	Technology Services Information Services and Applications	SOP #	TS-ISA-003
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SOP Owner	John Crumbley	Approval	
SOP Name	Public Information Request Fulfilment		

Standard Operating Procedure

1. Purpose

The purpose of this procedure is to fulfil Public Information Requests (PIR).

2. Scope

This procedure is intended for Information Services and Application staff responding to a PIR from the CFISD Legal department.

3. Prerequisites

A PIR has been received in the ISA department from the Legal department.


4. Responsibilities

The ISA staff will only respond to PIRs issued by the CFISD Legal department.

The ISA staff will estimate the costs associated with the PIR and communicate that to the Legal department using the estimation form provided by the Legal department.

The Legal department will notify the ISA department via email as to whether the PIR has been approved and the data should be created or the PIR was not approved and ISA should not produce the data.

The ISA staff will produce the data in the requested format following CFISD's releasable information policy, and send the data to the Legal department.

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5. Procedure

#	Step	Responsibility
1	The Legal department receives a PIR from a stakeholder and sends the request to the ISA department.	Legal
2	Information Services and Applications team member receives the request, completes a PIR Estimated Costs worksheet, and sends the worksheet to the Legal department.	ISA
3	<p>The Legal department contacts the stakeholders and communicates the estimate of charges and seeks approval or denial of the costs</p> <p>The Legal department notifies the ISA department via email the status of the request: approved or denied.</p>	Legal
4	<ul style="list-style-type: none"> If the request is approved, the ISA department creates the requested data in the format it was requested (file, labels, printout, etc.) and sends the data back to the Legal department. If the request is denied, then ISA will close the request. 	ISA
5	The Legal department distributes the data to the requestor.	Legal