



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

Response to:
RFI ID: NexGen FOIA Tech Showcase

Topic 4: Artificial Intelligence (AI) Tools



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Subject: RFI Response: NextGen FOIA Tech Showcase, Day #1, Topic #4

CFO-Council@nara.gov

Dear CFO-Council:

Armedia is pleased to submit the attached response to the Sources Sought for Electronic Freedom of Information Act System.

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 uniquely positions us to collaborate with the Department of Treasury to deliver effective and efficient services in support of the Department's Electronic Freedom of Information Act System.

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 Department. As a core service offering, Armedia has extensive experience implementing IM/ECM 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.

The point of contact and individual authorized to negotiate for and obligate Armedia:

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Armedia appreciates the opportunity to assist the Department of Treasury in their market research and planning for the Electronic Freedom of Information Act System.

Sincerely,



James Bailey, President

1 INTRODUCTION

ArkCase has several components that are built with AI/ML functionality. Below are some of the examples of these components and their FOIA use case:

1.1 ArkCase Comprehend

ArkCase integrates with a Natural Language Processing (NLP) engine that uses machine learning to uncover information and insight in unstructured data and text within a document. The integration provides key phrase extraction, sentiment analysis, entity recognition (e.g., named entities), topic modeling (i.e., extracting relevant topics from a collection of documents), and language detection which can ultimately be used within ArkCase for the next step in a case workflow. As an example, ArkCase Comprehend can automatically categorize data within the government entity and reduce the amount of ROT data. Less data to search through is the biggest key to speeding up the response time for FOIA requests.

1.2 ArkCase Textract

ArkCase Textract is another machine learning integration that automatically extracts text (handwritten or typed) from scanned documents to identify and extract data. ArkCase Textract uses machine learning to read and process any type of document, accurately extracting text, handwriting, tables and other data without any manual effort. One can quickly automate document processing and act on the information extracted. ArkCase Textract can extract the data in minutes vs. hours. Additionally, one can add in human reviews with ArkCase to provide oversight of models and perform reviews for sensitive data. Many FOIA departments need content extracted to review and assess for possible response package. Being able to process these documents fast is vital in reducing the time to process FOIA requests.

1.3 ArkCase Transcribe

ArkCase integrates with a deep learning process called automatic speech recognition (ASR) to convert speech to text quickly and accurately. ArkCase can process any audio and video files and transcribe them to text. ArkCase allows a confidence threshold to be set for the recognition results. If the engine does not meet the confidence threshold, it will send it to the exception queue and provide the operator(s) the opportunity to review and correct the transcription. Many federal and state agencies have a need to quickly transcribe court case recordings, legal depositions and various recordings into text in fraction of time. Once again, this will be a huge value and will contribute immensely to the amount of time it takes to process FOIA requests.

1.4 ArkCase Analytics

ArkCase Analytics has integrated with a business intelligence (BI) tool that provides data integration, OLAP services, reporting, information dashboards, data mining and extract, transform, load (ETL) capabilities. Below are some of the examples of the sub components in ArkCase Analytics.

1.4.1 BUSINESS ANALYTICS

ArkCase Business Analytics makes up the core software piece that hosts content created both in the server itself or files published to the server from the desktop applications. It includes features for managing security, running reports, displaying dashboards, report bursting, scripted business rules, OLAP analysis and scheduling out of the box.

1.4.2 ARKCASE DASHBOARD DESIGNER

ArkCase Dashboard Designer allows users to create dashboards, which are collections of other content components displayed together with the goal of providing a centralized view of key performance indicators (KPI)s and other business data movements, letting users monitor them and make decisions. Content components are usually individual information graphics, tables, OLAP views or reports.

1.4.3 ARKCASE INTERACTIVE REPORTING

ArkCase interactive reporting enables users to create ad hoc reports in a visual drag-and-drop fashion. ArkCase FOIA includes all of the DOJ required reports (out of the box).

1.4.4 ARKCASE DATA ACCESS

ArkCase Data Access allows users to create new data sources for use throughout the system from other databases or CSV files uploaded to the server. During the steps of creating a data source, users also are given a chance to create a data model describing how columns or fields relate to each other creating hierarchies of relationships like Time: Year, Quarters, Months, Weeks and Product Division, Category, Type etc. The resultant model is used by an analyzer to create new queries against the newly created data source. This component is part of agile BI, which simply means having a way to start from basic data and quickly iterate through steps to discover the proper way to structure, study and present the data. A FOIA example of this could be the ability to analyze and predict the number of FOIA cases in the future in order to help alleviate planning of resources and future workload.