

Case Study

Equal Employment Opportunity Commission (EEOC)

The Organization

The Equal Employment Opportunity Commission (EEOC) is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.

Challenge

EEOC was experiencing an ever-growing amount of FOIA requests and their in-house system couldn't keep pace with growing demand. The agency looked to modernize their technology and reassess their current processes to support the FOIA. EEOC required a new, automated FOIA Software-as-a-Service (SaaS) solution to efficiently streamline request processing. The goals for the system included:

- Enable electronic request submission via the web
- Track and manage online requests
- Manage deadlines and remove process bottlenecks
- Publish electronic records
- Streamline reporting (including the annual DOJ report)
- Search and retrieve data on demand

Solution

AINS delivered FOIAXpress® and its Public Access Link (PAL) Web Portal to replace EEOC's legacy, in-house FOIA Tracking System. The end-to-end system has helped streamline request processing, while providing one, centralized access point for real-time insight on the agency's FOIA operations.

With more than 18,000 annual FOIA requests, EEOC has experienced a significant uptick in their processing response times. Adopting FOIAXpress delivered on EEOC objectives for transparency, accountability and greater citizen engagement.

By hosting FOIAXpress in the AINS FedRAMP Cloud data center, EEOC has saved significant time and money, removing reliance on internal IT resources and infrastructure. AINS provided customized trainings to support the smooth and efficient implementation of FOIAXpress into EEOC's existing structure.



"An additional feature of the new software is the ability to closely track EEOC FOIA data, and provide in-depth statistics on the agency's FOIA administration for reports to the Attorney General and other agencies."

-EEOC Manager

Results:

- Increased Response Time to 18,000 requests
- Eliminated Bottlenecks
- Simplified Reporting
- Improved Transparency
- Centralized Processing
- Promoted citizen engagement with the PAL Web Portal