

The background of the slide is a dark blue-tinted photograph of the Utah State Capitol building at night. The building's dome and classical columns are visible, illuminated by streetlights. A white diagonal line runs from the top left towards the bottom right, separating the dark blue background on the left from the photograph on the right.

Process for Responding to GRAMA Requests

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Process for Responding

- 1. Check the request
- 2. Plan how to respond
- 3. Gather responsive records
- 4. Classify the records
- 5. Prepare records for release
- 6. Provide a response
- 7. Enjoy the process

1. Check the request

- Make sure the request is complete
- Make sure it was received by the right entity
- Stamp the date on the request

2. Plan your response

- Estimate time required and notify of extraordinary circumstances
- Estimate cost and notify
- Decide whether to grant expedited response
- Decide whether to grant fee waiver

3. Gather responsive records

- Gather records on hand
- Search deeper / ask for help
- Develop team processes
- Ask for records retained by employees

4. Classify records

- Identify non-records
- Identify public records
- Determine whether access should be restricted
- Understand responsibility for classification decisions

5. Prepare records for release

- Determine entitlement to non-public records
- Ask for proof of identity
- Make necessary redactions
- Complete tailoring, etc.
- Calculate fees

6. Provide a response

- Provide records
- Provide a notice of denial
- Inform that no records will be provided

7. Enjoy the process

- Practice/develop your process
- Treat everyone with respect
- Providing records is a service
- Use new forms (if you like them)