

FCMS Business Use Case Modeling Artefacts

Version 1.0

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12/21/2015**

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Glossary of Terms

Actor

Actor is any entity that interacts with the system, business, or organization in focus. The actor is usually a user of an information system or may be another system or thing. The actor performs actions of the user of the system in focus or depicts something external to the system in focus that interacts with the system in order to achieve a goal.

Alternate Flow (AF)

This is set of activities performed in a business that realizes a successful outcome to the business or organization in focus. The alternate flow ends in successful climax but it is not the usual part to the expected result. It is nonetheless a measurable value to the organization or business in focus.

Normal Flow (Basic flow)

The Normal flow of activity or sequence of events executed in a business that results in a successful outcome to the business or organization in focus or the user in that activity or business.

Business Rules

These are the cardinal requirements or set rules of an activity or business or defines or constrains one aspect of your business that is intended to assert business structure or influence the behaviour of your business. This may be specific to a use case or applicable to all use cases and the business under focus.

Business Use Case (BUC)

This depicts business users or business entities of the business under focus. The BUC identifies the actors and structures the business use case model. This business use case is a conceptual detail of the functionality of the business or organization in focus by depicting the business requirement gaps and the critical uses of the data currently and conceptually.

Responsive Record

This is the compilation of search results carried out by the FIPPA Coordinator on a request being processed. The results of the search are put together to reflect the information the applicant is requesting for.

FIPPA

This is the acronym for *The Freedom of Information and Protection of Privacy Acts*

FIPPA Coordinator

A FIPPA Coordinator is a staff of City of Winnipeg in all the departments of City responsible for the processing of access to request under FIPPA.

Corporate Coordinator

The staff of the Corporate and Privacy Unit that coordinates all the activities and requests for access to Information under FIPPA in the City of Winnipeg

Intake Clerk

A staff of the of the Corporate and Privacy Unit of City Clerk department whose job responsibility is to receive, input and assign requests

FCMS

It is an acronym for the FIPPA Case Management System

Exception Flow

An exception flow is simply a failed sequence of activities that results in an undesirable outcome. The exception flow is a failed outcome and does not end in measurable outcome to the organization or business.

Triggers

This is critical event that commences the chain of event which causes an activity or use case to be initiated. This may be external, temporary or external.

Successful outcome

This is the end result of a sequence of activities in a use case that is of measurable value to an organization or business.

Revision and Approval

Revision History

Date	Version	Description	Author
12/11/2015	0.1	The BUC was sent to the Corporate Coordinator of FIPPA, Kahn Konrad for review.	Lola Olorunsola
12/18/2015	0.1	The Business Rules list was sent to Kahn Konrad for review and approval	Lola Olorunsola

Approval

Approved by		Date
Lemoine, Marc		

1. Assumptions, Constraints and Dependencies

1.1. Assumptions

The assumption is that this FCMS business modeling document is predicated on the FCMS end to end business and analysis and the FCM system. However we must understand that all projects operate in a less-than-perfect world. Not everything can be officially verified as existing or available ahead of time.

It is assumed that the requirements of FCMS and the business rules for the FCM system features are as fully documented as listed in FCMS documentation provided by the Corporate Access and Privacy Unit:

- FCMS Business Requirement Document

1.2. Constraints

The constraints in this project are those regulatory, technological or business realities that legitimately constrain on third party solution development, integration and configuration. Another constraint is the time lines that we may have to provide the source for and implement a third party solution.

1.3. Dependencies

The success of the FCMS project is dependent on availability of a third party solution that conforms to business processes of the Corporate Access and Privacy Unit and also satisfies all the requirements for the FCMS. Of particular importance are the dependency on the availability of project stakeholders and users, and conformance to approval and change management processes.

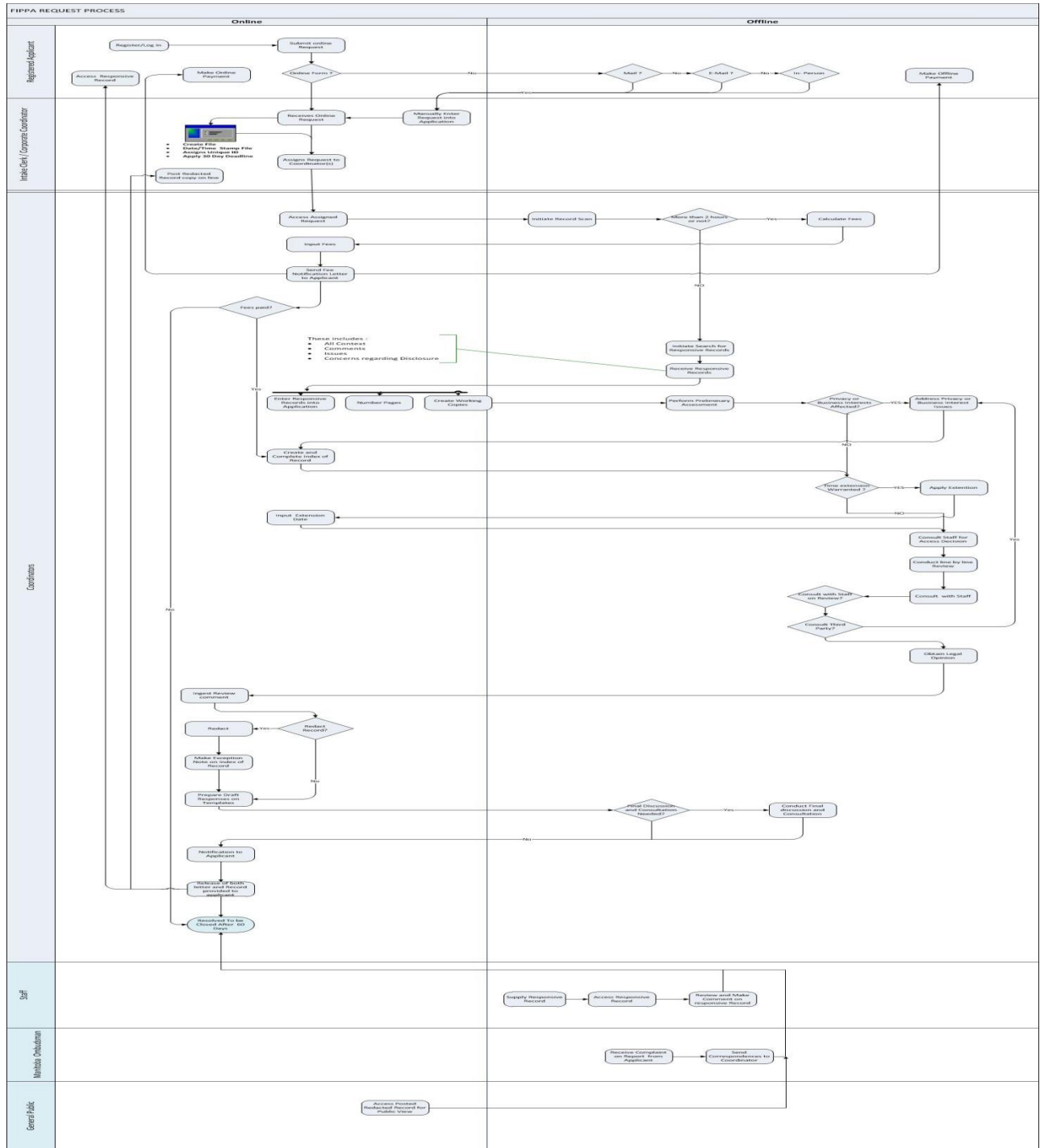
2. The Scope

The scope of this document is limited to FCMS business modeling as defined by the RUP business use case analysis detailing business entities, staff, actors, identifying business goals. The following table puts the scope in context:

In scope	Out of scope
<ul style="list-style-type: none"> • UML models and diagrams like use case diagrams, and Swim Lanes diagrams that captures the FCM system, actors, business actors, and the interactions 	<ul style="list-style-type: none"> • Any requirement and analysis of any other Corporate Access and Privacy Unit business process and activity that does not directly impact on FCMS process • Any model diagram or use case diagrams that does not focus on FCM system business actors, business actors, and interactions with the FCM system

3. FCMS Swim lane Diagram

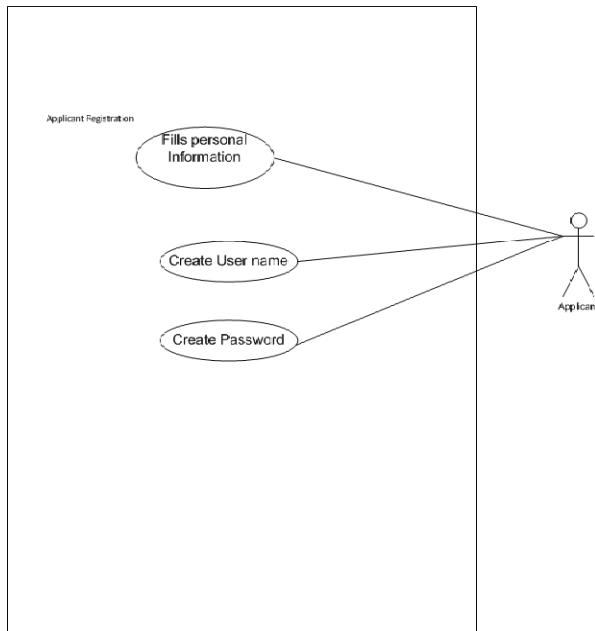
<http://sharepoint/CSS/BTS/CAS/FIPPACMS/Shared%20Documents/FIPPA%20process%20daigram.pdf>



4. FCMS Business Use Case Models

This depicts business users or business entities of the business under focus. The BUC identifies the actors and structures the business use case model. This is business use case is a conceptual detail of the functionality of the business or organization in focus by depicting the business requirement gaps and the critical uses of the data currently and conceptually.

4.1. Applicant Registration Use Case



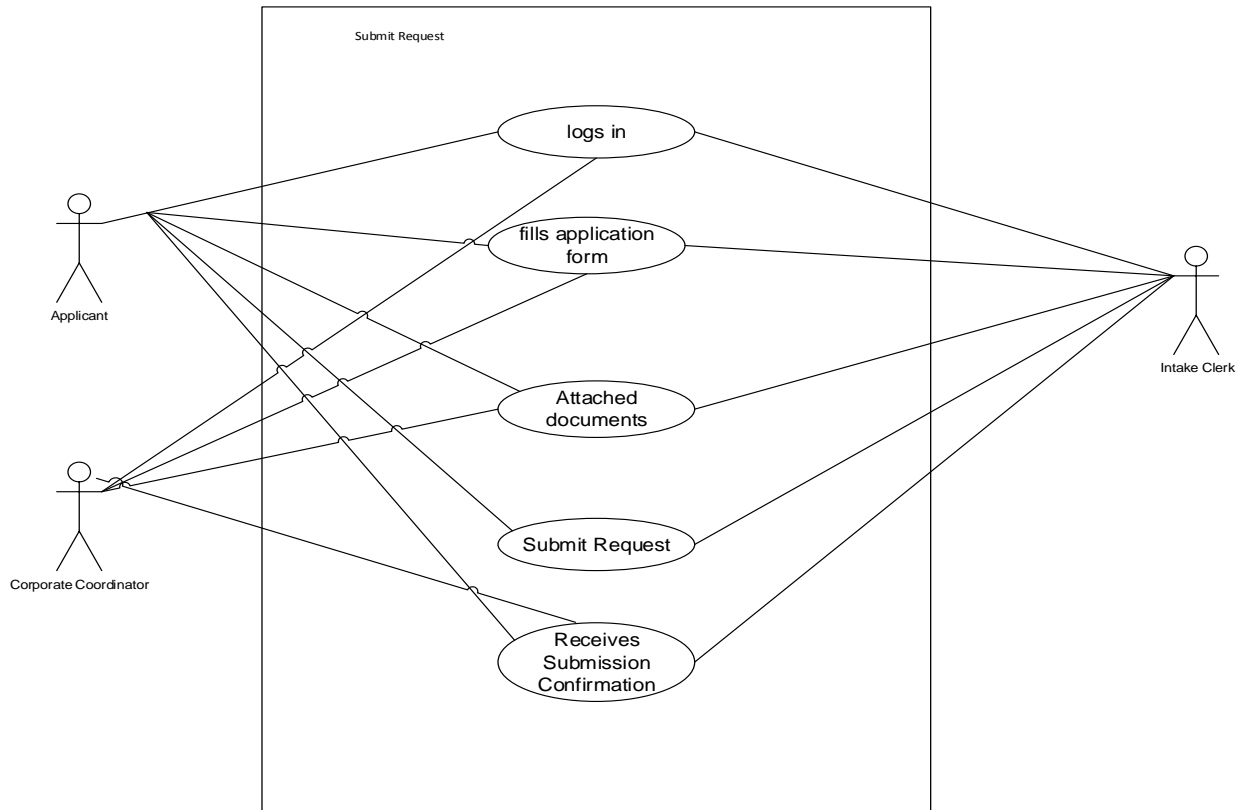
4.1.1. Applicant Registration Use Case

This use case depicts the initiation process for submitting a request for access to information under FIPPA in the Corporate and Privacy Unit of City of Winnipeg by the public. Registration is a one-time only activity in the request submission process.

Use Case ID:	BUC 1.1.0		
Use Case Name:	Applicant Registration		
Created By:	Lola Olorunsola	Last Updated By:	12/18/2015
Date Created:	12/07/2015	Last Revision Date:	12/21/2015
Actors:	Request applicant		
Description:	This business use case (BUC) describes the processes associated with user request tracking activities that are performed as part of the		

	submission process. This BUC occur only at the initiation of a request by a first time applicant.
Trigger:	Applicant has a request application to submit via online submittal portal
Preconditions:	Applicant has a request to submit
Post conditions:	The applicant is able to successful create a user account
Normal Flow:	<ol style="list-style-type: none"> 1. Applicant opens the browser 2. The system displays menu 3. Applicant selected the “create account” option 4. Applicant fills personal information 5. Applicant create user name and password 6. User account created
Alternative Flows:	<ol style="list-style-type: none"> 1.1 Applicant sends in request by mail, in person, email or Fax 1.2 Intake Clerk logs in to the system 1.3 Intake Clerk creates a profile for applicant using the information on application
Exceptions:	No exception
Assumptions:	<ol style="list-style-type: none"> 1. It is assumed that all applicant are able to use the computer or other mobile devices to create a user account
Business Rules:	BR 001 Applicant does need to have an email account to create a user account

4.2. Submit Application Use Case Diagram



4.2.1. Submit Application Use Case

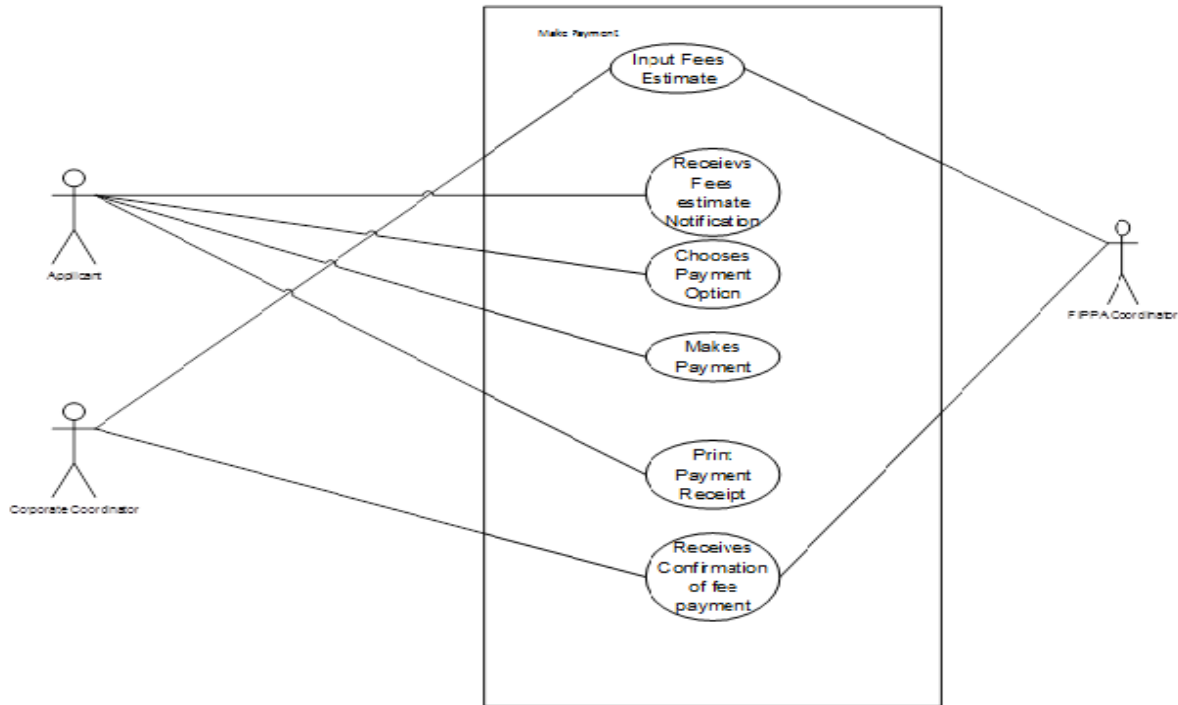
Request for access to information for under FIPPA is currently been submitted through: in person, email and mail, these will be considered as alternate submission methods of application/ request in the FCMS. Hence, FCMS will have the capability to accept manually inputted request by staff.

Use Case ID:	BUC 1.1.1		
Use Case Name:	Submit Request		
Created By:	Lola Olorunsola	Last Updated By:	12/18/2015
Date Created:	12/07/2015	Last Revision Date:	12/21/2015
Actors:	Request Applicant, Intake Clerk, Corporate Coordinator		
Description:	This business use case (BUC) describes the processes associated with user log in activities that are performed as part of the Submit, Payment, Track request and Access request. This BUC can occur repeatedly throughout the lifecycle of a request.		
Trigger:	Applicant has a request to make under FIPPA		

Preconditions:	The applicant is a registered user with a user account
Post conditions:	<ol style="list-style-type: none"> 1. Successful submission of request 2. Applicant receives notification that request submission was successful
Normal Flow:	<ol style="list-style-type: none"> 1 Applicant chooses to submit request online 2 Applicant logs in to the FCMS 3 Applicant fills online application form 4 Applicant attached supporting document(s) optional 5 The system opens a file for the request 6 The request is time-stamped, dated, unique ID and 30 days deadline are assigned by the system 7 Submit request 8 Receives confirmation of submission of request
Alternative Flows:	<ol style="list-style-type: none"> 1.1 Applicant chooses to submit request by email, mail or in person at the office 2.1 Intake clerk/Corporate Coordinator logs in to the FCMS 3.1 Intake clerk/ Corporate Coordinator input request manually into FCMS 4.3. Intake Clerk /Corporate Coordinator attached or scan Supporting document with request. 8.1 Intake Clerk/ Corporate Coordinator prints confirmation of submission and sends to application by email, mail or in Person.
Exceptions:	<ol style="list-style-type: none"> 2a. In step 2 of the normal flow, if the applicant enters an invalid password <ol style="list-style-type: none"> a. Transaction is disapproved b. System prompts applicant to re-enter password c. Applicant enters correct password Use Case resumes on step 3 of normal flow 2b. In step 2 of normal flow, if a returning applicant enters invalid user name or password <ol style="list-style-type: none"> a. The system informs the applicant that he has entered an invalid username or password b. System provides an option to recover either user name or password through phone number or email c. User name or password sent to applicant's phone number/email address d. Applicant enters the correct user name or password Use case resumes on step 3 of normal flow
Assumptions:	<ol style="list-style-type: none"> 1 Applicants understand English/ French language 2 Both Intake Clerk and Corporate Coordinator have been trained on how to manually input request into the system.
Business Rules:	BR 002 Intake Clerk / Corporate Coordinator shall manually input request application into FCMS the same day such request is received

if a request is submitted between the hours of 8:30-4:30 Monday to Friday (excluding holidays) the request is considered accepted on that day. If the request comes in outside of normal business hours (as described above), the request should be time and date stamped at the earliest opportunity on the next business day.

4.3. Make Payment Use Case Diagram



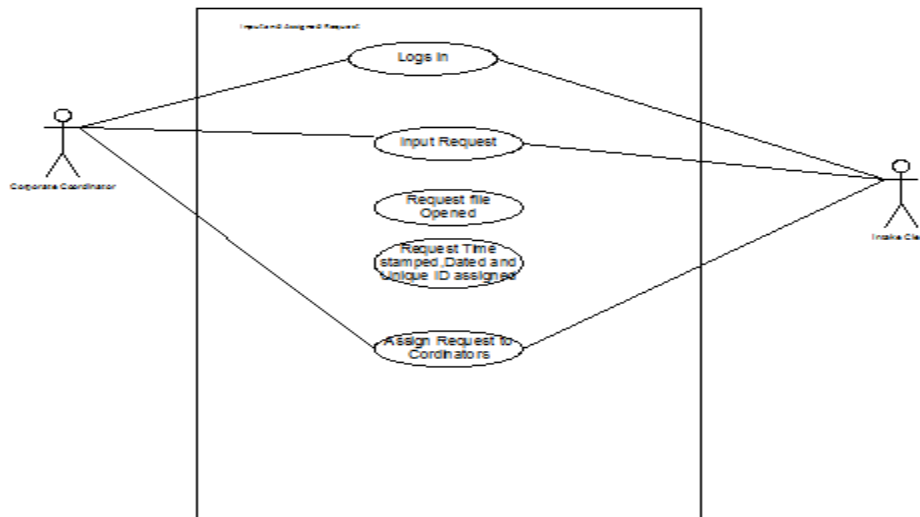
4.3.1. Make Payment Use Case

The FIPPA Corporate Coordinator and Coordinators in all departments of City make the decision and determine the fee payable on requests, usually the decisions are based on the pages of responsive record or the time it will take to conclude a record search on request.

Use Case ID:	BUC 1.1.2		
Use Case Name:	Make Payment		
Created By:	Lola Olorunsola	Last Updated By:	12/18/2015
Date Created:	12/07/2015	Last Revision Date:	12/21/2015
Actors:	Request Applicant, Corporate Coordinator, FIPPA Coordinator		

Description:	This BUC describes the payment process by the user.
Trigger:	Applicant receives fees estimate
Preconditions:	<ol style="list-style-type: none"> 1. Submission of request. 2. Request processing time is more than 2hours 3. Fee estimate has been inputted into the system
Post conditions:	<ol style="list-style-type: none"> 1. Payment has been successfully made 2. Applicant receives payment receipt 3. Payment receipt could be saved or print for record keeping
Normal Flow:	<ol style="list-style-type: none"> 1 Applicant receives fee estimate 2 Applicant chooses one of the payment options (PayPal, Credit card, Master card) 3 Makes Online Payment 4 The system generate a payment receipt 5 Print payment receipt 6 Staff gets confirmation of fee payment
Alternative Flows:	<ol style="list-style-type: none"> 1.1 Applicant receives fee estimate by mail or in person 2.1 Makes payment by cheque / cash /POS
Exceptions:	<p>1a In step 1 of normal flow, applicant receives fee estimate either of the following actions could be taken by the applicant:</p> <ol style="list-style-type: none"> 1 Applicant applies (via letter/email) for fee waiver in whole or part as entitled under legislation 2 Coordinator makes decision on approval or denial of waiver 3 Applicant gets notification of decision 4 If payment waiver is approved in part, Use case resumes on step 2 5 If payment waiver is approved in whole, use case is terminated <p>1b In step 1 of normal flow, if applicant does not make payment by 30th days from the day fee estimate was issued, request file is Closed.</p>
Assumptions:	The decision to grant approval or decline fee waiver is solely the responsibility of FIPPA Coordinator
Business Rules:	BR 003 Applicant shall have 30 days from the day fee estimate was Issued to make payment or apply for waiver after which the Request File is closed if no payment was made.

4.4. Input and Assign Request Use Case Diagram



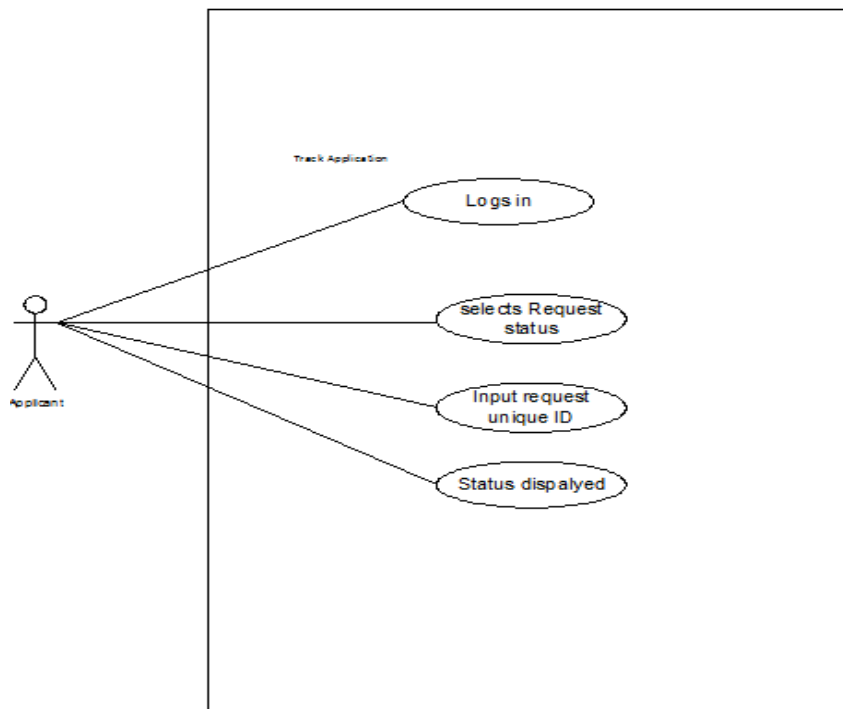
4.4.1. Input and Assign Request

The method of submission of request being currently used by the Corporate and Privacy Unit of City will still be employed for submission of request in addition to online submission method. This will give the public the right to choose their submission method. All submissions not done through the online submission portal will be manually imputed into the system by staff.

Use Case ID:	BUC 1.1.3		
Use Case Name:	Input and Assign Request		
Created By:	Lola Olorunsola	Last Updated By:	12/18/2015
Date Created:	12/07/2015	Last Revision Date:	12/21/2015
Actors:	Intake Clerk, Corporate Coordinator,		
Description:	This BUC describes the process of inputting and assigning request received by Intake Clerk/Corporate Coordinator.		
Trigger:	Intake Clerk/Corporate Coordinator receives application request		
Preconditions:	Applicant submitted request by email, mail, in person or transfer of request from another public body		
Post conditions:	Request has been successfully entered into the system and assigned to a Coordinator		
Normal Flow:	1 The request is received by the intake clerk/ corporate coordinator through either of the following: <ul style="list-style-type: none"> • Email • Mail 		

	<ul style="list-style-type: none"> • In person • Transfer from another public body <ol style="list-style-type: none"> 2 Intake clerk / corporate coordinator logs in to system 3 Intake clerk/ corporate coordinator manually input request into FCMS 4 The system opens a file for the request 5 The request is time-stamped, dated and unique ID and 30 days deadline are assigned by the system 6 Request is submitted 7 Intake clerk/ Corporate Coordinator assign request to Coordinator
Alternative Flows:	<ol style="list-style-type: none"> 1.1. Intake clerk/ corporate coordinator input time, date and Unique Id and 30 days deadline are manually into the system. 3.1 Intake Clerk or Corporate Coordinator accept transfer of request from another public body.
Exceptions:	If Intake Clerk/ Corporate Coordinator could not log into the system. The BUC is terminated.
Assumptions:	<ol style="list-style-type: none"> 1. Intake clerk/ corporate coordinator have been trained on how to input request manually <p>Intake clerk/ corporate coordinator have the expertise to assign unique id, date and time correctly on request</p>
Business Rules:	BR004 Intake Clerk and Corporate Coordinator must be given user access to the FCMS to manually input and assign request.

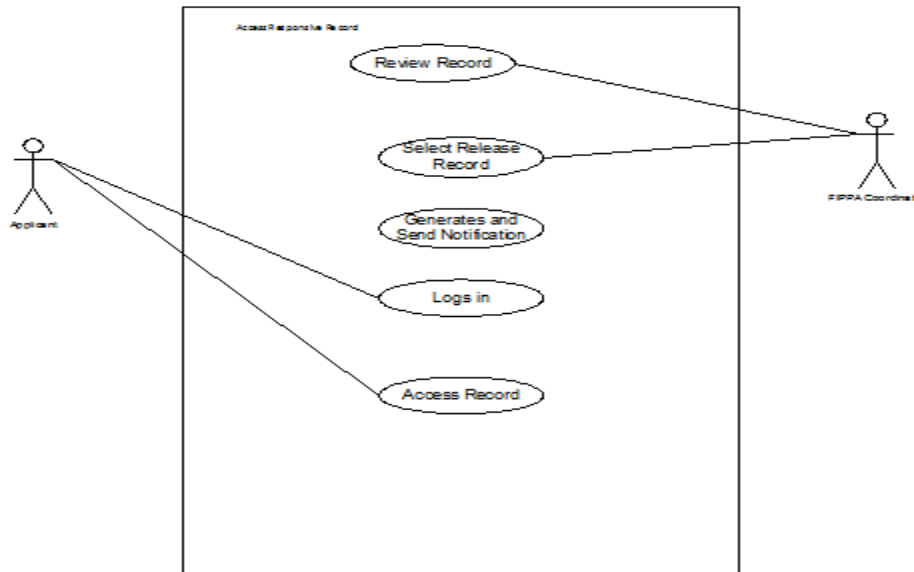
4.5. Track Request Diagram



4.5.1. Track Request Application Use Case

Use Case ID:	BUC 1.1.4		
Use Case Name:	Track Application		
Created By:	Lola Olorunsola	Last Updated By:	12/18/2015
Date Created:	12/07/2015	Last Revision Date:	12/21/2015
Actors:	Request applicant		
Description:	This business use case (BUC) describes the processes associated with user request tracking activities that are performed as part of the submission and access to responsive record process. This BUC can occur repeatedly throughout the lifecycle of a request.		
Trigger:	Applicant requires an update information on request submitted		
Preconditions:	Applicant has an ongoing request submitted through the FCMS		
Post conditions:	The status of the application under review is displayed for user		
Normal Flow:	<ol style="list-style-type: none"> 1. Applicant logs in to FCMS with a user name and password 2. The system displays menu 3. Applicant selected the “request status” option 4. The system request for request unique Id <p>The system displays the status of the request in process</p>		
Alternative Flows:	<ol style="list-style-type: none"> 1.1 Applicant makes enquiry about status of application on the phone, email or in person 1.2 Intake clerk / Coordinator logs in to FCMS 1.3 Intake clerk/ Coordinator input request Unique Id <p>Intake clerk/ Coordinator relay status of request to applicant through the mode the enquiry came in.</p>		
Exceptions:	<ol style="list-style-type: none"> 1 If the applicant could not log into the system, the BUC is terminated 2. If the applicant enters incorrect username or password 3. The system gives option of password recovery through email or Phone number. 4. Applicant enters the Username/new password sent to her in 3.1 5. BUC resumes at step 2 of normal flow 		
Assumptions:	It is assumed that the user has an ongoing request under process.		
Business Rules:	BR005 The system shall have the capability to track actions taken by Coordinators on a request		

4.6. Access Responsive Record Use Case Diagram

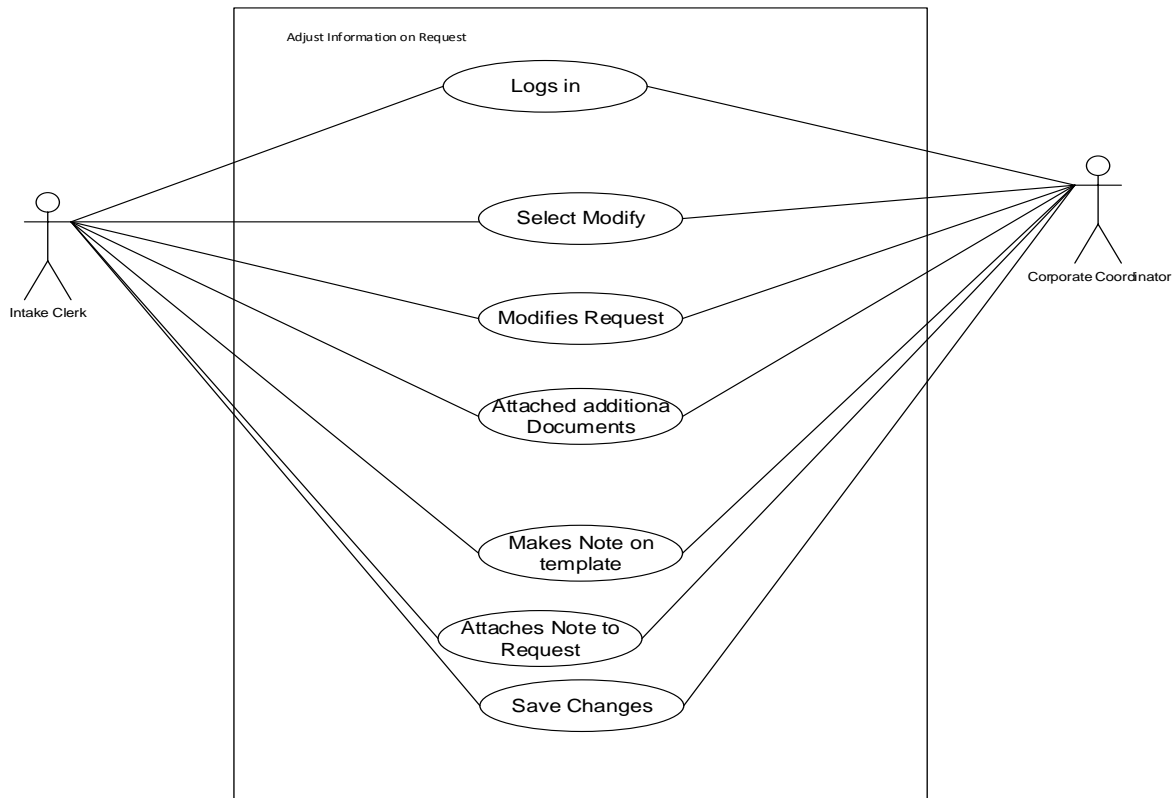


4.6.1. Access Responsive Record Use Case

Use Case ID:	BUC 1.1.5		
Use Case Name:	Access Responsive Record		
Created By:	Lola Olorunsola	Last Updated By:	12/18/2015
Date Created:	12/07/2015	Last Revision Date:	12/21/2015
Actors:	Request Applicant, Coordinator		
Description:	This BUC describes the process involved in accessing responsive record by the request applicant. This process occurs after a search had been carried out on the search by the FIPPA Coordinator and the record is complete and ready to be released to the applicant		
Trigger:	Applicant receives notification that responsive record is ready for view/pick up		
Preconditions:	1) Estimated fee is paid/fee waived/ fee not applicable 2) Record has been redacted where applicable		
Post conditions:	Applicant is able to view/ download/print responsive record		
Normal Flow:	1. Coordinator review and makes decision if the records are ready for release and the applicant has fulfilled all the preconditions for release of record 2. Coordinator selects the 'release record' option on the system 3. The system generates and sends notification to applicant 4. Applicant logs into the system		

	<p>5. Applicant select the “access responsive record” option on the system</p> <p>6. Applicant view/download/ print record</p>
Alternative Flows:	2.1 Coordinator release the notification letter and record to Applicant by email, mail or pick up.
Exceptions:	<p>1a In step 1 of normal flow, if applicant does not make payment within 30 days from the day fee estimate was received, request file is closed.</p> <p>1b If the request is for record which the Act does not apply, request is refused. Response letter is sent to applicant with no record attached.</p>
Assumptions:	
Business Rules:	<p>BR 006 Coordinator shall ensure that record is redacted where necessary before it is released to applicant or the public.</p> <p>BR 007 Coordinator shall ensure that record is release within 30days except when extension of deadline is applicable.</p>

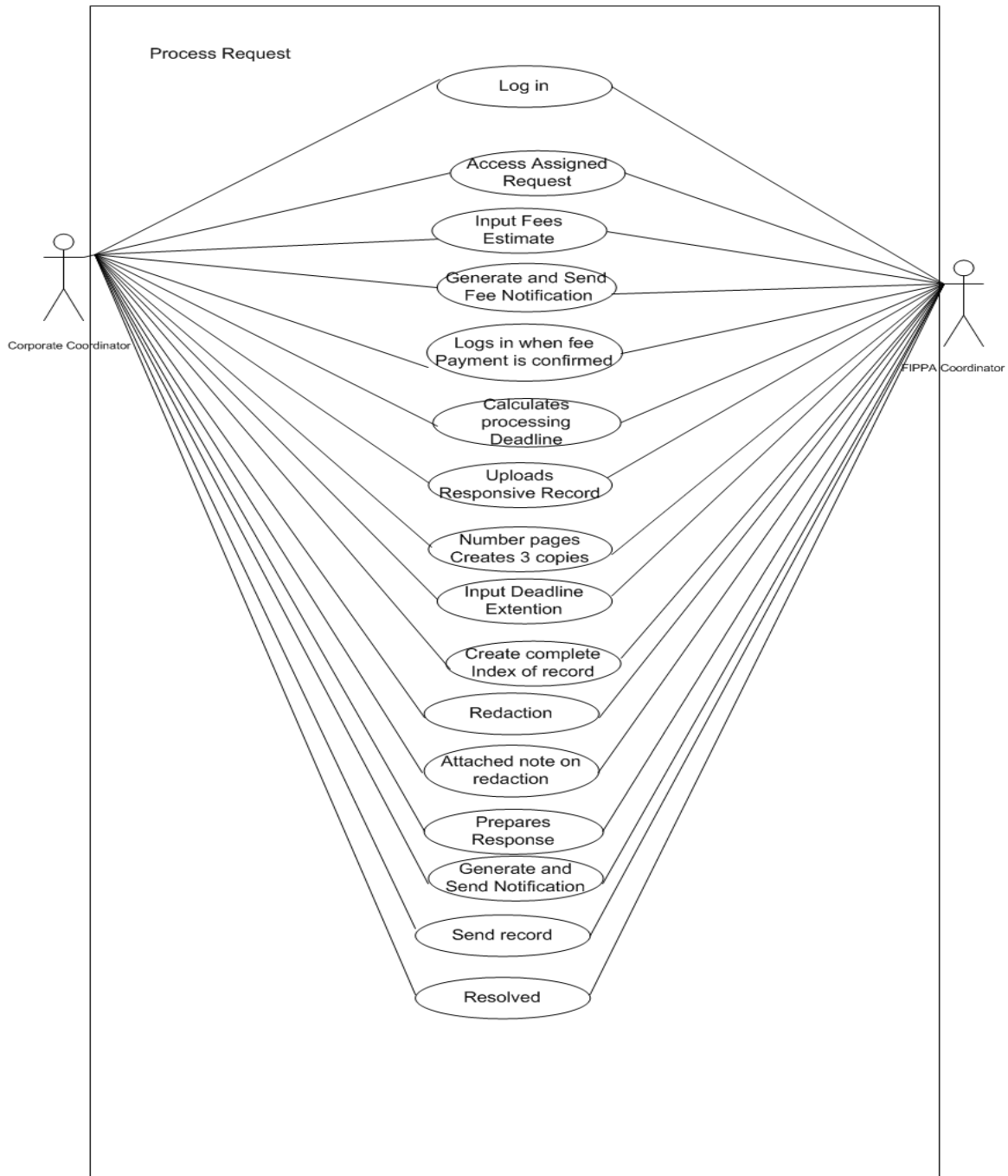
4.7. Adjust Information Use Case Diagram



4.7.1. Adjust Information on Request Use Case

Use Case ID:	BUC 1.1.6		
Use Case Name:	Adjust Information on Request		
Created By:	Lola Olorunsola	Last Updated By:	12/18/2015
Date Created:	12/07/2015	Last Revision Date:	12/21/2015
Actors:	Intake clerk, Corporate Coordinator		
Description:	This business use case (BUC) describes the processes associated with adjustment and change in information on request /application by the intake clerk or the Corporate Coordinator.		
Trigger:	<ol style="list-style-type: none"> 1) Applicant requires a change or modification to be made to the request already submitted. 2) Coordinator requested for additional information on request from applicant 		
Preconditions:	Applicant has submitted a request which is still under process		
Post conditions:	The intake clerk/ Corporate Coordinator have successfully updated/ made corrections or inputted additional information to the request under process.		
Normal Flow:	<ol style="list-style-type: none"> 1. Intake clerk/ Corporate Coordinator logs in to FCMS 2. System display menu option 3. Intake clerk/ Corporate Coordinator select modify request option 4. Modifies/ make changes to request 5. Attached/upload additional documents 6. Make note/comment on template indicating reason for change/modification 7. Attached note template to request 8. Save changes to request 		
Alternative Flows:	There is no alternate flow identified for this use case.		
Exceptions:	If the request is past deadline date.		
Assumptions:	It is assumed that changes can be made to request at any stage of the process within the 30 days deadline.		
Business Rules:	<p>BR 008 Modification or changes to request shall be carried out only by Intake Clerk or Corporate Coordinator</p> <p>BR 009 Changes shall be done on request before the 30days deadline</p> <p>BR 010 Users/ Applicants cannot modify or change request by themselves after “submit” via online submission, only by requesting for change/modification through the Intake Clerk/ Corporate Coordinator</p>		

4.8. Process Request Use Case Diagram

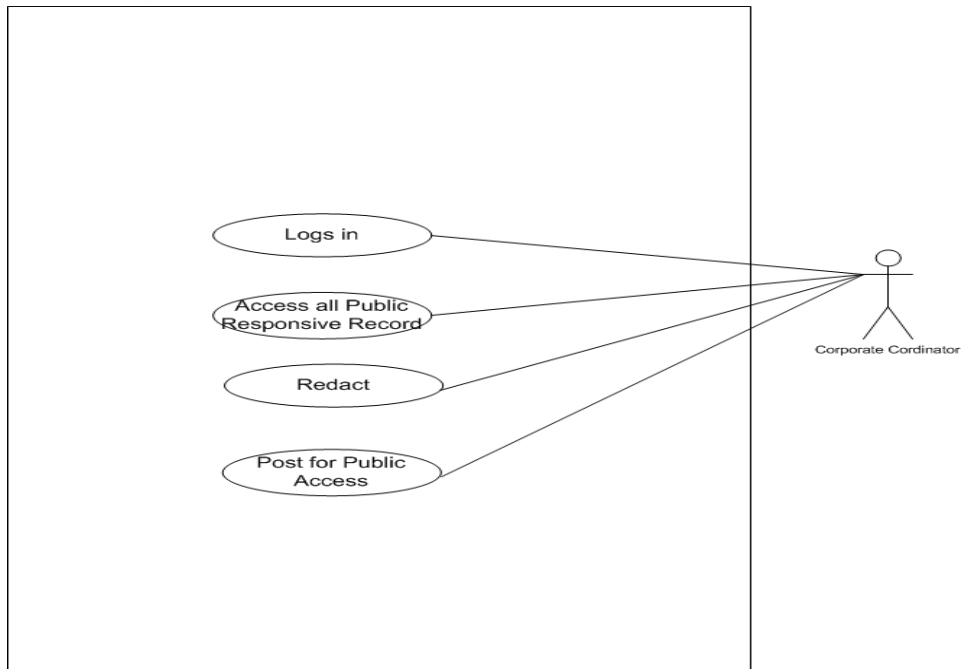


4.8.1. Process Request Use Case

Use Case ID:	BUC 1.1.7		
Use Case Name:	Process Request		
Created By:	Lola Olorunsola	Last Updated By:	12/18/2015
Date Created:	12/07/2015	Last Revision Date:	12/21/2015
Actors:	Corporate Coordinator, FIPPA Coordinator		
Description:	This business use case (BUC) describes the processes associated with the processing of assigned request by the FIPPA Coordinator		
Trigger:	Access assigned request		
Preconditions:	<ol style="list-style-type: none"> 1) Submission of request by Applicant 2) Input of request by either Intake Clerk or Corporate Coordinator 3) Request has been assigned to Coordinator either by Intake Clerk or Corporate Coordinator 		
Post conditions:	<ol style="list-style-type: none"> 1) The Coordinator is able to conduct search on request 2) The Coordinator is able to compile responsive record to be released to applicant 		
Normal Flow:	<ol style="list-style-type: none"> 1. Coordinator logs in to FCMS 2. Access the assigned request (conduct record scan, assessment of fee offline) 3. Coordinator inputs estimated fees into FCMS 4. The system sends notification of fee to applicant 5. Coordinator logs into FCMS to continue processing of request when fee payment confirmation has been received 6. The system calculates the number of days left for processing the request considering the 30day deadline that has been assigned at submission of request. 7. The Coordinator uploads the responsive record with attached notes, comments or concerns into the system (Coordinator gathers responsive record offline) 8. The system numbers the pages of responsive record and creates 3 copies of the record: <ul style="list-style-type: none"> • A working copy • Original copy • Redacted (Release) copy 9. The system sends an alert on request due dates/ deadline to coordinator as a reminder 10. If deadline needs to be extended, the Coordinator inputs the new deadline date into the system. 11. The system creates a complete index of record The Coordinator ingest review from legal consultation on request into the system 12. The Coordinator redacted record where necessary and attached notes/ comments/ reason for redaction 13. The Coordinator prepares response to applicant on the template 14. Coordinator select the “ send notification” option from the system 15. The system generates and sends notification to applicant on 		

	<p>completion of case and record ready to be accessed by applicant.</p> <p>16. The Coordinator selects “ applicant “ from the recipient of record menu on the system</p> <p>17. The system releases both covering letter and record to applicant</p> <p>18. The application/ request is resolved</p> <p>19. The system closes the request file 60 days from the date the record was released to applicant.</p>
Alternative Flows:	<p>3.1. If no fee is applicable or fee has been waived, the coordinator Selects the applicable option on the system. Use case resumes at step 7</p> <p>8.1. The Coordinator numbers pages of responsive record and Create 3 Copies of record offline and ingest it into the system.</p> <p>10.1. If extension on deadline is not required, the use case resumes on step 11</p> <p>13.1. If there is no redaction, use case resumes on step 14.</p> <p>15.1. The Coordinator prints letter and record, use case resumes in 18.1.</p> <p>18.1. The Coordinator sends record and letter to applicant by email or mail or pick up</p>
Exceptions:	<p>3a If the applicant does not pay fee or apply for waiver of fee, the Request is closed.</p> <p>20a If the applicant files a complaint with the Manitoba Ombudsman within 60 days of receipt of the responsive record , the case is Reopened Indefinitely.</p>
Assumptions:	
Notes and Issues:	<p>If there is withdrawal of application by the applicant at any stage of the “Process Request” the request is closed.</p>
Frequency of Use:	<p>9a. The alert/reminder shall automatically be generated and send to the Corporate Coordinator and the processing FIPPA Coordinator at the interval of 10 days and 3days to assigned deadline at Submission of request.</p>
Business Rule	<p>BR 011 Estimated fees must be paid/ waived or not applicable before Request shall be processed.</p> <p>BR 012 The system shall automatically generate and send reminder of submission deadline 10 days and 3 days respectively to deadline to the Corporate Coordinator and Assigned FIPPA Coordinator.</p>

4.9. Post Responsive Record Use Case Diagram



4.9.1. Post Responsive Record Use Case

Use Case ID:	BUC 1.1.8		
Use Case Name:	Post Responsive Record		
Created By:	Lola Olorunsola	Last Updated By:	12/18/2015
Date Created:	12/07/2015	Last Revision Date:	12/21/2015
Actors:	Corporate Coordinator,		
Description:	This business use case (BUC) describes the processes associated with posting the responsive record on the FCMS by the Corporate Coordinator.		
Trigger:	Completion of responsive record for public users		
Preconditions:	Responsive Record has been redacted where applicable The responsive record is for public users		
Post conditions:	The public users are able to have access to responsive record on public issues.		
Normal Flow:	<ol style="list-style-type: none"> 1. Corporate Coordinator logs into FCMS 2. Corporate Coordinator access all completed responsive record for the public 3. The Corporate Coordinator redact any personal information 		

	<p>on letter and record where applicable</p> <p>4. Select the “public” as the recipient on the system The system releases the record for public access.</p>
Alternative Flows:	<p>4.1 The Corporate Coordinator downloads the responsive record</p> <p>4.2 The Corporate Coordinator downloads the covering letter</p> <p>4.3 Corporate Coordinator posts both copies of letter and record on FIPPA web site.</p>
Exceptions:	If letter and responsive record contains personal/ private information of individuals, It cannot be posted for public access
Assumptions:	It is assumed that only letters and responsive record for the general public will be posted.
Business Rule:	<p>BR 013 Personal letters and Records shall not be posted for public access.</p> <p>BR 014 Record posted for public access must be redacted where necessary</p>

5. Business Rules

ID	Description	Cat	Weight
<u>BR 01.</u>	Applicant does need to have an email account to create a user account		7
<u>BR 02.</u>	Intake Clerk / Corporate Coordinator shall manually input request application into FCMS the same day such request is received if a request is submitted between the hours of 8:30-4:30 Monday to Friday (excluding holidays) the request is considered accepted on that day. If the request comes in outside of normal business hours (as described above), the request should be time and date stamped at the earliest opportunity on the next business		7

	day.		
<u>BR 03.</u>	Applicant shall have 30 days from the day fee estimate was issued to make payment or apply for waiver after which the request file is closed if no payment was made		8
<u>BR 04.</u>	Intake Clerk and Corporate Coordinator must be given user access to the FCMS to manually input and assign request.		10
<u>BR 05.</u>	The system shall have the capability to track actions taken by Coordinators on a request		10
<u>BR 06.</u>	Coordinator shall ensure that record is redacted where necessary before it is released to applicant or the public.		10
<u>BR 07.</u>	Coordinator shall ensure that record is released within 30days except when extension of deadline is applicable.		7
<u>BR 08.</u>	Modification or changes to request shall be carried out only by Intake Clerk or Corporate Coordinator		6
<u>BR 09.</u>	Changes shall be done on request before the 30days deadline		6
<u>BR 10.</u>	Users/ Applicants cannot modify or change request by themselves after "submit" via online submission, only by requesting for change/modification through the Intake Clerk/ Corporate Coordinator		6
<u>BR 11.</u>	Estimated fees must be paid/ waived or not applicable before request shall be processed		9
<u>BR 12.</u>	The system shall automatically generate and send reminder of submission deadline 10 days and 3 days respectively to deadline to the Corporate Coordinator and Assigned FIPPA Coordinator.		6

<u>BR 13.</u>	Personal letters and Records shall not be posted for public access.		10
<u>BR 14.</u>	Records posted for public access must be redacted where necessary		10