May 1, 2013

Patricia Lopuszanski

Dear Ms. Lopuszanski:

This letter is in response to your recent request for information under the Freedom of Information Act. Your request was received on April 24, 2013.

You have requested the following information:

Request 1: ISBE Helpdesk Policies and Procedures along with the guidelines provided for sharing the identity of the public when someone submits a question/concern, or any other drop down choice.

Response 1: When a user contacts ISBE through its website homepage by clicking on the “Contact Us” link, fields are presented for the user to complete. When the user clicks “submit,” the web page generates an automatic email that is delivered directly into HEAT (ISBE’s internal trouble ticket and tracking system), automatically creating a ticket for our Information Technology Division. The information populated in the “Contact Us” required fields forms the body of the email captured in the ticket call log. In accordance with IT Division/Help Desk daily operating procedures, incoming HEAT tickets are reviewed by staff and forwarded to the appropriate ISBE division for response. ISBE Help Desk staff members do not respond directly to any HEAT ticket created in this manner. Once the inquiry is forwarded to the appropriate division, Help Desk staff close the HEAT ticket. The IT Division does maintain historic data of all HEAT ticket data. Daily operating procedures dictate that the Help Desk staff members do not share ticket information with any outside entity. All comments/questions/and issues received through the “Contact Us” link on ISBE’s website are re-directed by the Help Desk, and they rely on the discretion of ISBE’s other divisions to respond appropriately. If the Help Desk/HEAT ticket system were to receive an external request for contact information that resides in any open or closed ticket, that request would be forwarded to ISBE’s Public Information Division for response. Please note that if the HEAT ticket is processed as a Freedom of Information Act request, such requests are public records and subject to disclosure.
Request 2: Does the identity and personal information stay within the ISBE and remain confidential? Is it documented anywhere that a person's identity and the information electronically submitted to the Helpdesk could be shared with any outside entity?

Response 2: Please see Response 1.

Request 3: All copies in any form of communication forwarded/sent to Carla Cumblad and/or Donald Schloemann from the ISBE Helpdesk or any other department or entity of the ISBE as it relates to Patti (Patricia) Lopuszanski and/or Jim Lopuszanski.

Response 3: Our agency has no records responsive to this request.

If you have questions, please contact Amanda Simhauser at (217) 782-4648 or asimhaus@isbe.net.

Sincerely,

Marcilene Dutton
Deputy General Counsel