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United States Department of Homeland Security

# eFOIA Mobile Application

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



# Agenda

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- Executive Summary
- Benefits
- Technology Overview
- Next Steps
- Mobile Application Screenshots



# Executive Summary (1/2)

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- 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)

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- 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)

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- 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



# Technology Overview (2/2)



*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

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- Complete Public Cloud Implementation Activities
- Go Live scheduled for July 3, in commemoration of the 49th Anniversary of FOIA
- Future releases under consideration

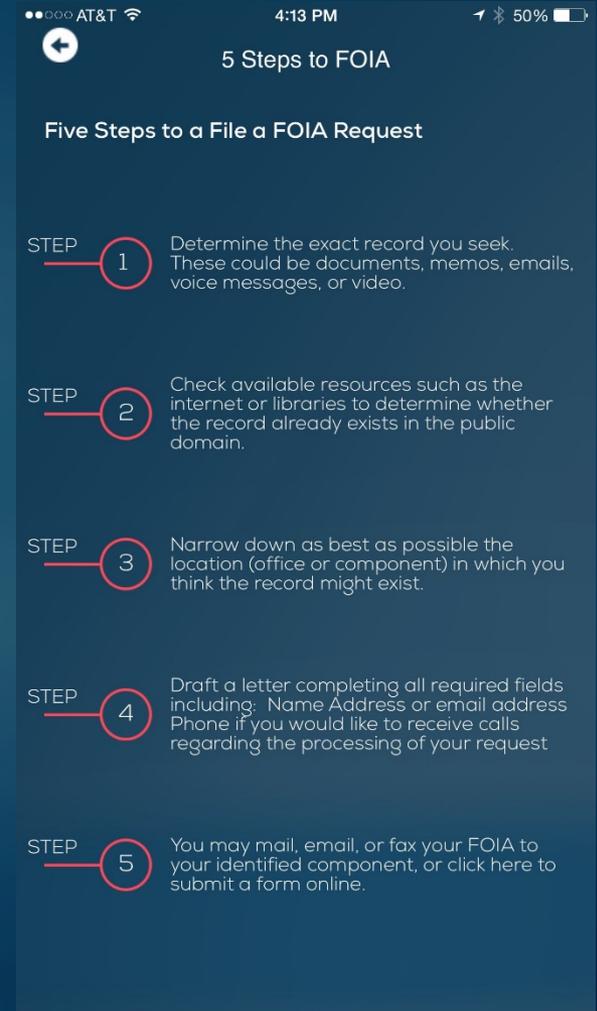


# eFOIA Mobile Application



*The eFOIA Mobile Application Improves Customer Service  
by Leveraging the Mobile Channel*

# Mobile Application Screenshots (1/13)



# Mobile Application Screenshots (2/13)

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## Privacy Act

### 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

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## Fee Structure

### 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).

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## Processing

### 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



# Mobile Application Screenshots (3/13)

Carrier 8:51 AM

Submit Request 1-8

### DHS FOIA Submission Form

Use this form to make an Electronic FOIA (E-FOIA) request (You may also use this form to make a Privacy Act request.) The use of this form is voluntary. If you choose to submit a FOIA request electronically, you must complete the fields marked with an "\*". If you do not enter accurate or required information, we may be unable to fulfill your FOIA request. To learn how we use the information you provide, please read our Privacy Policy

DHS Component  
Select either button seen here for additional information, if you are unsure which office or component to submit your request to. \*

Office Of The Secretary  
Component

Select the DHS component you wish to submit your request to:

Select

NEXT

Carrier 8:51 AM

Submit Request 1-8

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DHS Component  
Select either button seen here for additional information, if you are unsure which office or component to submit your request to. \*

Office Of The Secretary  
Component

Select the DHS component you wish to submit your request to:

Select

National Protection & Programs Directorate (NPPD)  
Office of Biometric Identity Management (OBIM)  
Office of Inspector General (OIG)  
Office of Operations Coordination and Planning (OPS)  
Privacy Office  
Science and Technology (S&T)  
Transportation Security Administration (TSA)

Cancel Select Component

Carrier 8:51 AM

Submit Request 2-8

### Contact Information

Title

First Name\*

Middle Initial

Last Name\*

Suffix

Email Address

Country\*

Address 1\*

Address 2

# Mobile Application Screenshots (4/13)

Carrier 8:52 AM

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

Carrier 11:38 AM

Privacy Act

Privacy Act Statement  
eFOIA Mobile Application

Authorities: 5 U.S.C. § 552, 5 U.S.C. § 552a, and 44 U.S.C. § 3101 authorize the collection of this information.

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



# Mobile Application Screenshots (5/13)

Carrier 11:39 AM

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.

NEXT

Carrier 8:52 AM

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: \$

NEXT



# Mobile Application Screenshots (6/13)

Carrier 8:52 AM

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.

NEXT

Carrier 8:52 AM

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.

I request a waiver of all fees for this request.

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

NEXT

Carrier 8:52 AM

Submit Request 8-8

Expedite 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:**

NEXT

# Mobile Application Screenshots (7/13)

Carrier 8:52 AM

Submit Request 8-8

Expedite Processing

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:

SUBMIT FOIA REQUEST

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Check Status

### DHS FOIA Submission Status

Enter Request Number

Check Status

Request Number:

Received Date:

Request Status:

Estimated Delivery Date:

Closed Date:

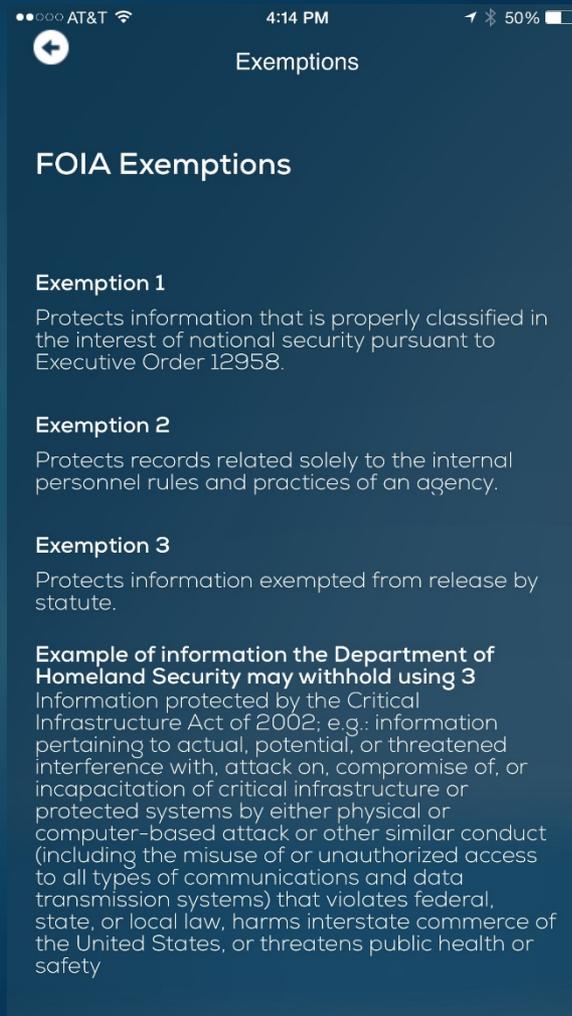
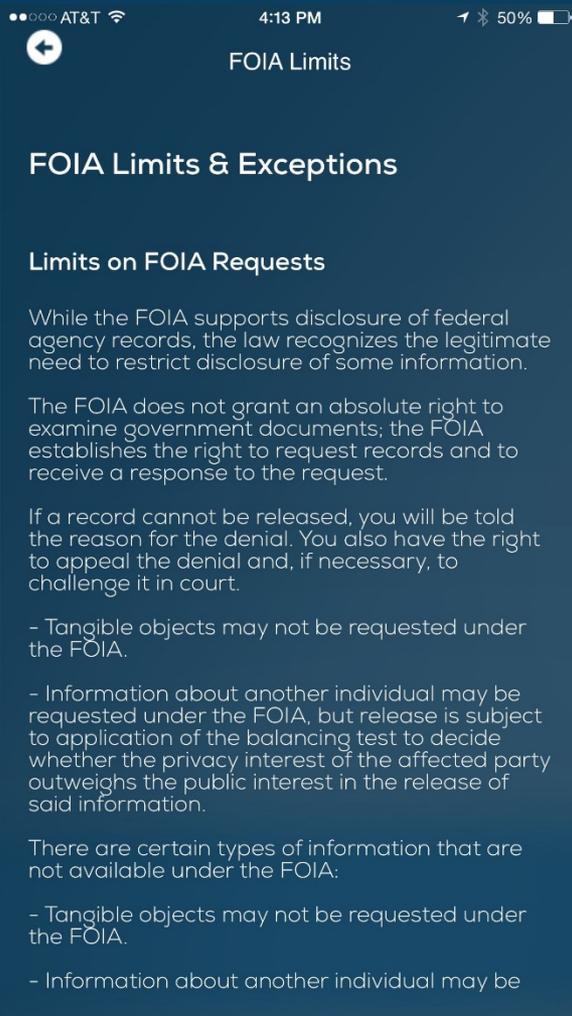
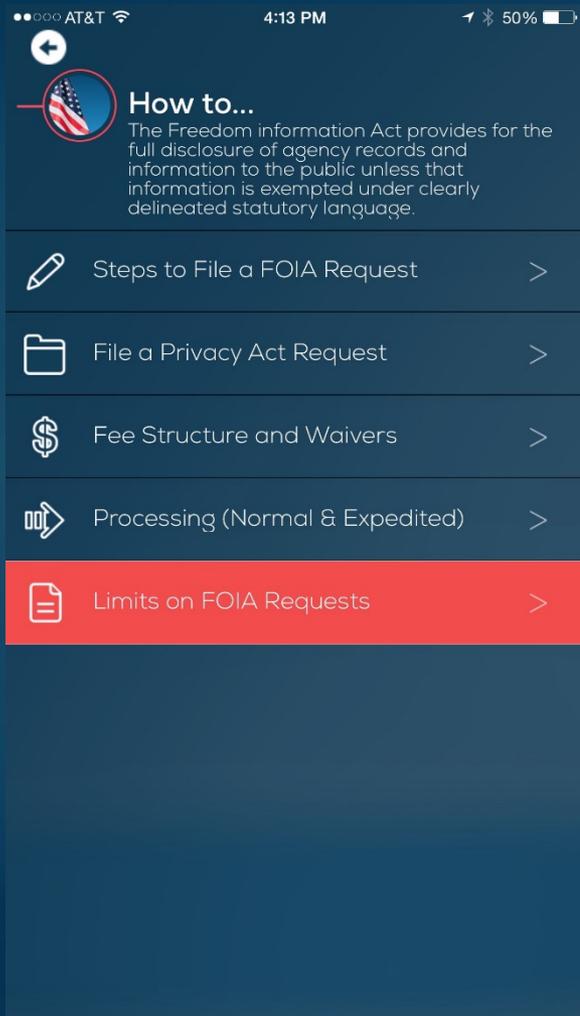
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Library

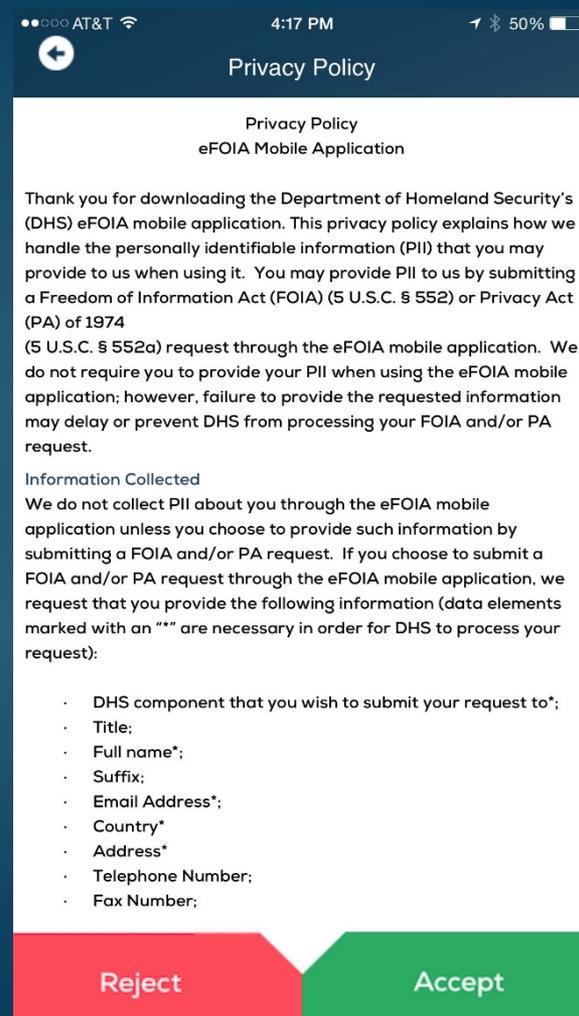
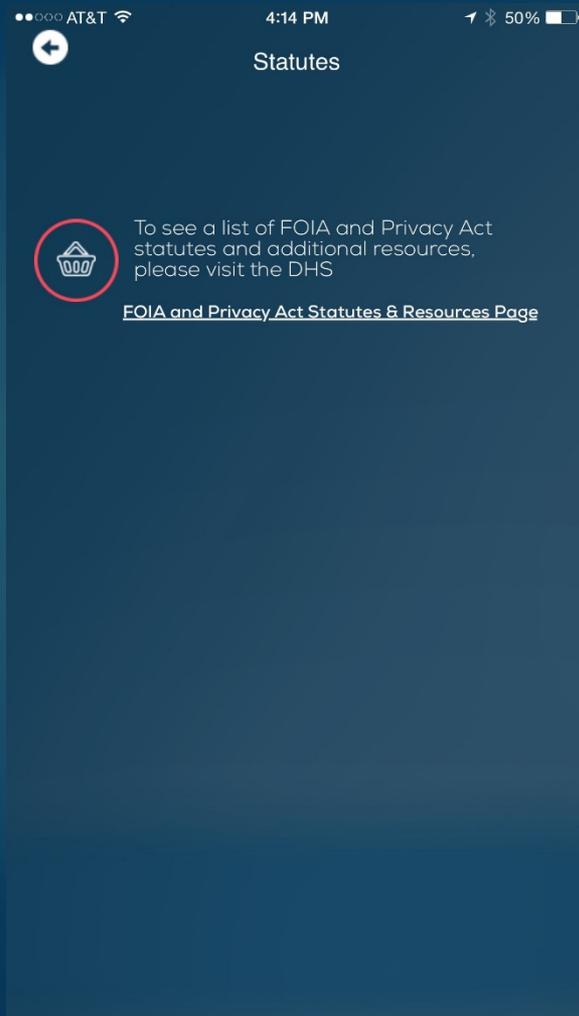
 The Freedom of information Act (FOIA) requires agencies to make various types of records available for public inspection in both paper and electronic form. These records are available through the DHS

[FOIA Library.](#)

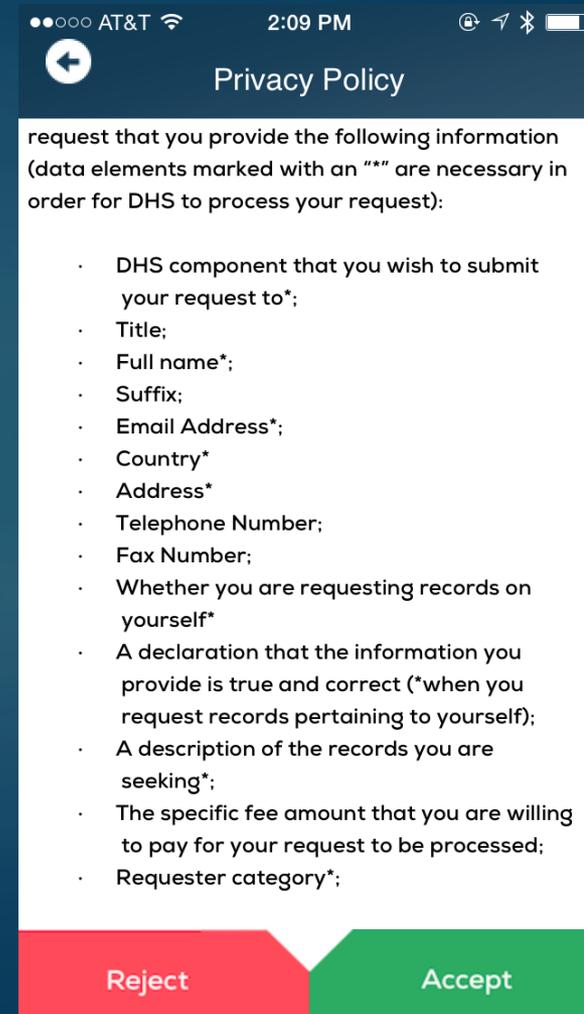
# Mobile Application Screenshots (8/13)



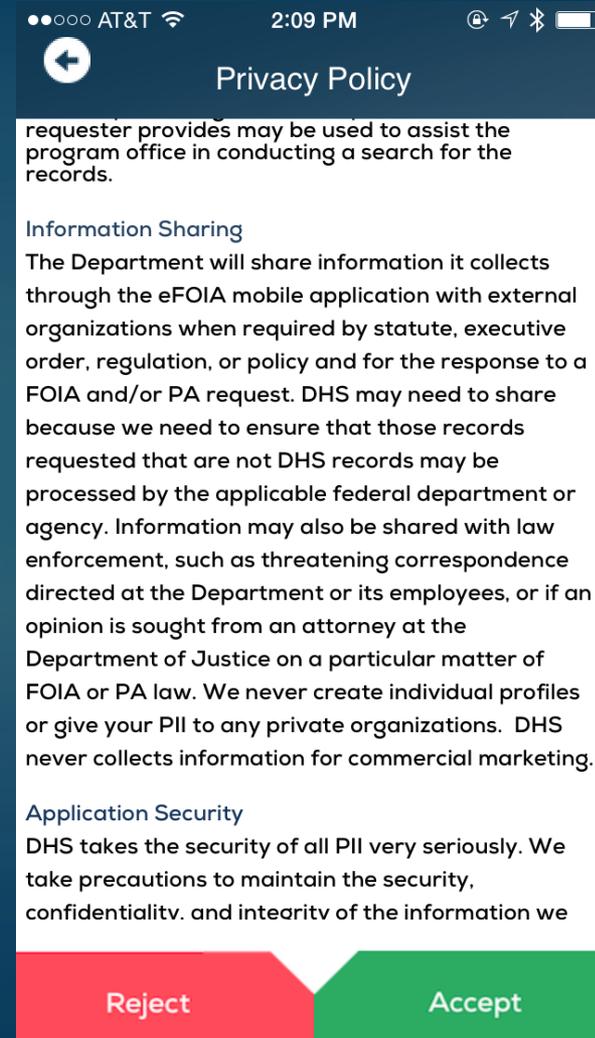
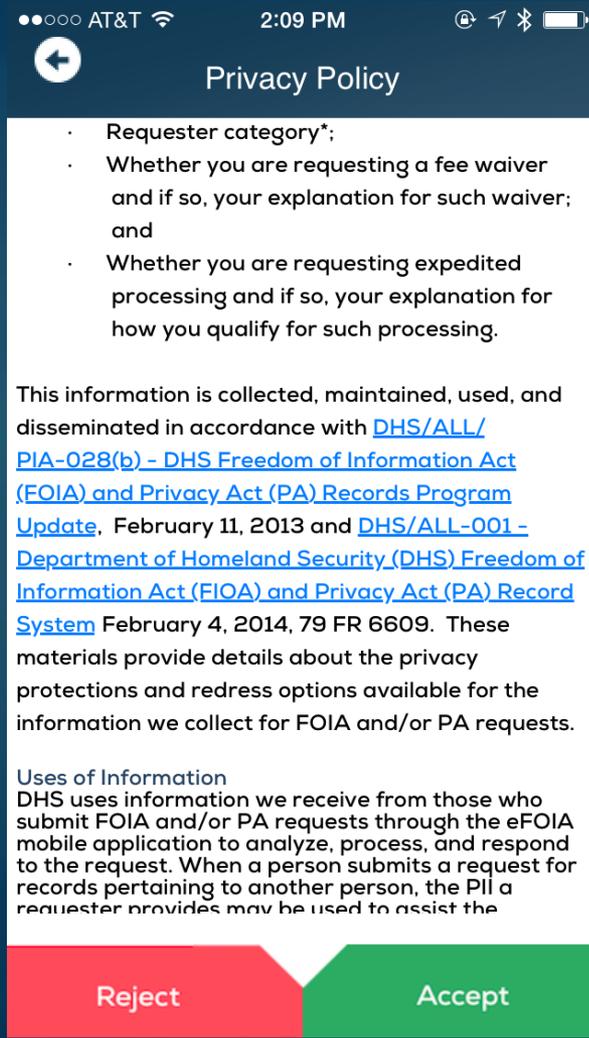
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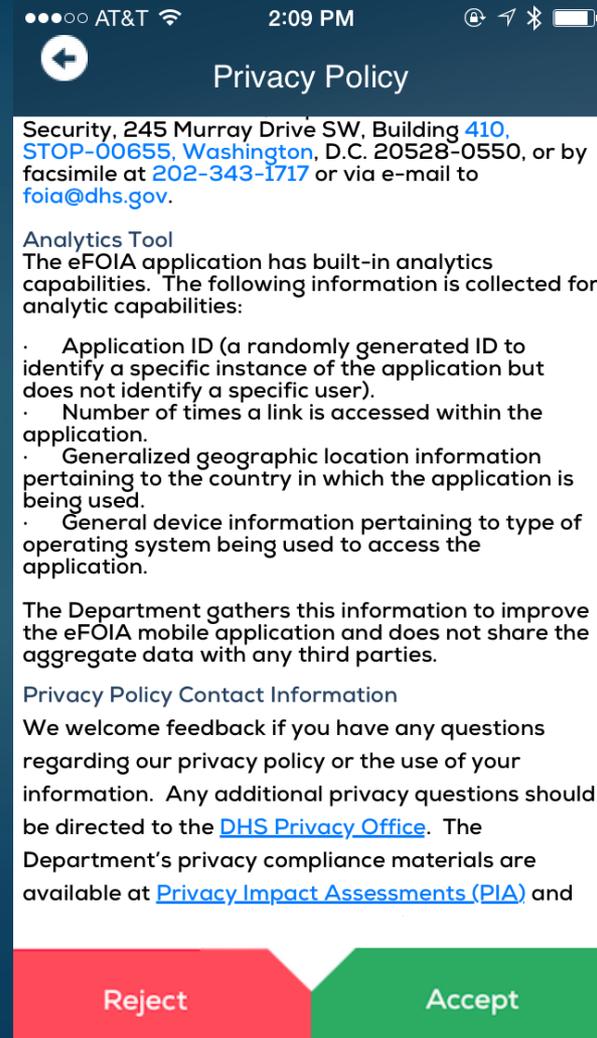
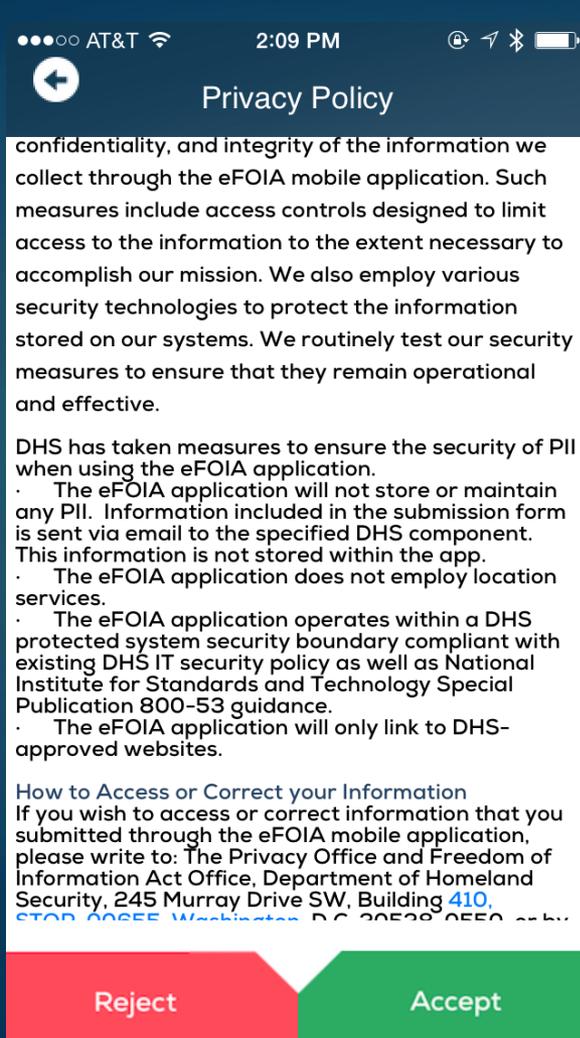
# Mobile Application Screenshots (10/13)



# Mobile Application Screenshots (11/13)



# Mobile Application Screenshots (12/13)



# Mobile Application Screenshots (13/13)

