

# Managing Freedom of Information Act Cases

## Enterprise Software for Administering FOIA and Privacy Act Requests

*Intergraph Government Solutions implemented the Freedom of Information Act Case Tracking System (FACTS) for the US Army Records Management and Declassification Agency. FACTS has made a significant improvement in the agency's compliance, timeliness and efficiency and provided management with significantly improved visibility into FOIA and Privacy Act cases.*

For further information please contact:

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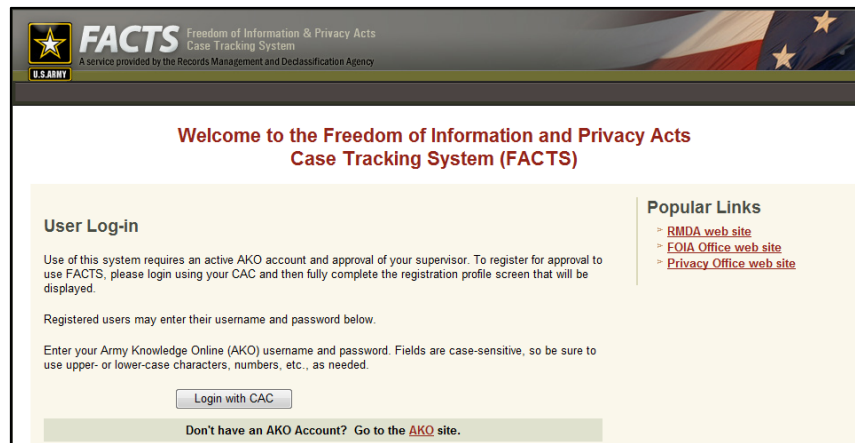


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## Overview

The Freedom of Information Act Case Tracking System (FACTS) is a web-based enterprise solution, which reduces many of the administrative burdens and challenges present in tracking and managing Freedom of Information Act (FOIA) and Privacy Act (PA) cases at every level of the Army. The Department of the Army Freedom of Information and Privacy Division within the Army Records Management and Declassification Agency designed the system in concert with the technical developers of the Army Records Information Management System (ARIMS).

The objective of FACTS is to provide uniformity of data collected during administrative processing of FOIA and Privacy cases. It facilitates world-wide tracking and exposure, empowers users to search case information on a department- or agency-wide or activity-specific scale, and employs automated programs and management reports.

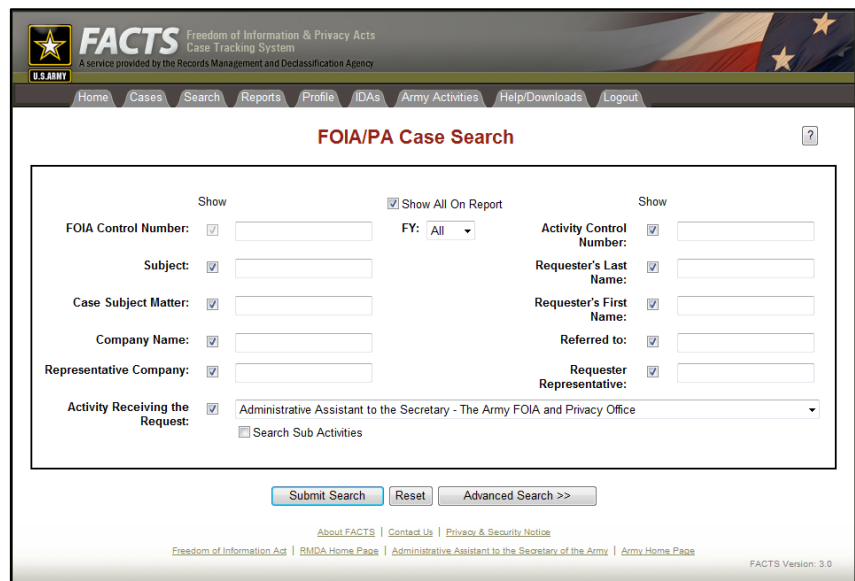


Currently, there are over 300 Army offices responsible for processing FOIA/PA requests. Annually, more than 28,000 requests are submitted from individuals and corporations outside the Federal Government. Historically, there was no method of searching requests information on an Army-wide basis; nor was there any way of maintaining current and inclusive contact information for the program offices. FACTS makes these things possible.

## Functionality

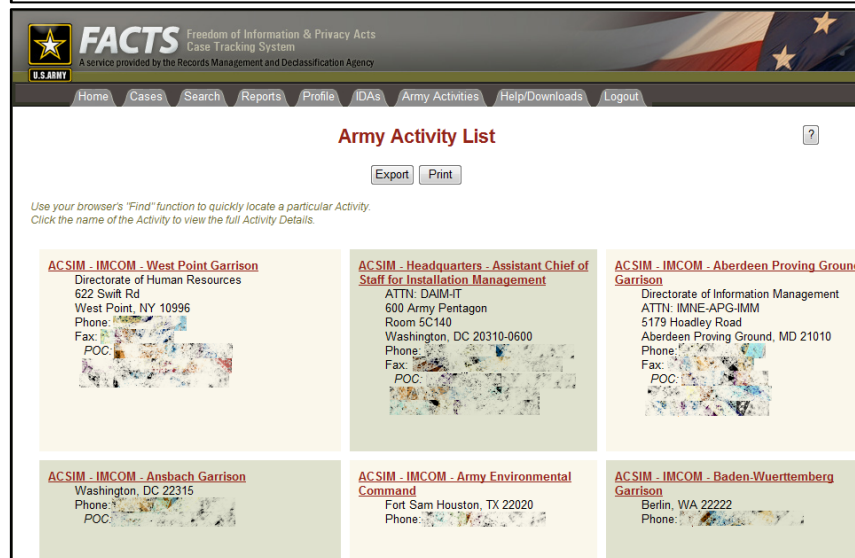
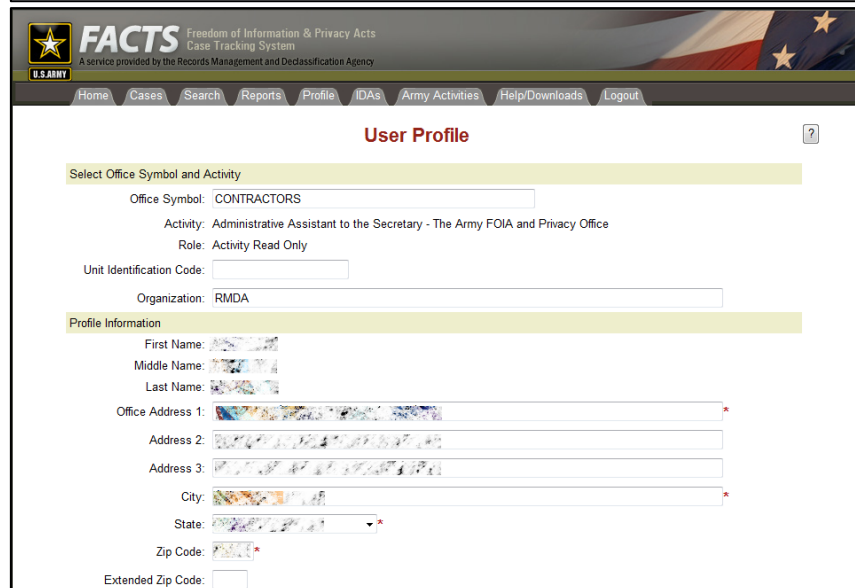
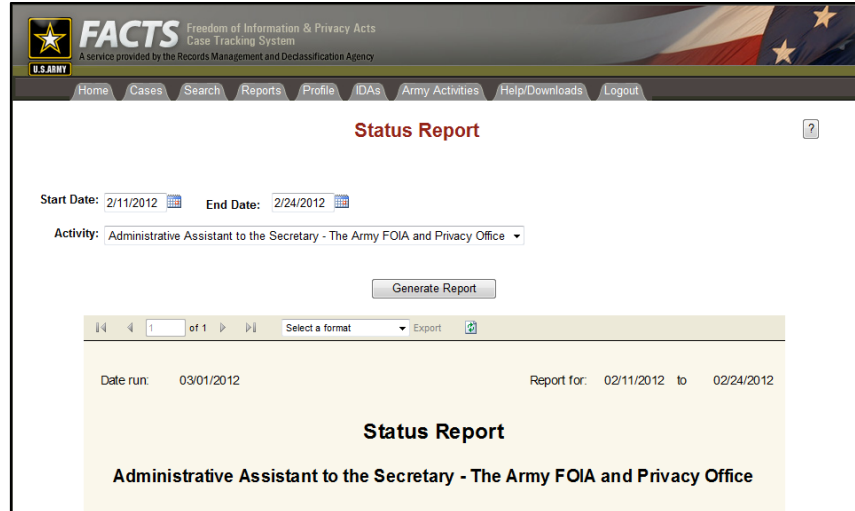
FACTS has distinct sections accessed by the tabs at the top of each screen.

- The Cases tab contains the capabilities for entering new cases, updating or editing existing cases, and closing cases.
- The Search tab enables users to perform simple searches or build complex queries using Boolean logical operators and word or number entries. The criteria of searching can involve action officer, inclusive dates,



and status of case; thus the results can meet many report requirements and serve as a useful management tool.

- The Reports tab provides reports on cases received, open, closed, pending and backlogged. Data and statistics required for annual reports, and “hot topic” requests received throughout the department or agency are also provided.
- The System Admin functions are limited to Activity System Admin and/or Super Users. These functions provide for user management and maintenance, lookup table and reference data management, and the addition of new Activities.
- The Profile tab allows users to register and update contact information. All users must have a valid account in order to access FACTS.
- The Initial Denial Authorities (IDAs) tab shows a printable list of up-to-date contact information and areas of responsibility for the Department of the Army IDAs.
- The Activities tab shows a printable



list of inclusive and up-to-date contact information for the FOIA/PA Offices within the Department of the Army.

## Access

Access to FACTS is limited to FOIA/PA Officers, Initial Denial Authorities, and other individuals authorized to process and respond to requests from individuals and corporations outside the Federal Government.

## System Requirements

The FACTS website is designed using C# and ASP.NET. It is compatible with the latest versions of Internet Explorer and Firefox, as well as previous versions. The site also uses JavaScript, CSS, and DHTML. If your browser does not support these, your system administrator can provide you with the plug-ins to have full access to FACTS. The application uses a SQL Server back end. The site should be viewed at a minimum screen resolution of 1024×768.

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