Ask These 22 Essential Questions
When Selecting the Right Social Media Archiving Solution

The right social media archiving solution can enhance your government agency's compliance with public records laws and eliminate information silos to modernize the civic experience from end-to-end. It's critical to evaluate all the factors and components involved before purchasing any new solution.

To help you select a social media archiving solution that best meets your specific compliance, transparency, and operational needs, ask the following questions of any prospective technology provider.

01

Is the solution trusted and widely used by government agencies?

Yes   No   CivicPlus

With over 28,000 users and 800 million records archived, CivicPlus® Social Media Archiving software is the industry's trusted choice. We're proud that our solution is used by agencies of every size, from local special districts to the United States Department of Justice.

02

Does it capture all content, even if edited, deleted, or hidden?

Yes   No   CivicPlus

CivicPlus software captures 90% of content within 30 seconds. Even if messages are edited, deleted, or hidden, content is captured in full resolution.

> *"It's been a great tool to have in our back pocket and know that if something fails, or people delete things, and you don't even know about it, you're still protected."*
>
> **- Natalie Bednarz, Digital Communications Supervisor**

03

Does it help ensure compliance with federal, state, and local public records laws?

Yes   No   CivicPlus

CivicPlus' compliance-focused software helps agencies **meet rigorous federal, state, and local record-keeping requirements.**

> *"[CivicPlus Social Media Archiving software] has been a great way to ensure we're in compliance so we can continue to build and grow all of the things we're trying to do."*
>
> **- Keith Guille, Public Information Officer**

04

Are comprehensive audit trails and metadata preservation included?

Yes   No   CivicPlus

CivicPlus software **records digital signatures, timestamps, metadata, and audit trails** for legally defensible compliance documentation.

05

Does it support all major networks you use?

Yes   No   CivicPlus

CivicPlus supports all major social media networks — including LinkedIn, Facebook, Instagram, TikTok, X (formerly Twitter), YouTube, and Nextdoor — capturing key pieces of digital dialogue.

07

Are advanced search and keyword filter available for quick access?

Yes   No   CivicPlus

Find content efficiently with robust filters, custom tags, and keyword searches. CivicPlus software provides **one secure location to manage all content that your agency posts and engages with.**

06

Is there an option for open access to archives for public transparency?

Yes   No   CivicPlus

Opt-in to CivicPlus' Open Archive add-on to CivicPlus Social Media Archiving software to **give residents seamless access to archived records** via your CivicPlus website.

> *"And at the end of the day, being transparent is the most important thing we can do as an agency."*
>
> **- Raul Granados, Police Sergeant**

08

Are tools to analyze engagement trends and public sentiment included?

Yes   No   CivicPlus

CivicPlus software provides **data-driven analytics that support proactive engagement and resource planning** based on real community needs.

09

Can you receive real-time alerts for specific issues?

Yes   No   CivicPlus

With keyword-based alerts, CivicPlus software ensures you're always informed about important topics as they unfold.

"Unfortunately, we have had department staff directly threatened with a personal information release saying that they're going to cause harm to an individual. So keyword alerts help us keep our citizens and department safe."

- Jeremy Profitt, Police Support Manager

10

Does it integrate with your website?

Yes   No   CivicPlus

Seamlessly connect your social media records archive via search with your CivicPlus website.

11

Is there 24/7 monitoring and reliable access to archived records?

Yes   No   CivicPlus

Around-the-clock monitoring by CivicPlus keeps you in the know on what's being captured to ensure reliable access and immediate issue resolution.

12

Is getting started simple, with dedicated support available?

Yes   No   CivicPlus

CivicPlus offers a quick setup backed by knowledgeable support when you need it. You can connect your accounts in as few as 10 minutes and get assistance with troubleshooting.

13

Are data exports and retention included without additional fees?

Yes   No   CivicPlus

CivicPlus provides unlimited data retention and easy export options with no hidden costs.

14

Does the vendor offer complementary solutions for broader civic engagement?

Yes   No   CivicPlus

CivicPlus **connects social media archiving with a comprehensive suite of solutions**, including website, agenda, and meeting tools.

15

Does the platform provide automatic capture of attachments like photos, videos, and live streams?

Yes   No   CivicPlus

All multimedia is archived with CivicPlus, so you're **protected against any potential compliance gaps.**

"I'm glad [CivicPlus Social Media Archiving software] is there, grabbing everything we're posting and retaining it. Now, when those records requests come in, we'll be ready."

- Joann Hussey, Public Information Manager

16

Are there customizable access levels for different user roles?

Yes   No   CivicPlus

With CivicPlus software, you can enhance security by **customizing user permissions to ensure staff only see and manage content relevant to their roles.**

17

How often does the vendor release updates or enhancements?

Yes   No   CivicPlus

CivicPlus provides regular updates, ensuring the platform adapts to changes in social media technology and compliance requirements.

18

Is there support for training and ongoing education?

Yes   No   CivicPlus

A dedicated support team is available for initial training and continuous education. **CivicPlus is dedicated to helping teams stay on top of new features and compliance changes.**

19

Does the vendor provide reporting on system uptime and data-capture success rates?

Yes   No   CivicPlus

CivicPlus provides transparency into system performance, so agencies know their records are consistently captured.

20

Does the archiving solution include support for capturing conversations in private groups or closed forums (when legally permitted)?

Yes   No   CivicPlus

Using CivicPlus means public content is never missed, even in limited-access spaces, so agencies maintain compliance.

> *"I think having a program that captures all that information is huge, especially using social media where people can delete their comments."*
>
> **- Nichol Figueiredo, Public Information Officer**

21

Is there an option for integrating with e-discovery or litigation hold tools?

Yes   No   CivicPlus

Through e-discovery integration, CivicPlus simplifies compliance for agencies facing records requests or legal challenges.

22

Does the archiving solution integrate directly with official social media Application Programming Interfaces (APIs) for reliable, real-time capture?

Yes   No   CivicPlus

CivicPlus' official API integrations ensure **accurate, immediate archiving of all content, including posts, comments, and metadata, even if edited or deleted.**

> *"Ultimately for me, my recommendation to select [CivicPlus] was based off the fact that when we test-drove the product, it was able to fulfill everything that it claimed it could do. We could easily access all our content in a very neat and clean manner. And it was pretty user-friendly."*
>
> **- Austin Blake, Administrative Services Manager**

Take the Next Step

Call 888-228-2233 or visit civicplus.com to request a demo today.