Checklist:

How to Pick the Perfect Public Records Request Management Solution

Looking for public records request software that helps reduce the burden on staff in an increasingly complex public records landscape? This checklist and the accompanying _Guide_ were designed to simplify the decision process so you can select the right solution for your organization.

State Agencies

- Custom-configured to match your needs by dedicated implementation engineers; streamlining records request oversight, collaboration, routing, and fulfillment across multiple agencies and departments and locations

- Includes a guided change management plan for software adoption and weekly onboarding meetings

- Utilizes tiered requests for special handling and installments

- Uses CC responses for consistency with multiple customers

- Adds escalation/backup staff assignments

- Collaborates easily and securely even with **external (non-user) personnel** for records collection, review, and information sharing

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- Reduces request volume (and workload) by 20% or more using self-service powered by patented deflection techniques that shows automatic suggestions when requester is typing and doesn't require you to do any setup or manual keyword tagging

- Extracts .pst email files automatically for review inside the tool while retaining deep layered folder structure

- Simplifies real-time updates and unlimited reporting from any data field on any schedule

- Achieves confidence in confidentiality with a defensible audit trail and automatic exemption logging

- Easily tracks staff time (and recovers costs where applicable)

- Meets all IT security requirements including those for [CJIS](#) and [HIPAA compliance](#)

- Allows expansion to manage **subpoenas, interagency requests, legal holds, discovery, legislative correspondence, complaints**, and more in one platform that can replace separate solutions for all

- Increases transparency and public trust with the efficient, timely, well-managed public records request fulfillment that comes from a smart technology decision

Want to save time and material costs? Increase data security and reduce litigation risk? Reduce request volume? All while improving requester relations and trust with a better, more accessible public service? [Click here](#) for a personalized demo or more information.

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