

WEBVTT

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00:00:33.900 --> 00:00:35.280

Famis Florida5: There you go, buddy. Can you hear me.

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00:00:35.730 --> 00:00:40.590

Famis Florida5: Yeah. Okay, so I'm going to make you a co host

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00:00:43.980 --> 00:00:44.520

Famis Florida5: Right.

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00:00:46.230 --> 00:00:46.830

Famis Florida5: Now,

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00:00:48.660 --> 00:00:52.800

Famis Florida5: Are you able to put up your screen, your, your

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00:00:56.640 --> 00:01:02.040

Famis Florida5: What you want everybody to see, you should be able to put that up. Now, you should be able to share your screen.

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00:01:02.340 --> 00:01:02.940

Yeah, just

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00:01:05.940 --> 00:01:06.840

Share

9

00:01:15.870 --> 00:01:17.070

Famis Florida5: Resume recording

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00:01:23.190 --> 00:01:25.620

Famis Florida5: Give it just one more minute, and then we'll start

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00:01:56.190 --> 00:01:57.600

Famis Florida5: Okay you ready, Scott.

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00:01:58.260 --> 00:01:58.950

smursten: Yes, ma'am.

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00:01:59.610 --> 00:02:15.240

Famis Florida5: Hi. Hello, everybody. This is Julie with the famous and I am here today to facilitate do more with less quickly process public records requests in the office or remote and I have Scott Merson.

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00:02:15.660 --> 00:02:30.150

Famis Florida5: I will say we do in Leon county have just Jolla, and we are implementing it right now. I am the custodian of records here and I am very excited about it. So with that, I'm going to give it to Scott, take it away.

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00:02:30.720 --> 00:02:32.040

smursten: Awesome. Thank you Julie.

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00:02:32.250 --> 00:02:32.880

You're welcome.

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00:02:34.560 --> 00:02:43.410

smursten: I certainly appreciate everybody spent some time in their day to come in and listen to what we have to say here and talk a little bit about how

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00:02:45.150 --> 00:02:52.350

smursten: We're helping folks around not just run the state of Florida but around the country process public records requests.

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00:02:53.640 --> 00:02:58.170

smursten: Like never like never before. So I'm going to share with you. I've been doing

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00:02:59.340 --> 00:03:04.560

smursten: This for about seven years now helping folks with public records request. So I'm going to share some of the things that I've learned

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00:03:05.580 --> 00:03:19.350

smursten: In terms of what I see the good, the bad, and the ugly and specifically, I'm going to kind of point to our application because that's the one that I have access to them. The one that I obviously am biased towards in terms of some strategies.

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00:03:19.380 --> 00:03:19.980

smursten: To help

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00:03:20.010 --> 00:03:20.670

Famis Florida5: Improve

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00:03:21.210 --> 00:03:26.100

smursten: This very niche and specific area of public service, so

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00:03:27.840 --> 00:03:32.970

smursten: Like I said, the company I work for is MCC I we are based out of Tallahassee, Florida.

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00:03:35.040 --> 00:03:41.130

smursten: A lot of folks know us as experts in the area of records management document management.

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00:03:42.600 --> 00:03:52.110

smursten: And serving folks in the public sector, we've been doing that for over 20 years if you're familiar with laser fish were the largest provider of that document management system across

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00:03:52.560 --> 00:04:03.030

smursten: In the world. And so that's a big part of our business as well as just for you, which is another one of our solutions which is specifically designed for public records requests.

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00:04:04.590 --> 00:04:18.180

smursten: Um, we have really recently been getting excited by the need and the opportunity to help folks in the K 12 world is just a few of the logos that we have that are using just for you.

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00:04:21.030 --> 00:04:36.960

smursten: And so in the past we've always focused on specifically for areas of what a tracking solution like just foil can do to help folks better manage

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00:04:37.080 --> 00:04:38.070

Famis Florida5: Public records requests.

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00:04:38.100 --> 00:04:38.910

smursten: In other words,

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00:04:39.240 --> 00:04:44.610

smursten: Why would you spend money on a solution for this very for this very niche and specific

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00:04:46.980 --> 00:05:03.030

smursten: Job and it really always fell into four categories. And those are the four categories you see here, you know, helping folks become more efficient in terms of processing request, being able to mitigate the risk of being non compliant.

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00:05:04.470 --> 00:05:13.500

smursten: There are all sorts of risks associated with being non compliant requests falling through the cracks and whatnot, whether those manifest themselves with

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00:05:14.940 --> 00:05:20.580

smursten: You know, on the extreme end of lawsuits or on the other end, which is simply in terms of

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00:05:21.450 --> 00:05:35.160

smursten: You know, public perception of, you know, not fulfilling requests on time, the way are you hiding something. Blah, blah, blah. And just, you know, the public perception that can go along with it. And so certainly there's a risk and being non compliant.

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00:05:36.330 --> 00:05:38.280

smursten: enhanced transparency.

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00:05:39.450 --> 00:05:43.620

smursten: Many of you are probably coming to us from different

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00:05:45.300 --> 00:05:50.670

smursten: Different districts that were transparency is not just a political buzzword, but it's a it's a

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00:05:51.540 --> 00:06:01.290

smursten: It's a calling. Right. And how do we become more in tune with the folks that we serve and be able to be a more transparent organization.

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00:06:01.950 --> 00:06:16.290

smursten: So that we can have that relationship that we all kind of seek out. And then the fourth being the recovery of expenses, you know, fulfilling public records requests is in a lot of ways.

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00:06:17.190 --> 00:06:29.490

smursten: Can be very challenging can be very time consuming and so I always say, you should be able to recover all the costs that you're legally entitled to. And so an application might be able to help you do that.

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00:06:30.750 --> 00:06:31.650

smursten: Such as just what

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00:06:33.270 --> 00:06:42.480

smursten: You may see here on the screen VTT we'll get to that in just a minute. So why invested a PR tracking system VTT will certainly get to that in just a moment.

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00:06:43.920 --> 00:06:57.510

smursten: And so these were really the four areas that I always spoke to and how I can help folks. And since things have changed. I don't know if you all notice that things have changed a little bit since February, March.

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00:06:58.710 --> 00:07:02.460

smursten: Only if you're paying attention, would you have noticed, but, you know, the world is a little different.

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00:07:03.810 --> 00:07:06.870

smursten: And so now there is

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00:07:07.980 --> 00:07:19.110

smursten: A couple of the things that surprisingly you've come up where, you know, a system like just for you can help, given the new challenges of today.

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00:07:21.180 --> 00:07:33.660

smursten: Excuse me, remote work empowered how not. How do we not just allow you, you know, how do we not just go and work remotely and just kind of keep our head above water. But how do we thrive in that environment.

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00:07:33.960 --> 00:07:43.230

smursten: And really not lose a step, but actually maybe potentially pick up a step in terms of productivity and efficiency. So tools that can help you be

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00:07:43.740 --> 00:07:56.520

smursten: MORE EMPOWERED remotely. I know that we are all looking for ways to reduce foot traffic. And if there's if whatever we can do to prevent people from coming in.

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00:07:57.570 --> 00:08:13.800

smursten: And placing requests in person us having to interact more face to face with the folks that we work with, and being able to do things, you know, from a minimum of six feet or two all the way to the point when you complete a request and being able to deliver things

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00:08:15.780 --> 00:08:26.580

smursten: Remotely to folks electronically all these can overall help reduce with traffic and even being able to accept payments right and being able to do that over the Internet.

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00:08:27.690 --> 00:08:41.730

smursten: And then lastly, that kind of leads to the buzzword of, you know, contactless transactions and so keeping the entire process um contactless contact less that's really our word for me to say.

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00:08:42.840 --> 00:08:51.720

smursten: Is certainly important. And we know that that's important today from beginning to end. And one of the things I'll talk a little bit about here with just boy is that

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00:08:52.500 --> 00:09:05.880

smursten: Regardless of your mode of communication, you can be able to use something that you use just for to process requests, whether it's from your computer, your tablet your mobile device, wherever you may be

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00:09:06.390 --> 00:09:21.030

smursten: To be able to process them. So this slide we're looking at. Why invest in a PR tracking system ATT so we had VTT and ATT if you are the first person to respond.

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00:09:21.840 --> 00:09:34.290

smursten: With what VTT and ATT might stand for their money just the gift for you. So go ahead and type that into the chat window and Julie, keep an eye on it. You don't even if

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00:09:34.320 --> 00:09:40.770

smursten: You know the answer. Great. If you don't, then I'll tell you at the end. But first, one to respond wins. How's that

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00:09:44.580 --> 00:09:51.750

smursten: So I keep mentioning just for you and talking a little bit about it. Some of you may be saying, Let's create Scott, I really don't have a clue what you're talking about.

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00:09:52.080 --> 00:10:07.860

smursten: And that's fine. That's good. We really don't. It takes me a while to kind of warm up to people, but just for it is in its essence a tool to be able to receive track and manage public records requests from one system from one hosted solution.

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00:10:08.850 --> 00:10:10.410

smursten: It does that by having certain

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00:10:10.410 --> 00:10:14.100

smursten: features that allow us to take all the pieces.

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00:10:14.460 --> 00:10:16.740

smursten: That are part of the puzzle of processing requests.

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00:10:17.070 --> 00:10:19.860

smursten: And consolidate them into one application.

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00:10:21.090 --> 00:10:30.630

smursten: Without even really thinking about it too much. You could probably come up with two or three different tools that you're currently using the process.

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00:10:31.230 --> 00:10:46.710

smursten: Requests without even knowing about it. Maybe you're using Excel spreadsheet or you're using your, your Outlook email or maybe you are have a paper filing system, you might have Adobe Pro for redaction so you might have all these different tools.

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00:10:48.480 --> 00:10:56.400

smursten: That you're using to process requests without really knowing and as I mentioned before, one of the key things that we are trying to achieve.

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00:10:56.790 --> 00:11:03.030

smursten: Is to be able to help you be more efficient. One of the critical pieces of that is consolidation.

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00:11:03.480 --> 00:11:09.840

smursten: Taking all those various tools and consolidating them into one application. So everything happens in one place.

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00:11:10.170 --> 00:11:22.620

smursten: When you're able to do that. That's when the magic happens because when you're able to get everything into one application, then you don't have to go multiple places you can see you can track history, you can track.

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00:11:24.360 --> 00:11:32.130

smursten: You can see the who's working on things. You can check timelines all from one place as opposed to going to different places.

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00:11:32.820 --> 00:11:39.150

smursten: So what are some of those features that were consolidating the workflow moving the requests around the organization.

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00:11:39.630 --> 00:11:52.290

smursten: Communication both internal and external of your organization, creating fees managing invoices and collecting payments, the responsive documents collecting those in one place.

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00:11:53.310 --> 00:12:00.540

smursten: Being able to redact documents, a public portal as a way to be able to get in front of public records request.

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00:12:01.050 --> 00:12:15.630

smursten: So that you can fulfill them before you even get them that's kind of an interesting idea. We'll talk a little bit about that and then various integrations, to be able to fit in some other tools that you might already be using such as Adobe or laser fish.

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00:12:17.400 --> 00:12:18.960

smursten: So what I would like to do now.

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00:12:20.850 --> 00:12:26.100

smursten: Is to give you kind of a sneak peek of public records are up just for you from

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00:12:27.840 --> 00:12:37.290

smursten: Our demo site and we're going to do it with everybody's favorite School District. The Margaritaville school district here in Florida. If you're not aware of it.

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00:12:38.250 --> 00:12:51.030

smursten: That's where I went. And it's a it's a fun location. They have a good party school a lot of good party schools everywhere. And so what we're going to look at here are is a kind of an example of kind of how this would work.

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00:12:52.170 --> 00:12:55.980

smursten: For you and how in how we can achieve some of the things I've been talking about.

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00:12:57.360 --> 00:13:08.190

smursten: What we're looking at here is what we would refer to as the public portal. This is would be the forward facing side the side that faces the public that would be attached to your website.

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00:13:09.270 --> 00:13:16.050

smursten: From here folks will be able to essentially do three things they'd be able to submit a new request electronically.

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00:13:17.400 --> 00:13:23.250

smursten: It'd be able to search through previously released information and

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00:13:24.780 --> 00:13:30.540

smursten: Third track the status of any requests that they have made and

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00:13:32.700 --> 00:13:38.670

smursten: So these really are critical in terms of kind of the key components submitting a new request is fairly straightforward.

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00:13:39.630 --> 00:13:46.860

smursten: In which we would interact with a form the form being customizable to collect what information you need.

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00:13:47.340 --> 00:14:02.370

smursten: being sensitive to the to the idea of anonymity, so we can certainly take requests anonymously by simply just turning off certain fields, but a lot of folks to submit a request electronically so who's going to make a request.

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00:14:03.780 --> 00:14:04.350

smursten: To

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00:14:04.620 --> 00:14:05.700

smursten: The Margaritaville

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00:14:06.690 --> 00:14:09.330

smursten: School District. Of course, Jimmy Buffett.

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00:14:10.410 --> 00:14:11.160

smursten: Please.

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00:14:12.960 --> 00:14:16.980

smursten: All expenses, the district.

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00:14:18.780 --> 00:14:19.710

smursten: Thing.

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00:14:21.750 --> 00:14:23.880

To salt.

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00:14:27.810 --> 00:14:28.320

smursten: How's that

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00:14:29.460 --> 00:14:41.880

smursten: And I would like electronic copies that information. So you can see on the forum here all the various ways that we can consume and consume information from the request or that the form really is a blank slate.

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00:14:43.770 --> 00:14:53.880

smursten: So I'm going to hit submit and as soon as a request or submits a request, you'll see here that they're going to receive a security number and a reference code.

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00:14:54.420 --> 00:15:08.370

smursten: That's going to tie back to this third box that I was talking about before a request number in a security key. This allows a request to login and be able to track their requests and think of like Amazon tracking for public records or bus.

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00:15:09.630 --> 00:15:16.770

smursten: So it's a secure portal where they can see the progress of the request, they can receive their invoice, they can pay fees online.

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00:15:17.070 --> 00:15:27.030

smursten: And then ultimately when the request is completed, they're able to download their documents there. And one of the key things here is really large file types, right, and so

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00:15:27.990 --> 00:15:40.470

smursten: Those, those files that we can't deliver via email because they're just too big. Those are not a problem here is we can upload documents as large as, like, four, six gigabyte without really too much trouble.

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00:15:42.000 --> 00:15:56.010

smursten: The middle button here is kind of a neat feature. And this is where you can upload previously released requests. So things that you think, Hey, I got this request from one person. Let's make it available to everybody, or if you just want to be proactive and put information out there.

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00:15:57.030 --> 00:16:07.410

smursten: So people can self serve you can do that as well. And this gives them the ability to come in and search through some predefined criteria to keyword searches.

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00:16:09.360 --> 00:16:13.950

smursten: timeframes for when that information may come out and even some tears.

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00:16:15.780 --> 00:16:21.030

smursten: So as you release information out there, you can categorize them in a way that makes it easy for folks to find

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00:16:21.570 --> 00:16:29.280

smursten: So for example, if you're finding yourself answering a lot of requests currently about how your district is going to respond to

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00:16:30.090 --> 00:16:38.040

smursten: Issues relating to code and you're getting those same kinds of requests you would be able to put information out here and put it with a tag of CO bit

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00:16:38.310 --> 00:16:47.370

smursten: And then folks to be able to come in, click that and find everything they need that you've released relative to coronavirus or corn virus response.

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00:16:50.880 --> 00:16:56.790

smursten: And so that is the public portal and so once the request or has submitted the request.

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00:16:57.990 --> 00:17:05.340

smursten: We were here they are wanting to see this information, but they're also going to receive an email notification letting them know that they submitted the

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00:17:06.480 --> 00:17:18.300

smursten: Request correctly and then simultaneously whomever is your gatekeeper related to public records requests will receive that email as well, letting them know that there's a new request in the system. So for the uncanny. That would be Julie.

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00:17:19.830 --> 00:17:30.540

smursten: I'm going to transition over here to now to the back end of just for you so you can kind of see some of the things that are available now we're having to dig too much too deep into this at this point.

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00:17:31.440 --> 00:17:38.760

smursten: As certainly want to kind of, you know, be respectful of the time and answer any questions at the end. So I'm just going to kind of gloss over things

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00:17:40.020 --> 00:17:45.270

smursten: We have a dashboard that provides some overview information, the number of requests.

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00:17:45.840 --> 00:17:54.660

smursten: We can track information related to due dates and timelines. When we can pull quick reports as well. So if I want to see what we did last year, I can easily pull that

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00:17:55.500 --> 00:17:59.700

smursten: If I want to dig a little deeper. I can see the specific request.

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00:18:00.360 --> 00:18:09.870

smursten: And so this really replaces. What if most folks, if you're using currently like an Excel spreadsheet. This is probably going to feel most comfortable to you. So we can even turn the dashboard off.

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00:18:10.290 --> 00:18:18.360

smursten: Or yeah and you start on a page like this, but in essence, the beauty here is that you have everything that you would probably have on your spreadsheet.

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00:18:18.690 --> 00:18:36.360

smursten: Except that there's no data entry. It's all happening real time and it's going to change as circumstances change with the request and as your needs change you can customize which columns. You see, or which one do you do so very configurable and customizable.

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00:18:37.440 --> 00:18:41.880

smursten: I know a lot of people are concerned about anonymity. And what happens when a request or submits a request.

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00:18:42.270 --> 00:18:57.840

smursten: Outside of the system right they send you an email or do something. Maybe they walk into a school make a request, sir. This allows us to enter the request in on the requesters behalf so that all the requests get into the system consolidation get everything in one place.

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00:18:59.940 --> 00:19:16.230

smursten: I'm going to open up the request that we just made. And so now we're inside of our request, we can see real clearly what's happening over here on the right is just a reformatting of the request itself and across the left hand side are those key features that I talked about in the beginning.

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00:19:17.370 --> 00:19:25.230

smursten: Probably the most important one in the kind of the engine behind everything is the workflow. How do we move the request around how do we assign things

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00:19:26.130 --> 00:19:36.870

smursten: The real trick here is to be able to provide everyone with the functionality that they need without adding complexity. That's really that's really

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00:19:37.590 --> 00:19:51.300

smursten: The high wire act here in terms of developing the system because we can give you all you know all the possible features. But if all we're doing is replacing that with a complex to complexity system, we're not really achieving

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00:19:51.900 --> 00:19:59.760

smursten: So we try to keep it super simple. So, you be the judge. If I want to assign something I'm going to choose a step.

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00:20:01.230 --> 00:20:08.820

smursten: The list I have is probably a little bit longer than it needs to be. But this is a customizable list of the steps that you're requesting

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00:20:10.140 --> 00:20:15.750

smursten: When I want to assign something to somebody, I simply choose it like compiling information.

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00:20:17.520 --> 00:20:26.730

smursten: And notice what my system does here. It defaults to a request for emails. That's because I have my system set up that that's my most common request type

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00:20:27.120 --> 00:20:35.790

smursten: Years can be whatever your most common request type is and when I do get a request for emails, it goes to the IT director, but in this case.

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00:20:37.680 --> 00:20:47.520

smursten: If it's not, maybe it's a request for employee records and I just change that it changes, who I typically send it to. Or maybe it's something related to the budget.

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00:20:48.360 --> 00:20:59.550

smursten: So you can see here that we can have as many of these workflows, as we want to build into the system so that the request can simply and easily move around the organization. Now,

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00:21:00.540 --> 00:21:12.300

smursten: I'm not tied to sending this the IT director, I can change who this is, I can add other folks to it right if I need to. And we can have multiple people working in here simultaneously.

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00:21:12.990 --> 00:21:18.840

smursten: But that typically is the that's the exception and maybe not the rule. But it's nice to know that you can

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00:21:20.790 --> 00:21:28.350

smursten: There's other more advanced workflow options that we really don't need to dig into here today because once I need to do something, I hit start

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00:21:29.520 --> 00:21:40.320

smursten: My IT director in this case would get an email notification that they were being asked to compile information and then say they come into the system here in the

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00:21:41.190 --> 00:22:03.510

smursten: In the breath of having internal transparency, they can say, all right, I've been asked to do this as I'm going to drag that task to active in now my Julie will know that I'm working on it. I can even send her a note and say thanks I was getting pretty bored over here.

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00:22:05.340 --> 00:22:07.860

smursten: Glad I got something to do

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00:22:09.750 --> 00:22:10.680

smursten: And so now

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00:22:11.760 --> 00:22:28.920

smursten: We can share notes related to this and then as I work on this as the IT director, I can even log my time that I spent working on it. So if I spent three hours on it or any materials and what you'll see is that time will get logged

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00:22:30.000 --> 00:22:35.310

smursten: So we'll be able to track that as well. In utilize that to create fees.

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00:22:36.450 --> 00:22:37.590

smursten: On our request.

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00:22:39.600 --> 00:22:45.750

smursten: We have correspondence functionality here in the name of in the name of consolidation and efficiency.

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00:22:46.170 --> 00:22:53.340

smursten: To if we do need to communicate with our requests and we can do through. So from the application by simply opening up an email window.

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00:22:54.060 --> 00:22:58.230

smursten: Sure, we all know how to email and we all have email. But how do we make that more efficient.

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00:22:58.830 --> 00:23:12.060

smursten: Well, typically, when it comes to public records requests. Most of the communications are fairly standard so you can build those in with templates have as many templates as you want. Hey, I need you to be more specific. Well, I got a template for that.

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00:23:14.220 --> 00:23:28.050

smursten: And I create my email. Just like that. But it's built in such a way that it is customized because it's taking information from the form that they filled out inserting it into the template so that it is customized to them.

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00:23:29.190 --> 00:23:37.620

smursten: Send it out and now I have a copy of my email. It's part of the history of this request. And then when Jimmy Buffett replies.

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00:23:37.980 --> 00:23:47.520

smursten: Their email is going to get filed in here. And so we will be able to see that chain of emails as part of the overall history and then within context of the overall requirements.

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00:23:50.040 --> 00:24:03.240

smursten: Are responsive documents are a key part of fulfilling public records requests and keeping records of those and tracking those. And so as we move this request around and folks upload documents for us. They simply are going to be able to take a document.

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00:24:06.090 --> 00:24:19.590

smursten: And upload it into the system or drag and drop it in here. And once we have it in there. We now can do some neat things with it. So if I open this for you real quick. I'm going to show you something that I think will impression

154

00:24:21.750 --> 00:24:30.240

smursten: I've got this little word document little one pager. Not a big deal, but it does have some sensitive information and social security number. So if I want to redact this

155

00:24:32.070 --> 00:24:39.450

smursten: I'm going to take this and run it through my auto redaction device and it's going to be programmed to look for specific patterns.

156

00:24:41.310 --> 00:24:45.930

smursten: My document is now redacted. Not only is it redacted.

157

00:24:46.980 --> 00:24:51.420

smursten: Open it up, you see that it took out the phone number and it's a security number for me.

158

00:24:52.890 --> 00:24:57.420

smursten: But it also changed the format took that word document and created it as a PDF

159

00:24:58.500 --> 00:25:12.240

smursten: And it reading it for you. But we still have both versions in here so that if we need to pass it along to check those reductions we could do that. And even then add more redactions to our document if we need to.

160

00:25:14.070 --> 00:25:16.680

smursten: So if I wanted to get rid of this whole section here.

161

00:25:17.760 --> 00:25:25.710

smursten: You can do something like that. You can have all the different exemption codes or justifications that you use to put them on there.

162

00:25:27.540 --> 00:25:33.300

smursten: We can even look for specific wording. So if I will look for the word john

163

00:25:36.060 --> 00:25:36.960

smursten: If I can spell.

164

00:25:38.430 --> 00:25:42.960

smursten: I can have it. Search for keywords read back them all out.

165

00:25:47.040 --> 00:25:54.120

smursten: And so we could do all that within the application and the beauty of that is not only is it done here and that it's easy, and it's functional

166

00:25:54.630 --> 00:26:05.640

smursten: But all the history everything that's happening with this request is being logged in timestamp. So we know who conducted those those reactions, who did all the work to go along with it.

167

00:26:07.260 --> 00:26:20.550

smursten: So we've gone through workflow and correspondence and response docs, I showed you a little bit about that time. So remember we log some time as the IT director. We can even have a labor codes attached to certain individuals so that we can generate fees.

168

00:26:22.050 --> 00:26:29.970

smursten: Around it, so we say, yep. Let's create a fee, are we going to do is put a description. I'm gonna say Jimmy Buffett.

169

00:26:33.810 --> 00:26:35.640

smursten: Most of the informations already

170

00:26:36.840 --> 00:26:39.690

smursten: already created. So, all right, well, what was it that we log

171

00:26:41.220 --> 00:26:50.820

smursten: wee hours. We're using an administrative assistant rate of \$12 an hour if everything's good. I can just go ahead and submit. I can add more items.

172

00:26:51.540 --> 00:27:12.150

smursten: And I create my invoice. Now once I have an invoice invoices only go to the page. He gets it, and by issuing it I just came to the request or through an email with a PDF attachment and pushing it out here to this portal for them to receive it there as well.

173

00:27:13.200 --> 00:27:24.120

smursten: And once it's on that portal. They could have the option to pay for that online and if they choose not to. But to pay us send us a check in the mail or something like that. We can order payments.

174

00:27:25.410 --> 00:27:29.970

smursten: So we can manage those payments either manually or online.

175

00:27:31.470 --> 00:27:34.470

smursten: And then ultimately we want to be done with a request.

176

00:27:36.330 --> 00:27:38.520

smursten: So when we want to be done with the request.

177

00:27:40.020 --> 00:27:43.500

smursten: Our gatekeeper. He's going to mark this request complete

178

00:27:45.420 --> 00:27:48.330

smursten: The system is going to create an email to let the requests are now.

179

00:27:49.590 --> 00:27:58.410

smursten: And I can either edit this if I want, I can send that out and now our documents will be waiting for questor on that portal.

180

00:28:00.690 --> 00:28:03.810

smursten: Login their information.

181

00:28:09.510 --> 00:28:11.070

smursten: And here's that invoice.

182

00:28:16.110 --> 00:28:21.300

smursten: Here's the status of the request. Here's the documents that we're providing

183

00:28:24.060 --> 00:28:33.270

smursten: Accurate version. And notice, and one of the great things that happens here is that at when they download it. Not only are they able to get that information directly out of their computer

184

00:28:33.780 --> 00:28:44.640

smursten: But it also will give you a timestamp confirmation that the requesters did receive it. So you have verification that you, you know, put a bow on this thing and that it is complete.

185

00:28:45.780 --> 00:28:54.270

smursten: So hopefully in that short period of time, I was able to show you some of the tools of things, how we can achieve those goals. If we kind of go back

186

00:28:56.070 --> 00:28:58.470

smursten: To what we talked about in the beginning.

187

00:29:03.780 --> 00:29:05.490

smursten: Of improving efficiency.

188

00:29:05.970 --> 00:29:06.270

smursten: In

189

00:29:06.420 --> 00:29:11.820

smursten: enhanced transparency, helping to mitigate the risk making sure those requests are slipping through

190

00:29:11.820 --> 00:29:12.510

smursten: The cracks.

191

00:29:12.780 --> 00:29:22.320

smursten: There are some automated reminder tools in there. So as request age through we're sending reminders out automatically helping to recover those expenses.

192

00:29:24.810 --> 00:29:25.590

smursten: Helping you work.

193

00:29:25.620 --> 00:29:34.560

smursten: Remotely reducing foot traffic and having contact less transactions. These being ATT

194

00:29:37.020 --> 00:29:37.620

smursten: And

195

00:29:38.820 --> 00:29:40.260

smursten: These being the teacher.

196

00:29:42.000 --> 00:29:44.850

smursten: Julie, did anybody get VTT an ATT

197

00:29:44.910 --> 00:29:46.080

Famis Florida5: Well, I'm gonna tell you

198

00:29:47.520 --> 00:29:52.350

Famis Florida5: So ATT I have the first person said at this time.

199

00:29:53.490 --> 00:29:54.840

smursten: A lot of people now.

200

00:29:55.290 --> 00:29:57.450

Famis Florida5: And also push to talk

201

00:30:00.570 --> 00:30:01.320

smursten: Better, but

202

00:30:01.680 --> 00:30:02.250

smursten: Nothing, no.

203

00:30:02.430 --> 00:30:04.440

Famis Florida5: And then we have

204

00:30:04.470 --> 00:30:07.620

smursten: access to technology. Okay.

205

00:30:08.430 --> 00:30:09.990

Famis Florida5: And bump to top

206

00:30:11.640 --> 00:30:13.800

smursten: Maybe we need to give it to the most creative

207

00:30:14.130 --> 00:30:14.910

Famis Florida5: I like it.

208

00:30:16.080 --> 00:30:19.140

Famis Florida5: We also have pressed press to transmit

209

00:30:20.220 --> 00:30:20.760

smursten: Okay.

210

00:30:21.750 --> 00:30:28.800

Famis Florida5: And then we have productivity task track tracking an automatic ticket tracking

211

00:30:29.490 --> 00:30:32.250

smursten: Okay, man. I thought

212

00:30:33.090 --> 00:30:33.870

Famis Florida5: Those right

213

00:30:34.080 --> 00:30:35.550

smursten: None of those are right.

214

00:30:36.240 --> 00:30:39.060

Famis Florida5: That's a hard question. Why don't you tell everybody, then wouldn't make

215

00:30:39.150 --> 00:30:46.590

smursten: Absolutely. So you see these are how we always talked about just for you, like in terms of the value

216

00:30:47.490 --> 00:30:53.460

smursten: In now with everything that's happened this year. These are the critical one. So, oops.

217

00:30:57.480 --> 00:30:59.280

smursten: Before 2020

218

00:31:00.450 --> 00:31:17.040

smursten: And after time, Tony. So yeah, that was my makeup acronym. So I'm guessing, by the way, you said that that was kind of a disappointing and to that little quiz and I apologize. I thought I was being clever, but maybe I wasn't

219

00:31:21.840 --> 00:31:30.090

smursten: I think Ruth, rather than just said coven 19 that's about as close as I think we got she kind of got the gist of it. So it sounds like a winner to me.

220

00:31:33.810 --> 00:31:42.660

smursten: I would love to be able to answer any questions about what I showed you here or any questions about maybe things that I've seen and learned as it relates to

221

00:31:44.670 --> 00:31:52.560

smursten: You know, improving overall public records request management certainly work with a lot of folks so

222

00:31:54.690 --> 00:31:56.970

smursten: Yeah it now they're getting it. I started

223

00:31:58.110 --> 00:32:00.720

smursten: Everyone gets it. Now, once they've been given the answer.

224

00:32:05.430 --> 00:32:06.870

smursten: Before coven and after

225

00:32:14.310 --> 00:32:15.390

Famis Florida5: Questions.

226

00:32:15.720 --> 00:32:20.220

smursten: No questions. Someone has asked your question you're hurt my feelings.

227

00:32:22.260 --> 00:32:27.300

smursten: I know that I wasn't that clear before the stack and after this deck.

228

00:32:28.500 --> 00:32:29.490

smursten: I'm enjoying this.

229

00:32:30.900 --> 00:32:40.140

Famis Florida5: Well, I tell you what, everybody. I have a question. We're going to be given away an echo.so since nobody got Scott's question.

230

00:32:40.140 --> 00:32:42.990

Famis Florida5: Right, I'm going to ask a question.

231

00:32:44.010 --> 00:32:55.710

Famis Florida5: You'd be surprised how many people get this wrong. So everybody get ready to type first person that types it in wins for an Echo Dot. What is the capital of Florida.

232

00:32:59.820 --> 00:33:01.470

Famis Florida5: Okay, y'all.

233

00:33:02.940 --> 00:33:04.830

Famis Florida5: Let's see who was first

234

00:33:07.650 --> 00:33:10.590

Famis Florida5: Audrey Sullivan more are you there.

235

00:33:13.650 --> 00:33:18.000

Famis Florida5: Yep, she's there. I see here you want an Echo Dot

236

00:33:18.570 --> 00:33:34.260

Famis Florida5: That's cool. First person to come in, you'll be surprised how many people miss that the first person to come in. So, Audrey Sullivan more if you will email your name, your mailing address and your session.

237

00:33:35.520 --> 00:33:44.280

Famis Florida5: And the prize one you want an Echo Dot and I'm going to give you the email its famous florida@gmail.com

238

00:33:46.020 --> 00:33:53.010

Famis Florida5: Famous Florida at GMAIL. COM. Thank you very much. Scott anything else.

239

00:33:53.550 --> 00:34:07.230

smursten: I got nothing. I'm starting to remember. Now why when I was a high school teacher. Nobody ever got my extra credit questions right. I think I may have been making them too hard. So this is giving me flashbacks.

240

00:34:12.540 --> 00:34:24.570

smursten: You're welcome. I'm glad you liked it, Andre. Thank you. Congratulations. If anybody would like any further information about just foyer or would like to ask me any questions.

241

00:34:26.040 --> 00:34:29.940

smursten: Certainly, feel free to reach out to me it's Scott Merson.

242

00:34:31.230 --> 00:34:40.050

smursten: at gmail dot giving you my personal email. What is wrong with me. It is. That's worse than at NCC innovations com

243

00:34:41.670 --> 00:34:51.900

smursten: And certainly would be able to happy to help you out answer any questions you may have, or give you any presentations that you may want to show what we did here in a little bit more detail.

244

00:34:55.350 --> 00:35:02.880

Famis Florida5: All right, well, Scott. Thank you so much. And thank you everybody for attending and for being a part of famous awesome

245

00:35:02.940 --> 00:35:03.810

smursten: Have a great day, everybody.

246

00:35:04.680 --> 00:35:05.280

Famis Florida5: Thank you.