



**Central Intelligence Agency
2020 Chief Freedom
of Information Act
Officer Report**

Fiscal Year 2019

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Section I: Steps Taken to Apply the Presumption of Openness

The guiding principle underlying DOJ's FOIA Guidelines is the presumption of openness.

Please answer the following questions in order to describe the steps your agency has taken to ensure that the presumption of openness is being applied to all decisions involving the FOIA. You may also include any additional information that illustrates how your agency is working to apply the presumption of openness.

A. FOIA Leadership

1. The FOIA requires each agency to designate a Chief FOIA Officer who is a senior official at least at the Assistant Secretary or equivalent level. Is your agency's Chief FOIA Officer at or above this level?

- Yes.

2. Please provide the name and title of your agency's Chief FOIA Officer.

- Jennifer Ewbank, Deputy Director for Digital Innovation

B. FOIA Training

3. Did your FOIA professionals or the personnel at your agency who have FOIA responsibilities attend any FOIA training or conference during the reporting period such as that provided by the Department of Justice?

- Yes.

4. If yes, please provide a brief description of the type of training conducted and the topics covered.

- CIA public access professionals attend a day-long internal training course, either one focused on substantive understanding of how laws and executive orders apply to the CIA with regards to reviewing, declassifying, and releasing information to the public, or one that provides an understanding of the FOIA statute, amendments, and case law. Other refresher training is provided to address updates in the FOIA statute and case law, processing and technological improvements, and FOIA issues related to this agency's unique equities and business. In Fiscal Year 2019, CIA also conducted classes on the practice of case management and the practice of review and release for the staff and contractors doing this work, and arranged for a special

running of training given by the Office of Government Information Services (OGIS).

- CIA public access professionals also attend conferences, meetings, and professional networking functions. In Fiscal Year 2019, CIA personnel attended IC-wide equities training offered by the Office of the Director of National Intelligence (ODNI), as well as the American Society of Access Professionals (ASAP) annual conference. ODNI's FOIA Officer Information Day was canceled in 2019.

5. Provide an estimate of the percentage of your FOIA professionals and staff with FOIA responsibilities who attended substantive FOIA training during this reporting period.

- One hundred percent.

6. OIP has directed agencies to "take steps to ensure that all of their FOIA professionals attend substantive FOIA training at least once throughout the year." If your response to the previous question is that less than 80% of your FOIA professionals attended training, please explain your agency's plan to ensure that all FOIA professionals receive or attend substantive FOIA training during the next reporting year.

- Not applicable.

C. Outreach

7. Did your FOIA professionals engage in any outreach or dialogue with the requester community or open government groups regarding your administration of the FOIA? Please describe any such outreach or dialogue, and, if applicable, any specific examples of how this dialogue has led to improvements in your agency's FOIA administration.

- CIA FOIA professionals attended the annual American Society of Access Professionals conference and similar public access conferences. This provided them with the opportunity to hear what transparency advocates have to say about FOIA administration at the federal level. Our professionals also followed media coverage and websites maintained by open government groups and FOIA advocates to spot developments that affect CIA's public access programs, and continually reviewed the DOJ website for current guidance.
- CIA FOIA established a dedicated requester engagement team in Fiscal Year 2019, in an effort to increase trust with its public access requesters. The engagement team reaches out to requesters with proactive status updates, and answers other processing-related questions, while also negotiating with requesters on scoping requests, in coordination with legal counsel.

- CIA's Electronic Reading Room provides helpful tips on how to compose proper, effective FOIA requests. Requesters seeking additional information not found on CIA.gov may call the CIA FOIA hotline at (703) 613-1287, which is staffed during normal business hours when the US Government is open. CIA answered all hotline calls or returned calls by the next business day, answering questions in real time when possible, or informing the caller that CIA would call back or respond by letter. CIA plans to initiate e-mail response to FOIA requests in the first quarter of calendar year 2020.

D. Other Initiatives

8. Describe any efforts your agency has undertaken to inform non-FOIA professionals of their obligations under the FOIA. In 2016, the Department publicized FOIA-related performance standards for employees that have any role in administering the FOIA, including non-FOIA professionals. Please also indicate whether your agency has considered including FOIA-related performance standards in employee work plans for employees who have any role in administering the FOIA.

- CIA attorneys and public access professionals have made efforts to sensitize components to the Agency's statutory requirements under the FOIA. CIA FOIA personnel provide briefings to senior officers, executive assistants, and records managers, and web-based courses are available to all CIA personnel.
- FOIA-related performance standards are included in the objectives of employees who administer the FOIA.

9. If there are any other initiatives undertaken by your agency to ensure that the presumption of openness is being applied, please describe them here.

- CIA's Historical Program Staff (HPS) conducts regular assessments to evaluate potential collections of historical records for discretionary release. This process involves input from CIA's historians, subject matter experts, and members of the academic community to identify topics of historical significance. The program office then researches and reviews the selected material. National security risks that may arise from declassification are carefully weighed against the benefits of disclosure. Public and professional interest in specific topics are also considered, as judged by a number of searches on the FOIA website. Based on this evaluation and the availability of resources, the agency determines whether to process a collection for discretionary release.
- CIA continues to work with several other partners to ensure openness and transparency, including the CIA Transparency Officer, the CIA Office of Privacy and Civil Liberties, the National Archives and Records Center's Public Interest Disclosure

Board (PIDB) and PIDB Technology Working Group, and the Interagency Security Classification Appeals Panel (ISCAP).

Section II: Steps Taken to Ensure that Your Agency Has an Effective System in Place for Responding to Requests

DOJ's [FOIA Guidelines](#) emphasize that "[a]pplication of the proper disclosure standard is only one part of ensuring transparency. Open government requires not just a presumption of disclosure, but also an effective system for responding to FOIA requests." It is essential that agencies effectively manage their FOIA program.

Please answer the following questions to describe the steps your agency has taken to ensure that the management of your FOIA program is effective and efficient. You should also include any additional information that describes your agency's efforts in this area.

1. For Fiscal Year 2019, what was the average number of days your agency reported for adjudicating requests for expedited processing? Please see Section VIII.A. of your agency's Fiscal Year 2019 Annual FOIA Report.

- In Fiscal Year 2019, the average number of days for adjudicating requests for expedited processing was 9.5.

2. If your agency's average number of days to adjudicate requests for expedited processing was above ten calendar days, please describe the steps your agency will take to ensure that requests for expedited processing are adjudicated within ten calendar days or less.

- Not applicable.

3. During the reporting period, did your agency conduct a self-assessment of its FOIA program? If so, please describe the methods used, such as reviewing annual report data, using active workflows and track management, reviewing and updating processing procedures, etc.

- During Fiscal Year 2019, CIA used a number of methods to continually assess and improve its FOIA program. Beginning with an initiative to cease hard-copy files and embrace fully digital case management, CIA FOIA took a bold step toward increased efficiency and productivity. CIA has also been giving specific attention to metrics in order to gain greater insight into where cases are in their lifecycles, which has enabled CIA FOIA to maximize available resources by closing cases where all reviews are complete.
- CIA is standardizing its training regimen for public access professionals, and is conducting a fulsome review of its letter templates to ensure they are as up-to-date

as possible.

- CIA holds a monthly FOIA review panel to discuss progress towards current fiscal year FOIA goals and strategize solutions. The panel reviews the “10 oldest” FOIA initial, appeal, and consultation cases, and metrics on the volume of cases received and closed.
- CIA prioritized improved internal and external communication, in an effort to increase efficiency and drive down response times for direct and consultation requests.

* Note: In September 2017, OIP released a FOIA Self-Assessment Toolkit as a resource for agencies conducting a self-assessment of their FOIA program. The Toolkit is available on OIP’s website for all agencies to use.

4. The FOIA Improvement Act of 2016 requires additional notification to requesters about the services provided by the agency’s FOIA Public Liaison. Please provide an estimate of the number of times requesters sought assistance from your agency’s FOIA Public Liaison during FY 2019 (please provide a total number or an estimate of the number).

- CIA informs requesters in its final response letters that they may seek dispute resolution services from the CIA’s FOIA Public Liaison and provides the phone number by which the Liaison may be reached, as well as contact information for the Office of Government Information Services.
- There was one instance in Fiscal Year 2019 in which a requester sought assistance from the CIA FOIA Public Liaison.

5. Please describe the best practices used to ensure that your FOIA system operates efficiently and effectively and any challenges your agency faces in this area.

- CIA holds a monthly FOIA review panel to discuss progress towards current fiscal year FOIA goals and strategize solutions. The panel reviews the 10 oldest each of FOIA initial, appeal, and consultation cases, metrics on the volume of cases received and closed, and the impact of specific actions on reducing the backlog. In Fiscal Year 2020 this panel will actively pursue solutions to the issues surfaced by CIA FOIA’s renewed focus on metrics.
- Various offices supporting FOIA have implemented cross-training efforts so that there is a greater pool of trained FOIA professionals who can surge to support any area that needs additional resources. In Fiscal Year 2020, our goal is to have a fully cross-trained team of public access professionals capable of managing cases for FOIA, Privacy Act, and Mandatory Declassification Review requests.

Section III: Steps Taken to Increase Proactive Disclosures

The Department of Justice has long focused on the need for agencies to work proactively to post information online without waiting for individual requests to be received.

Please answer the following questions to describe the steps your agency has taken to increase the amount of material that is available on your agency websites. In addition to the questions below, you should also describe any additional steps taken by your agency to make and improve proactive disclosures of information.

1. Provide examples of material that your agency has proactively disclosed during the past reporting year, including links to the posted material.

- The CIA's Historical Program Staff (formerly the Historical Review Program) released several collections of records through its Targeted Release Program, now in its second year. Building upon the three initial releases in Fiscal Year 2018, HPS selected a mix of 13 scholarly and popular topics for release:
 - October 2018: The Daily Summary (DS) for 1947
 - November 2018: DS, 1948
 - December 2018: DS, 1949
 - January 2019: DS, 1950-51
 - March 2019: Current Intelligence Bulletin (CIB), February-June 1951
 - April 2019: CIB, July-December 1951
 - May 2019: CIB, January-June 1952
 - June 2019: CIB, July-December 1952
 - July 2019: CIB, 1953
 - August 2019:
 - CIB, 1954
 - The Fall of the Libyan Monarchy
 - September 2019:
 - CIA's Animal Partners
 - CIB, 1955

All of these releases were posted exclusively online and not as part of other release events. These released documents were posted on the CIA website and are located at <http://www.foia.cia.gov>.

2. Please describe how your agency identifies records that have been requested and released three or more times (and are therefore required to be proactively disclosed pursuant to 5 U.S.C. § 552(a)(2)(D)).

- CIA strives to release FOIA records proactively if they are of public interest and there are no other issues that would negate posting to the CIA website, which alleviates some of the need for tracking material requested three or more times. However, to identify such records, we rely on FOIA requester logs, identifying cases or documents that have been previously reviewed when they are requested in new cases, prior posted versions of records in the electronic reading room, and identifying popular topics where the same records will be responsive for multiple requests.

3. Beyond posting new material, is your agency taking steps to make the posted information more useful to the public, especially to the community of individuals who regularly access your agency's website?

- Yes.

4. If yes, please provide examples of such improvements.

- Efforts to improve search functionality, organize collections of materials, and provide better tools or clearer layout are ongoing to make the website more user friendly. After uploading the approximately 13 million pages of CIA Records Search Tool (CREST) content, several efforts to make the system more robust were required to prevent website crashes or slowdowns due to insufficient hosting infrastructure capacity. In Fiscal Year 2019, feedback from the public such as various academic historians was used to identify areas for improvement and those efforts are continuing.

5. Please describe the best practices used to improve proactive disclosures and any challenges your agency faces in this area.

- CIA did not engage requesters directly to determine topics of public interest or what to release. However, the FOIA office and Historical Program Staff continues to keep abreast of trending news, historically significant dates, and trends in CIA's FOIA submissions and take that into consideration to determine what to release proactively. CIA also continues to engage with members of the academic community and historians to identify topics of interest.
- CIA intends to post online as many records as possible that are released under its FOIA program. Frequently-requested records will be given priority for posting online at regular intervals. As we continue to adopt new and improved technological tools, we hope that the challenges faced in the past relative to posting materials online will be alleviated.

Section IV: Steps Taken to Greater Utilize Technology

A key component of FOIA administration is using technology to make information more accessible. In addition to using the internet to make proactive disclosures, agencies should also be exploring ways to utilize technology in responding to requests.

Please answer the following questions to describe how your agency is utilizing technology to improve its FOIA administration and the public's access to information. You should also include any additional information that describes your agency's efforts in this area.

1. Is your agency leveraging technology to facilitate efficiency in conducting searches, including searches for emails? If so, please describe the type of technology used. If not, please explain why and please describe the typical search process used instead.

- CIA improved record search capabilities through the use of web-enabled tools that enhance CIA's ability to efficiently track and manage search tasks electronically, including dividing complex searches into smaller tasks that could be assigned to several people or delivering search results to multiple customers. This improvement has contributed to CIA's ability to respond to FOIA requests in a more timely manner by searching more efficiently and documenting results in case of appeal. These tools allow searches of like requests together, prioritization of tasks, and an easy tracking function that helps inform resource-management decisions (e.g., workload assessment and assigning of new cases).
- CIA has been working with several other government agency (OGA) partners to create viable methods for sharing electronic records and consultations on unclassified and classified systems, as appropriate, and identifying compatible technological systems and platforms. CIA currently uses electronic delivery via external electronic media (CD and DVD) with some agencies. In Fiscal Year 2019, CIA increased its use of e-mail for correspondence with certain OGA partners, and as a means for electronic document delivery where technologically feasible.

2. OIP issued guidance in 2017 encouraging agencies to regularly review their FOIA websites to ensure that they contain essential resources and are informative and user-friendly. Has your agency reviewed its FOIA website(s) during the reporting period to ensure it addresses the elements noted in the guidance?

- Yes.

3. Did your agency successfully post all four quarterly reports for Fiscal Year 2019?

- Yes.

4. If your agency did not successfully post all quarterly reports, with information appearing on FOIA.gov, please explain why and provide your agency's plan for ensuring that such reporting is successful in Fiscal Year 2019.

- Not applicable.

5. The FOIA Improvement Act of 2016 requires all agencies to post the raw statistical data used to compile their Annual FOIA Reports. Please provide the link to this posting for your agency's Fiscal Year 2018 Annual FOIA Report and, if available, for your agency's Fiscal Year 2019 Annual Report.

- CIA's Fiscal Year 2018 and Annual FOIA Report is located at <https://www.cia.gov/library/readingroom/foia-annual-report>.
- CIA's Fiscal Year 2019 Annual FOIA Report and the raw data will be posted at the same site when available.

6. Please describe the best practices used in greater utilizing technology and any challenges your agency faces in this area.

- CIA actively identifies, develops, and delivers new technology and tools to increase efficiency, reduce manual and duplicative processes, and enable CIA to consult, review, and respond to requesters more efficiently and consistently. In the meantime, CIA prepares the groundwork for eventual technological advances by refining internal procedures and processes to the extent possible with the tools and technologies available.

Section V: Steps Taken to Improve Timeliness in Responding to Requests and Reducing Backlogs

The Department of Justice has emphasized the importance of improving timeliness in responding to requests. This section of your Chief FOIA Officer Report addresses both time limits and backlog reduction. Backlog reduction is measured both in terms of numbers of backlogged requests or appeals and by looking at whether agencies closed their ten oldest requests, appeals, and consultations.

For the figures required in this Section, please use the numbers contained in the specified sections of your agency's 2019 Annual FOIA Report and, when applicable, your agency's 2018 Annual FOIA Report.

A. Simple Track

Section VII.A of your agency's Annual FOIA Report, entitled "FOIA Requests – Response Time for All Processed Requests," includes figures that show your agency's average response times for processed requests. For agencies utilizing a multi-track system to process requests, there is a category for "simple" requests, which are those requests that are placed in the agency's fastest (non-expedited) track, based on the low volume and/or simplicity of the records requested.

1. Does your agency utilize a separate track for simple requests? If your agency uses a multi-track system beyond simple, complex, and expedited to process requests, please describe the tracks you use and how they promote efficiency.

- Yes.

2. If your agency uses a separate track for simple requests, was the agency overall average number of days to process simple requests twenty working days or fewer in Fiscal Year 2019?

- No, CIA processing of simple track requests averaged just more than twenty working days (20.11) for Fiscal Year 2019. In contrast, CIA's average processing in Fiscal Year 2018 was 32.28 days.

3. Please provide the percentage of requests processed by your agency in Fiscal Year 2019 that were placed in your simple track.

- Simple track requests made up 18.48% of CIA's processed FOIA requests.

4. If your agency does not track simple requests separately, was the average number of days to process all non-expedited requests twenty working days or fewer?

- Not applicable.

B. Backlogs

Section XII.A of your agency's Annual FOIA Report, entitled "Backlogs of FOIA Requests and Administrative Appeals" shows the numbers of any backlogged requests or appeals from the fiscal year. You should refer to these numbers from your Annual FOIA Reports for both Fiscal Year 2019 and Fiscal Year 2018 when completing this section of your Chief FOIA Officer Report.

BACKLOGGED REQUESTS

5. If your agency had a backlog of requests at the close of Fiscal Year 2019, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2018?

- CIA's FOIA backlog of pending requests increased in Fiscal Year 2019.

6. If not, did your agency process more requests during Fiscal Year 2019 than it did during Fiscal Year 2018?

- No. CIA processed 2,261 cases in Fiscal Year 2019 and 2,345 cases in Fiscal Year 2018.

7. If your agency's request backlog increased during Fiscal Year 2019, please explain why and describe the causes that contributed to your agency not being able to reduce its backlog.

- A number of factors contributed to an increase in the FOIA backlog for Fiscal Year 2019, including:
 - Continued shortages in personnel processing FOIA requests.
 - An unexpected increase of several hundred FOIA requests for processing in Quarter Four.
 - Additional non-FOIA related review tasks for CIA review and release personnel, taking away from FOIA processing time.

8. If you had a request backlog please report the percentage of requests that make up the backlog out of the total number of requests received by your agency in Fiscal Year 2019. If your agency has no request backlog, please answer with N/A.

- 93.2%

BACKLOGGED APPEALS

9. If your agency had a backlog of appeals at the close of Fiscal Year 2019, did that backlog decrease as compared with the backlog reported at the end of Fiscal Year 2018?

- CIA's FOIA backlog of pending appeal requests increased in Fiscal Year 2019.

10. If not, did your agency process more appeals during Fiscal Year 2019 than it did during Fiscal Year 2018?

- No. CIA processed 173 cases in Fiscal Year 2019 and 218 cases in Fiscal Year 2018.

11. If your agency's appeal backlog increased during Fiscal Year 2018, please explain why and describe the causes that contributed to your agency not being able to reduce its backlog. When doing so, please also indicate if any of the following were contributing factors:

- ✓ An increase in the number of incoming requests.
 - ✓ A loss of staff.
 - ✓ An increase in the complexity of the requests received. If possible, please provide examples or briefly describe the types of complex requests contributing to your backlog increase.
 - ✓ Any other reasons? Please briefly describe or provide examples when possible.
- Please see comments to Section V.B. Question 7 above.

12. If you had an appeal backlog please report the percentage of appeals that make up the backlog out of the total number of appeals received by your agency in Fiscal Year 2019. If your agency did not receive any appeals in Fiscal Year 2019 and/or has no appeal backlog, please answer with "N/A."

- 95.2%

C. Backlog Reduction Plans

13. In the 2018 guidelines for Chief FOIA Officer Reports, any agency with a backlog of over 1,000 requests in Fiscal Year 2017 was asked to provide a plan for achieving backlog reduction in the year ahead. Did your agency implement a backlog reduction plan last year? If so, describe your agency's efforts in implementing this plan and note if your agency was able to achieve backlog reduction in Fiscal Year 2019.

- CIA continued the prior fiscal year's efforts at backlog reduction, and renewed its dedication to collecting and analyzing various metrics to more effectively identify and act on cases pending closure, as well as increased electronic communication with other USG agency (OGA) partners to reduce time in sending/receiving consultation requests and replies. While the overall backlog increased during Fiscal Year 2019, the year ended on a downward trend due in large part to these processing changes and the adoption of technological tools.

14. If your agency had a backlog of more than 1,000 requests in Fiscal Year 2019, what is your agency's plan to reduce this backlog during Fiscal Year 2020?

- The increased reliance on metrics occurred later in Fiscal Year 2019, and CIA FOIA is hopeful that leveraging this change in mindset for an entire fiscal year will assist us with affecting a statistically significant reduction in our processing backlog. In addition, we aim to remain proactive in communicating with OGA partners to speed up processing of consultation review requests.

D. Status of Oldest Requests, Appeals, and Consultations

Section VII.E, entitled “Pending Requests—Ten Oldest Pending Requests,” Section VI.C.(5), entitled “Ten Oldest Pending Administrative Appeals,” and Section XII.C., entitled “Consultations on FOIA Requests—Ten Oldest Consultations Received from Other Agencies and Pending at Your Agency,” show the ten oldest pending requests, appeals, and consultations. You should refer to these numbers from your Annual FOIA Reports for both Fiscal year 2018 and Fiscal Year 2019 when completing this section of your Chief FOIA Officer Report.

TEN OLDEST REQUESTS

15. In Fiscal Year 2019, did your agency close the ten oldest requests that were reported pending in your Fiscal Year 2018 Annual FOIA Report?

- No.

16. If no, please provide the number of these requests your agency was able to close by the end of the fiscal year, as listed in Section VII.E of your Fiscal Year 2018 Annual FOIA Report. If you had fewer than ten total oldest requests to close, please indicate that.

- CIA closed two of its ten oldest initial requests in Fiscal Year 2019.

17. Of the requests your agency was able to close from your ten oldest, please indicate how many of these were closed because the request was withdrawn by the requester. If any were closed because the request was withdrawn, did you provide any interim responses prior to the withdrawal?

- None.

18. Beyond work on the ten oldest requests, please describe any steps your agency took to reduce the overall age of your pending requests.

- CIA looks for cases with similar topics to those on the ten oldest requests to see which cases can be closed when the similar case on the ten oldest list is completed. CIA also looks for cases over one year old where similar topics were addressed under discretionary or other release programs, recent public acknowledgements, and/or processing improvements make release possible. Finally, CIA expands its view beyond the ten oldest to a wider range and targets requests where all review work is complete for closure, pushing down the overall age of the backlog.
- CIA periodically reviews the oldest cases to ensure that they are still being worked, issues are addressed, and outstanding actions or consultations are monitored.

TEN OLDEST APPEALS

19. In Fiscal Year 2019, did your agency close the ten oldest appeals that were reported pending in your Fiscal Year 2018 Annual FOIA Report?

- No.

20. If no, please provide the number of these appeals your agency was able to close by the end of the fiscal year, as listed in Section VII.C.(5) of your Fiscal Year 2018 Annual FOIA Report. If you had less than ten total oldest appeals to close, please indicate that.

- CIA closed three of its ten oldest appeals in Fiscal Year 2019.

21. Beyond work on the ten oldest appeals, please describe any steps your agency took to reduce the overall age of your pending appeals.

- In addition to the responses to question 18, CIA seeks innovative processes to streamline complex reviews, such as creating a holistic review team for cases with intertwined equities.

TEN OLDEST CONSULTATIONS

22. In Fiscal Year 2019, did your agency close the ten oldest consultations that were reported pending in your Fiscal Year 2017 Annual FOIA Report?

- No.

23. If no, please provide the number of these consultations your agency was able to close by the end of the fiscal year, as listed in Section XII.C. of your Fiscal Year 2018 Annual FOIA Report. If you had fewer than ten total oldest consultations to close, please indicate that.

- CIA closed six of its ten oldest consultations in Fiscal Year 2019.

E. Additional Information on Ten Oldest Requests, Appeals, and Consultations & Plans

24. Briefly explain any obstacles your agency faced in closing its ten oldest requests, appeals, and consultations from Fiscal Year 2018.

- Documents that incorporate highly classified material often require more time for review and coordination. The holdouts from our ten oldest requests and appeals lists require extensive consultations as the documents contain information that originated with other federal agencies.

25. If your agency was unable to close any of its ten oldest requests because you were waiting to hear back from other agencies on consultations you sent, please provide the date the request was initially received by your agency, the date when your agency sent the consultation, and the date when you last contacted the agency where the consultation was pending.

Case	Initial Receipt Date	Consultation Sent	Last Contact
1	3/26/2009	3/8/2019	10/7/2019
2	5/5/2009	10/9/2019	1/3/2020
3	8/5/2009	3/19/2014	1/3/2020
4	2/1/2010	10/7/2019	12/13/2019

26. If your agency did not close its ten oldest pending requests, appeals, or consultations, please provide a plan describing how your agency intends to close those “ten oldest” requests, appeals, and consultations during Fiscal Year 2020.

- CIA’s FOIA program office compiles lists of our 10 oldest requests, appeals, and consultations early in the current fiscal year. CIA uses this list of thirty cases to track progress and identify opportunities to advance each case toward closure and develop collaborative solutions to address cases with multiple, complex equities. CIA also alerts internal and external partners, when circumstances warrant, to assign a higher priority to these thirty requests. CIA remains focused on closing each of the 10 oldest requests, appeals, and consultations.

F. Success Stories

Out of all of the activities undertaken by your agency since March 2018 to increase transparency and improve FOIA administration, please briefly describe here at least one success story that you would like to highlight as emblematic of your agency’s efforts. The success story can come from any one of the five key areas. As noted above, OIP will highlight these agency success stories during Sunshine Week. To facilitate this process, all agencies should use bullets to describe their success story and limit their text to a half page. The success story is designed to be a quick summary of key achievements. A complete description of all your efforts will be contained in the body of your Chief FOIA Officer Report.

- CIA FOIA concentrated on internal process improvements in Fiscal Year 2019, aimed at enabling future success. Among those improvements is included a transition away from paper case files and associated inefficiencies to fully digital case management. Additionally, CIA FOIA laid the groundwork in Fiscal Year 2019 to begin delivering responses to FOIA requests electronically and for establishing a standard onboarding training program for its personnel. This standardized, unified approach to training new personnel will result in a more flexible and efficient workforce that will make greater use of available data-visualization tools to target cases for closure and reduce CIA’s overall backlog.