GOVQUEST by PRI

# REVOLUTIONIZING PUBLIC RECORDS MANAGEMENT

Managing public records requests should be simple—that's why we created GovQuest 2.0 for you. Built for records managers, it transforms records operations into efficient, effective, and compliant processes.

**We offer a comprehensive suite of features:**



## CUSTOM REQUEST STATUSES

- Create fully customizable request statuses tailored to your agency's workflow.
- Control labels, colors, notifications, and even display different status messages to internal staff and requesters.



## INCREMENTAL REQUEST RESPONSES

- Respond to requests in stages instead of all at once.
- Release files, messages, and payment requirements incrementally to keep requesters informed while work continues.



## DATA TABLES 2.0

- A smarter, more powerful table experience that saves your filters, sorting, and column preferences.
- Quickly find the exact data you need with advanced multi-filter search capabilities.



## REUSE FILES FROM PREVIOUS REQUESTS

- Instantly reuse files from past requests or stored records to fulfill new requests faster.
- Reduce duplicate work and deliver responses more efficiently.



## BULK REQUEST ASSIGNMENTS

- Assign multiple requests to staff at once instead of one-by-one.
- Streamline workload distribution across departments with quick or advanced assignment options.



## ADVANCED REDACTION TOOLS

- Enhanced redaction tools allow users to apply exemptions, create redaction logs, and automate sensitive data detection.
- Improve compliance while dramatically speeding up document redaction.



## REQUEST AUTOMATIONS

- Automate repetitive tasks like assigning requests, creating tasks, and generating payment requirements.
- Reduce manual work and ensure every request follows your agency's workflow.

Transform Your Records Management With GovQuest 2.0

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# TECHNICAL OVERVIEW

GovQuest 2.0 combines top-tier security protocols, 2FA, and the reliability of AWS to create a robust, secure platform for managing public records.

## SECURITY AND COMPLIANCE

### AWS Compliance

GovQuest 2.0 is hosted on AWS, complying with CJIS Security Policy and other stringent regulatory standards. AWS provides security tools to meet government and regulated industry requirements.

## APPLICATION HOSTING

### Amazon ECS (Elastic Container Service)

Hosting on Amazon ECS ensures scalability, reliability, and compliance with government regulations for efficient resource management.

## DATA STORAGE AND SECURITY

### Amazon RDS

We utilize Amazon RDS with MySQL databases and read replicas for high performance and availability, with automatic backups for data integrity.

### Amazon S3

Secure content storage with S3 buckets, server-side encryption, and full compliance with regulatory standards to safeguard data.

## NETWORK SECURITY

### Amazon VPC

Isolated networking using Amazon VPC provides secure communication between services, with security groups and ACLs controlling traffic.

### Firewall Protection

AWS firewalls ensure robust network access control to prevent unauthorized threats.

## SECURITY AND ACCESS CONTROL

### AWS IAM

Fine-grained access control and the principle of least privilege ensure only authorized personnel access resources.

### Two-Factor Authentication (2FA)

MFA is enabled for critical systems, adding an extra layer of security against unauthorized access.

## ADDITIONAL SECURITY MEASURES

### AWS WAF

Protects against common web exploits and attacks.

### AWS Shield

Provides protection against DDoS attacks, safeguarding the infrastructure.

## UPDATE PROCEDURES

### Seamless Updates

Rigorous testing and AWS-aligned update procedures ensure minimal disruption and maximum security.

## SECURE API COMMUNICATION

### Amazon API Gateway

Managed API access secures communication between GovQuest and payment microservices, ensuring efficient and secure transactions.

## PAYMENTS

### Stripe Integration

Secure payment processing through Stripe, with full PCI-DSS compliance for tokenizing sensitive information and protecting payment transactions.

## EMAIL COMMUNICATION

### Amazon SES

Secure email communications through Amazon SES, ensuring compliance with regulatory standards and protecting communication integrity.

## BACKUPS AND RECOVERY

### Automatic Backups

Regular automatic backups of critical data in Amazon RDS and S3 ensure data redundancy, high availability, and quick recovery.

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