



Standard Operating Procedure Title:	BIRS External Information Request Procedure
Standard Operating Procedure ID:	Not Applicable
Manual Classification:	Not Applicable
Linked to Policy:	Not Applicable
Approved by:	Chief Business Intelligence Officer
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Next Review Date:	TDB
Contacts for Procedure Interpretation:	Acting Director, Business Intelligence & Research Services

1.0 – Purpose

The Business Intelligence & Research Services (BIRS) department provides Fleming College stakeholders with the project management, business intelligence and analytics insights they need to build a better college, better college communities, and provide a better student experience. BIRS works collaboratively with all divisions, departments, schools, partners, and our communities to collect, compile, develop and disseminate business intelligence and analytics.

Periodically, Fleming College receives business intelligence and analytics requests from partners and communities external to Fleming College. The External Information Request Procedure outlines the procedural requirements that BIRS will follow when receiving and processing external requests.

2.0 – Definitions/Acronyms

BIRS: Business Intelligence and Research Services

CBIO: Chief Business Intelligence Officer

Internal Requestor: any Fleming College employee (Senior Management Team, Administrator, Faculty, or Support Staff) who is looking to access Fleming College business intelligence and analytics from the BIRS department.

External Requestor: any non-Fleming College employee who is looking to access Fleming College business intelligence and analytics from BIRS department, either directly from the non-Fleming College stakeholder, or indirectly through an Internal Requestor.

ITS: Information Technology Services

DMRC: Director of Marketing, Recruitment and Communications

SMT: Senior Management Team

3.0 – Procedure

3.1 Receipt of Business Intelligence and Analytics Requests

- a) BIRS does not provide data, analytics, or any business intelligence to external parties to the College. All such requests must come to BIRS from an internal member of the College.

3.2 Approval of Business Intelligence and Analytics Requests

- a) Internal requestor creates Briefing Note (BN) and emails it to the Responsible SMT member that has designated oversight or responsibility for internal requestor's department.
- b) The Responsible SMT member brings the information request forward to SMT for review, discussion, and decision on the request. SMT may include input from CBIO or DMRC depending on the nature of the information request.
- c) Responsible SMT member communicates (or delegates communication of) the decision as they see fit.

3.3 Dissemination of Approved Requests

- a) BIRS processes and sends data/analysis/BI content to the Responsible SMT Member (or delegate) to send to external requestor.

4.0 – History of Amendments & Reviews

Approved by Chief Business Intelligence Officer, April 25, 2023.