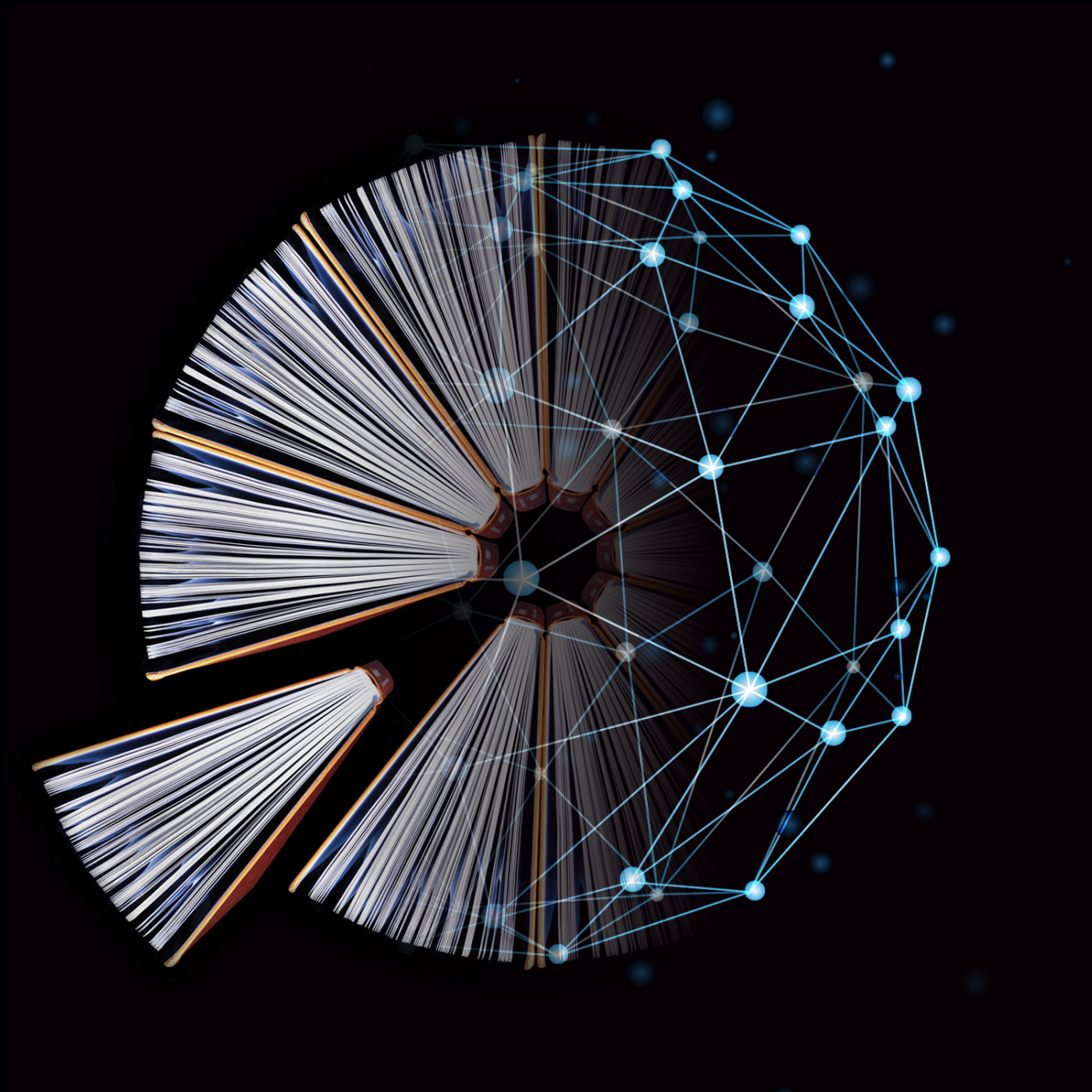


Deloitte.



**Deloitte Disclosure and
Freedom of Information
Act Solution**

Re-envision your agency's approach to disclosure

Government agencies face a growing volume of requests for disclosure of information, whether from within their own agencies, from Congress, through litigation, or from the general public. Additionally, the amount of data that needs to be identified and reviewed to respond to these requests is also growing exponentially.

For example, the Freedom of Information Act (FOIA) provides one of the most-used avenues for the public to make disclosure requests of the government. In Fiscal Year 2018, federal agencies received a record high of almost 900,000 Freedom of Information Act (FOIA) requests—a 47 percent jump in just eight years. At the same time, full-time FOIA staff grew less than 13 percent.

As if that were not challenging enough, consider that even a simple FOIA request takes approximately 28 days to process. Many are not simple. They can involve collecting high volumes of material, searching for records in multiple locations, and other layers of complexity. Under such circumstances, processing time can stretch to a year or longer.

Add to this the linear nature of traditional case management tools used for FOIA and other disclosure requests, which make subsequent revisions difficult, and the stage is set for rising backlogs, potential human error, and unmet expectations among the citizens you serve. It's a challenge across federal, state, and local agencies.

Take error-prone manual work out of the disclosure equation

When case management applications first appeared on the scene, they provided a much-needed boost to organizing disclosure requests. But they did little to change the efficiency of request processing. It still fell to analysts to carry out other work by hand, including:

- **De-duplication.** Record and document searches can turn up repetitive information—think email chains, which can replicate the same information hundreds or thousands of times—leaving large data sets for analysts to reconcile and creating risk of inconsistent responses.
- **Line-by-line reviews.** For each record provided in response to a disclosure request, an analyst must

conduct time-consuming, line-by-line review to identify any portions that are subject to disclosure exemptions.

- **Redaction.** When analysts process disclosure requests, they are often required to individually redact any sensitive or confidential information. This could include the names or contact information of government officials or information pertaining to someone other than the authorized subject of the request. Deloitte's Disclosure solution removes much of this manual work—and much of the risk of error that comes with it.

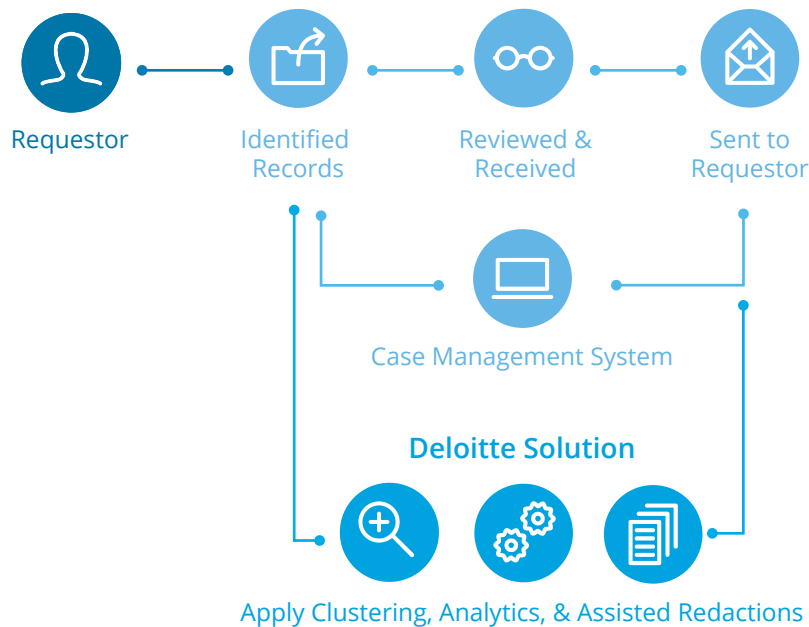
Digital tools that help keep backlogs at bay

The Deloitte Disclosure solution is a software application that starts with case management capabilities that equal any of today's other existing systems. But that's just the beginning. *The FOIA solution uses analytics and automation to help increase disclosure request processing efficiency and accountability while reducing costs and addressing the risk of inaccurate results. The outcome: the reduction of current disclosure request backlogs and potential prevention of future backlogs.*

When an analyst uploads records to the Deloitte Disclosure solution, several events take place. First, the document text becomes searchable. At the same time, the application automatically sorts documents into groups that require specific redactions and exemptions, and it identifies any documents that are incomplete. Advanced algorithms then scan the materials for keywords and expressions regularly identified as exempt, redacting them automatically.

Initially, the Deloitte Disclosure solution uses a template of terms that analysts regularly identify as exempt. Over time, the solution “learns” from analyst modifications, expanding the accuracy and completeness with which it redacts the material under review. This means faster processing, reduced staffing costs, and effective public service.

After that, the files move into case management, where analysts can review the machine-generated results and make any changes as needed. From here, the product can release the records directly to the requestor or integrate with other agency systems and platforms, such as public reading rooms.



Deloitte is a FedRAMP-certified hosting provider

The Deloitte Disclosure solution is a managed software-as-a-service (SaaS) platform hosted in a FEDRamp-authorized environment. Our cloud services have an Authority to Operate (ATO) with the following agencies:

- Department of Labor
- Department of the Navy
- Department of State
- Immigration and Customs Enforcement
- Internal Revenue Service

Our solution is built on a cloud-based eDiscovery platform designed to handle large amounts of data. In addition to essential case management capabilities, advanced analytics, and machine learning technology, the product has customizable workflows and layouts, integration capability with external systems, and an open application programming interface designed to work with other technologies.

Deloitte offers more than 20 years of experience assisting federal clients with responses to disclosure requests. Our disclosure response approaches emphasize transparency, participation, and collaboration, while enabling agencies to address the risks of data spills and litigation and helping to control costs.

Consistent redactions across multiple requests can enable:

- Timelier review of documents
- Improved processing accuracy and speed
- Reduced backlogs without additional staff
- Integrated, end-to-end functionality

Let's talk

Do more with less: That is today's reality for the nation's FOIA offices. Between ever-increasing disclosure requests and calls for greater transparency, analysts have a pivotal role in providing citizens with information about their government. Show them the value of public service and take control of disclosure request processing with advanced technology solutions from Deloitte.

www.deloitte.com/foiaservices

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1 "Summary of Annual FOIA Reports for Fiscal Year 2017," Office of Information Policy, U.S. Department of Justice, <https://www.justice.gov/oip/page/file/1069396/download>.

2 "Summary of Annual FOIA Reports for Fiscal Year 2017," Office of Information Policy, U.S. Department of Justice, <https://www.justice.gov/oip/page/file/1069396/download>.

3 "Summary of Annual FOIA Reports for Fiscal Year 2017," Office of Information Policy, U.S. Department of Justice, <https://www.justice.gov/oip/page/file/1069396/download>.



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