

Policy Title:	Requesting Information Management Services – Policy		
Policy Number:	III-F.1.1		Effective Date: 01-02-1996

Approved By: *on file*

Date Approved:

Policy

Forms, etc.

References

Contact

Reference(s):

- None

Form(s) that apply:

- None referenced.

Policy:

Procedures

Information Technology Steering Committee

(1) Overview: The purpose of the steering committee is to foster information about information services. The steering committee provides a high level interface between executives representing the various functional areas of the agency and the DHR Office of Information Services (OIS) management with regard to major policy issues affecting the gathering, processing and dissemination of information. The committee renders counsel on matters affecting long-term plans and goals of the agency where the effect of the action clearly extends beyond the purely internal operations of the OIS. Conversely, the OIS is responsible for prioritization of requests for information services and matters of internal OIS policy or procedure.

(2) Organization: The steering committee is composed of four members, one each representing:

- (a) CAF Administration;
- (b) Regional Managers;
- (c) Program Operations;
- (d) Management Operations/Employee Services.

Members are selected by appropriate Child Welfare Operations Committee staff members. The director appoints one representative. Regional managers agree upon one person to represent them as a whole. Program Operations appoints one representative. Management Operations and Employee Services share one representative. The steering committee is chaired by the deputy administrator of the agency.

Meetings are held quarterly at a time and place agreeable to the membership. Additional meetings may be held at the discretion of the steering committee.

Requests for Information Services

All written requests for services or information are to be addressed to the section or placed in the OIS "Incoming Work" in box in the section's clerical area. Oral requests may be made to any manager. The requestor will be directed to the appropriate person to assist them.

(1) Special Project Information Team (SPIT) Requests: Requests for OIS data that can be met in five person days or less and are not needed periodically.

(a) Requestor contacts a SPIT member;

(b) SPIT reviews the request and provides the data if it meets the definition above;

(c) If the request is not appropriate for SPIT, the requestor may be asked to submit a form CF 59 (Data Processing Support Request) to the Support Request Committee.

(2) Support Requests: All requests for Information Services assistance not appropriate for SPIT:

(a) Requestor submits form CF 59 (Information Services Support Request) to OIS;

(b) OIS reviews the request to determine if the services/information requested is currently available and meets user's needs, or if there are alternative means to produce the data from some other source. Appropriate requests are then assigned a priority. If the requestor disagrees with the prioritization, they may contact the OIS manager for further review.

(A) Priority A. Takes precedence over all other work. Examples: time requirement not negotiable, affects Child Welfare's revenue status, significantly reduces Child Welfare's operating costs, affects large number of users, results are essential to accomplishing major Child Welfare objective;

(B) Priority B. Needed, but not essential to Child Welfare. Missed due dates or incomplete data will cause loss of effectiveness and/or efficiency;

(C) Priority C. Would produce information "useful" to Child Welfare or a requestor outside Child Welfare. Not essential to the requestor's work. Includes most non- Child Welfare requests.

(c) Emergency requests for information. Requestor feels he/she can not wait for request to be reviewed by normal procedures:

(A) Requestor contacts OIS manager, Systems Development manager;

(B) Within two working days the request will be reviewed. The relative importance of the request will be compared with other requests currently in process or ranked and waiting assignment. The requestor will be notified of the outcome of this comparison.

Contact(s):

- **Name:** CAF Reception; **Phone:** 503-945-5600