

IBM Watson Health

IBM Social Program Management (SPM) V8.0.1

Citizen Engagement Enhancements



Who do we Serve?



Maria Hernandez

Citizen, Person applying
for support

We help Maria to get the support she requires by enabling a people-centered, holistic approach to benefit delivery that allows her to access public services online.



Fiona Butler

IBM Technical Consultant
Working with customers and SIs

We help Fiona to deliver a citizen engagement application to suit her customers' needs by providing configurations and pre-built processes that simplify the implementation.

Technical Improvements



V8.0.1 includes guidance for developers around supporting Multi Factor Authentication (MFA) via integration with a third party tool.

Support for MFA via Third Party Applications

- The security of a citizen's information is critical to our customers.
- The Citizen Engagement application has been verified to work with third party authentication solutions that provide multi-factor authentication flows via the Security Assertion Markup Language (SAML) protocol.
- There is a public repository on GitHub that provides guidance and a working example of how this can be achieved:
 - <https://github.com/IBM/spm-citizen-engagement/blob/main/custom-ssomfa/README.md>

Citizen and Developer Productivity Improvements



With a focus on improving productivity for citizens and developers, the following enhancements are delivered in SPM version 8.0.1 for Citizen Engagement:

Using Autocomplete When Completing Forms



Placement of Currency Symbol Based on User's Locale



Enabling Public Users to View Organization Messages



Using Autocomplete When Completing Forms

Developers can set auto-complete values to individual form item elements, so that citizens can be assisted by their browsers to accurately auto fill as many values as possible.

A new auto-complete property is now available on form control components within an IEG script. A developer can choose which questions should use the new auto-complete property and specify the information expected in the field.

Although many browsers try to autofill fields in a form, the information is not always accurate. By setting the auto-complete property for fields, we provide guidance to the browser as to the type of information expected in the field. This results in more useful, reliable, and relevant auto-filled values; a reduction in mistakes; and quicker form completion time.

For more information about the permitted values, see the [developer.mozilla.org HTML autocomplete attribute documentation](https://developer.mozilla.org/html/autocomplete-attribute)

```
<validation expression="ContactInformation.ReceiveSMS.Validation">You may only receive text messages to a phone number that is a cell phone or a Text Only number. Please select a phone number for
</validation>
<cluster>
  <title id="DetailsCluster.Title">About You</title>
  <question show-field-help="false" multi-select="false" mandatory="true" id="firstName" control-question="false" auto-completer="given-name">
    <label id="FirstName.Label">First name</label>
  </question>
  <question show-field-help="false" multi-select="false" mandatory="false" id="lastName" control-question="false" auto-completer="family-name">
    <label id="LastName.Label">Last name</label>
  </question>
  <question show-field-help="false" multi-select="false" mandatory="true" id="gender" control-question="false">
    <label id="Gender.Label">Gender</label>
  </question>
  <layout>
    <type radio/>
    <num-col=2/>
    <num-row=1/>
  </layout>
  <question>
    <question show-field-help="true" multi-select="false" mandatory="true" id="date">
      <label id="DateOfBirth.Title">Date of birth</label>
      <help-text id="DateOfBirth.Help">For example: MM/DD/YYYY</help-text>
    </question>
    <question show-field-help="true" multi-select="false" mandatory="true" id="ssn">
      <label id="SSN.Title">Social security number</label>
      <help-text id="SSN.Help">For example: 123456789</help-text>
    </question>
  </cluster>
  <cluster entity="ResidentialAddress">
    <title id="ResidentialAddress.Title">Residential Address</title>
    <question show-field-help="false" multi-select="false" mandatory="false" id="st">
      <label id="Street.Label">Street 1</label>
    </question>
    <question show-field-help="false" multi-select="false" mandatory="false" id="street2" control-question="false" auto-completer="address-line2">
      <label id="Street2.Label">Street 2</label>
    </question>
    <question show-field-help="false" multi-select="false" mandatory="false" id="city" control-question="false">
      <label id="City.Label">City</label>
    </question>
    <question show-field-help="false" multi-select="false" mandatory="true" id="state" control-question="false">
      <label id="State.Label">State</label>
    </question>
  </cluster>
</cluster>
```



Placement of Currency Symbol

Developers can set the position of the currency symbol in IEG scripts, so it is based on the chosen locale of the person completing the application.

The currency symbol is placed on either the left or the right side of the currency amount depending on the locale that the person selects when they start the application.

To set this, configure the new environment variable `REACT_APP_CURRENCY_MASK_ADDON` to specify a currency symbol to display. Once set, the alignment of the specified symbol will be based on the locale of the user.

Currency symbol placed on left or right depending on user's locale

Please enter some information about yourself.

About You

First name

Income

Please enter some information about yourself.

About You

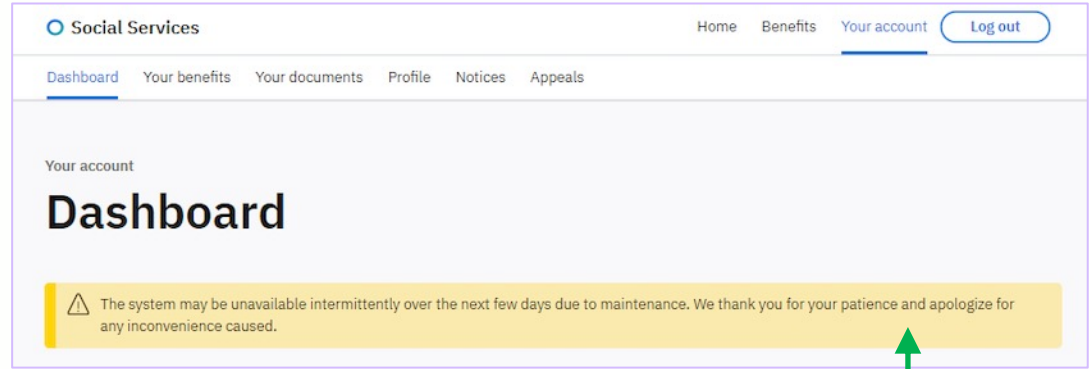
First name

Income

Organization Messages

Allow administrators to choose the audience for system messages so that public users can view important communications or alerts, in addition to users who are logged into their account.

Before 8.0.1, the only way for people to see important messages or alerts from a government agency was to log into their account and view them on their dashboard.



Message can only be displayed on the user's dashboard once they are logged in

A new visibility field allows the administrator to define the user group that a message is visible to. They can choose either logged-in users only, public users only, or both. Once the message is published, it is displayed either to public users on the organization's home page or to logged-in users on their dashboard or in both locations, depending on the visibility field.

Organization Messages – Screens

New System Message

Title *

Message *

Visibility *

Logged-in users

Effective Date *

11/18/2021

00:00

Expiry Date *

11/18/2021

00:00

Cancel Save

Message displays on the organization's home page if visibility is set to 'public users' or 'public and logged-in users'

Visibility field so Administrator can define the user group that a message is visible to

Social Services

Home Benefits Sign up Log in

Welcome to Social Services

Find out how we can help, how to apply for a benefit, or manage an existing one.

The system may be unavailable intermittently over the next few days due to essential maintenance.

Check what you might get

Check if you're eligible now.

Apply for benefits

Start your application now.

View your account

See your next payment, tell us of any changes in your circumstances, and more.



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