

Intradyn Helps Maine Legislature Respond to FOAA Requests

Name of Project

Maine State Legislature Gains Reliability, Flexibility with Intradyn

Type of Project

Intradyn Email Archiver

For many government agencies in the United States, the ability to quickly access information stored in email isn't a convenience — it's a necessity. Most government bodies are required to comply with public records laws, which give the public the right to request access to records related to how government business is being conducted.

The Maine State Legislature, a bicameral legislative body composed of the lower house (the Maine House of Representatives) and the upper house (the Maine Senate), is required to comply with the Maine Freedom of Access Act (FOAA). Similar to the FOIA, the FOAA grants Maine citizens access to the public records and public proceedings of state and local government bodies and agencies.



The Intradyn team has been open and communicative, setting everything up and ensuring it works properly. They're supportive without being aggressive and are always looking for ways to improve things and help out.

STACY MORANG

Internet Infrastructure and Application Administrator

THE CHALLENGE

Whenever a constituent submits a FOAA request, their legislator will hand the request over to the Legislature's Executive Director as the Public Access Officer, per Maine statute (1 MRSA §413). The Executive Director then works with Stacy Morang, the Legislature's Internet Infrastructure and Applications Administrator in its IT department to determine how best to respond to the request and in what format to present the results before the FOAA request deadline.

The Maine State Legislature has record retention requirements — including specific rules around how long you can keep data and when you can get rid of it — designed to ensure that important data isn't discarded. Despite these precautions, accidents still happen, which is why the Legislature requires the services of a full-service email archiving solution.

Prior to working with Intradyn, the Maine Legislature was using a different archiving system but, in addition to being slow and prone to breakdowns, Morang said the system had poor search capabilities and lacked the ability to document everything the legislature needed. After learning that the software was soon to be discontinued, Morang knew it was time to search for a replacement.

THE SOLUTION

When looking for a more effective email archiving solution, the Maine Legislature had a few basic criteria: The software in question needed to offer local storage as well as reasonable pricing because, as a government agency, the Legislature is required to justify all expenses. After researching other products, Morang received a call from Intradyn's sales team and scheduled a live demo of Intradyn's Email Archiver. During the demo, Morang was impressed by how fast and flexible the product was, as well as how comfortable he felt interacting with the solution. Morang was also pleased to see that Intradyn offered all the features and functionality the Legislature required at a more reasonable price than other market competitors.

THE CONCLUSION

As a political institution, there are restrictions on what the Maine Legislature can and can't share; for example, as part of a bipartisan system, the Legislature cannot share information requests directed to the Democratic Party with the Republican Party, and vice versa. As a result, even after making the switch to Intradyn, Morang still needed a more efficient way to determine whether requested information can be disseminated and a way to control access and distribution of that information to the intended recipients. As part of their ongoing relationship with the Legislature, Intradyn set Morang up with an in-house developer to make adjustments to its existing tagging feature to accommodate this need.

The Maine Legislature continues to work with Intradyn on an ongoing support basis; so far, the Legislature has yet to encounter any issues with the Email Archiver that would warrant intervention.