



INFORMATION  
**FREEDOM**

Welcome

Welcome to JADE, the Freedom of Information Tracking System.

# FOI Circular #1

## Guidance on the Use of the FOI Tracking and Monitoring System (JADE)

Issued January 23, 2009



# JADE

The Freedom of Information Implementation Plan identified the need for the development of an IT tracking and monitoring solution capable of assisting public authorities to manage, track and report on Freedom of Information requests received under the FOI Law.

The FOI Tracking system developed by the Computer Services Department and FOI Unit with input from the Portfolio of the Civil Service and the Cayman Islands National Archives called JADE is used to support the processing, tracking and reporting of FOI requests.

This system is not used to store and manage FOI records.

The system is required to be used by all public authorities in the Cayman Islands through a requirement of the FOI Regulations (s. 24) that all Information Managers are mandated to use the monitoring and tracking system to keep a register of applications in electronic form of the following :-

- application number
- name of applicant
- date of application
- summary of the request
- date of response
- summary of decision
- notification of appeal and decision on appeal

## **Summary of functional requirements**

The JADE system is able to perform the following actions:

<i>1. Log requests &amp; appeals</i>	Capture information about applicants and third parties, FOI requests and Appeals
<i>2. Support workflows/processes</i>	Assist public authorities to follow their own processes for handling FOI requests, including assigning of requests, notification alerts, tracking and approvals
<i>3. Manage fees</i>	Calculate and record any fees to be charged in association with FOI requests
<i>4. Manage enquiries</i>	Provide methods of locating FOI requests and appeals that are held in the system and monitor performance using a number of different views
<i>5. Manage correspondence</i>	Automatically generate correspondence with the applicant at key stages in the handling process
<i>6. Support appeals processes</i>	Assist public authorities to manage each stage of the appeal process including internal reviews and appeals to the Information Commissioner
<i>7. Central monitoring</i>	Support for the compilation of statistics and reporting across Government, either by the FOI Unit or Information Commissioner
<i>8. Reporting</i>	Support for public authorities' in-house performance monitoring using pre-defined reports, ad-hoc reports and the ability to export information
<i>10. System administration</i>	Allow an authorised user to define user permissions, correspondence templates and business rules; ability to interface with other systems

## **Current status**

We are working very hard with the Computer Services Department (CSD) on the JADE system to finalize it and ensure it is an effective system for the tracking and monitoring of FOI requests.

## **Access to JADE**

The Computer Services Department advises that all Information Managers should now have access to the JADE system. If Information Managers are having difficulty in obtaining access please contact the CSD Help Desk at 2000 or 244-2000 and ask for Tia Parrott-Urkevic or Darice Pinedo.

## **Training on JADE**

If your public authority requires additional training on JADE please contact CSD Help desk or the FOI Unit for more information on courses.

## **Inputting wrong information into JADE**

Administrative Closure options have been added to JADE.

This has been implemented as two new Outcomes:

- Administrative Closure – Duplicate Request- If a request has been entered in twice by accident, use this new outcome to record that this is a duplicate request
- Administrative Closure – Withdrawn by Applicant-If a request has been withdrawn by the applicant you may close the request and record this outcome.

## **HELP TEXT**

Some information managers have asked for a JADE Manual. A decision has been made to try to put all the HELP you will need within JADE rather than have a separate JADE Manual.

The FOI Unit has not completed all the HELP text through-out JADE but we are working on this with CSD as a matter of priority. Information used in the JADE training is attached.

If you have any queries or concerns in relation to JADE please send these to the CSD Helpdesk as well as the FOI Unit so we can keep track of difficulties.

## **Release Notes**

New versions of JADE are being released as we work to finalize JADE .There is a new Help page called "Release Notes".

See below information on the latest release of JADE.

This is a list of recent changes to JADE. It lets you know about new features and bugs that have been fixed.

### **Jan 20, 2009 - Version 3.0.9**

Added the Release Note page (this page).

Outcomes are now classified by Request and Appeal Types.

The Print page now opens without an Authorization error when a request is closed by one of the closure wizards.

Administrative Closure options have been added to the list of Outcomes.

Users will be prompted to enter an Outcome if they try to close a Request or Appeal without entering an Outcome.

More DRAFT reports are available for comment and feedback.

## **Closing a request**

The new version of JADE requires that you record an OUTCOME for each request before it can be closed. The Database will be amended to reflect the outcome of requests which were closed and the Outcome not previously recorded prior to the new version of JADE being released.

## Reports

CSD is currently diligently working to finalise the reporting section of JADE. Please provide comments on the reporting section and its utility to your work to the FOI Unit.

## LOGOS and letter heads

The letters in JADE will not carry the Government LOGO or individual public authority letterhead. Please ensure you save JADE letters and put these on your public authorities' letterhead.

## Statistical reports

The FOI Unit will be issuing statistical reports from JADE on the number of requests filed and decision-making by each public authority. We are dependant on you to enter appropriate data. Remember GARBAGE IN - GARBAGE OUT. Please take care in inputting accurate information into JADE. The Information Commissioner has now indicated that she wants quarterly reports from all public authorities. We are working with Mrs. Dilbert to ensure that the reports issued by JADE will satisfy this requirement.

## Information requests received prior to January 2009

We are requesting all information managers who have inputted requests into Jade with a date prior to January 5<sup>th</sup> as the date of receipt to change this date to January 5<sup>th</sup>. As the law was not operation till the 5th it is important that JADE statistics begin with requests as at January 5<sup>th</sup>. So please change the receipt date to January 5<sup>th</sup> if you have entered such a request into the system.

The screenshot shows the JADE system interface. The top navigation bar includes links for Home, Requests, Transfers, Applicants, Reports, Lookup Tables, and Help. The current page is 'Home > Requests - Search > Edit Request'. The main content area is titled 'Summary - Request Number : 20456' and includes a 'Cancel' button. Below the summary, there are fields for 'Authority : Computer Services Department' and 'Officer :'. The 'Short Description' is 'FXME - Run-Time Error'. The 'Request Details' section contains several fields: 'Date of Application' (21-JAN-2009), 'Date Received by Authority' (21-JAN-2009) with a 'Change Date' button, 'Request for Applicant's Personal Records?' (No), 'Format of Received Request from Applicant' (Email), and 'Request for Inspection?' (Yes). The 'Testing 123' label is visible at the bottom.

## Correspondence Feature

Please use the Correspondence feature in JADE and create a "note to file" to record any internal observations regarding things you have done with requests e.g. to record the fact that a "duplicate request" is being closed.

## **TIPS on using JADE**

- Only enter each request ONCE – do not create duplicates of the SAME request. If you have entered a duplicate by accident use the new outcomes to record this in the database.
- There is no need to type in salutations or closings in “Request Description” (i.e. “best wishes, yours truly”, etc....). Try to capture exactly what was requested by the applicant but you may wish to summarize the request.
- Do not type your own comments in the request description (i.e. things you need to research or items for you to review when considering the response)”
- Always fill in the assign officer field that is the Information Manager’s name or other person assigned to deal with the request.
- Use the spell check feature after you have inputted the request description
- Ensure the subject matter is included in the “Request Description”
- Fill in the “keywords” when creating a request – this helps you in the future to search for similar / same requests
- Make sure you are entering information into the JADE live system and NOT IN THE JADE TRAINING system. You can still use the training system to practice or if you are unsure about the process of using JADE. YOU MUST ALWAYS INPUT THE CORRECT DATA IN THE LIVE SYSTEM.
- If there is more than one outcome for one request make sure you record this in JADE e.g. Partial Access & Exemption based on s.20.
- Do not enter in a request that has been transferred to you from another public authority as a separate request. Acknowledge the request and it will be transferred into your queue.
- Only close requests on the basis that a request is withdrawn (Outcome) where this is specifically required by the requestor otherwise clarify the request and use the same request number.