



U.S. Department of the Interior
"To-Be" Trust Business Model
Process Template

Title: Verify Right to Information	Process Number
<i>Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)</i>	_____ B.1.3 _____

Process Definition *Provide an overview of the process and define its starting and ending points*

1.1 Starts With	External Entity request proprietary data.
1.2 Process Overview	When a request is being made by a 3 rd party for proprietary trust information, the requestor's right to the information is verified by matching personal identification information with representation documents imaged and stored in the trust integrated data. If a match cannot be made, the receiver of the request must ask for written verification to be provided. Documents that are considered for verification of beneficiary representation include: Privacy Act release, Notarized documents showing Power of Attorney, and Court Orders.
1.3 Stops With	Right to information is verified.

2. Trust Business Objectives *Identify the Comprehensive Trust Model strategic goals and business objectives to which this process contributes.*

Goal/Objective
Provide beneficiaries with convenient access to trust account services and information.
Develop an accessible point of contact who can provide any individual Indian or tribal representative with any requested trust asset information or service regardless of ownership region or area.

3. How should Beneficiaries be involved in this process?

Beneficiary Involvement
The requestor makes an inquiry / request on behalf of a beneficiary.

4. Organizations, Offices and Roles. *Identify the DOI organizations and related roles that should be involved in performing the process.*

4.1 DOI Organizations. *Identify the DOI organizations, offices and individual roles that contribute to this process. DOI organizations include the Office of the Secretary, BIA, OST, BLM, MMS, OHA, OSM among others. Offices include Central Offices, Regional Offices, Agency(Field) Offices, etc. All individual roles that contribute, in a significant manner, should be identified.*

Organization	Office	Role	Contribution
BIA	Agency (Integrated Servicing Office)		Primary contact for beneficiaries



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Organization	Office	Role	Contribution
OST	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
BLM	Field Office		Verify right to information when the BLM officer acts as the "single point" of contact for a beneficiary's inquiry / request.
MMS	ICAM Financial Management		Verify right to information when the MMS officer acts as the "single point" of contact for a beneficiary's inquiry / request.
OHA	Regional Office		Verify right to information when the OHA officer acts as the "single point" of contact for a beneficiary's inquiry / request.
OSM	Field Office Regional Office		Verify right to information when the OSM officer acts as the "single point" of contact for a beneficiary's inquiry / request.
Compacted / Contracted Tribes	Tribal / Consortium Office		Serve as a single point of contact for beneficiaries and depends upon the degree of self-determination.

4.2 External Organizations. *Identify the non-DOI organizations that support the execution of or contribute to this process.*

External Organization	Contribution
None	



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5. Event(s) *Identify the events or conditions that start the process. Describe each event and indicate the frequency (daily, monthly, quarterly, etc.) in which each event is expected to occur. An event may be an external interaction (a beneficiary submits an application), the expiration of a period of time (a lease is due to expire in 90 days), or the realization of some pre-defined threshold (an IIM account reaches the automatic disbursement threshold).*

Event	Description	Estimated Frequency
External entity request	3 rd party request for beneficiary information that requires proof of the requestor's identity and confirmation of the requestor's entitlement to the requested information.	

6. Inputs and Outputs. *Identify and describe all inputs and outputs related to this process. Inputs are information or materials used during the execution of the process; outputs are materials or information produced by the process.*

6.1 Inputs

Input	Description
3 rd party requestor representation information	Requestor identification information includes, notarized documents (power of attorney), privacy act release and court order.

6.2 Outputs

Output	Description
Right to information verified	3 rd party representation is verified according to information stored in the trust integrated data.
Right to information not verified	3 rd party representation is requested in writing when the representation is not stored in the trust integrated data.

7. Fiduciary and Legal Obligations and Controls

7.1 Obligations

Identify and describe the legal and fiduciary obligations that impact this process. For each obligation, indicate the document or commitment that defines the obligation and the citation (paragraph or section) within the document that pertains to this process.

Obligation	Source	Business Impact
Secretary's Trust Principles		Provides guidance on responsibility for the management of the Indian trust assets, information and records.



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Obligation	Source	Business Impact
5 USC 552 (Privacy Act / Freedom on Information Act)		Protection of the beneficiary's identification and confidential personal information.
25 CFR 115 (Trust Funds for Tribes and Individual Indians Regulations)		Provides regulations governing beneficiary trust accounts.

7.2 Controls

Identify and describe any controls (enforcement mechanisms) that may be used to ensure that the process adheres to obligations and internal process requirements. Controls may be reviews, audits, segregated duties, etc. Indicate the reason that each control should be introduced (name the obligation that a control is intended to enforce; indicate any controls required to ensure consistency or reliability).

Control	Reason	Description
BIA / OST Interagency Procedures Handbook	Ensures consistency in obtaining representation identity information	Contains standard administrative operating procedures for obtaining representation identity information
Tribal Internal Control Mechanisms	Supports self-governance and ensures tribal compliance with fiduciary and legal responsibilities.	Establishes tribal standard administrative operating procedures.

8. Mechanisms (Systems of Record)

Identify the mechanisms, or systems, that are needed to support the process (ex: Ownership, Leasing, Workflow Management, Office Filing System, etc.). Indicate the information and activities, relevant to this process, that each system supports.

System Name	Support
Trust Integrated Data	The trust integrated data stores the 3 rd party representation identity information and to be accessed for cross checking.
Tracking System	The request for written representation identity information from the 3 rd party is stored in the tracking system.



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9. Inter-Process Relationships *Identify other trust processes that are related to this process (either predecessors or successors). If applicable, indicate the condition under which the processes are related.*

9.1 Predecessors. *Predecessors are processes that either produce information required by this process or that result in the need to execute this process.*

Process No.	Name	Condition of Relationship
None		

9.2 Successors. *Successors are processes that either use information produced by this process or that must be executed as a result of performing this process.*

Process No.	Name	Condition of Relationship
B.1.2	Document Contact	The inquiry / request is documented after the 3 rd party's right to information is verified

10. Comments *Summarize any discussion, problems, issues or recommendations that should be considered when reviewing process performance. Category Values (Note, Best Practice, Decision, Problem, Issue, Recommendation)*

Category	Comment
None	