

Case Studies

United States Air Force (USAF)

The Organization

The United States Air Force (USAF) is the world's pre-eminent force in air, space, and cyberspace. USAF maintains that distinction through the objectives of global vigilance, reach, and power.

Challenge

In 2009, USAF conducted an internal audit to investigate all aspects of FOIA request processing using the Air Force FOIA Case Tracking System (AF FACTS). The results of the 2009 investigation revealed that improvements were needed in recording and tracking requests, processing requests, public web access to records, recovering costs incurred, and making plans to minimize request backlogs.

Based on this analysis, USAF found that:

- Inaccuracies were occurring. The report found that 62% of data did not match the majority of FOIA requests reviewed
- USAF's process resulted in incorrect timing of response deadlines—some requests were made on time, while others were overdue
- Overall, a new system was needed to track and report requests from original receipt to the final response, with the capability for FOIA personnel to scan and store FOIA request documents.

Solution

The Air Force select FOIAXpress® to support the needs of their entities and bases around the world. The AINS FOIAXpress implementation team was immediately deployed to help integrate several systems, migrate legacy cases, and support different infrastructure requirements in order to rollout FOIAXpress enterprise-wide.

FOIAXpress met all recommendations found in the USAF's audit report, allowing the agency to more effectively comply with FOIA law provisions. AINS worked with the USAF to provide "train the trainer" training for over 600 users across the globe, and to standardize several document management solutions into an enterprise system for retention and storage of all FOIA requests. FOIAXpress is currently used by 1,000 users, globally distributed across 151 USAF Offices, Bases, and organizational structures.



FOIAXpress serves over 1,000 users across 151 offices globally, processing an average of 10,000 cases annually.

Results:

- Reduced backlog within one year
- Decreased case load processing times
- Saved time and resources with the Public Access Link (PAL) Reading Room