



# FOIA Solution

For federal, state and local government agencies of any size, it is a challenge to respond to constituents' Freedom of Information Act (FOIA) or Privacy Act (PA) requests in an efficient and timely way. Manually processing paper requests is time consuming for your staff, and can cause frustration for constituents when responses are delayed.

The Lexmark FOIA solution helps overcome your agency's most complex processing challenges. This affordable, rapidly deployable solution combines out-of-the-box functionality and configuration flexibility to tailor a user-friendly solution around your unique FOIA processing needs. Read on to learn how Lexmark can greatly simplify your agency's FOIA request process and improve constituent service.

## Simplify complex processes

There are many complexities that surround FOIA requests, including how requests are received, captured, routed, processed and archived. Delays caused by inefficient processing can be costly to your team's effectiveness and frustrating for constituents. The Lexmark FOIA solution simplifies the collection of FOIA requests and the management of response communications. Constituent intakes, acknowledgement letters, invoices, executive reviews and responses are just a click away, improving staff efficiency and advancing decision making. Instant access enables collaboration across departments in real-time and facilitates faster processing and constituent response.

## Accelerate FOIA request processing

The Lexmark FOIA solution is customizable based on the way your agency processes FOIA requests. Whether yours is a federal, state or local agency, Lexmark technology helps your staff efficiently manage the intake, processing and response of requests. With Lexmark , you can:

- ▶ Simplify the collection of FOIA requests regardless of how they are received (phone call, fax, letter, email or eForm)
- ▶ Route the FOIA request to the dedicated FOIA worker or processor, with notifications to Executive Officers as needed
- ▶ Automate the creation and delivery of customized communications including confirmations, requests for information and statements of anticipated costs—all without time-consuming data gathering or manual assembly

- ▶ Leverage enterprise search functionality to quickly search across disparate data repositories, identify important pieces of information, and make them instantly actionable. Analyze and explore relationships between disparate pieces of information, to gain valuable insight beyond basic key terms

## Access information anytime, anywhere

With the Lexmark FOIA solution, your staff can instantly access a requester's file and complete all the needed processing steps electronically. A secure, central repository enables easy and controlled access for key agency stakeholders.

The diagram below illustrates how this works:



Online requests are automatically captured and imported into the Lexmark FOIA solution repository; paper requests are also captured by scanning into the solution



Requests are electronically routed to the appropriate field office contact or subject matter expert



Multiple agencies and staff members collaborate without the need to search for, copy, share or wait on paper files



Built-in redaction feature provides permanent and tamper-proof masking of sensitive, confidential or legally significant information



Original and redacted responses are linked into the requester's file in the Lexmark FOIA solution repository



Lexmark workflow routes complete request packets to accelerate review and approval



Outbound communications are linked together in one electronic file to facilitate a complete FOIA request package

## Eliminate costly manual processes

Disparate methods of handling forms and documents among multiple people significantly slow down the flow of work at an agency. Our solution simplifies information sharing by eliminating paper-intensive processes and file shuffling. FOIA requests are captured or scanned into the Lexmark repository where they are converted into electronic files and routed to the appropriate reviewer. Once captured, requests are available to authorized users agency-wide. Powerful features such as sticky note messaging, annotations and smart redaction streamline the FOIA request process and free up staff members to work on other critical tasks.

## Leverage advanced solutions

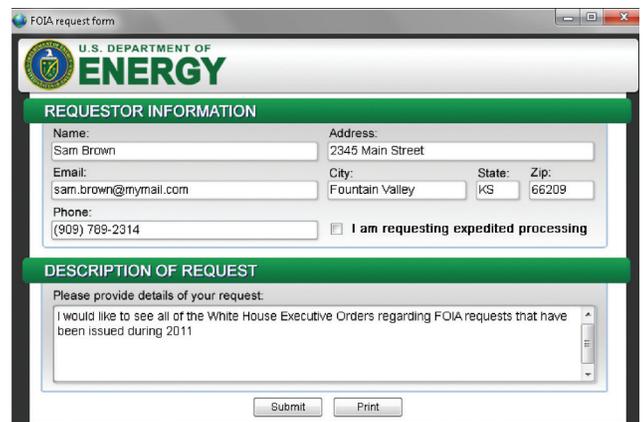
Barcode processing can eliminate problems associated with incomplete information and missing content, as well as capture inbound correspondence and payment of processing costs. The Lexmark FOIA solution is scalable and easily configured to populate index values from barcodes generated on physical documents, eliminating delays caused by incomplete information and missing correspondence. The solution can easily read barcodes, removing the need for staff intervention and manual processing.

## Ensure government compliance

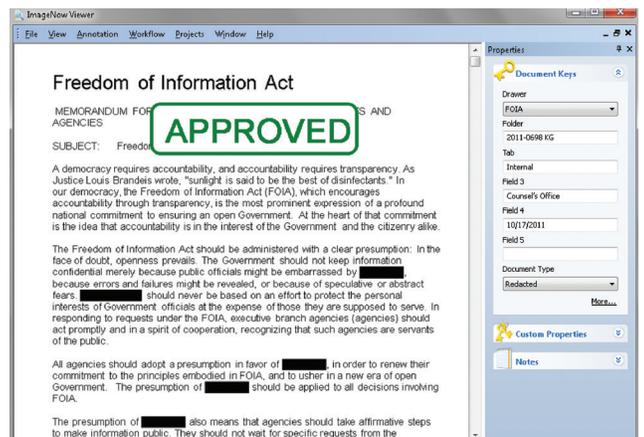
Lexmark understands the compliance issues your agency faces and has designed scalable solutions that complement your overall compliance strategy. Our innovative technology helps agencies of all sizes achieve compliance with legislative and executive mandates directing agencies to improve FOIA performance and processing times.

1. Matt, a FOIA Officer with the Department of Energy, receives an online request from a constituent, Sam, regarding a federal green energy initiative. Sam's request and contact information is automatically captured and stored in the Lexmark FOIA solution repository.
2. Next, Sam's request is electronically routed to Jill, a FOIA case worker with the Department of Energy who specializes in renewable fuels. If desired, the system can be configured to automatically notify supervisors or executive officials of any delays in the response process.
3. Jill is able to conduct a single, federated search across all applicable electronic repositories without searching for or copying paper files. This allows Jill to quickly and efficiently prepare a response to Sam's request.
4. The Lexmark FOIA solution workflow routes Jill's response for redaction by counsel's office. Once completed and approved, the final redacted response is sent back to Matt, who populates a form letter, attaches it to Sam's FOIA request and emails the response back to Sam.

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Access all documents and content related to a FOIA request with a single click