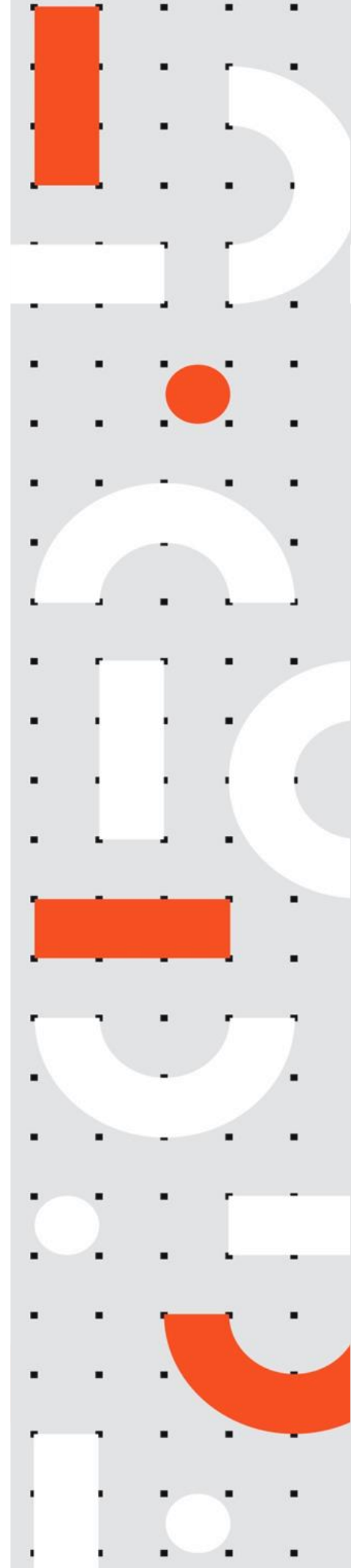




**Chief FOIA Officers Council
NexGen FOIA Tech Showcase
Request for Information – UiPath**

November 2021



UiPath RFI Response: NexGen FOIA Tech Showcase

RFI Response: NexGen FOIA Tech Showcase Day 1, Topic 1: eDiscovery/electronic record search tools

- Robotic Process Automation (RPA) is the digital assistant for the FOIA Workforce
 - Automation works best on repetitive, rules-based data
 - Process requests, review for exceptions, pull relevant documents and extract data from text, video, audio
- Search bot crawls through files it has access to on the network using the subject and keywords in the request to find relevant information
- The bot can be extended to find information in other sources: email, content management and ERP systems
- Audit ready - Activities are logged at a highly granular and customizable level
 - Provides an audit trail that can be provided to regulators and third parties upon request

RFI Response: NexGen FOIA Tech Showcase Day 1, Topic 2: Case Processing Tools

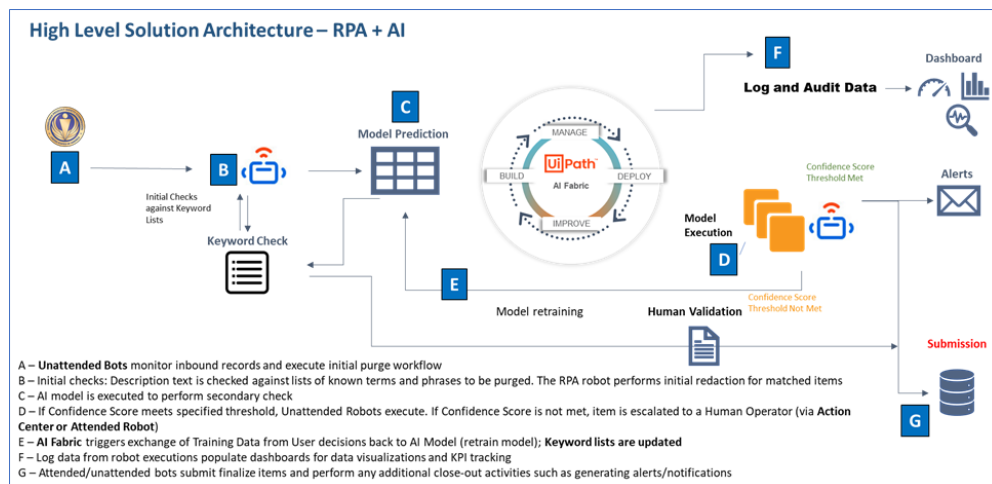
- Integrated with programs like MS Office and Adobe Acrobat to leverage existing accessibility checkers
- Easily expand rules to include Agency and Organization-specific policies
- Intake: document handling – virtual mailroom
 - Attended bot acts as a digital assistant to process requests directly from an inbox.
 - The bot can be extended to retrieve requests from a database or applications as needed
- Document classification and routing
- Performs rule-based actions to correct findings
 - Remove colors when contrast is flagged; unmerge cells in spreadsheets
 - Add alternative text using specified content (like Slide Title or Image Caption)
- Incorporate defined rules such as Section 508 Compliance Accessibility Rules
- Section 508 Compliance Bot - UiPath unattended robot uses Artificial Intelligence (AI) and Robotic Process Automation (RPA) to:
 - Make electronic documents accessible to people with disabilities
 - Conduct automated review of electronic documents to identify accessibility requirements and any exceptions to the Section 508 standards
 - Updates electronic documents to comply with Section 508 requirements and standards
 - Eliminates manual intervention for making documents 508 compliant

RFI Response: NexGen FOIA Tech Showcase Day 1, Topic 3: Redaction Tools

- UiPath partner Insystech has developed an AiFOIA Platform (<https://www.insystechinc.com/aifolia/>)
- Insystech's Redaction Bot automatically censors sensitive personally identifiable information (PII), freeing staff to focus on approving or overriding the automated redactions
- Search bot redacts confidential and personal information using existing software (i.e. OpenText Brava) following standard policy based key words and patterns
- The bot can leverage cloud services such as Google DLP, Microsoft Presidio and Amazon Comprehend to improve speed and efficiency
- The bots leverage native capabilities of the UiPath Platform and are designed to be managed exclusively within an agency's secure automation infrastructure

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

- UiPath's end-to-end automation platform combines the leading RPA solution with a full suite of capabilities in AI and Machine Learning (ML) enables users to build capacity and accelerate mission delivery
- Apply AI to Train and Continuously Improve ML Models with Human Input – make Subjective Corrections
 - The review of artifacts related to FOIA requests can be laborious and time consuming. UiPath's AI capabilities are ideally suited to training an intelligent document processing tool to model and interpret FOIA requests in multiple languages, extract actionable and sensitive metadata, validate the data, and populate it into a FOIA case management system(s)
 - Using RPA and AI mitigates risk of human error, risk of PII exposure, and allows human efforts to be redirected to higher value work. Human input can be seamlessly integrated to validate, retrain, and improve AI models, and provide approval when compliance requires it.



RFI Response: NexGen FOIA Tech Showcase Day 2, Topic 3: Improving FOIA Customer Experience

- UiPath's platform includes a dashboard analytics tool that measures the performance of automations allowing the agency to analyze and report against Key Performance Indicators and show the Return on Investment in time and money saved from introducing automation into the FOIA process.
 - Reduce backlogged requests
 - redeploy staff to the most challenging issues and requests facing the agency. Gives leadership the certainty and flexibility to allocate limited resources more strategically across the FOIA program.
- Automation can fill gaps in the current tech stack serving as the integrating layer across virtually any application, including established COTS enterprise platforms, legacy systems (mainframes), and custom-built solutions through API or User Interface (UI) automation activities. Interoperability with the National FOIA Portal is entirely possible with UiPath, as is integration with related tools.

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