Manage Data Validation Exceptions

CMS will validate all data retrieved from CSA systems, if CMS records cannot be populated due to either missing case data i.e. blank / incomplete records, or records which are received in an incompatible format.

Where incorrect or missing data is identified, system CMS will generate an exception report listing all the data that has failed the validation process.

The team leader will then allocate the exception report to a caseworker, for them to make the relevant investigations and take the appropriate action in order to resolve the issue and allow the case closure journey to continue.

Prior to the caseworkers taking this action, team leaders will:

- Make the casegroup unavailable for Tranche Activities
- Move the casegroup into the Exceptions Tranche
- Create Exceptions Report
- Output Exception Report
- Present Data Records which Fail Validation
- Allocate Report

Depending on the type of exception identified, caseworkers will then take the following action/s:

- Investigate Reason for Exception
- Identify Required Data
- Check what is held on the CSA systems
- Raise an Incident
- Obtain Required Data
- Manually Update CSA system records (DQ - how is this done? do caseworkers contact CSA to arrange for the data to be updated?)
- Trigger Refresh Client Data
- Make Casegroup Available for Tranche Activities
- Run Exception Tranche

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