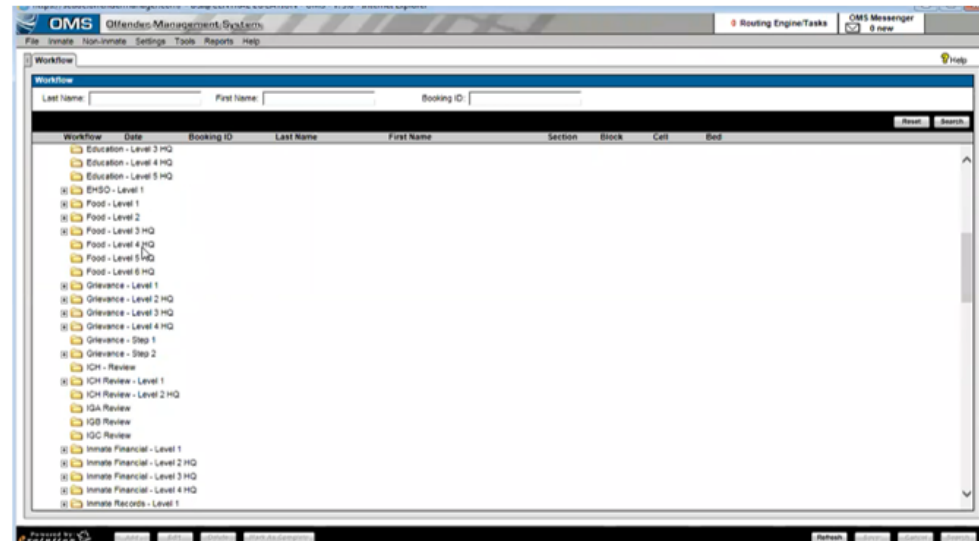


Automated Request to Staff Management (ARTSM) – Process, Staff View (Steps 1 & 2)²⁰

ARTSM Process Staff View

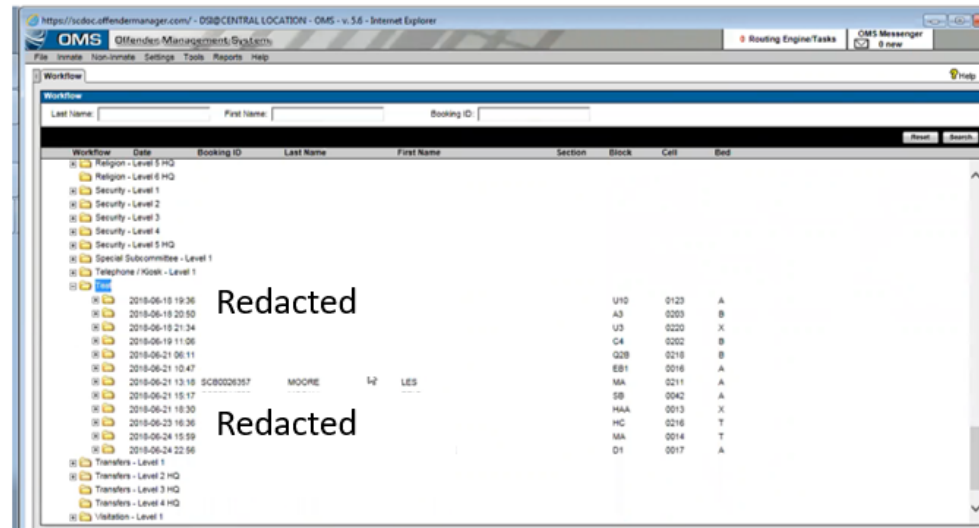
Step 1

The workflow screen shows the request types to which an employee has access, that is limited by need



Step 2

By dropping down a request type, the employee can view which inmates have requests in that specific type



²⁰ S.C. House of Representatives, House Legislative Oversight Committee, “Agency Presentation – Legal and Compliance Unit (October 1, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Corrections, Department of,” and under “Meetings,” [https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20\(10.01.19\).pdf](https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20(10.01.19).pdf) (accessed October 18, 2019), slide 16. Hereinafter “Legal Presentation.”

Automated Request to Staff Management (ARTSM) – Process, Staff View (Steps 3 & 4)²¹

ARTSM Process Staff View (continued)

Step 3

The employee then double-clicks on the inmate's request and can view individual requests from that inmate

Step 4

By double-clicking the request a second time, the employee can view the contents of the inmate's request

The top screenshot shows the OMS interface with the 'Inmate Request Search' results. The table below shows the search results:

Request Type	Date Requested	Review Level	Requested By	Disposition	Disposition Date	Reference Number
TEST	06/25/2018		Kiosk	Pending		18-0047721

The bottom screenshot shows the 'Inmate Request Information' view for the selected request. The details are as follows:

- Request Type: Test
- Date Requested: 06/25/2018 08:49
- Requested By: Kiosk
- Request Details: request ELS
- Review Level: [Dropdown]
- Disposition: Pending
- Officer: KIOSK
- Disposition Date: [Dropdown]

²¹ S.C. House of Representatives, House Legislative Oversight Committee, “Agency Presentation – Legal and Compliance Unit (October 1, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Corrections, Department of,” and under “Meetings,” [https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20\(10.01.19\).pdf](https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20(10.01.19).pdf) (accessed October 18, 2019), slide 17. Hereinafter “Legal Presentation.”

Automated Request to Staff Management (ARTSM) – Process, Staff View (Steps 5 & 6)²²

ARTSM Process Staff View (continued)

Step 5

The employee can then answer the request and mark it “Complete” with the day’s date, if appropriate to do so

Step 6

The final screen shows the inmate’s request, the answer to that request, and that it has been completed

The top screenshot shows the 'Request Information' form with the following details:

- Request Type: Text
- Date Requested: 06/25/2018
- Requested By: Kook
- Request Details: test request
- Review Level: [dropdown]
- Disposition: Pending
- Officer: KGSX
- Disposition Date: [dropdown]

The bottom screenshot shows the 'Request Responses' table with the following data:

Date	Author	Note
06/25/2018 09:51	OTL Support	response to request ELS

²² S.C. House of Representatives, House Legislative Oversight Committee, “Agency Presentation – Legal and Compliance Unit (October 1, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Corrections, Department of,” and under “Meetings,” [https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20\(10.01.19\).pdf](https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20(10.01.19).pdf) (accessed October 18, 2019), slide 18. Hereinafter “Legal Presentation.”