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Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Mark Gower	Reviewing Unit:	Security
Title:	Open Record Requests SOP		
Description:	This document is the operating standard for handling Open Record Requests.		

Open Record Requests

Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to identify the process for handling Open Record Requests.
2. Scope
 - 2.1. This document applies to all Open Record Requests received by OMES IS.
3. Discipline
 - 3.1. Security & Compliance Standards
4. Terms and Definitions
 - 4.1. Open Record – Document in the possession of a governmental entity that is supposed to be made available to members of the public on request.
 - 4.2. Search Criteria – Information requested of OMES by another agency in regards to an open record request.
 - 4.3. Search Terms – The terms OMES inputs to obtain responsive documents to suffice given search criteria.
5. Instructions
 - 5.1. All requests originating from the court or an officer of the court, including but not limited to, court orders, subpoenas duces tecum and litigation holds will be immediately hand-delivered to the OMES IS Legal team at the OMES Data Center – 3115 N. Lincoln Blvd. Oklahoma City, Oklahoma 73105.
 - 5.1.1. These must be hand-delivered; it is not acceptable to mail them.
 - 5.2. When the OMES Service Desk receives an Open Record Request, they must create a CRM Case and assign it to the IS-OMES Security team.
 - 5.2.1. The search criteria of Open Record Requests must be submitted in writing on agency letterhead and attached to the CRM Case.
 - 5.3. The Security team collaborates with OMES Legal to validate and verify each request.
 - 5.4. Once the request is validated and verified, the Security team creates and assigns tasks to the appropriate teams to obtain the requested information.
 - 5.5. After the requested information is obtained, it is given to the Security team. The Security team arranges how to deliver the information. All requests are delivered with a disclaimer (see **Section 7.3**).
 - 5.5.1. When possible, OMES IS prefers to have the requested information delivered to the requesting agency via network share.
 - 5.5.2. The Security team verifies that the requesting agency received the requested information.

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5.6. The Security team creates a summary report of activity and actions taken to deliver the request. This report is attached to the CRM Case and another copy is kept by the Security team as a record of the request.

5.6.1. The summary reports are saved at the following location:

I: < Dept < InfoSec < Incidents

6. Roles and Responsibilities

6.1. OMES Service Desk

6.1.1. Assigns all Open Record Requests to the IS-OMES Security team.

6.2. Security team

6.2.1. Collaborates with OMES Legal to validate and verify each request.

6.2.2. Creates and assigns tasks to the appropriate teams to obtain the requested information.

6.2.3. Arranges how to deliver the requested information.

6.2.4. Creates a summary report of activity and actions taken to deliver the request.

6.2.5. Attaches the summary report to the CRM Case and stores a copy as a record of the request.

6.3. OMES IS Legal team

6.3.1. Manages all requests originating from the court or an officer of the court, including but not limited to, court orders, subpoenas duces tecum and litigation holds.

6.3.2. Collaborates with the Security team to validate and verify each request.

7. Limitation or Implementation Notes

7.1. All open record requests will be validated by the requesting agency's executive director or legal counsel.

7.2. The search criteria and search terms for Open Record Requests must be documented in both the CRM Case and Security's summary report.

7.3. All open record requests are delivered with the following disclaimer:

Please Note: Pursuant to 62 O.S. §35.8(c), each agency retains the duty to respond to requests for records, even if the records have been transmitted to or stored by the Office of Management and Enterprise Services ("OMES"). Therefore, as mere custodians of the data, OMES has not reviewed the results of this search and does not warrant that the search results satisfy the search request. OMES performed the search based on the criteria provided by the Requestor and did not independently verify the search criteria as accurate or appropriate for the request. It is incumbent on the Requestor or requesting agency, as applicable, to review the results of the search for accuracy, responsiveness and confidentiality exclusions.