INFORMATION RESOURCE REQUEST (IRR)

Texas
Department
of Transportation

Form 1952
(Rev. 04/09)
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Date Received: _____

IRR Tracking Number: _____

Requestor

Name: Debra Lyon

D/D/O: 53 - HRD

Date submitted: _____

Telephone: 512-486-5303

TSD Routing

Staff Mgr: _____

Action to: _____

FYI: _____

Description of Business Need

Existing application/system name: NA

HRD has identified the need for an automated system to manage the submittal, routing and review related to the processing of employee complaints, investigations, and Civil Rights concerns. A spreadsheet listing the high-level application requirements is attached.

Discussions with TSD have determined that use of the existing CRAFT system and database is impractical due to the fact that GPA is the "operations manager" and has access rights to all data in the system. To use CRAFT for this type of complaint/investigation processing would require the creation of a duplicate system and an entirely separate, independent database. In addition, looking into the feasibility of using CRAFT revealed critical functional requirements for this type of system/application that CRAFT does not possess: role-based security, field level security, and a detailed audit trail (i.e. tracks all changes to data, who made the change, and a time-date stamp for the change). There could also be important legal requirements related to these types of cases/investigations that may impose special processing/security features not available in CRAFT which is intended for the "transparent" handling of external customer complaints (i.e. the public). In order to provide these capabilities CRAFT would require a MAJOR overhaul.

Classification (Choose Only One)

☐ Maintenance of Existing Application / System

☒ Development / Implementation of New Application / System

☐ Controlled Data Change

☐ Technical Architecture / Infrastructure

☐ Development / Implementation of D/D/O Internal Application / System

Approval

DE/DD/OD Signature: _____

Date 11/24/10

For process and procedure detail information, see the TSD Services Guide available on the TSD Web site.