

Revitalizing FOIA/Privacy Operations: A Strategic Management Approach by TIME Systems for U.S. Army Intelligence and Security Command



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In June 2017, TIME Systems undertook a critical initiative in collaboration with the U.S. Army Intelligence and Security Command's Freedom of Information/Privacy Office (FOI/PO). The challenge was to address a severe request backlog and enhance the efficiency of processing Freedom of Information Act/Privacy Act (FOIA/PA) requests. This case study highlights TIME Systems' strategic management approach and its impact on staffing efficiency, work quality, and overall project success.

CUSTOMER CHALLENGE

The FOI/PO faced a significant backlog, processing an average of 1,884 records and receiving 500 requests weekly, while digitizing 6,500 pages. The challenge was to quickly and effectively process FOIA records, provide timely and accurate customer-oriented service, and seamlessly transition to prevent interruptions to government activities.

CUSTOMER SOLUTION

TIME Systems handles mail preparation, delivery, and receipt; receiving and processing of Freedom of Information Act/Privacy Act (FOIA/PA) requests and cases; quality assurance, filing and data input. We provide onsite personnel with the requisite background and clearance levels to serve as project staff. TIME Systems created a seamless transition by hiring ten incumbent personnel who already hold the requisite clearances and who are familiar with the tasks and requirements and ensuring 100% staffing within seven days through direct hire. To maintain service delivery quality, the most senior member of the project team onsite fills the role and responsibilities of Project Lead. This ensures effective communication, and an immediate response should there be any issues or concerns raised by the customer. Status reporting takes place at every level of the Project Team. Monthly Program Reports, mapped to project tasks, are submitted to the customer, and allow the customer to gauge the team's effectiveness. The organization's FSO is prepared, if necessary, to respond quickly to any security incident involving the team. TIME has CMMI-SVC Level 2 certified systems, processes, and governance in place to successfully manage contracts of this size and scope. We have met and/or exceeded customer expectations. Director Mike Heaton, the government's Program Manager, presented an award to the government civilians in the FOIA for their support in decreasing the 2017 request backlog. TIME team members who served on that task were verbally recognized by Director Heaton for their contribution.

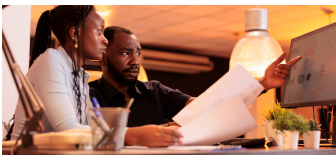


CUSTOMER PROFILE

The U.S. Army Intelligence and Security Command executes a host of specialized capabilities in support of Army, Joint, and Coalition Commands and the U.S. Intelligence Community. These include mission command of operational intelligence and security forces, as well as conducting and synchronizing worldwide multi-discipline and all-source intelligence and security operations. Other capabilities include providing linguist support and intelligence-related advanced skills training, acquisition support, logistics, and communications. The Freedom of Information/Privacy Office provides world-class support to the Department of the Army, other Federal agencies, and the public, ensuring the protection of U.S. Government and individual interests while maximizing releasable information to the public.

Working with the client, TIME Systems identified the following business needs:

- Quickly and effectively process FOIA records.
- Provide timely, accurate, and professional customer-oriented service.
- Smoothly transition in to prevent interruption to government activities.



CUSTOMER RESULTS/BENEFITS

- **Hired 10 incumbent Full Time Equivalents**
- **Achieved 100% staffing within seven days through direct hire**
- **Recognized for productivity and efficacy**

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About TIME Systems, LLC

TIME Systems specializes in deploying highly qualified professionals for complex projects. Our workforce planning-based recruiting system ensures swift deployment of experts with specific subject matter expertise. ACR sought our assistance to enhance project management, documentation, and progress monitoring, and TIME Systems provided tailored solutions with efficiency and expertise.

