



# FOIA Request Management

## Share data efficiently. Increase transparency.

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.

Based on the Case Management Development Platform, Tyler's FOIA Request Management application 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.

## DESIGNED WITH INTERNAL AND EXTERNAL USERS IN MIND

The FOIA Request Management application simplifies every step of a FOIA request, 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. Your agency can create templates for automatically-generated response letters to acknowledge the request, and to keep the requesting citizen apprised of the status as you move through the process.

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“Over 100 agencies are subject to the FOIA and one of the ways they are held accountable for their administration of the law is through the Annual FOIA Report.”

— DOJ FOIA Report Handbook,  
5 U.S.C. § 552(e)(1)  
(2012 & Supp. V 2017)

## CASE MANAGEMENT DEVELOPMENT PLATFORM MODULES

- Document Management\*
- Analytics
- Access module\*
- Direct Scan module
- Mobile

*\*Optional, recommended modules*

## KEY FEATURES

- Public portal for citizens to submit requests
- Full lifecycle tracking and administration of requests
- Digital interface with FOIA.gov to receive requests
- Supports generation of DOJ Annual FOIA Report

## THE FREEDOM OF INFORMATION ACT: REQUIREMENTS AND EXEMPTIONS

FOIA gives any person, U.S. Citizen or not, the right to request and access any record from any executive branch agency (excluding legislative and judicial branches). In short, FOIA is the law that keeps the citizens in the know about their government.

At the same time, by using the FOIA Request Management application, your agency's FOIA officers are able to manage FOIA requests easily:

- Track and assign incoming requests
- Manage request processing times
- Manage adjudications
- Deliver requested documentation
- Identify what information has already been delivered
- Receive and process appeals
- Reduce the cost of processing requests
- Provide visibility across the agency's entire FOIA program
- Streamline reporting

## MANAGING DOCUMENTS

Not only can the FOIA Request Management application track and manage requests, it can be configured to fulfill them as well. The Document Management module allows users to store, retrieve, preview, redact, annotate, and share documents. It can handle nearly any kind of file so you can deliver everything from contracts, research papers, and reports to presentations and spreadsheets. It can also manage image, video, and audio files.

## INTERFACE WITH FOIA.GOV

Individuals may make FOIA requests directly to an agency, or they may go through the FOIA.gov website. Tyler's FOIA Request Management application can interface with FOIA.gov to let agencies receive and start processing their requests quickly irrespective of their point of origin.

## AUTOMATION TO SIMPLIFY REPORTING

Each federal agency is required to submit the Annual FOIA Report to the Department of Justice on or before February 1 of each year. When you rely on manual processes and separate systems to store data, it becomes very challenging to collect and collate detailed statistics on the numbers of requests received and processed by the agency, the time taken to respond, the outcome of each request, and other statistics related to the handling of requests.

The FOIA Request Management application streamlines the reporting process by capturing and formatting all required data to meet Department of Justice requirements. And because the application is so easy to configure, if reporting requirements change, those changes can be accommodated easily.

**Contact us for a presentation and demonstration**

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