

## Deployment Communication

### Traverse Traverse Content Deletion Requests

#### **Who will this impact?**

Public Children Services Agencies

#### **What problem are we trying to solve?**

We are making updates to the process for requesting content item deletions within Traverse to ensure child welfare documentation standards are followed and the appropriate audit information is captured.

#### **What can you expect?**

Previously, when a content item needed to be deleted in Traverse, county users contacted their Technical Point of Contact (TPOC) to submit an EDMS Help Desk ticket for removal. From there, no matter the type of request, the EDMS Help Desk deleted the item from Traverse.

Starting 11/1/2024, tickets submitted to the EDMS Help Desk by the agency's TPOC for content items to be deleted in Traverse **must** include a reason for the deletion at the time of the request. In addition, if the EDMS Help Desk receives a request to delete higher priority items (such as expungements, court orders, etc.), the EDMS Help Desk will contact the Department of Children and Youth (DCY) for approval of the deletion.

#### **How can you prepare?**

Please include a reason for deletion when requesting a content item to be deleted within Traverse.

If you have additional questions pertaining to this Deployment Communication, please contact the [Customer Care Center](#).