

R F I R E S P O N S E

# NexGen FOIA Tech Showcase 3.0

Data Glass LLC

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# DATA GLASS

*Transforming government transparency through advanced data analysis*

<b>Solution Categories</b>	Analytics   Integration
<b>FedRAMP Status</b>	Not Applicable
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## The Problem No One Is Solving

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***Your eFOIA platform manages requests. It does not manage your program.***

Federal FOIA programs run on case management systems built for intake and processing functions. They log requests, route assignments, and close cases. Often, that is where the capability ends.

Government agency data already exists however their systems cannot produce useful products or insights with it. When the annual report is due, staff spend weeks manually compiling unverifiable metrics. When an oversight inquiry arrives, the response is built from ad hoc spreadsheets, best guesses, and hope.

This is not a minor gap in capability; it is structural blind spot. **Every federal agency submitting a FOIA annual report is operating without the analytical infrastructure to make use of their own data or to even know whether their own numbers are correct.**

What's Missing	What It Costs You
<b><i>No data validation</i></b>	You submit annual reports to DOJ OIP without knowing if the numbers are accurate. Errors go undetected until DOJ rejects your data and you have to “hand-jam” your statutorily required data.
<b><i>No performance intelligence</i></b>	Leadership cannot answer the most basic question: is our backlog getting better or worse relative to the workload we are producing?
<b><i>No automated reporting</i></b>	Staff spend weeks manually compiling Annual Report data that should generate itself from your live program and inform your decisions and not just highlight shortfalls.
<b><i>Misleading metrics</i></b>	Your processing time averages are skewed every time you close a batch of aged cases. The number looks worse than it is, Your most recent performance is buried under the weight of old cases finally being closed.
<b><i>No litigation cost visibility</i></b>	You cannot make the financial case that adding one FOIA officer saves more costs in avoided litigation than their salary costs or how you benchmark to other similar agencies.

# How Data Glass Solves the FOIA Intelligence Problem

**Data Glass is not a replacement for your eFOIA platform. It is the intelligence layer your platform was never built to provide.**

Data Glass connects directly to the data structures underlying your existing eFOIA system. Your workflows stay the same. Your platform stays the same. Data Glass adds what is missing: real-time analytics, validated reporting, and performance metrics your team can actually use.

## 1 Validated Data You Can Rely On

**Stop submitting numbers you cannot verify.** Data Glass ingests your case-level data through a secure pipeline, validates it against reporting requirements, and generates a **Data Track Type Validation Score**, a quantitative confidence indicator that tells both you and agency leadership exactly how reliable their track-type data is before it faces external scrutiny. When an oversight inquiry arrives, you respond with documented, validated data. Not a hastily assembled spreadsheet under deadline pressure.

When reporting periods arrive, Data Glass generates annual and quarterly report drafts populated with validated data pulled directly from your live program. **The weeks your staff spend manually compiling reports become hours of review.**

## 2 Performance Metrics That Tell the Truth

**Your current metrics are misleading.** Standard processing time averages spike the moment you close a batch of aged cases. Leadership sees a number that looks worse than reality, with no way to separate current throughput from inherited backlog. Data Glass adds AI-assisted advanced analytics to standard reporting metrics.

Data Glass Advanced Metric	What It Tells You
<b>Backlog Persistence Score</b>	How well you are managing your oldest, most dangerous cases, the ones that drive litigation and requester complaints. This is where backlogs become lawsuits.
<b>Backlog Performance Index</b>	Whether your backlog is actually improving relative to your processing effort, not just an overinflated number reported once per year.

<b>Statutory Compliance Rate</b>	The percentage of cases completed within the 20-day statutory limit. A direct, unskewable measure of whether your program is meeting its legal obligation.
<b>Appeal Rate Trend Analysis</b>	Processing patterns that drive requester dissatisfaction, identified before they become formal complaints or litigation triggers.

**Each advanced metric answers a question that a FOIA director, a Chief FOIA Officer, or an IG auditor will eventually ask. Data Glass ensures you have the answer before they ask it.**

### **3 Resource Justification That Gets Your Program Funded**

**You already know you need more staff. The problem is proving it.** Data Glass provides management the data they need to build justifications that survive scrutiny:

<b>Capability</b>	<b>How It Supports Your Case</b>
<b>Per-request cost analysis</b>	Know exactly what each FOIA request costs your agency to process. Connect staffing levels to per-unit cost and demonstrate where additional FTEs reduce cost-per-request.
<b>Litigation risk modeling</b>	Chronic processing delays and backlogs are among the most common drivers of FOIA lawsuits. Show leadership that the cost of one additional FOIA officer is less than the cost of one avoidable lawsuit.
<b>Oldest pending case visibility</b>	Surface the requests most at risk of statutory violation. Proactive prioritization prevents the cases that generate congressional inquiries and bad press.
<b>Substantiate performance evaluations</b>	FOIA officers and program managers can document measurable program improvements achieved under their tenure. Data-backed outcomes provide quantified achievements that directly support performance evaluations.

## How It Works

Data Glass integrates with your existing eFOIA platform. No rip-and-replace. No new workflows for your staff to learn. Here is what the engagement looks like:

Phase	What Happens	
1	<b>Connect &amp; Validate</b>	Data Glass connects to your eFOIA system through a secure data pipeline. Case-level data, submission dates, track type assignments, processing milestones, exemptions, staffing records, is ingested and validated. A baseline Validation Score is generated. Structural data quality issues are flagged before you report a single number.
2	<b>Analyze and Understand Performance</b>	Data Glass surfaces real-time performance across your program. Backlog health, statutory compliance rates, appeal trends, processing time accuracy, and oldest pending cases are all visible in a single dashboard. Leadership sees the full picture of where the program stands, not a snapshot assembled after the fact.
3	<b>Recommendations and Insights</b>	Data Glass translates program data into actionable guidance. AI-assisted metrics identify where the program is excelling and falling short. A FOIA director can see in seconds whether their backlog is structurally worsening even when raw case counts look stable and receive a clear signal on where to focus resources next.
4	<b>Automate Reporting</b>	When reporting periods arrive, Data Glass generates draft Annual Report and quarterly performance submissions populated with validated data pulled directly from your live program. FOIA officers review and submit. The weeks of manual compilation are eliminated.

## AI Implementation: Practical, Not Theoretical

Executive Order 14179 requires agencies to adopt AI in government operations. Data Glass provides AI-powered advanced analytics tailored to a specific program stats and workflows.

The Backlog Persistence Score, Backlog Performance Index, and Data Track Type Validation Score are AI-assisted performance metrics that produce actionable intelligence from program data in ways that manual analysis cannot replicate at scale. They do not replace FOIA officers. They give skilled staff analytical support to focus on higher-value work.

For agencies that need to demonstrate AI adoption in their FOIA programs, Data Glass is the lowest-barrier, highest-impact entry point available.

## Technical and Administrative Information

Requirement	Response
<b>Solution Categories</b>	<p><b>Analytics:</b> Reporting and performance measurement tools for tracking FOIA program success.</p> <p><b>Integration:</b> Tools that connect seamlessly with existing eFOIA platforms and records management systems.</p>
<b>FedRAMP Status</b>	<p>Not Applicable. Data Glass operates as an analytics layer that integrates within agency data environments. It does not operate as a standalone cloud-hosted system. Data remains within the agency’s existing technology environment.</p>
<b>Federal Experience</b>	<p>Data Glass LLC is a new firm. The founder, Joel Karsevar, built and maintained the analytics infrastructure for the Department of Veterans Affairs’ enterprise FOIA program, one of the largest in the federal government, processing approximately 10% of all federal FOIA requests. The Data Glass methodology is the direct productization of that operational experience.</p>

Data Glass gives federal FOIA programs what they have never had: the ability to know their own numbers are correct, verify their program performance, and make the case for the resources they need. If your agency is still managing FOIA by instinct instead of evidence, this is the solution.

### Data Glass LLC

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