

Going Digital to Solve Your Data and Legal Demands



Data is one of the most valuable resources that governments must use to better serve citizens. Despite this, data is increasingly causing headaches for agencies at every level. Governments can't keep up with the legal demands for their data.

For instance, the Education Department (ED) took 10 working days on average in 2018 to process one type of major federal records request where the desired information existed in a small amount of records. The Office of Open Government (OOG) in Wisconsin's Justice Department (DOJ), meanwhile, reported in 2019 that its employees took an average of 11 calendar days to respond to all record requests in the first half of the year.

These are only two examples, and agencies of all stripes suffer from similar data pains. This worksheet by GovLoop and Exterro will help your organization understand what kind of requests it might handle and how an electronic discovery (e-discovery) solution can help.

ASSESSMENT PART 1

Choose the request(s) that your agency receives frequently, then remember your answers for part two.

INTERNAL INVESTIGATIONS

Internal investigations occur when agencies need to identify and collect their own data for legal reasons, such as settling disputes over employee firings

CIVIL LITIGATION

When an agency is sued in civil court, it must preserve, collect, review and produce relevant data related to the issues involved in the suit according to court rules

FREEDOM OF INFORMATION ACT (FOIA)

FOIA outlines what federal information must be fully or partially released following a public request if it hasn't been previously issued to citizens

PUBLIC RECORDS REQUESTS (PRR)

Like FOIA, PRR involves all requests to access government data from both the media and the public under state open records laws such as California's Public Records Act, New York's Freedom of Information Law, Florida's Sunshine Law and Minnesota's Government Data Practices Act

OFFICE OF INSPECTOR GENERAL (OIG) INVESTIGATIONS

OIGs are oversight components which monitor their parent agencies for abusive, wasteful and unlawful operations

PERSONAL INFORMATION REQUESTS

Personal information requests require access to personal records regulated by privacy protections such as The Privacy Act of 1974, General Data Protection Regulation (GDPR) and California Consumer Privacy Act (CCPA)

ASSESSMENT PART 2

Answer the following questions to understand the scope of the challenges facing your agency.

How many record requests does your organization receive annually?

How many legal matters does your organization manage annually?

What is the greatest number of documents you've collected to satisfy one record request?

How many different data sources – such as network shares – does your organization manage?

Do you have any of these systems in place?

- Asset management system
- Matter management system
- Human resources (HR) database

How many hours do you spend each week:

Collecting records for requests: _____

Reviewing and redacting records for requests: _____

Communicating with other departments in your organization to collect and review records: _____

How much does it cost your agency to complete each of its record requests?

Do you have a repeatable and defensible process for:

- Managing data requests? If so, how many processes do you have? _____
- Preserving data?

SOLUTION

E-discovery software is helping agencies optimize their processes to rapidly identify, collect, review and deliver requested data. Using cloud computing, modern e-discovery tools can adapt and scale to various types and any amount of data. These tools can also enable a process that can be optimized and, in many cases, automated.

IF YOUR BIGGEST CHALLENGE IS MANUAL PROCESSES:

Automation is the process of machines performing menial tasks with minimal human input. Automation can help agencies orchestrate their process for records requests by minimizing the effort people put into handling data. It can also aid agencies with compliance, helping them meet cybersecurity standards with less manpower.

IF YOUR BIGGEST CHALLENGE IS COST:

Cloud-based e-discovery software can become a valuable cost-savings tool for agencies over time. First, cloud can save agencies large amounts of money they once spent operating and maintaining their legacy IT. Automating e-discovery, meanwhile, reduces the amount of costly human errors. Collectively, these changes can save valuable dollars no matter how tight your budget is.

IF YOUR BIGGEST CHALLENGE IS VOLUME OF DATA:

Cloud's flexibility makes it ideal for adapting to growing data. Next, adding automation to the mix reduces the time it takes to collect, process and store multiple varieties of data. Finally, e-discovery helps your agency make sense of its information faster, improving its decision-making and speed.

THE LAST WORD

Agencies that go digital with e-discovery meet their data and legal demands faster without sacrificing privacy, security or speed.

Exterro is an e-discovery and legal software company. E-discovery platforms such as Exterro's help agencies mitigate their compliance, data, litigation and regulatory risks with limited resources.

To learn more about Exterro's government data, IT and legal solutions, visit [exterro.com/solutions/government](https://www.exterro.com/solutions/government)

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