



# Service Description Document:

## CCMS Data Exchange COL901

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COURT SENDS COLLECTIONS CASE  
REFERRAL NOTIFICATION  
JUNE 2011



ADMINISTRATIVE OFFICE  
OF THE COURTS

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## Revision History

Version	Date	Author	Description of Changes
1.0.0	June 2011	M West	First release

## Reference Documents

Version	Date	Document Title	Author
9.0	June 2011	<a href="#">ISB and CCMS Data Exchange Overview</a>	Deloitte Consulting
9.0	June 2011	<a href="#">Data Exchange Functional Design Guidelines</a>	Deloitte Consulting
2.0.0	September 2011	<a href="#">Data Exchange Common Technical Requirements</a>	AOC
1.0.0	September 2011	<a href="#">COL901 Data Exchange Specification</a>	Deloitte Consulting/AOC/SEARCH
1.0.0	June 2011	<a href="#">Service Description Document: CCMS Data Exchange FCC806 Court Receives Payment Notification</a>	Optimum Technology
1.0.0	June 2011	<a href="#">Service Description Document: CCMS Data Exchange COL805 Court Receives Collections/Franchise Tax Board (FTB) Case Return Notification</a>	Optimum Technology
1.0.0	June 2011	<a href="#">Service Description Document: CCMS Data Exchange COL903 Court Sends Collections Balance Update Notification</a>	Optimum Technology
1.0.0	June 2011	<a href="#">Service Description Document: CCMS Data Exchange COL904 Court Sends Collections Recall Notification</a>	Optimum Technology
9.0	July 2011	<a href="#">CCMS Data Exchange Errors</a>	Deloitte Consulting
1.0	July 2010	<a href="#">Court Policy File Overview</a>	AOC
N/A	September 2011	<a href="#">AOC Codes</a>	AOC/SEARCH
1.0	September 2011	<a href="#">Local Integration Assessment Methodology (LIAM)</a>	AOC
2.0	June 2010	<a href="#">LIAM Light</a>	AOC



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## 1.0 Executive Summary

### 1.1 Purpose

The purpose of this document is to provide integration partners with descriptive information regarding the context and business processes when preparing to implement data exchanges with the California Court Case Management System (CCMS). This document details the exchange content requirements and related business requirements needed for a trial court to send collection referrals to an external collector.

Integration partners most likely to use this data exchange include:

- California Department of Revenue and Recovery
- California Franchise Tax Board
- Collection agency vendors

This document reflects agency business rules and policies that have a direct impact on the system interactions among court and integration partners. This is a companion to the exchange specifications contained in the exchange eXtensible Markup Language (XML) schemas, Web Service Description Language (WSDL) files, and the “*CCMS Data Exchange Common Technical Requirements*,” and should be reviewed along with those documents when preparing for deployment. The XML schemas, WSDLs, and Common Technical Requirements provide specific technical details regarding message structures and implementation requirements, including infrastructure, security, and deployment information. Collectively, these documents provide all of the information an integration partners requires to send and receive data with CCMS for this exchange.

The information contained here compiles court-specific information from a number of AOC documents and resources, including the “*CCMS Data Exchange Functional Design*,” “*CCMS Core Application Functionality*,” and the “*CCMS Technical Architecture*.” The content of this Service Description Document provides integration partners with a concise, detailed explanation of data exchange content and related business processes, and includes the following topics:

- Exchange description
- Events and conditions
- CCMS business processes and rules
- CCMS data requirements
- Message patterns
- Exceptions, acknowledgements, errors
- Other descriptive information



This document is based on the [Global Justice Reference Architecture's Service Specifications Guidelines](#)<sup>1</sup>.

Prior to implementing data exchanges with CCMS, it is strongly advised that each integration partner participate in a readiness assessment prepared by the AOC in partnership with the courts. This assessment, called the “*Local Integration Assessment Methodology (LIAM)*,” consists of four phases that provide integration partners and the courts with necessary information prior to implementation activities. Figure 1 describes this process in more detail.

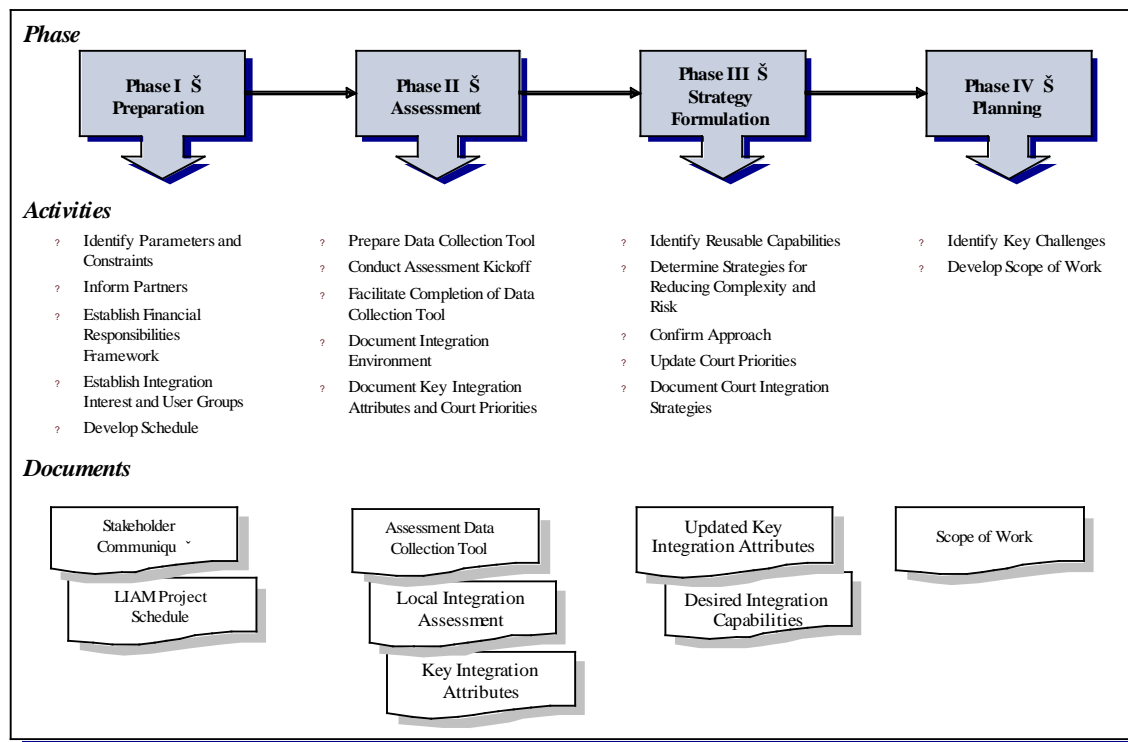


Figure 1. Implementation Phases

Alternatively, an integration partner can choose to participate in the “*LIAM Light*” assessment, which focuses on replacing existing electronic exchanges instead of automating new exchanges.

After CCMS is deployed with the replaced existing exchanges, integration partners may want to use the full LIAM to assess other business processes that can be automated using other exchanges.

<sup>1</sup> <http://www.it.ojp.gov/default.aspx?area=nationalInitiatives&page=1015#RefSSPs>

## **1.2 Audience**

Audiences for this document are subject matter experts (SMEs) and technical staff, who need to understand how this data exchange works in order to implement it between an integration partner and CCMS. Known audiences include:

- Integration partner CCMS Data Exchange Implementation Team
- CCMS Deployment Team
- AOC Data Integration staff, including business analysts, developers, and architects, etc.
- Integrated Services Backbone (ISB) vendors
- CCMS vendors
- Court CCMS project managers and SMEs

## **1.3 CCMS Data Exchange Overview**

As part of the CCMS project, 121 data exchanges servicing all case types were developed to enable courts and their integration partners to exchange information using CCMS. Sixty-three exchanges are based on data exchange standards established in the [National Information Exchange Model](#)<sup>2</sup> (NIEM), and 58 exchanges are based on California judicial branch XML schema. It is important to note that each of the 121 exchanges is actually a set of exchanges that includes individual exchanges for Request, Response, and Error Handling. A complete list of CCMS data exchanges is available on the [Integration Partners website](#)<sup>3</sup>.

## **1.4 Assumptions**

The following is a list of current assumptions:

- Integration partners and courts have completed their LIAM process as a prerequisite to implementing data exchanges.
- Integration partners have a working proficiency with Web services and XML, and a basic understanding and knowledge of the NIEM structure and implementation concepts.

## **1.5 Risks**

To date, there are no risks identified for this exchange.

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<sup>2</sup> <http://niem.gov/>

<sup>3</sup> <http://www.courts.ca.gov/partners/482.htm>

## 1.6 Conventions Used in this Document

### 1.6.1 Exchange naming convention

During the data exchange development process, the AOC adopted a standard naming convention to describe the “action” of the exchange from the court perspective, and applied an alphanumeric categorization for various court functions. Each follows this format:

<Application>-<Interface Number><Interface Name>

Where:

- *Application* is CCMS
- *Interface Number* consists of code name of functional area (two or three letters (e.g., “DOJ” for Department of Justice-related data exchanges)), and a three-digit number:
  - If the first digit is “8” then CCMS is receiving the data from an integration partner.
  - If the first digit is “9” then CCMS is sending the data to an integration partner.
  - The remaining two digits identify the unique integer ID sequentially assigned to the data exchange.
- *Interface Name* is descriptive name of the data exchange.

Examples:

- CCMS-V4-DOJ802 Receive Disposition Error Report Notification
  - CCMS receives data from an integration partner.
- CCMS-V4-DOJ901 Send Initial, Subsequent Disposition Notification
  - CCMS sends data to an integration partner.

## 2.0 Exchange Description

This section outlines the requirements and functional design for the COL901 Send Collections Case Referral Notification data exchange. A trial court uses this California judicial branch XML schema-based data exchange to send collection referrals, including case balances, to an external collector.

This data exchange does not include a functional success response message, but external collectors may return an error response message to the court if an error is encountered.

### 2.1 Capabilities

This service provides a trial court (service consumer) with the ability to **send** collection referrals to an external collector (service provider).

### 2.2 Real World Effects

This service provides the ability for an external collector (service provider) to **receive** collection referrals from a trial court (service consumer).

### 2.3 Related Forms and Exchanges

#### 2.3.1 Business response exchanges

All exchanges subject to a court clerk review have corresponding 'business response' exchanges that describe the outcome of the court clerk's review. This data exchange is not subject to a court clerk review; consequently there are no corresponding business response exchanges.

#### 2.3.2 Related exchanges

The related exchanges in this section identify associated exchanges integration partners may use to modify, update, or complete a correlated business process. This data exchange has the following collections related exchanges that describe how courts and integration partners address payments, updates, and recalls:

- The CCMS-V4-FCC806 Receive Payment Notification, which an integration partner uses to submit payments to the court.
- The CCMS-V4-COL805 Receive Collections/Franchise Tax Board (FTB) Case Return Notification, which an integration partner uses submit updated fee information or to notify the court that collections will no longer be pursued on a case.
- The CCMS-V4-COL903 Send Collections Balance Update Notification, which a court uses to confirm the collections balance with an integration partner.
- The CCMS-V4-COL904 Send Collections Recall Notification, which a court uses to notify an integration partner that the court has recalled the collection notice, effectively ending the collections case.

### **2.3.3 Related forms**

“Related forms” refers to forms, reports, or other documents currently used by courts and integration partners for the types of documents that may be included in this data exchange. This list is not exhaustive and is not an authoritative list of documents replaced by the data exchange; it is only for informational purposes.

- There are no related forms.

## **2.4 Assumptions and Dependencies**

The data exchange specification package includes a data mapping specification based on the CCMS-specific definitions used in this exchange. Each integration partner is responsible for mapping, or performing data translations if necessary, for all content (including coded values) sent and received through this exchange.

## 3.0 Primary and Alternate Information Flows

This section provides a basic description of the exchange sequence and flow between an integration partner and CCMS. It explains the primary scenario for successful delivery and receipt of data exchange content and alternate flow of information for error and exception handling scenarios. Additional diagrams and descriptions of information flows are found in the “*Data Exchange Functional Guidelines*”<sup>4</sup>.

### 3.1 Primary Flow

1. CCMS sends case referral information to the ISB.
2. The ISB receives the case referral information, performs schema validation, and forwards the message to the external collection agency.
3. The external collections agency acknowledges receipt of the messages.
4. The external collection agency receives the message and performs business validations, per the rules outlined in [Section 6.0, Additional Business Rules and Processes](#). If encountered, the external collection agency sends the error response to the ISB.
5. The ISB receives the error response message, performs schema validation, and forwards the response to CCMS.
6. CCMS receives the response message and takes appropriate action.

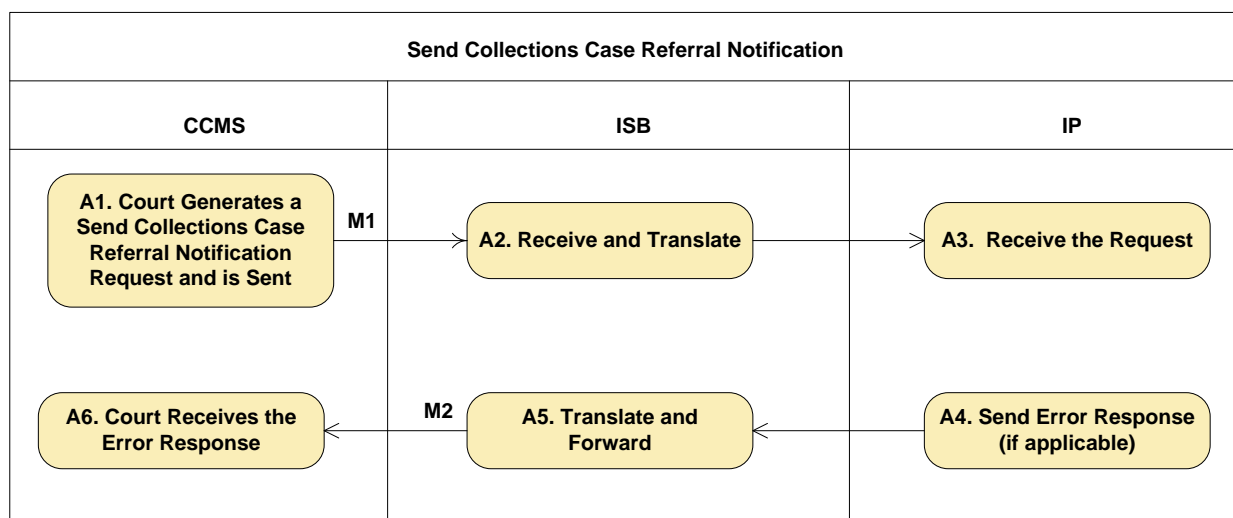


Figure 2. Court Sends Collections Case Referral Notification Activity Diagram

<sup>4</sup> The “*Data Exchange Functional Guidelines*” document is located at:  
[http://www2.courtinfo.ca.gov/justicepartners/documents/data\\_exchange\\_functional\\_design\\_guidelines\\_submitted\\_v6.pdf](http://www2.courtinfo.ca.gov/justicepartners/documents/data_exchange_functional_design_guidelines_submitted_v6.pdf)

### **3.2 Alternate Flow**

This exchange includes three possible alternate flows, depending upon the nature of the problem.

- The ISB returned a positive acknowledgement to the source system (CCMS), and an exception occurs within the ISB, (e.g., schema validation) before the request is forwarded to the target system (the external collection agency). The ISB handles the exception and sends a response (containing failure reason) to the source system (CCMS).
- The ISB returned a positive acknowledgement to the source system (CCMS), and an exception occurs when the ISB attempts to forward the request to the target system (the external collection agency). The ISB handles the exception and sends a response (containing failure reason) to the source system (CCMS).
- The ISB forwards the request to the target system (the external collection agency) and receives a negative acknowledgement, (e.g., syntactic data error) from the target system. The ISB handles the exception and sends a response (containing failure reason) to the source system (CCMS).

### **3.3 Messages**

A data exchange message<sup>5</sup> is a complete package of information sent between the courts and an integration partner. This exchange includes two types of messages.

1. Request message
  - a. The Request message contains the collection referral notification information, (e.g., CCMS case number, participant, amount, and violation).
2. Response messages
  - a. The Error Response message contains error and error description information indicating the referral notification message was not successful, and corrective action is required.

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<sup>5</sup> As defined in the Justice Reference Architecture v1.8 February 2010.

## **4.0 Exchange Context**

This section provides integration partners with specific information regarding the context of the exchange.

### **4.1 Triggering Events**

This data exchange is triggered when a trial court sends fee referrals.

- Conditions = None

### **4.2 Subsequent Events**

The external collection agency is notified and updates its system with the case referrals.

- Conditions = None





## 5.0 Data Exchange Errors and Exceptions

“*CCMS Data Exchange Errors*” contains all exchange specific errors that may occur between an integration partner and CCMS; it includes the following three sections that list error codes, names, and descriptions for each error type:

- **Transient and non-transient errors** may occur while the ISB processes messages.
- **Functional errors** may occur while the ISB or CCMS process messages.
- **Transactional errors** may occur while processing a message in CCMS according to the Business Rule validations identified in [Section 6.0, Additional Business Rules and Processes](#).



## 6.0 Additional Business Rules and Processes

This section contains additional business rules and process requirements for an integration partner to successfully send or receive information from CCMS. The content of this section reflects specific rules that either cannot be or are not enforced in the technical specifications that accompany onboarding documents—specifically the mapping spreadsheets, exchange schemas, and code schemas. Integration partners must rely on this information in order to produce and consume valid messages exchanged with CCMS. The shaded elements indicate the element appears multiple times in the data exchange and may have unique rules depending upon the context of its use.

### 6.1 Business Rules

Table 1. Business Rules

Referenced Element	Business Rule Description
Assigned Date	Must be in YYYY-MM-DD format
Date Assessed	Must be in YYYY-MM-DD format
DBA Name	Required when the participant case name type is DBA or FDBA
End Date	Must be in YYYY-MM-DD format
Fee Create Date	Must be in YYYY-MM-DD format
Fee Due Date	Must be in YYYY-MM-DD format
Fee ID	Must be sent to and received from the external collection agency in all exchanges dealing with a fee.
Fee Type	<b>Branch – Court. Fee. Case Balance Fee</b> <ul style="list-style-type: none"> <li>Must be a sequential number, unique by court, will be assigned to a draw-down account</li> <li>Applicable only for Cash Balance Fees</li> </ul>
	<b>Branch – Court Fee</b> <ul style="list-style-type: none"> <li>Must be a sequential number, unique by court, will be assigned to a draw-down account</li> </ul>
ID Expiry Date	Must be in YYYY-MM-DD format
Last Name	<b>Branch – Court. Fee. Participant Name. Person Name</b> <ul style="list-style-type: none"> <li>Required when participant is not an entity/organization</li> </ul>
Last Payment Date	Must be in YYYY-MM-DD format
Model Year	Must be the four-digit calendar year.
Original Fee Amount	Applicable only for Cash Balance Fees
Adjusted Fee Amount	Applicable only for Cash Balance Fees
Date Assessed	Applicable only for Cash Balance Fees and must be in YYYY-MM-DD format
Organization Name	Required when participant is not a person
Phone Number	<b>Branch – Court. Fee. Participant. Address. Phone</b> <ul style="list-style-type: none"> <li>Required when Phone Type is selected and must be in ###-###-#### format</li> </ul>
Phone Type	<b>Branch – Court. Fee. Participant. Address. Phone</b> <ul style="list-style-type: none"> <li>Required when “Primary Indicator” or “International Phone Number Indicator” is selected</li> </ul>
Plea Date	Must be in YYYY-MM-DD format
Release Date	Must be in YYYY-MM-DD format
Start Date	Must be in YYYY-MM-DD format
Termination Date	Must be in YYYY-MM-DD format

Referenced Element	Business Rule Description
Violation Date	Must be in YYYY-MM-DD format
Violation End Date	Must be in YYYY-MM-DD format
Year	Must be in YYYY format

## 6.2 Allowable Values

This section provides additional information regarding individual allowable values for elements contained in this data exchange. Essentially, allowable values come in two forms—AOC codes or Boolean types. This section also includes subsections that list the elements by type with specific instructions for each type.

### 6.2.1 AOC code values

This section provides the schema location for the allowable values and description of elements contained in this exchange. Table 2 identifies the element name as it appears in the mapping spreadsheet, and the name of the specific schema that contains the values and descriptions. All allowable value schemas are found by following this path in the exchange .zip file:

- COL901/SchemaDefinitions/CAJUD/CommonEnumeration

Table 2. AOC Code Values

Element Name	Schema Name
Request	
Address Type	AddressType.xsd
Body Part	ScarsMarksTattoosBodyPart.xsd
Case Category	CaseCategory.xsd
Case Type	CaseType.xsd
Charge Degree	ChargeDegree.xsd
Count Type	CountType.xsd
Country	Country.xsd
Disposition Subtype	DispositionSubTypeDesc.xsd
Disposition Type	DispositionType.xsd

Element Name	Schema Name
External Case Xref Type	<p>ExternalCaseType.xsd – this exchange only allows the following enumerated values for this element:</p> <ul style="list-style-type: none"> <li>• Booking Number = BKNMBR</li> <li>• CDSS = CDSSNMBR</li> <li>• Citation Number = CTNNMBR</li> <li>• City Attorney Case File = CTYATYCSFLNMBR</li> <li>• Companion = CMPNAIN</li> <li>• Consolidated Petition Number = CONSOLPETITIONNUM</li> <li>• Crime Report Number = CRIMEREPORTNUM</li> <li>• Criminal = 205200</li> <li>• Criminal = CRIMINAL</li> <li>• CWS Number = CWSNMBR</li> <li>• DA Case File Number = DACSNMBR</li> <li>• DCA Appeals Case Number = DCAACN</li> <li>• DCFS Case Number = DCFSNMBR</li> <li>• DCSS Case Number = DCSSCSNMBR</li> <li>• District Attorney = DA</li> <li>• DR Number = DRNMBR, DRNUM</li> <li>• Filing Agency Case = FILEAGENCY</li> <li>• Fingerprint Card Number = FINGPRNT</li> <li>• Judicial District Number = JUDDISNUM</li> <li>• Other = OTHRNMBR</li> <li>• Petition Number = PETITIONNUM</li> <li>• Probation Case Number = PROCNMBR</li> <li>• Public Defender Case Number = PDCN</li> <li>• Refiled Case Number = RFCASENUM</li> <li>• Sherriff's ID Number = SHRFNMBR</li> <li>• Supreme Court Appeals Case Number = SCACN</li> <li>• Warrant Control Number = WARCONNUM</li> <li>• Warrant Number = SWNUM, WRNTNMBR</li> </ul>
Eye Color	EyeColor.xsd
Fee Category	FeeSubCategory.xsd

Element Name	Schema Name
Fee Status	<p>FeeStatus.xsd – this exchange only allows the following enumerated values for this element:</p> <ul style="list-style-type: none"> <li>• Canceled = CL</li> <li>• Deleted = DELETED</li> <li>• Discharge of Accountability = DIS</li> <li>• Due = DUE</li> <li>• Government Deferral = GD</li> <li>• Marked for Collections = MC</li> <li>• Non Government Deferral = NG</li> <li>• Paid = PD</li> <li>• Partially Paid = PP</li> <li>• Partially Waived = PWV</li> <li>• Pending Waiver = PNW</li> <li>• Permanent Stay = PS</li> <li>• Recalled = RECL</li> <li>• Recovered - REC</li> <li>• Referred to Internal Collections = RTIC</li> <li>• Referred to External Collections = RTEC</li> <li>• Returned = RET</li> <li>• Stayed Pending = SP</li> <li>• Summary Judgment Entered = SUMMARYJUDG</li> <li>• Suspended = SUSP</li> <li>• Vacated = VACATED</li> <li>• Waived = WV</li> </ul>
Gender	Gender.xsd
Hair Color	HairColor.xsd
ID Country	Country.xsd
ID State	State.xsd

Element Name	Schema Name
ID Type	<p>IdentificationType.xsd – this exchange only allows the following enumerated values for this element:</p> <ul style="list-style-type: none"> <li>• AFIS Number = AFISNUM</li> <li>• Badge Number = BNUM</li> <li>• California State ID = CALSTATEID</li> <li>• CDC Number = CDCNUM</li> <li>• CII/SID Number = CIINUM</li> <li>• Closed Collections Account Holder = CCAH</li> <li>• County ID Number = COUNTYID</li> <li>• County Juvenile Number = JUVNUM</li> <li>• CWS/CMS Case Number = CASENUM</li> <li>• CWS/CMS Person Identifier = PERSONID</li> <li>• DA Number = DANUM</li> <li>• DCFS Number = DCFSNUM</li> <li>• DCSS Participant ID Number = DCSSID</li> <li>• Death Certificate Number = DCNUM</li> <li>• Division of Juvenile Justice = JUVJUS</li> <li>• Driver's License Number = DL</li> <li>• Education Passport = EDUPSPRT</li> <li>• Employee ID Number = EMPIDNUM</li> <li>• FBI Number = FBINUM</li> <li>• Health Passport = HLTHPSVRT</li> <li>• ID Number = IDNUMBER</li> <li>• INSA Number = INSNUM</li> <li>• JAI Number = JAINUM</li> <li>• LEA Number = LEANUM</li> <li>• Local Police Number = POLICENUM</li> <li>• Military ID Number = MLD</li> <li>• NCIC Number = NC1</li> <li>• ORI Number = ORINUM</li> <li>• Other = OTHERNUM</li> <li>• Other ID Card Number = OTHERID</li> <li>• Passport Card Number = PCNUM</li> <li>• Passport Number = PST</li> <li>• Probation Department Juvenile (PDJ) Number = PDJNUM</li> <li>• Probation Number = PROBNUM</li> <li>• Professional License Number = PROFLICNUM</li> <li>• Sheriff's Bureau of Identification Number = SBID</li> <li>• Social Security Number = SSN</li> <li>• Taxpayer Number (EIN) = TAXPAYNUM</li> <li>• Vendor Number = VENNUM</li> </ul>
Item	ScarsMarksTattoosItem.xsd
Offense Level	OffenseLevel.xsd
Participant Case Name Type	NameType.xsd
Participant Name Type	ParticipantType.xsd
Participant Role	ParticipantRole.xsd
Phone Type	PhoneType.xsd
Plea	Plea.xsd
Registered State	State.xsd
Side of Body	ScarsMarksTattoosSide.xsd
State	State.xsd



Element Name	Schema Name
Status	SentenceStatus.xsd
Street Direction	StreetDirection.xsd
Street Type	StreetType.xsd
Error Response	
Error Code	See “CCMS Data Exchange Errors” for a list of errors.
Error Description	See “CCMS Data Exchange Errors” for a list of errors.

## 6.2.2 Court configurable elements

Each local court has the ability to create, edit, and remove the allowable values for the following data elements within this exchange:

- There are no court configurable data elements in this data exchange.

In practice, many of these values are standard across courts, but integration partners should contact their local court administrator for an authoritative list of the court-specific allowable values. These values will be contained in the Court Policy File, which describes specific court business and operational rules (e.g., hours of operation, code lists, and fee schedules) in a machine-readable format. The Court Policy File for each local court will be developed as part of the CCMS deployment of that court. Integration partners can learn more about the Court Policy File by referring to the “*Court Policy File Overview*.”

## 6.2.3 Indicator element allowable values

This exchange includes numerous “Indicator” elements that provide additional information related to a specific condition or scenario. Following is a list of indicator elements contained in this exchange. The allowable values for each element must be either “Y” = yes or “N” = No. Integration partners should not rely on the exchange mapping spreadsheets for the indicator element allowable values, but rather the exchange schemas contained in the appropriate schema folder.

The following schemas are the authoritative source for the indicator allowable values:

- Active Military Duty
- Future Hearing
- ID Commercial License Indicator
- Inactive Indicator
- International Phone Number Indicator
- Legacy Case Indicator
- Non-Sufficient Funds Indicator
- Primary Indicator
- Victim Restitution Indicator
- Work Furlough

### **6.3 *Business Processes***

There are no additional business processes that impact the exchange.

### **6.4 *Data Classification***

At the time of this writing, no security classifications or restrictions to the data contained in this exchange have been identified.

#### **6.4.1 *Privacy considerations***

At the time of this writing, no specific privacy considerations for the content contained in this exchange have been identified.



## 7.0 ISB Message Processing

### 7.1 Routing

The ISB performs message routing for this data exchange. Routing rules are based on the content contained in the Common Service Header, which is described in the “*CCMS Data Exchange Common Technical Requirements*.” In addition, AOC will use the following data elements’ rules to route this exchange to an integration partner:

- Court Code
- Data Exchange Name
- External Collection Agency

### 7.2 Message Interactions

This is an asynchronous exchange; however, all messages sent to the ISB are processed in real time. This means messages received by the ISB are validated, translated to the appropriate format, and routed to the destination immediately.

- A message is retransmitted every hour until 8:00 a.m. before being declared unsuccessful.

Refer to the “*Data Exchange Functional Design Guidelines*” for an additional description of the message interactions with the ISB and CCMS.



## Appendix A. Acronyms

*Table 3. Acronyms*

<b>Acronym</b>	<b>Name</b>
ACCMS	Appellate Court Case Management System
AOC	Administrative Office of the Courts
CCMS	California Case Management System
CCTC	California Courts Technology Center
CEB	Common Element Block
DI	data integration
F&F	Fees and Fines
FTA	Failure To Appear
IP	integration partner
ISB	Integrated Services Backbone
LIAM	Local Integration Assessment Methodology
NIEM	National Information Exchange Model
OWSM	Oracle Web Services Management
RRA	request/reply-asynchronous
RRS	request/reply-synchronous
SDD	Service Description Document
SLA	service level agreement
SME	subject matter experts
URL	Universal Resource Locator
WSDL	Web Services Description Language
XML	eXtensible Markup Language

