Public Records Requests

Customer Procedure

Primary Point of Contact: Bob Phillips

Overview:

IT Security processes public record requests upon receipt from appropriate University personnel when required.

Customer Procedure:

1) Requests can be made via email, phone call, or Remedy ticket by appropriate University personnel including:
   a. IT Leadership
   b. Legal

   Final authority to initiate public records requests rests with the ISO or designee.

2) The requester must provide the criteria for the public records request:
   a. Who the public records are attributed to (Name(s), username(s), etc…)
   b. The focus area of the request.
   c. The timeframe for the request is required.
   d. Information on specific records requested (i.e. email, files, etc…)

3) Upon completion, the requestor will be provided with the findings of the request.

Measure of Completion:

Public records requests will be considered complete when the requested documents are provided to the requester.