | Common Field Terminology | RA Inquiry Terminology | RA File Terminology | RA Modification Terminology | RA Tab Names |
| RA Portal Submission Form Names | RA File Workflow Activity Names | RA Modification Workflow Activity Names | RA Inquiry Workflow Activity Names | | |
| Requester Contact Field Terminology | | | | | |

| RA Submission Form Names | |
|--|-----------------|
| RA Portal Form Submission Name | RA Request |
| RA Modification Portal Submission Name | RA Modification |
| RA Inquiry Portal Submission Name | RA Inquiry |

1.3.4 Modify RA File Workflow Activity Names, RA Modification Workflow Activity Names, and RA Inquiry Workflow Activity Names

ID# 30792, 30793, 30795

You can also customize workflow activity display names for RA File, RA Modification, and RA Inquiry via their respective *Configuration* tabs. Any changes made on these tabs will be reflected in the *Assignments Tab* on the forms.



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Save Logs Spelling

| | | | |
|---|------------------------------------|-------------------------------------|---------------------------------|
| RA General Configuration | Common Field Terminology | RA Inquiry Terminology | RA File Terminology |
| RA Modification Terminology | RA Tab Names | RA Portal Submission Form Names | RA File Workflow Activity Names |
| RA Modification Workflow Activity Names | RA Inquiry Workflow Activity Names | Requester Contact Field Terminology | |

| RA File Workflow Activity Names | |
|--|--|
| Note: Changing the workflow activity name will not be reflected on the workflow diagram. | |
| Workflow Name | RA File Final v6.0 |
| Send Notifications to Employee and Supervisor | Send Notifications to Employee and Supervisor |
| Review RA | Review RA |
| Send Portal Message for Additional Documentation | Send Portal Message for Additional Documentation |
| Review Documentation | Review Documentation |
| Approve/Reject RA (Complete 557a) | Approve/Reject RA (Complete Resolution Form) |
| Wait for Employee Accept, Reject or Reconsideration | Wait for Employee Accept, Reject or Reconsideration test |
| Reconsider and complete 557c | Reconsider and Complete Reconsideration Form |
| Implementation of Approved RA | Implementation of Approved RA |
| Completes 557b Form | Complete Information Reporting Form |

1.3.5 Modify Requester Contact Field Terminology

ID #33558

We've also added a *Requester Contact Field Terminology* tab to *Configuration*. Here, you can change field display names, show/hide fields, and set required fields for the *Requester Contact* page.



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| | | | | | | |
|---|------------------------------------|-------------------------------------|---------------------|-----------------------------|--------------|----------------|
| RA General Configuration | Common Field Terminology | RA Inquiry Terminology | RA File Terminology | RA Modification Terminology | RA Tab Names | RA Portal Subm |
| RA Modification Workflow Activity Names | RA Inquiry Workflow Activity Names | Requester Contact Field Terminology | | | | |

Requester Contact Field Label Configuration

Note: Checkbox checked in Show/Hide column displays field. Un-check checkbox will hide field in display.

Contact Fields

| Label | Display Name | Show/Hide | Required | Required for Employee Type |
|-----------------------|--|-------------------------------------|-------------------------------------|------------------------------|
| Grade | <input type="text" value="Grade"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <div>Add Employee Type</div> |
| Geographic Office | <input type="text" value="Geographic Office"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <div>Add Employee Type</div> |
| Steps | <input type="text" value="Steps"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <div>Add Employee Type</div> |
| Supervisor's Name | <input type="text" value="Supervisor's Name"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <div>Add Employee Type</div> |
| First Name | <input type="text" value="First Name"/> | | | |
| Last Name | <input type="text" value="Last Name"/> | | | |
| Phone Number | <input type="text" value="Phone Number"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Email Address | <input type="text" value="Email Address"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Organizational Office | <input type="text" value="Organizational Office"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <div>Add Employee Type</div> |
| | <input type="text"/> | | | <div>Add Employee Type</div> |



2 Bug Fixes

We've addressed issues identified by our customers and the OPEXUS team. These bug fixes are outlined in the table below:

| ID | Description |
|-------|---|
| 48168 | Fixed issue in which the Accommodation decision was incorrectly confirmed when the Resolution form was saved. |
| 51452 | Modified the alert displayed when the Accommodation Decision is N/A and Discontinue is selected for the folder's Case Status. |

