



Tennessee Department of Children's Services

Protocol for Information Technology Requests

Supplemental to DCS Policy: [7.5, Information Technology Requests](#)

DCS Electronic Record System Data Corrections Requests:

The Department of Children's Service (DCS) Information Technology (IT) Support Department will perform and ensure the completion of approved data corrections in the DCS Electronic Record System.

How to Submit Data Correction Requests for the DCS Electronic Record System:

1. Contact the Field Customer Care Representative (FCCR) for the respective region via the [FCCR Coverage Map.pdf](#)
 - FCCRs can be contacted in person, via phone, or by email at CustomercareCenter.EI-DCS@tn.gov.
2. Requests for data corrections will include the following information:
 - Person, Case, Resource, or other work item ID number.
 - Written description *and* screen print of how the data currently appears.
 - Written description of how the data *should* appear after corrections are made.
3. Certain data correction requests, such as requesting to remove closure of adoption cases and deletion of case recordings, will require a higher level of program approval before they will be considered.
4. Deleting a DCS Electronic Case Record case recording will alter the official case record, which may have already been provided to legal entities, such as court and attorneys, for a child/family.
 - Requests for deletion of Child Protective Services case recordings must be approved by the appropriate Executive Director, as well as DCS Legal.

Protocol for Information Technology Requests

- Requests for the deletion of Ongoing or Adoption case recordings must be approved by the appropriate Executive Director and DCS Legal.
5. Once the data correction has been made, the FCCR will reach out to the requestor to verify that the information is now correct.

How to Submit an IT System Report Request:

Pre-Steps:

1. For Internal DCS Reports, search Reports Central to determine if report already exists.
 - If an Internal DCS reports does not exist, consult your FCCR for the respective region.
 - FCCRs can be contacted in person, via phone, or by email by using the information in the [***FCCR Coverage Map***](#)
2. For SafeMeasures Report needs, contact support@safemeasures.org
3. For all report requests:
 - Determine the information needed for the report prior to the request.
 - Consider the questions being asked and how data can answer those questions.
 - Additional relevant information needed prior to the request:
 - Provide the number of people who require this data for work responsibilities.
 - Identify the effect this report may have on potential funding requests.
 - Note if the request is mandated by State or Federal Legislation.

Steps to Request a Report:

- Fill out form [***CS-0669, Information Services Customer Request.***](#)
- Include/identify the following:
 - A justification for the requested data/report
 - A brief explanation of how the report is used
 - The targeted audience
 - 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:
 - Timeline
 - Due date

Protocol for Information Technology Requests

- Reason report is needed (e.g. Is it a Federal or COA requirement?)
- Submit the required supervisor or leadership approval with the request. A signature on the request form or email from the approver is acceptable.

Once the request has been submitted, the Data Analytics Director or their designee will contact the requestor to review the request and prioritize the report if it is approved.

Requests to Change DCS Electronic Record System Access:

1. Requests for changes in the DCS Electronic Record System access are made to the appropriate Division Director and must include a justification for change in access.
2. Upon approving the request, the Division Director must then submit a request to the appropriate Executive Director for final approval.
3. After final approval, the request is submitted back to the applicable Division Director who will then forward the request and approval to the FCCR in the respective region.
 - a. FCCRs can be contacted in person, via phone, or by email by using the information in the [FCCR Coverage Map](#).
4. FCCR will enter the change in access request into the ServiceNow system for access rights to be updated.
5. If a change in access rights is denied, the Division Director and the requestor will be notified in writing by the staff denying the access.
6. When the access rights are no longer needed or the employee has separated employment, the DCS Human Resources representative will initiate a request with the office of Strategic Technology Solutions (STS) to disable the employee's network access. Once network access is disabled, the FCCR will terminate the employee's record in the DCS Electronic Records System.