Note types

This guide describes the types of notes available in Workzone. See the guide *Create Note* for a step-by-step guide on how to create a note.

Types of notes

Sagsbehandlingsnotat (case management note)	**Procesnotat (process note)**
This type of note is used for all mandatory notes, whether it is a note from a phone call, an in-person meeting, or other verbal communication of information. Use this type of note to record case information related to the Danish Public Information Act §13, subsections 1 and 2, as well as unwritten legal principles and good administrative practice.	This type of note is used for a broader range of information that you want to be immediately available for an overview of the case. For example, you can use it to record status, progress, and outstanding tasks, making it easy to get an immediate overview of what has happened in the individual case.

What should the note contain?

Sagsbehandlingsnotat (case management note)	**Procesnotat (process note)**
• Who gave you the information? • How did you receive the information? • What additional information has been provided for the case?	• Who gave you the the information and, if relevant, in what context? • Record any progress in the process here.

What to Avoid in Case Management or Process Notes?

- **Your own personal** opinions, assessments, arguments, or comments of any kind, whether about the case or individuals involved.
- Creating notes on contacts.

Which Notes Should Be Released in a Public Access Request?

Sagsbehandlingsnotat (case management note)	**Procesnotat (process note)**
• Yes, potentially. • Remember to **print the note no later than 7 days after it is created**. When you print the note, it is saved as a document alongside the other case documents. • See also the guide *Create Note.*	• Not necessarily. • Print the note if it is important documentation for the progress of the case. See also the guide *Create Note.*