



THE OPEN RECORDS PORTAL

Renée Wilson, Open Records Portal Administrator
Utah State Archives & Records Service
January 2016

What Is the Portal?

- The Open Records Portal is a website where people can request records, online, from any of the following Utah Governmental entities:
 - State
 - County
 - Municipality
 - School district / charter school
 - Transit district



What Is the Portal?

- Also includes a records officer dashboard, with tools to interface with the Archives



Where This All Came From: SB-70

- 2014 legislative session
- Modified Open Utah website to include
 - Online GRAMA requests
 - Links to online records
 - And more
- SB-70 became part of [Utah Code 63A-3-403](#)



Utah Code 63A-3-403

(11) The department shall, in consultation with the board and as funding allows, modify the information website described in Subsection (10) to:

...

(b) by January 1, 2016, serve as a point of access for Government Records Access and Management requests for:

(i) school districts;

(ii) charter schools;

(iii) public transit districts created under Title 17B, Chapter 2a, Part 8, Public Transit District Act;

(iv) counties; and

(v) municipalities;

...

(d) except as provided in Subsection (12)(a), provide link capabilities to other existing repositories of public information, including maps, photograph collections, legislatively required reports, election data, statute, rules, regulations, and local ordinances that exist on other agency and political subdivision websites;



Utah Code 63A-3-403

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SITE OVERVIEW

openrecords.utah.gov



Open Records Portal

[Records Requests](#)

[Online Records](#)

[Dashboard](#)

OpenRecords

The Open Records Portal is a central site from which a user can submit a records request (GRAMA request) to a governmental entity.



Request Records

 [Browse All Agencies](#)

 [State Agencies](#)

 [Counties](#)

 [Cities](#)

 [Transit Districts](#)

 [School Districts/Schools](#)

How It Works

- Find the governmental entity you want to contact and select the Request Records button for that agency





Cities



Transit Districts



School Districts/Schools

How It Works

- Find the governmental entity you want to contact and select the Request Records button for that agency
- If you do not already have an account with the State of Utah to connect to online services, you will create one [here](#).
- Fill out the online form, including a detailed description¹ of the records you want, then click Submit
- You will receive a response within the time limit allowed by law.²
- To review your submission and track the progress of your request, click on [Records Requests](#)

Reports

[Statistics for Entities](#)

[Statistics for Dates](#)

[Open.Utah.gov](#) | [Data.Utah.gov](#) | [Help Center](#) | [About](#) | [FAQ](#) | [Contact Us](#)



☰ Help for Records Officers

[A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [Q](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) | [X](#) | [Y](#) | [Z](#)

Not sure where to start? Take a look at [the basics](#), or view the Open Records Portal [reference sheet](#) (PDF).

A

coming soon! [Add a note](#)

Appeals

coming soon! [Apply extraordinary circumstances](#)

Approvals

[Approve a fee waiver request](#)

[Approve an expedited request](#)

[Approve a records request](#)

coming soon! [Assign tasks](#)





Cities



Transit Districts



School Districts/Schools

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FAQ

Login

← Home Topics

Common Record Requests

Criminal Records

Fees

GRAMA Appeals Process

GRAMA Records Request

General

How to Use Portal

Ombudsman

Records Officers

Time Limits

Questions

- ▶ Can other people besides the records officer answer the request through the portal?
- ▶ Do I have to use the Portal to answer requests?
- ▶ Do appointed records officers (ARO) require training?
- ▶ How do I forward a request to someone else?
- ▶ How do I know if someone submitted a request?
- ▶ How do I register as a new records officer?
- ▶ How do I turn email notifications off/on?
- ▶ My agency/personal information is wrong! How do I change it?
- ▶ What if the request is for someone else's records?
- ▶ When does the 10-day time limit start?





Cities



Transit Districts



School Districts/Schools

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☰ Reports

[Statistics for Entities](#)

[Statistics for Dates](#)



☰ Contact Us

Please contact us with any questions:

Open Records Website Administrator: Renée Wilson

openrecordsadmin@utah.gov

801-531-3842

GRAMA Portal Administrator: Nova Dubovik

ndubovik@utah.gov

801-531-3834

Utah Government Records Ombudsman: Rosemary Cundiff

grama@utah.gov

801-531-3858

Social Media

[Google+](#)

[YouTube](#)

[Open.Utah.gov](#) | [Data.Utah.gov](#) | [Help Center](#) | [Contact Us](#)





GRAMA PORTAL FAQs

Frequently Asked Questions

- Do I have to use it?
 - Yes! But not entirely. (But we hope you will!)
 - If you receive a request via the portal, you must access it from the portal.
 - You are not required to use the portal to respond. You can respond outside the portal if you prefer.



To Respond Outside of Portal

Home Records Officer Dashboard Manage Request Welcome, Amy Hamilton [log out](#)

Request marked as received

Manage Request

Records Requests Online Records Dashboard

← Records Officer Dashboard
Records Requested

Title: Test request to municipal test agency, level 1
Date Due: 01/14/2016
Total Fee for Request: To be determined
Request Status: In Progress
Description: Enter text here to describe the records you want to request, etc. etc.
Restrictions: Records contain no restricted information
Record Access: Receive a copy and request a fee waiver. [Approve/Deny](#)
Releasing the record primarily benefits the public
Please expedite this request because these records will benefit the general public. [Approve/Deny](#)
[More Detail](#)

[Print Request](#) [Close Request](#) [Respond to Request Outside Portal](#)

Request Portions [?]



Frequently Asked Questions

- When does the time limit start for answering the request?
 - When the request is opened, the clock starts
 - OR
 - If the request is unopened for 10 business days, it is considered a denial
 - Hopefully I'll hunt you down before then



Frequently Asked Questions

- How do I know if I have a request?
 - You'll receive an email notification
 - Contact your analyst if you would like the notifications to go to a specific email



Frequently Asked Questions

- Are the requests public?
 - No
 - GRAMA requests have a suggested designation of public, BUT
 - Each agency classifies their own records, including GRAMA requests
 - Only the requester, records officer, and web admin can see the requests
 - We discourage requesters from including sensitive information



Frequently Asked Questions

- Are the requests kept forever?
 - No
 - Requests will be deleted after 2 years, according to state schedule 1-64



Frequently Asked Questions

- Can people abuse the system?
 - Not easily
 - Requests can only be sent to one agency at a time
 - If you believe someone is spamming agencies, please contact Renée Wilson at openrecordsadmin@utah.gov



Frequently Asked Questions

- How do I verify someone's identity?
 - ID verification is at the discretion of each agency
 - Continue to use existing method of verification, or
 - Create new guidelines within your agency
 - Some ideas
 - Photocopy of ID
 - Require ID in person
 - Agency-specific form
 - PDF with digital signature



Frequently Asked Questions

- Do I need to create an account?
 - Yes
 - You'll create a Utah Master Directory (UMD) account (if you don't already have one)
 - The portal will guide you through the process step by step



UMD Registration Tips

- Use the same email that the Archives has on file (the one that we send emails to)
 - Not sure what it is? Email your analyst
- Use a specific work email address, not a generic work email
 - We can update your email in our system; email your analyst
- Make sure your email is not already associated with a UMD account
 - Go to login.utah.gov to see associated emails





GRAMA PORTAL: HOW IT WORKS

How it Works

- Requester finds agency
- Requester submits request
- Agency is notified they have a request
- Agency responds to request



Open Records Portal

[Records Requests](#)

[Online Records](#)

[Dashboard](#)

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 [Transit Districts](#)

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How It Works

- Find the governmental entity you want to contact and select the Request Records button for that agency





OpenRecords

Active Filters
Agency Type: "State Government"
[\[Remove\]](#)

Entity Level
[Top Level](#) (24)

Location (County)
[Salt Lake](#) (238)
[Utah](#) (9)
[Weber](#) (8)
[Davis](#) (5)
[Box Elder](#) (3)
[More...](#)

Location (City)
[Salt Lake City](#) (217)
[Draper](#) (11)
[Ogden](#) (7)
[Provo](#) (5)
[Taylorsville](#) (4)
[More...](#)

Date Created
[1850s](#) (1)
[1880s](#) (1)
[1890s](#) (10)
[1900s](#) (5)
[1910s](#) (3)
[More...](#)

| [Entity](#) | Agency Type: "State Government"
Names of Governmental Entities

[Alphabetic Browse](#)

Find: [Search](#) [Clear](#)

Results Per Page: [Prev](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) ... [22](#) [Next](#) Go To Page:

535 results

Sort: [by Relevance](#) ▾

- [\[+\] Alcoholic Beverage Control Commission](#) ↓ [Request Records](#)
- [\[+\] Board of Education](#) ↓ [Request Records](#)
- [Board of Pardons and Parole](#) ↓ [Request Records](#)
- [Capitol Preservation Board](#) ↓ [Request Records](#)
- [\[-\] Department of Administrative Services](#) ↓ [Request Records](#)
- [Division of Administrative Rules](#) ↓ [Request Records](#)
- [\[-\] Division of Archives and Records Service](#) ↓ [Request Records](#)
- [State Records Committee](#) ↓ [Request Records](#)
- [Test Agency](#) ↑ [Request Records](#)

[Department of Administrative Services](#) > [Division of Archives and Records Service](#) > Test Agency

Test Agency

grama.utah.gov

Records Officer: Kendra Yates
801-531-3866
346 Rio Grande St
Salt Lake City, UT 84101-1106

[Records Series \(State Archives\)](#)



346 South Rio Grande Street
Salt Lake City, Utah 84101

- [Utah State Historical Records Advisory Board](#) ↓ [Request Records](#)
- [\[+\] Division of Facilities Construction and Management](#) ↓ [Request Records](#)
- [\[+\] Division of Finance](#) ↓ [Request Records](#)
- [\[+\] Division of Fleet Operations](#) ↓ [Request Records](#)
- [\[+\] Division of Purchasing and General Services](#) ↓ [Request Records](#)
- [Rate Committee](#) ↓ [Request Records](#)
- [Division of Risk Management](#) ↓ [Request Records](#)
- [Board of Trustees of the Utah Navajo Trust Fund](#) ↓ [Request Records](#)
- [\[+\] Department of Agriculture and Food](#) ↓ [Request Records](#)
- [\[+\] Department of Corrections](#) ↓ [Request Records](#)
- [\[+\] Department of Financial Institutions](#) ↓ [Request Records](#)



State Records Committee ↓

[Request Records](#)

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Utah State Historical Records Advisory Board |

[Request Records](#)



Request Form

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[← Home](#)

Search Agencies



Utah Code § 63G-2-204 (GRAMA) requires a person making a records request furnish the governmental entity with a written request containing the requester's name, mailing address, daytime telephone number (if available); and a description of the record requested that identifies the record with reasonable specificity.

Request Made To

Government Agency or Office: Test Agency
 Address: 346 South Rio Grande Street
 City: Salt Lake City
 State: UT
 Zip Code: 84101

[This is not the right agency](#)

Records Requested

Title of Request:

Description of records being requested:

* Please describe exactly what record you are requesting, including location of event(s) described in record, city, county, address, date range, names of person(s), and subject of the request. Please do not submit any confidential information such as social security number or account numbers.

Date Range of records being requested:

Year ▼ | Month ▼ | Day ▼ | To | Year ▼ | Month ▼ | Day ▼

Requester's Information

Name: Renee Wilson
 Address:
 Mailing Address Line 2
 City:
 State:
 Country:
 Zip Code:
 Phone: Not Applicable
 Use as defaults?

Restricted Records:

Note: If the record has a restricted access, GRAMA provides that certain individuals may still receive access, provided that one of the following applies:

- I am the subject of the record
- I am the authorized representative of the subject of the record
- I provided the information in the record
- I have a power of attorney or notarized release from the subject of the record

Considerations about the desired response*

I would like to:

- View or inspect the records only
- Receive a copy of the records and pay associated fees
Please notify me if the amount will exceed \$5
- Receive a copy of the records and request a fee waiver. According to Utah Code §63G-2-203
 - Releasing the record primarily benefits the public
 - I am the subject, or authorized representative, of the record
 - My legal rights are directly implicated by the information of the record because and I am impecunious
 - Receive an expedited response (5 days) because releasing the record benefits the public; I request the information for a story or report for publication or broadcast to the general public

[Submit Request](#) | [Submit and Upload Documents](#)
GRAMA requests are public information. See State General Schedule 1-64: [Records Access Requests and Appeals](#)

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Zip Code: 84101

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Description of records being requested:

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Government Agency or Office: Test Agency

Address: 346 South Rio Grande Street

City: Salt Lake City

State: UT

Zip Code: 84101

[This is not the right agency](#)

I am the authorized representative of the subject of the record

I provided the information in the record

I have a power of attorney or notarized release from the subject of the record

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 State: UT
 Zip Code: 84101

[This is not the right agency](#)

Records Requested

Title of Request:

Description of records being requested:

Date Range of records being requested: Year | Month | Day To Year | Month | Day

Requester's Information

Name: Renee Wilson
 Address: *PO Box 3362

Records Requested

Title of Request:

*

Description of records being requested:

* Please describe exactly what record you are requesting, including location of event(s) described in record, city, county, address, date range, names of person(s), and subject of the request. Please do not submit any confidential information such as social security number or account numbers.

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Year | Month | Day To Year | Month | Day

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 Address: 346 South Rio Grande Street
 City: Salt Lake City
 State: UT
 Zip Code: 84101

[This is not the right agency](#)

Records Requested

Requester's Information

Name: Renee Wilson

Address: * PO Box 3362
 Mailing Address Line 2

City: * Salt Lake City

State: * Utah

Country: Country

Zip Code: * 84110

Phone: * 801-531-3842 Not Applicable

Use as defaults?

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Country:

Zip Code:

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← Home Search Agencies

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 Address: 346 South Rio Grande Street
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 State: UT
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[This is not the right agency](#)

Records Requested

Title of Request:

Description of records being requested:

Date Range of records being requested: Year | Month | Day To Year | Month | Day

Requester's Information

Name: Renee Wilson
 Address: PO Box 3362

[Change Address Label](#)

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RECORDS OFFICER INTERFACE FOR GRAMA PORTAL

Records Officer Dashboard

Records Requests

Online Records

Dashboard

GRAMA Requests

Training

Agency

Agency Records

My Account

← Home

Records Requests

Show 10 entries

Search:

[Advanced Search](#)

Title	Requester	Agency	Records Officer	Date Submitted	Status	Date Due
+ Test request to municipal test agency, level 1	Renee Wilson	Municipal Test Agency	Amy Hamilton	01/07/2016	In Progress	01/14/2016
+ This is a test request to a county agency	Renee Wilson	County Test Agency	Hephaestus Minton	01/07/2016	Requested	Not Yet Received
+ This is a test request for Mountain Heights Academy	Renee Wilson	Mountain Heights Academy	DeLaina Tonks	01/07/2016	Requested	Not Yet Received
+ This is a test request	Renee Wilson	Cache Valley Transit District	Ivy Thomson	01/07/2016	In Progress	01/14/2016
+ Commissioner Kelly Ercanbrack	Karen McCoy	Utah Co.	Aileen Conder	01/05/2016	In Progress	01/13/2016
+ Commissioner Samuel Otterstrom	Karen McCoy	Utah Co.	Aileen Conder	01/05/2016	In Progress	01/13/2016
+ Commissioner Glen Roberts	Karen McCoy	Utah Co.	Aileen Conder	01/05/2016	In Progress	01/13/2016
+ Commissioner James Dain	Karen McCoy	Utah Co.	Aileen Conder	01/05/2016	In Progress	01/13/2016

Previous **1** 2 Next



Request marked as received

Manage Request

[Reports](#) [My Profile](#) [Dashboard](#) [FAQ](#) [About](#) [Logout](#)

← Records Officer Dashboard Records Requested

Title: Open Records Portal Administrator's emails
Date Due: 09/21/2015
Total Fee for Request: To be determined
Request Status: In Progress
Description: I want to see all of the open records portal's administrator's emails about user testing and how and when it was done and with whom.
Restrictions: Records contain no restricted information
Record Access: Receive a copy and request a fee waiver. [Approve/Deny](#)
 Releasing the record primarily benefits the public
 Please expedite this request because these records will benefit the general public. [Approve/Deny](#)
[More Detail](#)

[Print Request](#) [Close Request](#) [Respond to Request Outside Portal](#)

Request Portions [?]

Title	Status	Date Due
Main Request	Open	09/21/2015
Request Expedited	Open	09/21/2015
Request Fee Waiver	Open	09/21/2015

Title: *Main Request
Status: Open
Total Fee Quoted: To be determined
Date Due: 09/21/2015
Assigned Records Officer: *Kendra Yates [Change Records Officer](#)
[More Detail](#)

Description: *I want to see all of the open records portal's administrator's emails about user testing and how and when it was done and with whom.

[Divide Request into Parts](#) [Save](#)

[Approve](#) [Deny](#) [Extraordinary Circumstances](#) [Refer](#) [Fees](#) [Contact Requester](#) [Other](#)



Request marked as received

Manage Request

Reports My Profile Dashboard FAQ About Logout

← Records Officer Dashboard
Records Requested

Title:	Test request to municipal test agency, level 1
Date Due:	01/14/2016
Total Fee for Request:	To be determined
Request Status:	In Progress
Description:	I want to see all of the open records portal's administrator's emails about user testing and how and when it was done and with whom.
Restrictions:	Records contain no restricted information
Record Access:	Receive a copy and request a fee waiver. Approve/Deny Releasing the record primarily benefits the public

Title:	Test request to municipal test agency, level 1
Date Due:	01/14/2016
Total Fee for Request:	To be determined
Request Status:	In Progress

Main Request	Open	09/21/2015
Request Expedited	Open	09/21/2015
Request Fee Waiver	Open	09/21/2015

Title: *Main Request

Status: Open

Total Fee Quoted: To be determined

Date Due: 09/21/2015

Assigned Records Officer: *Kendra Yates [Change Records Officer](#)
[More Detail](#)

Description: *I want to see all of the open records portal's administrator's emails about user testing and how and when it was done and with whom.

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- Approve
- Deny
- Extraordinary Circumstances
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Request Fee Waiver	Open	09/21/2015

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[More Detail](#)
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[More Detail](#)

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Approve Deny Extraordinary Circumstances Refer Fees Contact Requester Other



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Status: Open
 Total Fee Quoted: To be determined
 Date Due: 09/21/2015
 Assigned Records Officer: *Kendra Yates [Change Records Officer](#)
[More Detail](#)

Description: * I want to see all of the open records portal's administrator's emails about user testing and how and when it was done and with whom.

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Request marked as received

Manage Request

[Reports](#) [My Profile](#) [Dashboard](#) [FAQ](#) [About](#) [Logout](#)

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[Print Request](#) [Close Request](#) [Respond to Request Outside Portal](#)

Request Portions ?

Title	Status	Date Due
Main Request	Open	09/21/2015
Request Expedited	Open	09/21/2015
Request Fee Waiver	Open	09/21/2015

Title: *Main Request
Status: Open
Total Fee Quoted: To be determined
Date Due: 09/21/2015

Request Portions ?

Title	Status	Date Due
Main Request	Open	01/14/2016
Request Expedited	Open	01/14/2016
Request Fee Waiver	Open	01/14/2016

Circumstances

Request marked as received

Manage Request

Reports My Profile Dashboard FAQ About Logout

← Records Officer Dashboard

Title: *Main Request

Status: Open

Total Fee Quoted: To be determined

Date Due: 01/14/2016

Assigned Records Officer: *Amy Hamilton [Change Records Officer](#)
[More Detail](#)

Description: *Enter text here to describe the records you want to request, etc. etc.

[Divide Request into Parts](#) [Save](#)

Request Portions [?]

Title	Status	Date Due
Main Request	Open	09/21/2015
Request Expedited	Open	09/21/2015
Request Fee Waiver	Open	09/21/2015

Title: *Main Request

Status: Open

Total Fee Quoted: To be determined

Date Due: 09/21/2015

Assigned Records Officer: *Kendra Yates [Change Records Officer](#)
[More Detail](#)

Description: *I want to see all of the open records portal's administrator's emails about user testing and how and when it was done and with whom.

[Divide Request into Parts](#) [Save](#)

- Approve
- Deny
- Extraordinary Circumstances
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Request marked as received

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Request Portions [?]

Title	Status	Date Due
-------	--------	----------

Approve

Deny

Extraordinary Circumstances

Refer

Fees

Contact Requester

Other

Total Fee Quoted: To be determined
 Date Due: 09/21/2015
 Assigned Records Officer: *Kendra Yates [Change Records Officer](#)
[More Detail](#)

Description: * I want to see all of the open records portal's administrator's emails about user testing and how and when it was done and with whom.

[Divide Request into Parts](#) [Save](#)

Approve

Deny

Extraordinary Circumstances

Refer

Fees

Contact Requester

Other



Approve

Approve	Deny	Extraordinary Circumstances	Refer	Fees	Contact Requester	Other
---------	------	-----------------------------	-------	------	-------------------	-------

Result:

Delivery Method of Records:*

- Email
- Mail
- View in Office/Pickup
- URL
- Upload**

Upload File: No file selected.
Or choose a file uploaded previously:

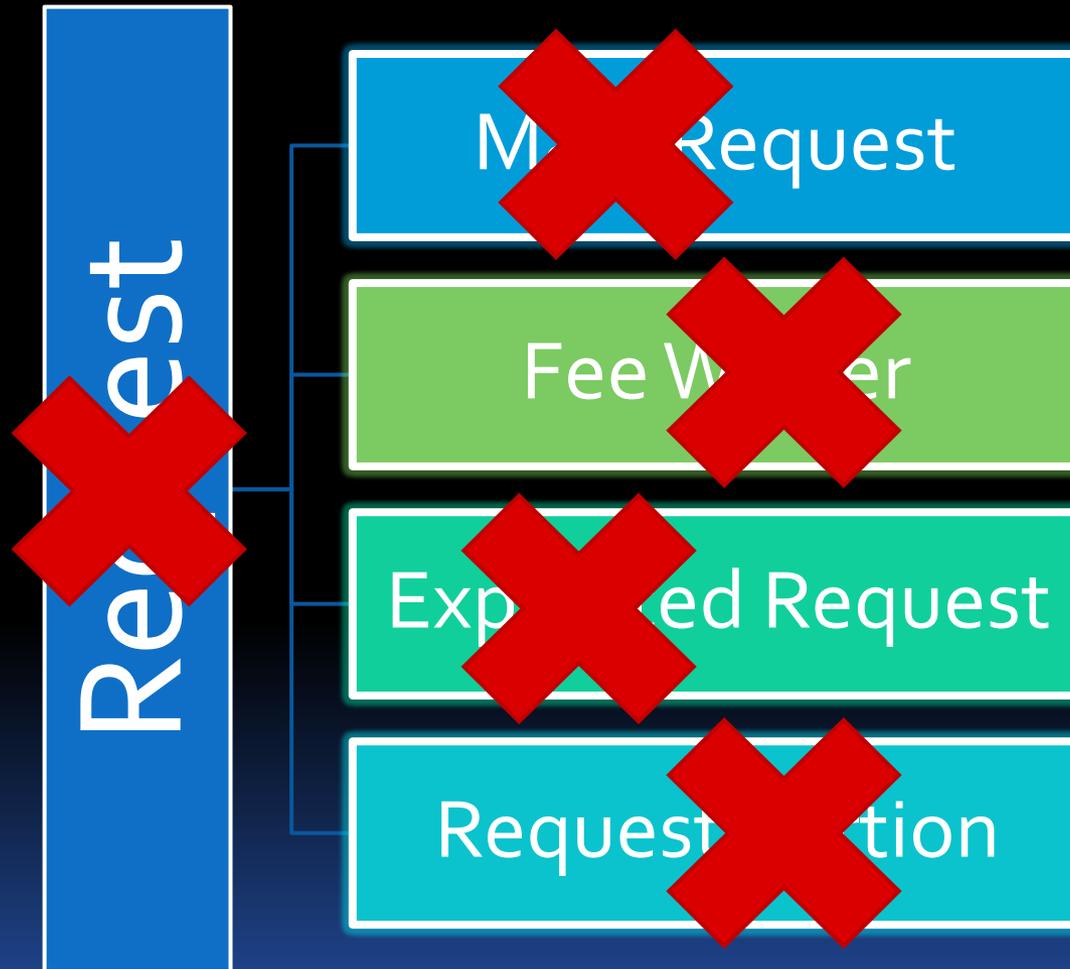


Closing Requests

- If a request is not closed in 10 days, it is considered a denial
 - Requester receives notification of denial
 - Records officer receives notification of notification sent to requester
- Always pick “Approve and Close”



Closing Requests



Request marked as received

Manage Request

Reports My Profile Dashboard FAQ About Logout

← Records Officer Dashboard Records Requested

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 Print Request **Close Request** Respond to Request Outside Portal

Status: Open
 Total Fee Quoted: To be determined
 Date Due: 09/21/2015
 Assigned Records Officer: *Kendra Yates [Change Records Officer](#)
[More Detail](#)

Description: * I want to see all of the open records portal's administrator's emails about user testing and how and when it was done and with whom.

Divide Request into Parts Save

- Approve
- Deny
- Extraordinary Circumstances
- Refer
- Fees
- Contact Requester
- Other



Deny

Approve	Deny	Extraordinary Circumstances	Refer	Fees	Contact Requester	Other
---------	-------------	-----------------------------	-------	------	-------------------	-------

Deny Request Reason

An e-mail, with this denial reason included, is sent to the requester.

*Please describe the records being denied. Explain why the records are being denied, and include a legal citation. Max 4000 characters.

If you would like to add a person not listed above then you may include their email here: (emails must be seperated by commas)
Additional email addresses to include as BCC - email addresses must be seperated by a comma (max 5000 characters)

The requester has the right to appeal this decision. Appeal must be made within the next 30 days to:

Full Name:	<input type="text"/>	* Full name of person to contact for appeals
Business Address:	<input type="text"/>	* Business Address
	<input type="text"/>	Suite Number or etc...
City:	<input type="text"/>	* , UT
Zip Code:	<input type="text"/>	* Zip Code
Email:	<input type="text"/>	Email



Deny

Approve Deny Extraordinary Circumstances Refer Fees Contact Requester Other

Deny Request Reason

An e-mail, with this denial reason included, is sent to the requester.

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Additional email addresses to include as BCC - email addresses must be seperated by a comma (max 5000 characters)

The requester has the right to appeal this decision. Appeal must be made within the next 30 days to:

Full Name: * Full name of person to contact for appeals
Business Address: * Business Address
Suite Number or etc...
City: * [dropdown], UT
Zip Code: * Zip Code
Email: Email

Deny This Request



Deny

Approve Deny Extraordinary Circumstances Refer Fees Contact Requester Other

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Full Name: * Full name of person to contact for appeals
Business Address: * Business Address
Suite Number or etc...
City: * , UT
Zip Code: * Zip Code
Email: Email

Deny This Request



Extraordinary Circumstances

Approve	Deny	Extraordinary Circumstances	Refer	Fees	Contact Requester	Other
---------	------	-----------------------------	-------	------	-------------------	-------

Notwithstanding Utah Code §§ 39-2-2, 48-2-4, and 51-2-2, if the governmental entity should notify the requester if extraordinary circumstances exist when it cannot immediately approve or deny the records request. The notice must include a description of the extraordinary circumstances and the date when the records will be available.

Requester's Information

Name: Janine Wilson
Address: 1000 D. Box 362
City: Salt Lake City
State: Utah
Zip Code: 84110
Phone: 801-531-3842

Record Access Considerations*

The agency determines that due to extraordinary circumstances stated in Utah Code § 63G-2-204(5), it cannot respond within specified time limits.

- Another governmental entity is using the record (five extra days or as soon as reasonably possible)
- Another governmental entity is using the record as part of an audit, and returning the record before the completion of the audit would impair the conduct of the audit (as soon as reasonably possible)
- The request, or substantial series of requests filed within five working days of each other, is for a voluminous quantity of records or a record series containing a substantial number of records (as soon as reasonably possible)
- The governmental entity is currently processing a large number of record requests (as soon as reasonably possible)
- The request requires the governmental entity to review a large number of records to locate the records requested (as soon as reasonably possible)
- The decision to release a record involves legal issues that require legal counsel analysis (five extra days)
- Segregating information that the requester is entitled to inspect from information that the requester is not entitled to inspect requires extensive editing (fifteen extra days)
- Segregating information that the requester is entitled to inspect from information that the requester is not entitled to inspect requires computer programming (as soon as reasonably possible)

Description of Extraordinary Circumstances

Date when records will be approved, denied, or made available: *

*Please describe the extraordinary circumstance in detail. Max 4000 characters

Complete



Extraordinary Circumstances

Approve	Deny	Extraordinary Circumstances	Refer	Fees	Contact Requester	Other
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Notwithstanding Utah Code §§ 63G-2-204(3) and (5), if the governmental entity should notify the requester if extraordinary circumstances exist when it cannot immediately approve or deny the records request. The notice must include a description of the extraordinary circumstances and the date when the records will be available.

Requester's Information

Name:
Address:
City:
State:
Zip Code:
Phone:

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Extraordinary Circumstances

Approve Deny **Extraordinary Circumstances** Refer Fees Contact Requester Other

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Description of Extraordinary Circumstances

Date when records will be approved, denied, or made available: *

*Please describe the extraordinary circumstance in detail. Max 4000 characters

Complete



Refer

Approve

Deny

Extraordinary
Circumstances

Refer

Fees

Contact Requester

Other

Please choose how to refer this subrequest*

- Refer Records Officer (if known)
- Refer Government Agency or Office (if known)

Search:

Agency Name

Academy for Math Engineering and Science (Utah)

Agricultural Advisory Board

Alcoholic Beverage Control Commission

Alpine (Utah)

Alpine Conservation District (Utah)

Select Agency

Selected: *

Does Not Exist Referral

Use Form Referral

Refer



Fees

Approve Deny Extraordinary Circumstances Refer Fees Contact Requester Other

Search:

Date Created	Quantity	Description	Price (\$)
01/07/2016 19:59 34	1	Postage	3.54
01/07/2016 19:58 44	3	DVDs for digital files	9.00
01/07/2016 19:57 29	58	Copies of Records Something	2.90

Add Fee Total: \$15.44



Fees

ApproveDenyExtraordinary CircumstancesReferFeesContact RequesterOther

Search:

Date Created	Quantity	Description	Price (\$)
01/07/2016 19:59 34	1	Postage	3.54
01/07/2016 19:58 44	3	DVDs for digital files	9.00
01/07/2016 19:57 29	58	Copies of Records Something	2.90

Total: \$15.44

Add Fee

Description:

Quantity:

Cost Per Each:

Fee Waived:

Paid:



Fees

Manage Request

Records
Requests

Online
Records

← Records Officer Dashboard Records Requested

Title: This is a test request to a county agency
Date Due: 01/14/2016
Total Fee for Request: \$55.44
Request Status: In Progress
Description: Testing to see how this works and what will be seen on the general records request main page. blah blah blah.
Restrictions: Records contain no restricted information
Record Access: Receive a copy and request a fee waiver. [Approve/Deny](#)
Releasing the record primarily benefits the public
Please expedite this request because these records will benefit the general public. [Approve](#)
[More Detail](#)

Print Request

Close Request

Respond to Request Outside Portal



Fees

← Manage Request

Fees

Date Created ▲	Description ◆	Quantity ◆	Cost Per Each ◆	Price(\$) ◆	Paid ◆	Waived ◆
01/07/2016 19:57 29	Copies of Records Something	58	\$.05	2.90	No	No
01/07/2016 19:58 44	DVDs for digital files	3	\$ 3.00	9.00	No	No
01/07/2016 19:59 34	Postage	1	\$ 3.54	3.54	No	No

Tasks

Title ▲	Billable Time ◆	Billable Rate ◆	Price(\$) ◆	Paid ◆	Waived ◆
Contact requester for clarification	.00	20.00	.00	No	No
Research classification of records requested	2.00 Hours	20.00	40.00	No	No



Contact Requester

Approve	Deny	Extraordinary Circumstances	Refer	Fees	Contact Requester	Other
---------	------	-----------------------------	-------	------	-------------------	-------

Contact Information

Full Name: Renee Wilson
Address: PO Box 3362
City: Salt Lake City
State: Utah
Zip Code: 84110
Daytime Phone Number: 801-531-3842

Send Message

From: Renee Wilson
To: Renee Wilson
Subject: *
Message: * Enter message here... Max 30000 characters



Other

Approve Deny Extraordinary Circumstances Refer Fees Contact Requester Other

Tasks
References
Notes
Logs

[Open.Utah.gov](#) | [Data.Utah.gov](#) | [Help Center](#) | [About](#) | [FAQ](#) | [Contact Us](#)



Other: Tasks

Approve Deny Extraordinary Circumstances Refer Fees Contact Requester Other

Show Only Active Tasks Search:

Title ▲	Assigned To ◆	Status ◆
Contact requester for clarification	Renee Wilson	In Progress
Research classification of records requested	Renee Wilson	In Progress

Add Task



Other: Tasks

Approve

Deny

Extraordinary
Circumstances

Refer

Fees

Contact Requester

Other

Show Only Active Tasks

Search:

Title	Assigned To	Status
Contact requester for clarification	Renee Wilson	In Progress
Research classification of records requested	Renee Wilson	In Progress

Add Task

Duplicate Previous Task:

Title:

* Descriptive Title for Task

Assign Person:*

Assign a Records Officer

* Renee Wilson

Select Records Officer

Assign Agency Staff

Billable Rate:

\$ 0 Per Hour

Price Waived:

Yes

Paid:

No

Date Due:

Description:

Max 4000 Characters

Add Task

Other: Tasks

Approve

Deny

Extraordinary
Circumstances

Refer

Fees

Contact Requester

Other

Show Only Active Tasks

Search:

Title	Assigned To	Status
Contact requester for clarification	Renee Wilson	In Progress
Research classification of records requested	Renee Wilson	In Progress

Add Task

Duplicate Previous Task:

Title:

* Descriptive Title for Task

Assign Person:*

Assign a Records Officer

* Renee Wilson

Select Records Officer

Assign Agency Staff

Billable Rate:

\$ 0 Per Hour

Price Waived:

Yes

Paid:

No

Date Due:

Description:

Max 4000 Characters

Add Task

Other: Tasks

Approve

Deny

Extraordinary
Circumstances

Refer

Fees

Contact Requester

Other

Show Only Active Tasks

Search:

Title	Assigned To	Status
Contact requester for clarification	Renee Wilson	In Progress
Research classification of records requested	Renee Wilson	In Progress

Add Task

Title: * Research classification of records requeste

Assign Person:*

Assign a Records Officer

* Renee Wilson

Change Records Officer

Assign Agency Staff

Billable Time:

2 Hours

Billable Rate:

Per Hour

Price Waived:

No

Paid:

No

Date Due:

Date Assigned:

01/07/2016 20:05 48

Date Changed:

01/07/2016 20:06 10

Last Changed By:

Renee Wilson

Notes:

Please explain the results of this task. Max 2000 characters

Description:

Max 4000 Characters

Save

Mark Complete

Cancel Task

Other: Documents

Approve

Deny

Extraordinary
Circumstances

Refer

Fees

Contact Requester

Other

Reference Documents

Document Title/File Name ▲	Uploaded By ◆	Date Uploaded ◆	
GRAMA Law	Renee Wilson	01/07/2016	Remove View

Upload Reference

Upload any files that you wish to attach to the request you just submitted:

File to Upload:

* No file selected.

Title for Document:



Other: Notes

Approve Deny Extraordinary Circumstances Refer Fees Contact Requester Other

Search:

Date ▼	Added By ⚡	Note ⚡
01/07/2016 09:30 PM	Renee Wilson	Attempted to contact the requester on Friday, January 8, 2016, but she did not answer her phone.

Add Note



Other: Log

Approve Deny Extraordinary Circumstances Refer Fees Contact Requester Other

Search:

Date	Performed By	Action Type
01/07/2016 09:30 PM	Renee Wilson	Note Added
01/07/2016 08:07 PM	Renee Wilson	Task Created
01/07/2016 08:07 PM	Renee Wilson	Request Portion Pending Task
01/07/2016 08:05 PM	Renee Wilson	Task Created
01/07/2016 08:05 PM	Renee Wilson	Request Portion Pending Task
01/07/2016 07:59 PM	System	Message from Records Officer
01/07/2016 07:59 PM	Renee Wilson	Fee Created
01/07/2016 07:58 PM	System	Message from Records Officer

Add Log



Request marked as received

Manage Request

[Reports](#) [My Profile](#) [Dashboard](#) [FAQ](#) [About](#) [Logout](#)

← Records Officer Dashboard Records Requested

Title: Open Records Portal Administrator's emails
Date Due: 09/21/2015
Total Fee for Request: To be determined
Request Status: In Progress
Description: I want to see all of the open records portal's administrator's emails about user testing and how and when it was done and with whom.
Restrictions: Records contain no restricted information
Record Access: Receive a copy and request a fee waiver. [Approve/Deny](#)
 Releasing the record primarily benefits the public
 Please expedite this request because these records will benefit the general public. [Approve/Deny](#)
[More Detail](#)

[Print Request](#) [Close Request](#) [Respond to Request Outside Portal](#)

Request Portions [?]

Title	Status	Date Due
Main Request	Open	09/21/2015
Request Expedited	Open	09/21/2015
Request Fee Waiver	Open	09/21/2015

Title: *Main Request
Status: Open
Total Fee Quoted: To be determined
Date Due: 09/21/2015
Assigned Records Officer: *Kendra Yates [Change Records Officer](#)
[More Detail](#)

Description: *I want to see all of the open records portal's administrator's emails about user testing and how and when it was done and with whom.

[Divide Request into Parts](#) [Save](#)

[Approve](#) [Deny](#) [Extraordinary Circumstances](#) [Refer](#) [Fees](#) [Contact Requester](#) [Other](#)



Up and Coming

- In consideration or planning:
 - Customizable fields to capture information specific to your agency
 - Customizable fee schedules
 - Ability to collect fees
 - Additional reporting tools
 - Ability to manually enter requests received outside of the portal



Questions???



Please let us know if:

- You have special records request needs
 - Additional required forms
 - Already using an online request system
- You have questions or concerns
- You have requests or suggestions for new features
- You like it





**ONLINE RECORDS: COMING
SOON!**

Open Records Portal

- Records Requests
- Online Records**
- Dashboard

OpenRecords

The Open Records Portal is a central site from which a user can submit a records request (GRAMA request) to a governmental entity.



Request Records

 **Browse All Agencies**

 **State Agencies**

 **Counties**

 **Cities**

 **Transit Districts**

 **School Districts/Schools**

How It Works

- Find the governmental entity you want to contact and select the Request Records button for that agency



Up and Coming

- In consideration or planning:
 - View agency series information
 - Report new series; edit/revise series information
 - Upload local ordinances (or URL)
 - And much more!





RECORDS OFFICER DASHBOARD

Open Records Portal

[Records Requests](#)

[Online Records](#)

[Dashboard](#)

OpenRecords

The Open Records Portal is a central site from which a user can submit a records request (GRAMA request) to a governmental entity.



Request Records

 [Browse All Agencies](#)

 [State Agencies](#)

 [Counties](#)

 [Cities](#)

 [Transit Districts](#)

 [School Districts/Schools](#)

How It Works

- Find the governmental entity you want to contact and select the Request Records button for that agency



Records Officer Training

Records Requests

Online Records

Dashboard

GRAMA Requests

Training

Agency

Agency Records

My Account

← Records Officer Dashboard

Certification

Online Resources

Suggest a Training Topic

Register for Training

View Training Sessions Attended

Request In-Agency Training



Records Officer Certification

[Records Requests](#) [Online Records](#) [Dashboard](#)

[GRAMA Requests](#) [Training](#) [Agency](#) [Agency Records](#) [My Account](#)

← Training

Certification Information for Renee Wilson



Your current status: **CERTIFIED**
 Annual renewal due: **JANUARY 20, 2017**

Applicable Tests

Test Name	Your Status	Resources	Actions
Records Access and GRAMA Essentials Test	See test results below.	View Test Materials	Start This Test
Records Management Essentials Test	See test results below.	View Test Materials	Start This Test

Your Test History

Test Name	Started	Completed	Score	Pass/Fail	Options
Records Management Essentials Test	01/20/2016	01/20/2016	85.11%	Pass	Reprint My Certificate View Missed Questions
Records Access and GRAMA Essentials Test	12/22/2015	12/22/2015	100.00%	Pass	Reprint My Certificate
Records Access and GRAMA Essentials Test	12/22/2015	12/22/2015	89.80%	Pass	Reprint My Certificate
Records Access and GRAMA Essentials Test	12/18/2013	12/18/2013	98.00%	Pass	Reprint My Certificate
Records Access and GRAMA Essentials Test		12/18/2014	94.00%	Pass	Reprint My Certificate



Records Officer Certification

Records Requests Online Records Dashboard

GRAMA Requests

Training

Agency

Agency Records

My Account

← Training

Certification Information for Renee Wilson



Your current status: **CERTIFIED**

Annual renewal due: JANUARY 20, 2017

Applicable Tests

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Records Access and GRAMA Essentials Test	12/22/2015	12/22/2015	89.80%	Pass	Reprint My Certificate
Records Access and GRAMA Essentials Test	12/18/2013	12/18/2013	98.00%	Pass	Reprint My Certificate
Records Access and GRAMA Essentials Test	12/18/2014	12/18/2014	94.00%	Pass	Reprint My Certificate

[View Missed Questions](#)

Records Officer Certification

Records Requests Online Records Dashboard

GRAMA Requests Training Agency Agency Records My Account

← Training

Certification Information for Renee Wilson



Your current status: **CERTIFIED**
Annual renewal date: **JANUARY 20, 2017**

Applicable Tests

Test Name	Your Status	Resources	Actions
Records Access and GRAMA Essentials Test	See test results below.	View Test Materials	Start This Test
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Records Access and GRAMA Essentials Test	12/18/2014	12/18/2014	94.00%	Pass	Reprint My Certificate

[View Missed Questions](#)



Records Officer Certification

Records Requests Online Records Dashboard

GRAMA Requests

Training

Agency

Agency Records

My Account

← Training

Certification Information for Renee Wilson



Your current status: **CERTIFIED**

Annual renewal due: **JANUARY 20, 2017**

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Test Name	Your Status	Resources	Actions
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Records Access and GRAMA Essentials Test	12/18/2014	12/18/2014	94.00%	Pass	Reprint My Certificate

[View Missed Questions](#)

Records Officer Certification

Records Requests Online Records Dashboard

GRAMA Requests

Training

Agency

Agency Records

My Account

← Training

Certification Information for Renee Wilson



Your current status: **CERTIFIED**

Annual renewal due: **JANUARY 20, 2017**

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Records Access and GRAMA Essentials Test	12/22/2015	12/22/2015	89.80%	Pass	Reprint My Certificate
Records Access and GRAMA Essentials Test	12/18/2013	12/18/2013	98.00%	Pass	Reprint My Certificate
Records Access and GRAMA Essentials Test	12/18/2014	12/18/2014	94.00%	Pass	Reprint My Certificate

Records Officer Certification

← Training

Certification Information for Renee Wilson



Your current status: **CERTIFIED**

Annual renewal due: **JANUARY 20, 2017**

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Records Access and GRAMA Essentials Test	12/22/2015	12/22/2015	89.80%	Pass	Reprint My Certificate
Records Access and GRAMA Essentials Test	12/18/2013	12/18/2013	98.00%	Pass	Reprint My Certificate
Records Access and GRAMA Essentials Test	12/18/2014	12/18/2014	94.00%	Pass	Reprint My Certificate

Records Officer Training

Records Requests

Online Records

Dashboard

GRAMA Requests

Training

Agency

Agency Records

My Account

← Records Officer Dashboard

Certification

Online Resources

Suggest a Training Topic

Register for Training

View Training Sessions Attended

Request In-Agency Training



← Training

Upcoming Training Classes

Show entries

Search:

Class Date	Location	Starts	Ends	Class Name	Status	Actions
Fri Jan 8, 2016	Utah State Archives	10:00 AM	12:00 PM	Open Records Portal Training	Available	Register for this Class
Tue Jan 12, 2016	Online Training	10:00 AM	12:00 PM	Open Records Portal Training	Available	Register for this Class
Tue Jan 19, 2016	Orem City Council Chambers	10:00 AM	12:00 PM	Open Records Portal Training	Available	Register for this Class
Wed Jan 20, 2016	Sevier School District	9:00 AM	12:00 PM	Records Access I: Public Records Requests	Available	Register for this Class
Wed Jan 20, 2016	Sevier School District	1:00 PM	4:00 PM	Basic Records Management I: Records Management	Available	Register for this Class
Wed Jan 27, 2016	Weber State Library Special Collections	10:00 AM	12:00 PM	Open Records Portal Training	Available	Register for this Class
Thu Jan 28, 2016	Online training	10:00 AM	12:00 PM	Open Records Portal Training	Available	Register for this Class
Wed Feb 17, 2016	Kane County Commission Chambers	9:00 AM	11:00 AM	Open Records Portal Training	Available	Register for this Class

← Training

Upcoming Training Classes

Show 10 entries

Search:

Class Date	Location	Starts	Ends	Class Name	Status	Actions
Fri Jan 8, 2016	Utah State Archives	10:00 AM	12:00 PM	Open Records Portal Training	Available	Register for this Class
Tue Jan 12, 2016	Online Training	10:00 AM	12:00 PM	Open Records Portal Training	Available	Withdraw from this Class
Tue Jan 19, 2016	Orem City Council Chambers	10:00 AM	12:00 PM	Open Records Portal Training	Available	Register for this Class
Wed Jan 20, 2016	Sevier School District	9:00 AM	12:00 PM	Records Access I: Public Records Requests	Available	Register for this Class
Wed Jan 20, 2016	Sevier School District	1:00 PM	4:00 PM	Basic Records Management I: Records Management	Available	Register for this Class
Wed Jan 27, 2016	Weber State Library Special Collections	10:00 AM	12:00 PM	Open Records Portal Training	Available	Register for this Class
Thu Jan 28, 2016	Online training	10:00 AM	12:00 PM	Open Records Portal Training	Available	Register for this Class
Wed Feb 17, 2016	Kane County Commission Chambers	9:00 AM	11:00 AM	Open Records Portal Training	Available	Register for this Class

Account Management

Records Requests

Online Records

Dashboard

GRAMA Requests

Training

Agency

Agency Records

My Account

← Records Officer Dashboard

My Profile

Portal Settings

Certification



My Profile

Records Requests

Online Records

Dashboard

GRAMA Requests

Training

Agency

Agency Records

My Account

← My Account

Name: Prefix Middle Name Suffix

Familiar Name (Nickname):

Title:

Email Address:

Receive Notifications: ▾

Always Change All AROs: ▾

Phone Number: - Ext:

Fax: -

Address:

City/State:

Zip Code: -

Save



Up and Coming

- In consideration or planning:
 - Request training
 - Verify records officers (for CAOs)
 - Update agency information
 - Contact your Archives records analyst
 - And much more!



Questions???



Transparency Board

- For large-scale or specific legislative concerns
- [John Reidhead](#), chair
 - jreidhead@utah.gov
 - 801-538-3095
- [Patricia Smith-Mansfield](#), vice chair
 - pmansfie@utah.gov
 - 801-531-3850



Contact us

Website: openrecords.utah.gov

Renée Wilson – 801-531-3842, reneewilson@utah.gov

- Open Records Portal Administrator
- Contact for questions about the portal, portal use, functionality, etc.

Nova Dubovik – 801-531-3834, ndubovik@utah.gov

- GRAMA Coordinator
- Contact to report agency updates, GRAMA designee, etc.

Rosemary Cundiff – 801-531-3858, rcundiff@utah.gov

- Government Records Ombudsman
- Contact with questions about GRAMA law, mediation, etc.



Records Analysts

Kendra Yates – 801-531-3866, kendrayates@utah.gov

- elected state agencies, courts, legislature; analyst manager

Rae Gifford – 801-531-3836, rgifford@utah.gov

- state agencies (with a few exceptions) and education

Lorianne Ouderkirk – 801-531-3860, louderkirk@utah.gov

- local agencies, law enforcement, Dept of Health

Rebekkah Shaw – 801-531-3851, rshaw@utah.gov

- general retention schedules

Blog: <https://recordskeepers.wordpress.com/>



5 Minute Break





TRAINING & CERTIFICATION FOR RECORDS OFFICERS

Compliance made easy(ier) – an overview

Your Responsibilities as CAO Include:

- Establish records management program
- Appoint records officer(s)
- Ensure that they certify annually



Your Responsibilities as Records Officer may Include:

- Care and Maintenance
- Scheduling and Disposal
- Classification and Designation
- Providing access
- Preserving

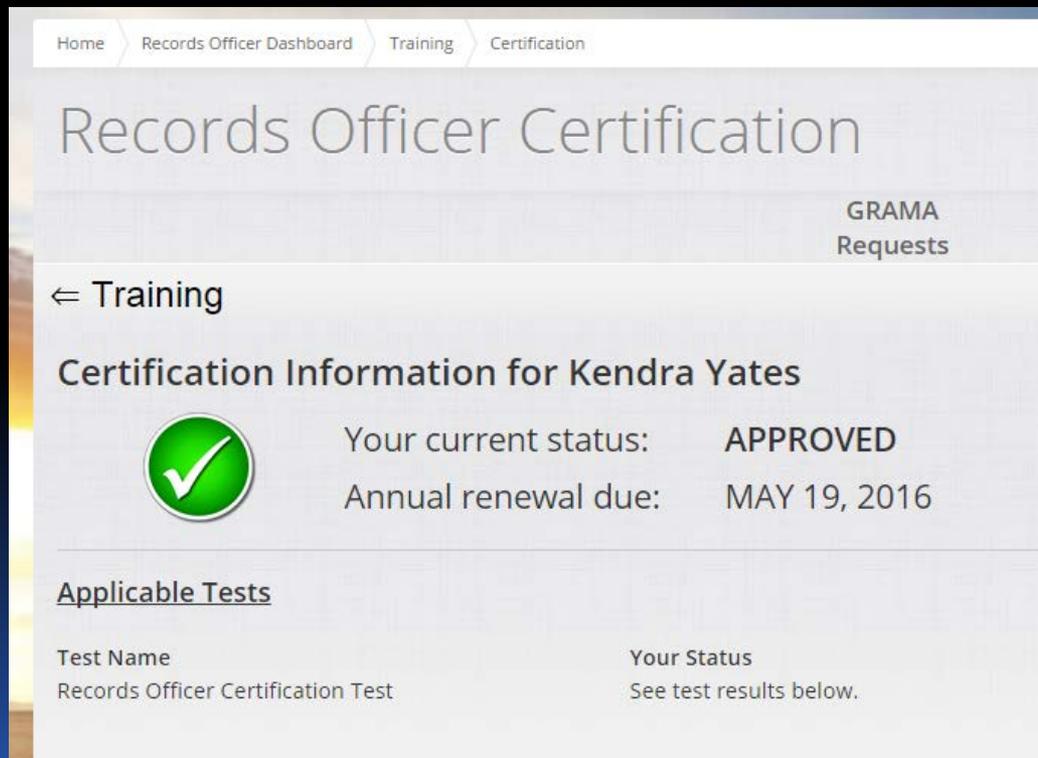


Records officers may share those responsibilities with other records officers in their agencies, depending on how the roles are distributed.



Certifying annually

- Every records officer (almost)
- Utah Code 63G-2-108



The screenshot displays a web interface for 'Records Officer Certification'. The breadcrumb trail at the top reads: Home > Records Officer Dashboard > Training > Certification. The main heading is 'Records Officer Certification'. On the right side, there is a link for 'GRAMA Requests'. Below this, a navigation link '← Training' is visible. The main content area is titled 'Certification Information for Kendra Yates'. It features a green circular icon with a white checkmark. To the right of the icon, the text reads: 'Your current status: APPROVED' and 'Annual renewal due: MAY 19, 2016'. Below this information, there is a section titled 'Applicable Tests'. It contains a table with two columns: 'Test Name' and 'Your Status'. The table lists 'Records Officer Certification Test' with the status 'See test results below.'

Test Name	Your Status
Records Officer Certification Test	See test results below.



Certification option available up to now

Online training course that “shall train a records officer regarding the provisions of [GRAMA]”

Utah Code 63A-12-110(3)



Division of
Archives &
Records Service
SERVICES ELEVATED

RECORDS ACCESS ESSENTIALS FOR GOVERNMENT EMPLOYEES

Home
Module 1: General Provisions
Module 2: Access to Records
Module 3: Classification
Module 4: Appeals
Module 5: Applicability to Political Subdivisions, the Judiciary, and the Legislature
Module 6: Other provisions in GRAMA
Download GRAMA law
Print this training

[« Go to End | Go to Start »](#)

This training will assist records officers in complying with GRAMA requirements when fulfilling records requests and teach them how to find and use the provisions of GRAMA. This training will cover those provisions of GRAMA needed to fulfill records requests.

It is recommended that records officers taking this training download a copy of GRAMA to follow along in the training and mark up important provisions.

The State Archives offers additional training covering other GRAMA provisions and on issues of records management. These training opportunities can be found on the State Archives website.

To begin, please select a module from the menu.

346 S. Rio Grande St • Salt Lake City, UT 84101
Telephone (801)531-3863 • Email recordsmanagement@utah.gov



There are now two paths to certification

- Records Access
 - GRAMA
 - Classifying records
 - Responding to GRAMA requests appropriately
- Records Management
 - PRMA
 - Understanding records
 - Implementing retention schedules





RECORDS ACCESS

GRAMA in a nutshell

GRAMA Certification

- Records Access
 - GRAMA
 - Classifying records
 - Respond to GRAMA requests appropriately



RECORDS ACCESS ESSENTIALS FOR GOVERNMENT EMPLOYEES

Home
Module 1: General Provisions
Module 2: Access to Records
Module 3: Classification
Module 4: Appeals
Module 5: Applicability to Political Subdivisions, the Judiciary, and the Legislature
Module 6: Other provisions in GRAMA
Download GRAMA law
Print this training

[« Go to End](#) | [Go to Start »](#)

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To begin, please select a module from the menu.

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GRAMA Sections

- Section 1: General Provisions
- Section 2: Access to Records
- Section 3: Classifications
- Section 4: Appeals
- Section 5: Applicability to Political Subdivisions, the Judiciary, and the Legislature
- Section 6: Other provisions in GRAMA



Section I: General Provisions

GRAMA Legislative Intent



- Promote easy and reasonable access to public records
- Specify when interest in restriction outweighs access
- Define appropriate restrictions



Section I: General Provisions

- Definitions
- Confidentiality agreements
- Records of security measures
- Certification of records officers



Section 2: Access to Records



Section 2: Access to Records

RIGHT TO INSPECT

- Right to inspect records and receive copies
- Government not required to create, compile, format records
- Government may not use physical form to hinder access



Section 2: Access to Records

DISCLOSURE OF RECORDS

- Private records to individual, parent or legal guardian, POA
- Controlled records to health care providers with authorization
- Protected records to the person who submitted, POA etc.
- Verify identity of requester



Section 2: Access to Records

- Records officer has 10 Business days to respond
 - Approve
 - Deny
 - Notify governmental entity does not maintain record
 - Notify of extraordinary circumstances
 - (8 Extraordinary Circumstances)



Section 2: Access to Records

- Fees
- Denials
- Sharing records
- Subpoenas



Section 2: Access to Records

- Fees
- Denials
- Sharing records
- Subpoenas



Section 2: Access to Records

- Fees
- Denials
- Sharing records
- Subpoenas

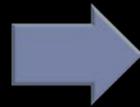


SIMPLIFIED GRAMA PROCESS CHART



GRAMA Request Received
10 business days to respond

- **DETERMINATION**
- Approve
- Access deny in whole or part
- Fee waiver denial
- Do not maintain
- Claim Extraordinary circumstances
- Failure to respond



Notify Requester of the governmental entity's decision

• **DENIAL**

Approved
Records provided

Notify Requester the right to appeal decision to chief administrative officer or designee

- Provide written response
- Description of portion denied
- Citation
- Right to Appeal
- **30 Calendar Days to file an appeal**
- Name/address of chief administrative officer or designee



Section 2: Access to Records

- Fees
- Denials
- Sharing records
- Subpoenas



Section 2: Access to Records

- Fees
- Denials
- Sharing records
- Subpoenas



Section 3: Classification

- Public
- Private
- Controlled
- Protected



Section 3: Classification

- Public Records
 - Open meeting minutes
 - Financial records
 - Initial contact reports
 - Government contracts
 - All records not specifically restricted





Section 3: Classification

Private Records

- Medical history
- Performance evaluations
- Library records that identify a patron
- Employee personal contact information
- Any clearly unwarranted invasion of personal privacy

Controlled Records

- Medical, psychiatric, or psychological data about individual
- Release detrimental to subject of record or to the safety of others
- Release violates medical ethics



Section 3: Classification

- Protected Records
- 65 protected records listed
 - Bids for contracts
 - Trade secrets
 - Test questions
 - Drafts
 - Attorney client privilege
 - Records release could interfere with government process such as audit, exam, investigation, or trial



Section 4: Appeals

Important provision

Right of requester or interested party to appeal the decision

Records officers should familiarize with past decisions

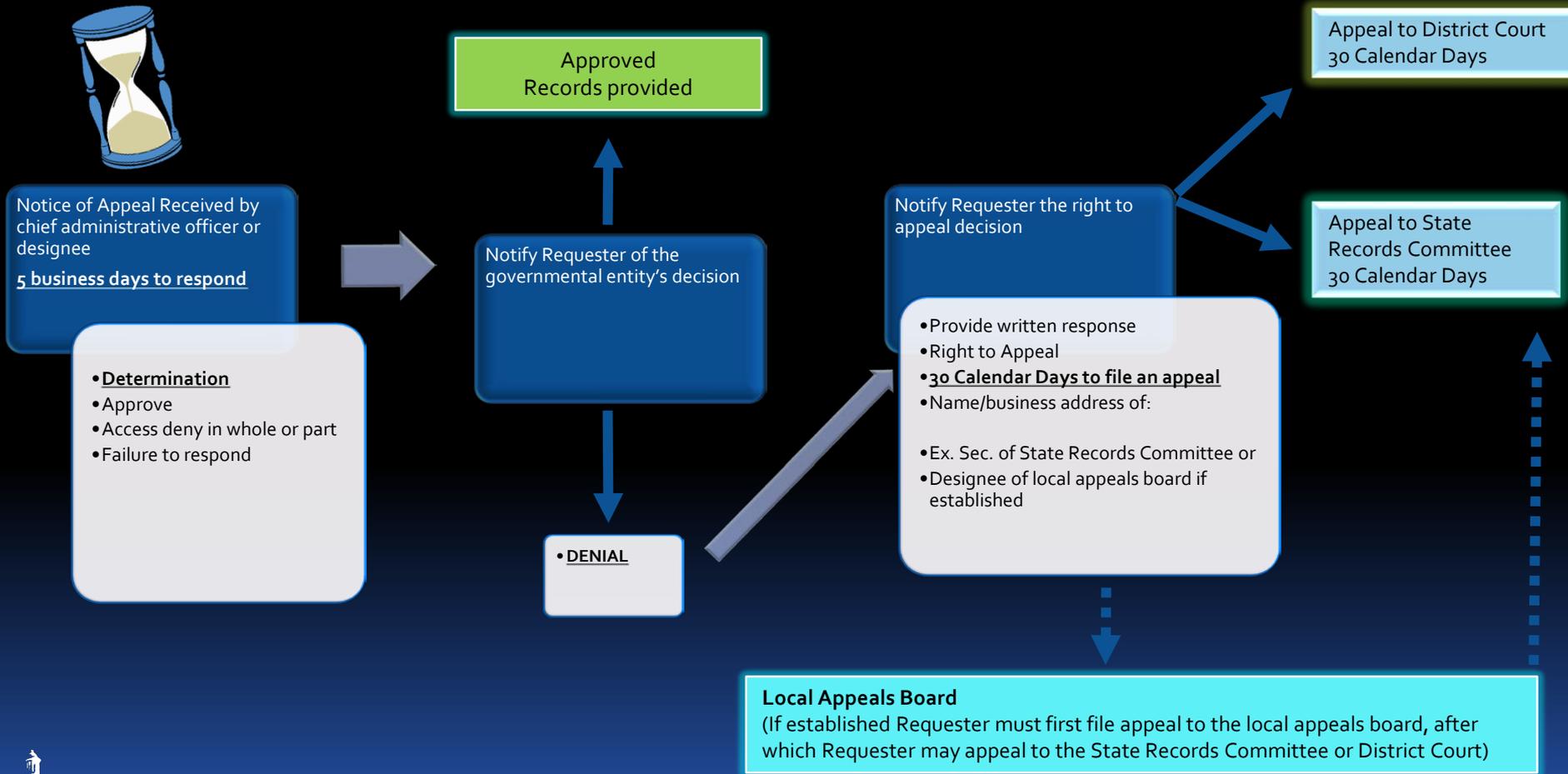


Section 4: Appeals

- A requester has the right to appeal the governmental entity's decision
 - Chief administrative officer
 - Local appeals board (if established)
 - State records committee or district court



SIMPLIFIED GRAMA PROCESS CHART



Section: 5 and 6

- Section 5: Applicable to political subdivisions, judiciary, and the legislature
- Section 6: Other provisions in GRAMA





QUESTIONS?

There are now two paths to certification

- Records Access
 - GRAMA
 - Classifying records
 - Responding to GRAMA requests appropriately
- Records Management
 - PRMA
 - Understanding records
 - Implementing retention schedules





RECORDS MANAGEMENT

Essential Principles and Practical Application

Section I: Laws (PRMA and GRAMA)

- **Definitions**

- **Warnings**

- **Duties**



- Record or non-record?
- What is a record series?
- Which is the record copy?
- What does it mean to 'schedule' records?
- General retention schedule vs. Series-specific retention schedule



Records are property of the State

Do **not** intentionally

destroy

mutilate

damage

dispose of



Contrary to a properly adopted retention schedule

w
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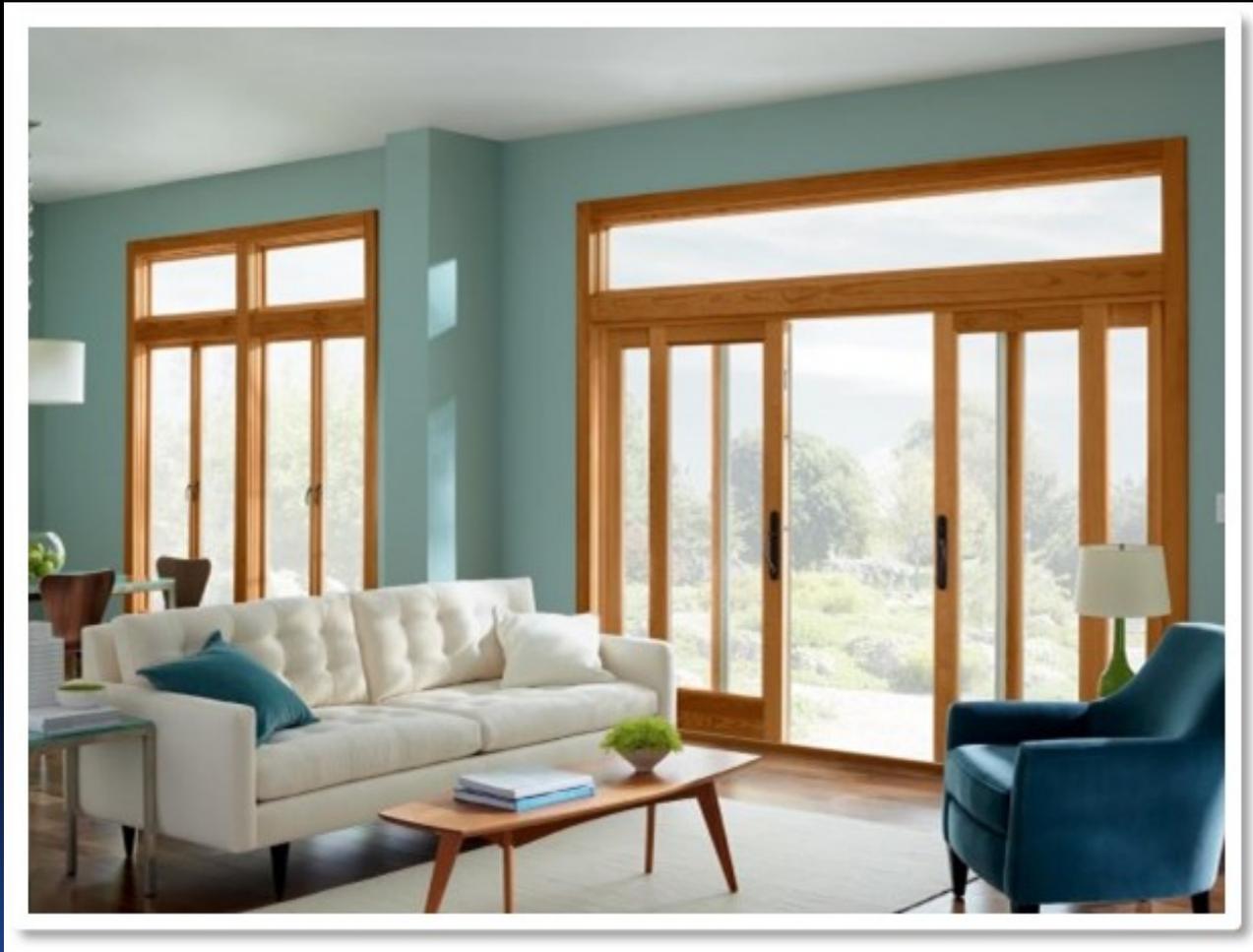
- Governmental Entities
 - ▣ Chief Administrative Officers
 - ▣ Records officers
- Division of Archives and Records Service
 - ▣ Archives and Records management
 - ▣ Training and standards
 - ▣ Retention Schedules
 - ▣ Repository for historical records



Section 2: Principles of records management



Section 2: Principles of records management



Section 3: Ten practical steps for implementing retention schedules



<http://www.licc.org.uk/imagine-church/signposts/three-practical-steps/>



1. Find your retention schedules
2. Understand your retention schedules
3. Inventory your records
4. Get staff feedback
5. Establish plans
6. Update your retention schedules
7. Assign and train staff members
8. Organize your records
9. Transfer records as necessary
10. Destroy records as necessary



Points of Pain

Questions

Gaps in understanding



<http://www.leapfrogging.com/2013/06/20/painstorming-for-innovation/>



Retention Schedule Types

General Retention Schedule

HOME / RECORDS MANAGEMENT / STATE GENERAL SCHEDULE

STATE AGENCY GENERAL RECORDS RETENTION SCHEDULE

Items listed in general retention schedules identify records which may or may not exist in any given agency. They are models to follow if a governmental entity's records closely approximate the descriptions. All records are governed by either the agency's own properly adopted retention schedule or general retention schedules (63G-2-604).

- [Administrative Records \(1\)](#)
- [Budgeting Records \(2\)](#)
- [Cartographic Records \(3\)](#)
- [Communication Records \(4\)](#)
- [Data Processing Records \(5\)](#)
- [Facility Management Records \(6\)](#)
- [Financial Records \(7\)](#)
- [Human Resource Records \(11\)](#)
- [Motor Vehicle Maintenance and Operation Records \(9\)](#)
- [Payroll Records \(10\)](#)
- [***Printing Records \(12\) OBSOLETE](#)
- [Property Records \(14\)](#)
- [Purchasing Records \(13\)](#)
- [Public Affairs Records \(15\)](#)
- [Security Services Records \(16\)](#)
- [Law Enforcement \(17\)](#)

Series-specific Retention Schedule

Utah State Archives

AGENCY: Department of Administrative Services, Division of Administrative Rules

SERIES: 7192

TITLE: Administrative rules files

DATES: 1973-

ARRANGEMENT: Numerical by file number.

ANNUAL ACCUMULATION: 6.00 cubic feet.

DESCRIPTION:

These records support the agency's function to record the receipt of all rules submitted by state governmental agencies authorized or required by law to make rules (Utah Code 63G-3-402(1)(b)(2010) & 63G-3-102(2)(2008)). These records document the changes in administrative law governing the state as well as the final published version. These records are the official copies of the administrative rule filings submitted in accordance with the Utah Administrative Rulemaking Act, Title 63G. Records may also include materials incorporated by reference, notice of effective date, and pertinent correspondence.

RETENTION:

Retain 2 years.

DISPOSITION:

Transfer to the State Archives with authority to weed.

RETENTION AND DISPOSITION AUTHORIZATION:

Retention and disposition for this series were specifically approved by the State Records Committee.

APPROVED: 09/1989

FORMAT MANAGEMENT:

The retention and disposition information on this schedule applies to the record copy which can be in any format. The record copy can include different formats. Format management information provided here is for the purpose of managing records that are being either stored by or transferred to Utah State Archives.

Paper: Retain in Office for 2 years and then transfer to State Archives.

Microfilm master: Retain in State Archives permanently.

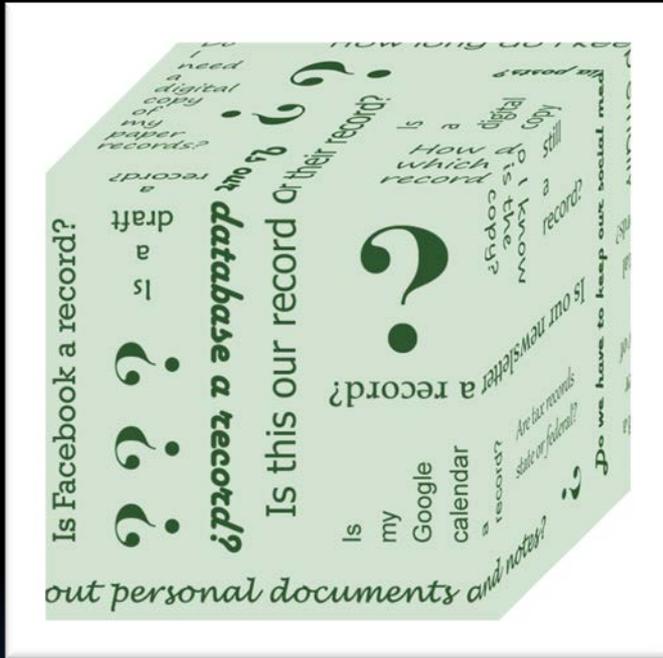
Microfilm duplicate: Retain in Office permanently.

Which is the record copy?

- Your agency:
 - Chooses
 - Commits
 - Manages
 - Preserves
 - Disposes



Electronic records are records, too



- Social media
- E-mail and IMs
- Information in Database systems



Your database is full of records...

It is your job to know what they are.



<https://www.pinterest.com/uolga/cenjoy-your-tea-timec/>



<https://threatpost.com/slack-discloses-breach-of-its-user-profile-database-implements-2fa/111872/>



Managing electronic records

- Establish plans for:
 - ▣ Reformatting
 - ▣ Data migration
 - ▣ Data storage



Step 9: Transfer records as necessary



State Records Center in Clearfield

- Inactive records
- FREE off-site storage
- Custody held by government agency
- Agency may request records



Utah State Archives



Utah State Archives in Salt Lake City

- Repository for historical records
- Custody held by state archives
- Access via the Research Center or online



Step 10: Destroy records as necessary

- If disposition is: destroy
- Retentions are not just a minimum
- All copies of a record should be destroyed at the same time as the record copy (if not done sooner)—regardless of format





WHAT CAN WE DO TO MAKE YOUR JOB EASIER?

We would love your feedback!

Records Analysts

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Rebekkah Shaw – 801-531-3851, rshaw@utah.gov

- general retention schedules

Blog: <https://recordskeepers.wordpress.com/>



GRAMA Specialists

Website: openrecords.utah.gov

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- Open Records Portal Administrator
- Contact for questions about the portal, portal use, functionality, etc.

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- GRAMA Coordinator
- Contact to report agency updates, GRAMA designee, etc.

Rosemary Cundiff – 801-531-3858, rcundiff@utah.gov

- Government Records Ombudsman
- Contact with questions about GRAMA law, mediation, etc.

