The Anatomy of a Public Records Request

Streamline your public records request process with a modern electronic records management solution.

The Request Process

Before Streamlining

A public records request is created

YES: IT sends records to Admin NO: Admin reviews outstanding

requests weekly

Is IT able to locate

the records?

requester that request has been received

Admin forwards records to clerk

Send email reminders

 Clerk notifies requester that delay is necessary • RETURN TO STEP 4

Cierk assigns request to admin

Clerk reviews records for relevance

Clerk sends records to legal for review and redaction

Admin Submits

request to IT

Legal completes review and returns

records to clerk

IT searches for relevant records in

various archives:

Email

SMS text

Instant messaging

Clerk releases

records to requester

Reviewing records This can be a time-consuming process, especially if the records request spans a long period of time and includes thousands of communications.



when records can't be produced?

agencies risk fines, litigation and mistrust by their constituents.

When records can't be produced,



Some archives aren't easily searchable.

For example, text messages might be

flattened images or screenshots of texts. These flattened images require records managers to manually enter meta data to describe the content. This is time consuming and prone to human errors.

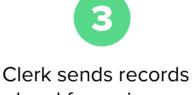
The Request Process

After Streamlining





request and searches a single archive



to legal for review and redaction



review and returns

records to clerk





Simplify

records retrieval process.

into a single repository simplifies the

Consolidating multiple disparate archives

records management solution

Benefits of a modern electronic



Free IT from continuous search and triage of information requests

Automate forms and hard-copy handling

Reduce the risk of fines from delays or incomplete information Build public trust and transparency

Spare your legal team the toil of manual redaction



Our archiving solutions support more than 80 different communications channels across email,

SMS/text, social media, IM/collaboration, voice and web. We partner with many industry carriers for direct capture of all mobile content from your employees' devices.

Through our partnership with NextRequest, we also offer an end-to-end solution that enables:

Constituents to easily create public records

requests online through an online portal

Clerks to accept, manage and respond to public records requests using the same portal

Legal teams to perform redaction prior to publishing the records extracted from the archive

Ready to find out more about public

records management solutions?

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DISCOVER HOW