



Freedom of Information Management Solution

The Freedom of Information Act recognises that the information government holds is a national resource and is managed for public purposes. As such, public access to it should be prompt and at the lowest reasonable cost.

The Problems with a Manual Approach

Using a manual Freedom of Information (FOI) management process has many drawbacks. These include it being time and labour-intensive (which increases costs), missed due dates, reporting difficulties, audit inaccuracies and tracking problems.

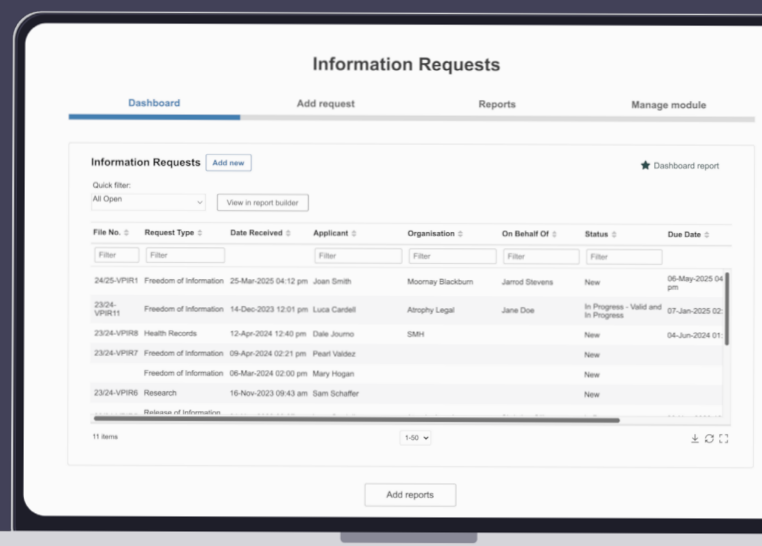
- Cloud hosting, making it secure and accessible, any time and from anywhere
- A consistent and repeatable way of handling requests

The Unimarket FOI Management solution is quickly configured to each organisation's FOI procedures.

Freedom of Information (FOI) Management Solution

The Unimarket FOI Management Solution is a case management platform that automates and digitises the FOI process. It provides an efficient way of releasing information while making sure the process is correctly followed. Other benefits include:

- A single, central place to manage the requests, from start to finish



Freedom of Information Request Management



Live Dashboards

Live dashboards are used to assess, track and manage FOI requests. For example, new requests received can be allocated, assessed and marked as valid/invalid before they move to the next step.



Workflows

Various workflow processes are included in the solution. Examples include FOI Requests, Privacy Incidents, Complaints and Subpoenas.



Manage the Team's Workload

The FOI Manager's dashboard gives a snapshot of the team's workload which can be used to allocate the work appropriately. Intelligent reporting gives information about the size of each request which helps managers to plan better and reduce bottlenecks.



Compliance and Auditing

Compliance and business rules can be built into the workflows, and since every action is logged, there is a secure audit trail available for scrutiny.



Automated Communication

The solution offers email notifications, reminders and alerts. It can also generate mail merge documents using pre defined templates. For audit purposes, emails can be logged against records.



FOI Request Status

Each request's status is tracked and reported on. The FOI Manager can simply filter the records based on the status to display the progress reports.



Real-Time Reporting

Unimarket offers sophisticated reporting capabilities that allow you to manage and analyse your processes. Reports can also be exported in other formats for printing and sharing, e.g. as a PDF. Furthermore, it is easy to report on invalid FOI Requests.



Tracking Due Dates

Unimarket's solution tracks the days it takes to complete a request from start to finish. This information is then presented with colour-coded backgrounds for traffic light reporting.

Ready to start?

Visit our website to learn more about streamlined expense management and how we can help you simplify procurement.



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