

Figure 1: Interface Categories

- **Recording Requests & Appeals**
 - Correspondence System(s)
 - Customer Relationship Mngt
 - Email
 - Electronic Record Mngt.
 - Manual File System(s)
 - Post Code databases
- **Decision Support**
 - Knowledge Bases
 - Disclosure Log
- **Tracking / Contact Logs**
 - Correspondence Systems
 - Customer Relationship Mngt.
 - Email
- **Fees**
 - Finance System
- **Correspondence Production**
 - Correspondence System(s)
 - Word Processing
 - Email
 - Translation Facilities
- **Enquiries**
 - Correspondence System(s)
 - Customer Relationship Mngt
 - Email
 - Electronic Record Mngt.
 - Manual File Systems
- **Reporting**
 - 3rd Party Reporting Tool
- **Delivery (Intranet / Internet)**
 - User Interface / FAQs / Publication Scheme
 - Content Management System