

## CUSTOMER-CENTRIC INNOVATIVE SOLUTIONS

# RECORDS MANAGEMENT

## ABOUT

AITHERAS, LLC is a customer-centric innovative IT consulting firm delivering timely and cost-effective solutions for our federal, state, local, and commercial clients. AITHERAS has extensive experience implementing standard electronic document and records management functions including retention schedules and workflow designs. Additionally, AITHERAS can ensure clients are provided with a solution that meets all of the regulatory needs, guidance and qualifications dictated by their industries, such as OMB Memorandum M-19-21 Transition to Electronic Records, NARA, DoD 5015.2, and HIPAA. AITHERAS also has extensive experience in the provision of Freedom of Information Act (FOIA) and Privacy Act (PA) services for its Federal client base. We have a Top Secret Facility Clearance and have managed several projects that have unique security requirements.

AITHERAS has aggressively anticipated future needs, with an eye toward learning new techniques and technologies for secure and efficient handling of records and sensitive data. We continuously monitor and participate in evolving developments and community discussions about “records in the cloud” and related intranet, extranet, internet, and SharePoint solutions for record provenance. Approaching the future of records management with a focus on best practical solutions and vigilance toward progress and stability is the mainstay of our business practice and work ethic, building a bridge of leadership for effective 21st century solutions. AITHERAS can staff any project with highly qualified, reliable personnel to fulfill this vision.

**We understand Records Management requirements and have assembled the proven resources and approach to achieve success.**



### Industry Know How

Working knowledge and expert execution of NARA policies, guidance and latest trends.



### Technical Expertise

Eminent technological understanding of records management practices and trends. AITHERAS possesses considerable experience implementing large-scale, OMB Memorandum M-19-21 Transition to Electronic Records compliant, electronic document management systems for multiple federal clients. We are intimately familiar with the latest trends in Records Management and Information Technology as well as experts in SharePoint and other document management systems.



### Low Risk

Comprehensive and low risk approach that incorporates lessons learned from our other programs of varying scope and complexity.

Since 2002, our clients have entrusted us with mission critical projects relying on our services and expertise in Data Analytics, Cloud Computing Services, IT Engineering and Application Development, Records and Data Management, Litigation Support, and Cyber Security. We are headquartered in Rockville, MD; an ISO 9001:2015 certified firm; a designated Small Business by the U.S. Small Business Administration (SBA); and a Minority Business Enterprise (MBE) by the State of Maryland Department of Transportation (MDOT).

As an accomplished technology solution provider, we prioritize understanding the challenges that our clients face to support achieving scalable and customer-centric solutions. Whether the challenge is expanded mission requirements, or budgetary pressures, or shrinking workforces, we design custom solutions that maximize investment for long-term success.

AITHERAS has served and partnered with over a hundred clients since 2002. AITHERAS provides IT Infrastructure support both on-prem and in the cloud via a wide array of services including planning, application development, custom configuration, rollout, implementation, and ongoing maintenance. We continue to be driven by seeing our clients excel and thrive in their mission. Let us know how we can partner with you to integrate innovative and sustainable solutions for your success.

AITHERAS has direct experience managing multiple and varied records and data management tasks. We provide the requisite technical services to a broad array of government and commercial clients. Because of this direct experience, we bring a comprehensive and low risk approach that incorporates lessons learned from previous efforts of varying scope and complexity. Specific areas of expertise:

## RECORDS MANAGEMENT AND GOVERNANCE

AITHERAS has supported clients in the design and implementation of programs for records management and information governance to ensure that records are identified and managed throughout their lifecycle. As there are a number of organizational goals inherent in the design of a records management program, such as meeting regulatory mandates, keeping adequate documentation of contract, personnel, or other records created between two parties, and ensuring appropriate security and governance of records owned by an organization, AITHERAS works with our customers to ensure that the system designed fully meets their requirements using industry identified best practices and best-in-class standards, policies, and tools.

We understand that current and future records management initiatives may include support for baseline records inventories: file plans; record control schedules development; comprehensive information management support; implementation of new Records Information Management policies; consultation services; inventory overflow and backlogs; and training.

## ARCHIVING

AITHERAS is a proven expert in NARA standards for documents archiving. We have worked with and successfully delivered results to a number of clients who require NARA-compliant solutions.

AITHERAS has access to analysts and legal professionals with significant FOIA experience, and we can bring to bear those individuals for this opportunity. Our personnel are skilled in:

- Backlog reduction
- Proper information redaction procedures
- Exemption consistency
- Multi-track processing of FOIA/PA Requests and Appeals
- The Freedom of Information Act, showing changes made by the FOIA Improvement Act of 2016 (5 U.S.C. 552)
- Executive Order 13392, "Improving Agency Disclosure of Information"
- Executive Order 12600, "Predisclosure Notification Procedures for Confidential Commercial Information"
- DOJ-OIP Summary of the FOIA Improvement Act of 2016
- DOI FOIA Regulations (effective as of January 19, 2017)
- Development and/or interpretation of FOIA/PA Policy
- Thorough understanding of FOIA/PA Exemptions and Executive Order requirements
- Document Control—Records Management
- Declassification Policy
- Development of Privacy Impact Assessments (PIAs) and Systems of Record Notices (SORNs)

Our experience shows that agencies with this type of personnel, and with adopted best practice methodologies for improving their FOIA process, have successfully reduced their backlog, significantly reduced turnaround time for responses, and dramatically improved relationships with citizen-requesters. AITHERAS can bring these skilled FOIA personnel to bear for any effort.

# TRAINING SUPPORT

AITHERAS is experienced at developing and deploying repeatable client-approved, interactive, comprehensive, and role-specific training to ensure all users of systems are proficient in their use.

# DIGITIZATION, ELECTRONIC IMAGING, AND DATA EXTRACTION

In delivering solutions to meet customer requirements, AITHERAS has drawn upon our extensive experience in designing and implementing records digitization processes to support broader records management and information governance efforts. In practice, this has meant the design and implementation of digitization workflows using high-speed document scanners, electronic document management software, as well as both automated and semi-automated data-extraction and indexing tools. By combining traditional records management and information governance principles with modern electronic document management technologies, our customers are able to better manage their files electronically, resulting in more secure management of records, lowered operational costs, and decreased risk of loss or exfiltration of critical records.

Our experience in this area has provided AITHERAS with the expertise necessary to offer a host of capabilities which can be combined to create a comprehensive electronic document management solution tailored to the requirements of our customers:

- Archival Scanning**
- Scanning of fragile or historical documents**
- Full preparation of documents (Removal from folders, removal of staples / paperclips / fasteners, reassembly of documents after scanning)**
- Full text OCR (Optical Character Recognition) indexing (for creating fully "searchable" documents)**
- Zonal OCR indexing (for automated forms processing applications)**
- Alternative format scanning (microfilm, microfiche, large format documents, 35mm films, 120 films, large format films, blueprints, mechanical drawings, etc)**
- Automated deskew, auto-rotate, blank page removal, hole-punch removal, automated clarity enhancements, and other post-processing**
- Extensive quality assurance and quality control practices with the capability of guaranteed accuracy Service Level Agreements**

# PERSONNEL QUALIFICATIONS

To build a solid staffing foundation for a Records Management project, we will assemble a team of immediately-available personnel. We believe successful staffing of projects to be performed alongside clients on-site requires more than simply choosing people who possess a list of skills or credentials. We believe that a more holistic method is required in these situations, a method that takes into account an individual's ability to "fit in" or assimilate into the prospective client's local work culture. For this reason, the individuals we propose for any project will be chosen with respect to their level of expertise in their fields as well as their familiarity and experience with working on-site with federal clients in a support role.

# PAST PERFORMANCE

## CLIENT #1: U.S ARMY RECORDS MANAGEMENT DECLASSIFICATION AGENCY



### RECORDS MANAGEMENT

Provide life cycle management of records including record identification, creation, maintenance, indexing, preservation, collection, conversion, disposition, review for declassification, research, FOIA/Privacy Act (PA) review for release, and retirement/destruction.

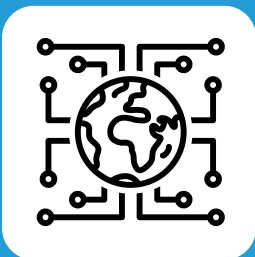
## CLIENT #2: DEFENSE HEALTH AGENCY (DHA) PRIVACY & CIVIL LIBERTIES OFFICE



### FOIA / PA

Provided FOIA processing to include redacting documents. Ensured that DoD Health Affairs (HA) and DHA policies and business practices comply with Federal laws, DoD regulations, and guidelines governing the privacy and HIPAA security of PII / PHI, and developed and revised DHA privacy-related plans, policies and procedures.

## CLIENT #3: U.S. DEPARTMENT OF AGRICULTURE (USDA) ENGINEERING BRANCH



### DIGITIZATION, ELECTRONIC IMAGING & DATA EXTRACTION

Provided services through two phases: Phase I Research, Inventorying and Cataloging; and, Phase II Conversion Services. For Phase I, AITHERAS reviewed, organized engineering drawings by merging sets together and separated and discarded duplications. We created an indexing database based upon the results of Phase I, which became the basis for what required digitization under Phase II. Phase II required the prepping, scanning and de-prepping of all required documents and drawings along with the collection of pertinent metadata.

## CONTACT US

Please contact us to see the difference we can make in meeting your solutions needs and goals. AITHERAS appreciates the opportunity to earn your business.

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