



U.S. Department of Justice National Archives and Records Administration

Response to:
RFI ID: NexGen FOIA Tech Showcase

Topic 2: Case Processing Tools



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CFO-Council@nara.gov

Subject: RFI Response: NextGen FOIA Tech Showcase, Day #1, Topic #2

Dear CFO-Council:

Armedia is pleased to submit the attached response to the Request for Information to identify FOIA technology solutions for federal agencies in response to existing FOIA case processing challenges.

As a Veteran Owned Small Business (VOSB) and a long-term partner in providing proven technical expertise in the area of FOIA and Privacy Act Case Management, Armedia's niche focus in providing the full lifecycle of Information Management (IM) / Enterprise Content Management (ECM) technical and advisory services positions us to collaborate with the Chief FOIA Officers Council's Technology Committee for the **NexGen FOIA Tech Showcase**.

Armedia is externally appraised as a CMMI Level 3 technology firm with ISO 9001:2015 and ISO 27001 certification, resulting in lower risk and cost to the Council. As a core service offering, Armedia has extensive experience implementing case processing solutions across a variety of problem sets and for a variety of customers. Since 2002, Armedia supported over 100 information management solutions to include business process management, document capture, document management, records management, FOIA, case management, web content management, and more. Within the past year, Armedia is actively supporting more than 20 customers in the government and commercial market with similar solutions.

The point of contact and individual authorized to negotiate for and obligate Armedia:

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Armedia appreciates the opportunity to assist the Council in their market research and planning for the NexGen FOIA Tech Showcase.

Sincerely,



James Bailey, President

1 ARKCASE CAPABILITIES

ArkCase provides a configurable FOIA platform with core components necessary to track and process FOIA requests using a queue-based workflow to provide visibility into the status of the request. As a request moves from Intake to Fulfill, ArkCase provides drag and drop capability from Outlook and a network drive as well as integration with eDiscovery for collection of records. ArkCase provides a full-featured embedded viewer for annotation and bulk redaction. As exemption codes are applied, they are tracked with ArkCase for reporting. If an external tool like Adobe is used for redaction, ArkCase provides the ability for users to track the exemptions. Built with the user in mind, ArkCase provides an intuitive solution for collecting and processing responsive documents and posting accessible 508 compliant releases. **Figure 1** shows the ArkCase component architecture that provides core capabilities that include, but are not limited to:

- Public Portal
- Request management
- Document management
- DOJ FOIA Reports
- Predictive Analytics
- Communications, alerts, and notification management.
- Workflow configuration and management
- Deduplication (request and documents)
- Security and role-based access control
- Database management
- User account and profile management
- Auditing and reporting
- Annotation & Bulk Redaction w/ exemption codes
- Payment Integration (i.e. pay.gov)
- FOIA.gov integration
- SSO / MFA / Login.gov integration
- DOD 5015 records management
- People and Organization management
- Tagging
- AWS AI/ML Integration
 - Transcription of audio/video files
 - Natural language processing
- eDiscovery integration
- Audio / video redaction via integration

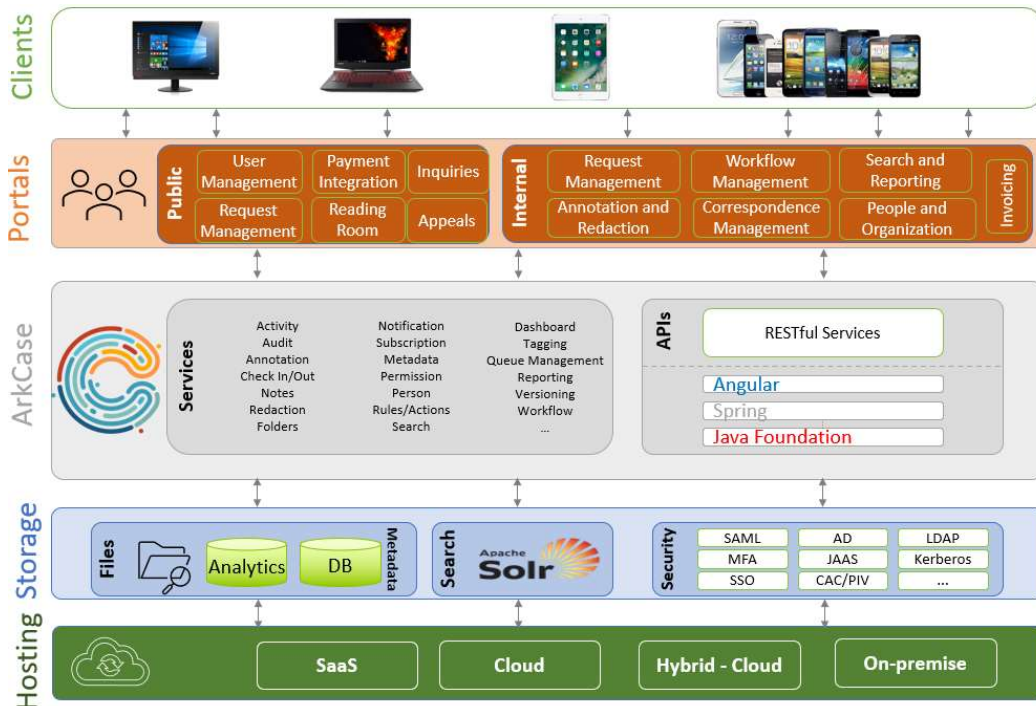


Figure 1 ArkCase FOIA Component Architecture

2 ARKCASE CAPABILITIES DESCRIPTION

Personalized Dashboard. ArkCase provides a dynamic personalized dashboard so users can organize information based on their preference to support greater efficiency.

Document Management. ArkCase provides a native support for document management. ArkCase supports any file type and allows users to organize information in a taxonomy that makes sense for the organization. In addition, ArkCase supports online editing of Microsoft Office documents and Portable Document Format (PDF) files. Users can quickly email documents and route documents for review and approval to increase productivity.

Annotation and Redaction. ArkCase also provides the capability to annotate or redact to protect Personally Identifiable Information (PII) prior to releasing the documents. During redactions, exemption codes are applied and tracked for reporting. Redactions can be applied to one or more terms using the bulk redaction capabilities that support freehand, block, page and search and redact functionality. Once a document has been redacted, users can permanently apply the redactions by creating a new version of the file for review and release. In addition, one or more exemption codes can be applied to a redacted area. If redaction is performed outside the system, authorized users can upload the redacted document as a version and manually enter the exemption codes that were applied.

Correspondence Management. ArkCase can be configured to automatically generate standard correspondence (emails, letters, etc.) based on templates stored in the repository. Leveraging metadata from the case or workflow, information within the template is updated similar to Mail Merge in Microsoft Office.

Queues and Workflow. ArkCase uses a BPMN 2.0 (Business Process Model Notation) compliant workflow engine. The workflow engine, based on Activiti, is designed as a lightweight BPM solution that's built for both developers and business people; a modern alternative to complex, IT-dependent legacy BPM systems. The graphical BPMN editor is designed to support the needs of the more dedicated BPM analyst. Processes are built by dragging and dropping from a palette of grouped components. The BPMN editor can be used to create fully-compliant BPMN 2.0 process models that can be managed, versioned, and shared.

Reporting and Analytics. ArkCase provides built-in reports that can be customized for each customer. With ArkCase FOIA, organizations get the 30+ DOJ reports and a full-featured analytics platform based on Pentaho Business Analytics Suite. From tabular and graphical reports to predictive analytics to make informed decisions for the future, ArkCase can help your organization be more data driven.

Roles Based Access Controls and Data Access Control. Roles Based Access Controls (RBAC) determines user permissions based on their roles. Users or groups are assigned to roles which are assigned to privileges (i.e., functions) within the system. The assigned privileges determine if a user or group has access to view, change, add or modify content. Data Access Controls can also occur at the attribute level. Users can determine how content is shared with other users in the organization.

508 Compliance. ArkCase complies with Web Content Accessibility Guidelines (WCAG 2.0 AA). ArkCase has been tested for Section 508 compliance by agencies as part of a deployment as PAHO and we can provide a VPAT upon request.