Tier 1 Control Standards (State-Wide)

Information Retrieval Guidelines and Costs

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IOT-CS-OPS-100

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5/19/2017

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5/19/2018

Policy
23.0 Operational Policies
23.3 Delivery Services

Purpose
To recover costs associated with providing public records, investigative and other information requests requiring retrieval assistance.

Scope
IOT Supported Entities

Statement
The Office of Technology will provide information as directed by agencies. Requests must be properly authorized and coordinated by the agency. Agencies should ensure that requestors are aware that information obtained from tape backups is not to be confused with proper retention.

IOT provides bulk or raw form information. Agencies are responsible for manipulating (searching on terms, sorting, etc.) the data.

Agencies are responsible for ensuring that any information turned over to requesting parties does not result in a security breach.

The following should be considered in regard to cost:

- A single or initial restore is provided at no charge
- 2 or more restores will cost the established rate per restore (excluding the initial restore).
- Due to the design of the email system, users from the same agency may reside on different information stores. This will result in separate restore charges.
- Multiple requests for the same user(s) requiring additional restores will be considered one request. Charges will be assessed for 2 or more restores if made in close proximity or succession.
- Requests exceeding 8 or more mailboxes will be charge at an established rate per mailbox in excess of 8 per time period restored.
- If the same request is made of multiple agencies and IOT does not have to duplicate the retrieval process, only the first agency will be charged.

Agencies are to submit public information or investigation request to the following mailbox:
Personnel have been designated in each agency to authorize this activity. Without approval from an authorized individual IOT will not process.

**Roles**
All Personnel

**Responsibilities**
Personnel requesting information must follow the appropriate approvals and obtain the proper sign-offs prior to requesting information from IOT.

**Management Commitment**
Management shall ensure that the appropriate approvals are received prior to requesting information.

**Coordination Among Organizational Entities**
Agency shall coordinate with IOT to obtain only the information required

**Compliance**
Requests are subject to random audits for appropriate approval requests.

**Exceptions**
Charges will not be incurred for files requested as part of investigation performed by the Inspector General’s Office or information requested by the Indiana State Police as part of a criminal investigation. Please note the Inspector General’s Office and Indiana State Police are still subject to established charges for all other requests involving their agency such as legal requests, public record inquiries or internal investigations for their agencies.