

IBM Cúram Social Program Management  
Version 7.0.10

*Cúram Calendaring Configuration Guide*



**Note**

Before using this information and the product it supports, read the information in [“Notices” on page 9](#)

**Edition**

This edition applies to IBM® Cúram Social Program Management v7.0.10 and to all subsequent releases unless otherwise indicated in new editions.

Licensed Materials - Property of IBM.

© **Copyright International Business Machines Corporation 2012, 2020.**

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

© .

---

# Contents

<b>Tables.....</b>	<b>iv</b>
<b>Chapter 1. Configuring Calendaring.....</b>	<b>1</b>
Introduction.....	1
Introduction.....	1
Audience.....	1
Prerequisites.....	1
Chapters in this Guide.....	1
Configuring Meetings and Minutes.....	1
Introduction.....	1
Issuing Meeting Requests to All Meeting Attendees.....	1
Configuring Sender Information for Meeting Request Emails.....	2
Setting Up an Email Account for Meeting Request Replies.....	2
Handling Meeting Conflicts.....	3
Issuing Meeting Minutes to Selected Meeting Attendees.....	3
Displaying Meetings that can be associated with Meeting Minutes.....	3
Meeting Response Batch.....	3
Configuring Calendar Activities.....	4
Objective.....	4
Setting the Maximum Number of Occurrences for a Recurring Activity.....	4
Setting the Number of Days that Events and Activities will Appear in the Calendar.....	4
Calendaring Configuration Options Summary.....	4
Application Properties.....	5
Calendaring Events Summary.....	5
Introduction.....	6
Meetings Events.....	6
Meeting Minutes Events.....	6
<b>Notices.....</b>	<b>9</b>
Privacy Policy considerations.....	10
Trademarks.....	10

---

# Tables

1. Meeting Response Actions..... 4

2. Summary of Meeting and Meeting Minute Application Properties..... 5

3. Persistence Events for Meetings Business Processes..... 6

4. Workflow Events for Meetings Business Processes..... 6

5. Persistence Events for Meeting Minutes Business Processes..... 7

6. Workflow Events for Meeting Minutes Business Processes..... 7

---

# Chapter 1. Configuring Calendaring

Configure calendar meetings minutes and activities with application properties. A number of calendar events are available that allow for extra customizations to be developed.

## Introduction

---

### Introduction

The purpose of this guide is to describe the configuration options available for calendars within the application. This includes meetings, meeting minutes, and activity configuration.

Also included in this document is an appendix that details the events that developers can use to customize standard calendaring functionality.

### Audience

This guide is intended for administrators and developers responsible for configuring the calendaring components. It is assumed that the administrators and developers have worked with code tables, application properties, and system security as part of system administration.

### Prerequisites

This guide should be read in conjunction with the `Cúram Calendaring Business Guide`.

### Chapters in this Guide

The following list describes the chapters within this guide:

#### **Configuring Meetings and Meeting Minutes**

This chapter describes the configuration options available for meetings and meeting minutes.

#### **Configuring Calendar Activities**

This chapter describes the configuration options available for how activities are displayed in calendars.

---

## Configuring Meetings and Minutes

### Introduction

This chapter describes the configuration options available for meetings and meeting minutes. The following is a brief list of the main configuration options available:

- issuing of meeting requests and meeting minutes,
- the configuration of sender information for meeting request emails,
- the set-up of the email account for meeting request replies,
- the handling of meeting conflicts,
- configuring the meeting response batch.

### Issuing Meeting Requests to All Meeting Attendees

Meeting requests can be issued to meeting attendees upon meeting creation and when new attendees are invited. The default value of the application property, `curam.send.meeting.requests`, is 'YES', thus

ensuring that meeting requests are issued to all meeting attendees. One of the benefits of issuing meeting requests is the ability for potential meeting attendees to store the invite not only in their application calendars but also in alternative email accounts, for example, a Microsoft Outlook email account.

Email addresses should be configured for each meeting attendee. If no email address is configured, then an informational is displayed to the user issuing the meeting requests: "A meeting request was not issued to '%1s' as they do not have a valid email address". If the meeting organizer does not have a valid email address, the following informational is displayed: "A meeting request was not sent to you as you do not have a valid email address".

When this is set to 'NO', meeting requests will still appear in the invited attendees meeting calendars; however, no meeting requests will be issued via email. Also, the following informational is displayed to the meeting organizer: "A meeting request was not issued to the attendee(s) as the system administrator specified not to send meeting requests".

## **Configuring Sender Information for Meeting Request Emails**

As part of issuing meeting requests to meeting attendees, it is necessary to configure sender information for meeting request emails. Sender information includes the sender name, sender email address, and sender host name. The agency must specify the required values for the sender information, since there are no useable defaults set OOTB.

### **Sender Name**

The application property, `curam.meeting.request.reply.name`, defines the sender name to appear in meeting request emails, for example, the social enterprise agency name.

### **Sender Email Address**

The application property, `curam.meeting.request.reply.address`, defines the sender's email address for meeting request emails. This is also the email address to which email responses are sent.

### **Sender Host Name**

The application property, `curam.meeting.request.reply.host`, defines the host name of the email server where the meeting request responses are sent.

## **Setting Up an Email Account for Meeting Request Replies**

An email account for meeting request replies must be set up for meeting invitees to be able to respond to meeting requests. This account requires a username, password, and folder where responses can be stored. Since this information is agency specific, there are no defaults set.

### **Username**

The application property, `curam.meeting.request.reply.username`, defines the username for the email account which receives meeting request replies. This is used in conjunction with the password to access the email account to check for meeting request responses.

### **Password**

The application property, `curam.meeting.request.reply.password`, defines the password for the email account which receives meeting request replies. This is used in conjunction with the username to access the email account to check for meeting request responses.

### **Folder on Mail Server**

The application property, `curam.meeting.request.reply.folder`, is used to name the folder where the meeting request responses are stored on the agency mail server.

## Handling Meeting Conflicts

Informationals are used to assist the meeting organizer in handling meeting conflicts. Informationals can be displayed when a meeting conflicts with meetings in an invitee's application calendar and when a meeting conflicts with meetings in the organizer's application calendar.

### When Meeting Conflicts with Meetings in Invitee Calendars


The application property, `curam.meeting.warn.attendee.conflicts`, determines whether or not an informational should be displayed if a meeting conflicts with an existing meeting for an attendee. The default value is 'YES'; the following informational is displayed for meeting conflicts in the meeting invitee(s) application calendar(s): "This meeting conflicts with an existing meeting in %1s's calendar".

### When Meeting Conflicts with Meetings in the Organizer's Calendar

The application property, `curam.meeting.warn.organizer.conflicts`, determines whether or not an informational should be displayed if a meeting conflicts with an existing meeting for the meeting organizer. The default value is 'YES'; the following informational is displayed for meeting conflicts in the meeting organizer's application calendar: "This meeting conflicts with an existing meeting in your calendar".

## Issuing Meeting Minutes to Selected Meeting Attendees

The application property, `curam.meetingminutes.issue`, indicates whether or not meeting minutes should be issued to the selected meeting attendees, for instance, by an email. The default value of this property is *YES*, such that meeting minutes will be emailed to selected meeting attendees upon issue.

**Note:**  Social Enterprise Folders (SEF) and Case Participant Index (CPI) are deprecated. For more information, see [Deprecated features](#)

The default information that is included in the email is the meeting subject and location, date and time of the meeting, the social enterprise folder that the meeting relates to, and any meeting notes that have been recorded. The meeting minutes are attached as a PDF document in the email sent to meeting attendees.

If an email address is not defined for an invitee, the following informational is displayed informing the user issuing the minutes: The minutes cannot be issued to %1s as they do not have a valid email address.

If this property is set to *NO*, meeting minutes will not be issued to any meeting attendees via email and the following informational is displayed: Meeting minutes were not issued to the selected invitee(s) as the system administrator specified not to issue meeting minutes.

## Displaying Meetings that can be associated with Meeting Minutes

**Note:**  Social Enterprise Folders (SEF) and Case Participant Index (CPI) are deprecated. For more information, see [Deprecated features](#)

As part of recording meeting minutes, a list of existing meetings that have occurred is displayed. (The meeting related to the meeting minutes can be selected from this list). To limit the number of meetings that appear in this list, the application property, `curam.meetingminutes.numPriorDaysToDisplayMeetings`, indicates the number of days prior to the current date for which meetings are displayed. The default value of this property is '30'. All meetings that occurred 30 days prior to the current date will appear in the list of social enterprise folder meetings to be associated with the meeting minutes.

## Meeting Response Batch

The meeting response batch is used to check for email responses from meeting invites and to update the meetings in calendars with these responses. This batch can also be configured to delete invalid messages.

## How the Batch Works

Agencies are required to set up scheduling for the meeting response batch. When the batch is initiated, it connects to the mail server using the configured parameter: username, password, and folder on mail server. The batch then processes each received message on the mail server by parsing mail messages and looking for messages of type 'response'.

Each of the 'response' mail messages have an iCalendar attachment. The meeting response batch uses the information in the attachment to update the meeting attendee information accordingly. The following describes the potential meeting responses:

Table 1. Meeting Response Actions	
Code	Case Status
Accept	The attendee is marked as accepted, the meeting is added to the application calendar and to the meeting attendee's email account, e.g. Microsoft Outlook or an equivalent.
Decline	The attendee is marked as declined. It still appears in the application calendar but does not appear in the attendee's email account.
Mark as Tentative	The attendee is marked as tentative, the meeting is added to the application calendar and to the meeting attendee's email account, e.g. Microsoft Outlook or an equivalent.

Once the meeting response batch has completed one of the above actions, it then deletes each processed meeting request response. It will also delete invalidate messages, if configured to do so.

### Configuring the Batch to Delete Invalid Messages

The application property, `curam.meeting.response.delete.invalid.messages`, indicates if the meeting response batch job should delete invalid messages that are sent to the meeting response mailbox. The default value is 'NO'.

## Configuring Calendar Activities

### Objective

This chapter describes the configuration options available for how activities are displayed in calendars.

### Setting the Maximum Number of Occurrences for a Recurring Activity

Administrators can specify the maximum number of occurrences for a recurring activity using the `curam.calendar.maxnumberofoccurrences` application property. The default value is 365.

### Setting the Number of Days that Events and Activities will Appear in the Calendar

The number of days that events and activities for product deliveries and integrated cases will appear in the calendar from the present date can be configured using the `curam.calendar.noofdaysevents` application property. The default value is 7. For example, if the property is set at 7 days, then the calendar will display all the events and activities where the event/activity start date lies between today and seven days time.

## Calendar Configuration Options Summary



## Application Properties

The following table provides a summary of the calendar, meeting, and meeting minute application properties.

<i>Table 2. Summary of Meeting and Meeting Minute Application Properties</i>	
<b>Application Property</b>	<b>Summary</b>
<code>curam.calendar.maxnumberofoccurrences</code>	This specifies the maximum number of occurrences for a recurring activity.
<code>curam.calendar.noofdaysevents</code>	This specifies the number of days that events and activities for product deliveries and integrated cases will appear in the calendar from the present date.
<code>curam.send.meeting.requests</code>	This indicates whether or not meeting requests are issued to meeting attendees upon meeting creation. The default is 'Yes'.
<code>curam.meeting.request.reply.name</code>	This defines the sender name to appear in meeting request emails, for example, the agency names.
<code>curam.meeting.request.reply.address</code>	This defines the sender's email address of meeting request emails.
<code>curam.meeting.request.reply.host</code>	This defines the host name of the email server where the meeting request responses are sent.
<code>curam.meeting.request.reply.username</code>	This is used in conjunction with the password to access the email account to check for meeting request responses.
<code>curam.meeting.request.reply.password</code>	This is used in conjunction with the username to access the email account to check for meeting request responses.
<code>curam.meeting.request.reply.folder</code>	This is the name of the folder where the meeting request responses are stored on the agency mail server.
<code>curam.meeting.response.delete.invalid.messages</code>	This indicates if the meeting response batch job should delete invalid messages that are sent to the meeting response mailbox. The default value is 'YES'.
<code>curam.meeting.warn.attendee.conflicts</code>	This determines whether or not an informational should be displayed if a meeting conflicts with an existing meeting for an attendee. The default is 'YES'.
<code>curam.meeting.warn.organizer.conflicts</code>	This determines whether or not an informational should be displayed if a meeting conflicts with an existing meeting for the meeting organizer. The default is 'YES'.

## Calendaring Events Summary

---

## Introduction

Events provide a mechanism for customization to occur without altering OOTB code, allowing customers to add additional processing to existing processing while maintaining a loosely coupled application. An event is raised from within a component class. When an event occurs, one or more components classes registered as listeners for this event will receive notification. These listener classes can, in turn, be used to perform custom processing. The following sections describe the events that are available for use to customize calendar meetings and meeting minutes.

## Meetings Events

The following sections provides a summary of the meetings persistence and workflow events which can be used to provide custom processing based on standard application functionality.

### Persistence Events

The following table describes the persistence events available for meetings created within the application.

<i>Table 3. Persistence Events for Meetings Business Processes</i>			
Event	Primary Data	Secondary Data	Raised From
preCreateMeeting	Create Meeting	N\A	Create Meeting
postCreateMeeting	Create Meeting	N\A	Create Meeting
preCancelMeeting	Cancel Meeting	N\A	Cancel Meeting
postCancelMeeting	Cancel Meeting	N\A	Cancel Meeting
invalidAttendeeEmail Address	Validate Attendee Email Address	curam.meetings.s l.impl.Meeting Attendee	Validate Attendee Email Address
inviteAttendee	Invite Attendee	curam.meetings.s l.impl.Meeting Attendee	Invite Attendee

### Workflow Events

The following table describes the workflow events available for meetings created within the application.

<i>Table 4. Workflow Events for Meetings Business Processes</i>			
Event	Primary Data	Secondary Data	Raised From
Meeting.NEW_ MEETING	Create Meeting	N\A	Create Meeting
Meeting.CANCELLED_ _MEETING	Cancel Meeting	N\A	Cancel Meeting
Meeting.INVITE_ ADDITIONAL_ _ATTENDEES	Invite Attendee	meetingAttendee ID	Invite Attendee

## Meeting Minutes Events

The following sections provide a summary of the meeting minutes persistence and workflow events which can be used to provide custom processing based on standard application functionality.

## Persistence Events

The following table describes the persistence events available for meeting minutes created within the application.

Table 5. Persistence Events for Meeting Minutes Business Processes			
Event	Primary Data	Secondary Data	Raised From
issueMinutes	Issue Minutes	N\A	Issue Minutes
postRecordMeeting Minutes	Record Meeting Minutes	N\A	Record Meeting Minutes
postModifyMeeting Minutes	Modify Meeting Minutes	N\A	Modify Meeting Minutes
postDeleteMeeting Minutes	Delete Meeting Minutes	N\A	Delete Meeting Minutes
postCreate	Create Meeting Decisions	N\A	Create Meeting Decisions
postUpdate	Update Meeting Decisions	N\A	Update Meeting Decisions
postCreate	Create Notes	N\A	Create Notes
postUpdate	Update Notes	N\A	Update Notes
postCreate	Create Attendance	N\A	Create Attendance
postUpdate	Update Attendance	N\A	Update Attendance

## Workflow Events

The following table describes the workflow events available for meeting minutes created within the application.

Table 6. Workflow Events for Meeting Minutes Business Processes			
Event	Primary Data	Secondary Data	Raised From
MEETINGMINUTES.ISSUE_MINUTES	Issue Minutes	N\A	Issue Minutes
MEETINGMINUTES.RECORD_MINUTES	Record Meeting Minutes	N\A	Record Meeting Minutes
MEETINGMINUTES.MODIFY_MINUTES	Modify Meeting Minutes	N\A	Modify Meeting Minutes
MEETINGMINUTES.DELETE_MINUTES	Delete Meeting Minutes	N\A	Delete Meeting Minutes
MEETINGMINUTES.CREATE_DECISIONS	Create Decisions	N\A	Create Decisions
MEETINGMINUTES.UPDATE_DECISIONS	Update Decisions	N\A	Update Decisions
MEETINGMINUTES.CREATE_NOTES	Create Notes	N\A	Create Notes
MEETINGMINUTES.UPDATE_NOTES	Update Notes	N\A	Update Notes

<i>Table 6. Workflow Events for Meeting Minutes Business Processes (continued)</i>			
<b>Event</b>	<b>Primary Data</b>	<b>Secondary Data</b>	<b>Raised From</b>
MEETINGMINUTES .CREATE_ ATTENDANCE	Create Attendance	N\A	Create Attendance
MEETINGMINUTES .UPDATE_ ATTENDANCE	Update Attendance	N\A	Update Attendance

## Notices

---

This information was developed for products and services offered in the United States.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

*IBM Director of Licensing IBM Corporation North Castle Drive, MD-NC119 Armonk, NY 10504-1785 US*

For license inquiries regarding double-byte character set (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

*Intellectual Property Licensing Legal and Intellectual Property Law IBM Japan Ltd. 19-21, Nihonbashi-Hakozakicho, Chuo-ku Tokyo 103-8510, Japan*

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM websites are provided for convenience only and do not in any manner serve as an endorsement of those websites. The materials at those websites are not part of the materials for this IBM product and use of those websites is at your own risk.

IBM may use or distribute any of the information you provide in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

*IBM Director of Licensing IBM Corporation North Castle Drive, MD-NC119 Armonk, NY 10504-1785 US*

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

The performance data and client examples cited are presented for illustrative purposes only. Actual performance results may vary depending on specific configurations and operating conditions.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

Statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to actual people or business enterprises is entirely coincidental.

#### COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

## Privacy Policy considerations

---

IBM Software products, including software as a service solutions, ("Software Offerings") may use cookies or other technologies to collect product usage information, to help improve the end user experience, to tailor interactions with the end user or for other purposes. In many cases no personally identifiable information is collected by the Software Offerings. Some of our Software Offerings can help enable you to collect personally identifiable information. If this Software Offering uses cookies to collect personally identifiable information, specific information about this offering's use of cookies is set forth below.

Depending upon the configurations deployed, this Software Offering may use session cookies or other similar technologies that collect each user's name, user name, password, and/or other personally identifiable information for purposes of session management, authentication, enhanced user usability, single sign-on configuration and/or other usage tracking and/or functional purposes. These cookies or other similar technologies cannot be disabled.

If the configurations deployed for this Software Offering provide you as customer the ability to collect personally identifiable information from end users via cookies and other technologies, you should seek your own legal advice about any laws applicable to such data collection, including any requirements for notice and consent.

For more information about the use of various technologies, including cookies, for these purposes, see IBM's Privacy Policy at <http://www.ibm.com/privacy> and IBM's Online Privacy Statement at <http://www.ibm.com/privacy/details> the section entitled "Cookies, Web Beacons and Other Technologies" and the "IBM Software Products and Software-as-a-Service Privacy Statement" at <http://www.ibm.com/software/info/product-privacy>.

## Trademarks

---

IBM, the IBM logo, and [ibm.com](http://www.ibm.com) are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at <http://www.ibm.com/legal/copytrade.shtml>.

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, and/or other countries.

Java™ and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.

The registered trademark Linux is used pursuant to a sublicense from the Linux Foundation, the exclusive licensee of Linus Torvalds, owner of the mark on a worldwide basis.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Other names may be trademarks of their respective owners. Other company, product, and service names may be trademarks or service marks of others.



Part Number:

(1P) P/N: