



# How to Find Data Fast for Litigation, E-Discovery & Open Records Requests

Agencies at every level are flooded with daily demands for records. Whether it's litigation or public records requests (PRR), these solicitations pressure agencies to parse large amounts of data.

But the hunt for legal data doesn't need to be long or painful for agencies. With the right people, processes and technology, agencies can find the information they need quicker and more efficiently.

Fortunately, there are best practices and technology agencies can use to overcome their data discovery problems. This worksheet by GovLoop and Exterro will help your agency identify – and address – the gaps in its legal data process.

## PROBLEM ASSESSMENT: FACTORS TO CONSIDER

---

### Types of records your agency may encounter:

**LITIGATION** – Concerns the data involved with your agency's legal proceedings in civil court.

**PRR** – Addresses the data that citizens and the media seek under open records laws such as California's Public Records Act and most other states.

**FREEDOM OF INFORMATION ACT (FOIA)** – Details what federal data must be fully or partially released following a public request if it hasn't been previously provided to citizens.

### Choose your agency's biggest problems:

- TOO MUCH DATA** – Your agency has a large volume of data that comes from so many siloed sources it is difficult to track.
- DIFFICULTY COLLABORATING** – Your agency has multiple teams following the same procedures to get data, but they are isolated and can't collaborate easily.
- MANUAL PROCESSES** – You and your co-workers use manual, paper-based processes for activities such as redacting information that are costly and time consuming.
- INEFFICIENCY** – Your agency struggles to satisfy record requests without repeating parts of the discovery process and duplicating data.
- PEOPLE AND RESOURCES** – Your agency does not have enough staff and resources to handle the number of record requests it receives.

## SOLUTION ASSESSMENT

---

### Key technology solutions to meet your demands:

#### **ELECTRONIC DISCOVERY (E-DISCOVERY)**

E-discovery is the process an organization uses to search digital records and find pertinent information for a case.

#### **ARTIFICIAL INTELLIGENCE (AI)**

AI features machines imitating such human cognitive abilities as learning. AI can help agencies respond to record requests more efficiently by finding records that are more likely to be relevant to each case.

#### **EARLY CASE ASSESSMENT (ECA)**

ECA refers to estimating the risk involved in prosecuting or defending a legal case. Ultimately, ECA measures the cost in time and money from legal proceedings.

## SOLUTION ASSESSMENT CONT.

---

### Choose which capabilities your agency needs:

- **ENHANCED E-DISCOVERY** – Upgrading your agency's e-discovery tools can help it sort through any amount of data quicker and easier. Consequently, you and your co-workers save energy, money and time.
- **CLOSER COORDINATION** – Improving collaboration between your agency's teams can make e-discovery a smoother journey. Even better, it brings you and your teammates closer while simplifying your agency's operations.
- **WORKFLOW AUTOMATION** – Automation involves machines performing processes and procedures with little to no human assistance. Automating your agency's workflows reduces clutter and waste from paper. It also makes your agency more collaborative, organized and capable of efficiently using e-discovery.
- **BOOST EFFICIENCY** – Elevating your agency's efficiency not only saves budget dollars, it improves the customer experience (CX) for citizens and the media. In turn, your agency can complete record requests faster and with less difficulty.
- **DO MORE WITH LESS** – AI-driven ECA can help boost your agency's operations by assisting its workforce no matter its size or available resources. As a result, your agency saves effort, funding and manpower hours.

## AI-DRIVEN ECA AT A GLANCE

---

### Capabilities of AI-driven ECA:

**CONCEPT CLUSTERING** – Concept clustering automatically groups words and phrases from your agency's data during ECA. The results are contextual connections that help your agency analyze and collect its data painlessly faster.

### **COMMUNICATION AND CONTENT-BASED RELATIONSHIPS**

– These tools aid your agency by identifying the connections between its employees. Subsequently, how you and your peers communicate and which data each of you controls becomes clearer. Eventually, your agency can focus on the most important data and workers involved in each situation.

**KEYWORD ANALYSIS AND SUGGESTIONS** – AI can examine documents and suggest keywords and logical groupings for your agency. For instance, AI can label all your agency's data about the people involved in a legal case, so it is easier to see.

**IN PLACE DOCUMENT RENDERING** – In place document rendering lets your agency specific documents in highlighted clusters of data. As a result, your agency can better determine its record response without collecting and processing all its data first.

**THE LAST WORD:** AI can become a powerful fuel for any agency's ECA and e-discovery. Collectively, these tools can make your agency's data management and response to records requests more seamless. In turn, they can also enhance how your agency's people and processes handle record requests for the better.

*Exterro is an e-discovery and legal software company. Its platform leverages AI to fulfill records requests more cheaply, precisely and rapidly.*

To learn how Exterro's government data, IT and legal solutions can benefit your agency, visit: <https://www.exterro.com/>.

**exterro**<sup>®</sup>