# Casepoint RFI Response: NexGen FOIA Tech Showcase, Day 1, Topic 3

## Redaction tools

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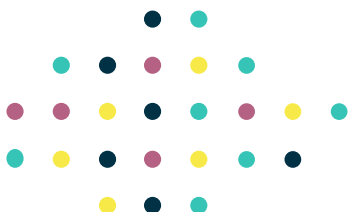
CFO-Council@nara.gov.


Re: RFI Response: NexGen FOIA Tech Showcase, Day 1, Topic #3

To whom it may concern –

Casepoint, LLC ("Casepoint") is pleased to provide an overview of our FOIA technology solution to support FOIA workflows across federal agencies.  Casepoint is an end-to-end FedRAMP authorized FOIA technology solution that provides a user-friendly, highly secure, centralized environment for processing, reviewing, producing, and storing data.  Casepoint's powerful, time-saving FOIA technology allows federal agencies to review and respond to FOIA requests faster with less risk.

Casepoint's FOIA technology is a robust eDiscovery tool that combines powerful data processing, search and redaction capabilities, and an AI suite with expert services to support our customers' FOIA and eDiscovery needs. Federal and state agencies, including the Securities and Exchange Commission, Veterans Affairs, Department of Defense, West Virginia Office, and the State of Connecticut, leverage Casepoint's FOIA technology to manage and review complex data related to FOIA requests.

Casepoint would be excited to demonstrate our capabilities in NexGen FOIA Tech Showcase. In addition to the topic specific technology showcase demos, Casepoint suggests vendors be allowed to demo full capabilities for FOIA. This will allow the participating federal agencies to see and evaluate the presented FOIA technology solutions from an end-to-end perspective.

As the company point of contact, I have provided my contact information below if you have any questions.


Sincerely,

*Amy Hilbert*

Amy Hilbert

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## 1.      Executive Summary

The top challenges agencies face with FOIA include managing the growing volumes of data and requests,  efficiently identifying requested information, meeting response timelines, and human error.  As a result, agencies need a comprehensive FOIA solution that is secure and scalable and provides collaboration and automation tools to support efficient and accurate FOIA responses. Casepoint is a secure, cloud-based legal discovery platform that offers a FOIA technology solution for managing the growing demands and complexities of FOIA requests. Casepoint's FOIA technology solution reduces the cost, time, and complexity of using inefficient options and outdated technology to manage the FOIA process through a powerful, innovative, unified solution.  Casepoint's powerful, innovative, time-saving FOIA technology solution allows federal agencies to successfully process and respond to FOIA requests faster. Casepoint brings an end-to-end FedRAMP authorized FOIA technology solution that provides a user-friendly, highly secure, centralized environment for processing, reviewing, redacting, producing, and storing documents.  Our solution directly aligns with Chief FOIA Officers Council's Technology Committee Day 1 topics. Casepoint's intelligent case processing tools quickly and seamlessly process and deduplicate data for FOIA review and response.   Casepoint is composed of built-in advanced search technology and artificial intelligence that significantly improve executing searches for FOIA responses. Finally, Casepoint's redaction tools allow FOIA personnel to quickly and accurately pinpoint sensitive or exempt information and properly redact the information to remove the information and sanitize records.

## 2.      Casepoint's Redaction Tools

Redactions are critical for protecting and safeguarding sensitive information, exempt information, privileged information, and personal information subject to protection from disclosure.  That is why Casepoint offers robust, built-in redaction tools, including text redactions, full or bulk redactions, inverse redactions, entity redactions, and face redactions,

with additional features such as highlighting, sticky notes, and annotations. The use of improper redaction techniques can be risky and potentially costly if challenged in court. Casepoint's redaction tools allow FOIA personnel to quickly and accurately pinpoint sensitive or exempt information and properly



redact the information to completely remove and thoroughly sanitize information from records. Moreover, Casepoint's redaction tools allow FOIA personnel to work together to verify redacted content prior to release and flag documents that may require a second look.  Because the redaction visibility is controllable, users with appropriate permissions can change the transparency of the redaction to view underlying text to ensure the information is properly redacted.  Casepoint's redactions can be automated to mitigate the potential for human error. Casepoint redaction functionality allows authorized users to create multiple sets of redactions and includes the option for redactions to be turned on or turned off at any point so the document can be viewed with or without any version of the redactions. Redactions are
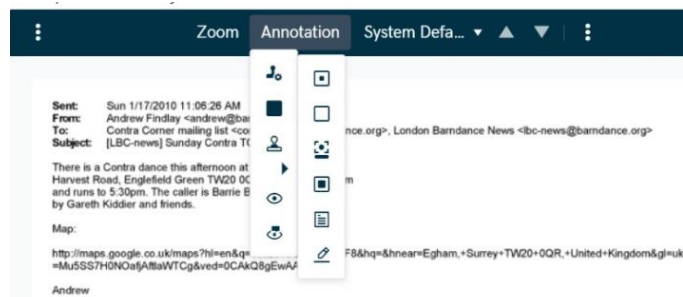
maintained as image coordinates within the database preserving the native format and underlying metadata. At the time of production/export, redactions are burned into the document and the document is re-OCRed to confirm the underlying text is not included.

## 2.1. Text & Custom Redactions

With Casepoint, users may customize and apply redactions. Casepoint has built-in annotation functionality that includes multiple redaction capabilities. Redactions can be created with black or white redaction boxes. Redactions can also include specific labels (endorsements), such as, "Confidential" or "Privilege." Redactions can be customized and applied manually to both images and to areas of the page. The redaction capabilities allow users to adjust the shape, border, location, and redaction fill color. Casepoint also supports strike-through/line redactions so you can strike through a previously designated classification (i.e. FOUO) of a document. Likewise, users can change the annotation properties to change the Font Style or Format of the annotation.
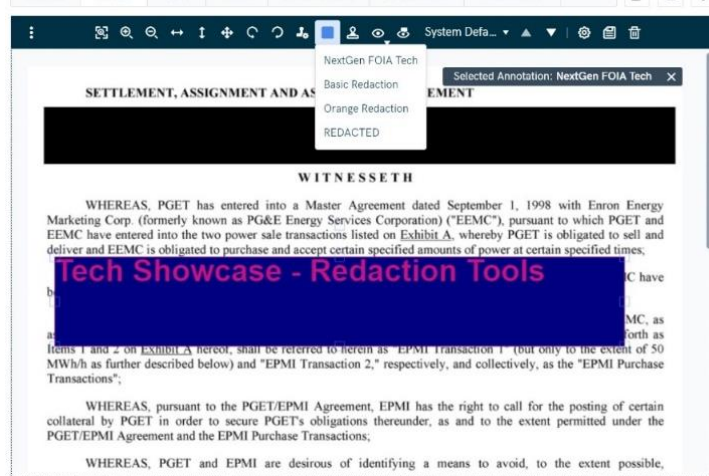
## 2.2. Bulk & Auto Redaction

As Personal Identifying Information (PII) is becoming more of a concern, and with the increasing use of digital content, such as photos and videos, FOIA personnel must have redaction tools that can quickly identify and properly redact PII and digital content. Casepoint's bulk and auto redact features to locate and apply user-selected text or patterns using RegEx. Casepoint's bulk and auto redaction tools allow for automatic redaction of similar forms and record types. In addition, Casepoint's bulk redactions capabilities allow users to add redactions across multiple pages of multiple documents and even allow reviewers to easily flag specific fields or data within records or define regular expressions to be redacted throughout all documentation.

## 2.3. Facial Recognition

Casepoint's redaction capabilities can even automatically find and redact photographs or specific faces in photos. The Face Redaction feature will attempt to identify faces and redact the image(s), even allowing for auto redaction to be performed.