

# Driving Efficiency: TIME Systems' Strategic Management in Resolving FOIA Backlog for U.S. Army Intelligence and Security Command



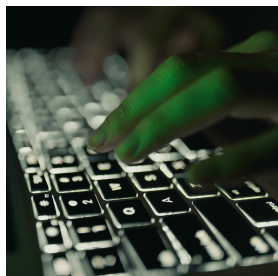
*TIME Systems, LLC, a leading management, consulting, and information technology company, specializes in deploying highly qualified professionals for complex projects. This case study highlights TIME Systems' strategic management expertise and proven talent acquisition strategy, focusing on the successful enhancement of the Freedom of Information/Privacy Office (FOI/PO) project for the U.S. Army Intelligence and Security Command.*

## CUSTOMER CHALLENGE

The FOI/PO was suffering from a severe request backlog and sought contractor support to improve it. The scope of this project includes activities throughout all phases of the project lifecycle (initiating, planning, executing, monitoring/controlling, and closeout) necessary to support the following levels of effort: On average, per week, the IRR processes 1,884 records, receives 500 requests, and digitizes 6,500 pages.

## CUSTOMER SOLUTION

TIME Systems offers a comprehensive suite of services, including meticulous mail preparation, delivery, and receipt handling. We specialize in the proficient processing of Freedom of Information Act/Privacy Act (FOIA/PA) requests and cases, ensuring strict compliance with regulatory standards and confidentiality protocols. Our team excels in quality assurance, filing, and data input tasks, maintaining accuracy and integrity throughout. With a focus on seamless transitions, we provide onsite personnel with the requisite background and clearance levels to serve as project staff. Recently, we expedited this process by hiring ten incumbent personnel with the necessary clearances and task familiarity, achieving 100% staffing within seven days through direct hire. We remain committed to excellence, consistently delivering exceptional results for our clients.



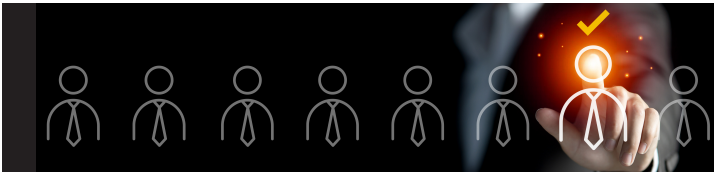


## CUSTOMER PROFILE

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:

- **Efficient and accurate project management.**
- **Documentation of multiple projects and tasks, considering dependencies.**
- **Monitoring progress and facilitating continuous improvements and upgrades.**



## CUSTOMER RESULTS/BENEFITS

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.

- **Hired 10 incumbent Full Time Equivalents**
- **Achieved 100% staffing within seven days through direct hire (about 4 and a half weeks) through direct hiring**
- **Recognized for productivity and efficacy**

*TIME Systems created a seamless transition by ... ensuring 100% staffing within seven days through direct hire.*

## 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.

