Cúram

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Citizen Engagement (CE) Enhancements

Cúram 8.1.2 (CE v7.0.0) Enablement Material

Agenda

1. Framework for building external applications
2. IEG Script guidance & patterns
3. React 18 Upgrade & move to Vite

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Framework for building external applications

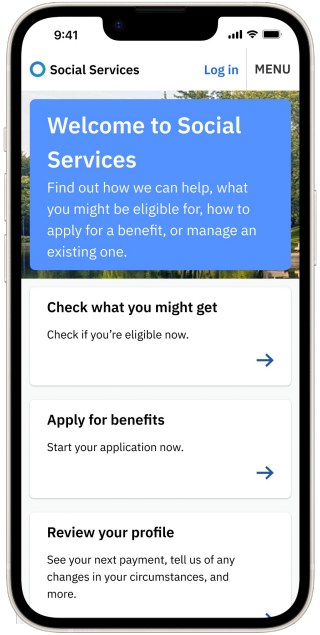
Framework for building external applications

Before CE v7.0.0

Cúram Citizen Engagement (CE) was used to build online web applications for citizens to apply for benefits for themselves and to view and make changes to their own details only.

This has proved challenging for some citizens who are unable to work with online technology.

There was no easy way of building custom web applications for other users such as those who assist others in applying for benefit.



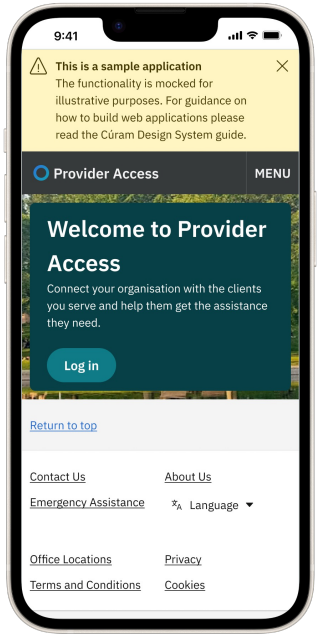
In CE v7.0.0

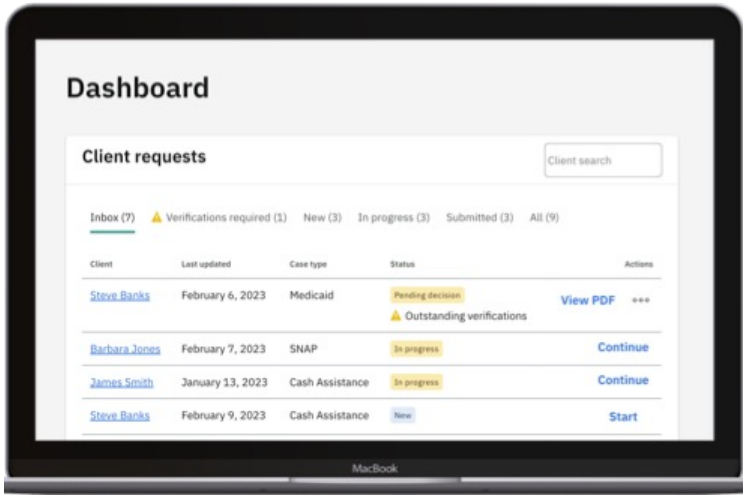
The CE infrastructure has been extended to provide support for ***authorized representatives*** (those who assist others in applying for benefits).

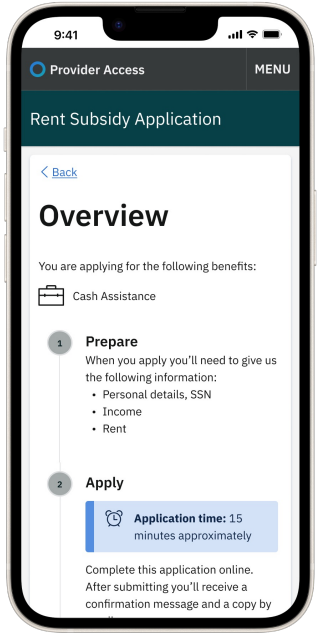
The Cúram Design System can now be used to build web applications for ***any*** user.

Support for Authorized Representatives

Enhancements to the CE development environment and the Cúram Web APIs now enable customers to build web applications for authorized representatives that support applying for benefits and managing associated tasks on behalf of citizens.

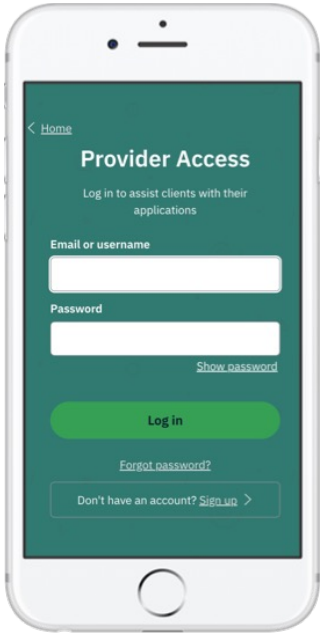


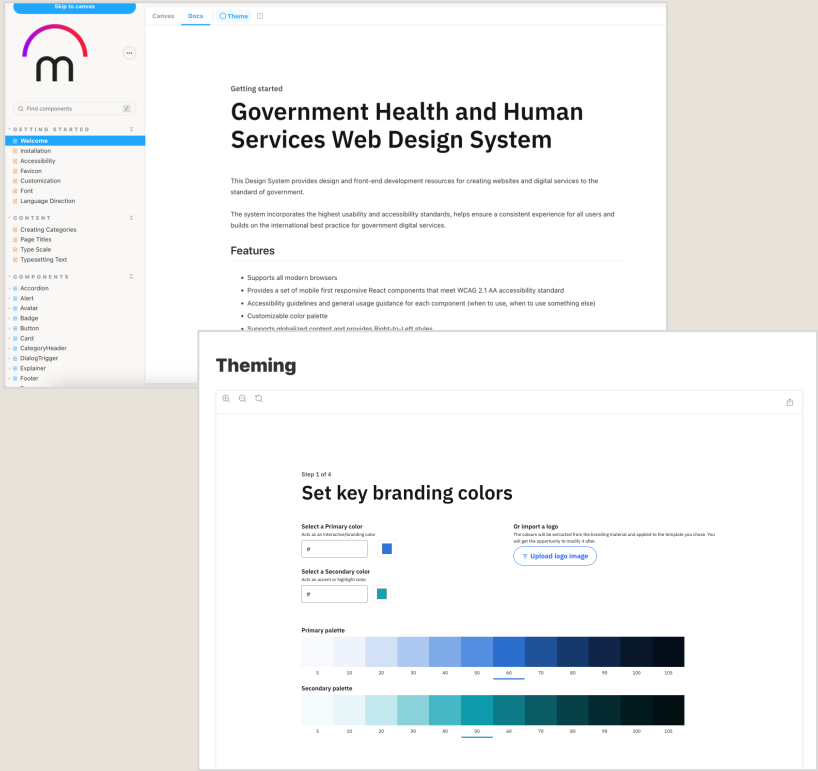




Support for all external users

The Design System now supports authentication for external users of ***any type*** and so can be used to build solutions for non-benefit related scenarios.





UI Theming is also supported allowing new web applications to match to existing agency themes or have distinct themes if needed.

Technical Considerations

What is provided?

- Support for logging in to a web application as ***any external*** user

- Support for Authorized Representatives
    - REST APIs for key business flows
    - Support for uploading of verification documents
    - A sample web application

Documentation, tools & guidance to build custom applications

What do customers need to do?

- Overall design of the workflow
- Creation of REST APIs to populate information
- Creation of the User Interface (UI) and User Experience (UX)

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IEG Script Guidance and Patterns

Users we're targeting

Daniel Butler - Developer/Script Designer @ Curam or HHS Agency

Oliver Morrison - Business Analyst/Script Designer @ Curam or HHS Agency

Maria Hernandez - Individual, Applicant for Social Services

IEG Script Design Process

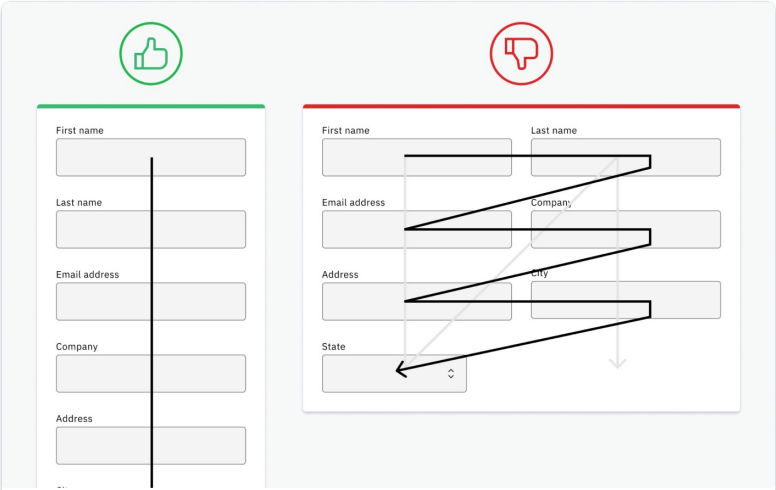
Before CE v7.0.0

- No formal Script Design process, lack of consistency
- Difficult to collaborate
- Increased risk of wasted development time

In CE v7.0.0

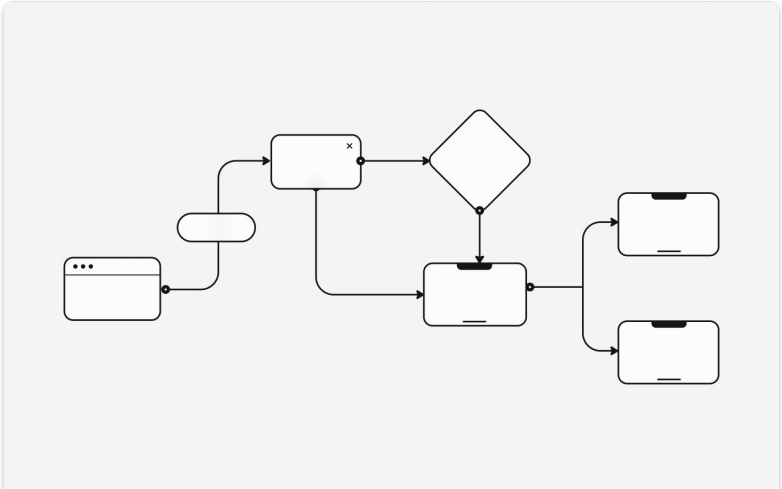
- Clarification of IEG Concepts
- Reduced Time to Implementation
- Best Practices Demonstration
- Support and Troubleshooting
- Accelerated Team Learning

IEG Script Guidance and Patterns



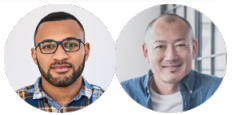
Form Design Guidance & IEG Element Map

Reference best practices in the User Experience for form design and understand how Datastore parameters and IEG elements are rendered as Design System UI components.

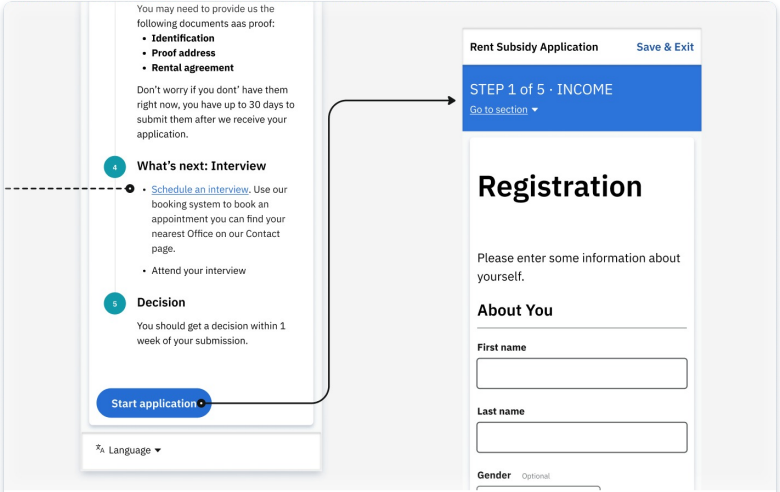


User Flow Diagrams

High level reference application flows



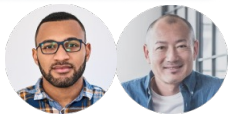
IEG Script Guidance and Patterns

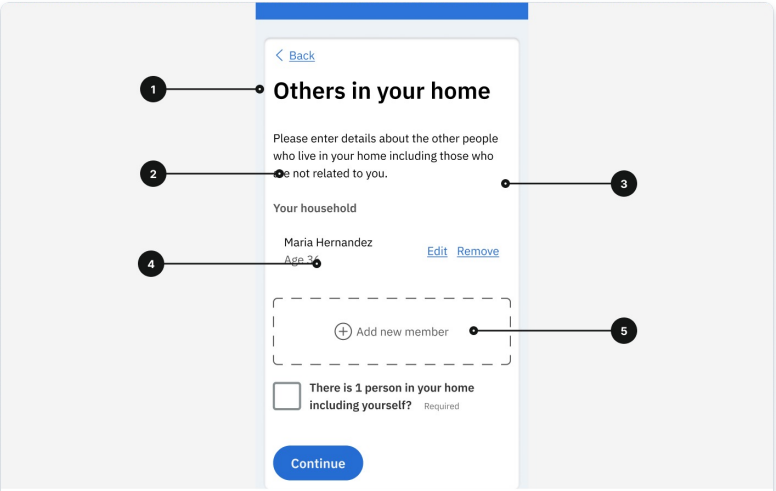


Sample User Flows

Get started quickly with pre-made starter templates that include the following examples:

- **Sample Apply User Flow**
- **Sample Renewal User Flow**
- **Sample Change of Circumstance User Flow**





Sample Patterns

Reference solutions that solve common design problems, including:

- **Overview and Confirmation**
- **Household creation and relationships**
- **Asking for addresses and more**

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React 18 Upgrade & move to Vite

React 18 Upgrade & move to Vite

In CE v7.0.0, there have been 2 important changes made as part of our technical vitality work to ensure the CE tech stack is up to date.

1. The version of React used has been upgraded from v17 to v18
2. The build & bundling tool React-Scripts has been replaced with Vite.

What are the benefits?

- The move to Vite represents a significant effort to ensure the tech stack is kept current.
- Security stance greatly improved with the replacement of React-Scripts and the upgrade in package versions.
- Improved developer experience with faster build times and more control of build configuration.
- Unlocks new features in React and Vite to improve the development environment.
- Smooths the way for further upgrades in a fast-moving eco-system.

Technical Considerations

V7.0.0 is a MAJOR version change and includes breaking changes relating to both the Vite and React 18 upgrades.

Project teams should follow the upgrade guide published with the release to upgrade their codebase so that it is compatible with CE V7.0.0.

Examples of breaking changes include:

- Updating the project ***package.json*** to reflect changes in dependencies and scripts.
- The addition of new required configuration files.
- Updates to custom .html, .css and .js files for compatibility reasons.

The full set of steps is provided in the Upgrade Guide.