

## NYC Open Data Help Desk

### Policies

The following document serves as a reference for Screendoor users. Important policies are outlined in this document.

### Response Time Standards:

#### Responding to an assigned inquiry:

- Maximum: 14 days (10 business days) from the inquiry submission
- Recommended: 2 business days

#### Resolving an assigned inquiry: *Understood that this will always depend*

- A. Required by Law: 2 months for Dataset Requests
- B. Recommended for all inquiries (including dataset requests): 14 days (10 business days)
- C. For inquiries set to pending after having responded to the inquirer but awaiting more information:
  - a. Close out after 2 weeks of no response

### Operational Standards for conducting actions on Screendoor:

#### Setting Statuses:

- Open - An inquiry should only be in this status if no action has been taken to address the inquiry
- Pending - An inquiry for which action has been taken that requires a response before resolution (ie - you emailed the inquirer or an agency awaiting their response before you can resolve the issue). If an inquiry has been relabeled or reassigned to a different user and still requires action it should be listed as "Pending."
- Closed - You either:
  1. Were able to satisfy the inquirer's inquiry and no further action is required
  2. Sent the inquirer a response with your work email address to continue the conversation as the next step required a meeting

**Note:** Key performance metrics around Open Data customer service revolve around response time and time to resolution. Response time is based on the speed with which an inquiry goes from Open status to either Pending or Closed status; speed to resolution is the speed with which an inquiry goes from Open status to Closed status.