Information Access Operations

CRTS

Corporation Request Tracking System

User Guide

Last Update – August 16, 2011

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1 System Overview

Corporate Request Tracking System (CRTS) is an Oracle web based Freedom of Information (FOI) request tracking management system administered by the Information Access Operations Branch (IAO), Ministry of Labour, Citizens' Services and Open Government. This tool permits ministries to track and manage all FOI requests received by Government under the *Freedom of Information and Protection of Privacy Act* and permits IAO to corporately monitor the Act.

1.1 Background

A common tracking system was needed to support the efficient servicing of FOI requests by Ministries and report on compliance under FOI legislation. A number of functional shortcomings of the Government's existing Request Tracking System were identified including a requirement to upgrade the underlying technology to conform to current Government standards (Oracle based).

The design called for WEB deployment across government, with future potential expansion to Crown Corporations and local public bodes (e.g., municipalities, school boards, etc.) and included the following objectives.

- Provide each ministry with a tool to record all requests received by government under the Act
- Reduce duplication of inputting information
- Document the history of each request received
- Provide a high level of security for all information recorded on the system
- Record detailed fee information related to charges for records
- Achieve cross government efficiencies by determining request patterns and examining ways in which frequently requested information can be proactively released
- Provide the agency responsible for the administration of the Act with the ability to generate corporate statistics for inclusion in the Annual Report of the OIPC Commissioner.

Benefits resulting from the implementation of the new CRTS included:

- Browser-based deployment – no installs, no client deployment of upgrades, common look & feel.
- Implementation of a true cross-government application that takes into consideration such issues as government reorganization, security between ministries, the flexibility to customize Ministry specific code tables and provide ad hoc reporting capabilities.
- Ad Hoc Reporting benefits –
    - Capability to develop complex customized ad hoc reports for our stake holders that provide a thorough understanding of current and emerging business needs.
    - Capability publicly post quarterly and annual FOI statistics on behalf of client ministries/agencies
    - Managing administration, support and performance through statistical reporting audits which contributes to the organization's strategic goals and plans
    - IAO as the central point of contact for compliance and/or performance and statistical reports, audits and annual reports for stakeholders such as the Information Privacy Commissioner

1.2 Current System

Since its initial implementation there have been a number of enhancements to the system such as:

- Addition of an ad hoc reporting database with customized view as result of ministry's input in JAD sessions
- Purchase of Dedicated Application Server and upgrade of the application
- Inclusion of a Working Days calculator following the change of the Act to calculate processing time as working day versus calendar days.
- System alerts and edit checks
  - Alerts
    - Requests that have been forgotten or dated in error
    - Requests that have a start date greater than 90 days before current date
    - Request is still OPEN when user tries to add a REVIEW.
    - Activities and/or Tasks still open when the user closes a request.
  - Checks
    - Activities be closed before closing requests
    - Include exception for requests that have a disposition with as Partial Disclosure
    - Include Disposition and End Date before closing a request
- Snapshot replication of reporting database which allows real time reporting for ad hoc reporting tools
- Upgrade database to Oracle 10g, release 2
- Upgrade application to Oracle Forms 10g

1.3 Gaining Access

In order to start your session with the CRTS (Corporate Request Tracking System) you must have the following:

- An IDIR User Id
- A CRTS Oracle User Id
- A plug-in installed called Oracle's JInitiator. This plugin will automatically install on your machine when you access the application for the first time.

1.4 Requesting a New IDIR User Id

Each Ministry is responsible for **IDIR** User Ids. Please see your ministry technical support contact to arrange this BEFORE requesting a CRTS User Id.

1.5 Requesting a New CRTS User Id

Note:	Before requesting a new CRTS User Id an IDIR User Id must be established (see above). The naming convention used for the new CRTS User Id will be the same as the IDIR User Id.

- The request for access must be submitted by email by a Manager of a Ministry or a person designated responsible for this authority.
- To create, delete, or change Training User Id or password please contact a CRTS System Administrator.
- CRTS allows for several different access roles, they are Analyst, Viewer, System Admin., Corporate and Cross Government The definitions for each of the respective roles are:

  Role Types **Definitions**

  - **Analyst:** An employee in a public body responsible for reviewing and processing records requested under the Act.
  - **Viewer:** Viewer/Read Only
  - **System Admin:** CRTS System Administrator role
  - **Corporate:** Corporate Role (ability to see all requests except if applicant type categorized as an 'Individual' by the ministry

  Cross Government: Govt. employee responsible for managing Cross Government Numbers

  - **Analyst** – the analyst role has the ability to Create, Read, and Update all requests assigned to their security level (example ministry level). They have read only access to all code tables.
  - **Viewer** – the viewer role has read only access of requests assigned to their security level (example ministry level).
  - **System Administrator** – the System Administrator role has Create, Read, Update and Delete on all Code Tables, and Organizational Units (Staff roles, Internal Organizations). This role is restricted to the CRTS Administrators.
  - **Corporate** – Corporate Role (ability to see all requests except if applicant type categorized as an 'Individual' by the ministry. Cannot create new requests.)
  - **Cross Government** – Govt. Employee responsible for managing Cross Government Numbers

  The ministry can designate individuals as “Viewers” or “Analysts” to be included at either the ministry level or at any levels below the Ministry. (Divisions, Branches, Regions or Offices). For **example**: The “Ministry for Training” can designate a VIEWER to the “Training 1 Branch”. This user will only have access to view those requests that are assigned to that specific branch not all of the ministry’s requests.

1.5.1 Changing or Deleting Existing CRTS User Ids

The request for changing or deleting access must be submitted by email by a Manager of a Ministry or a person designated responsible for this authority

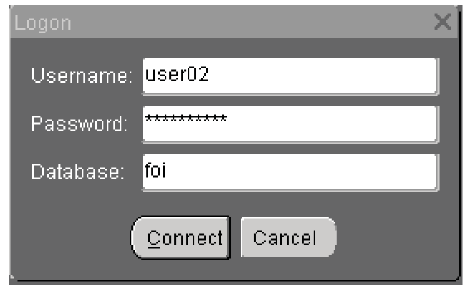
1.5.2 Resetting CRTS User Id Passwords

If a user requires their password to be reset they can send and email note to a CRTS System Administrator.

2 Getting Started

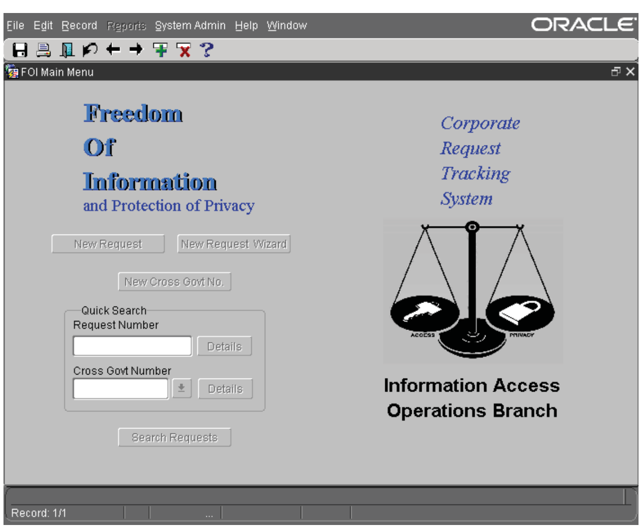
To begin your session in the Corporate Request Tracking System Application you will need to be logged into the IDIR domain, open your internet browser and navigate to http://gww.crts.gov.bc.ca

CRTS Launch Page will be displayed as pictured below. Click the "**Launch Application**" button. A login screen will be displayed:



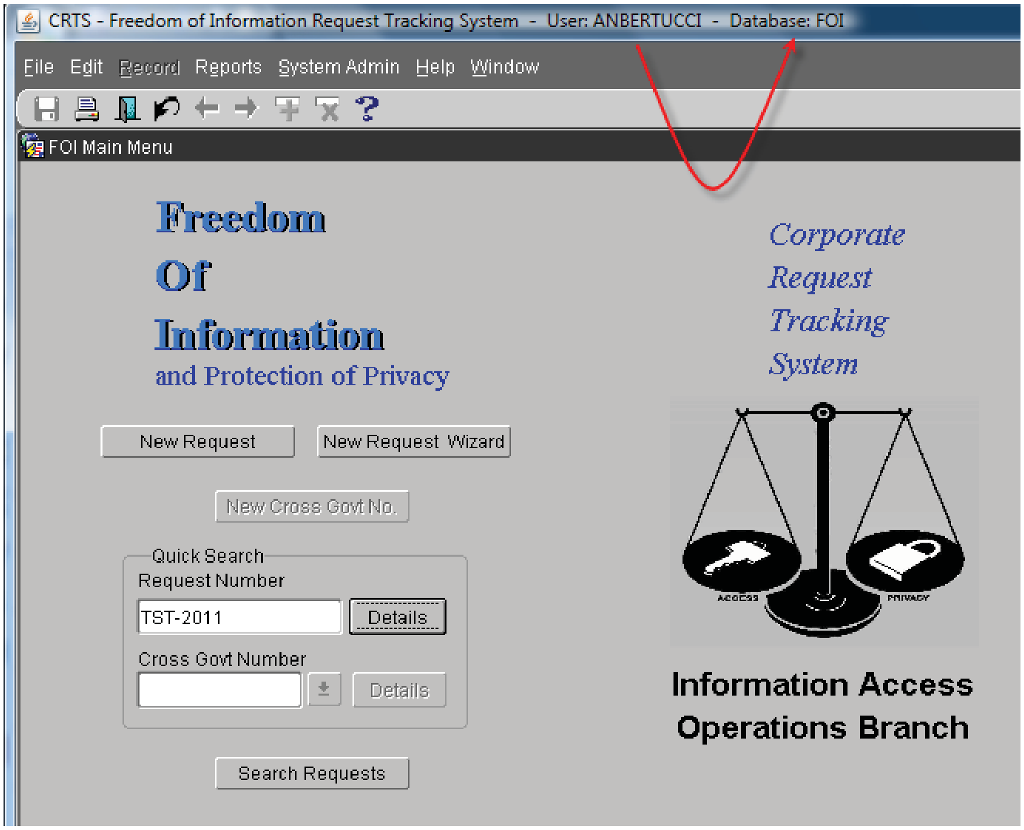
- Enter your **CRTS User Id** in the **Username** field
- Enter your **Password** in the **Password** field
- Enter "**FOI**" (Production Database) into the Database field
- Click on the **"Connect"** button to start the CRTS Application.

The Corporate Request Tracking System Application Main Menu will be displayed once your logon information has been validated.



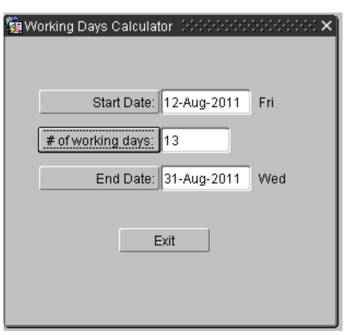
3 Main Menu functionality

Once you log into CRTS, your USER ID and the database that you are logged into are displayed in the browser title bar.



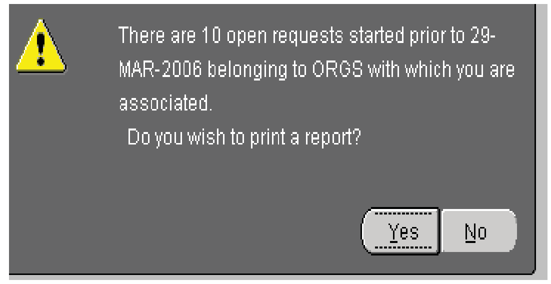
From this form, you are able to:

- Search for an Existing Request by clicking on the **Search Requests** button
- Create a New Request (Manually using **New Request** button or using the **New Request Wizard**)
  Retrieve an existing Request (If the Request Number is known) by entering the request number in the **Quick Search** text box and clicking on the **Details** button
- Run Reports & Produce Letters from the Reports Menu bar
- View Code Tables from the System Admin Menu bar
- Choose your User Preferences from the System Admin Menu bar
- Change your password from the System Admin Menu bar
- Show the About Dialog from the Help Menu bar
- Access the **Working Days Calculator**



3.1 Long Running Requests Dialog

When you first log in to the system, you may be presented with a dialog box indicating that there are requests opened more than 300 days in the past that belong to Organizations with which you are associated. This message was designed as an alert for requests that may have inadvertently been forgotten or left on hold. The user has the option to print a report of the request details. Just click the '"**No**" button to continue in the system.



OPERATIONAL STANDARD:	To exit from the CRTS system or to close any of the forms; do **NOT** use the **small x in the upper right hand** corner of the document screen. Use instead the "**Close" icon** located in the toolbar.

Tip:	On the Edit Menu of the menu bar, a Copy and Paste function can be used to copy and paste information from form to form or you can use the keystroke combinations of Ctrl C and Ctrl V.

Options that may be selected by Corporate Users (ie staff Reports and Standards Unit, IAO), which are not available to Ministry Analysts, are:

- Create a New Cross Government Number using New Cross Government Number button
- Retrieve an existing Cross Government Number by entering the Cross Government Number in the Quick Search text box and clicking on the Details button. Alternatively you can use the LOV button to retrieve a list of existing Cross Government Numbers.

3.2 Menu Options

There are a number of menu options that may be accessed.

3.2.1 Reports Menu

All canned reports and letters may be chosen from this drop down. Detailed descriptions of all reports are included in later sections.

3.2.2 System Admin Menu

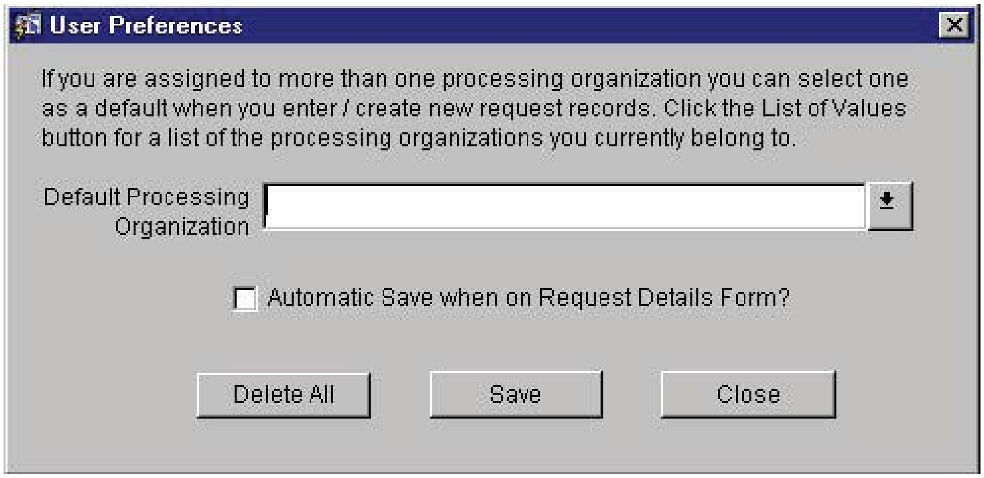
Users may set their User Preferences and Maintain their Password by selecting from this menu.

3.2.3 Help Menu

Users may display the Short cut keys or invoke the working days calculator from this menu. Please note that the online help, user guide and training guide are outdated and should not be relied on by users.

3.3 *Setting User Preferences*

User preferences allow you to customize the application according to your individual preferences. To change your user preferences, choose **"User Preferences**" under the "**System Admin" Menu**. You will see the following User Preferences form, where you will enter all the necessary information to update your user preferences.



1. If you are assigned to more than one Processing Organization, you can select one of them to be the default when you enter or create new request records. Click on the **"Default Processing Organization"** LOV icon, and choose the Processing Org that you want to default to. If you do not have a preference set it will default to NULL. If you do not want your Processing Organization to default, clear the default Processing Organization field and press the Save button. This will force you to enter the processing organization of your choice when creating new requests or searching for existing requests.

2. When you are making *updates* to the Corporate Request Tracking System, you can get the system to save your work *automatically* when navigating from form to form. In order for this automatic save to be in effect, you must **put a check mark** in the checkbox beside **"Automatic Save when on Request Details Form**?". [Warning, all form changes made will be committed without verification of the user]

3. If you want to delete all of your User Preferences, click on the Delete All button on the User Preferences form.

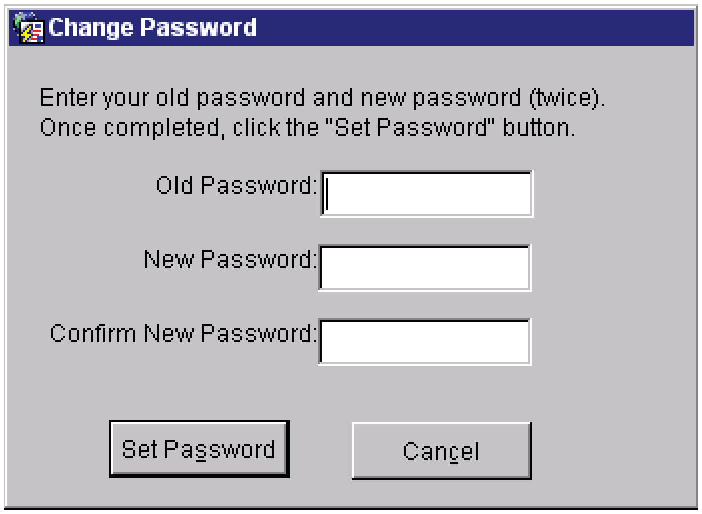
4. Click on the **Save button** on the User Preferences form to save your changes.

5. Click on the Close button on the User Preferences form to close this form.

4 Password Maintenance

Changing passwords on a regular basis is a security measure against unauthorized use of the application.

To change your password, choose **"Change Password"** under the **System Admin option** in the Menu of the Main Menu Form. You will see the following Change Password form, where you will enter all the necessary information to change your password.



1. In the **"Old Password"** field, enter the password that you use to log into the application.

2. Enter a new password into the **"New Password"** field. It cannot start with the number "0".

3. Enter the new password again into the **"Confirm New Password"** field.

4. Click on the **"Set Password" button** to confirm the change. A confirmation message will be displayed when the password has been successfully changed.

To close the current form without saving any of the changes, click on the "Cancel" button. You will be returned to the Main Menu.

Note:	There is no time restriction on your password, however characters such as %&# are not compatible with the current version of Oracle Forms.. If you forget your password, contact the CRTS Administrator to reset your password.

5 Online Help (This section is under development)

NOTE: The online browser help menu is **not current**. Please refer to this manual until notified otherwise.

6 Request Creation

Select the Section below depending on what you want to do:

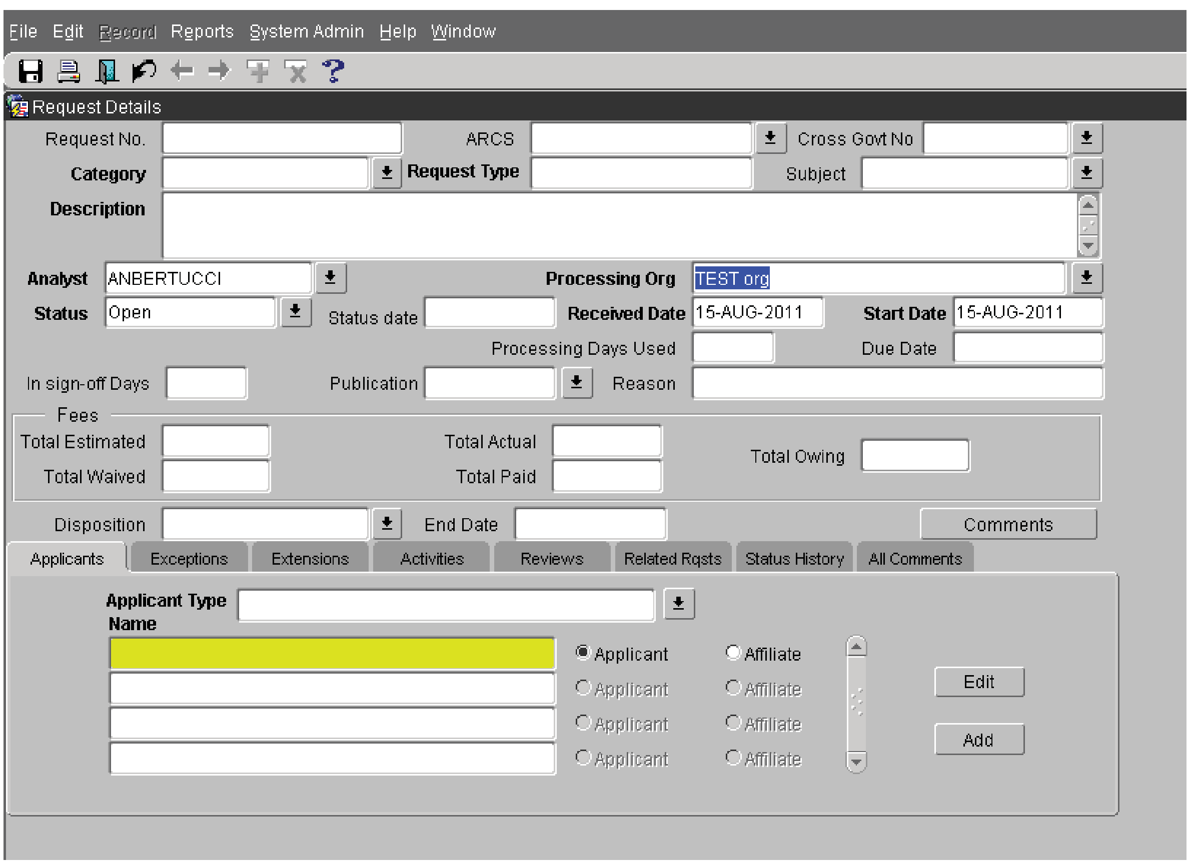
- See Section 6.1 below for steps on adding a new request **manually**
- See Section 6.2 below for steps on adding a new request using the "**New Request Wizard**"

Tip:	On entry to the form, if a Request Tab has one or more records **an asterisk (*)** will be placed before the tab's name. E.g. *Applicants or *Activities. If a record is added or deleted and then saved, the tab will be updated accordingly. E.g. *Applicants had one record which was deleted and the change was saved. The tab now reads, Applicants. 

6.1 *Adding a New Request Manually*

To create a new request manually, click on the "New Request" button on the Main Menu form. You will see the following Request Details form where you will enter all the necessary information to create a new request. All fields that are BOLD are mandatory fields. The CRTS will not allow you to move to the next form until these fields have been completed. The Request number will be system generated once all the required (**Bolded**) fields have been completed and saved.

Tip:	Double clicking in any date field will display a calendar. Double clicking in the Description and Reason fields will open a text editor.



Click on the **Category** list of values (LOV) icon, choose the appropriate Category and Request Type for the request. The Category and Request Type will both be populated.

Data Entry Standards:	When choosing **Category** and **Request Type**, "Routine Release" should be used only in cases where it has been determined that the records requested do not require access and privacy review and are routinely available to the public. In such cases, the disposition of the request upon completion would be "full disclosure".

1. The ARCS number, where one exists, will be populated automatically based on the selected Category and Type. You may optionally override this value. Click on the **ARCS** list of values. (LOV) icon and choose the appropriate ARCS (optional) for the request.

Data Entry Standards:	The ARCS number is to be recorded as part of the data entry in order to facilitate cross-referencing.

2. Click on the **Subject** LOV icon, choose the appropriate Subject (optional) for the request.

3. Fill in a **Description** of the request. If more space is required, double click the field and a larger text box will be displayed.

Data Entry Standards:	The **'records being requested'** description in the letter is to be provided in full and quoted directly from the applicant's request without quoting numbering i.e. 1., 2., lettering i.e. a), b), how an applicant requests records be sent and introduction statements such as 'I would like to request'. Alternatively, if the request description is larger than the Description field it should be shortened to the types of record/s being requested, specific subject/s of interest, a specific timeframe, if stated, and without the examples above. It is imperative that this field be filled appropriately for reporting and cross government purposes. The Description field for General FOI requests to be published will appear on the Open Information website. After any narrowing/clarification, or partial transfers of the request, the description is changed by the FOI Analyst assigned to the file so that the description reflects the final request wording. If any portion of the request is transferred, the transferred portion should be removed from the description field. In addition, a "personal" name (under section 22 of the FOIPP Act) should not be included. Government employee names should be left in for most requests. There will be some exceptions to this if the wording in the request contains personal information about a government employee. For example: if there is reference to a Labour Relations or dismissal issue, we would need to protect the name of that employee. **Note:** CRTS does not have spell checking capability. Please remember to check for spelling errors. ***Be mindful when copying and pasting text from another document that copying the formatting may result in extra spaces and bullets appear in the incorrect format. This may have an impact on what is seen on the Open Information website.***

4. The Analyst field automatically defaults to the username of the user presently signed in. The Processing Org. field defaults to the user's Processing Organization. If the user does not have a preference set it will default to NULL. Click on the **Analyst** or **Processing Org**. LOV icons to change the default.

Note:	If you belong to more than one Processing Organization, see User Preferences section to change your default Processing Organization.

5. The **Status** field defaults to “OPEN”. Click on the Status LOV icon to change the status of the request.

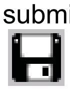
6. The **Start Date** field defaults to the current date. The year in this field is used to assign a portion of the system generated request number. **Therefore always ensure the start date is correct when entering a new request, as the request number is not updateable**. For example, if a request comes in for the Attorney General at the end of December 2011 but is not entered in the system until January 2012, the request number generated when adding this request would be ATG-2012-0001 instead of ATG-2011-????. This request number cannot be changed. If the Start Date field needs to be changed, either type in the date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the date. (note, for pending requests under Section 5.1, the Start Date becomes the day the request is validated).

7. The **Received Date** field is a field reserved for the Intake team. This is the date the request is received by government. In most cases this date would be the same date as the start date. (note, for pending Section 5.1 requests the Start Date becomes the day the request is validated)


8. The **Due Date** field is blank to start and will be automatically calculated and populated (30 days after start date) when the request is saved. If this date falls on a weekend or statutory holiday, the date will be re-calculated.

Tip:	If you wish the system to re-calculate this field, delete the Due Date and save.

9. Click on the **Applicant Type** LOV icon (in the bottom half of the form), choose the appropriate type of applicant(s) submitting the request.

10. Click on the  “Save” icon to generate the request number and save the request information.

11. After saving, you could add Request Comments, Applicants, Exceptions, Extensions, Activities, Reviews or Related Requests.

12. In order to generate a request number, before leaving the Request Details form, you MUST add an Applicant. See **Applicant/Affiliate** Section below on adding an applicant.

6.2 Adding a New Request using the New Request Wizard

To create a new request, click on the “New Request Wizard” button on the Main Menu form. This will take you to the New Request Wizard form. This is an easy way to add a Request and all mandatory information.

The New Request Wizard will guide you through the process of adding a new request. By following the step by step instructions included on the wizard pages, the process of adding a new request is ordered and simplified.

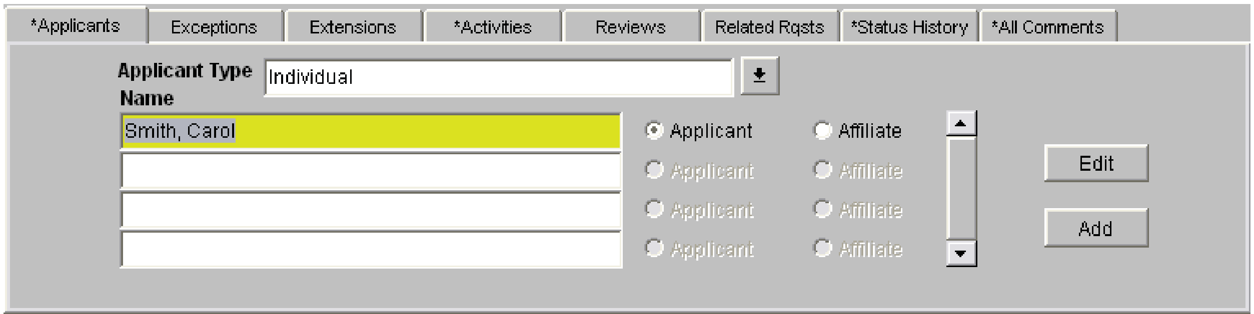
Navigation between wizard screens is facilitated by using the **NEXT** and **BACK** buttons. There is also a **CANCEL** button that allows you to abort the entry and a **FINISH** button to complete the process.

The wizard will prompt you to enter specific information, save, and will display the information on the Request Details form. A new request number will have been generated.

Data Entry Standards:	When choosing **Category** and **Request Type**, “Routine Release” should be used only in cases where it has been determined that the records requested do not require access and privacy review and are routinely available to the public. In such cases, the disposition of the request upon completion would be “full disclosure”.

7 Applicant/Affiliate

Adding an Applicant is a mandatory process once a new request has been created and saved. You will not be able to exit the application without adding an applicant.



1. To add an Applicant or Affiliate, select the "**Applicants**" Tab from the Request Details Form.

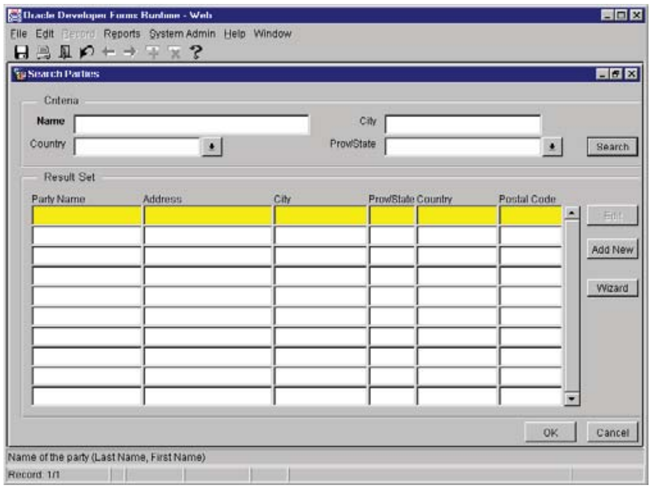
2. Click on the "**Add**" button. This will take you to the Search Parties form where you may search for an existing applicant/affiliate, or create a new applicant/affiliate. The system forces a search before enabling the user to create a new applicant manually or via the Applicant Wizard.

3. Select the Section below depending on what you want to do:
   - See Section 8.1 below for steps on **Searching** for an existing Applicant.
   - See Section 8.2 below for steps on **Creating an Individual** Applicant.
   - See Section 8.3 below for steps on **Creating an External Organization** Applicant.
   - See Section 8.4 below for steps on **Creating an Applicant** using the **Applicant Wizard.**

Tip:	On entry to the form, if a Request Tab has one or more records an asterisk (*) will be placed before the tab's name. E.g. *Applicants. If a record is added or deleted and then saved, the tab will be updated accordingly. E.g. *Applicants had one record which was deleted and the change was saved. The tab now reads, Applicants.

7.1 *Searching For An Applicant*

To help prevent duplicate entries, a search is required before a new applicant may be added. The '**Add New**' and '**Wizard**' buttons will not be available until a search is done.

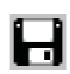


1. Enter the applicable **search criteria** in the Name, Country, City, and Prov/State fields. The Name field is the only mandatory field. **The format of the Name field is 'Last Name, First Name'.** If you do not know the full name of the user, enter the group of letters that you do know surrounded by '%' signs into the field. E.g. '%ee%' this will retrieve all the users where their first or last name contains the letters 'ee' such as 'Maureen' or 'Lee'.

Tip:	% is a wild card that allows you to search for text anywhere in that field.

2. Click on the Search button or the Enter key. If your query returns 16 or more results, a dialogue box will be displayed. It will indicate the number of results that your query generated and will allow you to change your query in order to reduce the number of hits produced.
3. From the Result Set, **highlight the applicant** that you wish to add to the request and click on the "**OK**" button. This will return you to the Request Details form.
4. The party's name will be filled out in the Name field of the Applicants tab. Determine whether the party is an applicant or an affiliate and pick the radio button accordingly.

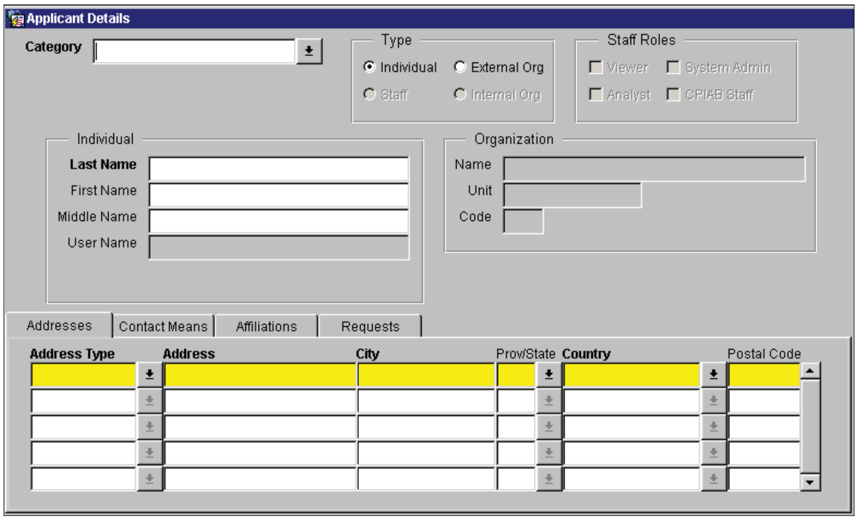
Data Entry Standards:	When you are entering an individual applicant that is representing an organization, the individual is to be recorded as the "**Applicant**" and the organization that the individual is representing should be recorded as the "**Affiliate**". For Example: Joe Smith works for the Uniglobe Newspaper. Joe Smith would be the "Applicant", the "Applicant Type" would be "Media" and Uniglobe would be the "Affiliate".

5. Once all the information has been entered, click on the  "Save" icon.
6. At this point, you could add Exceptions, Extensions, Activities, Reviews and Related Requests to this request.
7. To search for, or add additional applicants/affiliates, repeat the above steps starting at Section 5.

7.2 *Creating an Individual Applicant Manually*

Click on the “Add New” button from the Search Parties form to add a new applicant. This will take you to the Applicant Details form where you may create a new applicant.

Note:	All **“Staff Roles”** checkboxes are dimmed. They become available when “Type” is Staff. Only System Administrators can create new Internal Organizations and Staff types. All **“Organization”** fields are dimmed. They become available when “Type” is External or Internal Organization.



1. Click on the “**Category**” LOV icon, choose the appropriate Category for the applicant. This is a mandatory field.
2. To create an Individual Applicant, the “**Type**” radio button should be set to “**Individual**” (default). This indicates that the applicant is an individual and not an external organization. Two radio buttons, Staff and Internal Org are dimmed since only System Administrators can create new Internal Organizations and Staff types.
3. Enter all the relevant information in the following fields: Last Name, First Name, and Middle Name if possible. Last Name is the only mandatory field for an individual. User Name field is dimmed since only Staff members have User Names
4. Once all the information has been entered, click on the “Save” icon.
5. At this point, you could add Addresses and Contact Means.
6. Close this form by clicking on the “Close” icon. This will return you to the Request Details form, with the applicant’s name displayed in the Applicants Tab.
7. Determine whether the party is an applicant or an affiliate, and pick the radio button accordingly.

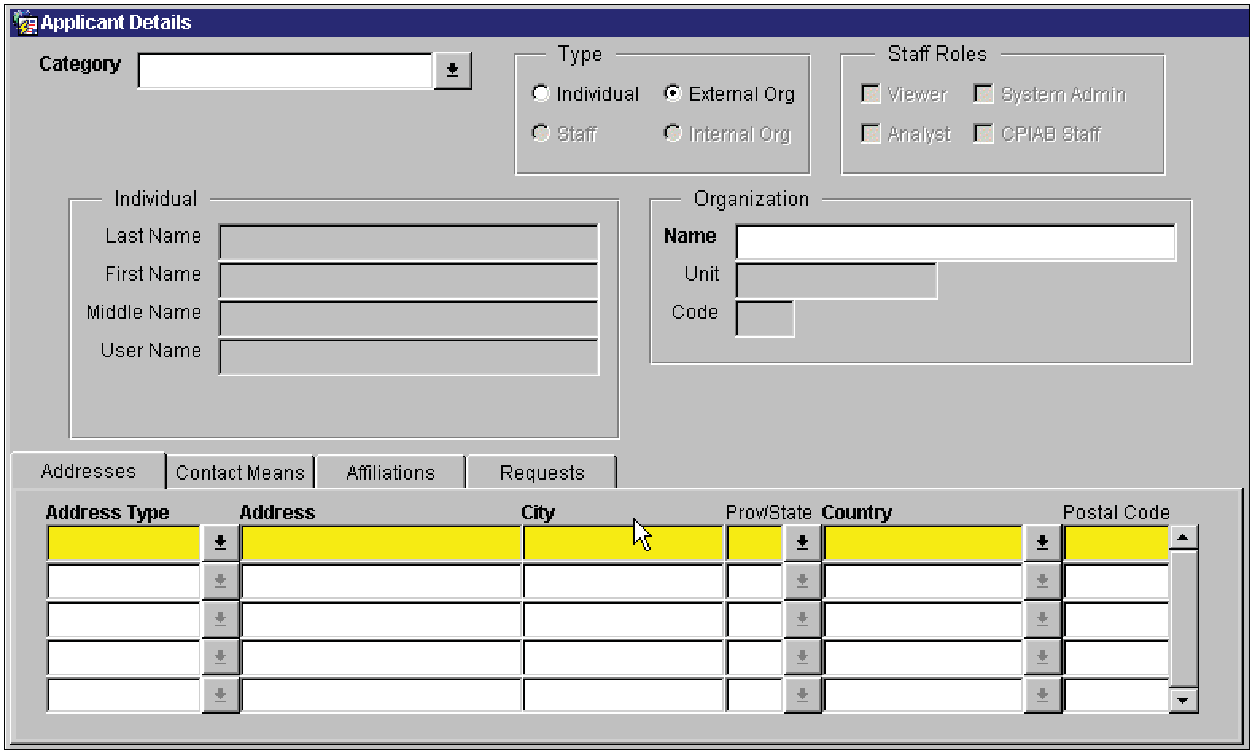
Data Entry Standards:	If you are entering an individual applicant that is representing an organization, the individual is to be recorded as the “Applicant” and the organization that the individual is representing is to be recorded as the “Affiliate”. **For Example:** Joe Smith works for the Uniglobe Newspaper. Joe Smith would be the “Applicant”, the “Applicant Type” would be “Media” and Uniglobe would be the “Affiliate”. If applicant is Federal, Foreign or Aboriginal government then “Applicant Type” is “Other Government.

8. Repeat the above steps starting at Section 5 above to add additional applicants/affiliates.

7.3 *Creating An External Organization Applicant*

Click on the "**Add New**" button from the Search Parties form to add a new applicant. This will take you to the Applicant Details form where you may create a new applicant.

Note:	All **Staff Roles** checkboxes are dimmed. They become available when Type is Staff. Only System Administrators can create new Internal Organizations and Staff types. All **Individual** fields are dimmed. They become available when Type is Individual or Staff.

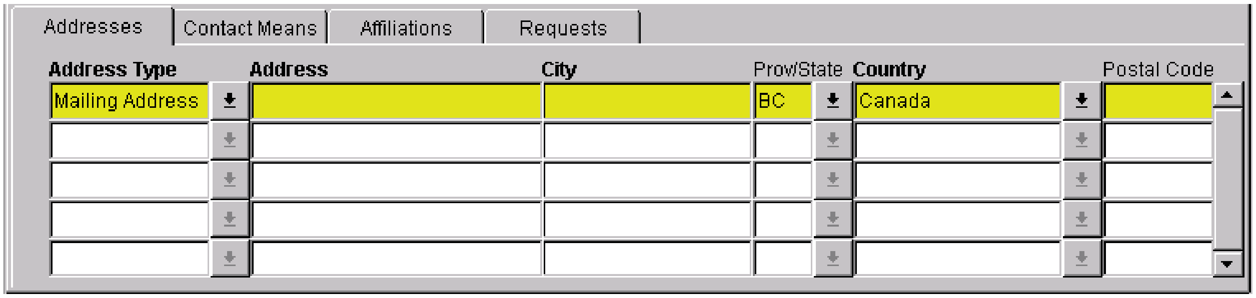


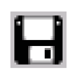
1. Click on the **Category** LOV icon, choose the appropriate Category for the external organization. This is a mandatory field.
2. To create an External Organization Applicant, the "**Type**" radio button should be set to "**External Org**". This indicates that this applicant is an organization and not an individual. Two radio buttons, Staff and Internal Org are dimmed since only System Administrators can create new Internal Organizations and Staff types.
3. Enter the external organization's name in the Organization **Name** field. Unit and Code are dimmed since these two fields are only used when adding an Internal Organization.
4. Once all the information has been entered, click on the "Save" icon.
5. At this point, you could add Addresses and Contact Means, or view Affiliations and Requests.
6. Click on the **Addresses Tab**.

7.3.1 Adding Addresses

Addresses are optional; however once you start entering any of the mandatory address fields you must complete the address. For example: if you click on the Address Type LOV icon and choose “Home Address”, then the Address, City and Country fields MUST be entered.

1. To add an Address, select the **“Addresses” Tab** from the Applicant Details Screen.

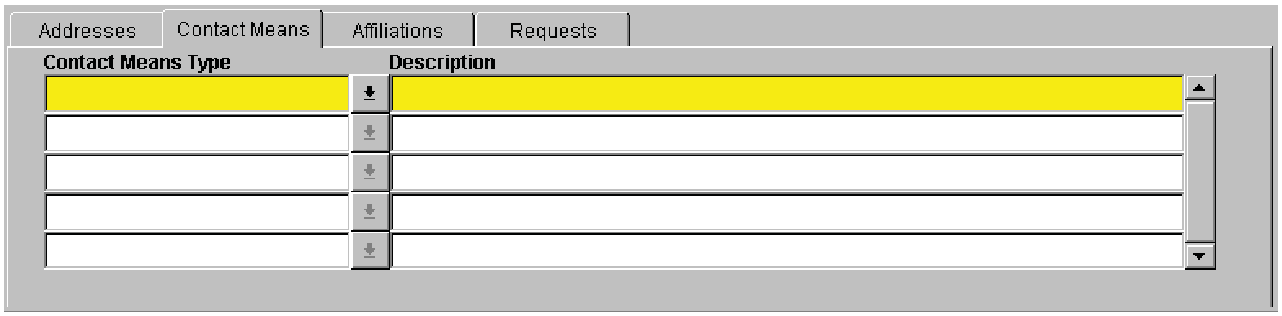


2. Click on the **Address Type** LOV icon and choose the appropriate Address Type. The default for Address Type is “Mailing Address”.
3. Enter the address in the **Address** text box.
4. Enter the city in the **City** text box.
5. Pick the desired item from the LOV icon for the **Prov/State** field if it is different from the one displayed. The default for Prov/State is BC. If you pick a province from the LOV icon, the country field will be automatically populated with the corresponding country.
6. Pick the desired item from the LOV icon for the **Country** field if it is different than the one displayed. The default for Country is Canada.
7. Enter the **Postal Code** if applicable (optional).
8. To enter additional addresses, click on the  “Insert” icon or click on the next available record (the row directly below this address) and repeat the above steps.
9. Once all the information has been entered, click on the  “Save” icon.

7.3.2 Adding Contact Means

The term “contact means” is the method of contacting an applicant whether it is by telephone, fax etc. Contact Means are optional, however once you start entering any of the mandatory contact means fields you must complete the contact information. For example: If you enter a Contact Means Type of Telephone then the Description, which is the telephone number becomes mandatory.

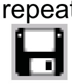
1. To add a Contact, select the “**Contact Means” Tab** from the Applicant Details form.



2. Click on the **Contact Means** Type LOV icon, choose the appropriate Contact Means Type for the applicant.

3. Enter the **Description** of the contact means (example phone number 444-3344). This field is mandatory and must be entered.

4. To enter additional contact means, click on the  “Insert” icon or click on the next available record (the row directly below this contact means) and repeat the above steps.

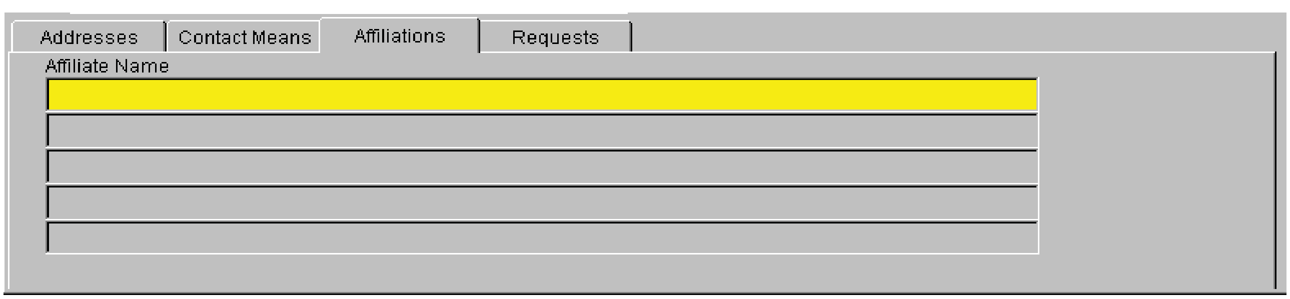
5. Once all the information has been entered, click on the  “Save” icon.

6. At this point, you could View Affiliations and Requests.

7. Click on the Affiliations tab.

7.3.3 Viewing Parties Affiliated To The Applicant

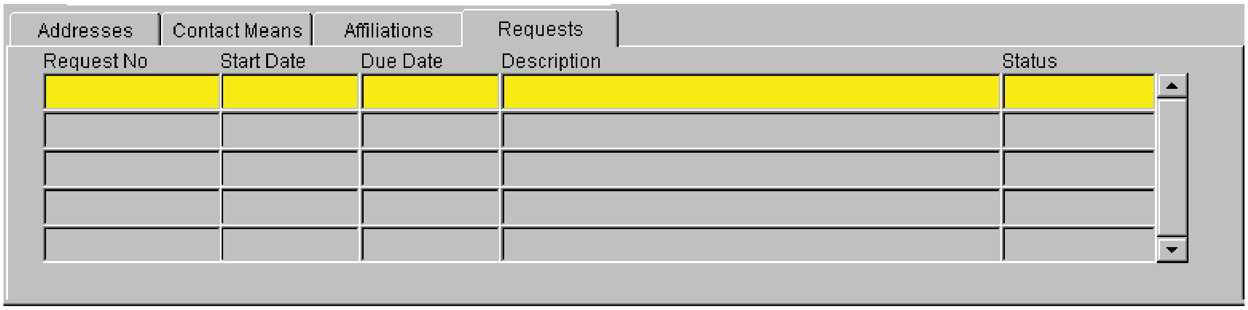
You can view affiliations (that you are authorized to view) by selecting the **Affiliations tab** from the Applicant Detail form. This will display other parties that are associated to this applicant. Affiliates are parties that have been assigned to a request as an “Affiliate” when this party was assigned to the same request as the “Applicant”.

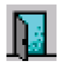


At this point you could view Requests related to this Applicant. Click on the Request tab.

7.3.4 Viewing Requests Related To The Applicant

You can view other requests that the applicant has made (which you have the authority to view) by selecting the Requests tab.



1. Close this form by clicking on the  “Close” icon.
2. To add additional applicant/affiliates, repeat the above steps starting at Section 5 above.

7.4 Creating a new applicant using the Applicant Wizard

You can also click on the “**Wizard**” button from the Search Parties form to add a new applicant. This will take you to the New Applicant Wizard form. This is an easy way to add an Applicant and all associated information.

The New Applicant Wizard will guide you through the process of adding a new applicant to a request. By following the step by step instructions included on the wizard pages, the process of adding a new applicant is ordered and simplified.

Navigation between wizard screens is facilitated by using the **NEXT** and **BACK** buttons. There is also a **CANCEL** button that allows you to abort the entry and a **FINISH** button to complete the process.

The wizard will prompt you to enter specific information, save, and will display the information on the Request Details form.

7.5 *Updating an Applicant*

To update applicant information, highlight the applicant name in the Applicant Tab and press the **Edit** button. The applicant details form will be displayed and the information may be updated.

Data Entry Standards:	Applicant information updated through the applicant details form will be reflected on **all** requests associated with the applicant. If the changes should only affect a single request, create a new applicant with the desired change information.

7.6 *Deleting an Applicant*

To remove an applicant from a request, highlight the applicant name, and either select **“Remove”** from the **“Record”** menu or press the “Remove” icon on the toolbar.

Data Entry Standards:	You must always have at least one applicant for every request.

8 Request Maintenance

At this point, you have completed the mandatory fields for a request and added an applicant/affiliate. You could now add Fee Details, Exceptions, Extensions, Activities, Reviews, Related Requests and Request Comments to this request.

Tip:	On entry to the form, if any Request Tab has one or more records an asterisk (*) will be placed before the tab's name. E.g. *Applicants. If a record is added or deleted and then saved, the tab will be updated accordingly. E.g. *Applicants had one record which was deleted and the change was saved. The tab now reads, Applicants.

8.1 Adding Fee Details

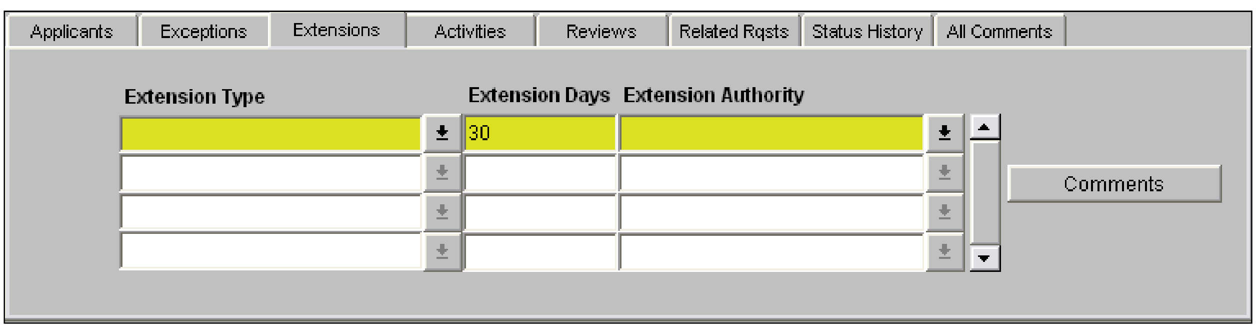
Fill in the Fee: **Total Estimated, Total Waived, Total Actual, and Total Paid** if fees apply. The Total Waived amount should not exceed the Total Estimated amount. You will be prompted if this occurs. The Total Owing field amount will be automatically calculated and populated when the request is saved.

***New!** It is **mandatory** to complete all necessary Fee fields before closing off a request The **Total Paid** will be published on the Open Information website for all published requests.

Data Entry Standards: ***New!**	It is **mandatory** that all fee information to be recorded in relation to each request. The Total Estimated is the estimated amount to fulfill the request that is quoted to the applicant in the fee response letter. The Total Actual is the final amount calculated in fulfilling the request. The Total Owing will vary depending upon whether a portion of the Total Actual has been waived and whether there has been a deposit made on the Total Paid.

8.2 Adding Extensions

1. To add an Extension, select the "Extensions" Tab from the Request Details form.



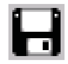
2. Click on the **Extension Type** LOV icon and select the appropriate Extension for the request.

Data Entry Standards:	The Extension Types are provided in the LOV box. The public body may only extend the response time for a request for 30 days as outlined in Section 10 of the FOIPP Act. Extensions for longer periods of time must be approved by the Information and Privacy Commissioner. The applicant may also agree to an extended response time.

3. The **Extension Days** field defaults to 30. Enter the number of days that the request will be extended into the Extension Days field if it is different from the default.

4. Click on the **Extension Authority** LOV icon and select the appropriate Extension Authority for the request.

5. To enter additional extensions to the request, click on the  “Insert” icon or click on the next available record and repeat the above steps.

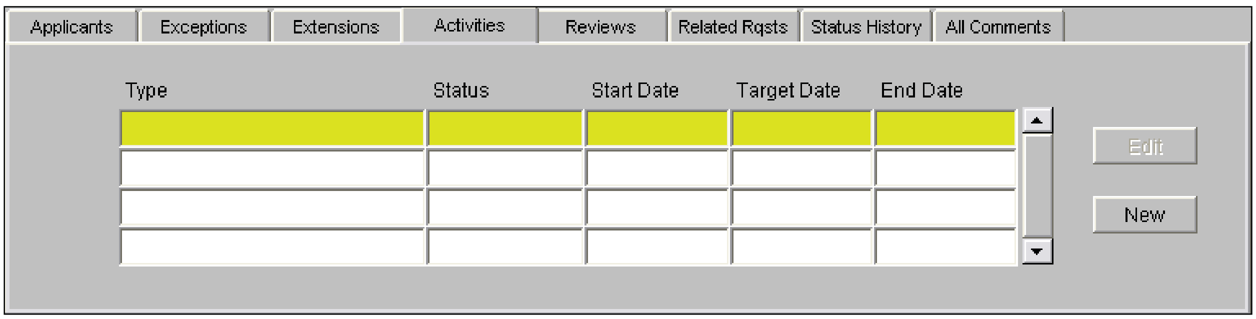
6. Once all the information has been entered, click on the  “Save” icon. You will be notified that the Due Date field will automatically be updated to reflect the extension.

7. At this point, you may now add Extension Comments (see the section “Adding Request Comments”), Activities, Reviews and Related Requests to this request or close the Request Details form. Click on the **Activities tab**.

8.3 Adding Activities / Tasks

1. To add Activities and Tasks, select the “Activities” Tab from the Request Details form.

Tip: ***New!**	Activities and Task Types are major and minor milestones. As of Fiscal 09/10, **mandatory** activities have been implemented – see (or click here) the Data Entry Standards portion of this document.



2. Click on the “**New**” button. This will take you to the Maintain Activity / Task Details form where you may enter request activities.

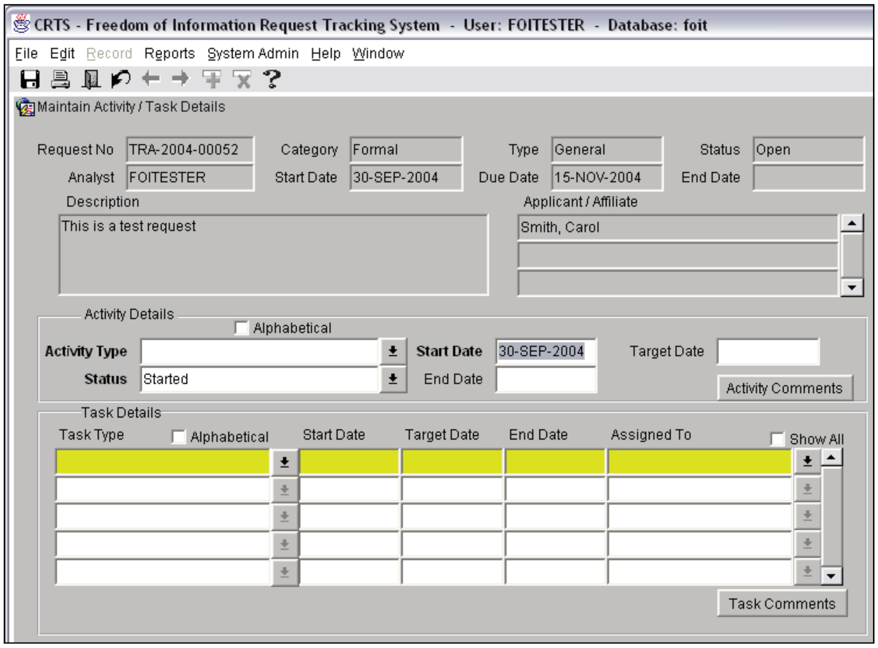
Tip: ***New!**	Activities and Task Types are major and minor milestones. As of Fiscal 09/10, **mandatory** activities have been implemented – see (or click here) the Data Entry Standards portion of this document.

8.3.1 Entering Request Activities

Request Activities allow you to keep track of the activities that need to be accomplished in order to complete the work related to this request.

See (or click here) for Section 13.2 of the Data Entry Standards for activities that are **mandatory** to use.

Tip: *New!	On entry to the 'Maintain Activity/Tasks' form, if a there are one or more activity or task comments an asterisk (*) will be placed before the button's name (e.g. *Activity Comments). If a comment is added or deleted and then saved, the button will be updated accordingly. (e.g. *Activity Comments had one record, which was deleted, and the change was saved. The tab now reads, Activity Comments).



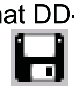
1. Click on the **Activity Type** LOV icon, choose the appropriate Activity Type for the Activity.

2. The **Start Date** field defaults to the current date. If this field needs to be changed, click in the field and type in the date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the date.

3. Type the date in the **Target Date** field (optional). The correct format is DD-MON-YYYY or double click the field for a pop down calendar and choose the date.

4. Click on the **Status** LOV icon, choose the appropriate Status for the Activity (optional).

5. The **End Date** field (optional) should be filled in when completing an activity. Type the date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the date.

6. Click on the  "Save" icon to save the activity information.

7. To enter additional Activities, click on the  "Close" icon, then click on the "New" button on the Activities Tab and repeat the above steps.

8. You may now add Activity Comments (See the section "Adding Request Comments"), Activity Tasks, Reviews and Related Requests to this request or close the Maintain Activity/Task Details form.

8.3.2 Entering Activity Tasks

Activity Tasks are the breakdown of the tasks that need to be accomplished in order to complete the work related to a particular activity

1. Click on the **Task Type** LOV icon, choose the appropriate Task Type for the Task. [Note: Task Type "**Consultation**", both internal to government and external, should be logged in cases where there is a body of records requiring review and comment.]

2. The **Start Date** field defaults to the current date. If this field needs to be changed, click in the field and type in the date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the date.

3. Type the date in the **Target Date** field (optional). The correct format is DD-MMM-YYYY, or double click the field for a pop down calendar and choose the date.

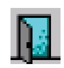
4. The **End Date** field (optional) should be filled in when completing a task. Type the date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the date.

5. Click on the **Assigned To** LOV icon, choose the appropriate organization that is assigned the task (optional).

6. Click on the “Save” icon to save the task information.

7. To enter additional Activity Tasks, click on the  “Insert icon or click on the next available record and repeat the above steps.

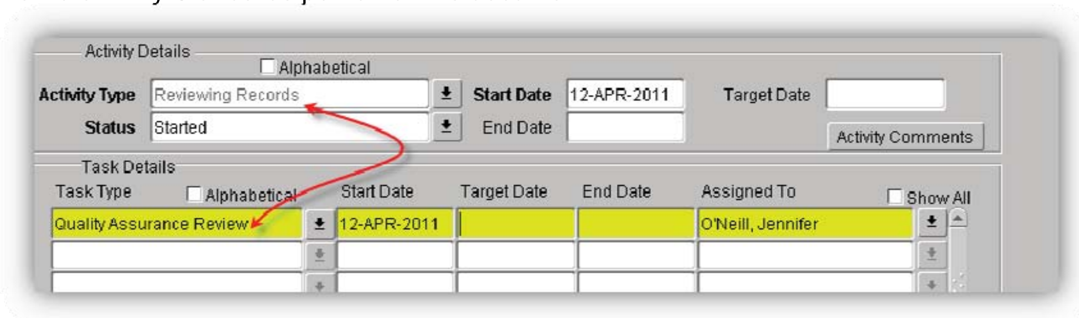
8. After saving, you may add Task Comments (See the section "Adding Request Comments"), Reviews and Related Requests to this request.

9. Close the Maintain Activity/Task Details form by clicking on the  “**Close**” icon. Click on the **Reviews tab**.

Tip: ***New!***	Activities and Task Types are major and minor milestones. As of Fiscal 09/10, **mandatory** activities have been implemented – see (or click here) the Data Entry Standards portion of this document.

8.4 Publication Task *New

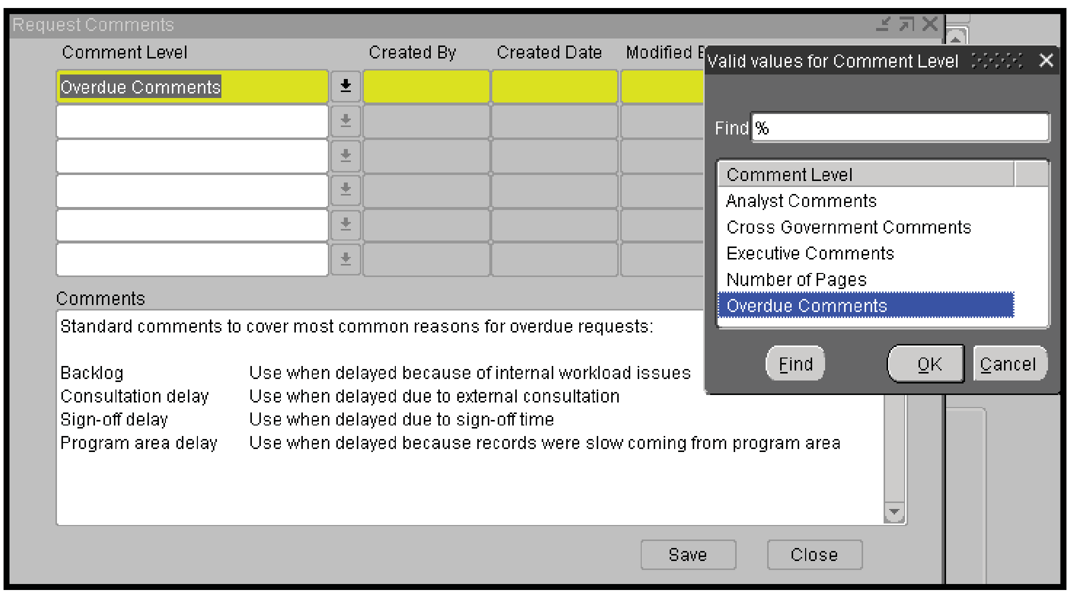
Effective immediately, “**Quality Assurance Review**” task code has been implemented for use. It is located under the mandatory activity “Reviewing Records”. To add this task, see above steps as well as the Data Entry Standards portion of this document.



8.5 Overdue Comments *New

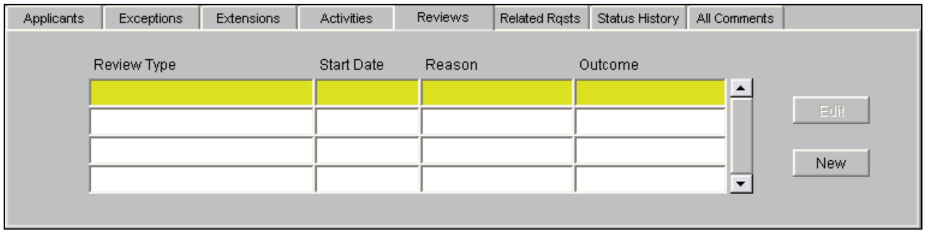
Comments to cover most common reasons for overdue requests:

Backlog	Use when requests are delayed because of internal workload issues
Consultation delay	Use when request was delayed due to external consultation
Sign-off delay	Use when request was delayed due to sign-off time
Program area delay	Use when request was delayed because records were slow coming from program area



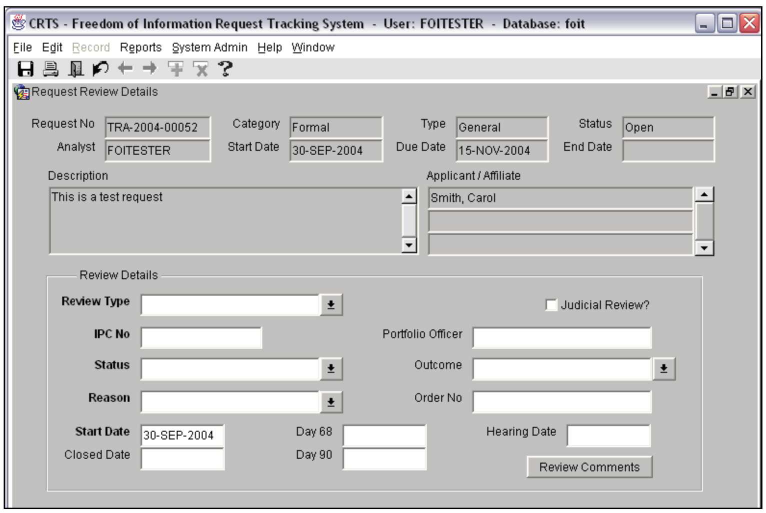
8.6 Adding Reviews

1. To add a Review, select the “Reviews” Tab from the Request Details form.



2. Click on the “**New**” button. This will take you to the Request Review Details form where you may enter request reviews.

If a review is held, you must fill in the following information.



3. Click on the **Review Type** LOV icon, choose the appropriate Review Type for the Review.

4. If the Review is a Judicial Review, check the **Judicial Review checkbox** (optional).

Data Entry Standards:	If a review proceeds to judicial review, public bodies must indicate in the box on the “Request Review Details Form” that it has proceeded to judicial review.

5. Enter the **IPC Number** for the Review.

6. Enter the name of the **Portfolio Officer** for the Review (optional).

7. Click on the **Status** LOV icon, choose the appropriate Status for the Review.

8. Click on the **Outcome** LOV icon, choose the appropriate Outcome for the Review (optional).

9. Click on the **Reason** LOV icon, choose the appropriate Reason for the Review.

10. Enter the **Order Number** (optional).

11. The **Start Date** field defaults to the current date. If this field needs to be changed, click in the field and type in the date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the date.

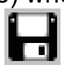
12. The Day 68 date field is blank to start but will be automatically calculated and populated (68 days after the start date) when the review is saved.

13. Enter a date in the **Hearing Date** field (optional). Type the date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the date.

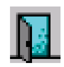
14. Enter a date in the **Closed Date** field (optional) when the review is closed. Type the date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the date.

Data Entry Standards:	Once a request for a Commissioner's review has ended, public bodies must record the "closing date" and if they have not already done so, the "hearing date."

15. The **Day 90** date field is blank to start and will be automatically calculated and populated (90 days after the start date) when the review is saved.

16. Click on the  "**Save**" icon to save the review information.

17. After saving, you may add Review Comments (See the section "Adding Request Comments"), or Related Requests.

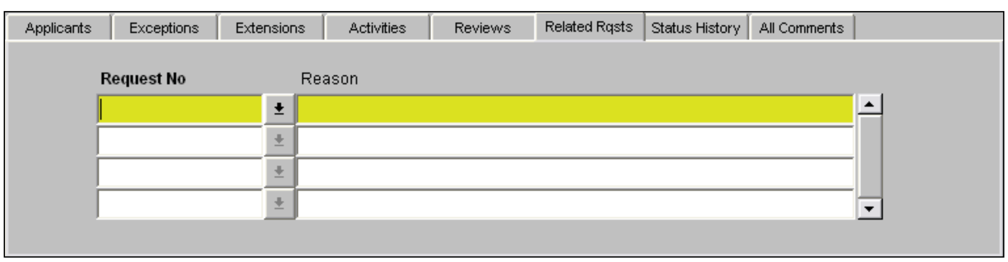
18. Close the Request Review Details Form by clicking on the  "**Close**" icon. This will return you to the Request Details form.

Tip:	On entry to the 'Review Details' form, if a there are one or more review comments an asterisk (*) will be placed before the button's name (e.g. *Review Comments). If a comment is added or deleted and then saved, the button will be updated accordingly. (e.g. *Review Comments had one record, which was deleted, and the change was saved. The tab now reads, Review Comments).

8.7 *Adding Related Requests*

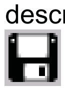
Related requests are requests that have a similar subject matter.

1. To associate another Request to the current Request, select the "**Related Requests" tab** from the Request Details form.



2. Click on the **Request Number** LOV icon, choose the appropriate Request Number to associate.

3. Fill in a brief description of the **Reason** for the association (optional).

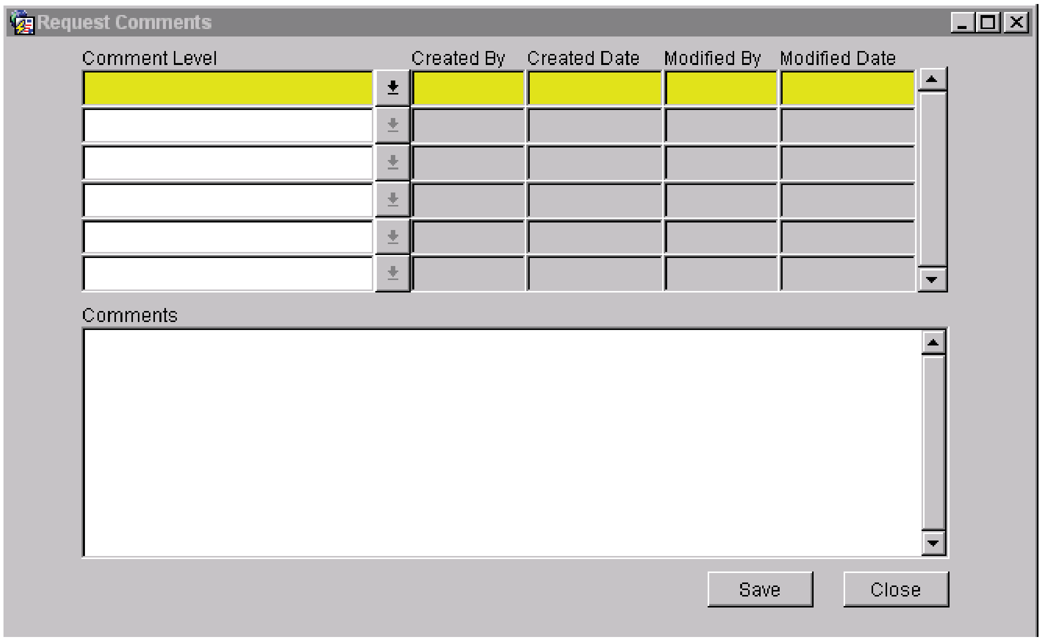
4. Click on the  "**Save**" icon to save the Related Requests information.

5. You may now add Request Comments to the request.

Tip:	On entry to the form, if a Request Tab has one or more records an asterisk (*) will be placed before the tab's name. E.g. *Applicants. If a record is added or deleted and then saved, the tab will be updated accordingly. E.g. *Applicants had one record which was deleted and the change was saved. The tab now reads, Applicants.

8.8 *Adding Request Comments*

You can add Request comments to this request by clicking on the "**Request Comment" Button** on the Request Details form.



1. Select a **Comment Level** from the LOV icon. It is important to select the correct level for the comments since it will affect the output of information when reports are generated.

2. The Created By, Created Date, Modified By and Modified Date fields will automatically default to the current user and the current date when the comment is saved.

3. Enter the description in the **Comments** field.

4. Once all the information has been entered, click on the "**Save**" button.

5. To enter additional comments, click on the  "Insert" icon or click on the next available record in the Comment Type field and repeat the above steps.

6. Click on the **Close button** to exit the Request Comments form. This will return you to the Request Details form.

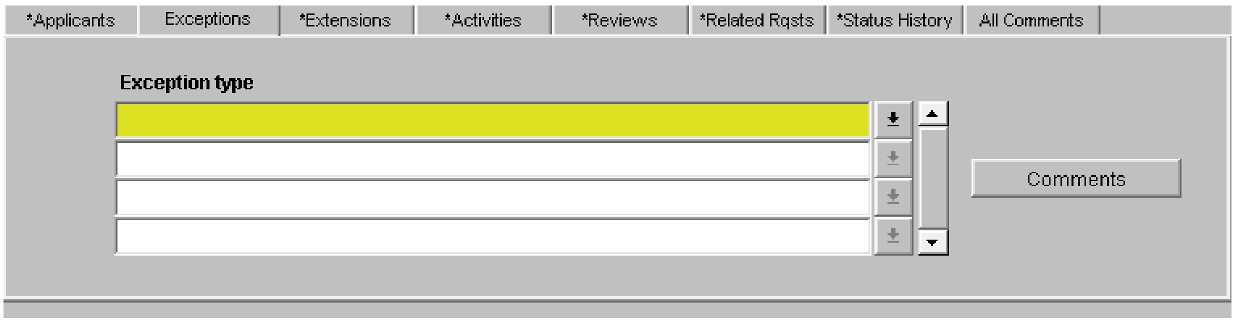
Tip:	On entry to the 'Request Details' form, if a there are one or more request comments an asterisk (*) will be placed before the button's name (e.g. *Request Comments). If a comment is added or deleted and then saved, the button will be updated accordingly. (e.g. * Request Comments had one record, which was deleted, and the change was saved. The tab now reads, Request Comments).

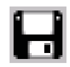
See (or click here) for Section 13 Data Entry Standards for **comments** that are **mandatory**.

8.9 *Adding Exceptions*

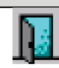
1. To add an Exception, select the "Exceptions" Tab from the Request Details form.

Data Entry Standards:	1. Exceptions cited to withhold information are to be recorded. 2. **Exceptions Comments** may be used to show the analysis undertaken to support the exception.



2. Click on the **Exception Type** LOV icon and select the appropriate Exception for the request.
3. To enter additional exceptions to the request, click on the  "Insert" icon or click on the next available record and repeat the above step.
4. Once all the information has been entered, click on the  "Save" icon.

Data Entry Standards:	At this point, you may now add Exception Comments (see Adding Request Comments). Exceptions Comments may be used to show the analysis undertaken to support the exception.

5. At this point, you may close the form by clicking on the  "**Close**" icon. This will return you to the Main Menu form.

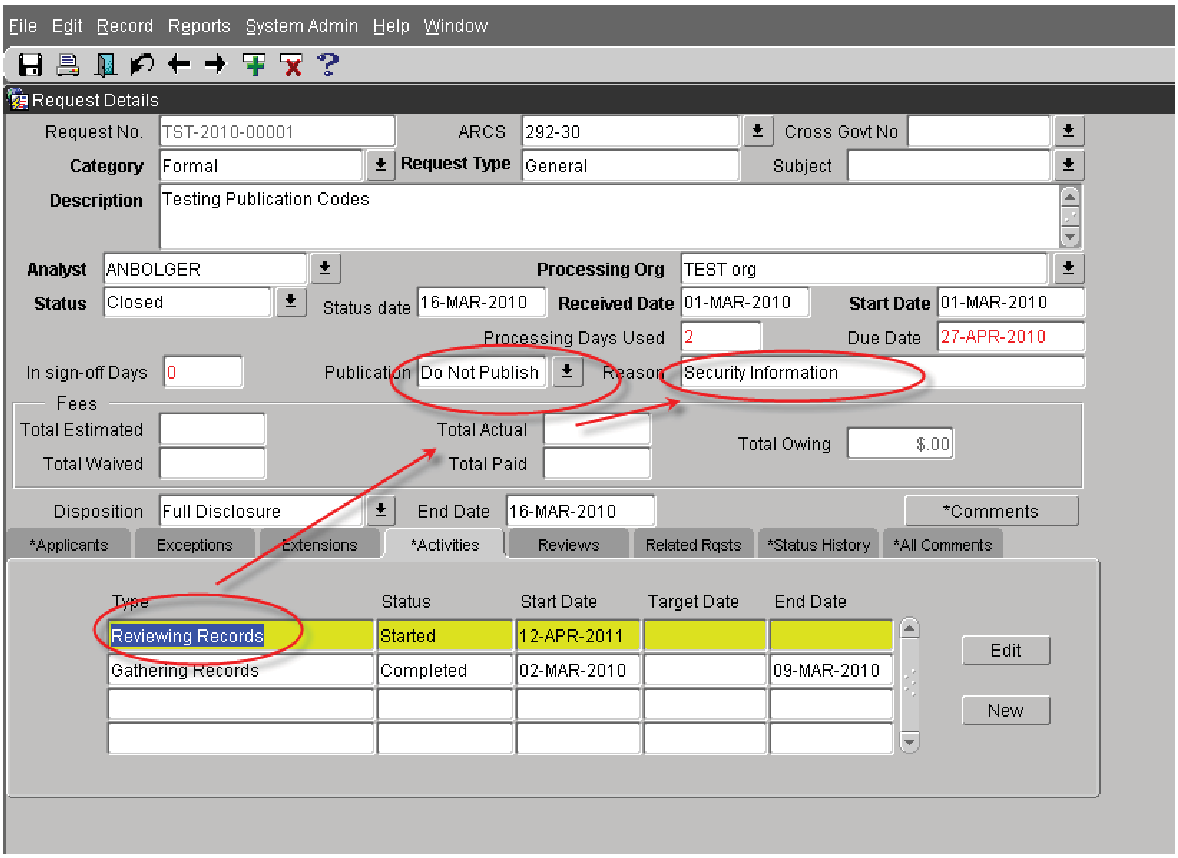
Tip:	On entry to the Exception Tab, if a there are one or more exception comments an asterisk (*) will be placed before the button's name (e.g. *Exception Comments). If a comment is added or deleted and then saved, the button will be updated accordingly. (e.g. * Exception Comments had one record, which was deleted, and the change was saved. The tab now reads, Exception Comments).

8.10 Publication Flag *new

Located within the list of codes under the new **Publication** field.

Publish:
General FOI requests that are considered for publication on the Open Information website, following a request's Quality Assurance Review and ministry sign-off, must be chosen by clicking on **Publication** by the FOI Analyst as **"Publish"**

Do Not Publish:
If the General FOI request is not to be published on the Open Information website "**Do Not Publish**" must be chosen by clicking on Publication by the Quality Assurance Analyst, and a Reason for this decision must be entered in the Reason field. See Do Not Publish Reasons below.



8.11 Publication Status "Do Not Publish" Reasons *New

Reasons for "Do Not Publish"

When the Publication field reads "**Do Not Publish"**, the **Reason** field should include one of the approved Open Information policy exemption criteria.

1. Personal Information
2. First Nations Information OR First Nations Information, Personal Information
3. Other Government Information
4. Business Information OR Business Information, Personal Information
5. Security Information

8.12 Other Closing

1. **When the Status of a request is changed to Closed:,** the Disposition and End Dates fields MUST be entered before you can save the request.

   - Click on the **Status** LOV icon and change the status of the request to CLOSED.
   - Click on the **Disposition** LOV icon, choose the appropriate Disposition for the request. This field should only be used when closing a request.
   - Enter the date the request was closed in the **End Date** field. Type the date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the date. This field should only be used when closing a request. Click on the “**Save**” icon to save information.

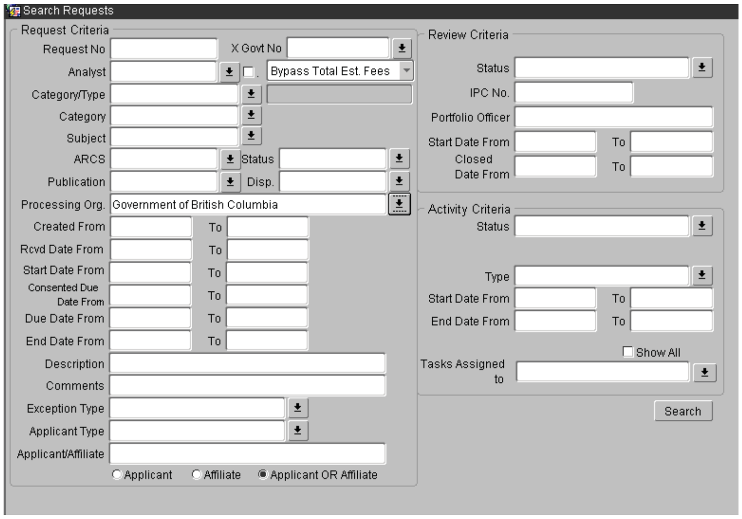
Data Entry Standards:	**Closing a Request (as it relates to Applicant Review)**: Once a response package is sent to the applicant, the request status should be change to Closed and the appropriate Disposition type applied. The request should remain Closed whether or not the applicant later applies for review. Additional detail can be tracked by using the request comments field.

2. **When a request is placed on-hold for fees and is subsequently abandoned:** the request should be close with the same date the request was considered abandoned. The letter for fees should note a date on which the request will be considered abandoned if the fee is not paid and that is the date that the request would be closed off. ***new**

9 Searches

9.1 Searching for an existing Request

1. Click on the “Search Requests” button on the Main Menu form to search for an existing request. This will take you to the Search Requests form.



2. Enter the applicable search criteria in the fields provided. Double clicking on a date field will display a calendar. Double clicking on a field that has a LOV attached will display the list of valid values. All the fields are optional.

Note:	If two or more fields are filled in on the Search Request form, the query results will take into account ALL the fields that were filled in. For example: Click on the **Subject** LOV icon and select “Audit” and click on the **Exception Type** LOV icon and select “Section 13 – Policy Advice”. The result will show you requests where the subject is “Audit” **AND** the Exception Type is “Section 13 – Policy Advice”.

3. Click on the “Search” button or the Enter key to retrieve the requests that satisfy the search criteria. “

4. If the number of requests returned is greater than 15, a message will be displayed with an option to proceed with retrieving the requests or cancel and refine the search criteria.

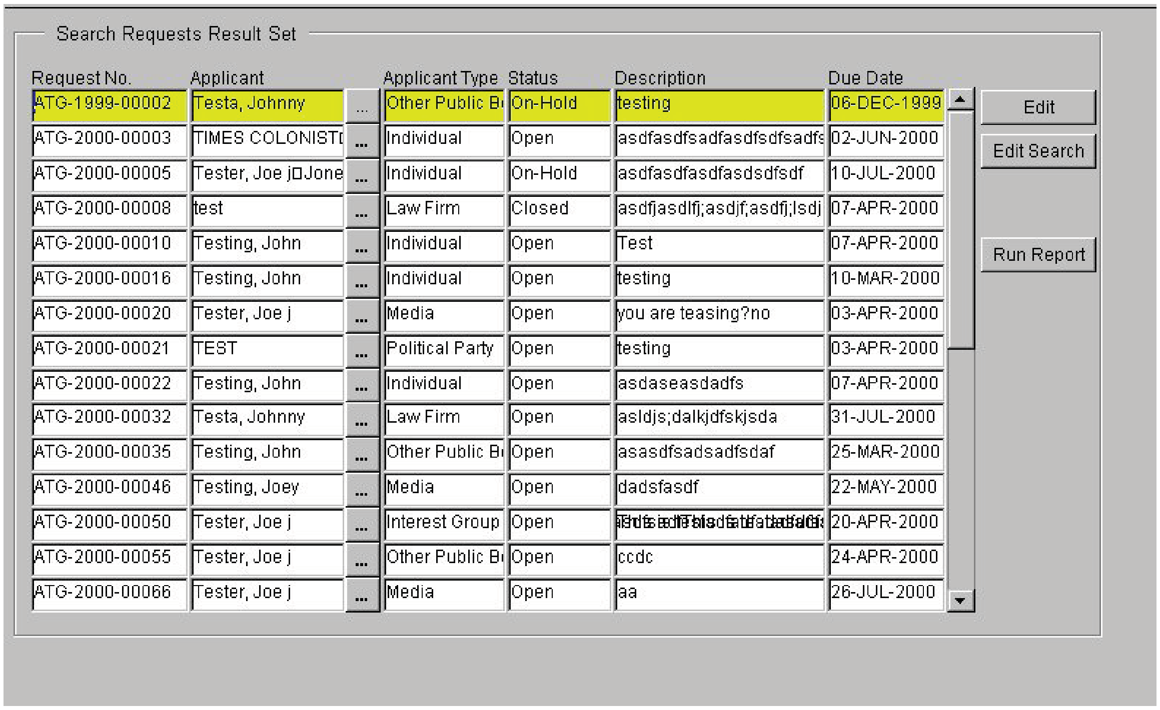
Use Complex Search Criteria to find Requests

To search for requests that contain a specific word or have specific text properties, in the following fields: Request No, Applicant, Affiliate, IPC No and IPC Officer, you can do any of the following to locate the request.

To find	Use this Character	Example
Any Single Character	_	Typing **br_an** in the Description field finds all the requests where “brian” or “bryan” is contained in the Request Description
Any String of Characters	%	Typing **%Smith** in the Applicant field finds all the requests where “smith” is contained in the Applicant field. For example: Portsmith and Smith are both returned.
Any String of Characters at the beginning of the field		Typing **Smith** in the Applicant field finds all the requests where the Applicant field begins with the word “smith”. (Not case sensitive)

9.2 *Editing an Existing Request*

The Search Request Results form will return all the requests in the database that you are allowed to see.


Search Requests Result Set

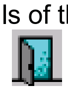
Request No.	Applicant	Applicant Type	Status	Description	Due Date
ATG-1999-00002	Testa, Johnny	Other Public B	On-Hold	testing	06-DEC-1999
ATG-2000-00003	TIMES COLONIST	Individual	Open	asdfasdfsadfasdfsdfsadfs	02-JUN-2000
ATG-2000-00005	Tester, Joe j Jone	Individual	On-Hold	asdfasdfasdfasdsdfsdf	10-JUL-2000
ATG-2000-00008	test	Law Firm	Closed	asdfjasdlfj;asdjf;asdfj;lsdj	07-APR-2000
ATG-2000-00010	Testing, John	Individual	Open	Test	07-APR-2000
ATG-2000-00016	Testing, John	Individual	Open	testing	10-MAR-2000
ATG-2000-00020	Tester, Joe j	Media	Open	you are teasing?no	03-APR-2000
ATG-2000-00021	TEST	Political Party	Open	testing	03-APR-2000
ATG-2000-00022	Testing, John	Individual	Open	asdaseasdadfs	07-APR-2000
ATG-2000-00032	Testa, Johnny	Law Firm	Open	asldjs;dalkjdfskjsda	31-JUL-2000
ATG-2000-00035	Testing, John	Other Public B	Open	asasdfsadsadfsdaf	25-MAR-2000
ATG-2000-00046	Testing, Joey	Media	Open	dadsfasdf	22-MAY-2000
ATG-2000-00050	Tester, Joe j	Interest Group	Open	[illegible]	20-APR-2000
ATG-2000-00055	Tester, Joe j	Other Public B	Open	ccdc	24-APR-2000
ATG-2000-00066	Tester, Joe j	Media	Open	aa	26-JUL-2000

Edit
Edit Search
Run Report

1. If you wish to refine your search criteria or start a new search, click on the “Edit Search” button to return to the Search Request form and repeat the above steps.

2. If you wish to create a report from the Request results, click on the “Run Report” button. Do NOT use the Print icon  on the toolbar. You will be prompted with an option of removing the applicant names in the generated report.

3. **Highlight** the desired request that you wish to retrieve and click on the “**Edit**” button. This will take you to the Request Details form where you may view or edit the details of the request.;

4. To close this form and return to the Main Menu form, click on the  “**Close**” icon.

Note:	There is audit information being recorded that is not visible when creating a request. One example is the created date of the request that can be searched on using this form. This is the date the Request Information was entered in the Corporate Request Tracking System.

9.3 *Search for Applicant*

You may search for an applicant on the Search Requests form by entering all or part of the name you are looking for. The system will return all requests that you can see that are associated with the applicant name entered. You may also specify that the search should return only Applicants, only Affiliates or either.

Data Entry Standards:	Applicant name should be entered as “Last name” comma space “First name”. Use the wildcard character “%” for multiple letters and “-“ for a single letter in any part of the name.

For information on searching for an applicant to add to a request, see the chapter on Applicant/Affiliate.

10 Processing Time

10.1 Working Day Calculator

The working days calculator may be invoked from any screen by selecting "working days calendar" from the **Help** menu. Enter a starting date and a number of working days. Press the "**Calculate**" button to return the end date. Press the "**Exit**" button to close the calculator.

10.2 Processing days on Request Details Screen

The "**Processing Days Used**" field on the Request Details screen displays the number of working days that have been used on a request. If the request is closed it will display the total number of days that were used to process the request. (This does not include statutory holidays or weekends) If the request is still open, it will display the number of working days used to the present date.
The processing time does not include time that the request is on-hold.

10.3 Due Date Calculation

The **due date** of a request is calculated as being 30 days from the entered Start Date when a request is first saved. This due date will be recalculated whenever a user adds or removes an extension. Placing a request "On-Hold" does not change the due date. When the request is taken "Off-Hold" the due date will be recalculated.

10.4 On Hold – Stop the Clock

When a request is placed "On-Hold" the processing clock does not run. The "Processing Days Used" field reflects the processing days used while a request is open.

10.5 Review Dates

When a review is created and saved, there are two date fields which are automatically populated. "**Day68**" and "**Day90**" are calculated as 68 and 90 working days from the start date respectively.

10.6 Adding Extensions

Extensions past the standard 30 working days may be added for a number of reasons by a specified authority. When an extension is added and saved, the request due date is recalculated.

11 Running Reports

There are a number of reports and letters that can be generated from the application. Pick the desired option under "Reports" in the menu bar to generate a specific letter or report.

11.1 Long Running Requests

When you log on to the system, you may be presented with a dialog box on the main menu if there are any requests in organizations with which you are affiliated that have been open for more than 300 days. The information message indicates how many such requests are open and prompts the user to print a report on the request details.

11.2 Search Results Report

When the search results screen displays the requests that fit the criteria entered on the search requests screen, the user has the option to print a report on the details of the selected requests and can optionally suppress the printing of the applicant name on the report.

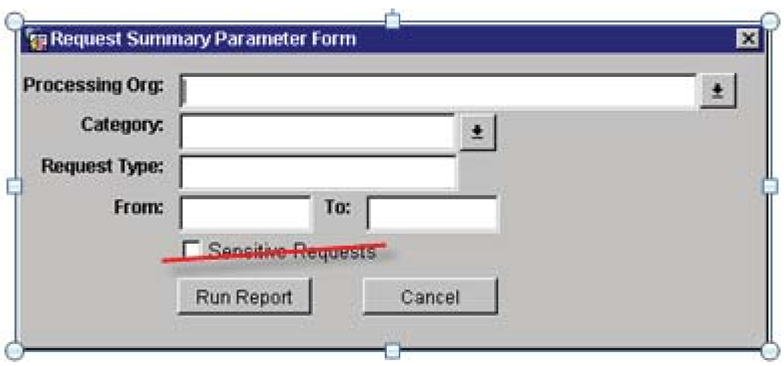
11.3 Canned Reports

Note:	See Appendix A for details on the report output, and see Appendix B for sample Reports.

11.4 Request Summary

This is an Analyst level report showing request record information including Request Number, Sensitive Indicator (Note: the 'Sensitive' Indicator is no longer being used), Type, Category, X-Govt #, Affiliate, Due Date, Processing Org, Estimated Fees, Review Indicator, Request Description. These records displayed are filtered by request type, date range, and whether or not they have been given a ministry sensitivity level. These request records are displayed in tabular format, within the following categories New, In-Progress, On-Hold, Completed, and Under Review.

1. To run the Request Summary Status Report, select "**Reports" in the menu bar** and navigate to "**Request Summary".**



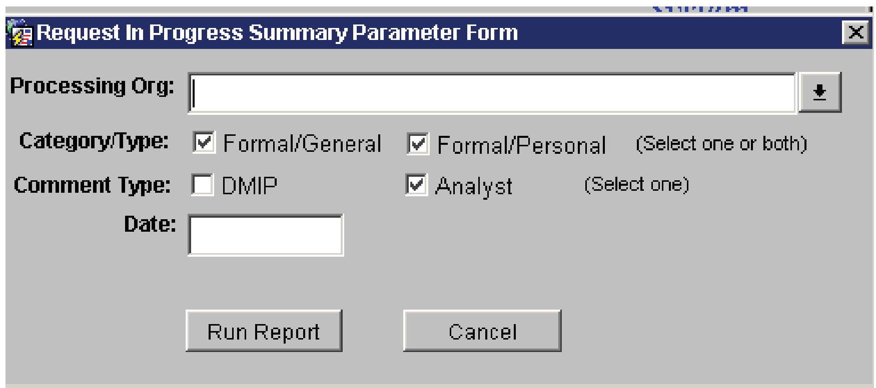
2. Click on the "**Processing Org**" LOV icon, choose the appropriate Processing Org for the report. This is a mandatory field.
3. Click on the "**Category**" LOV icon, choose the appropriate Category and Request Type. These are mandatory fields.
4. Type the "**From**" and "**To**" date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the dates. These are mandatory fields.
5. Click on the "**Run Report" button** to generate and view the report or click on the "Cancel" button to return to the previous screen.

11.5 Request In Progress Summary

This is an Analyst level report showing request record information including Request Number, Analyst, Processing Organization Branch, Applicant Type, Request Start Date, Request Due Date, Current Status of the Request, Request Description and Request Comments (analyst or DMIP level). The records displayed have a Start Date on or before the entered date AND an End (Closed) Date on or after the entered date.

The requests have a Formal Category and may be of either General or Personal type.

1. To run the Request Detail Status Report, select “**Reports**” in the menu bar and navigate to "**Request in Progress Summary**"



2. Click on the “**Processing Org**” LOV icon, choose the appropriate Processing Org for the report. This is a mandatory field. The report will process all branches below the selected Processing Org.

3. Select one or both of the "**Category/Type**" checkboxes. It is mandatory at least one checkbox is selected.

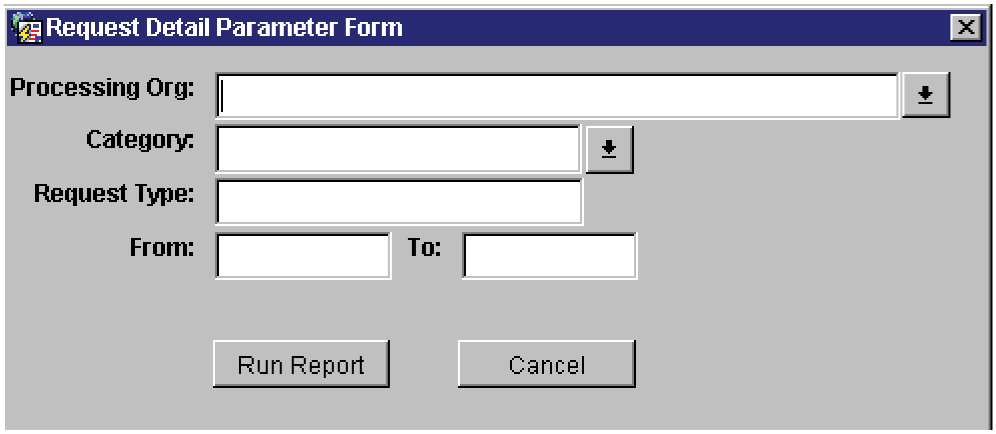
4. Select one of the comment types “DMIP” or “Analyst”.

5. Type the date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the date. This is a mandatory field.
6. Click on the “Run Report” button to generate and view the report or click on the “Cancel” button to return to previous screen.

11.6 Request Details

This is an Analyst level report showing request record information including Request Number, Type, Category, Analyst, X-Govt #, Start Date, Due Date, Processing Org, Estimated Fees, Review Indicator. These records displayed are filtered by request type, and date range. These request records are displayed in tabular format, within the following categories New, In-Progress, On-Hold, Completed, and Under Review.

1. To run the Request Detail Status Report, select "**Reports**" in the menu bar and navigate to "**Request Details**".



2. Click on the "Processing Org" LOV icon, choose the appropriate Processing Org for the report. This is a mandatory field.

3. Click on the "Category" LOV icon, choose the appropriate Category and Request Type. These are mandatory fields.

4. Type the "From" and "To" date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the dates. These are mandatory fields.

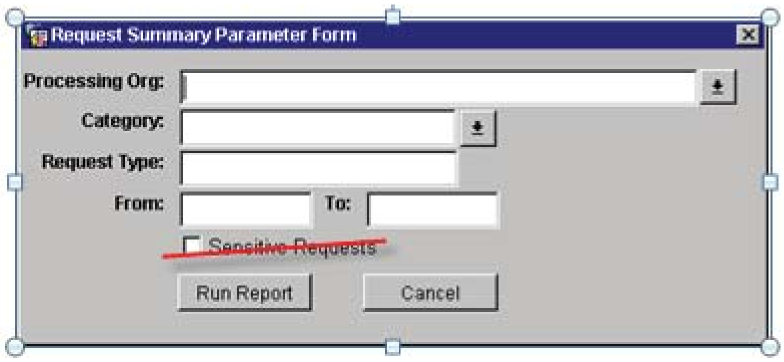
5. Click on the "Run Report" button to generate and view the report or click on the "Cancel" button to return to previous screen.

11.7 Request Activity Details

This is an Analyst level report showing request record information including request information, Activity information, and task information. These records displayed are filtered by request type, date range, and whether or not they have been given a sensitivity level (Note: the "Sensitive' indicator is no longer being used).

These request records are displayed in tabular format, within the following categories New, In-Progress, On-Hold, Completed, and Under Review.

To run the Request Activity Detail Status Report, select "**Reports**" in the menu bar then navigate to "**Request Activity Details**".



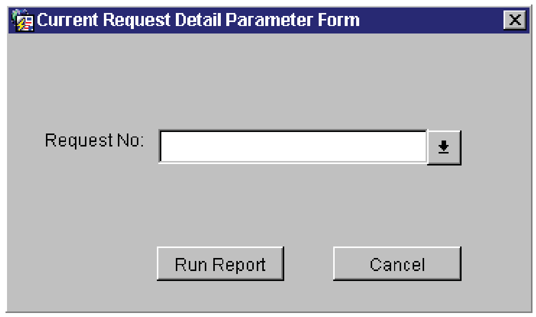
1. Click on the "**Processing Org**" LOV icon, choose the appropriate Processing Org for the report. This is a mandatory field.
2. Click on the "**Category**" LOV icon, choose the appropriate Category and Request Type This is an optional field.
3. Type the "**From**" and "**To**" date in the correct format DD-MON-YYYY or double click the field for a pop down calendar and choose the dates. These are mandatory fields.
4. Check the "Sensitive Requests" checkbox if you would like to view requests that have a ministry sensitive rating. (Note: the "Sensitive' indicator is no longer being used)
5. Click on the "**Run Report" button** to generate and view the report or click on the "Cancel" button to return to previous screen.

11.8 *Current Request Detail*

This is an Analyst level report showing all current information stored in the FOI CRTS for a request.

1. To run the Current Request Detail Status Report, select "**Reports**" in the menu bar then navigate to **"Current Request Detail"**.

Note:	If you have the Request Details form open, the **Request No**: of the Parameter Form below will default to the Request No. from the Request Details form.



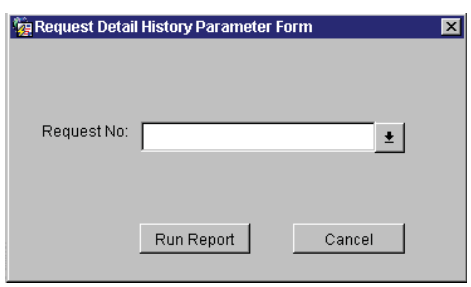
2. Click on the "**Request No**" LOV icon, choose the appropriate Request Number or type the Request Number in the correct format (i.e. ATG-2000-00001) This is a mandatory field.
3. Click on the "**Run Report" button** to generate and view the report or click on the "Cancel" button to return to the previous screen.

11.9 *Request Detail History*

This is an Analyst level report, broken down into three sections. The first shows all information stored for a request. The second shows 'audit' information showing every change made to the request record (excluding changes made to request activities, tasks, reviews, related requests and applicants); and the third shows all current information stored for a request.

1. To run the Request Detail History Status Report, select "**Reports**" in the menu bar then navigate to "**Request Detail History**".

Note:	If you have the Request Details form open, the **Request No**: of the Parameter Form below will default to the Request No. from the Request Details form.



2. Click on the "**Request No**" LOV icon, choose the appropriate Request Number or type the Request Number in the correct format (i.e. ATG-2000-00001) This is a mandatory field.
3. Click on the "**Run Report**" button to generate and view the report or click on the "Cancel" button to return to previous screen.
4. Highlight the Applicant's/Affiliate's address that the letter will be sent to.
5. Click on the "Letter" button next to the highlighted field to generate the letter.
6. Click on the "Close" button to return to previous screen when you are done generating letters for the request.

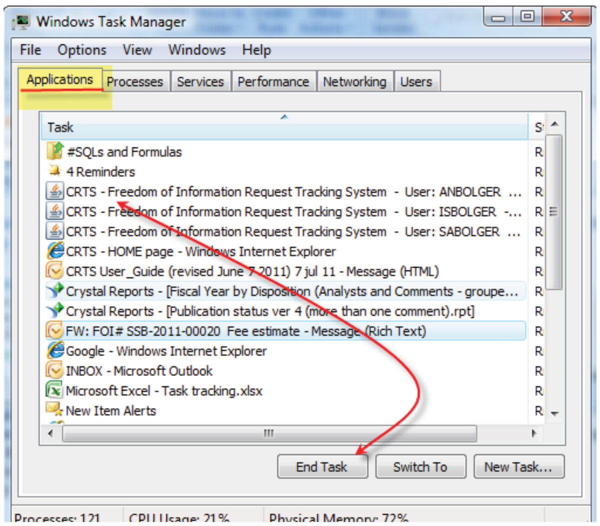
12 Error Handling (this section under development)

12.1 *Cannot resolve record - keep trying?*

This means that more than one person has the same request open on their screen. Check with your team first and have the user close out of the request. If this fails, contact the CRTS Administrator.

12.2 *Freezing or unresponsive System (locking up)*

Use the ALT/CTL/DELETE command on your keyboard to start TASK MANAGER, locate the locking session from the list under the 'Applications' tab and click the [End Task] Button.



12.3 Request Created In Error

If it is determined that a request has been created in error (e.g. A request has been created with the wrong year as part of the request number) the following steps should be taken.

1. Remove any non-mandatory fields
2. Change the description to display "Created in Error"
3. Close the request with a disposition of "Cancelled"
4. Change Applicant to "ERROR ENTRY"
5. Remove the ARCs number
6. Change Category/Type to "**Informal/Information**" ***Important to *change* category to informal.**

12.4 Request Created without an Applicant

If you receive the message "Please add an applicant" when trying to save the request, make sure there are no pending changes (press the undo button) then select the ADD button on the APPLICANT TAB to create an applicant.

13 Data Entry Standards

The majority of the data entry standards for the Corporate Request Tracking System (the CRTS) have been incorporated in the operating system itself in the form of mandatory fields and list of values options. All bolded fields in the forms MUST be filled in. When a field indicates a list of values, then the data entry must be taken from that list. The intent of this note is to provide direction on additional data entry standards.

13.1 Activity Types:

The **Activity Types** are provided in the LOV box once you click on the "NEW" button. [Note: Task Type "**Consultation**", both internal to government and external, should be logged in cases where there is a body of records requiring review and comment.]

*13.2 Mandatory Activity Types: *new*

As of Fiscal 09/10, the following **mandatory** activities have been implemented:

1. ***Request Start/Received:** **Request has been received and the access process is beginning.** *This stage reserved for INTAKE!
2. **Gathering Records:** **Locating and collection of records relevant to the request.**
3. **Reviewing Records:**
4. **Consultation:** **Consultations with other parties or public bodies regarding the disposition of a request.**
5. **Final Public Body Sign-off:** **Approval for release of a response to a request by the processing Branch of the public body.**
6. **Response Package [Electronic] or [Hard Copy]** **Tracking method by which format release packaged was sent**

Note: There are to be no gaps between Gathering Records and Final Public Body Sign-off dates. The date one activity is closed should be the same date that the next one is opened.

Note: When request is placed on hold for fees, remember to close the current mandatory activity or activities (ie gathering records). If fees are paid, waived or eliminated and the request comes off 'on hold', then a new activity needs to be open using the same Status date that the request came off 'on-hold'.

Note: Abandoned Fees: When a request is placed on-hold for fees and subsequently abandoned, the request should be closed with the same date the request was considered abandoned. The letter for fees should note a date on which the request will be considered abandoned if the fee is not paid and that is the date that the request would be closed off.

Note: It is mandatory to complete all necessary Fee fields before closing off a request The Total Paid will be published on the Open Information website for all published requests.

<u>Date Exceptions when Closing a request:</u> The date a request is closed may not always be the same date the sign-off package was returned for released from the delegated authority. The date to close a request is the date the response package is sent to the applicant.

13.3 Applicants

When you are entering an individual **applicant** that is representing an organization, the individual is to be recorded as the "Applicant" and the organization that the individual is representing should be recorded as the "Affiliate". For Example: Joe Smith works for the Uniglobe Newspaper. Joe Smith would be the "Applicant", the "Applicant Type" would be "Media" and Uniglobe would be the "Affiliate". If applicant is Federal, Foreign or Aboriginal government then "Applicant Type" is "Other Government.

13.4 ARCS Number

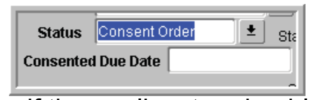
The **ARCS number** is to be recorded in order to facilitate cross-referencing and is listed by most commonly used numbers.

13.5 Closing a Request (as it relates to Applicant Review)

Once a response package is sent to the applicant, the request status should be change to Closed and the appropriate Disposition type applied. The request should remain Closed whether or not the applicant later applies for review. Additional detail can be tracked by using the request comments field.

Tip:	The date a request is closed may not always be the same date the sign-off package was returned for released from the delegated authority. The date to close a request is the date the response package is sent to the applicant.

13.6 Consent Order date



A Consent Order can result from a "Deemed Refusal" where an applicant has complained to Commissioner's office because a public body hasn't responded to a request within the time frames permitted. Once the Commissioner's office receives this complaint, an expedited review process begins. During this process, if the applicant and public body agree, the Commissioner signs a **Consent Order** which establishes a **new due date** for release of the requested records. When the public body receives the new date, CRTS is updated to reflect the new date by changing the status to **Consent Order**. Once this status is selected, a new date field is displayed to allow for the entry of the **Consented Due Date.** The request is then saved, and the 'Request Due Date' automatically updates to reflect this change. References can be located here:
http://www.oipcbc.org/advice/PoliciesProceduresRevised(Nov2006).pdf

13.7 Cross Government Number

The Cross Government Number is to be entered as soon as possible after receiving official notification and cross-government request number from the Information Access Operations Branch (IAO). Numbers will be listed newest to oldest created date and will begin with a prefix of "X-GOV-".

13.8 Date Standard

DD-MON-YYYY.

13.9 Description *new

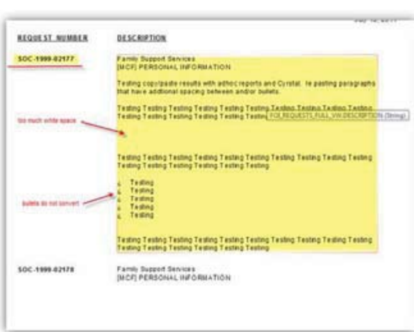
The **Description** 'records being requested' is to be provided in full and quoted directly from the applicant's request without quoting numbering i.e. 1., 2., lettering i.e. a), b), how an applicant requests records be sent, and, introduction statements such as 'I would like to request'. Alternatively, if the request description is larger than the Description field it should be shortened to the types of record/s being requested, specific subject/s of interest, a specific timeframe, if stated, and without the examples above. It is imperative that this field be filled appropriately for reporting and cross government purposes. The Description field for General FOI requests to be published will appear on the Open Information website.

Ensure that the **Description** accurately reflects the final request wording. All subsequent changes to that field should be entered by the FOI Analyst assigned to the file so that the **Description** reflects the final request wording (after any narrowing/clarification, or partial transfers). If any portion of the request is transferred, the transferred portion should be removed from the CRTS description field. This is important as the **Description** for General FOI requests may be published on the Open Information website. It should be the same description wording of the Release letter which also may be published on the website.

In addition, a "personal" name (under section 22 of the FOIPP Act) should not be included. Government employee names should be left in for most requests. There will be some exceptions to this if the wording in the request contains personal information about a government employee. For example: if there is reference to a Labour Relations or dismissal issue, we would need to protect the name of that employee. Note: CRTS does not have spell checking capability. Please remember to check for spelling errors.

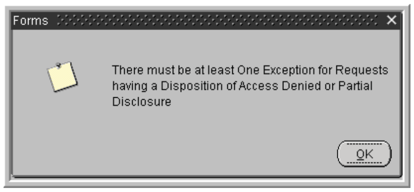
Be mindful when copying and pasting text from another document that copying the formatting may result in extra spaces and bullets appear in the incorrect format. This may have an impact on what is seen on the Open Information website.

Below is an example of what can occur if text and its formatting are copied and pasted from another document.



13.10 Exceptions:

- Exceptions cited to withhold information are to be recorded
- Exceptions Comments may be used to show the analysis undertaken to support the exception.
- There must be at least one Exception for requests having a disposition of ‘Access Denied’ or Partial Disclosure’. The error msg. below is displayed when a request, with either of the above dispositions, is saved without applying an exception first.



13.11 Extension Types:

The **Extension Types** are provided in the LOV box. The public body may only extend the response time for a request for 30 days as outlined in Section 10 of the FOIPP Act. The Information and Privacy Commissioner must approve extensions for longer periods. The applicant may also agree to an extended response time.

*13.12 Fee Information *new*

All **fee information** is to be recorded in relation to each request. The **Total Estimated** is the estimated amount to fulfill the request that is quoted to the applicant in the fee response letter. The **Total Actual** is the final amount calculated in fulfilling the request. The **Total Owing** will vary depending upon whether a portion of the Total Actual has been waived or whether there has been a deposit made on the Total Actual and the remainder is still outstanding. When request is placed on hold for fees, close the current mandatory activity or activities (ie gathering records). If fees are paid, waived or eliminated and the request comes off ‘on hold’, then a new activity needs to be open using the same Status date that the request came off ‘on-hold’.

It is **mandatory** to complete all necessary Fee fields before closing off a request The **Total Paid** will be published on the Open Information website for all published requests. ***new**

Note: Abandoned Fees: When a request is placed on-hold for fees and subsequently abandoned, the request should be closed with the same date the request was considered abandoned. The letter for fees should note a date on which the request will be considered abandoned if the fee is not paid and that is the date that the request would be closed off.

13.13 Judicial Review

If a review proceeds to judicial review, public bodies must indicate in the box on the “Request Review Details Form” that it has proceeded to **judicial review**. Once a request for a Commissioner’s review has ended, public bodies must record the “Closed Date” and if they have not already done so, the “Hearing Date.”

13.14 On-hold for Fees *new

When request is placed on hold for fees, close the current mandatory activity or activities (ie gathering records). If fees are paid, waived or eliminated and the request comes off 'on hold', then a new activity needs to be open using the same Status date that the request came off 'on-hold'.

When a request is put on hold for fees, and subsequently abandoned, the request should be closed off at the time the request is abandoned. The letter for fees should note a date on which the request will be considered abandoned if the fee is not paid and that is the date that the request would be closed off.

Abandoned Fees: When a request is placed on-hold for fees and subsequently abandoned, the request should be closed with the same date the request was considered abandoned. The letter for fees should note a date on which the request will be considered abandoned if the fee is not paid and that is the date that the request would be closed off.

13.15 Overdue Comment *new

Standard comments to cover most common reasons for overdue requests:

Backlog	Use when requests are delayed because of internal workload issues
Consultation delay	Use when request was delayed due to external consultation
Sign-off delay	Use when request was delayed due to sign-off time
Program area delay	Use when request was delayed because records were slow coming from program area

Delays may result from a combination of the factors above and more than one reason can be entered in the Overdue Comments field. If a more detailed explanation is required, this should be entered in one of the "Analyst Comment" fields.

13.16 Executive Comments for Intake Team only *new

Standard comments when entering a Request:

- **Trim Comment** – *"Enter Trim reference number".*
- **Standard Comment** – "*Request opened at intake (date)"* Enter when valid request is opened in intake.
- **Standard Comment** – "*Pending section 5.1 validation of request".* Enter when authority for personal request is not yet validated; request is for information, not records; or request cannot be understood.

Consultations:

- **Standard Comment – "***Consultation opened at intake (Date)".*
- **Trim Comment** – *"Enter Trim reference number."*

For all other Teams:

Refer to the **Mandatory Activities** document.

13.17 Publication Status *new

The publication field is used to indicate whether a General FOI request will be published, or not published, on the BC Government's Open Information website. FOI Analysts selects "Publish" from the drop down list if the request will be published. Quality Assurance Analysts selects "Do Not Publish" if the request will not be published. If "Do Not Publish" is selected, the **Reason** field should also be completed using the data entry standards for this field - see 13.18 below.

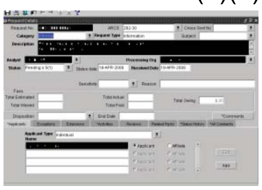
*13.18 Publication Status "Do Not Publish" Reasons *new*

The **Reason** field must be completed by choosing one of the following reasons when setting the **Publication** flag to "Do Not Publish" entered by Quality Assurance Analysts.

1. Personal Information
2. First Nations Information OR First Nations Information, Personal Information
3. Other Government Information
4. Business Information OR Business Information, Personal Information
5. Security Information
6. Other Public Body Decision

13.19 Pending Section 5.(1)(a) Status

To obtain access to a record, an applicant must provide sufficient detail to enable an experienced employee of the public body, with a reasonable effort, to identify the records sought (Section 5(1)(a)). Until such time the public body is satisfied that the applicant's request meets the requirements under s.5(1)(a), they apply **Pending s5.(1)(a)** status and, in the Received Date field, enter date request was received. Note, when s5.(1)(a) status is selected, the [Processing Days Used], [Start Date] and [Due Date] fields are not visible and processing time does not begin calculating. Once satisfied the applicant has met their obligations under section 5(1)(a), then the status of open or on-hold can be applied to the request.



***Cancel a Pending Request:** Change the status to **Closed**, enter the date it was received as the Start, End and Disposition dates, apply the Disposition type 'Cancelled' and include short descriptive note in the Comments field why request was cancelled.

Note: This status is for INTAKE's use only when entering a new request.

Note: When applying PENDING 5.1 status, the STATUS date must be the same as the RECEIVE date or later.

13.20 Receive Date

The Received Date field is a field reserved for the Intake Team. This is the date the request is received by government. This date is normally the **same** date as the Start Date. (note, for pending requests the Start Date becomes the day the request is validated)

13.21 Routine Release

When choosing Category and Request Type, "**Routine Release**" should be used only in cases where it has been determined that the records requested do not require access and privacy review and are routinely available to the public. In such cases, the disposition of the request upon completion would be "full disclosure".

13.22 Exceptions when Closing a request

The date a request is closed may not always be the same date the sign-off package was returned for released from the delegated authority. The date to close a request is the date the response package is sent to the applicant.

Appendix

Appendix A. Canned Report Output Information

The Request Summary, Request Details and the Request Activity Details Reports display information within five categories: New, In-Progress, On-Hold, Completed, and Under Review. The definitions of these categories are as follows:

- **New Requests**: the requests created during the date range.
- **In-Progress**: the requests created on or before the FROM date of the date range with an end date on or after the FROM date of the date range.
- **On-Hold:** the requests that are currently On-Hold. This category is not filtered by date range.
- **Completed**: the requests with an End Date during the date range.
- **Under Review**: the requests with a Review Start Date or Review End Date during the date range.

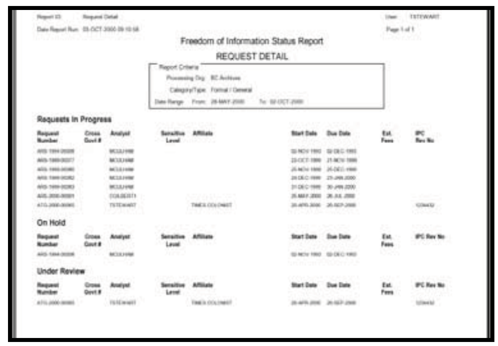
Appendix B. Report Samples

Request Summary Report

Freedom of Information Status Report

REQUEST SUMMARY

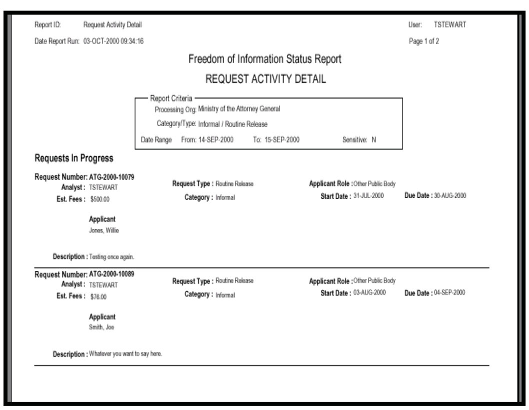
Request Detail Report



Freedom of Information Status Report

REQUEST DETAIL

Request Activity Detail Report



Freedom of Information Status Report

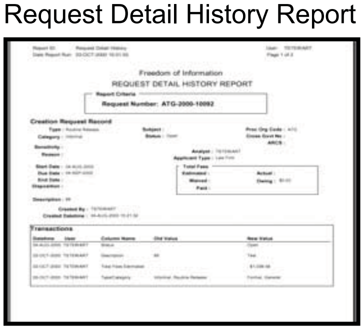
REQUEST ACTIVITY DETAIL

Current Request Detail Report

Freedom of Information

CURRENT REQUEST DETAIL REPORT

Request Detail History Report



Freedom of Information

REQUEST DETAIL HISTORY REPORT