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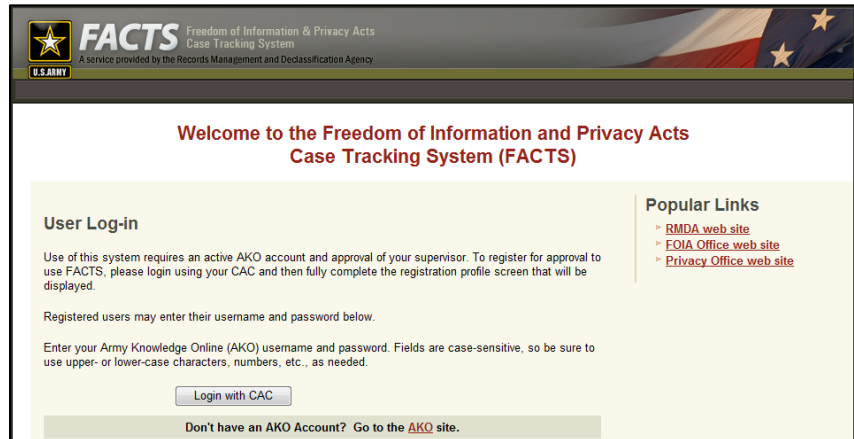
MANAGING FREEDOM OF INFORMATION ACT CASES **ENTERPRISE SOFTWARE FOR ADMINISTERING FOIA AND PRIVACY ACT REQUESTS**

White Paper
May 2012

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 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 an Army-wide or activity-specific scale, and employs automated programs and management reports.



FACTS Freedom of Information & Privacy Acts Case Tracking System
A service provided by the Records Management and Declassification Agency
U.S. ARMY

Welcome to the Freedom of Information and Privacy Acts Case Tracking System (FACTS)

User Log-in

Use of this system requires an active AKO account and approval of your supervisor. To register for approval to use FACTS, please login using your CAC and then fully complete the registration profile screen that will be displayed.

Registered users may enter their username and password below.

Enter your Army Knowledge Online (AKO) username and password. Fields are case-sensitive, so be sure to use upper- or lower-case characters, numbers, etc., as needed.

Login with CAC

Don't have an AKO Account? [Go to the AKO site.](#)

Popular Links

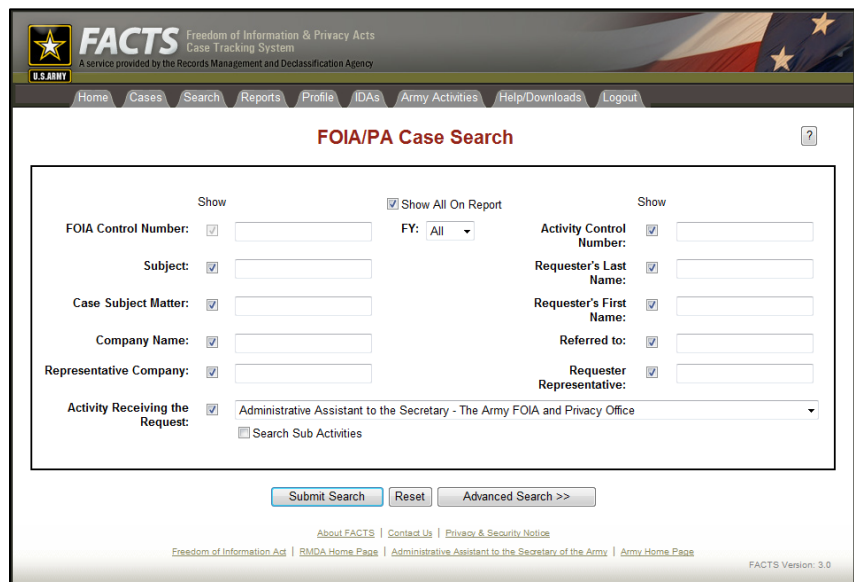
- > [RMDA web site](#)
- > [FOIA Office web site](#)
- > [Privacy Office web site](#)

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. Screen shots here are some examples of many.

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,



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Home Cases Search Reports Profile IDAs Army Activities Help/Downloads Logout

FOIA/PA Case Search

Show ☒ Show All On Report Show

FOIA Control Number: ☒ FY: All

Subject: ☒ Activity Control Number: ☒

Case Subject Matter: ☒ Requester's Last Name: ☒

Company Name: ☒ Requester's First Name: ☒

Representative Company: ☒ Referred to: ☒

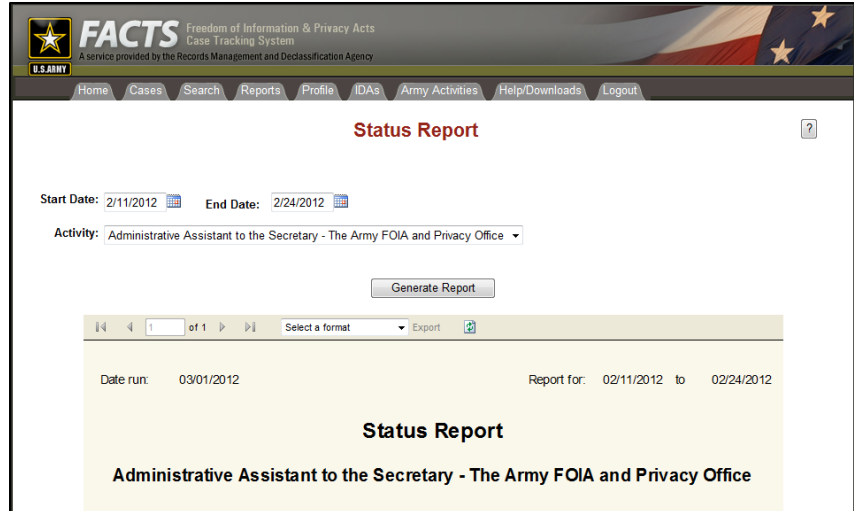
Activity Receiving the Request: ☒ Administrative Assistant to the Secretary - The Army FOIA and Privacy Office
☐ Search Sub Activities Requester Representative: ☒

Submit Search Reset Advanced Search >>

About FACTS | Contact Us | Privacy & Security Notice
Freedom of Information Act | RMDA Home Page | Administrative Assistant to the Secretary of the Army | Army Home Page
FACTS Version: 3.0

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 Army 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 AKO account in order to access FACTS.
- The **IDA** tab shows a printable list of inclusive and up-to-date contact information and areas of responsibilities for the Department of the Army Initial Denial Authorities.



FACTS Freedom of Information & Privacy Acts Case Tracking System
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Home Cases Search Reports Profile IDAs Army Activities Help/Downloads Logout

Status Report

Start Date: 2/11/2012 End Date: 2/24/2012

Activity: Administrative Assistant to the Secretary - The Army FOIA and Privacy Office

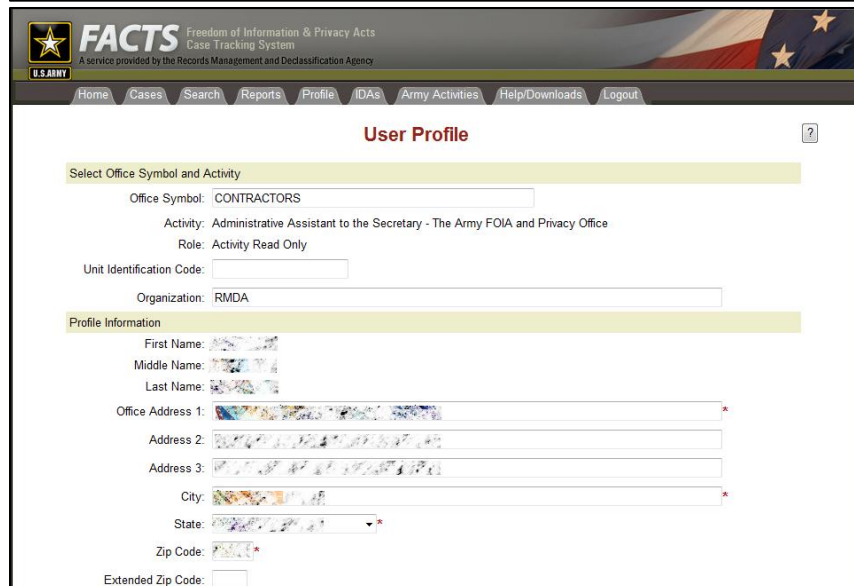
Generate Report

1 of 1 Select a format Export

Date run: 03/01/2012 Report for: 02/11/2012 to 02/24/2012

Status Report

Administrative Assistant to the Secretary - The Army FOIA and Privacy Office



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Home Cases Search Reports Profile IDAs Army Activities Help/Downloads Logout

User Profile

Select Office Symbol and Activity

Office Symbol: CONTRACTORS

Activity: Administrative Assistant to the Secretary - The Army FOIA and Privacy Office

Role: Activity Read Only

Unit Identification Code:

Organization: RMDA

Profile Information

First Name: Middle Name: Last Name:

Office Address 1: Address 2: Address 3: City: State: Zip Code: Extended Zip Code:



FACTS Freedom of Information & Privacy Acts Case Tracking System
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Home Cases Search Reports Profile IDAs Army Activities Help/Downloads Logout

Army Activity List

Export Print

Use your browser's "Find" function to quickly locate a particular Activity.
Click the name of the Activity to view the full Activity Details.

ACSIM - IMCOM - West Point Garrison Directorate of Human Resources 622 Swift Rd West Point, NY 10996 Phone: POC:	ACSIM - Headquarters - Assistant Chief of Staff for Installation Management ATTN: DAIM-IT 600 Army Pentagon Room 5C140 Washington, DC 20310-0600 Phone: Fax: POC:	ACSIM - IMCOM - Aberdeen Proving Ground Garrison Directorate of Information Management ATTN: IMNE-APG-IMM 5179 Hoadley Road Aberdeen Proving Ground, MD 21010 Phone: Fax: POC:
ACSIM - IMCOM - Ansbach Garrison Washington, DC 22315 Phone: POC:	ACSIM - IMCOM - Army Environmental Command Fort Sam Houston, TX 22020 Phone:	ACSIM - IMCOM - Baden-Wuerttemberg Garrison Berlin, WA 22222 Phone:



- The **Army 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 Army 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 backend. The site is best viewed with a screen resolution of at least 1024×768.

Hexagon US Federal built this information management system for the US Army Records Management and Declassification Agency. FACTS has contributed to a significant improvement in the agency's compliance, timeliness, and efficiency, and it continues to provide management with significantly improved visibility into FOIA and Privacy Act cases.

About Hexagon US Federal

Hexagon US Federal is an independent subsidiary for Hexagon's U.S. federal business. Hexagon provides mission-critical and business-critical solutions to governments and service providers. A global leader, proven innovator and trusted partner, our software and industry expertise help improve the lives of millions of people through safer communities, better public services and more reliable infrastructure. Visit hexagonusfederal.com for more information.

Hexagon Safety & Infrastructure is part of Hexagon (Nasdaq Stockholm: HEXAB; hexagon.com), a leading global provider of information technologies that drive productivity and quality across geospatial and industrial enterprise applications.

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