

Sunsetting FOIAonline Program

Proposed Communications Plan

October 8, 2021

Goal: To inform NFO, DOJ, public users of FOIAonline, and FOIAonline Partners we are sunsetting the program: Provide logistics and related implications of carrying out this action to NFO, DOJ, and FOIAonline Partners; guide Partners through the 2-year process of transitioning from being an active user of the shared service to an independent Federal Agency with or without an alternate FOIA case management system. Inform public users of FOIAonline of their last day to access FOIAonline.

Below is the communications strategy we will use as our system operations move towards sunsetting. The sunsetting process will commence with announcements to DOJ and NFO on **October 18, 2021**, and conclude with the sunset date of **December 30, 2023**.

<i>System Operations</i>	<i>Date</i>	<i>Messaging</i>
Testing for AWS migration	Fri, Oct 15, 2021	Send out 2 separate meeting invites for discussions with CGI pertaining to our sunsetting decision. Meetings to be scheduled include 1) Jeff & Jay to have a one-on-one meeting to discuss at a high-level the reasons we are moving forward with sunsetting FOIAonline program; and 2) Brian & Alison need to have a one-on-one meeting to discuss at a tactical level how we plan to execute FOIAonline sunsetting and ensure a smooth transition.
	Mon, Oct 18, 2021	Announce Sunsetting Plans to DOJ and NFO (see appendix A for draft messages). Mention to NFO the need to coordinate an Agency Desk Statement that would include review and clearance by/from OPA and OMS (EDD).
	Mon, Oct 18, 2021	Meetings with CGI pertaining to sunsetting: 1) Jeff & Jay and 2) Brian & Alison
	Thurs, Oct 21, 2021	Prepare sunset FOIAonline Agency Desk Statement; send forward for Brian Thompson's review.
	Tues, Oct 26, 2021	Submit Agency Desk Statement to NFO for review/clearance; ask for comments by Thurs, October 28 th COB.
	Thurs, Oct 28, 2021	Due date for NFO comments on the Desk Statement.
	Tues, Nov 2, 2021	Submit Agency Desk Statement to OMS (Jeff Wells, Vaughn Noga) for review/clearance; ask for comments by Thurs, Nov 4 th COB.
	Thurs, Nov 4, 2021	Due date for OMS comments on the Desk Statement.
	Mon, Nov 8, 2021	Submit Agency Desk Statement to OPA for review/clearance; ask for comments by Wed, Nov 10 th COB.
Last day to run year end reporting	Tues, Nov 9, 2021	During the week of October 11, Partners will be provided with a roadmap that guides them towards running and completing their Year End Annual Reporting (YEAR). Included in the messaging will be a reminder that this is the last day to run their FY21 report after

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		which no reports can be run while we begin AWS migration (see Appendix B for Year End Reporting Comms Plan).
	Wed, Nov 10, 2021	Due date for NFO comments on the Desk Statement.
	Thurs, Nov 11, 2021	Provide final Agency Desk Statement to OPA and other relevant program offices.
Focus on AWS migration	Mon, Nov 15, 2021	Announce Sunsetting Plans to the Partners and inform them of the webinar series/teams meetings we will host providing information to support Partners through the sunsetting process. Acknowledge that we know Partners will have questions; we plan to schedule bi-weekly (once every 2 weeks) webinar series/teams meetings to convey information and address concerns. The first such meeting will focus on the rationale behind this decision, as well as the logistics of the sunsetting. From the moment Partners receive the announcement, we will encourage them to send concerns/questions, as this will serve as the agenda backbone for follow up meetings. Stress that Partners should send questions/concerns directly to Jeff Edwards and me only (emailing to Kylee or Josh will distract them from what we need them to do in real time; this approach will also reduce the chances of Partner emails falling through the cracks). We will schedule 3 webinar series/teams meetings with the first meeting on Nov 18, (three days after they receive the sunsetting announcement) and the final one scheduled for Dec 14. Additional meetings can be scheduled should the Partners desire the need, or Partner concerns reveal that another is necessary.
	Tues, Nov 16, 2021	Distribute to Partners the meeting agenda for the kickoff meeting. Describe how the agenda was developed, how the meeting will be run, and encourage Partners to continue sending questions/ concerns/ meeting agenda topics to Jeff and me. Additionally, present to the Partners future meeting topics, informing them of what's to come and for them to raise issues they want covered/discussed (see appendix C for proposed meeting agenda topics and meeting format).
	Thurs, Nov 18, 2021; Tues, Nov 30; Tues Dec 14	Host first webinar/teams meeting.
One full year to find new service	Nov 1, 2021 -- Nov 1, 2022	In November 2021 and periodically thereafter, communicate to the Partners the importance of identifying a new case management system for the reason of having a destination for us to migrate their existing data/information currently living at FOIAonline. Communicate clearly with Agency Partners that we will run FOIAonline an additional ten (10) months for that time tto be allocated specifically for onboarding and training with each Agency's preferred new FOIA case management vendor.
Build data export scripts for each agency.	Jan 1, 2022 -- May 31, 2022	Announce that engineering efforts will commence with goals of creating custom data exportation scripts for each Agency. These scripts will be able to output Agency data in

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		many desired formats and separated as desired (for example, by sub-agency and/or chronologically). These scripts can be run upon request and as late as Dec 2023.
Remove Temi and Keenan from CGI (Burn < \$90K /mo for CGI)	Feb 1, 2022	Announce during our initial outreach messaging of our plans that CGI staff decreases are necessary in order to scale back as soon as possible and reduce considerably the monthly burn rate.
Eleven months for training & onboarding w/new service	Nov 1, 2022 -- Sept 30, 2023.	Communicate periodically that Agency Partners must find an alternative to FOIAonline and begin onboarding and training with their preferred new FOIA case management vendor.
	Last week of Aug, 2023	Run preliminary year end reports and raw data extracts. Begin Communications plan to guide Partners to meet the DOJ deadlines for year end reporting and to update them of further program sunseting as it pertains to incoming FOIA requests.
	Fri, Sept 1, 2023	Inform general public of last day to access FOIAonline: Provide banners on main FOIAonline landing page and individual Partner FOIAonline landing pages. Encourage users to submit FOIA requests via FOIA.gov. Remind Partners to update their own Agency web pages to delete references of submitting FOIA requests to FOIAonline and instead submit requests to FOIA.gov.
Run Year End Reporting – no FOIA requests accepted after this date	Sep 30, 2023	Communicate clearly that <u>no new FOIA requests</u> will be accepted after Sept 30, 2023. Inform Partners that Agency users will be able to update existing cases only leading up to the date at which we freeze and migrate their data (beginning in Oct, 2023). New FOIA requests will be handled by their new vendor’s solution. Inform Partners that an aggressive FY23 Year End Annual Reporting and Raw Data Extract (RDE) Initiative will be launched October 1, 2023.
(Huge Price Reduction); 10 month CGI contract extension needed	FY24	Send a reminder to Partners that there will be a significant price reduction for our service due to sunseting the program; price reductions will be reflected in MOU/MOA contracts for FY24. Announce to all Stakeholders that a CGI ten (10) month contract extension is mandatory as we continue to support all Partners in their migration successes. CGI will dismantle and destroy all of our EPA AWS FOIAonline application environments.
Data Migration: As data is migrated, agencies are locked out and data is frozen	Mon, Oct 2, 2023	Send a reminder email to Partners to update their Agency web pages to delete references of submitting FOIA requests to FOIAonline and instead include language to go to FOIA.gov.
	Oct 1, 2023 – Dec 29, 2023	Communicate clearly to Partners that on Oct 1, 2023, FOIAonline will start an aggressive data migration campaign whereby FOIAonline will work closely with each Partner’s vendor of choice to migrate Partner’s data from FOIAonline to the new vendor’s service. FOIAonline will coordinate closely with the vendors and will provide Partners frequent status update notifications. Once the migration starts for an Partner Agency, Partner

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		data will be frozen, and Partners will not be able to login. Within 48-hours, Partners should be able to work with existing cases in their new vendor's solution.
Program Sunset Partner by Partner: Partners are locked out of FOIAonline and data is inaccessible	Oct 1, 2023 – Dec 29, 2023, Sunset date for a given Partner occurs according to export data migration date.	Send email to individual Partners as they are locked out of FOIAonline, and stress that FOIAonline data is inaccessible and FOIAonline support is no longer available. Communicate clearly to Partners that all FY24 year-end reporting and raw data exports will be run in the new Vendor's Solution. Further, because all data will have been imported successfully to the vendor's solution, Partners can generate year end reports and raw data exports in that solution without a problem.
Complete Program Sunset	December 30, 2023	Send an email to all Partners that the Program is completely shutdown and shuttered. All Partners are locked out of FOIAonline and data is inaccessible