

**Fast Track Pilot**

**November 2015**

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Produced by Change and Performance Team

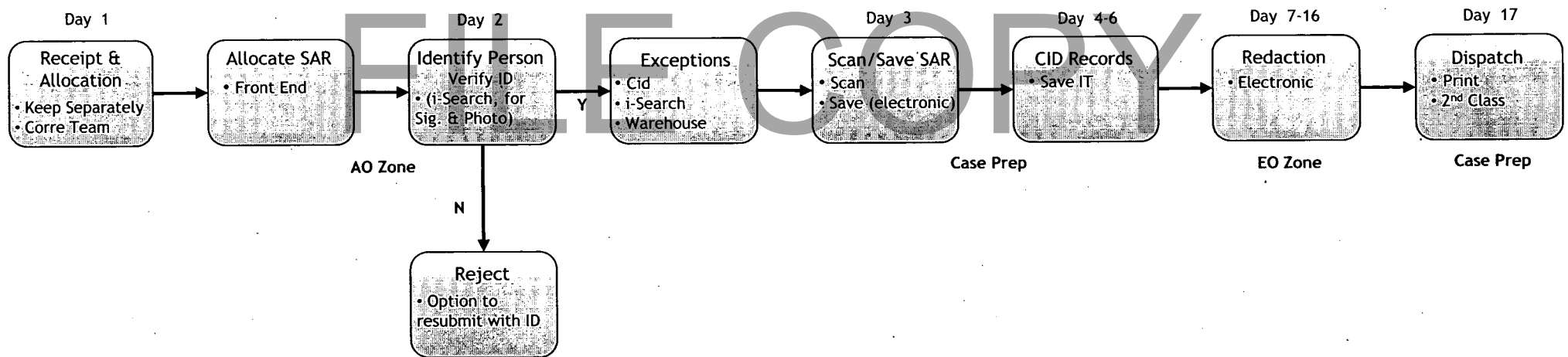
Version 1.0

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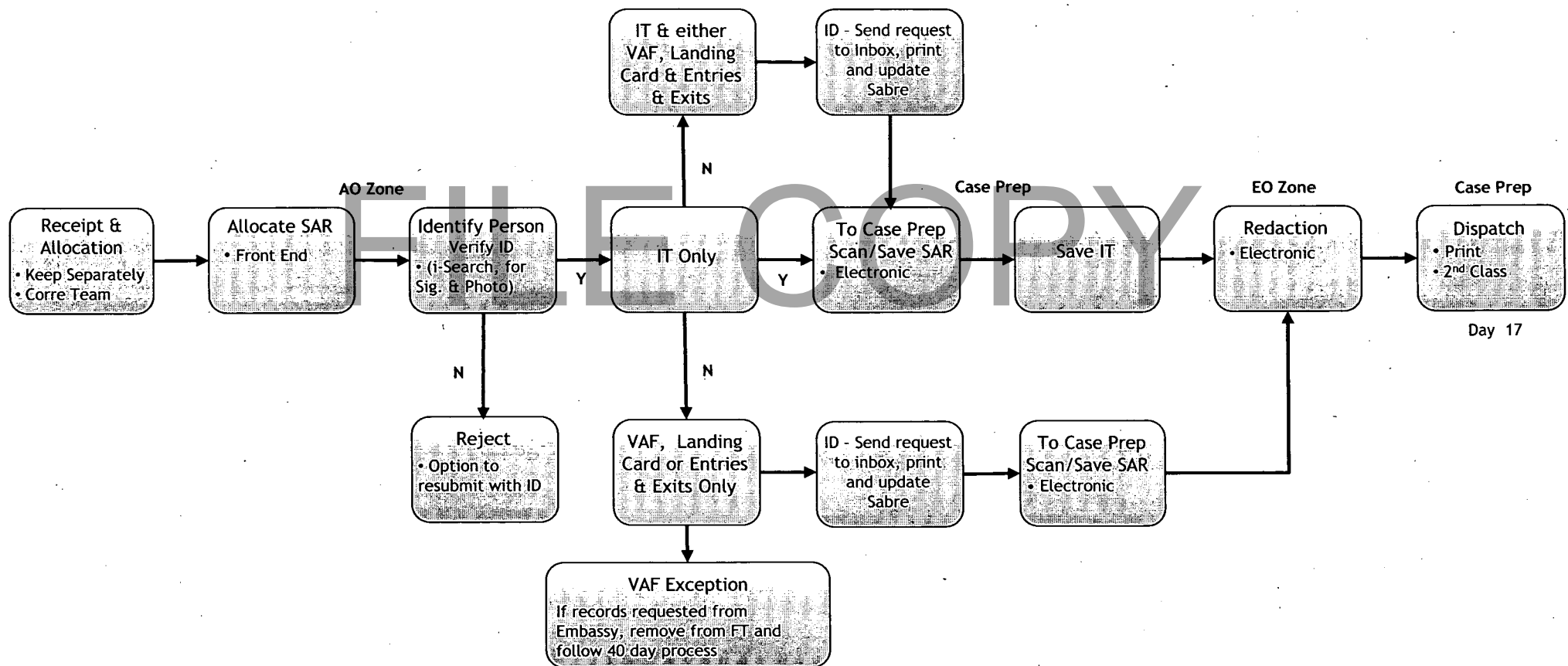
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# Fast Track IT Current Process Map



# Fast Track IT Proposed Process Map




## Receipt and Allocation

- Correspondence Team receives and opens post.
- Determine if the SAR is a Fast Track request:
  1. Can be submitted on a Fast Track application form.
  2. Can be submitted via the normal process and diverted into Fast Track. These requests are valid requests if they are dated from 23<sup>rd</sup> November 2015 onwards.
- Request handed over immediately to Workflow Manager at the end of each day.
- Workflow Manager receives request and allocates to an AO.

## Identify Person

- AO checks if request is valid and we can identify subject. If unable to identify, then reject (send appropriate letter).

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- If a fee has been enclosed with a valid request, the fee should be returned with the appropriate letter and the SAR processed under Fast Track.
  - Create Sabre shell record (person details, date received, email address and appropriate priority number [15]).
  - AO to check systems to identify person and note HO reference.

## Repeat SAR

- Do not reject a valid SAR if they have already had a Fast Track Request processed.
- The subject is entitled to apply for a copy of all of their data, but they will not receive the information already sent in the Fast Track bundle.

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## Fast Track Type

- If IT only (CID/Warehouse) the usual process is followed.
- If IT & other information requested (VAF, Landing Card [REDACTED]  
[REDACTED] then additional information should be called for by following the relevant process. Once data has arrived this can then be passed to Case Prep for IT to be produced.
- If IT is not requested but other information (VAF, Landing Card [REDACTED] is then these should be requested via the normal process. Once data has arrived this can be passed to Case Prep.



## Scan & Save SAR

- SAR received into case prep zone (recorded on Allocation Sheet).
- Check type of Fast Track Request and allocate accordingly.
- If high volume, requests moved onto Fast Track IT shelf (date order).
- Workflow manager allocates SAR to an AA and records it.
- SAR scanned on Fujitsu scanners and saved onto POISE, and then securely disposed of (If high volume, then option to use Copy Room scanners).

## CID Records

- Workflow Manager allocates work to an AA from the Allocation Sheet, and AA starts to produce IT prints [REDACTED]

- CID screens are saved via Adobe Acrobat, combined, and Optical Character Recognition is applied.

- Cases made IM EO Ready on Sabre and Allocation Sheet.

## Redaction

- Requests allocated [REDACTED] from the Allocation Sheet [REDACTED]
- If CID notes make reference to [REDACTED] check RMS for previous file locations, and refer any security cases to [REDACTED] [REDACTED]
- EO redacts with Adobe Acrobat, and then applies the watermark.
- Change to IM for Dispatch, and send an email to the e3 Case Prep inbox for dispatch.

## Dispatch

- AA to check e3 Case Prep inbox to update Allocation Sheet with completed cases.
- Check Sabre for IM Dispatch and Priority Number 15 and prioritise Fast Track cases.
- Print bundle.
- Dispatch 2<sup>nd</sup> class delivery
- Update Sabre

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