

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.

Public Safety

Staff Benefits

- Accepts multiple request types with dynamic forms to collect specific data required to fulfill each request (prompting requester with instructions and showing/hiding form fields based on answers as requester types keeps forms looking simple; reduces time spent in back-and-forth clarification; and triggers behind the scenes automated workflows)
- Automatically **flags duplicate/similar requests** and works them together as one
- Allows for secure release of records with **limitable links**
- Collaborates easily and securely even with **external (non-user) personnel** for records collection, review, and information sharing
- Easily tracks staff time (and recovers costs where applicable)
- Generates a defensible audit trail with requester views, opens, and downloads as well as staff activity logging and date/timestamping

Allows video/audio preview/streaming in the tool; with 90% time saving **video redaction integration** and fast start (redacting with 1 hour of training)

Provides a **wide choice of payment processing** integrations (including the one you're currently using)

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

Public Benefits

Allows easy 24/7 self-service via smart online forms that link to previously released, relevant public records automatically as requester types into the form

Shows trending topics of interest (such as high-profile events) with ability to "Follow" as updates are posted

Automatically shows and hides questions on the intake form which are relevant to the records being requested with the benefit of limiting the need for back-and-forth clarifications

Accepts upload/download of any file type of any size (such as witness cellphone video)

24/7 self-service access to request status and messages as well as estimates, invoices, and payments in a convenient online portal



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.