Day 1, Topic 1: eDiscovery/electronic record search tools

Modern organizations consume, create, and manage an unprecedented amount of content. As the volume of information continues to grow, with it grows the need to comply with the numerous regulations and standards for how it should be used, stored, and destroyed. Manually managing the information lifecycle at this scale, without a records management tool, is no longer feasible. Failure to automate records management creates operational inefficiencies and unnecessary security and compliance risks.

We would like to discuss the different approaches available when addressing this issue with each inherent advantage/disadvantage including:

- Existing governance capabilities within M365
- Enhancing governance capabilities of M365 with software
- Choosing a dedicated Platform

Day 1, Topic 2: Case processing tools (including the collection of records to review for redaction and posting accessible 508 compliant releases)

We can help government speed processes and increase efficiencies while improving transparency and public trust. Helping each level of government meet today's challenges of modernization, tight budgets and increasing constituent needs while laying the foundation for a streamlined, digital government. Our solutions enable you to:

- Electronically capture and access documents from wherever staff are located – in the office, working remotely or from the field
- Automate workflow and document routing to accelerate reviews and decisions
- Leverage rapid, low-code application development for faster solution delivery
- Integrate with your core government systems, extending their value

If your organization must comply with Section 508, ADA, WCAG or other information accessibility guidelines or laws, we can help you address this need. Features include configurable interfaces to support for screen readers, keyboard navigation, shortcut keys and more.

Day 1, Topic 3: Redaction tools (including tools that allow for automatic redaction of similar forms and record types including paper, digital content, videos, data, etc.)

Automated Redaction expands the document and data security by evaluating selected documents for sensitive information. Private information can be detected and securely removed from image documents in a consistent and automated way. Using character recognition, pattern analysis or configured zones, every page of a document is evaluated for information that should be removed. Documents can be placed for review before being

permanently redacted. Private or confidential information cannot be viewed on the redacted image documents, even when exported outside of your system.

- Reduces time and effort required to obscure private or confidential information on unstructured documents
- Blocks access of confidential data, originally viewable on the documents
- Safeguards confidential information from those who do not need it
- Lessens risk of redaction error or missed redactions, by automatically using OCR technology to evaluate a document
- Eliminates the burden of managing additional applications to perform redaction

Day 1, Topic 4: Artificial Intelligence (AI) tools that may assist with FOIA case processing.

Intelligent Automation (IA) is a combination of Robotic Process Automation (RPA) and artificial intelligence (AI) technologies which together empower rapid end-to-end business process automation and accelerate digital transformation.

To extend the horizons of business process automation by an order of magnitude, Intelligent Automation combines the task execution of RPA with the machine learning and analysis capabilities of automatic process discovery and process analytics as well as cognitive technologies, like computer vision, Natural Language Processing, and fuzzy logic. These enhanced capabilities can substantially improve FOIA case processing

Day 2, Topic 2: Improved public FOIA reading rooms/websites

Our corporate capabilities encompass many more aspects of the document and information management space. QAI is proficient at capturing, converting, migrating, managing content in cloud environments, and readily supports on-premises, cloud hybrid deployments.

We appreciate the opportunity review best practices on how to best share content through secure websites leveraging M365, SharePoint, Azure, and cognitive search.

Day 2, Topic 3: Improving the FOIA customer experience.

Improving the FOIA experience is accomplished through a comprehensive approach that includes:

- Improving eDiscovery and access to information through enhanced search and sharing by using best practices of tagging, metadata, and AI.
- Improving the speed that information can be retrieved by leveraging AI and RPA tools which have the capacity to retrieve information across disparate systems with substantially improved efficiency and accuracy while improving the employee experience by removing repetitive tasks.
- Improving privacy, security, and accessibility for a more inclusive experience