



# FOIAExpress<sup>®</sup>

FOIA Technology Showcase

Day 1, Section 2: Case Processing Tools

**Request for Information (RFI) Response**

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## 1 Outline for Day 1, Section 2 (Case Processing Tools)

- Public Access Link (PAL)
  - Public Facing
  - Payment processing
  - Document delivery
  - Messaging with FOIA Office
  - Reading Room
- Requestor Management
  - Request history
  - Requestor database
  - Request Management
- Duplicate check – allows for checking the other requests from the requester to determine if this is a duplicate request
- Correspondence Module – contains all correspondence on a request both inbound and outbound. This includes correspondence with internal as well as with the requestor.
- Email/letter Template
- Redaction of completed correspondence
- Request for documents
- Correspondence
- Email/letter templates
- Collaboration Module
- Task reminders/Notification alerts
- Document Management
- Electronic Document Review (EDR)
- Ingestion to Document Management (Review Log)
- Redaction – Layers
- Optical Character Recognition (OCR)
- Consultation
- Correspondence
- Email/letter templates
- Collaboration Module
- Task reminders/Notification alerts
- Payment processing
- Role based permissions
- Reporting
  - Annual Report
  - Ad Hoc Reporting
  - Vaughn Index
- End user audit trail
- Dashboards/Analytics
  - EDR
  - FOIAXpress
- Dynamic Workflow



- Delivery
- Sanitize document pixel by pixel replacement so cannot be reverse engineered