

Create Transparency & Efficiency and Ensure Compliance with Dynamics 365

Presented by Amanda Kastl & Felicia Pickett



VFOIA TRACKER





Amanda Kastl

Countywide FOIA Officer
Fairfax County Office of Public Affairs

www.fairfaxcounty.gov/publicaffairs/foia

 [linkedin.com/in/amanda-kastl/](https://www.linkedin.com/in/amanda-kastl/)

 @AmandaKastl

- Lives, works, and plays in Fairfax County, Virginia
- 15+ years in Legal Industry
- Master's in Public Policy
- Technology Advocate

Felicia Pickett

Enterprise Client Technology Branch Manager
Fairfax County Department of IT

www.fairfaxcounty.gov/informationtechnology/

- 30+ years in Fairfax County Govt
- Improved processes for Tax, FOIA, DHR/CSC, NCS/Landlord, and more
- Power Platform and Dynamics Expert



Overview

Fairfax County, Virginia

FOIA Requests in Fairfax County

VFOIA Tracker

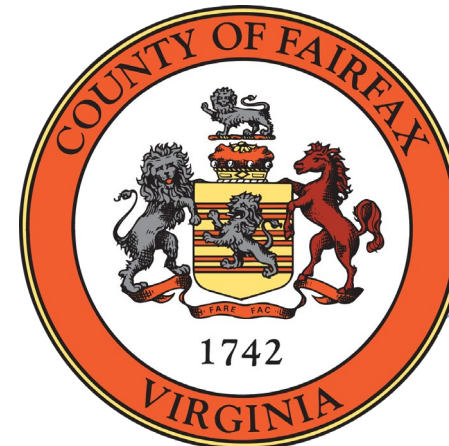
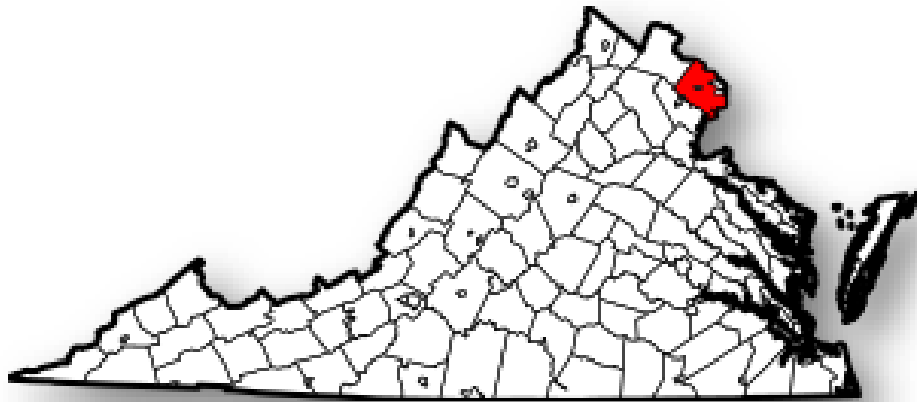
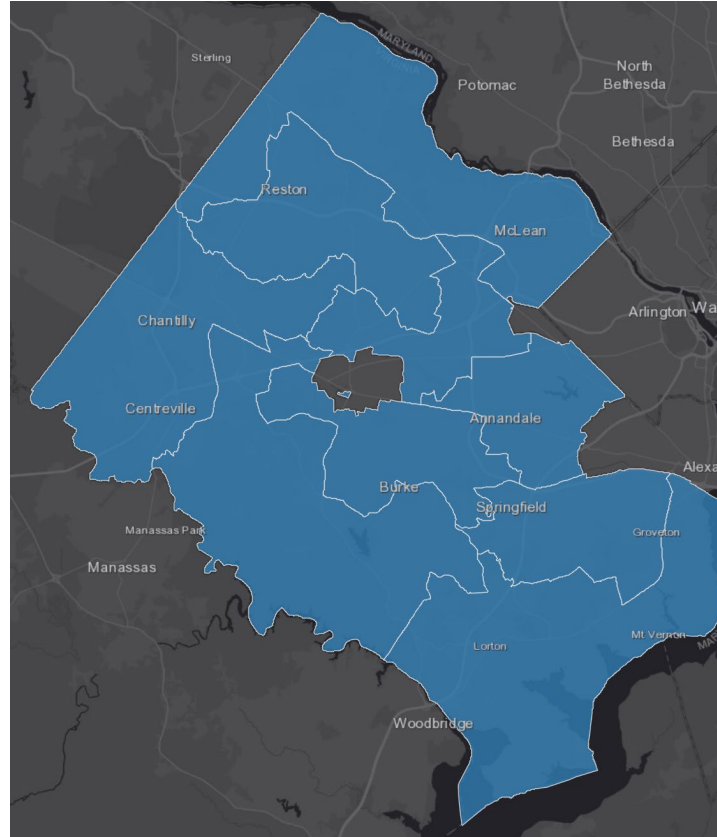
- Shared Goal
- Initial Challenges
- Desire to Change
- Plan to Develop & Implement Change

New & Improved Process

5 Years Later

Fairfax County, Virginia

- ▶ 1.2 million residents
- ▶ 406 square miles



Fairfax County Government

- ▶ 13,000+ County Employees
- ▶ 40+ County agencies
- ▶ Growing FOIA Volume
 - ▶ 9,000 (FY 19)
 - ▶ 16,000 (FY 22)



Fairfax County's Countywide FOIA Office

- ▶ Established in Office of Public Affairs in 2017
- ▶ FOIA Team
 - ▶ FOIA Office
 - ▶ Attorneys
 - ▶ IT Experts
 - ▶ Agency Staff
- ▶ Goals
 - ▶ Efficiency, Transparency, and Compliance
- ▶ Objectives
 - ▶ Countywide Policy & Training
 - ▶ Standardized, decentralized, and efficient process
 - ▶ Enterprise-wide Tracking & Reporting



VFOIA TRACKER



Virginia Freedom of Information Act

§ 2.2-3700 – 2.2-3715

- ▶ The affairs of government are not intended to be conducted in an atmosphere of secrecy since at all times the public is to be the beneficiary of any action taken at any level of government.



Who submits FOIA requests?

Environmental
Assessors

Contractors

Engaged and
Active
Citizens

Nosey
Neighbors

Patients

Service
Recipients

Law
Enforcement

State and
Federal Govt
Agencies

County
Employees

Law Firms

Insurance
Companies

Realtors

Non-Profit
Organizations

Media

Students

Investigators

Parents

Private
Companies

Politicians

Emotionally
Disturbed
Individuals

What public data is requested?

Police Reports

911 Calls

Fire Incident Reports

Building Permits

Zoning History

COVID Data

Community Input

Election Records

Complaint Records

Salary Information

Emails & Calendars

Contracts

Purchase Orders and Invoices

Budget Information

Golf Tee Times

Contact Info

Resumes, Interview Notes, Scoring

Health Records

Policies & Procedures

Real Estate Information

Audit Reports

Social Media

Phone Data

Internet Browsing History

Shared goal!



IT



FOIA Staff



Legal

Utilizing technology to improve the way we do business in Fairfax County while promoting transparency, enhancing processes, and ensuring compliance.



Initial Challenges – Need for Change

- ▶ FOIA request volume & impact unknown
 - ▶ Inefficient manual FOIA request tracking process that varied from agency to agency—often handled through stand-alone Excel spreadsheets.
 - ▶ Inability to measure impact on county operations (performance metrics, workforce planning, etc.).
- ▶ Inefficient process
 - ▶ No centralized portal to make it easier for requesters to submit requests
 - ▶ No centralized application for agencies to share information and avoid duplication
 - ▶ Inability to collect and verify overdue FOIA fees
 - ▶ Inability to assign tasks and create workflows that drive accountability
- ▶ No centralized oversight of compliance & increased liability
 - ▶ Missed deadlines!

Prosci ADKAR Model

A	Awareness – Of the need for change
D	Desire – To participate and support the change
K	Knowledge – On how to change
A	Ability – To implement desired skills & behaviors
R	Reinforcement – To sustain the change



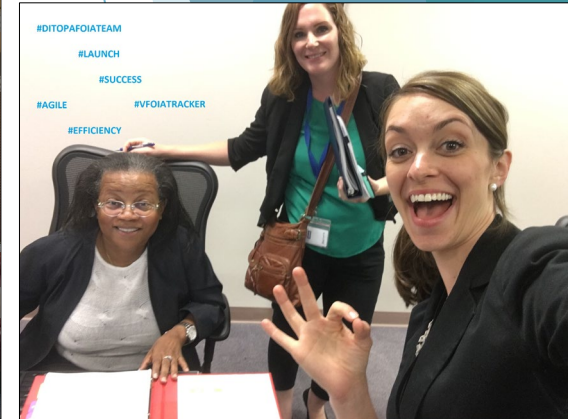
Desire to Change

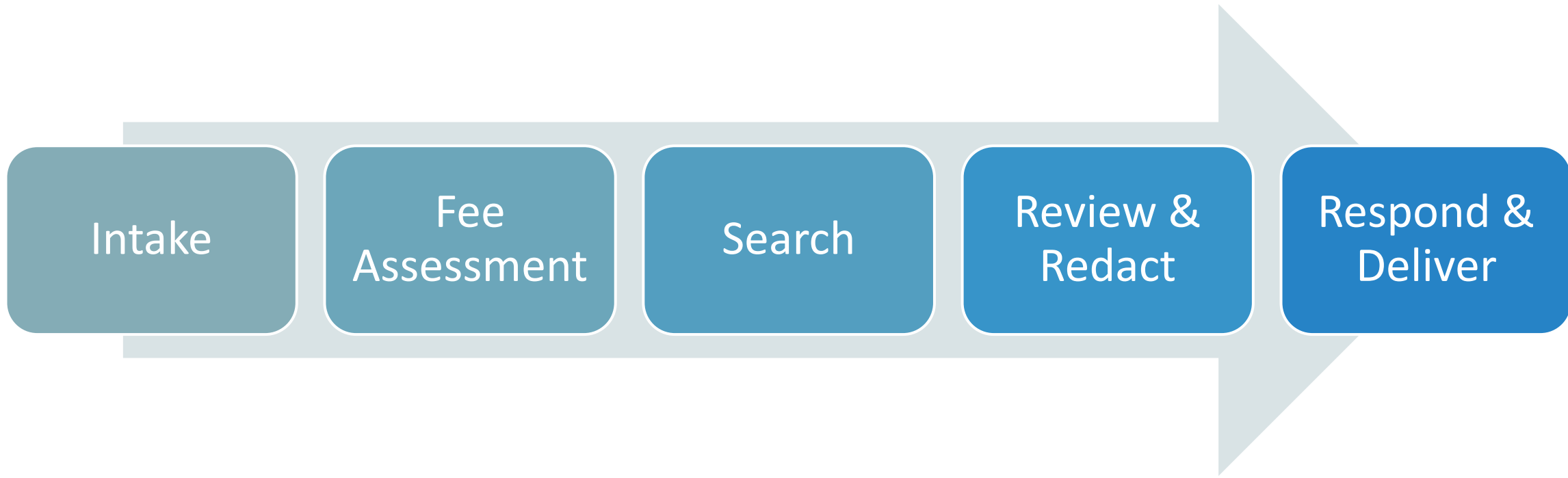
- ▶ Support from Leadership
 - ▶ Elected officials – TRANSPARENCY!
 - ▶ County managements – EFFICIENCY!
 - ▶ County legal – COMPLIANCE!
- ▶ Information Gathering
 - ▶ Current FOIA response process
 - ▶ Current volume estimated
 - ▶ Current FOIA workforce
 - ▶ FOIA knowledge
 - ▶ IT skillset
- ▶ Support from Agencies
 - ▶ Improved process
 - ▶ Metrics to support performance, workforce planning



Plan to Develop and Implement Change

- ▶ Project Deployment Approach
- ▶ Business Goals & Objectives
- ▶ Scope & Expectations
- ▶ Schedule & Deliverables
- ▶ “Wish List” & Priority 1s
- ▶ Communication Strategy
- ▶ Survey Impact





Fairfax County's FOIA Process



VFOIA TRACKER



Navigation- User Interface– Workplace

▶ Streamline Navigation

▶ Contains Working Modules

▶ Access System Views

The screenshot shows the VFOIA Tracker Workplace interface. The left sidebar includes navigation options like Home, Recent, Pinned, My Work, Organizations, Requestors, Reports, FOIA Requests, Assignments, and Queue Items. The 'My Work' section has 'Dashboards' circled in red. A dropdown menu is open, showing 'Agency FOIA Request Tracking' circled in red, along with various system dashboards. The main content area displays several dashboards: 'Agency FOIA Request Tracking' (a table of requests), 'Agency Request Due This Week' (a bar chart for 11/30/2022 and 12/1/2022), 'Agency Request Due next Week' (a bar chart for 12/5/2022), 'Agency Requests On Hold' (a bar chart for fees), and 'Agency Requests in Process' (a table of active requests).



FOIA Request Entry (Intake)

- ▶ Enter Request Info
 - ▶ * Required fields
- ▶ Requestor Look Up
 - ▶ Adding a new Requestor
- ▶ Adding an Organization
- ▶ Enter Request Date Info

Quick Create: FOIA Request

Quick Create: Requestor

REQUEST INFORMATION

Short Description*

Request Type*
Freedom of Information Act
Requestor*

Date Received*

Date Perfected*

Department*

DETAILS

Request Details*

Scope

ADDITIONAL INFORMATION

Delivery Method

CONTACT INFORMATION

Scan Business Card

Last Name*

First Name*

Requestor Category*

Organization

DETAILS

Preferred Method of Contact

Any

⊗ Preferred Method of Contact: Please enter at least Email OR Phone OR Fax OR Address details.

E-mail

Phone

Fax

Save and Close

Cancel

Save and Close

Cancel



VFOIA TRACKER



On Hold (Intake and Fee Assessment)

- ▶ Clarifying scope with the requestor
- ▶ Awaiting requestor approval of request estimate
- ▶ Awaiting final payment of request from requestor

Active-One Office Request Status 6/2/2021 4:30 PM Request Response Due On Angela Kang FOIA Processor

Request Number VFOIA-46025

Request Status Active-One Office

Request Response Due On

FOIA Processor

Active-One Office

Active-Multiple Offices

On Hold

Imperfect Request

ON HOLD DETAILS

On Hold? No

Date on Hold ---

Number of Days on Hold (Current) 0

Hold Justification

--Select--

--Select--

Fee Related

Scope Related

Other



FOIA Response (Review and Response)

▶ Enter response information

▶ Use Notes and Activities to attach response and documentation

▶ Delivery Methods

The screenshot displays the 'FOIA Request Detail' interface. At the top, there are tabs for 'General', 'Notes & Activities', and 'Related'. The 'General' tab is active, showing a 'Request Details (Per Requestor)' field which is empty and highlighted with a red box. Below it is a red error message: 'Request Details (Per Requestor): Required fields must be filled in.' The 'Description of Response (245 Character Limit)' field is also highlighted with a red circle. A red arrow points from the first bullet point to this field. Below the 'General' tab, the 'Notes & Activities' tab is highlighted with a red circle, and a red arrow points from the second bullet point to it. The 'Timeline' section is visible, with a search bar and a note entry field. A red circle highlights a '+' icon in the top right of the timeline. Below the timeline, a dropdown menu for 'Delivery Methods' is open, with 'Delivery Methods' highlighted by a red circle. The options are 'E-Mail', 'In Person', and 'Postal Mail'. A 'Change View' link is visible below the dropdown. At the bottom, there is a search bar labeled 'Look for Delivery Method'.



VFOIA TRACKER



Fee Information (Response and Delivery)

- ▶ Assess fees or waive?
- ▶ Enter final Fees assessed
- ▶ Enter Payment Requested on and Received Information

Request: Standard FOIA... Active for 20 minutes

Request Intake Fee Asses

General Notes, Activities and Sub... **Actions and Fees** Disclosure Related

FEE INFORMATION

Fee Waiver Yes

Fee Waiver Details

PAYMENTS

Payment Requested On 5/14/2019

Payment Method Cash

Payment Due By 6/14/2019

Payment Overdue No

Payment Received On 5/14/2019

FEE TOTALS

Total FOIA Request Fees \$28.00

Total Copying Fees \$0.00

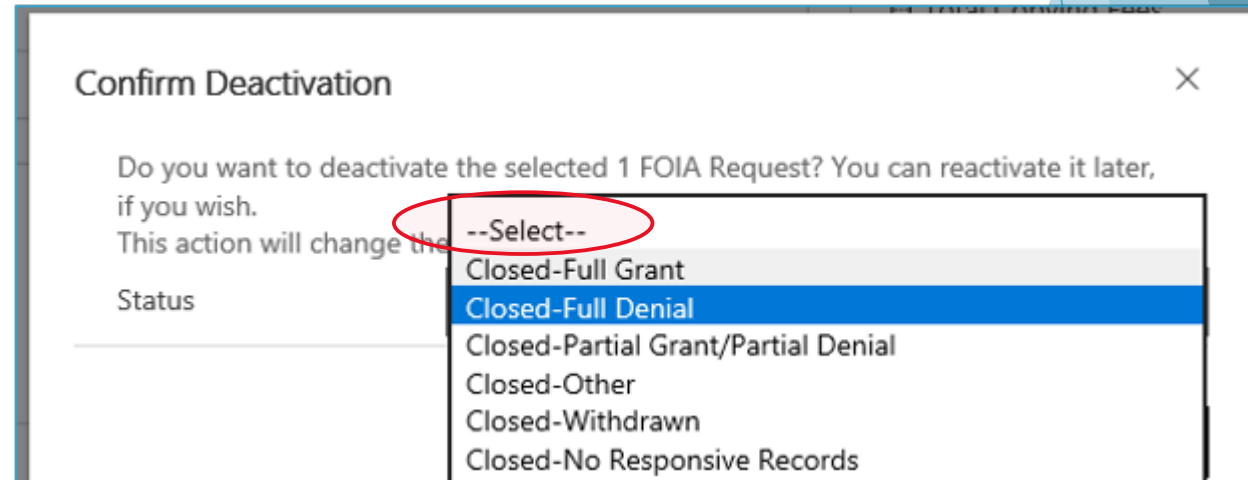
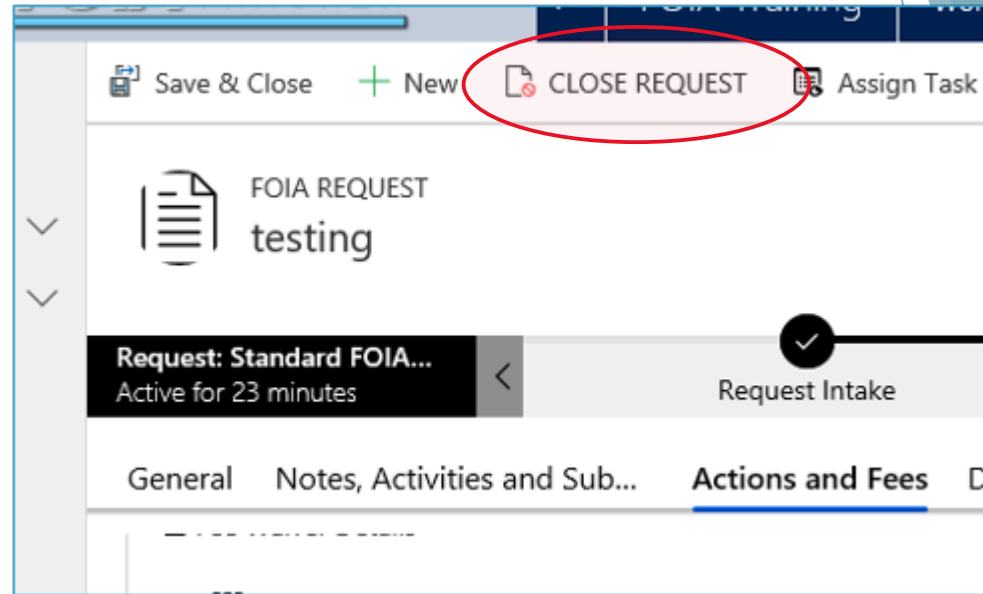
Total Labor Fee \$23.00

Other Fees \$5.00



FOIA Request Closure

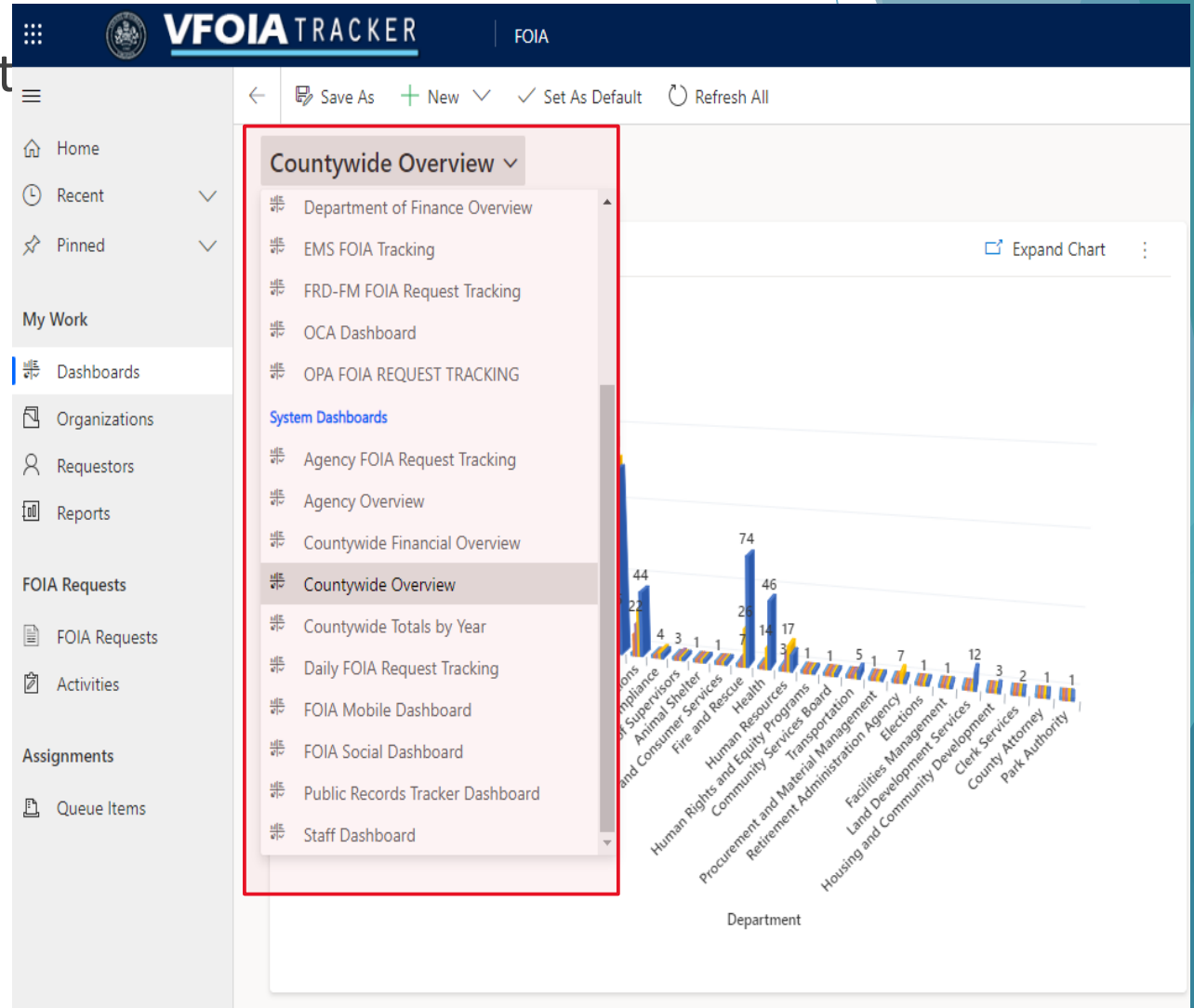
- ▶ Close Request
- ▶ Choose Appropriate Closure Status



User Interface-Dashboards

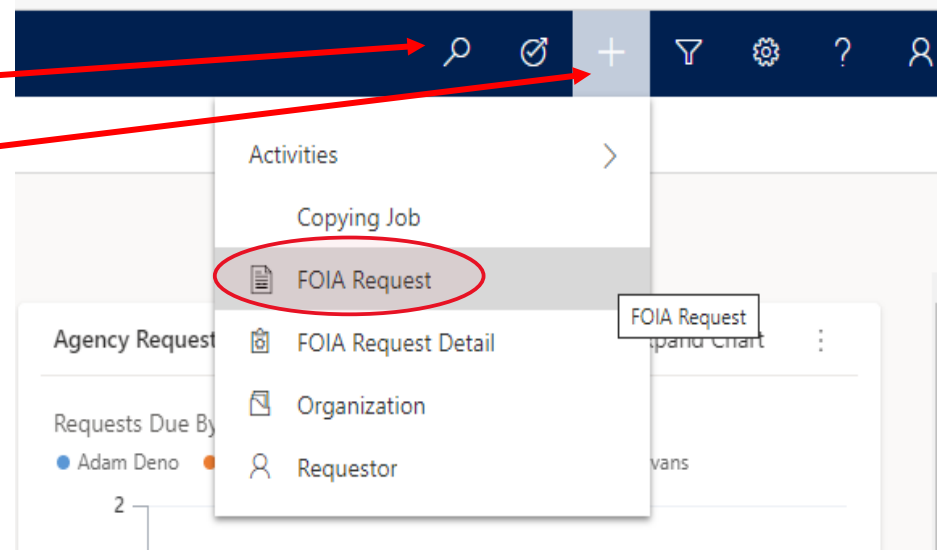
▶ Default Dashboard "Daily FOIA Request Tracking"

- ▶ County Standard Landing Page
- ▶ Live Snapshot of VFOIAs Countywide
- ▶ Access to Views
- ▶ Quick Access to Chart Views
- ▶ Customizable
 - ▶ "My Views"



User Interface- Additional Features

- ▶ Search Tracker data
- ▶ Create Requests



5 Years Post Implementation

- ▶ Utilize FOIA Data
 - ▶ At-a-glance view
 - ▶ Performance metrics
 - ▶ Workforce planning
 - ▶ Annual reports on requests and fees
 - ▶ Transparency accountability to public/media
- ▶ Improve Process
 - ▶ Workflows - assign and route FOIA requests to agency staff.
 - ▶ Limit duplication and ensure appropriate coordination.
 - ▶ Determine status of any FOIA request.
 - ▶ Respond on time to FOIAs with auto alerts, dashboards, status updates.
 - ▶ *During pandemic, this tool was critical!*
- ▶ Continue to Enhance and Evaluate
 - ▶ Data drives change
 - ▶ User surveys
 - ▶ Changing laws

Fairfax County Solutions

Citizens Services
(BOS)

VFOIA (OPA)

Front Desk (HOA)

Juvenile Complaint
Case Mgt. (JDRDC)

Consumer Affairs
(DCCS)

Grievance Tracker
(HR/CSC)

Purchasing Approvals
(DPMM)

Consumer Affairs
(DCCS)

Target – Tax Evaders
(DTA)

Tax Audit Case
Management (DTA)

Capital Facilities Case
Tracking (DPWES)

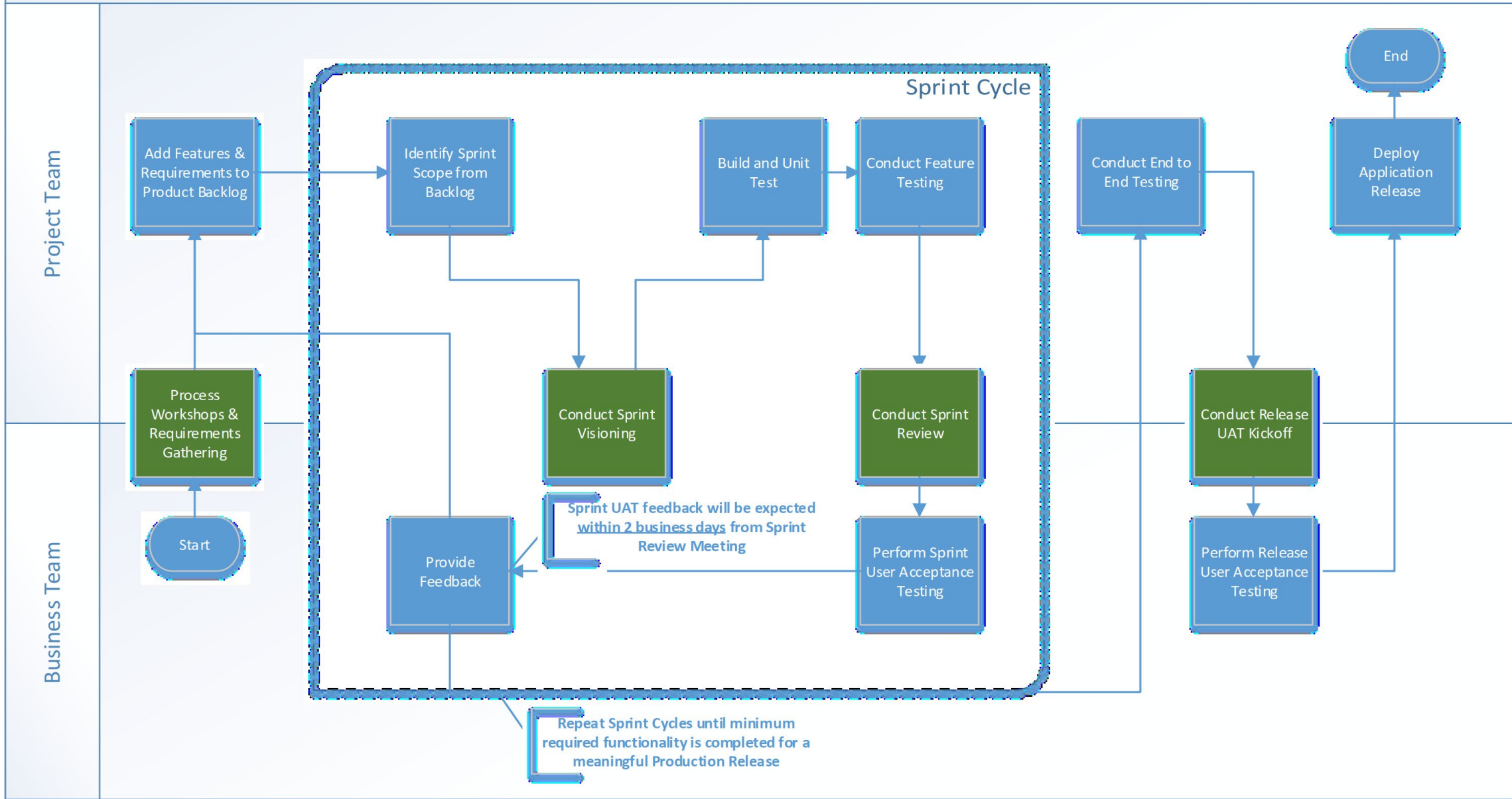
Public Safety Branch

Public Library

Fire & Rescue

Health Dept.

Implementation Approach

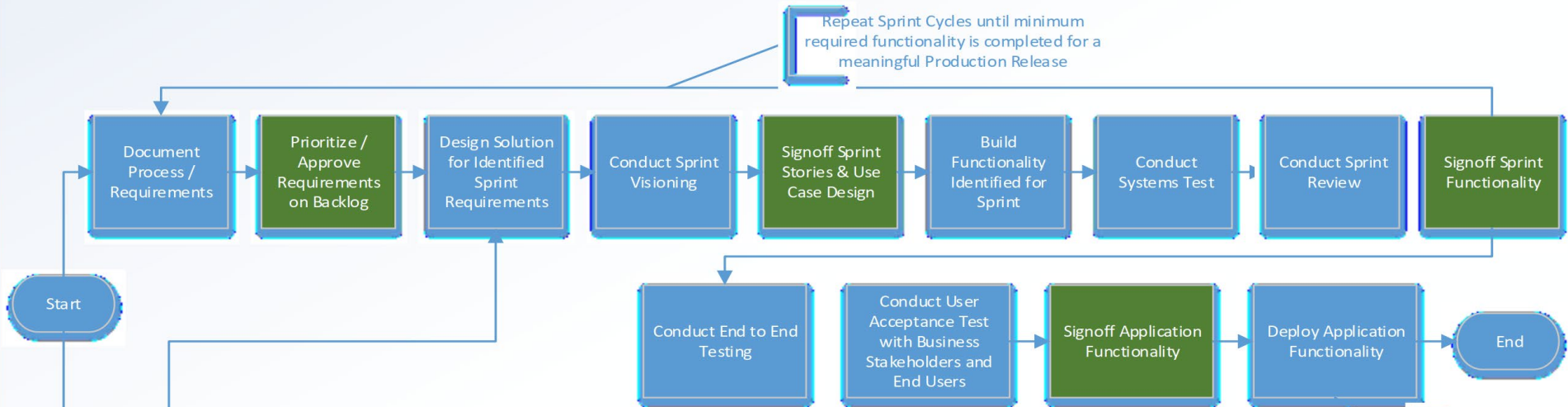


Key Milestone Meetings

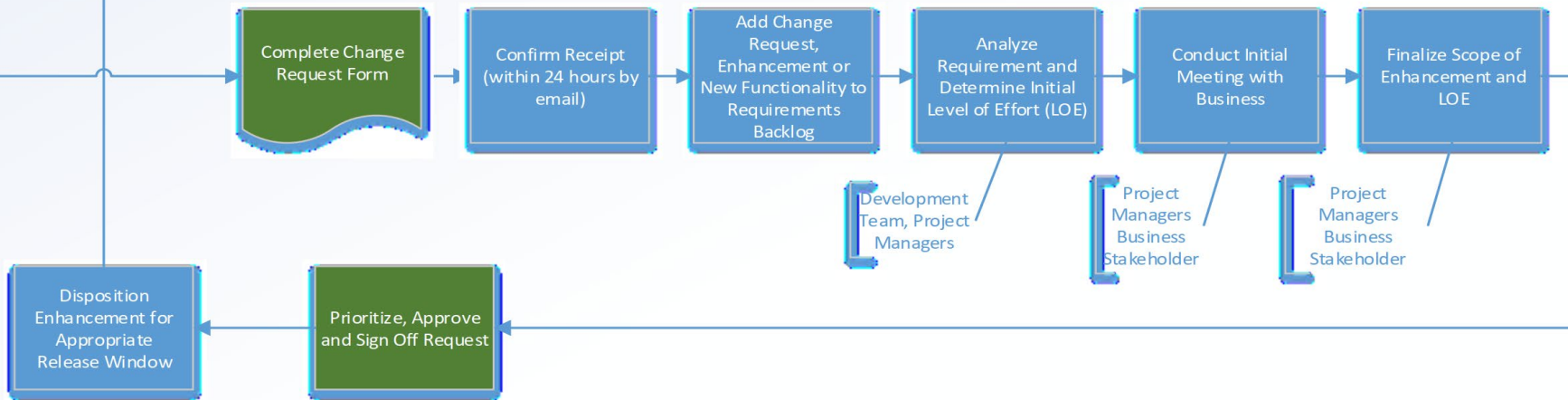


Change Control Process

New Module / Functionality



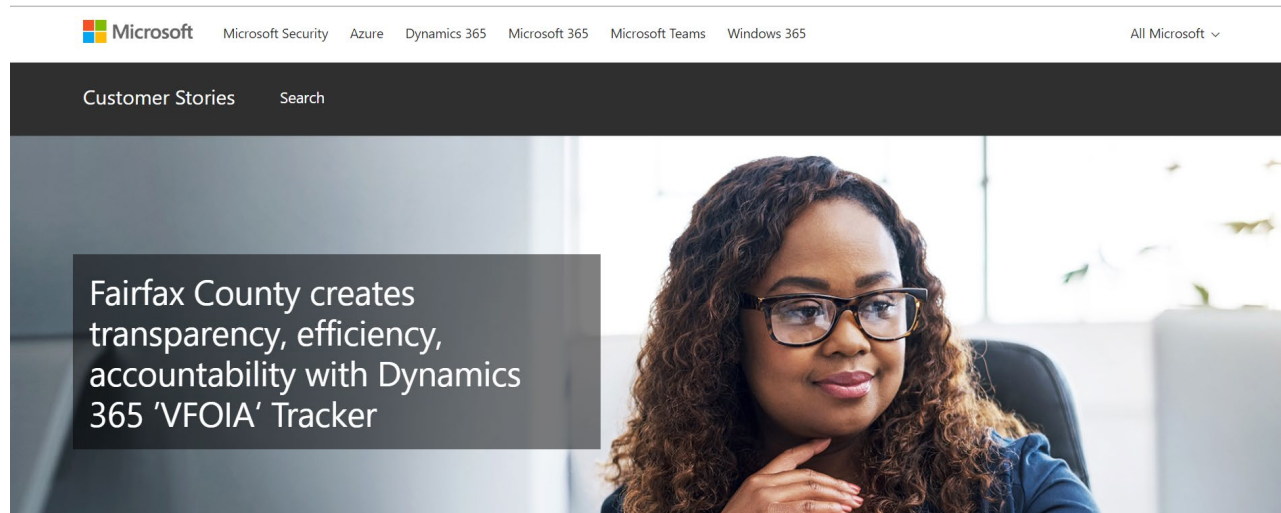
Change Request



Executive Sponsor, Business SMEs, CRM Champions

Project Team





Share knowledge and celebrate success!

Let's connect!

Amanda Kastl

Countywide FOIA Officer

Fairfax County Office of Public Affairs

www.fairfaxcounty.gov/publicaffairs/foia

Amanda.Kastl@fairfaxcounty.gov

703-517-3066

 [linkedin.com/in/amanda-kastl/](https://www.linkedin.com/in/amanda-kastl/)

 @AmandaKastl

Felicia Pickett

Enterprise Client Technology Branch Manager

Fairfax County Department of IT

www.fairfaxcounty.gov/informationtechnology/

Felicia.Pickett@fairfaxcounty.gov

Maura Power

Division Director

Fairfax County Department of IT

www.fairfaxcounty.gov/informationtechnology/

Maura.Powers@fairfaxcounty.gov



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