

Public Records Request & Process Automation

OpenAxes and Trustpoint.One offer robust Public Records Request software and services to assist agencies in answering Freedom of Information Act (FOIA) requests.

Respond On-time

Governmental agencies and departments must respond to FOIA and PRR requests within a reasonable time frame, and failure to do so can result in liability for the organization. Requests may come from a range of sources, including constituents, media, legal entities, and businesses, making it essential to have efficient response processes in place.

Key Considerations

Managing the increasing volume and variety of data sources can put a strain on staff and system resources. Therefore, it is crucial to strike a balance between the risk and value of data for the organization. Having an effective FOIA and PRR response plan in place is critical for government agencies and departments. By considering key factors such as request lifecycle management, legal mandates, communication and validation, and automation, organizations can streamline the response process, reduce liability, and promote transparency and accountability.

A Repeatable Process

You can ensure a repeatable process to manage the FOIA and PRR requests across many different scenarios and data sources driving easier and better compliance.

1. Set up and configure the requests fulfillment portal.
2. Identify & inventory source and target data sources & owners.
3. Assess and review the results and prepare actions.
4. Determine the plan to respond to the request.
5. Automate data actions for the request & audit reports.