

1214 CHARGING FEES FOR DATA, RESEARCH AND ANALYSIS SERVICES - POLICY

Policy Effective: October 24, 2004

PURPOSE/BACKGROUND:

Many external customers request specific information, data, and/or research and analysis from DWS managed databases. Some requests require significant additional staff and computer processing time. Paper, computer disks/diskettes, binders, and other DWS resources are used to deliver these products and services. Without a defined process to charge fees for unusual and/or special requests, the agency cannot meet these customers' needs. This policy establishes specific guidelines for accepting compensation for data, research, and analysis services.

REFERENCES:

DWS Administrative Policy 1204 - Document Copies for Customers.

POLICY:

Most often, external customer requests for data, research, and analysis are expected and welcomed by the agency. Most requests can be satisfied by using existing workload processes and data sources. However, some requests require significant additional staff and computer processing time, and materials (for supplies, publications, maps, etc).

1. External customer requests for data, research, and analysis that can be met with existing workload processes and data sources will be satisfied without charge. Requests that require not more than four hours of staff time are considered to be within existing workload processes.
2. Decisions to work on and accept compensation for data, research, and analysis will be evaluated on a case-by-case basis. Such requests will be forwarded to the managers of Management Information Services (MIS) or Economic Data Analysis and Collection (EDAC) for consideration. These managers will evaluate each request by following the procedures in the next section and make recommendations, as appropriate, to the Directors of Service Delivery Support (SDS), Employment Development (EDD), the Senior Management Team (SMT) or Executive Director's Office (EDO) for final determination.