Armedia

U.S. Department of Justice
National Archives and Records Administration

Topic 3: Redaction Tools

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Subject: RFI Response: NextGen FOIA Tech Showcase, Day #1, Topic #3

Dear CFO-Council:

Armedia is pleased to submit the attached response to the Request for Information to identify FOIA technology solutions for federal agencies in response to existing FOIA case processing challenges.

As a Veteran Owned Small Business (VOSB) and a long-term partner in providing proven technical expertise in the area of FOIA and Privacy Act Case Management, Armedia's niche focus in providing the full lifecycle of Information Management (IM) / Enterprise Content Management (ECM) technical and advisory services positions us to collaborate with the Chief FOIA Officers Council's Technology Committee for the **NexGen FOIA Tech Showcase**.

Armedia is externally appraised as a CMMI Level 3 technology firm with ISO 9001:2015 and ISO 27001 certification, resulting in lower risk and cost to the Council. As a core service offering, Armedia has extensive experience implementing case processing solutions across a variety of problem sets and for a variety of customers. Since 2002, Armedia supported over 100 information management solutions to include business process management, document capture, document management, records management, FOIA, case management, web content management, and more. Within the past year, Armedia is actively supporting more than 20 customers in the government and commercial market with similar solutions.

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Armedia appreciates the opportunity to assist the Council in their market research and planning for the NexGen FOIA Tech Showcase

Sincerely,

James Bailey, President

COVER LETTER

1   INTRODUCTION

ArkCase provides a configurable FOIA case processing platform with core components for document management and document processing. ArkCase includes a virtual document viewer that supports annotation and redaction with exemption code. In addition, ArkCase provides Adobe Acrobat support for allowing redaction outside of the system. If processed through Adobe, users can enter the exemption codes used on each document for reporting. The internal viewer supports single and bulk redaction. Users can bulk redact based on a search term (i.e., keyword) or based on a regex expression (i.e., telephone, email, SSN, email, etc.). All changes to documents are versioned so ArkCase tracks each redaction as a separate version.

In addition to document redaction, ArkCase has a partnership with Veritone for audio and video redaction. The ArkCase team has designed a seamless integration and is working on implementing the integration. ArkCase integration with Veritone for audio and video redaction coupled with ArkCase's integrations with ZyLAB ONE for eDiscovery and AWS AI/ML microservices for transcription and natural language processing provides a holistic FOIA processing solution.

2   ARKCASE DOCUMENT REDACTION

ArkCase allows for the electronic redaction of documents all within the system. Configurable exemption codes can be applied to a document which are tracked with each document. Once a document has been redacted, users can permanently apply the redactions which creates a new version of the file for review and release. See Figure 1.

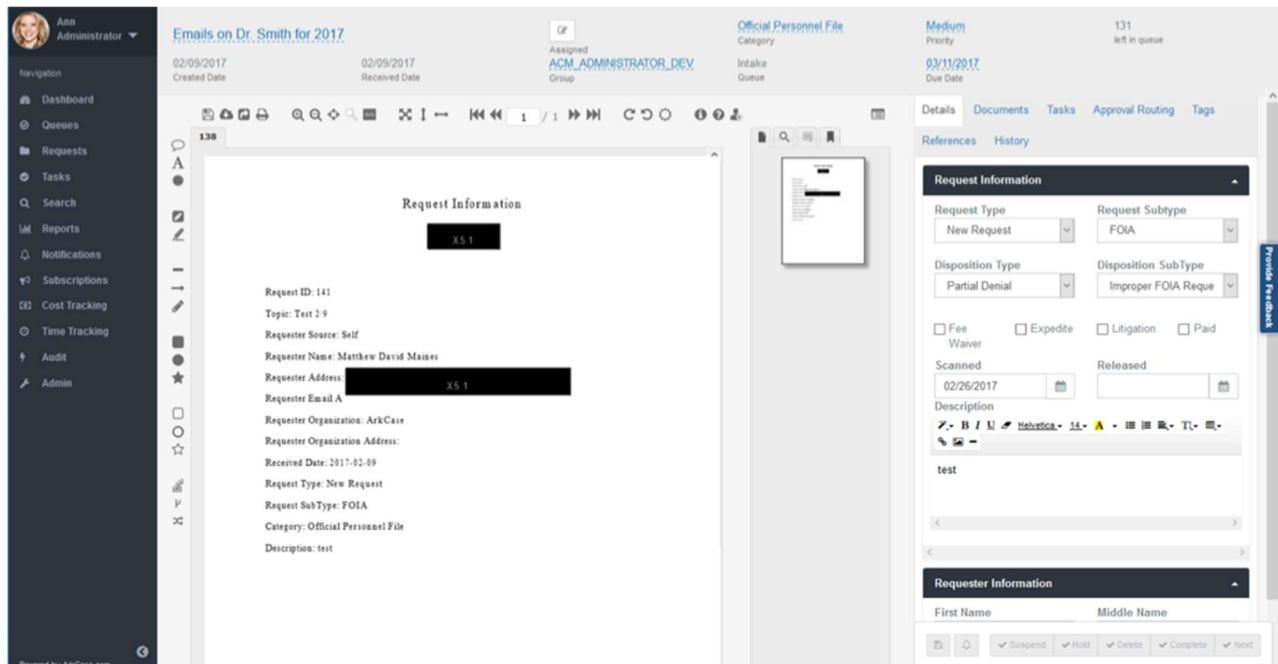**Figure 1 Redaction and annotation capabilities are included in the ArkCase document viewer**

3   AUTOMATIC REDACTION

ArkCase eDiscovery integration with ZyLAB reduces the processing time of finding and reviewing responsive content on FOIA request. While it is critical to make sure all the requested records are collected, equally problematic is inadvertently releasing sensitive information. Again, the volume is often so large, and time and resources are scarce, it is not just time-consuming to review all the

records, it may be impossible to do it manually. Once content is upload in the system for review, the automatic redaction engine can find PII and sensitive information on forms, emails and documents to be automatically redacted for review. ZyLAB provides the ability to not only automatically classify documents based on keywords and/or patterns but to identify sensitive information and automatically redact as needed.

4 ARKCASE VIDEO REDACTION

The high cost and resource commitment of redacting sensitive information from media evidence is taking its toll on agencies. Yet doing so is required to keep witnesses safe and comply with freedom of information laws and consent decrees. ArkCase has integrated Veritone Redact engine into ArkCase's framework to provide video and audio redaction.

Veritone Redact systematically detects human heads and allows users to define other sensitive imagery and objects within a scene, then automatically redacts this information from your audio, video and image-based evidence. From there, the redacted evidence can quickly be downloaded with logs to support chain of custody requirements and produce responsive content back to requestors.

Developed for public safety and justice agencies, ArkCase's integration with Veritone Redact automates the process of obscuring sensitive imagery or audio in media evidence, significantly improving manual and time-intensive, frame-by-frame and word-by-word evidence redaction workflows.

Detect	Define and Live Track	Search Audio	Redact
•Automatically detect heads, license plates, and laptops (MDTs) within your video	•Select user defined objects such as ID cards, officer notebooks or any other PII within your video evidence	•Quickly locate keywords or phrases spoken by individuals in audio evidence, such as interview room recordings	•Redact detected heads, user defined objects and even spoken words and phrases within video evidence automatically with one click.