Public Records Request Management

Convenient, transparent public records request fulfillment

Simplifies request submission and delivery for constituents
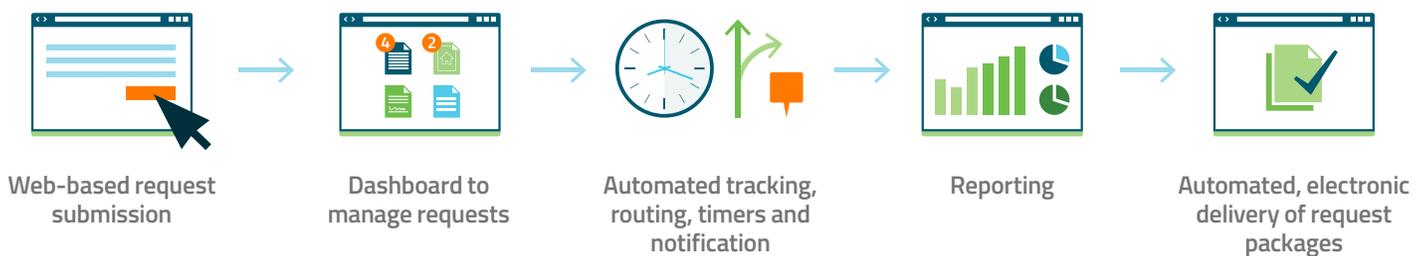
Provides comprehensive search for complete request fulfillment

Improves process transparency and reporting for better constituent service

Access to public records is a cornerstone of open, transparent government. Unfortunately, an overreliance on paper–based and manual public records request fulfillment makes meeting request deadlines difficult. Hunting down documents from multiple departments, locations and filing cabinets puts a burden on government staff and leads to lengthy fulfillment cycles – damaging public trust.

Once received, tracking and distributing requests becomes a challenge. Staff had to review long email chains, making phone calls and hunting down documents. Tracking systems are routinely just spreadsheets that require manual data entry and further consume staff time.

The OnBase Public Records Request Management solution simplifies request submission and fulfillment. From online request capabilities and comprehensive record searches to digital delivery, OnBase improves the process from beginning to end.

Web-based request submission	Dashboard to manage requests	Automated tracking, routing, timers and notification	Reporting	Automated, electronic delivery of request packages

Simplifies request submission and delivery for constituents

More than ever before, government officials feel increased pressure to provide easy access to public records and often face mandates for fulfilling requests. OnBase simplifies the request process by providing web-based request submissions in addition to paper requests. Whether submitted online or by other methods, requests enter a workflow so OnBase can automatically route them to the correct department for review, assignment and fulfillment.

After retrieving the requested records, OnBase compiles the documents and posts them to an online portal for retrieval. This speeds fulfillment times, provides convenient access for your constituents and saves valuable staff time – all while meeting your legal obligations.

And, because you eliminate paper, OnBase automatically tracks requests without the need for additional manual data entry. This frees up staff time to focus on completing more requests and other tasks.

Provides comprehensive search tools for complete request fulfillment

OnBase is more than process improvement. It helps overcome the challenges associated with finding records as well. By providing a single, central and electronic location to store records, you return the time staff wasted digging through filing cabinets, offsite storage or disconnected information siloes. You can even capture and store existing paper files to remove monetary and time-related costs of physical storage.

With OnBase as your records repository, you also drive continued search improvement. The solution provides a range of search tools to identify the records required to complete requests. Keyword and full-text searches allow you to find documents easily, regardless of whether you know the title or dates of documents. By improving your ability to find records, OnBase further helps ensure that you fulfill each request as completely as possible. And, with redaction tools, you can protect any sensitive or confidential data before delivering the request.

Improves process transparency and reporting for better constituent service

Satisfying public records requests is an important legal responsibility for government entities, so the ability to track and report on request fulfillment is crucial. OnBase Workflow helps meet these legal requirements by managing task routing, timing and escalation. With OnBase, you can notify staff when request deadlines are approaching so they work on them first.

Additionally, OnBase equips you with reporting tools that describe and identify bottlenecks while allowing you to view reports on any request. Reporting is available in many areas – including open requests, request types, assigned departments and more – allowing better management of tasks and increased visibility into bottlenecks that slow fulfillment.

The solution tracks and stores all information surrounding a request as well, so any time an audit comes up, it's easy to demonstrate that your organization completed requests within the legal timeframes. OnBase provides the transparency and speed your constituents expect for completing public records requests.

Learn more at **OnBase.com/Government »**

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