



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.
- Ask what information is needed? What question is being asked and how would that question be answered with data?
- Additional questions to ask/add in request:
 - How many people does this impact?
 - Is there money attached?
 - Is this a request from Legislators?

Steps to follow to Request a Report:

- [Information Services Customer Request Form, CS-0669](#) is filled out completely with rationale and justification for data/report. Include a brief explanation of how the report is used and identify the targeted audience for use. Will this impact a single area or multiple areas?
- Indicate how often this report is needed – weekly, monthly, quarterly, annually.
- Provide adequate information in order to appropriately prioritize report requests. Include time line/date due/reason report is needed. For example, is it a Federal, Brian A or COA requirement?
- Only an Executive Director or MAC Member can provide approval. Signature or email from the approver is required.
- Submit completed form via the [Remedy Request Console](#). Log in by entering user name (ei number) and network password. Select “Service Request Management”, “Children’s Services” and then choose “Create TFACTS Request”.
- The Executive Director of Regional Support contacts approver and requester in order to prioritize report and provide a status update. If the request for the report is denied, a reason is provided.