

## 7.5 Information Technology Requests

**Application:** All employees of the Department of Children's Services

**Authority:** TCA 37-5-105 (3); 37-5-106

**Standards: COA:** PA-RPM 4.01, 5.01, 5.02, 5.03

Original Effective Date: 4/01/97  
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Supersedes: 1/30/19  
Last Review Date: 10/1/24

**Glossary:**

- ◆ Data Corrections
  - Correcting DCS Electronic Record System or other official computer system data.

### Policy Statement:

Information technology requests will be initiated and tracked through official Department of Children's Services channels.

### Purpose:

To outline and define the process for which all requests for information technology services are initiated and resolved to ensure information technology resources are appropriately allocated.

### Procedures:

#### A. Submitting Technology and IT System Requests

All technology and IT system requests described in this section *require* approval from your Director and/or Executive Director prior to submission.

DCS requests for technology services or IT systems will be fielded by the Strategic Technology Solutions (STS) via the following methods:

1. The following technology needs require a fully completed DCS Form [CS-0669, Information Services Customer Request](#):
  - a) System Enhancements - Enhancing IT systems (e.g. DCS Electronic Record System).
  - b) Data Requests / Reports (e.g. DCS Electronic Record System, SafeMeasures), utilize the [Protocol for Information Technology Requests](#)

2. The following technology needs require the submission of a [Service Now](#) request:

- a) Procurement of new computer systems.
- b) Procurement of computer hardware, telecommunication hardware and standard desktop software.

\*\*For Service Now login instructions visit [ServiceNow FAQs \(teamtn.gov\)](#).

3. For all Project related requests (e.g. existing projects or new projects), send an email to the [EI\\_DCS.IT-PMO@tn.gov](mailto:EI_DCS.IT-PMO@tn.gov).

4. For all other IT related requests contact the Customer Care Center:

- a. Calling STS DCS IT Support at 615-741-1001
- b. Calling toll free at (888) 853-4636.

5. In the event a DCS Electronic Record System Operational issue arises, or DCS Electronic Record System Data Corrections are required contact the Field Customer Care Representative (FCCR) for the respective region.

- a) FCCRs can be contacted in person, via phone, or by email by using the information in the [FCCR Coverage Map](#)

## B. Reviewing and Authorizing Technology Requests

Requests for technology needs are required to follow the DCS chain of command up to the appropriate Executive Director, Chief of Staff, or Deputy Chief of Staff for approval prior to submission for STS IT review.

If not approved, the Executive Director associated with the request and/or Chief of Staff or Deputy Chief of Staff notifies the requestor and other involved staff the request was denied.

## C. Information Technology Request Governance

Information Technology (IT) projects are subject to the oversight of the State of TN [Information System Council](#) (TN Code Annotated § 4-3-5501) and various Federal Partners dependent on the Federal Financial Participation requested for system costs among benefiting federal, state, tribal, and local programs.

- ◆ Requests impacting the agency's Comprehensive Child Welfare Information system are subject to the oversight of the United States Department of Health and Human Services

- ◆ IT Projects estimated to exceed \$10 million are subject to the State's Information Systems Council (ISC) review.
- ◆ For more information regarding ISC oversight, visit [\*ISC policy\*](#).
- ◆ For more information regarding Artificial Intelligence (AI) oversight, visit [\*AI Advisory Council Resources and Policies\*](#).

**Forms:**

[\*\*CS-0669 Information Technology Services Customer Request\*\*](#)

**Collateral Documents:**

[\*\*Protocol for Information Technology Requests\*\*](#)

Approved Priority Projects are detailed on the [\*\*Team TN DCS Intranet\*\*](#)