



RFI Response: NexGen FOIA Tech Showcase

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Day 1: Case Processing

Submitted by: Tyler Federal, LLC

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# Tyler Technology Case Processing Tool

Tyler Federal, LLC (“Tyler”) is pleased to respond to NARA on behalf of the Chief FOIA Officers Council’s Technology Committee for FOIA market research in preparation for The NexGen FOIA Tech Showcase event.

**About Tyler:** Tyler Federal, LLC (formerly MicroPact Federal, LLC), as a division of Tyler, successfully provides case management and business process management solutions for U.S. federal and state government agencies. Tyler’s success in case management implementations largely comes from the implementation of the Entellitrak software, a low-code application development platform for case management and business process management. Since its introduction in 2006, it has been at the forefront of our division’s implementations with more than 200 deployments throughout federal, state, local, and higher education sectors. The application is FedRAMP Moderate certified, and additional security protocols such as encryption at rest (when hosted), encryption in transit, 2-factor authentication, role-based security and more.

## About Entellitrak for FOIA Case Processing

The FOIA Case Management Solution is built on the tested and proven Entellitrak platform, used by over 200 federal agencies today, and extended with our Document Management module, to allow for redaction, version control, annotation, and extended collaboration. The entellitrak FOIA solution simplifies every step of a FOIA request and appeal, for both the requesting party and the knowledge worker responding to the request. For the public, the system supports a user-friendly, web-based portal that makes it easy to submit requests and appeals. Your agency can create templates for automatically-generated response letters to acknowledge the request and appeal, and to keep the requesting citizen apprised of the status as you move through the process. This gives the requestor and the agency a better experience which in turn help reduce the backlog and processing times.

## Relevant Experience

The Department of Justice, Office of Information Policy is using Entellitrak for their Freedom of Information Act (FOIA) Solution for Tracking and Managing Appeals and Requests. By utilizing the optional eFile module within Entellitrak, external users can submit FOIA Requests and Appeals electronically to DOJ OIP end users which will then process them accordingly. This system also interfaces with FOIA.gov to receive those FOIA submissions as well. Additionally, the system automates the FOIA Annual Report annually, which eliminates manual generation of the report. Key features of the system are:

- Public Portal for Citizens to Submit Requests and Appeals
- Full Lifecycle Tracking and Administration of Requests and Appeals
- Managing Documents
- Digital Interface with FOIA.gov to Receive Requests and Appeals
- Supports Generation of DOJ Annual FOIA Report

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## Why Entellitrak for FOIA Case Processing

The Freedom of Information Act (FOIA) requires federal agencies in the executive branch to disclose records to the public (with a number of specific exemptions). Unfortunately, managing requests for information can become a complex, time-consuming endeavor. In addition, agencies are required to produce regular detailed reports to show that they are complying with the FOIA—which becomes another complex, time-consuming task. The Entellitrak-based FOIA solution provides powerful, configurable functionality that helps agencies to not only process and track FOIA requests efficiently, but also to streamline the creation of the annual and quarterly reports. The configurable case management COTS solution makes sure every stakeholder has the right information at the right time to keep citizens informed—and keep your agency in compliance.

Challenge	How Entellitrak can help
Processing times are too long	Using business rules, Entellitrak can send email notifications/tickers to caseworkers to ensure they are continually processing the adjudication. Using Analytics, the users can see where the case is taking the longest and try to eliminate that logjam.
No interface with FOIA.gov	Tyler Federal has FOIA.gov interoperability.
No Automation or Ticklers	Entellitrak has numerous ways to automate time consuming tasks such as generating an acknowledgement letter, as well as setup reminders based on task deadlines.
No electronic filing component which makes intake difficult	Entellitrak offers a public portal for applicants to log into and submit information online. The applicant can log in and check the status of their adjudication at any time.
Difficulty preparing DOJ Annual Report	Tyler Federal has provided DOJ OIP the ability to generate the Annual Report with a few clicks.
Lack of Transparency	Entellitrak has an audit log for every action that has been taken on a FOIA case.
Flexible and Configurable System Build	Entellitrak offers a FOIA Case Management framework that can be leveraged as a starting point while giving the agency ownership of customizing the rest of the system to their unique needs