

7.9 TFACTS Data Corrections	
Application: To All Department of Children's Services Employees	
Authority: TCA 37-5-105 (3);37-5-106	Standards: COA: PA-RPM 5.01-5.03
Commissioner:	Date:
Original Effective Date: 01/01/14 Current Effective Date: 10/30/19	Supersedes: DCS 7.9 06/25/15 Last Review Date: 10/30/19
Glossary: <ul style="list-style-type: none"> ◆ TFACTS Data Correction: <ul style="list-style-type: none"> ○ A data correction is needed as the result of a data entry error by a TFACTS user. If the user is unable to correct the error through the TFACTS interface themselves, it requires intervention from STS- DCS IT Support. ◆ Field Customer Care Representative (FCCR) <ul style="list-style-type: none"> ○ To serve the needs of DCS customers more efficiently and effectively, DCS IT Support created TFACTS Customer Care in April 2012. The primary goal of TFACTS Customer Care is to provide an outstanding customer experience by quickly responding to and resolving issues so our customer can focus on their primary goal of serving the children and families of Tennessee. FCCRs are present in each region, providing on-going, day-to-day support. They are out in the county and regional offices, participating in regional meetings and training sessions, and making regular face-to-face contact with case managers, team leaders and others. ◆ Service Now <ul style="list-style-type: none"> ○ Service Now is the state standard Information Technology Service Management (ITSM) tool used to design, build, and manage services inside and outside the state's Enterprise. It enables workflow communications between service Requesters, Providers, Fulfillers, and Approvers while providing end to end metrics on the entire process. 	

Policy Statement:

Department of Children's Service (DCS) Information Technology (IT) Support shall perform authorized data corrections in the Tennessee Family and Child Tracking System (TFACTS).

Purpose:

To ensure that data corrections are appropriately authorized and tested and that all changes have an appropriate audit trail.

Procedures:**A. Submitting data correction requests**

1. When a TFACTS customer encounters a situation where they believe a data correction requires DCS IT Support involvement, the customer contacts the Field Customer Care Representative (FCCR) for their respective region ([FCCR Regional Map](#)).
FCCRs can be contacted in person, via phone or by email: ([Customer CareCenter.EI-DCS@tn.gov](mailto:CustomerCareCenter.EI-DCS@tn.gov)).
2. Data correction requests include the following type of information, at minimum, in order to ensure the correct item to be resolved is identified and the purpose/justification for the correction is understood:
 - ◆ Person, Case, Resource or other work item ID number;
 - ◆ Description, including screen print, current state of the data (what the data looks like now); and
 - ◆ Description of the desired outcome of the data correction (what the data should look like after the correction is made).
3. Certain data correction requests require a higher level of program approval before Strategic Technology Solutions (STS)-DCS IT Support considers the request. Examples of these are:
 - a) **Deleting a case recording.** Case recordings are part of the official record for a child/family. That information may have already been presented in court, shared with attorneys, etc. Deleting the case recording alters the official record, therefore approval must accompany the data correction request.
 - ◆ Deletion of CPS Case Recordings must be approved by the Deputy Director of Investigations (or higher).
 - ◆ Deletion of Ongoing or Adoption Case Recordings must be approved by the Team Coordinator (or higher).
 - b) **Request to remove closure of Adoption cases.**

B. Making Data corrections

1. Once the data correction request is assigned to the appropriate group for resolution, the data correction is completed by a member of the assigned group. The initial correction is completed in the TFACTS Staging environment. The ServiceNow request is reassigned to the FCCR to test/verify the correction.
2. FCCR tests the changes in the TFACTS Staging environment to ensure the corrected data meets the desired outcome described by the customer in the request. Data correction requests are reassigned to the appropriate resolution group.

3. The data correction is then executed in the TFACTS Production environment.
4. The data correction request is reassigned to FCCR. The customer is notified by e-mail or phone that the correction has been made in the TFACTS Production environment.
5. The requester verifies the data correction. Once this process has been completed, FCCR closes the Service Now ticket as "Resolved."

Forms:

None

Collateral Documents:

[*FCCR Regional Map*](#)