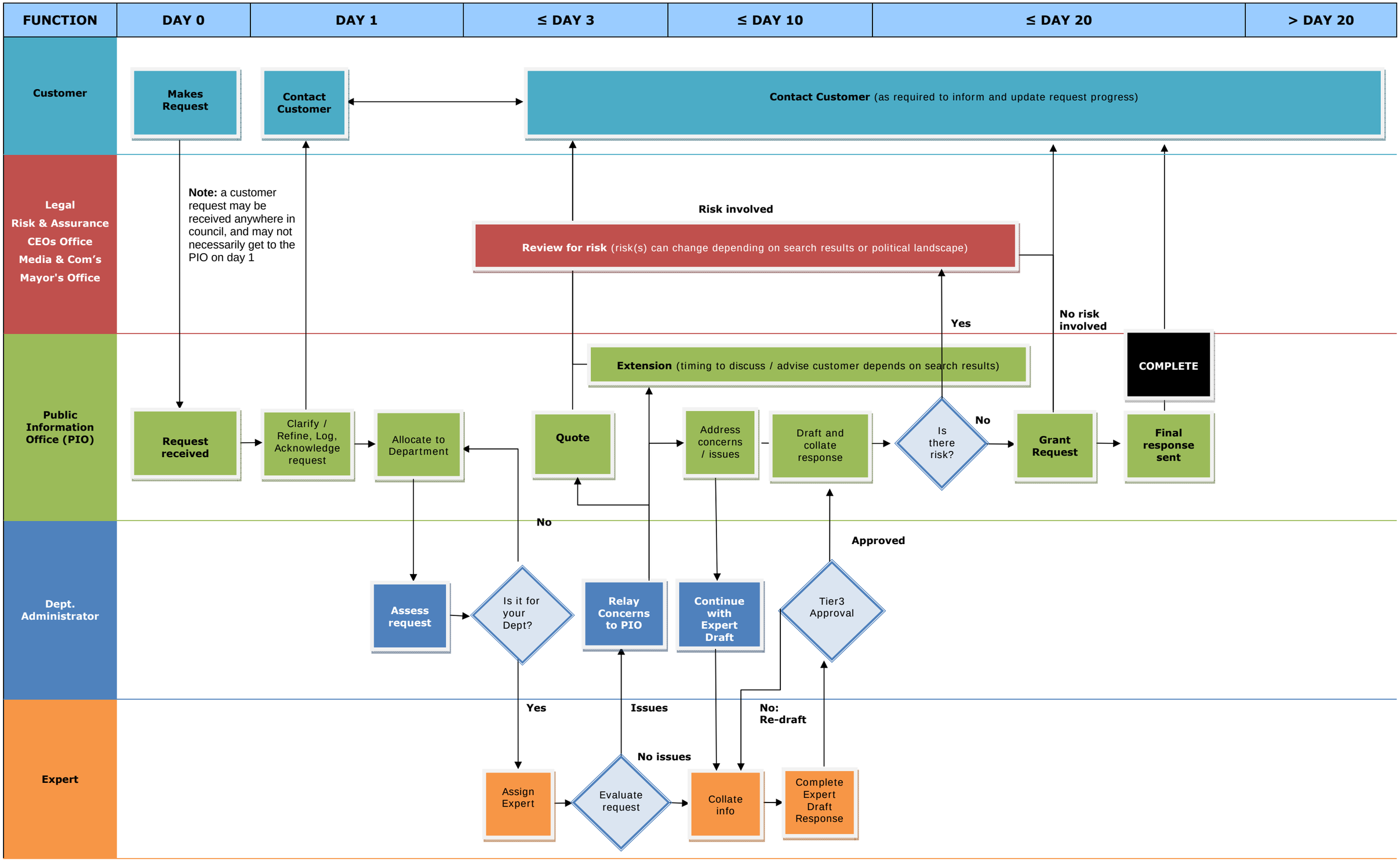
FUNCTION
DAY 0
DAY 1
≤ DAY 3
≤ DAY 10
≤ DAY 20
> DAY 20
Customer
Legal
Risk & Assurance
CEOs Office
Media & Com's
Mayor's Office
Public Information Office (PIO)
Dept. Administrator
Expert
Makes Request
Contact Customer
Contact Customer (as required to inform and update request progress)
Note: a customer request may be received anywhere in council, and may not necessarily get to the PIO on day 1
Risk involved
Review for risk (risk(s) can change depending on search results or political landscape)
Yes
No risk involved
Extension (timing to discuss / advise customer depends on search results)
COMPLETE
Request received
Clarify / Refine, Log, Acknowledge request
Allocate to Department
Quote
Address concerns / issues
Draft and collate response
Is there risk?
No
Grant Request
Final response sent
No
Approved
Assess request
Is it for your Dept?
Relay Concerns to PIO
Continue with Expert Draft
Tier3 Approval
Yes
Issues
No issues
No: Re-draft
Assign Expert
Evaluate request
Collate info
Complete Expert Draft Response