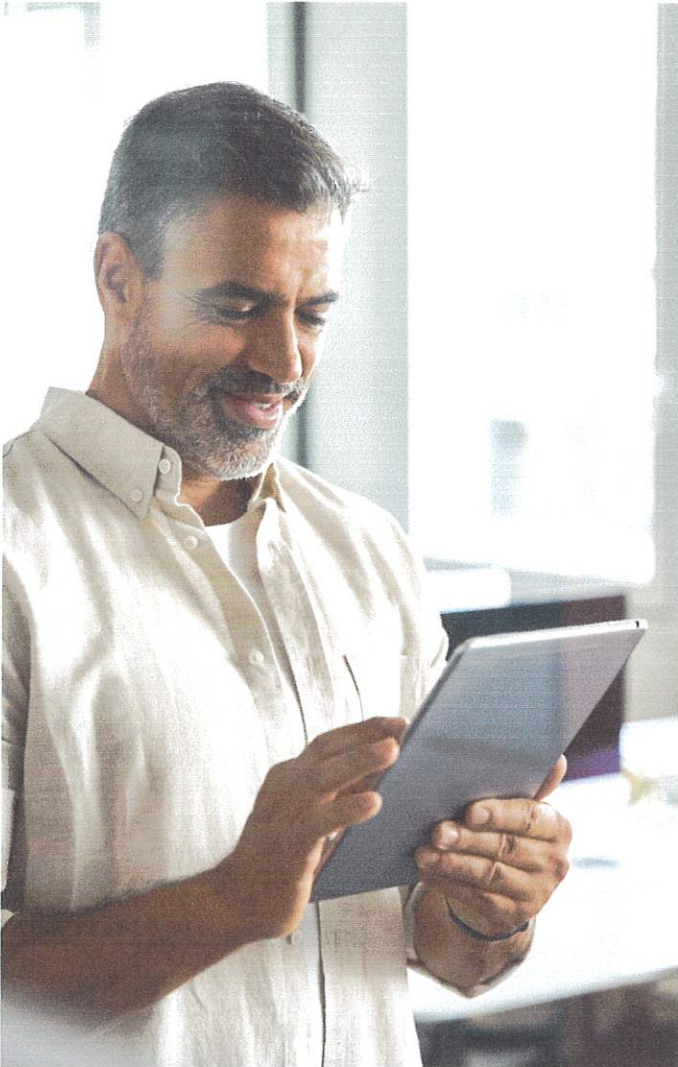


The CivicPlus® NextRequest Records Request Portal Solution

Increase efficiency, elevate compliance, mitigate risk, improve public trust, ensure security, and streamline end-to-end records request management with an all-in-one, centralized solution.



"Before implementing NextRequest, [records requests] took either the full 10 days or we had to ask for extensions."

– Deputy City Clerk, Fairfield, CA

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Why Choose CivicPlus

CivicPlus is a trusted technology company dedicated to empowering government staff and powering exceptional digital experiences for residents. With a comprehensive suite of solutions that combine to form THE Modern Civic Experience Platform, we strive to create one-stop, frictionless interactions that delight residents and help staff collaborate and work efficiently. As a result, government administrations that choose CivicPlus realize greater trust and satisfaction among their community members.

Backed by over 25 years of experience and leveraging the insights of more than 850 team members, our solutions are chosen by over 10,000 global entities and are used daily by over 340 million people in the U.S. and Canada. Those entities and people appreciate our:

- Award-winning customer support
- Bundled discounting opportunities
- User-friendly, cloud-based software
- Modular, integrable software options
- Solutions that scale by need and budget
- Customer-driven roadmap for technology enhancements
- 99.99% uptime and AWS-secure data storage

The CivicPlus single sign-on (SSO) functionality enables your agency to maintain the same credentials for your NextRequest platform as your other CivicPlus applications.

- Signing in is quicker and easier, providing a better user experience
- Navigate between solutions without repetitive login prompts
- Reduces password fatigue, and forgotten password issues



Increase Efficiency

Optimize the entire records request management process from request to release.

Lose the paper trail and go digital. CivicPlus' NextRequest solution is a public records request management software purpose-built for government entities of all sizes to:

- Empower the public to self-service and pay online, submitting records requests through an easy-to-use digital portal.
- Divert requesters by publishing requests for repeat items and leveraging real-time keyword alerts on the intake page to redirect requesters to areas where information is already available (like on your CivicPlus website).
- Route requests to staff automatically, track fulfillment progress, auto-detect and redact sensitive information at the individual and batch levels, and release records to requesters or the public at large with ease.
- Fulfill public records requests in a timely manner, even as the number, frequency, and complexity of requests grow annually.
- Centralize records request management in an all-in-one solution, providing a single historical record. Instead of working from a spreadsheet to track, Adobe® to redact, a file-sharing program to collaborate or send records, email to communicate, etc., everything is done from a centralized platform.
- Customize recurring and ad-hoc reports and leverage visual dashboards to identify trends.
- **Coordinate across departments, set roles, and configure request routes with automated workflows.**

Save your team hours every week by automating your workflow with [NextRequest's RapidReview module](#). RapidReview helps you extract files, redact across documents, leave comments, automate redaction logs, and autosave work as you go — improving redaction and review efficiency by allowing for collaboration, drafting, batch redacting, and record staging.



"NextRequest has saved me time, paper, and worry about staying up to date with the status of each request."

**— Director of Communications,
Judson Independent School
District, Live Oak, TX**

PUBLIC RECORD REQUESTS
NEXTREQUEST

MAKE REQUEST ALL REQUESTS DOCUMENTS TASKS

REQUEST A PUBLIC RECORD

Documents, photos, emails, texts, videos, data and other records.

Everything in this request box will be displayed publicly if the agency makes your request public.

B I U

[Enter a description - include the record's title and date or date range if known]

Upload and attach files (optional)

Departments

Assign departments (optional)

Case number

If applicable, please provide a case number along with your request.

Jordans field

please input number



Elevate Compliance

Increase process efficiency and accuracy to reduce errors effectively and improve compliance.

Since 1967, The Freedom of Information Act (FOIA) has allowed the public to request records from federal agencies. All 50 states and the District of Columbia have similar laws and statutes that may include different requirements and exemptions. To ensure compliance, it's vital for local governments to understand their state's laws and statutes.

Adopting an automated, all-in-one system, like the CivicPlus NextRequest solution, helps local governments improve the efficiency and accuracy of their records request management processes, effectively reducing errors to improve compliance. The CivicPlus NextRequest solution supports this by providing agencies the ability to:

- Track records requests, communications, and document production for proof of compliance.
- Detect and redact sensitive information, such as social security numbers, emails, and phone numbers, automatically.
- Leverage batch redaction, even across hundreds of documents or emails.

- **Maintain a clear audit trail so staff always know the status of requests.**

In the event of an accountability audit, having easy access to all public records is crucial. If public records are in a state that hinders access to freely available information, an agency may be held accountable for failing to protect public resources and could face consequences for non-compliance.



"Prior to NextRequest, we struggled with tracking, time management, and redactions."

– Municipal Clerk, The Borough of Belmar, NJ

PUBLIC RECORD REQUESTS
NEXTREQUEST

EXPLORE 1397 REQUESTS

Run Report

Filters: Reset Filters

1397 / 1397

| Request | Status | Due Date | Request Date | Requester | Request Description |
|---------|--------|------------|--------------|----------------------|---|
| 22-101 | Open | 02/01/2022 | 01/20/2022 | zachmnextrequest.com | This is a test submission |
| 22-108 | Open | 01/11/2022 | 01/14/2022 | Velma Ferry | Amet sunt ripudiate. Consequatur enim ut |
| 22-99 | Open | 01/31/2022 | 01/14/2022 | Zac | Eius ipsa dolorum et velit nemo natus. Quo |
| 22-98 | Open | 01/31/2022 | 01/14/2022 | Emanuel Bednar | Error ex illo error animi omnis optio cum. N |
| 22-97 | Open | 01/31/2022 | 01/14/2022 | Ruben Turner | Autem aspernatur vel dolor et fugit sed dig |
| 22-96 | Open | 01/31/2022 | 01/14/2022 | Naama Nicolas | Aspernatur non natus tenetur corrupti sim |
| 22-95 | Open | 01/31/2022 | 01/14/2022 | Edna Thacker | Aliis erudant sunt creperem voluptate. Dol |
| 22-94 | Open | 01/31/2022 | 01/14/2022 | Gary Zhornak | Error et quos odio velit nisi fugit ipsum. Ut |
| 22-93 | Open | 01/31/2022 | 01/14/2022 | EZE Requester | Sunt placuat ullam qua ratione molestiae d |
| 22-92 | Open | 01/31/2022 | 01/14/2022 | rachel@nextreque... | Praesentium maiores qui. Sunt nobis enim- |
| 22-91 | Open | 01/31/2022 | 01/14/2022 | Liz Requester | Nam non quis ventatis libero qua dicta ve |
| 22-90 | Open | 01/31/2022 | 01/14/2022 | Mrs. Wendy Hoeger | Unde officia et necerati voluptas nulla vol |
| 22-89 | Open | 01/31/2022 | 01/14/2022 | all78@example.org | Odio illum dicta consequatur placeat soluta |
| 22-88 | Open | 01/31/2022 | 01/14/2022 | elconare alterner... | Consequatur vitae et quas fugit dildand |
| 22-87 | Open | 01/31/2022 | 01/14/2022 | Cindy Koch | Ut at et repudiandae ullam repellendus qua |
| 22-86 | Open | 01/31/2022 | 01/14/2022 | Casey Schultz | Earum explicabo nihil consequatur aperiam |
| 22-85 | Open | 01/31/2022 | 01/14/2022 | anonymous | Sit non voluptas sunt quam et ullam quare |
| 22-84 | Open | 01/31/2022 | 01/14/2022 | anonymous | Tempora et omnis accusamus est. Sed illo |
| 22-83 | Open | 01/31/2022 | 01/14/2022 | Amunda Satterfield | Quis voluptatem modi seque ex natus aut ut |



THE UNIVERSITY OF CHICAGO

DEPARTMENT OF THE HISTORY OF ARTS

AND THE MUSEUM OF ART

CHICAGO, ILLINOIS

1954

1955

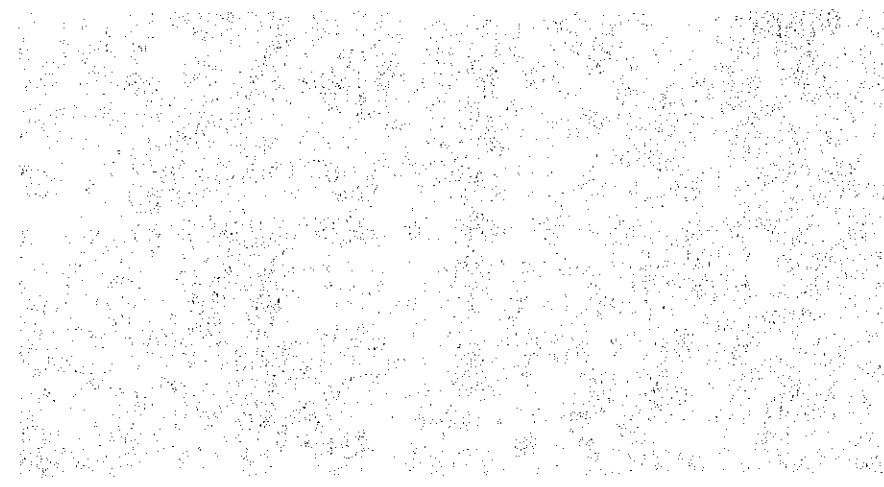
1956

THE UNIVERSITY OF CHICAGO PRESS

530 NORTH DEARBORN AVENUE

CHICAGO, ILLINOIS 60610

TEL. 373-3100





Mitigate Risk

Safeguard against litigation, fines, job loss, negative public perception, and more.

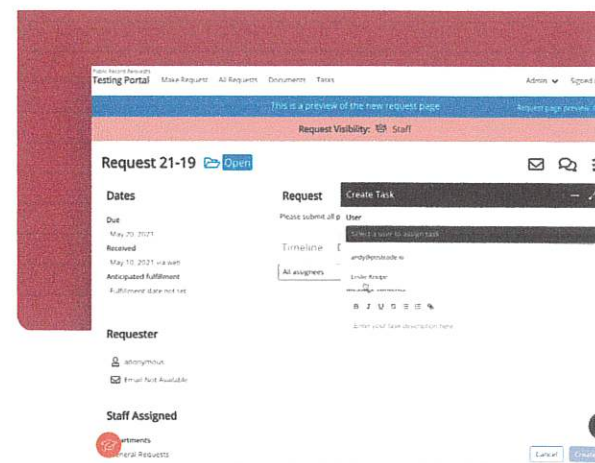
No matter what an agency's governing state public records laws are called (e.g., FOIA, APRA, Right to Know), non-compliance creates risk. This can occur in many ways, including but not limited to:

- **Missed records requests and deadlines for supplying information** – Non-response to records requests can damage your administration's reputation with residents. Even something as simple as a missed deadline can have costly consequences. In 2021, the City of Jackson, MS was fined \$170,397.50 to cover the legal fees of Gray Television after taking more than a year to fulfill a public records request. With the CivicPlus NextRequest solution, you can automate reminders to help staff stay within legal timeframes and set custom notifications to ensure nothing gets missed.
- **Inefficient payment processing** – When payment is required, inefficient payment processing can slow down the delivery of requested information, indirectly causing non-compliance. With the CivicPlus NextRequest solution, you can accept payments online, send and track invoices, and calculate staff billable hours, costs, and due dates automatically.
- **Decentralization** – Clerks and other agency staff do their best to respond to requests, but sometimes they get let down by a separate team responsible for helping to respond. This is one of the dangers of decentralized records request management. With [NextRequest's Risk module](#), you can leverage a single, all-in-one risk assessment dashboard that offers a centralized view of all documents across your portal, including their risk level, review status, and insight information, to coordinate and track reviews and handoffs across teams.
- **Failure to capture every record from social media** – Agencies must easily produce social media content if there is a public records request for it. Gaps in social content archival open agencies up to risk. In 2022, the Los Angeles County Board of Supervisors approved a \$185,000 settlement after a lawsuit alleging the LA County Sheriff's Department failed to adequately respond to a request for public records. The good news is that CivicPlus has an additional solution to cover the need to archive social content.



"When you only have a short amount of time because it's not the only important part of your job, you need the big tools to help you do it and see it more clearly."

– eGovernment Services Coordinator, State of Iowa





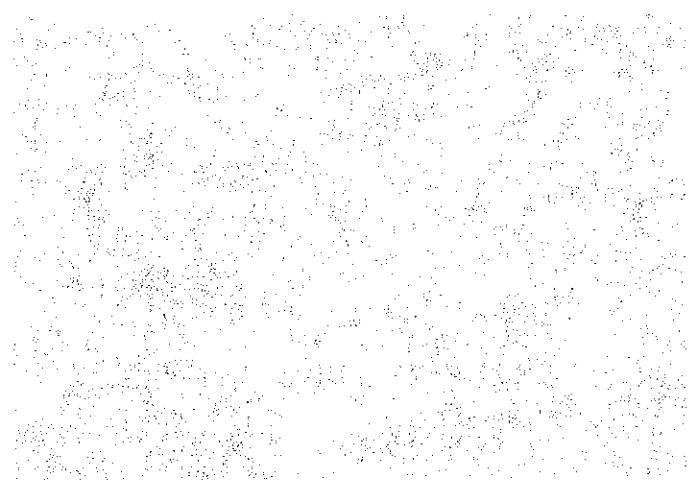
Embrace transparency to grow public trust.

Preemptively publishing the public information that is most likely to be requested increases efficiency and transparency. Publishing information post-request, when appropriate, also increases transparency.

At the same time, agencies that demonstrate efficiency and compliance with records requests through the use of software like the CivicPlus NextRequest solution meet public expectations for modernization in today's digital age. Demonstrating efficiency and compliance also builds credibility and trust. A CivicPlus study conducted with over 15,000 residents reveals that public trust increases with quicker response times by agencies

- Records and Cemetery Manager,
City of Orlando, FL

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100





Ensure Security

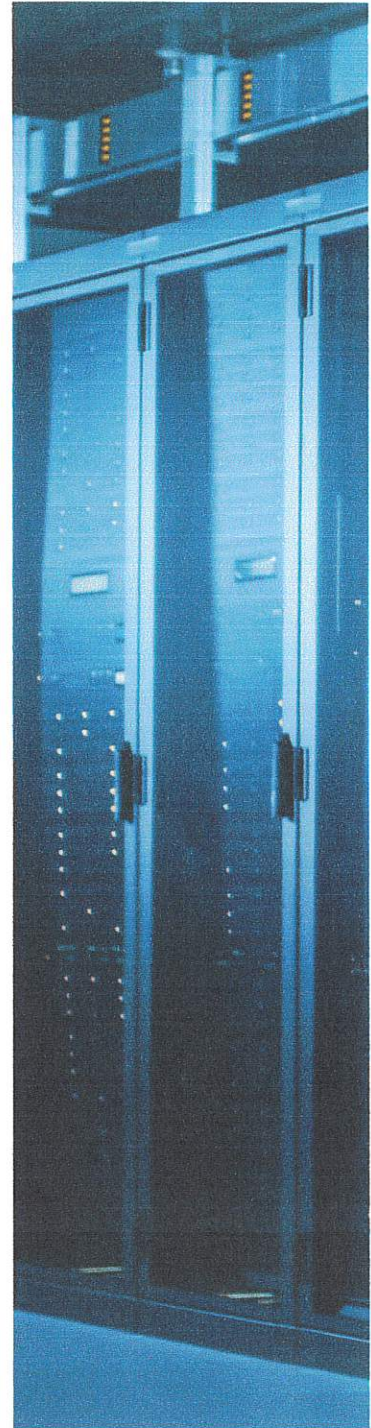
At CivicPlus, we encrypt all data at rest and in transit, map to Health Insurance Portability and Accountability Act (HIPAA) and Criminal Justice Information Services (CJIS) security rule controls, and complete an annual Systems and Organization Controls 2 (SOC 2) audit. In addition, the NextRequest solution's online payment capabilities are PCI-compliant.

- **Encryption** – All data is encrypted at rest using AES-256 and in transit using TLS v1.2. Documents can only be accessed through a valid token that expires. For data, we encrypt in transit using TLS 1.2 and AES-256 at rest.
- **Application and Data Storage** – The CivicPlus NextRequest solution stores and manages data in highly secure data centers operated by AWS, which implements industry-leading security measures. AWS' certifications include ISO 27001, FISMA, and SOC. All data is hosted in the United States. NextRequest uses Amazon S3 to store customer image assets and documents.
- **Backups and Redundancy** – Data is backed up daily, weekly, and monthly. We maintain redundancy to prevent single points of failure, are able to replace failed components, and utilize multiple data centers designed for resiliency. We also have a step-by-step plan in place to take precautions and minimize the effects of a disaster.
- **Updates and Patches** – NextRequest uses a software-as-a-service (SaaS) delivery model. This means customers are always using the most up-to-date version of the application and don't have to wait for new releases, including security updates. Development is conducted on a two-week cycle.
- **Single Sign On (SSO)** – NextRequest can add SSO integrations like Active Directory and OAuth to improve password security and access controls across the enterprise organization, and it supports Okta or any SAML-based SSO.



"What's not to love? The ease of use, the functionality, the updates that are provided, the efficiency!"

– Clerk/Manager, Township of Eastampton, NJ





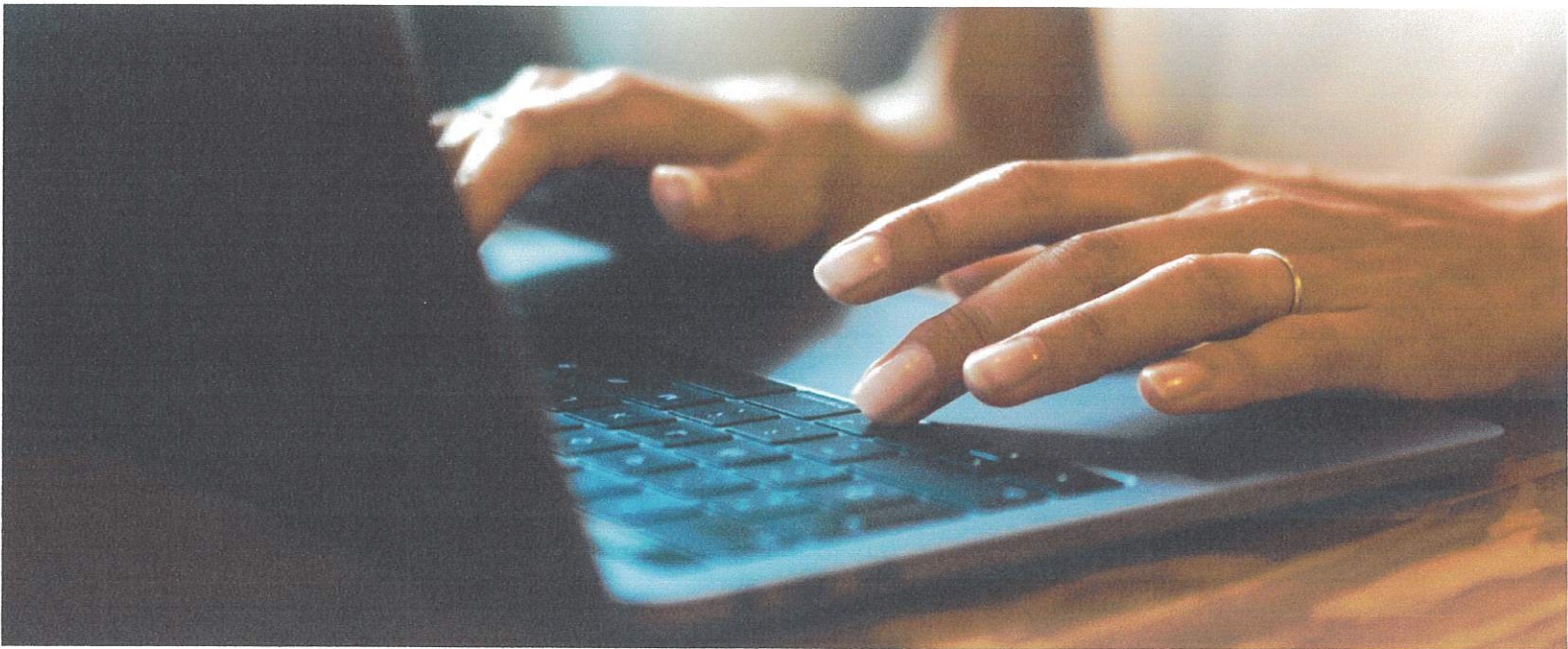
Take the Next Step

Community members trust that their government agencies will promptly deliver the services they need while operating in their best interests. CivicPlus solutions build trust by fostering consistently positive digital experiences for community members and local government staff alike. As a result, the thousands of government agencies partnering with CivicPlus streamline operations, save money, and improve civic engagement. But don't just take our word for it.

Explore the CivicPlus NextRequest solution firsthand. After all, seeing is believing:

[Request a Demo Now](#)

Still shopping around? We get it: This [20-question checklist](#) helps ensure you consider every critical factor before signing a contract with a new software vendor.



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