

Records Center to handle open records requests

All open records request should be routed through the Records Center. There is a web application to do this at: <https://intranetapps.nd.gov/dot/apps/openrecords/login.aspx> All records coordinators and administrators should have access to this application. If you require access to use the application, access can be provided to anyone that handles a larger number of requests. The application serves several purposes for properly documenting a request:

- 1) The request and requestor information are documented in the Open Records Application. This includes “walk-ins”, phone calls, E-Mail, and standard mail requests. Letters and E-Mails should be scanned and placed into FileNet. There are FileWalker and ILINX E-Mail Capture processes to handle putting request related documents into FileNet. The ID field is the request number that gets generated by creating a request in the Open Records Application. This ties the written requests in FileNet to the request in the application for easy access, as well as places the proper Record Control Numbers on the documentation in FileNet.
- 2) There is a central place to document progress and communications which is much easier to follow than a chain of E-Mails. Often times when requests finally do get passed to the Record Center, they come in as a chain of one or many E-Mails requiring extra review.
- 3) The associated FileNet Docs are viewable right from the Open Records Application.
- 4) If records are exempted from release, this information is documented and is useful history for subsequent request.
- 5) The application helps estimate the cost to charge for fulfilling a request.
- 6) The application documents the actual time and cost it takes to complete a request and compares to the estimate. Management is able to run reports from this information to see actual vs. estimated time and cost as well as how much overall time is spent on open records requests.
- 7) If used in conjunction with the Secure File Transfer System to send the information as a ZIP file, we often upload the zipped information to FileNet with the Request ID so it is tied to the request and at a future date we can see exactly what was sent in response.

If there are any questions on the process, you need access, or if you’d rather have the Records Center handle your request; please don’t hesitate to contact Steve Barreth or Mary Kluzak in the Records Center.