Tennessee Department of Children's Services	
Protocol for Submitting a Request Form for a TFACTS Report	
Supplemental to DCS Policy: 7.5 Information Technology Requests	

Pre-Steps:
- Look in Reports Catalogue to determine if report already exists.
- Consult FCCR/Grand Regional Manager to determine if report or something similar exists that meets the need.
- Determine the information needed for the report.
- Consider the questions being asked and how data can answer those questions.
- Additional relevant information needed in the request:
    - o Provide the number of people who require this data for work responsibilities. o Identify the effect this report may have on potential funding requests.
    - o Note if the request is from Legislators.

Steps to Request a Report:
- Fill out form ***CS-0669, Information Services Customer Request*** .
- Include/ identify the following:
    - o A justification for the requested data/report o A brief explanation of how the report is used
    - o The targeted audience o The single/multi-area impact
- Indicate how often this report is needed – weekly, monthly, quarterly, annually.
- Provide adequate information to help appropriately prioritize report requests. Include:
    - o Time line o Due date o Reason report is needed.

        For example, is it a Federal or COA requirement?
- Submit the required Executive Director or MAC Member project approval with the request. A Signature or email from the approver is acceptable.
- Submit completed form via a ***Service Now request***. Log in by entering user name (ei number) and network password**.** Select the "Children Services Service Catalog", "Services", and then choose "Create TFACTS Request".

Once the request has been submitted, the Director of Performance and Quality Improvement contacts the approver and requester to prioritize the report and provide a status update. If the request for the report is denied, a reason is provided.