Case Processing Tools

Overview

CACI's HighVIEW®, our in-house, robust commercial off-the-shelf (COTS) document and workflow management technology, backed by Oracle®, provides the building blocks for infinitely scalable and diversely configurable systems for document, workflow, and case management, backed by over 30 years of IT expertise. The modules are configured to provide the required functionality for specific customer requirements. Fitting together seamlessly, the modules are easy to modify, extend, or upgrade.

CACI's Case Management and Electronic Records Management Solutions provide an immediate, secure, and intuitive environment in which to collect, organize, examine, and process case information. Our HighVIEW-based, commercial-off-the-shelf (COTS) solutions allow most case-centric applications to be implemented quickly and with the lowest Total Cost of Ownership (TCO) possible.

Case Management Solution

CACI Case Management and Electronic Records Management Solutions provide the following functionality.

- **Central Repository** – a central archive where all electronic content is stored for secure access.

- **Access Control** – a sophisticated group, role based, and/or user security paradigm that ensures only the right people have access to the appropriate documents.

- **Document/Media Ingest** – any data, from any source can be captured while retaining key forensics to ensure "Chain of Evidence" protocols are implemented.

- **Automated Case Processing (workflow)** – a complete work process Management System to control and monitor case processing. These flows are easily modified to match organizational policy and existing case processing routings.

- **Comprehensive Audit and Work Monitoring** – the ability for case officers and management to have visibility to the current state of each process within each case and to have a complete audit of every activity affecting the case or any document within the case.

- **Reporting** – a wide variety of preset reports and the ability for the user to easily generate their own reports was required.

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FOIA Support

HighVIEW capabilities for case management, search and discovery, redaction, content generation, and export enable systems supporting FOIA throughout the Federal Government. The same systems also support other types of information requests with variations in HighVIEW workflow processes based on the business rules and procedures used with each.

These systems all involve common activities:

- **Receipt of information request.** This can be in the form of a FOIA request or some other type of inquiry.
- **Defined procedures for handling each type of information request.** HighVIEW workflow processes manage fulfillment of information requests based on request type.
- **Finding responsive records.** HighVIEW search capabilities support discovery of information relevant to the information request. Search results can also identify other cases involving similar information requests to help ensure consistent release of information.
- **Reviewing and redacting content.** HighVIEW Redaction provides a rich interface for locating and redacting sensitive content with capabilities for annotation, collaboration, and production of secure releasable content. Automated and unattended redaction capabilities include automated keyword, phrase, and PII redaction. Generation of draft and final releasable content can be performed as server-side operations, for example, as part of defined workflow processes modeled according to the organization's policies for review and approval.
- **Generating and exporting responses.** Responses are generated with no traces of redacted content and packaged according to specification. Packaged responses can be delivered to the requestor directly or posted to a web-based reading room. Reading rooms can be established for public and restricted access.

With the HighVIEW-based Electronic Records Management solution described here, searches for records responsive to FOIA and other types of information requests, are performed in the context of the ERMS. The FOIA case officer or other information seeker searches for responsive documents through a custom defined HighVIEW search interface. The search is executed by HighVIEW against the ERMS repository.

Summary

HighVIEW delivers core electronic records management and workflow capabilities to power case management applications such as Freedom of Information Act (FOIA) processing, document declassification, and content management. A HighVIEW solution allows the customer to organize documents (both paper and electronic) with their corresponding metadata, and present the data through various methods, including search and retrieval tools, document image viewers, reports and user interfaces. It allows agencies to easily manage a variety of object types from images, videos, audio files and documents, to entities such as people, places, organizations, and even concepts. Our solutions are designed to support the business of government, backed by decades of IT expertise and in-depth public sector experience.

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