


MEMORANDUM

DATE: November 22, 2020

TO: Regional Managers, Water Rights Section Manager, and Hearing Officers

FROM: Shelley W. Keen 

RE: Data Entry for Water Right Contested Cases

The *Protest Entry* Workflow process enables IDWR staff members to store and retrieve information about contested cases, specifically protested applications for permit, applications for amendment of permit, and applications for transfer. Data entry on the Protests/Intervenors tab in *Protest Entry* helps IDWR manage correspondence with the parties in contested cases. Data entered on the Hearing and Preliminary Order tab in *Protest Entry* helps IDWR manage the hearing process. The Hearing and Preliminary Order tab includes such information as which hearing officer has been assigned to the contested case, the hearing date, the date the hearing officer issued a preliminary order, and whether IDWR received a petition for reconsideration of the preliminary order. Unfortunately, while IDWR staff members have been doing a good job of entering data on the Protests/Intervenors tab, for some time our data entry on the Hearing and Preliminary Order tab has often been incomplete.

Some of the data entered on the Hearing and Preliminary Order tab appears on the Protested Items Report run from the *Protested Items Report* Workflow process. The Protested Items Report is intended to help IDWR's hearing officer coordinator, the regional managers, and the Water Rights Section manager evaluate and distribute the contested case workload. Complete, up-to-date data entry ensures the hearing officer coordinator and managers have the information they need to effectively manage the contested case workload.

Until recently, the Hearing and Preliminary Order tab in the *Protest Entry* Workflow process had an outdated list of hearing officers. The outdated list was, in some cases, an impediment to accurate data entry. Glen Gardiner worked with OITS staff to update the list of hearing officers, and it is now current.

From this point forward, managers should implement and maintain processes to ensure accurate, up-to-date data entry in the Protests/Intervenors tab in *Protest Entry* for each protested application. Once a contested case is assigned to a hearing officer, the hearing officer should coordinate with the regional office or Water Rights Section to accomplish the entry and updating of information in the Hearing and Preliminary Order tab and the updating of entries in the Protests/Intervenors tab.

Meanwhile, if you have suggestions on process improvements for either the *Protest Entry* process or the *Protested Items Report*, communicate them to Glen Gardiner. I have asked Glen to find ways to improve the Protested Items Report so it is more useful to the hearing officer coordinator and to other managers. Glen will work with OITS to implement the improvements.

Glen can also update the list of staff members having access to *Protest Entry*.