BUILDING A BACKLOG REDUCTION PLAN

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BACKLOGS: WE KNOW YOU LOVE THEM!!

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TRUE OR FALSE:
FOIA BACKLOGS ARE SYSTEMATICALLY LINKED TO MANY ISSUES.

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True or False: | TYPICALLY, AS FOIA BACKLOGS INCREASE, SO DO RESPONSE TIMES.

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TRUE OR FALSE:
AS FOIA BACKLOGS AND RESPONSE TIMES INCREASE, SO DOES CUSTOMER DISSATISFACTION.

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1st things 1st | TAKE A DEEP BREATH

EXHALE

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DON'T FREAK OUT!

ENVISION YOUR IDEAL FOIA PROGRAM AND HOW IT WOULD OPERATE IN A PERFECT WORLD.

THERE WOULD BE NO BACKLOG EVER, RIGHT?

NOW COME BACK TO REALITY...

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FIRST, THINK ABOUT AND IDENTIFY THE CRITICAL PIECES OF YOUR FOIA OPERATION THAT NEED IMMEDIATE ATTENTION.

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5 Factors <u>Critical</u> to Backlog Efforts and Accomplishments

1. Strategic Intent
2. Realistic Expectations
3. Accountability
4. Leadership Support
5. Sense of Urgency

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Strategic Intent

- Develop a Course of Action Option (COA) Paper.
  - Up to 3 COA.
  - Identify key objectives and corresponding short and long term goals.

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Realistic Expectations

- How much can we feasibly do with what we have?
- What could we do with 'x' amount of increase or help?
- What would it take to enlist that help in bullet 2?

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Accountability - Examine your workflow processes

- Layout your workflow process as it stands.
- Identify areas to enhance efficiencies, utilize technology and/or change your FOIA workflow process.

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Accountability

- Develop metrics that align with the workload and workflow to improve operational performance throughout the organization.

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Leadership Support
- Present these COA to senior leadership in order to determine how much of a backlog they are commitment to eliminating.
- Also, be deliberative about indicating that if this support diminishes once the backlog is eliminate another backlog is on the horizon.

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Sense of Urgency
- Work with staff members, displaying a sense of urgency, to continuously implement improvements.
- Celebrate accomplishments, no matter how big or small and celebrate them often.

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