



APPLYING TECHNOLOGY. AMPLIFYING RESULTS.

TWD SOLUTION SPOTLIGHT

# Streamlining eDiscovery for FOIA

The constant flow of information requested under the Freedom of Information Act (FOIA) builds on the current overwhelming backlog of pending requests. As a result, the growing backlogs expose agencies to additional scrutiny and regulation, which only perpetuates the problem. TWD's eDiscovery solution overcomes the operational, regulatory and technological obstacles to enable a more efficient FOIA process, from collection to response to reporting. Our automated operations blueprint and user-friendly platform ensure compliance, transparency and improved efficiency along with a predictable pricing model.

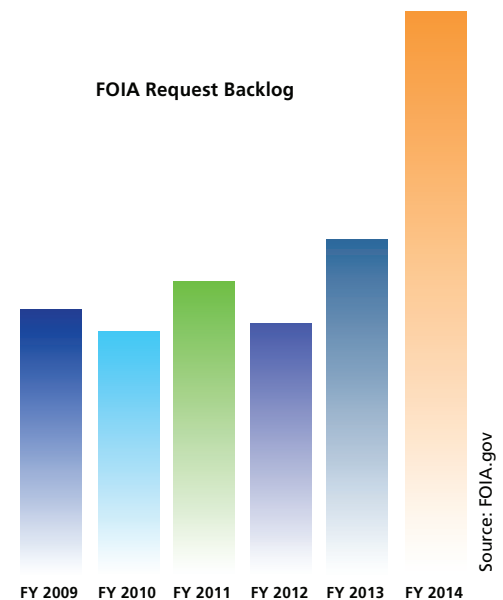
TWD leverages our eDiscovery expertise, a proven operations methodology and price-conscious technology tools to manage an agency's FOIA process. The result is faster collection times, lower costs and simplified tracking and reporting.

### Overview

FOIA grants citizens the right to request access to records from government agencies. All federal agencies must respond to requests in a timely fashion, and track and report the status of those requests. In addition, the rigor and thoroughness of the data provided in a response must be legally defensible. But there is no standard form for submitting a FOIA request, and no centralized process for handling responses. Although many agencies have enabled submission through their websites, they also are required to respond to letters, email or faxes, and each agency might have more than one FOIA office.

Exponential growth in the amount and variety of electronically stored information (ESI) is among the latest challenges facing agencies. Some records are housed in legacy systems while others come from newer sources such as messaging, social media and video. However, a shortage of resources to respond to requests is not considered a justifiable reason for missing statutory response deadlines.

In its original form, eDiscovery (electronic discovery) was a means to search electronic data to find evidence for civil or criminal legal matters, but application of these tools is now routinely applied to regulatory and investigatory situations as well. However, technology alone will not solve eDiscovery challenges. At the core there must be



an operational process that ensures all the data is handled efficiently and by the appropriate staff. Only then is it possible to identify the right technology tools to suit the existing IT environment and budget.

### Compliance, Efficiency and Transparency throughout the FOIA Lifecycle

TWD's eDiscovery solution streamlines the collection, tracking and reporting of FOIA requests to help you keep up with the constant stream of requests. We begin with strategic guidance to develop a concept of operations that examines

existing data storage and handling procedures. We help navigate all the regulations and agency policies to ensure compliance. Our tools can also help automatically enforce important policies that will make data collection more efficient to ensure long-term success. Highlights of our proprietary approach include:

- **Dedicated eComply team**

TWD's professionals possess strong backgrounds in eDiscovery, they understand the regulatory requirements and they have the collaborative skillsets to work with agency counterparts. With our flexible service delivery models, we can offer full-time support or availability on-call.

- **eDiscovery Portal**

TWD's eDiscovery Portal is a centralized one-stop platform for the full lifecycle of FOIA requests, from initiation to communication to results tracking to reporting. The Portal's user authentication security and location-independent access means that authorized agency employees, however widely distributed, can manage requests securely and with accountability. The Portal and eComply team both integrate and adapt to existing information management technologies, whether they are on-premise or in the cloud.

- **Gets the "hard to get" ESI**

Moving the ESI stored in tapes, disk drives and legacy email servers into a cloud-based repository can drastically reduce search and collection times and make them more predictable. TWD's solution includes a FedRAMP-compliant system to ensure consistently efficient turnaround times as well as the ability to handle classified and unclassified information.

- **Meets compliance benchmarks**

Agencies can easily track the timelines of FOIA requests as they progress through the steps in the process and can quickly generate reports for periodic reviews by governance boards and other oversight bodies. With agencies directed to apply the presumption of openness in FOIA responses to the public, a solution that provides complete transparency to internal agency users embraces the spirit and letter of the law.

- **Scalability**

TWD's eDiscovery solution goes beyond FOIA and litigation collection compliance. It can be modified to provide fields for e-records compliance, program and employee complaints and comments or other types of information request tracking and processing.



### Discover our Proven Performance

TWD delivers well-defined processes developed over more than a decade of providing eDiscovery solutions with demonstrated success. Our highly qualified staff possess the expertise and security clearances to responsibly handle sensitive information. As a leading technology solutions company we are experts in current and evolving technologies, giving us the necessary perspective to recommend the right tools to address current challenges and future plans. We can help you create a process that curates the information your agency needs to complete FOIA requests or handle a broader range of eDiscovery needs, with pricing models that offer predictability.

### About TWD & Associates, Inc.

TWD is a technology solutions company that for more than 20 years has served as a trusted partner in delivering the highest quality systems and services to all types of customers, from large federal agencies in highly secure environments to commercial companies and non-profits. Our customers choose us to solve their communication and collaboration needs, taking a holistic view of their current technology investments and customizing solutions to deliver compelling value in the form of lower costs and higher productivity—whether on-premise or from the cloud—whether customer owned or by way of a TWD managed service.

To schedule a consultation, please contact:  
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