United States Department of Homeland Security

eFOIA Mobile Application

DHS Privacy Office (PRIV) in Collaboration with Office of the Chief Information Officer (OCIO) and Enterprise Systems Development Office (ESDO)
June 10, 2015
Agenda

• Executive Summary
• Benefits
• Technology Overview
• Next Steps
• Mobile Application Screenshots
Executive Summary (1/2)

- The DHS Privacy Office will extend its existing Government to Citizen Freedom of Information Act (FOIA) submission and status checking capabilities to the mobile environment.

- The DHS OCIO is in the process of defining its playbook for mobile applications and is leveraging the eFOIA development effort to update, mature, and fortify its mobile processes.

- The eFOIA application will utilize capabilities that will significantly improve the usability and maintainability of the mobile application.

- The mobile capabilities of eFOIA will greatly improve the user experience and provide convenience for the requester community.
Executive Summary (2/2)

- Key Capabilities:
  - **Mobile Content Management:** The eFOIA application will be able to distribute FOIA content updates to mobile device users while minimizing the need for application maintenance, downloads, and updates.
  - **FOIA Website Integration:** The DHS Privacy Office will have the capability to seamlessly manage the content within the eFOIA mobile application while integrating with existing website content management processes.
  - Improved Mobile Process Management: The development of the eFOIA application has provided the department with the opportunity to define and document a mobile playbook based on the lessons learned from this project. This playbook will be used by the Enterprise Systems Development Office and the DHS Privacy Office to guide DHS components with a well-documented set of steps including embedding and evaluating privacy protections into mobile applications before they are released.
Benefits

- The following benefits will be delivered by the solution:

  **Improved Customer Service:** Provides FOIA requestors with the capability to submit FOIA requests through the mobile channel.

  **Seamless Content Delivery:** Provides FOIA website operators with the capability to seamlessly deliver mobile content from the website to mobile devices.

  **Improved User Engagement:** Provides FOIA management with the capability to more effectively engage users through the use of mobile engagement toolsets.
Technology Overview (1/2)

- Delivered on iPhone and Android Devices
- Hosted in the DHS Public Cloud Environment
- Leverages a mobile content management and engagement platform
- Innovative approach enables application content to be updated and distributed on-the-fly to mobile devices without the need for application updates
The mobile app takes advantage of improved interactive design allowing update to content that does not require the annoying re-download of app from App Store.
Next Steps

- Complete Public Cloud Implementation Activities
- Go Live scheduled for July 3, in commemoration of the 49th Anniversary of FOIA
- Future releases under consideration
The eFOIA Mobile Application Improves Customer Service by Leveraging the Mobile Channel
How to...
The Freedom of Information Act provides for the full disclosure of agency records and information to the public unless that information is exempted under clearly delineated statutory language.

Steps to File a FOIA Request

File a Privacy Act Request

Fee Structure and Waivers

Processing (Normal & Expedited)

Limits on FOIA Requests

5 Steps to FOIA

**STEP 1**
Determine the exact record you seek. These could be documents, memos, emails, voice messages, or video.

**STEP 2**
Check available resources such as the internet or libraries to determine whether the record already exists in the public domain.

**STEP 3**
Narrow down as best as possible the location (office or component) in which you think the record might exist.

**STEP 4**
Draft a letter completing all required fields including Name, Address, or email address, Phone if you would like to receive calls regarding the processing of your request.

**STEP 5**
You may mail, email, or fax your FOIA to your identified component, or click here to submit a form online.
File A Privacy Act Request

The Privacy Act serves to balance the government’s need to maintain information about individuals with the rights of individuals to be protected against unwarranted invasions of their privacy stemming from federal agencies’ collection, maintenance, use, and disclosure of personal information about them.

Individuals may request access to information about themselves, request amendment or correction of those records, and request an accounting of disclosures of their records by the Department.

Required Information

If you believe that the Department has records on you, please submit the following information:

List your full name, current address, date of birth, and place of birth.

If you request the Department to release records pertaining to you to another individual (i.e. requesters seeking records to be released to their attorney or someone else acting on their behalf, those seeking to have records released to a parent or legal guardian), you must include a signed statement certifying your agreement for that individual to access records about you.

Explain why you believe the Department would have information on you.

Identify which Department component(s) you believe may have information about you. (See Directing Requests to Proper Components for

FOIA Fee Structure & Waivers

Fee Structure

FOIA provisions allow us to recover part of the cost of complying with your request.

Fees are assessed in accordance with the Department of Homeland Security FOIA/PA regulations based on three categories of requestors:

- Commercial requesters—charged for search time, document review, and duplication
- News media, educational, and scientific requesters—charged for duplication only after the first 100 pages
- All other requesters—charged for search time (after two hours) and duplication (the first 100 pages are free)

Current Departmental fees are:

- Duplication at 10 cents per page
- Clerical search/document review at $4.00/15 minutes
- Professional search/document review at $7.00/15 minutes
- Managerial search/document review at $10.25/15 minutes
- Managerial search/document review at $10.25/15 minutes

We do not charge when assessable fees are less than $14.

Your submission of a request will be deemed to be an implicit commitment to pay up to $25 in fees, unless you indicate a higher amount or request a fee waiver (see below).

FOIA Processing

Normal Processing

In general, the FOIA requires an agency to respond to FOIA requests within 20 business days after the office that maintains the responsive records receives the request. The business day response requirement is not necessarily the time frame for releasing responsive documents.

The Department processes its requests by date of receipt at the proper office maintaining the required records on a first-in, first-out basis, except for exceptions outlined in the FOIA and the Department of Homeland Security FOIA implementing regulations.

Expedited Processing

Under certain conditions, your request may receive expedited processing if you meet the criteria established in our regulations. However, an expedited request will be processed on a first-in, first-out basis with other expedited requests.

Requests and appeals will be taken out of order and given expedited treatment whenever it is determined that they involve:

- Circumstances in which the lack of expedited treatment could reasonably be expected to pose an imminent threat to the life or physical safety of an individual;
- An urgency to inform the public about an actual or alleged federal crime.
Mobile Application Screenshots (4/13)

Submit Request 3-8

Requesting Personal Records

If you are requesting access to records about an individual, additional information may be required in order to facilitate the processing of your request. The DHS component your request is routed to will advise you if any additional information is required to aid the disclosure process.

Are you requesting records on yourself?  

Yes ☑️  No

If yes you must check the perjury statement

I declare (or certify, verify, or state) under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

By initialing here you are providing your electronic signature.

NEXT

11:38 AM

Privacy Act

Privacy Act Statement

eFOIA Mobile Application


Purpose: DHS will use this information to locate applicable records and to respond to requests made under the Freedom of Information Act (5 U.S.C. § 552) and Privacy Act of 1974 (5 U.S.C. § 552a).

Routine Uses: This information may be used by and disclosed to DHS personnel, contractors, and/or other agents who need the information to assist in activities related to the processing of your Freedom of Information Act and/or Privacy Act request. Additionally, DHS may use the information, as necessary and authorized by the routine uses published in the DHS/ALL-001 - Department of Homeland Security (DHS) Freedom of Information Act (FIOA) and Privacy Act (PA) Record System February 4, 2014, 79 FR 6609.

Disclosure: Furnishing this information is voluntary; however, failure to provide the information requested may delay or prevent DHS from

Reject  Accept
Submit Request 4-8

Description

Describe the records you are seeking as clearly and precisely as you can. If your request is vague or too broad, we may ask you to be more specific, and this will delay the processing of your request. If you are submitting a request to USCIS please include A-Number and DOB within the request description for proper processing of your request.

Please describe the records you are seeking as clearly and precisely as possible in the box below. No sensitive PII should be entered in this box.

Submit Request 5-8

Agreement To Pay

Please be advised that by making a FOIA request, it shall be considered an agreement by you to pay all applicable fees up to $25.00, unless you have been granted a fee waiver. We will confirm this agreement in our acknowledgement letter. When making a request, you may specify a willingness to pay a greater or lesser amount.

I am willing to pay fees for this request up to the amount of: $
Mobile Application Screenshots (6/13)

Submit Request 6-8

Requestor Category
Select from the list below:

- An individual seeking information for personal use and not for commercial use.
- A representative of the news media seeking information as part of a news gathering effort and not for commercial use.
- Affiliate with an educational or non-commercial scientific institution seeking information for a scholarly or scientific purpose and not for commercial use.
- Affiliated with a private corporation and seeking information for use in a company’s business.

Submit Request 7-8

Fee Waiver
Fees otherwise chargeable in connection with a request for disclosure of a record shall be waived or reduced where it is determined that disclosure is in the public interest because it is likely to contribute significantly to public understanding of the operation or activities of the government and is not primarily in the commercial interest of the requester.

I request a waiver of all fees for this request.

Please provide an explanation for your request for a fee waiver:

Submit Request 8-8

Expeditious Processing

Some requests may qualify for expedited treatment if the requester can demonstrate that it meets certain criteria established under DHS regulations. See 6 C.F.R. § 5.5(d)(1).

Please select and describe in detail if you believe your request warrants expeditious handling:

- An imminent threat to the life or physical safety of an individual exists.
- An urgency to inform the public concerning actual or alleged Federal Government activity exists (This option available only for PERSONS ENGAGED IN DISSEMINATING INFORMATION).
- An impairment of substantial due process rights of the requester exists.
- A harm to substantial humanitarian concerns exists.

Please provide information to support your selection:
How to...
The Freedom Information Act provides for the full disclosure of agency records and information to the public unless that information is exempted under clearly delineated statutory language.

Steps to File a FOIA Request

File a Privacy Act Request

Fee Structure and Waivers

Processing (Normal & Expedited)

Limits on FOIA Requests

FOIA Limits & Exceptions

Limits on FOIA Requests

While the FOIA supports disclosure of federal agency records, the law recognizes the legitimate need to restrict disclosure of some information.

The FOIA does not grant an absolute right to examine government documents; the FOIA establishes the right to request records and to receive a response to the request.

If a record cannot be released, you will be told the reason for the denial. You also have the right to appeal the denial and, if necessary, to challenge it in court.

- Tangible objects may not be requested under the FOIA.
- Information about another individual may be requested under the FOIA, but release is subject to application of the balancing test to decide whether the privacy interest of the affected party outweighs the public interest in the release of said information.

There are certain types of information that are not available under the FOIA:

- Tangible objects may not be requested under the FOIA.
- Information about another individual may be

FOIA Exemptions

Exemption 1
Protects information that is properly classified in the interest of national security pursuant to Executive Order 12958.

Exemption 2
Protects records related solely to the internal personnel rules and practices of an agency.

Exemption 3
Protects information exempted from release by statute.

Example of information the Department of Homeland Security may withhold using 3 Information protected by the Critical Infrastructure Act of 2002, e.g., information pertaining to actual, potential, or threatened interference with, attack on, compromise of, or incapacitation of critical infrastructure or protected systems by either physical or computer-based attack or other similar conduct (including the misuse of or unauthorized access to all types of communications and data transmission systems) that violates federal, state, or local law, harms interstate commerce of the United States, or threatens public health or safety.
Privacy Policy

eFOIA Mobile Application

Thank you for downloading the Department of Homeland Security’s (DHS) eFOIA mobile application. This privacy policy explains how we handle the personally identifiable information (PII) that you may provide to us when using it. You may provide PII to us by submitting a Freedom of Information Act (FOIA) (5 U.S.C. § 552) or Privacy Act (PA) of 1974 (5 U.S.C. § 552a) request through the eFOIA mobile application. We do not require you to provide your PII when using the eFOIA mobile application; however, failure to provide the requested information may delay or prevent DHS from processing your FOIA and/or PA request.

Information Collected

We do not collect PII about you through the eFOIA mobile application unless you choose to provide such information by submitting a FOIA and/or PA request. If you choose to submit a FOIA and/or PA request through the eFOIA mobile application, we request that you provide the following information (data elements marked with an “*” are necessary in order for DHS to process your request):

- DHS component that you wish to submit your request to*;
- Title;
- Full name*;
- Suffix;
- Email Address*;
- Country*;
- Address*;
- Telephone Number;
- Fax Number;
Mobile Application Screenshots (10/13)

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- DHS component that you wish to submit your request to*
- Title*
- Full name*
- Suffix*
- Email Address*
- Country*
- Address*
- Telephone Number;
- Fax Number;
- Whether you are requesting records on yourself*
- A declaration that the information you provide is true and correct (*when you request records pertaining to yourself);
- A description of the records you are seeking*;
- The specific fee amount that you are willing to pay for your request to be processed;
- Requester category*;

Reject  Accept

Reject  Accept
Privacy Policy

- Requester category;
- Whether you are requesting a fee waiver and if so, your explanation for such waiver; and
- Whether you are requesting expedited processing and if so, your explanation for how you qualify for such processing.

This information is collected, maintained, used, and disseminated in accordance with DHS/ALL/PIA-028(b) - DHS Freedom of Information Act (FOIA) and Privacy Act (PA) Records Program Update, February 11, 2013 and DHS/ALL-001 - Department of Homeland Security (DHS) Freedom of Information Act (FOIA) and Privacy Act (PA) Record System, February 4, 2014, 79 FR 6609. These materials provide details about the privacy protections and redress options available for the information we collect for FOIA and/or PA requests.

Uses of Information
DHS uses information we receive from those who submit FOIA and/or PA requests through the eFOIA mobile application to analyze, process, and respond to the request. When a person submits a request for records pertaining to another person, the PII a requester provides may be used to assist the requester provides may be used to assist the program office in conducting a search for the records.

Information Sharing
The Department will share information it collects through the eFOIA mobile application with external organizations when required by statute, executive order, regulation, or policy and for the response to a FOIA and/or PA request. DHS may need to share because we need to ensure that those records requested that are not DHS records may be processed by the applicable federal department or agency. Information may also be shared with law enforcement, such as threatening correspondence directed at the Department or its employees, or if an opinion is sought from an attorney at the Department of Justice on a particular matter of FOIA or PA law. We never create individual profiles or give your PII to any private organizations. DHS never collects information for commercial marketing.

Application Security
DHS takes the security of all PII very seriously. We take precautions to maintain the security, confidentiality, and integrity of the information we
Mobile Application Screenshots (12/13)

Privacy Policy

confidentiality, and integrity of the information we collect through the eFOIA mobile application. Such measures include access controls designed to limit access to the information to the extent necessary to accomplish our mission. We also employ various security technologies to protect the information stored on our systems. We routinely test our security measures to ensure that they remain operational and effective.

DHS has taken measures to ensure the security of PII when using the eFOIA application.
- The eFOIA application will not store or maintain any PII. Information included in the submission form is sent via email to the specified DHS component. This information is not stored within the app.
- The eFOIA application does not employ location services.
- The eFOIA application operates within a DHS protected system security boundary compliant with existing DHS IT security policy as well as National Institute for Standards and Technology Special Publication 800-53 guidance.
- The eFOIA application will only link to DHS-approved websites.

How to Access or Correct your Information
If you wish to access or correct information that you submitted through the eFOIA mobile application, please write to: The Privacy Office and Freedom of Information Act Office, Department of Homeland Security, 245 Murray Drive SW, Building 410, STOP-00655, Washington, D.C. 20528-0050, or by facsimile at 202-343-1717 or via e-mail to foia@dhs.gov.

Analytics Tool
The eFOIA application has built-in analytics capabilities. The following information is collected for analytic capabilities:
- Application ID (a randomly generated ID to identify a specific instance of the application but does not identify a specific user).
- Number of times a link is accessed within the application.
- Generalized geographic location information pertaining to the country in which the application is being used.
- General device information pertaining to type of operating system being used to access the application.

The Department gathers this information to improve the eFOIA mobile application and does not share the aggregate data with any third parties.

Privacy Policy Contact Information
We welcome feedback if you have any questions regarding our privacy policy or the use of your information. Any additional privacy questions should be directed to the DHS Privacy Office. The Department’s privacy compliance materials are available at Privacy Impact Assessments (PIA) and

Reject
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Department of Homeland Security
Washington, D.C. 20528
Attn: Privacy Office

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