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COMPLETE

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Page 1: Please use the online tool to submit your 2018 Chief FOIA Officer Report.

Q1 Name of Component

National Geospatial-Intelligence Agency

Page 2: Section I: Steps Taken to Apply the Presumption of Openness

Q2 Did your FOIA professionals attend FOIA training? If so, please indicate the source of the training. (Check as many that apply)

DoD-wide FOIA/PA Training Workshop ,
Department of Justice ,
American Society of Access Professionals (ASAP) ,
Component-sponsored training

Q3 Provide the total number of FOIA professionals (full time and full time equivalent rounded-up) in your component who attended FOIA training during this reporting period.

2-5

Q4 If less than 80% of your component's FOIA professionals attended training, please explain the plan to ensure that all your FOIA professionals receive or attend substantive FOIA training during the next reporting year.

80% or more of our FOIA professionals attended training

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Q5 Did your component conduct FOIA training, covering the application of the law and policy, for your component's FOIA professionals during this reporting period?

Yes,

If yes, please provide details such as information regarding the number of conferences or trainings held; description of topics covered; and estimated number of participants.:

Yes. We conducted FOIA training for our FOIA professionals and FOIA SME POCS during our NGA FOIA/PA Working Group. The training covered the application of the law and policies, as well as, providing the FOIA SME POCS more detailed information regarding FOIA/PA exemptions, statutes, marking & classification redactions. We also conducted FOIA Roadshows, where briefed agency components during their staff meetings on FOIA/PA laws, process, and procedures.

Q6 Did your FOIA professionals engage in structured outreach and dialogue with the requester community or open government groups regarding your administration of the FOIA? - This question addresses outreach that is conducted outside of the individual request or appeal process. For example, outreach activities can include holding meetings with frequent requesters, conducting surveys or otherwise soliciting requester feedback, or participating in any other requester initiatives coordinated by your Component or by others, such as OIP.

Yes,

If yes, please briefly discuss the engagement.:

Yes we participated in the FOIAXpress Conference, where one of the FOIA Groups did a presentation and had a question and answer session.

Q7 Describe any efforts your component has undertake to inform non-FOIA professionals of their obligations under the FOIA.

Non-FOIA professionals are invited to our FOIA/PA Working group where we discussed their obligations under the FOIA. We also input our FOIA cases in the NGA tasking system. Through the tasking system, the non-FOIA professional is not only provided the request for information/documents, but are reminded of their responsibilities and obligations under the FOIA. We also brief at the NGA New Employee Orientation Seminar. Finally we conduct Road Shows for non-FOIA professionals and inform them of their FOIA obligations.

Q8 If there are any other initiatives undertaken by your Component to ensure that the presumption of openness is being applied, please describe them here. If the initiatives are online, please provide links in your description.

We recently revised/updated our NGA FOIA/PA Instruction to ensure that the presumption of openness is being applied and understood throughout the agency.

Page 3: Section II: Steps Taken to Ensure that Your Component Has an Effective System in Place

Q9 For Fiscal Year 2017, if your component's average number of days to adjudicate requests for expedited processing was more than ten days, please describe the steps you will take to ensure that requests for expedited processing are adjudicated within ten calendar days or less. (Please see Section VIII.A of your Component's Fiscal Year 2017 Annual FOIA Report.)

N/A

Q10 During the reporting period, did your component conduct a self-assessment of its FOIA program?

Yes,

If yes, please describe the methods used, such as reviewing Annual Report data, using active workflows and track management, reviewing and updating processing procedures, or use of the OIP FOIA Self-Assessment Toolkit, etc.:

Yes. NGA's self-assessment consist of backlog case reviews; appeal reviews and overall process reviews. After our assessment, we also wrote an Standard Operating Procedure (SOP) to ensure that we use our agency Tracking System to ensure that FOIA/PA request are processed timely and efficiently. The system holds our SMEs accountable for providing responsive records in a timely manner. We also developed several FOIA/PA tracking tools to help ensure we process request more efficiently.

Q11 The FOIA Improvement Act of 2016 requires additional notification to requesters about the services provided by the component's FOIA Public Liaison. Please provide an estimate of the number of times requesters sought assistance from your FOIA Public Liaison during FY17.

11-100

Q12 Please provide an estimate of the average number of pages processed for Expedited, Simple and Complex cases.

100 pages. This is a very rough estimate.

Q13 If there are any other steps your component has undertaken to ensure that your FOIA system operates efficiently and effectively, such as improving search processes, eliminating redundancy, etc., please describe them here.

The agency conducted a market search to determine the best FOIA case management tool for processing FOIA cases and to improve the search process. We collaborate with our Records Management team regularly to develop a tool that will improve our search capabilities. We implemented the initial stages of NARA's Capstone approach to preserve senior's email. This will enhance our email search capability.

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Q14 Has your component proactively disclosed material during the past reporting year?

Yes,

If yes, please provide examples including links to the posted material.:

We posted the NGA's FOIA/PA Instruction on the web, as well as other FOIA required documents. We are in the process of reconstruction our website so that it is more user friendly and robust. Link:

<https://www.nga.mil/Pages/Default.aspx>

Q15 Did your component use any means (social media, RSS feeds, email subscription, etc.) to publicize or highlight important proactive disclosures for public awareness?

No

Q16 Beyond posting new material, is your component taking steps to make the posted information more useful to the public, especially to the community of individuals who regularly access your component's website?

Yes,

If yes, please describe and provide examples. Steps can include soliciting feedback on posted material, improving search capabilities on your component website, posting material in open formats, making information available through mobile applications, providing explanatory material, etc.:

We are in the process of reconstruction our website so that it is more user friendly and robust.

Q17 Are any other steps your component has taken to increase proactive disclosures?

Other (please specify):

We will evaluate once the website has been reconstructed.

Page 5: Section IV: Steps Taken to Greater Utilize Technology

Q18 Has your component identified any best practices to leverage technology to facilitate overall FOIA efficiency, such as improving record search capabilities, utilizing document sharing platforms for consultations and referrals, or employing software that can sort and de-duplicate documents?

Yes,

If yes, please describe the best practices, types of technology used, and the impact on your FOIA Request processing.:

NGA continues to use FOIAXpress to process FOIA cases. We are upgrading to FOIAXpress v. 10 which includes more features to process FOIA cases. We are migrating FOIAXpress to the cloud. Lastly, we have implemented a case management style to track and account for our FOIA cases to include a deep dive quality control measure.

Q19 If there are any other steps your agency has taken to improve use of technology in FOIA, please describe them here.

N/A

Page 6: Section V: Steps Taken to Improve Timeliness in Responding to Requests and Reduce Backlogs

Q20 If your component's backlog of initial FOIA requests did not decrease, please explain why and describe the causes that contributed to your inability to reduce the request backlog. Also, please indicate if any of the following were contributing factors:

The FOIA Request backlog did not decrease because the number of incoming requests increased

The FOIA Request backlog did not decrease because of a reduction of staff; to include a loss of contractors

Q21 If your component's backlog of FOIA appeals did not decrease, please explain why and describe the causes that contributed the inability to reduce the appeals backlog. Also, please indicate if any of the following were contributing factors:

Our appeals backlog did not decrease because of a reduction of staff; to include a loss of contractors

Q22 If you reported a backlog of FOIA requests in Fiscal Year 2016, did your component implement a backlog reduction plan in Fiscal Year 2017? If so, describe your component's efforts in implementing this plan and note if you were able to achieve backlog reduction in Fiscal Year 2017.

Yes, we implemented a backlog reduction plan and details are below

If yes, please describe.:

We implemented a plan to decrease the number of backlogs; however, our number of staff was reduced this year. We recently hired two contractors and have developed a schedule to reduce this year's backlog.

Q23 If your Component had a backlog of more than 1,000 requests in Fiscal Year 2017, what is your Component's plan to reduce this backlog during Fiscal Year 2018?

Not applicable

Q24 In Fiscal Year 2017, did your component close the ten oldest requests that were pending as of the end of Fiscal Year 2016?

No,

If not, how many did you close? If you had less than ten total "oldest requests" to close, please so indicate. For example, if you only had seven requests and you closed two of them, you should note that you closed two out of seven "oldest requests".:

Seven of ten.

Q25 Of the requests your component was able to close from your ten oldest, please indicate how many of these were closed because the request was withdrawn by the requester. If any were closed because the request was withdrawn, did you provide any interim responses prior to the withdrawal?

We did not have any "ten oldest" requests withdrawn by the requester

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Q26 In Fiscal Year 2017, did your component close the ten oldest appeals that were pending as of the end of Fiscal Year 2016?

No,

If not, how many did you close? If you had less than ten total "oldest appeals" to close, please so indicate. For example, if you only had seven appeals and you closed two of them, you should note that you closed two out of seven "oldest" appeals.:

Due to the lack of staff we focused on closing the ten oldest FOIA cases. However, due to staff increase will focus on both the ten oldest appeals and FOIA cases.

Q27 In Fiscal Year 2017, did your component close the ten oldest consultations that were pending as of the end of Fiscal Year 2016? This question is asking about your component's consultation queue. That is, requests that were sent to your component as a consultation from another component or agency (Section XII.C of the Annual Report).

No,

If not, how many did you close? If you had less than ten total "oldest consultations" to close, please so indicate. For example, if you had seven and closed two, you should note that you closed two out of seven "oldest" consultations.:

We closed two of ten.

Q28 Please explain the obstacles your component faced in closing its ten oldest requests, appeals, and consultations from Fiscal Year 2016.

We did have "ten oldest" in FY16 and the obstacles we faced are::

Due to the lack of staff we were not able to close all the FY16 ten oldest request.

Q29 If you were unable to close any of your ten oldest requests or appeals because you were waiting to hear back from other agencies on consultations you sent, please provide the case number, the date the request was initially received by your component, the date your component sent the consultation, and the date when you last contacted the agency where the consultation was pending.

We did not have any "ten oldest" delayed by consultations

Q30 If your component did not close its ten oldest pending requests, appeals, and consultations, please provide a plan describing how your component intends to close those "ten oldest" requests, appeals, and consultations during Fiscal Year 2018.

Our plan: :

After recently hiring additional FOIA staff, we have developed a plan to close out the ten oldest cases. Each of the FOIA workers will be assigned cases to complete and given a timeline to complete the case. The progress will be monitored by the FOIA Program Manager.

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Q31 Since submission of your last Chief FOIA Officer Report, out of all the activities undertaken by your component to increase transparency and improve FOIA administration, describe success stories you would like to highlight as emblematic of your component's efforts.

Our FOIA Road show is our best example undertaken to increase component transparency and improve FOIA administration. When we sent out request for responsive records to the components, we were getting push back from them. The components were asking questions like, "can we charge for our labor hours," "do we have to provide classified documents," or "do we have to provide rank-in-person documents." After getting these types of responses, we realized the components didn't understand the FOIA process or laws. After the Road Shows, we are getting far less push back from the components for responsive records and receiving the records in a much timelier manner.

Q32 Please provide information so we can compute the cost for compiling this Chief FOIA Officer Report. Insert the equivalent grade and number of hours spent by your component on preparing this response. For instance: GS 9, Step 2 / 2.5 Hours; GS 15 Step 5 / 0.5 Hours. We will use a separate mandated tool that calculates total costs tied to personnel grade levels in aggregating the responses for the final DoD Report.

PBAN4 (GS-14) /2.5 Hours

Page 8: This is the final page.

Q33 When you click "Done" the report will be submitted and you cannot make additional changes.

Respondent skipped this question
