CTS Starter Pack Guide
21 June 2016

I. Getting Started.

A. Generally. Your CTS Starter Pack comes with 7 Starter Pack Cases and comes with the following dropdown fields pre-loaded: Client, Subject Matter, Publication, Branch, and Correspondence For. These are generic, and you may consider tailoring them to better reflect your organization. Under the Administration tab, you may select any of the pre-loads and adjust them. This guide walks you through the various features of ALCS/CTS, and identifies how the Starter Pack Cases can help you further learn about the system.

II. Starter Pack Cases.

A. Generally. There are 6 substantive Starter Pack Cases. Case 7 is the Starter Pack Guide with draft ALCS SOP. Substantively, cases 20160001 and 20160002 are examples of MILAIR actions. Cases 20160003 and 20160004 are examples of Conference Request actions under AD 2015-01. Case 20160005 is an example of a FOIA action. Procedurally, cases 2016001-003 and 2016005 are all examples of actions where the legal opinion is in the form of an opinion (notice the field "Correspondence For"). Case 20160004 is an example of an action where the legal opinion is in the form of an email. Case 20160006 is an example of filing a document or documents for record.

B. Adding a New Case. In order to create a new case, select "Cases > Add Case". Fill in the information in the fields marked with an asterisk. Once you "Save" the case, ALCS will generate a Case Number for your case.

C. Filling out a case file. The Starter Pack cases give you examples of completed and closed cases. They are based on the draft ALCS SOP, which you may modify. The purpose for each of the fields is explained below. In some cases, the field is marked as not useful, but you may consider a use for it in your office. For the most part, filling out various fields help with future searches and reports. Only the fields with an asterisk are required, but at a minimum, you should at least fill out the following fields after a case is closed:

1. ***Words and Phrases***. This field is important for "tagging" or "indexing" a case. The words and phrases you include in this field "tag" the case in a way that will allow you or future attorneys to find the case when searching for those particular words. The more specific the words or phrases, the better your future search results will be.

2. ***Digest***. This field is the most important field to complete before closing a case. It is important for providing a brief executive summary about the case. It provides a synopsis of the case, important for the "Morning Report", the "Quick Search",

and the “Search > Case Database”. The Digest also provides “tags” to the case for the “Quick Search”. If you are too generic in completing the digest, then all similar cases will appear similar and you will lose meaningful search functionality and reporting capability.

3. ***Subject***. The Subject field is already mandatory. It is best to consider this as the title of the case. Greater specificity in filling in this field helps to distinguish results in the “Quick Search” and in the “Reports > Open Case Report” and the “Reports > Open Case Report with Comments”.

4. ***Supporting Documents***. While not required, if you are not at least uploading your opinion and the document(s) reviewed to the ALCS case, then you are missing out on one of the best functions of ALCS. It serves as a digital filing cabinet that is digitally searchable. It is best if you ensure any PDF is OCRd (word searchable). If it takes too long to upload all the files reviewed, consider uploading a ZIP file of the documents. The zipped files are not searchable by the ALCS “Search > Supporting Documents” search, but a readable PDF or word document is. Alternatively, if you respond to your client with an email, you can simply upload the “*.msg” file. As long as you take the time to complete the “Words and Phrases” field, then you will be able to find the case in the “Quick Search”. Bottom Line – upload your opinions to ALCS.

The other fields are useful for searching and tracking information, but the above 4 fields should be a **Must-Complete for your SOP**.

D. Other Fields.

1. ***Case Reference #***. This field may be used to track any OTHER case reference number for the same case. If you load a case that is tracked differently in another system, then this field allows you to identify that other reference number. For example, if you chose to scan and upload old paper files to ALCS, and these paper files have a different case reference number, and you may need to search for the case by the old case reference number, you can include that other case reference number in this field.

2. ***Subject Matter***. As described above, this is the overarching subject for the case. It is part of a dropdown selection. Use the Administration tab to adjust the dropdown list.

3. ***Status***. Open, Closed, or Killed. Killed cases are those which you initiated, but then the client no longer needed an answer and there is no work worth filing or keeping on the case.

4. ***RA/RP***. The Responsible Attorney (RA) or Responsible Paralegal (RP) assigned to work on a case.

5. ***Client***. The person or office asking for the legal review. Adjust in Administration tab.

6. ***Branch***. The branch of the office working on the legal review. Adjust in Administration tab. Several reports and searches allow you to filter by branch.

7. ***Logged In***. The date the request came into the office.

8. ***Logout***. The date the case is closed. Generally, you should close a case on the same date as your legal opinion.

9. ***Army Lawyer***. Not a useful field.

10. ***Suspense***. The default suspense is thirty days from the date it is created. Setting the suspense adjusts the order of the cases listed in the “My Cases” view and in the Open Case Report.

11. ***Int Suspense***. You may record an internal suspense, but this field does not currently affect any other report.

12. ***Publication***. As described above, this field may be redundant with Correspondence For. It appears on the Digest Printout.

13. ***Coord With***. Include other offices or people with whom you coordinated your opinion. This field helps identify who else contributed to the final case file and will help future attorneys find relevant outside assistance.

14. ***Ext Tracking***. Similar to the Case Reference #, this field allows you to include tracking numbers used by other staff sections or other headquarters.

15. ***See Opinion***. If other ALCS opinions were useful in researching the instant opinion, you may refer to them with this field. This should be distinguished from the “Attach / Detach Cases” field.

16. ***Correspondence For***. This field is useful in distinguishing between the different forms of legal advice or filings. Adjust in Administration tab.

17. ***Names***. This field is only relevant if the case about a named specific person. For example, the subject of an AR 15-6 investigation or adverse administrative action.

18. ***Comments***. This field is useful for completing an informal Note For Retained Copy (NFRC). See the ALCS SOP and the following milSuite post for more information and recommendations regarding NFRCs: https://www.milsuite.mil/book/groups/jagconnect-army-administrative-

law/blog/2015/10/26/managing-your-adlaw-cases-the-note-for-retained-copy-nfrc-best-practices-recommendation.

19. ***Topics.*** Not useful, except as discussed above.

20. ***Attach/Detach Cases.*** This is for cases that are on the same exact person, event, or issue. For example, if you have an AR 15-6 investigation into a person, then a reprimand, and then a relief for cause action, you may attach all three cases. However, if you have the same recurring conference each year, you should not attach the 2015 conference to the 2016 conference. Instead, you should refer to the previous similar conferences in the "See Opinion" field.

21. ***Time Task.*** Not useful, except as discussed above.

22. ***Con & Code.*** Not useful. See "Topics".

23. ***Dir/Reg.*** Not useful. See "Topics".

24. ***Provision Interpreted Codes.*** While you may achieve the same effect by entering the information in the "Words and Phrases" field or in the "Comments" field, this field allows you to enter information in a standardized way regarding different sources like Army Regulations, DOD instructions and directives, US Code, and others.

E. Supporting Documents. As discussed above, this is a Must-Complete field if you intend to use ALCS in a meaningful way. The uploaded files should be readable so that the Search > Supporting Documents search works. The Starter Pack cases include uploads consistent with the draft ALCS SOP. While not required, the cases are named with the case number. This prevents you from downloading a file and then losing which case it is associated with. The files are also numbered because the Supporting Documents field organizes the files numerically and alphabetically. The first uploaded file in each case is the Digest. This PDF is a form that is automatically generated by each case.

F. ALCS-Generated Forms. In the Open Case View (when you open an individual case), you will notice "Viewer", "Log Sheet", "Digest", "Memo/Conc", and "Memo/JAG" across the top. These buttons automatically generate different forms you can use with your case.

1. ***Viewer***. This opens a separate window viewer to view the uploaded files in the Supporting Documents field.

2. ***Log Sheet.*** This opens a separate window with a Log Sheet specific to the case.

3. ***Digest.*** This opens a separate window with an ALCS-generated Digest Form. The Digest Form is useful for routing the case for different levels of review. It

includes all the relevant case data in a presentable format. It provides a coversheet with a “Snapshot” of the case and also serves as a useful routing sheet. If you file paper-versions of your cases, it serves as a cover sheet that allows future researches to easily refer back to the relevant ALCS case. An example of the Digest Form and how it may be used is included in the six substantive cases of the Starter Pack as 2016000# 0.Digest.pdf. It is not a necessary file for upload to the “Supporting Documents” field, but may be a useful document for paper-staffing or paper-filing of the case.

4. ***Memo/Conc.*** Not Useful.

5. ***Memo/JAG.*** This opens a separate window with an ALCS-generated memorandum used as a memorandum of filing. This is the form used in OTJAG/ADLAW, and thus it says “Memorandum for OTJAG Files.” When filing documents or files for record, use this as a memorandum of filing.

III. Cases Tab.

A. Quick Search. When you click on the Cases tab, it comes with the Quick Search. Provided you are at least completing the 4 Must-Complete fields, the Quick Search will give any user the ability to conduct research or find old cases. While the Quick Search looks for matches in all of the entry fields, the Quick Search does not search the “Supporting Documents” field. This is why it is important to complete the “Words and Phrases” field and to include adequate specificity in the “Digest.”

B. My Cases. This view will display the open cases assigned to the user. Adjusting the “Status” allows the user to show “Closed”, “Killed”, and “All” cases for that user only. The “Closed”, “Killed”, and “All” options under the “Cases” tab display all the “Closed”, “Killed”, or “All” cases for the entire database.

C. Add Case. Selecting Add Case allows the user to create a new case.

IV. Search Tab.

A. Case Database Search. This search is similar to the Quick Search, but includes specific fields to use to filter your search results.

B. Supporting Documents Search. This search scans all the uploaded files, but only if they are readable. Accordingly, you should ensure you OCR all PDF documents (run Text Recognition).

C. Run Cards. This search only works if you add Topics under the Administration tab. If you add Topics and tag cases with the topics and other fields, the Run Cards search is similar to an index search. It provides a list of all the added topics, and shows all the cases that have been tagged with that topic. The Starter Pack does not have pre-loaded Topics.

V. Reports Tab.

A. Open Case Report. This report displays all the open cases. You can filter by branch (only Administrative Law cases or only Operational Law cases), and you can filter by RA/RP. Provided ITD gives you the capability, you can adjust the triggers for when the cases become Red, Yellow, or Green. The default for a case to turn Red is 30 days. The Open Case Report is useful if you are tracking suspenses and if your Subject field includes sufficient information to distinguish the cases.

B. Open Case Report with Comments. This report is the same as the Open Case Report, but it also displays the Comments field. This is helpful if the RA/RP update the status of the case in the Comments field. If you have periodic meetings to discuss open cases, and the RA/RP keeps his or her cases updated in the Comments field, then the meeting allows for a better discussion of the open cases and how best to prioritize efforts.

C. Morning Report. This report is useful for providing a summary of completed cases to higher headquarters. It is called the Morning Report because OTJAG/ADLAW prints this out every morning to give everyone in the Division, including the Division Chief an overview of the actions completed by the attorneys in the different Branches. This report requires diligent completion of the Digest field. Some offices use this report as a weekly significant actions report to the SJA.

D. Case Statistics. This report shows a breakdown of cases by the different branches.

E. Processing Report. Allows the user to set a date range and evaluate the number of cases, the processing time in terms of mean, median, quickest, and slowest. It is useful in generating end of term statistics.

F. Custom Report. This Report is a useful search tool that allows the use of several fields to filter results and it produces a spreadsheet of the results. This is useful if you have to provide data about your cases in various formats.

VI. Administration Tab.

Rather than delete, consider making old options “Inactive.” Retaining data as “Inactive” allows you to limit options in the dropdown menu for the relevant fields without disrupting the data in older cases. The following address the different options under the Administration tab.

A. Topics. This field is used to upload pre-determined terms from which Users can select from drop-down menus: Topics, Con & Code, and Dir/Reg. This also populates the necessary fields for the “Run Cards” search in the Search Tab. In order to use this feature, you must pre-load various terms in Topics, Army Regulations, provisions of US

Code, DoD publications, Constitutional provisions, National Guard regulations, Other, Names, and Words/Phrases. Using this feature is difficult and time consuming to maintain, because it takes several steps to enter new terms in the drop-down menus, but it will keep your "tags" uniform. Instead, it is much easier to merely type in the relevant "tag" in the Words and Phrases field, or to enter the regulation or statute in the Provision Interpreted Codes field. Accordingly, we did not include any pre-loaded terms in Topics, Con & Code, or Dir/Reg.

B. Publications. This field may be useful in describing and tracking what type of publication are produced by your office. However, it may be redundant with the Correspondence For field, and unnecessary. From the case view, you will be able to select from the drop-down menu to describe the type of publication. We have pre-loaded the following terms in the Publications field in this Starter Pack: Briefing Slides; Information Paper; Legal Review; Other; Training Slides.

C. Branch. This field is useful if you have more than one branch using the same ALCS/CTS database. The Branch field is useful in the Morning Report, distinguishing the different cases closed by each branch. It is also useful in the Open Case report, to allow each branch to display only the cases open in their own branch. We have pre-loaded the following terms in the Branch field in this Starter Pack: Contract & Fiscal Law; Ethics; Operational Law; International Law; Administrative Law.

D. Correspondence For. This field is useful in distinguishing between the different forms of legal advice or filings. Publications may be redundant with Correspondence For, and you may determine that Publications as a field is not useful. The Starter Pack contains a list of 15 different items for Correspondence For.

E. Subject Matter. This field provides a dropdown of topics your office commonly sees. While a case may cover several topics, this dropdown list provides a way to identify one overarching topic. If you properly label and track Subject Matter, then you can better track and report the different topics your office or attorneys review or provide advice on. This can be used to help balance and diversify the work load across your office. It can also help you identify where you have either developed expertise or where you need to focus more resources regarding a certain topic. The Starter Pack contains a list of 25 items for Subject Matter.

F. Add / Modify User. This is where you add all the attorneys, paralegals, and legal professionals who will have access to and use your database. This should only include people with approved access to all of the files that will be uploaded to your database. It should not include clients or members of other staff sections. When you add an attorney, you may add them with one, two, or three types of permissions. The permissions are:

(1) *User*. A User is a normal user of the system, usually a Responsible Attorney or Responsible Paralegal. You must enter a person as a User in order to be able to select that person as the RA/RP of a case, or to search for that person's cases using

the RARP field. A User only has access to the following tabs: Home; Cases; Search; and Help. A User can only edit cases that are in an Open status. Once a case is closed or killed, even that User's case, then the User is not able to edit the case. However, even a User can DELETE Supporting Documents (this is not a desirable feature, but is how the CTS currently works – this is why you must trust and supervise your Users). Very few people should only be Users. As a reminder, when a person leaves/PCS/ETS your office, you should keep them as a User, but "inactivate" their status. Do not delete their name, otherwise you will not be able to select their name from the RARP drop-down list for searches.

(2) *Administrator*. Notwithstanding the title, an Administrator is not a System Administrator. An Administrator has access to the following tabs: Home; Cases; Search; Reports; and Help (All the User Tabs PLUS the Reports Tab). An Administrator can edit all case data, even cases that have been closed or killed. Normally, you should make all RARPs **BOTH** Users **AND** Administrators.

(3) *Super User*. A Super User manages the site and is responsible for the user management and the system variables. Only Super Users are able to use the Administration Tab. Only limited people, such as your Branch Chiefs, Division Chiefs, or Senior or Chief Paralegals should be made Super Users. Not everyone needs access to edit the Administration Tab. If someone is an RARP and you intend for them to help manage the variables and options in the CTS, then they should be made a User **AND** Administrator **AND** Super User.

G. <u>Add / Modify Client</u>. This field provides a drop-down list of the various clients you may have. It assists in distinguishing the various clients who may ask for your legal advice. Tracking this field may help you determine or report your busiest clients or jurisdiction, and may help you better justify your office resources or personnel to better respond to that needy client. The Starter Pack contains a list of 16 sample clients.

H. <u>Time Codes</u>. There are no pre-loaded Time Codes in this Starter Pack. Time Codes can be used to track the amount of time spent on each action, doing various tasks to complete that action.

I. <u>System Variable</u>. Only Super Users have access to the System Variables. This field allows you to adjust the Year for the Case Number; modify the most current case number; input/adjust the Office Name, Office Symbol, and other data that are reflected in various reports; change the method for determining the color coding of cases; and change the way the Notification to RARP button works.

VI. Help. For assistance, contact the JAGCNet Service Desk: 703-693-0000 DSN 223 or at usarmy.belvoir.hqda-otjag.mbx.jagcnet-service-desk@mail.mil.
Find your ALCS/CTS:
https://www.jagcnet.army.mil/Sites/jagc.nsf/homeContent.xsp?open&documentId=B02FBFC3FB5214F785257E7E00663E47

Developed by: LTC Jeffrey S. Dietz