

AI-ENABLED FOIA FOR OPTIMIZED FEDERAL MISSION OUTCOMES

BACKGROUND

Enacted by Congress in 1966, the **Freedom of Information Act (FOIA)** was designed to ensure an informed public by granting access to federal agency records and strengthening government accountability. While FOIA remains a cornerstone of transparency, agencies today face mounting challenges to include growing request backlogs, limited resources, and heightened litigation risks from delayed processing.

Since 2015, **Wits Solutions (WITS)** has been a leading FOIA small business federal partner delivering high-volume, complex, end-to-end FOIA, Privacy Act, and Litigation Support services across 20+ prime contracts with national security, healthcare, law enforcement, and public administration agencies.

WHAT WE DELIVER

Today, WITS is harnessing the power of automation and Artificial Intelligence (AI) to enhance human expertise across the FOIA workflow, dramatically improving efficiency, consistency, and the overall quality of information disclosure:

- **Proven methodology** for delivering high-volume, complex, end-to-end FOIA, Privacy Act, and Litigation Support services for federal agencies
- **Strategic partnerships** with leading FOIA platform providers, strengthened by deep in-house technical and domain expertise
- **AI-powered solutions** leveraging Natural Language Processing (NLP) and Machine Learning (ML) to streamline workflows, enhance accuracy, and accelerate results

OUR EXPERIENCE

For over a decade, WITS has partnered with 20+ federal agencies to confront the persistent challenges of expanding FOIA backlogs, limited resources, and mounting litigation risks driven by slow or inconsistent processing. Building on this deep operational experience, WITS now integrates advanced AI-driven capabilities into its proven FOIA management framework, accelerating efficiency, strengthening consistency, and delivering mission-aligned value to every agency we support.

CASE STUDY 1) Transforming FOIA operations using AI

For a federal civilian agency, WITS leads all facets of the FOIA program including strategic planning, performance and data management, and comprehensive reporting. Leveraging advanced AI capabilities and integrating with an industry-leading FOIA platform, WITS has driven measurable gains in processing accuracy, timeliness, defensible searchability, and quality.

CASE STUDY 2) Forward-thinking: How to achieve the optimal AI- enabled FOIA future

WITS recognized the potential for the transformational impact that automation and AI would have on processing efficiency and outcomes. As we look forward to the future, we also see several ways to optimize FOIA related services to maximize the use of AI. WITS AI Modernization Strategy provides a comprehensive framework for deploying AI capabilities across mission, operational, administrative, FOIA, records, and litigation support domains

“WITS provided exceptional performance advancing our mission optimization goals.

– Health Agency customer

THE FOIA PROBLEM

Since 1967, the Freedom of Information Act (FOIA) has been a key cornerstone of federal government transparency. It mandates that federal agencies provide access to government records upon request - unless the information falls under one of nine statutory exemptions. Core FOIA requirements include:

- Responding to FOIA requests within 20 business days
- Train staff on FOIA requirements
- Designate a FOIA Public Liaison
- Provide dispute-resolution options
- Track, manage, and proactively disclose records

Federal agencies must also clearly communicate how to submit requests, outline applicable fees, and withhold information only when it meets exemption criteria – after making every reasonable effort to release all non-exempt material.

Today, federal agencies face mounting challenges that hinder timely, compliant FOIA processing and impact mission performance, including:

- Growing FOIA request backlogs
- Time-intensive manual review processes and workflows
- Inefficient or incomplete records searches conducted
- Failure to segregate non-exempt material appropriately
- Inconsistent documentation and data tracking practices
- Heightened data security concerns
- Increasing overall litigation costs and attorney fees

HOW WE DELIVER

WITS delivers comprehensive, end-to-end FOIA solutions that directly address today's transparency, compliance, and efficiency challenges. Our approach is built on three core pillars that ensure timely responses, data accuracy, and measurable FOIA processing performance improvement:

- 1. Highly Experienced FOIA Professionals.** WITS employs over 100 seasoned FOIA experts supporting federal agencies nationwide. Our methodology promotes continuous learning, standardization, and best practice sharing to ensure consistent, compliant results across every engagement.
- 2. Quality and Compliance at Each Process Stage.** Our ISO-certified, CMMI Level 3-aligned processes embed quality control and legal compliance into every phase of the FOIA lifecycle from intake and search to review, redaction, and release, reducing request backlogs and minimizing litigation risks.
- 3. AI-Enabled Lifecycle Integration.** WITS partners with industry leading technology and AI solution providers to enhance automation, records search accuracy, and proactive disclosure. Our teams receive specialized training and specialized direct platform support including being involved in new releases.