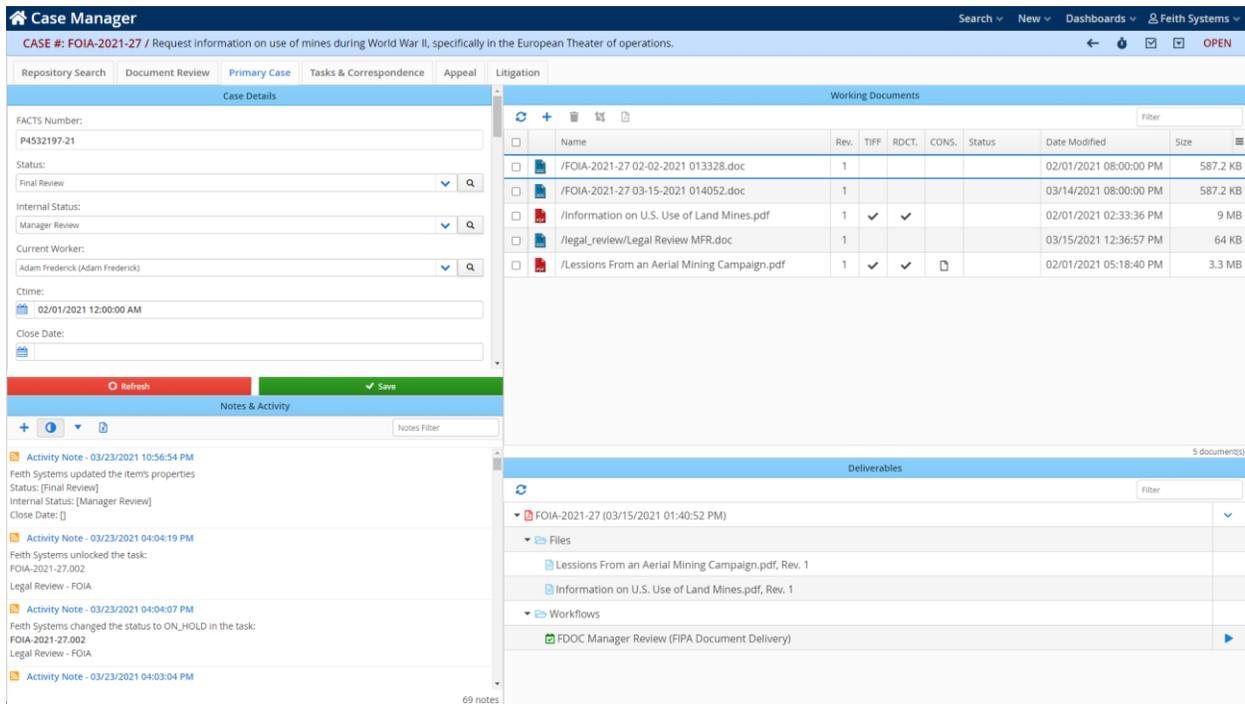


Case Processing with Feith

Feith’s FOIA Manager is a low-code, customizable, centralized information-sharing system for managing and processing FOIA/PA cases. FOIA Manager is used to improve collaboration across the organization, regardless of whether employees are on-premises or in the field. The Feith Platform operates in a FedRAMP cloud or On-Premises to support agency security and compliance while also ensuring that agency data is kept secure.



Processing a FOIA Case in Feith

Feith’s FOIA Manager provides the functionality, certifications, and scalability to efficiently manage the complete FOIA processing lifecycle. The FOIA process starts at the secure public-facing request form, where users submit their FOIA or Privacy Act requests, including critical submission data (e.g. requestor’s information, fees and waiver request, declaration statement, and method of receipt for completed request). Whether that case was sparked by an automated workflow, webform, email, paper form, FOIA request, or phone call, they all follow the same workflow once in the system. After a comprehensive approval process, the platform generates a new FOIA case file and prepares it for assignment.

Once a FOIA case has been assigned to an internal user, the internal user will be presented with it in their Work to Do. The Work to Do provides a visible count of the FOIA cases assigned, ordered by priority and due date, from the moment they sign in. When they begin work on a new FOIA case, users are presented with a description of requested materials, the case status, and the due date. From there, FOIA Manager allows effortless sharing, tracking of revisions, approval processing, annotating and redacting of files, while providing a defensible audit history every step of the way.

From Collection to Review to Redaction

Feith's FOIA Manager was designed in collaboration with agencies to structure FOIA case handling and improve efficiency. Once the FOIA case is created, FOIA Manager simplifies the collection process. All responsive documents found during the eDiscovery phase are collected into the case folder. FOIA Manager also allows you to capture and combine any document types to create a complete FOIA response. This centralized hub of information for each case allows you to eliminate data siloes and simplify data retrieval, review, and approval. FOIA Manager allows you to collect responsive documents from existing databases, sync from Windows directories, capture scans, and add documents from a web portal.

Often, FOIA case review will require the support of different SMEs and skillsets. FOIA Manager offers an impressive suite of tools and automated processes to improve collaboration between SMEs and stakeholders. FOIA processors can assign tasks and subtasks in their case to other members of their team. Because FOIA Manager is supported in a private-cloud environment, you have a secure collaboration portal during the review process. A clear, central channel exists for communicating and designating work among agencies, departments, or individuals. This allows you to bring diverse roles and backgrounds together to securely leverage all of the experience in your agency.

Analyze FOIA Productivity Data

Integrated with a Business Intelligence engine, Dashboard iQ, FOIA Manager can monitor work by users and groups, visualize case dashboards, generate reports on any case, notify users of new reports, and provide full oversight and monitoring at every stage of the case.

FOIA Manager's dashboard capabilities will allow the agency to visualize FOIA cases in a dynamic way that provides real-time insight into critical data needed to make crucial decisions. These web-based data visualization tools are visually rich, personalized, and can be configured to meet the any records management requirements. Providing an attractive and visually intuitive dashboard, Feith makes exploring and understanding an agency's KPIs exceptionally easy.

FOIA Manager also has a robust set of reporting capabilities that allows better understand of your organization's activity and productivity. Reports can be configured and scheduled to automatically run and be distributed based on leadership's requirements. Shareable reports can be created on an ad-hoc basis and exported in formats that include: .pdf, .xls, .doc, and .rtf.

Controlling the Case

FOIA Manager provides a DoD 5015.02 Records Management system to ensure compliance with retention rules. With legal hold functionality, the system prevents deletion while managing the preservation process through defensible workflows.

FOIA Manager allows the secure storage of files during any stage of the redaction or revision process. For any stage of the case, administrators have custom controls over who has access to documents, how many users can access the documents, and who can approve redactions.