

**Cuyahoga County Division of Children and Family Services  
(CCDCFS)  
Policy Statement**

**Policy Chapter:** Information Services  
**Policy Number:** 12.05.01  
**Policy Name:** Service Center Requests for Software Development and Data Analysis

**Original Effective Date:** 10/05/2009  
**Revision Date(s):** 06/01/2013  
**Current Revision Date:** 06/01/2013  
**Approved By:** Patricia L. Rideout

**PURPOSE:** The purpose of this policy is to provide guidance in understanding how requests for system modifications, application enhancements, reports (including one-time reports) and data analysis etc., are processed and approved.

**SCOPE:** This policy pertains to all requests (excluding the Help Desk) for software development and data analysis services. This does not preclude preliminary discussion between staff about a matter of concern.

**POLICY**

- A. The Service Center is used to request software development and data analysis services from Information Services (IS) and Performance Management Unit (PMU).
  - 1. Software development requests include, but are not limited to, system modifications, application enhancements, new reports or modification to existing reports (including one-time reports), and data requests etc. To appropriately process requests, IS may conduct an initial investigation and analysis for the request to gain a better understanding of user needs and to clarify requirements.
  - 2. Data analysis requests include specific requests involving practice or outcome-related issues that require deeper or broader examination of data.
- B. The requests are initiated by a Senior Supervisor (or comparable level staff) and are approved by their respective Deputy Director.

**PROCEDURES**

- A. The Service Center FACTWIS Section:
  - 1. Is used for all software development requests related to internally developed software systems and applications.

2. May be used by Information Services staff to identify other enhancement needs.

To make a request, click on **FACTWIS** link in the Service Center. In the **Summary** box use one of the following – development request, system modification, report request, data request. **Type of Problem** – select appropriate application or select Other Application. **Description** box should be used to describe the end product, in as much detail as possible.

B. The Service Center **Performance Management** Section:

1. Is used for all data analysis requests.
2. May be used for specific report or data request.

To make a request, click on **Performance Management Unit** link in the Service Center. In the **Summary** field enter a brief description of the request. **Type of Problem** – select appropriate type. **Description** box should be used to describe the end product, in as much detail as possible.

- C. In addition to creating the request in Service Center, the requestor also sends the request via email with a copy to their respective Deputy to indicate their approval of the request. Any additional documentation, sample data, etc., should be attached to the email.
- D. The requests for reports only (including data requests and one-time reports) must be reviewed by IS and PMU staff to determine if there is an item in existence that meets the need of the request or, with slight modification, satisfies the need of the request.

The criteria for IS request includes:

1. Application development or modification
2. On demand reports linked to Reports Menu in FACTWIS or FMS (Financial Management System)
3. IS has previously processed similar request. (Program code already exists that matches or nearly matches the current request).

The criteria for PMU request includes:

1. Requests that involve analysis of data (practice and/or outcome)
2. PMU has previously processed a similar request. (Program code already exists that matches or nearly matches the current request).

If agreement cannot be reached between IS and PMU staff regarding the specific request, the issue is referred to DCFS Administrative Services Deputy and the Health and Human Services Chief Information Officer.

- E. All relevant reports and data requests sent to PMU are forwarded to IS (Manager Application Design and Support) and vice versa to make the decisions described in the preceding step.
- F. The responsible party for the request (IS or PMU) provides periodic status reports to the requester and their management regarding the progress on the request.
- G. After the request is completed, IS or PMU take the responsibility to close the work order in the Track-IT System and inform the requester and their management.