NARA
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>> >>: Thank you for joining us today for our February virtual BRIGD meeting. I will be moderating today's event. During the event you can enter your questions into the chat box on the right. If you are unable to log into YouTube to post your questions, please use your email account and send questions to us at RM.Communeications@NARA.gov. Please keep questions relevant to today's discussions. If at any point you experience technical difficulties, please email that same email address and our production team will be happy to assist you. This is a reminder to our viewers if you aren't able to ask your question in the individual answer and question session following each speaker, we will have a closeout question and answer session with all the presenters from today's program. Now we welcome chief records officer for the US government to kick off today's presentations.

>> >>: Thank you for covering all the important administrative questions and good morning everyone. I hope 2021 is treating you well. I know at least to me it seems like BRIDG was half a year ago. Almost seems longer than that. A lot has happened since the last time we got together. So we thought we would take today in this BRIDG meeting to bring you updates on very important topics. And just to give you sort of a preview of the agenda we have first Gordon is going to join us to give us updates on what is going on with federal records centers program. And then the bulk of the program, and I think what we want to spend the most time talking about because it's such an important topic for all of us, is where we are with the electronic records archives 2.0. We have Sam and David with us today to tell us where we are with 2.0 and what is coming up over the next year or so.

And then finally we're going to closeout with something we haven't actually done in some time, a records management training program update given by our new records management training director. So I will introduce Eddie a little later on in the program when we get to that. And then we will have hopefully plenty of time for your questions and some discussions before we closeout. Before we do get to the main program, a couple updates I wanted to share with you. First, we have been talking, and many times before, about the work we are doing to issue standards for digitizing permanent records. I wanted to give you a status update. The public comment period closed on February 1st. And we have actually still been taking in some comments. We had some late comments come in which we received and are compiling. Just to give you a sense of what we received through the public comment period, we have about 100 distinct comments on the standards from about 20 different commenters. So the commenters that we receive comments from really cover a wide variety of perspectives. Include public policy groups, academics, vendors, historical associations, industry associations, national and international experts in digitization, and other federal agency employees submitted comments through that period as well.

So we really have quite a bit of work to do right now in terms of compiling and getting a sense of what these hundred comments actually mean. But in general, I can tell you right now that we did receive a few comments about the standards themselves. The technical aspects of it. Those did vary widely. But most of the comments were about how the digitization standards would be implemented and if agencies and the national archives would have the resources needed to digitize records. There were some really practical comments which we are going to sort through in addition to the specific comments we did receive about the standards themselves. So certainly more on that and I'm sure at the next BRIDG when we meet in April give you a better update and maybe a deeper dive into the substance of the comments and how we are approaching adjudication of those comments. And also the schedule. And where we are and when we think those might be final.

The other thing I wanted to mention just because it is that time of year is transition. I know we have talked about transition before. But I wanted to just take this opportunity again to remind everyone of the resources that are available to support transition in your agencies. We, of course, have documenting republic service on our website which covers most of the things that you would want to be talking to employees, senior officials, and new coming in. But we also spent some time this year producing blog posts records express that highlight very specific things like management of emails, social media records, entrance and exit briefings. And also pointed to other resources that are available elsewhere on. for example. the GSA transition website. One of the things I have noted in the last couple of weeks is that there have been quite a few new say arms designated in agencies. I just wanted to highlight what is available and extend an offer to all of you that we at NARA are available to meet with you and your say arm virtually to help you cover record management responsibilities for any of your say arms who may be new or other senior staff who are transitioning in. So please, you know how to get in touch with us. If you need some help, some support, some backup we're more than happy to oblige.

With that I am going to turn things back over so we can get back into the main program. So thanks everyone and looking forward to hearing your questions later as we go through program. Arian, back to you.

>> >>: Thank you, Lawrence. Now please welcome Gordon, director of customer records management of the federal center records program.

>> >>: Thank you. Good morning everyone. I am Gordon, director of customer relationship management for the federal records center program. Just wanted to bring you up to date of where we are with our facilities. Many of you may not be away that NARA has 31 facilities, libraries and record centers or presidential libraries and record centers around the country and all those facilities due to covid situations are closed except for the presidential library in Boston, the federal records center in Boston, and the federal record center in Massachusetts. We continue to monitor the county metrics of all our facilities for safe operation. These local, the health metrics are used along with other criteria so we can decide when we can open a facility safely. And when we do it, of course we will do it in phases. And if necessary, we may have to regress in phases or close. But we also monitor the local public health conditions, orders. Stay at home orders or shelter in place. We also coordinate that with designated NARA officials at each of these facilities where we keep a skeleton operation. And finally our leadership at NARA has made additional adjustments to comply with M2115 covid 19 safe federal workplace agency model principals. And so we will continue to make reopening decisions on a facility-by-facility basis. We recognize that different parts of the country are experiencing the pandemic differently. But we are taking the necessary actions to protect our staff and support the local public health agencies that are working to limit the spread of covid 19. I will say we have noticed the metrics over the last few weeks are showing some favorable trends in some areas. It is possible that we could possibly move to a phase one or phase two in some of the facilities very soon. As you know, any customer who has emergency records requests we still handle those, and you can go into archivist and put in your request if it's an emergency. We are also are reviewing new transfers although you would need to talk to a specific FRC when it's time to move that transfer. So with that, really not much new for you all. We still are in a closed situation at most of our facilities. I will take any questions. I also have Chris with me, our director of operations, and we will take any questions you may have for us now.

>> >>: Thank you, Gordon. We do have one question so far. What is the status of submitting new transfers to federal records centers?

>> >>: Well, you can submit new transfers. But the agency shouldn't ship those transfers, you can submit them, we will approve them, but you shouldn't ship them until you made some prior arrangements with the FRC. And that applies equally to all transfers approved either before or after the

closure and our requirement to ship records within 90 days. Obviously, we will waive that through this corona process.

>> >>: Thank you for that. We do have another question. How can I submit an emergency records request for records.

>> >>: Okay. We ask you emergency request should be submitted there, archivist. With an FRC service level category of emergency verses standard. Standard is the default setting. So routine records request. If it is an emergency, we are going to need you to click it as such so we will know that helps identify it so we can handle it in a time sensitive manner. The requester should ensure that the ship to address for this request is accurate and a point of contact information is complete and accurate so we can be sure we have that in process any information. And I would also ask request for contact FRC emergency contact directly to establish a timeline for fulfillment. We provided all the records officers a list of emergency contacts by FRCs. If you don't have that, don't have it handy if you can reach out to your account manager, we can get that information for you on the emergency contact for each FRC.

>> >>: Thank you, Gordon. The final question we had was very similar to what you just answered about the emergency contact information. So it's to contact your local account managers. I guess that's the path forward there.

>> >>: Yeah. And they can get you a list of the emergency contacts and a phone number for a specific FRC if you have that the emergency request. Also make that phone call so we can follow the emergency request.

>> >>: Okay. I don't see any other questions at this time.

>> >>: All right. Thanks everyone.

>> >>: Thank you, Gordon. Now please welcome Sam, director of electronic records program. He will be presenting on ERA 2.0 and David Lake program manager electronic records program.

>> >>: Good morning. Next slide please. Sam, electronic management program director. David will speak in a couple of slides. We are pleased to appear before you numerous times over the last couple years. In all honesty we hoped to appear before with more concrete updates before now. We will get into why we have not been able to provide those updates until now. A brief summary with the system, the next steps underway and happy to answer questions during the program or at the end of the entire meeting.

As we mentioned earlier in presentations, we do have a system up and running that allows NARA staff to upload digital files and also digitized files NARA has either created reading digital copies or received from partners. It's in use by a number of custodial units within Washington DC area and a few presidential libraries have started adding digital copies as well. We have deployed, after a year and half long effort, basic capabilities for a new records schedule, any new transfer where the basic work folders goes with those forms. Essentially unusable until we have access to the data currently residing in the original ERA system. Those deployments of code resulting in capabilities are not useful until we finish that migration.

We have been able to deploy, however, I will note some input we received from a small number of stakeholder sessions we were able to hold in person archives in person late 2019 and roughly a year ago our last session. Create a lot of ITC security issues. We did ask for a small group of people to come into the building and join us in a lab setting to work through the system. Found those meetings incredibly useful and hope to do a number of those during the year 2020 as so many other plans went by the wayside that went away pretty much as soon as our last session ending in February a year ago.

Next slide please. So this is describing some of the capabilities we have deployed. In October 2019 we provided a number of static screen shots that showed some of the basic environment that is available in the YouTube link. We thought special effects we should just use words with more information to come within the next year about the actual use of the system. But what do we have in the system. Well, for one thing new record schedule and transfer request forms. In many ways these reflect feedback we received from agencies over the years and simplifying some of our verbiage, streamlines some of the fields that we require on these forms. You will see we are referring to forms instead of business objects. Primarily one of the most inhumane things we did from a terminology prospective at the beginning of the use of ERE many years ago. These new forms that will ask for information in a more streamline manner and more effective. We provide a better dashboard view of the items that you have in what's in essence your work tray in the system. Forms in your agency you are working on yourself and then updates on the task associated with some of those forms.

One of things we have implemented is the ability to see one version of the form in your search results. Each reports schedule has a history tab that allows you to see all the previous changes made to that form, but we only provide the most updated version for search results instead of working through multiple versions of the same form with the same ID and different dates. We are trying to make that relevant information for a form is in one view of the form.

Another change we have made you will be able to access a number of the attachments that you provide in the system. We will still have NARA only attachments as part of the system, but the documentation you add in supported schedules and TRs will be visible to you even after it's been submitted to the system.

We have also developed a new import tool. We have not solved our data disconnects with archivist. Still large level of effort in preparing TRs associated with manual move. However, we hope we have improved the environment and the use of those TRs. You will get simplified notification for the TRs provided and hope we have simplified some of the level of effort on the NARA side for the TRs that will come out. We won't be using this in this year, but these capabilities will be available next year. Better visibility into the status of the forms. One of the things that staff has been keen we implement the last action taken on the forms will be available in the dashboard, so you don't have to rely on a monthly report. You see your form in the NARA review process. The other major milestones are available in your dashboard at all times.

We have also developed a minor workflow enhancement for your use and for our use in terms of additional reviewers you can submit forms within your agency. It's not a mandatory step. It's a fairly light element of workflow but will allow for some internal review within the system before you send any of your forms forward to NARA for consideration. We will have more information on that for future meetings.

The last thing in terms of key features is that user access will be based on your organization rather than record group. If you need to have multiple organizations in your profile bureau and department level access, for instance, or any other business needs that require multiple organizations we can support that. Based on the organization that you belong to, not to the record group of the records that you are working with. And as part of that we are hoping to have a better, less brutal system notification process with a notification associated with your forms will come to your organization and the user roles within your organization that notification may be relevant. Not saying it's not inhumane yet, but at least better than the broadcast notifications that everyone turned off as soon as they were made available in the current ERA.

Next slide. So what are we doing in this year. I will conclude with this slide and then David can pick up with the specifics related to data migration. Currently in the process of moving the electronic records from the current system into 2.0. Roughly 40 tera bites, 11 million files moving from now called legacy system into the current system. This is the first step in a two-phase migration. The second data schedule and transfer requests and associated data. But for now, working on the migration of the records in data itself. New electronic records transfers taking place, so this is ending the records into ERA base and already move into the new mode for transfers into ERA 2.0. We are continuing the use of current ERA for record schedules and transfers requests. I think we mentioned this three times in our short slides to drive home the point we are not able to deploy 2.0 for a number of reasons.

But we are still using the current system, the one you have available for your records schedules and transfer requests. In terms of other work this year, we have a small development team, not nearly the size of the old teams we had in developing ERA base. Nor as it is large in developing ERA 2.0. But we do have a team available allowing us to continue to add enhancements and make fixes to the forms and workflows we have deployed. Not in use yet, but user testing with colleagues there were a number of issues found. Trying to address those now. In addition as we mapped data from the records schedule and transfer requests in current ERA to a new system, we realized some of the cases we need to update fields in new system to account for longer chunk of content coming out of the legacy system than we originally anticipated. Working on some of these enhancements and fixes now so when it is deployed with the data available in the system some of these kinks will have been ironed out already.

In addition we hope to keep a standing development team in future years, so we have a means to address issues that you and your colleagues find in use of the new system. For too many years had to deal with problems with the current ERA without any real way to address any of those issues at all. But this team will be able to prioritize those defects that are found during use of the system by you and NARA staff. So we can put in fixes, make enhancements and continue to evolve the system in response to user needs in our desire for more capability. This is going to be the start of a set of capabilities, but it's not the end. Keep this team so we can address your needs and continue to grow the system in response to NARA needs as well. The same team has multiple responsibilities. Also deal with other fixes and enhancements particularly related to digital depository issues with uploading transfer files and continue to keep our system patched and updated with all the necessary security fixes as well. So have a busy plate of a large, small plate full of many dishes. Some image there I just botched. But they have a long list of things to do. But fixes to the records schedule to the transfer requests, additional enhancements in these areas and particularly those things identified by agency users will be prioritized by development for this team.

So with that, I will turn it over to David Lake for the next slide. We will be happy, obviously, to answer questions at the end of this session and again at the end of the meeting. So I welcome any and all questions that occur during our talk. David.

>> >>: Okay. Thank you, Sam., First of all, good to be with you again. I know it's been long time. So getting on to, I think what's really important to you is to talk about status of converting over to ERA 2.0 for agency use, when that's going to happen, kind of what needs to happen ahead of that. So key in front of us, one here is implementing access to

ERA 2.0, something mandated that we need to have in the system, so we are actually starting that work right now to implement peer authentication. We are also, just in case you are asking or thinking, if there are some rare cases out there where folks don't have PIV set up in their agency, we are looking at ways to be able to provide exceptions to that if need be. And that's something we can talk about over the next several months. But that's something we need to have in place before we can launch to federal agencies.

And then the next thing here is phase two of the data migration. This is the key piece that has to be done before we can open up to federal agencies. We need to move over from ERA base over the system you work in now we need to move over all the records schedules, all those transfer requests, all the attachments to those business objects and other related data in the system. Fairly large and complex effort just given the nature of the forms, the system. And so we began in September last year we kicked off a project and initial work began on that, mapping activities, mapping the data elements in the forms from the current system to the new target system. And we ended up getting to a point where we are discovering additional work that needed to be done, complications. And we also had external dependencies. One of which was PIV that kind of set our timelines in flux. We kind of decided to step back and terminated that project in December 2020. And we're continuing the mapping work along the way. But it really, as I said, was a time for us to step back and take stock of everything that needed to be done to work out some of the timelines on the other dependent activities so that we can be more sure about when we would finish the migration of how the migration would be done. We will get to that on the next slide so this would ensure we are running smoothly, a lot of communication ahead of time. Some assurances about when this is going to happen. All of that. So we are currently developing a new approach on how we are going to do this migration. Which we will get us to the point we are launch to federal agencies. And talk a little bit about that on the next slide.

So for the approach, what do we need to do here. Our approach has to ensure we complete some additional development work related to the forms and workflows. As Sam talked about, we have that standing development team in place, and they are just starting to get their feet wet in this part of the system and working on capability related to these forms and workflows. I know just like one thing right now they are working on is how you create schedule items and schedule item groups. Those hierarchies of schedule items in groups. Kind of complex little part of the system and how you do that. And we have largely completed that, but there are some hiccups with that. So we are working on that. The kind of things that affect quality of life users, so we need to fix those ahead of time. Working on things like that. We have identified what those things are that we need to do.

Another key thing we found in the first go around starting September of last year was the data mapping of the old system to the new target system is pretty complex. The forms have changed, the workflows have changed. Not always a one-to-one mapping that you put data to the system you currently use and the new one. So a lot of thinking has to go into how we are going to do data translations in some cases from one to the next. So that's work we need to take into account better.

So all under the guise of reducing schedule uncertainty I talked about on the last slide and make sure we have our ducks in a row and better predict when migration is going to end, when PIV access is going to be enabled and when you can start to use the new system. So the approach that was being put forward in the first go around of this project had the notion surrounding it had long systematic times of several months and we know that cannot work. So we weren't necessarily happy with that approach. Our goal is to minimize the amount of time that we would have our systems down to affect the cutover to that system. So that's something we have to change our approach so we can minimize that amount of time. As part of that and as part of trying to get a better idea when this can all come to fruition and a final completion so we can launch we want to make sure we have sufficient lead time in communicating with you all. Just like one piece of that puzzle today. But as things become more clear in the coming months we will be communicating about when things are supposed to happen, what things you might need to be doing on some objects in the system by a certain amount of time and that kind of thing.

So with the bullet here that talks about minimizing impacts on users within progress forms. If you have a form that has been submitted to NARA but hasn't yet been approved what we call in flight or in progress forms some complications in how we are going to, how we are going to move this from the current ERA system to the new one because the workflow and statuses aren't exactly one to one. So going to be working hard to make sure as much as we can, we can move those forms that are in progress to the new system in a state that makes sense and that there are signs of right people, the right agency, that whole thing. Something that we felt we needed more time to work on to ensure that we are minimizing the impact on the business operations related to the systems that you are all doing. So the last thing here is minimizing impact on the annual move. We say that because the annual move involves a lot of planning upfront. Many months well ahead of the actual time that we load those transfer requests in the system for you to then push along and submit to NARA. And so we want to make sure whatever we are doing, all that planning dovetails with the timelines for the annual move because obviously that's a heavy time of use for especially the transfer side.

When this approach is finalized and we have a new vendor team in place, which is something we are working on right now. Actually changing the whole way that we are going to do this with vendors in addition to the actual approach to the development and migration work. But once we get that in place over the next couple of months, we will be able to provide some better updates on timelines for which we can launch 2.0 for use by all agencies. So getting kind of to the meat of all this, and I think what you have been waiting to hear, is with all of this there is no plausible way we are going to complete this migration be the end of FY21. So that means we are not going to be launching ERA 2.0 for agency use by the end of September of this year. That's just not going to work from the timelines that we have right now. So we're going to continue, as Sam said, to use the current ERA into FY2022. How far, that we don't know yet and the timelines we are going to be updating you on as we go along here the next months. So will it be in calendar year 21, I am guessing that's not likely. More likely calendar year FY22 when we do the cutover to the new system. But again we will provide more information on that.

Little sidebar of this, is that using the current system you will continually have to use Microsoft internet explorer 11 as the preferred browser for using current ERA. Obviously, Microsoft internet explorer is going out of support here. So we are looking into how will, right now doing some testing how well other browsers are supporting the current ERA system. And so identify what issues there might be with that. Again, we are not alone in this. I know myself just for in my work at NARA I use systems that are completely dependent upon internet explorer. And if my agency was to yank internet explorer from our system you would have difficulties. I think there is a lot of folks stuck with this issue in systems that heavily rely on using internet explorer. We are doing testing now and seeing if there is some things we need to do in case some of you lose access to internet explorer. And so that's something we will communicate probably separately about as we go along if we see issues. And may have to do something like a survey to find out how many agencies are looking to get rid of internet explorer and when they might be doing that. More to come on that. So I think we have come to the end of our slides for this. I already saw questions that are up for us to answer.

>> >>: Thank you, David, yeah. We have a few, as you can imagine, have come in. Couple come in by email. As a reminder to participants, attendees please feel free to leave a question in the chat or email us at RM.communications@NARA.gov and we will work to get them into the program. For Sam and David the first question will 2.0 be able to accept classified records including top secret and SCI.

>> >>: Sam, you want me to take that one first.

>> >>: Please, David.

>> >>: So at the current time we are not able to accept classified records. We don't have a classified version of ERA 2.0 up and running yet. That is on our road map for the coming years is to take the current ERA 2.0 system after we launch the federal agencies and create a classified version of it. Exactly how we are going to do that keeps changing whether put in the classified cloud verses just an on prem system. We're not there yet, but part of our plans. And we have asked for money in the out years for that. I don't see it happening in the next two to three years. But we certainly are planning to have the ability to receive classified records. So in the meantime, you will still have to work with your archivist at NARA for any classified records because those will go into a separate legacy system for the time being.

>> >>: Okay, thank you. Another question. What will be the data limits for accessions of electronic records through ERA 2.0.

>> >>: I will start with this one. Obviously, scalability is something we have to build into the system. Especially when it comes to transfers and accessions. Our current mechanism is admittedly limited on network upload more than anything else. Exploring however with our cloud service provider other techniques for records to scale whether from the cloud environments, whether from targeted bucket storage bucket within our cloud service provider. Additional use of SFTP and other clients to move content into our buckets so this is an area of exploration and study right now. So there is no known limit. There are some practical limits in terms of our current capability, but when we roll this out for agency use basic guidelines in place. But please know the guidelines we set at the start are not the guidelines we are going to live with. We have to substantially beef up our transfer capabilities even to take in our own in-house digitization products, much less the vast and growing federal records available for transfer. Dave, anything I got wrong in that part.

>> >>: Nope. Sounded good to me.

>> >>: So I guess kind of loops into this question. Is there a way to increase size using FTP since we are unable to send CD ROM, portable hard drives for large files.

>> >>: So for the specifics of current transfer questions I would say talk to your unit contacts. We are on the system side of ERA 2.0, but the practicalities in the 2.0 best talked about with Ted and the center for electronic records. I know they have been using different FDP clients currently, but I don't know the details enough it to be useful in terms of a question here.

>> >>: Yeah.

>> >>: Will we be able to use our PIV certificates to log in instead of using user ID and password. I think you might have addressed this in remarks.

>> >>: Not only do you get to, we have been mandated to make that so. PIV, the development of authentication through the PIV through that government wide authentication piece in all of our badges is a mandate we have to meet this year put on us by senior leadership. You will be coming in with your PIV. Unless, as David said, someone in a commission or a small federal body that does not have PIVs deployed and their own access controls we will work with you and with your NARA staff your points of contact to work those out. But our intent is for the vast majority, if not all agency users, you will be coming with PIV rather than a username and password.

>> >>: We have a question on browsers, which I think you covered pretty well in your remarks. Another question will ERA 2.0 be able to ingest capstone emails from federal agencies years down the road.

>> >>: I think the answer is definitely yes.

>> >>: Yes.

>> >>: I guess from one of our, another question has come in, maybe higher level. Briefly outline the difference between ERA 2.0 and the EOPFs. Just kind of describe ERA 2.0 at a high level.

>> >>: Sorry, the difference between ERA 2.0.

>> >>: The electronic personnel files.

>> >>: Oh, so well ERA 2.0 is just a separate system. So the EOPF, that's all just related to personal files. ERA 2.0 is basically for all other access federal electronic records. And, in fact, it's been expanded so we are able to take in all other types of records that might come to us like digitized records from within NARA, nothing preventing us taking it from other sources whether it's presidential records, things like that. So I guess just designed two totally different things.

>> >>: I think another way of looking at ERA 2.0 is it takes on all the functions of the current ERA in terms of schedule and transfer requests as well as accessioning of federal electronic records. Also allows us to store digital copies of federal records as well as legislative materials, definitely presidential materials and also donated historical materials. A broader scope NARA can store in this system. But the function, the scope is largely still very similar to what was current ERA. Rather than a to the purpose like personnel files maintained accessioning and long-term storage of electronic records and personnel content. I hope that helps if there are other things to clarify, let us know.

>> >>: I think that's good. And David, did you want to try to tackle on the YouTube chat discussion about the 2022 census. Did you want to volunteer to answer there.

>> >>: Is this...

>> >>: The 1950 census will be available.

>> >>: Okay. I was getting confused because we are planning to receive the 2020 census in 2022 or 2023. So we would have to get someone else here to talk about the 1950 census work that is going on. Pretty intensive effort right now to get ready for that opening. But I can't really speak to the specifics of that one.

>> >>: I would say our colleagues in research services in the National Archives as well as office of innovation are working on the mechanism to the public access to the files. Our system will be the depository long-term for the digital copies created in the 1950 census. With our public access in our system in terms of records access, we are the back end of the effort with the 1950 census. Not involved with the public access pieces.

>> >>: Okay. We have a couple questions around scheduled and legacy records schedules and the functionality. Will it be easier to add legacy records schedules to ERA 2.0.

>> >>: Easier is in the eye of the beholder. In fairness let's say put the system to the test to find out for sure. But from our prospective it's an improved user interface which helps compared to current ERA. With more flexibility built in within NARA regulations and within policy for updating forms that have been approved. Modified approve legacy schedules is something we have within our scope to deploy. Also the availability to supersede items from previous schedules as part of appraisal is something the system will support once you identify what those items are. Those items that were previously active will be marked as superseded and by what new item. Hoping to have more support for updating forms overall. Whether it's considered easier, we hope. That's the plan is to make these things easier. So subjective a term that I hate to give overly optimistic answers in that regard until people have had a chance to put their hands on the system. David was I too pessimistic.

>> >>: No.

>> >>: So kind of related to that and the scheduling piece around capstone, are we moving the capstone update functionality to ERA or affect the availability.

>> >>: Our colleagues within Lawrence' are working on the way they're doing forms this year. It' not evolved with ERA. However, we will be migrating informed content into ERA 2.0 as part of this migration. Deploying the form for future capstone efforts in the system that will probably, we hope it's part of our initial deployment for agency use, if not deployed as soon after as possible. But our intent to support the current data from those capstone forms in the system as part of data migration

and support future use form to get into the bureaucratic lingo in the form as soon as initial deployment as possible.

>> >>: Thank you. And there is one more discussion around ERA 2.0 and archivist functionality. Will there be any data exchange to between ERA 2.0 and archivist to make our lives easier and what will happen to an archivist after?

>> >>: The great tragedy in data within national archives as it relates to agency users and NARA users is the data disconnect archivist and ERA 2.0 as well as current ERA. We are not able to address any automation of the data exchange between those systems as part of our deployment right now. Our scope is to get our new system or the new forms out. As I mentioned earlier, we have an improved way to import data, but it is an import, not through an API or other automated real-time means of exchanging data from the systems. The answer to the first part is there is we hope some aspects of annual move TRs based on archivist data easier to work with, easier to track for both NARA and agency users. But with no direct connection to the systems there is no other way we can say we are making your lives easier. Also no impact on archivist deployment. That system remains separate. Continue to use that for current functions whether it goes live tomorrow or a month or 12 months from now.

>> >>: As I was going to say we have updated the translation of the archivist data to ERA 2.0 for the annual move to create all of those transfer requests that you have the pleasure of going in and pushing to NARA. So we have done that, but that's the extent of it. Herculean task to bring ERA 2.0 and archivist data models and business processes between the federal representers and NARA side together to fully make that happen. Our goal is to obviously make sure the annual move goes off without a hitch each year because that's a huge important activity.

>> >>: And I will note the exchange of data with ERA is an issue we face with other NARA systems as well. The system used for tracking permanent hard copy holdings also could use an automated data exchange with ERA, especially with accession and those traditional holdings. Love to be able to exchange information better the national archives catalog. Make digital files and descriptions available for public access. Our inability to exchange meta data and data across multiple systems hammers us in almost every operation we undertake. Especially those that face agency users. We recognize we have a problem, just don't have the resources at this time to say we're working on it or give a schedule for when we will be able to resolve those inconsistencies.

>> >>: Thank you, Sam and David. I think we have exhausted the queue of questions. A substantial list. Thank you. We will see if anymore come in and circle back at the end if there are any more that come in during the next presentation.

>> >>: Thank you.

>> >>: At this point I want to turn the program back over the Lawrence to introduce our next speaker.

>> >>: Thanks. And special thanks to you Sam and David for that presentation. It was surprising to hear it was 2019 since we really talked with everyone here about ERA. A briefing that is long overdue and glad to hear that you guys are on it, the schedule is progressing, perhaps more slow leally than we would like to see at this point. But we understand the reasons why and looking forward to hearing from you guys again in the next several months. So what I wanted to do before we get into our next presentation if we can go ahead and flip the slide. Because of covid none of you have had the pleasure of meeting Eddie in person. But I am hoping that you saw the records express blog post that we did back in September when we did some Q and A with Eddie to sort of give you some background on where he came from and what he was doing before joining NARA. Let me cover that a little bit, an introduction to Eddie before he gives you updates. Eddie joined us last May. It's hard to believe that a couple of months coming up on a year. But that's what 2020 did to all of us. Before joining NARA, he served as the training section chief and lead instructional system specialist at US citizenship and immigration services. Responsible for training development, design, assessment and evaluations that supported the organization's digital documentation improvement and change management plan. Before that he worked for the defense finance and accounting service as an instructional system designer for technology-based training and delivery. So at some point in the hopefully not too distance future we hope to have an in person meet and greet like we have traditionally done at BRIDG meetings so you all can get to know Eddie in a non-virtual way. With that I am going to turn it over to Eddie to talk just for a few minutes on recent developments of what is going on right now on records management training.

>> >>: Thank you, Lawrence. Like to provide, take a few minutes to provide updates on training content. Throughout the pandemic, the records management training program has provided instructional and training support for your records management training needs. We are in a unique position since we are virtual to provide virtual content. So business as usual throughout the pandemic.

Next slide. All right, I want to really highlight our online lessons. The first point I want to say is accessed also if you have internet access you are able to access all training material free. This includes videos we have, performance support materials such as job aides. Online lessons. We have over 70 modules that range from topics such as what is a records inventory to develop records management strategic goals and plans. The online lessons is broken down into three training levels. And we use instructional scaffolding where one level build is the foundational knowledge and skill set for the next level.

The next slide. So one of the updates we recently done, and I am going to go over this screen capture, this is what our online lessons look like. I said 70 of them. Down at the slide you would go through our lessons through archives.gov. First on the title, so on our website itself you can select a title of what lesson want to look at and actually plays on our website. At the end of the online lesson there is a certificate an individual can print out that shows they completed the lesson itself. Now more coming as a training hub for all records management training, we added another column, you go over to the third column over it would be your source files. And this is almost self-service function we added onto the website itself. We have three different versions of the training lesson or module you would want to download for your individual use. One is we have a package and that would be use for learning management system. The source files for that training if individuals want to work with their agency training department to build and customize the lesson their self. Also have a web package where it's the course zipped up and placed on your agency's own website. Now if you have any additional questions on that and technical questions you could always contact us and that would be RMT1@NARA.gov and walk through that process. This is like a self-checkout so you can jump in look at what courses you want, and you can build your own curriculum.

Go to the next slide please. And as Lawrence covered at the beginning, we know this is a year of transition and our website, I wanted to highlight right now is we do have materials for senior agency official's records management say arms. Individual we have four blocks or groups of materials that could help. One is we have the online lessons is the materials and we highlighted key lessons that would like at strategic levels. One lesson we have highlighted here is developing records management strategic goals and plans. Look we even have developed capstone approach. Online lessons. Oversight we have videos. These videos again capturing strategic planning. We talk about the guidance for social, managing social media records. Tying it back into intro for Lawrence. And also records management guidance for political appointees. We will be updating pages in our resources as soon as new information and materials are available. These pages will not be static. So the job aides and performance support material what we are focusing on right now. The highlight is resource box, tying it back to Lawrence, dovetailing everything together document your public service video. You click right there, the video plays. And again, this is right through the archives.gov and our record management training website. Instant access for all your training material.

Next slide please. So the big takeaway right now in the future I will be providing more updates and going over content and new products designed. But any questions for any of your training needs for records management its RMT1@NARa.gov. We can help with building out curriculum using our material. If you have questions on our material, in general training questions that is the point of contact. RMT1. Also then you can contact me directly. My name is Christopher. However, I do like to go by Eddie. Christopher.Kline@NARA.gov. I will take the time to help answer any questions to close the gaps in any records management training you are trying to work with your agency. And then also want to cover our website. There is the link again. Right now we're almost ahead of the curve. Our material is online and is free of charge. Definitely bookmark that. And that is the quick update. I do want to open up to questions.

>> >>: Thank you, Eddie. One question sort of built off with the last comment. What does NARA have that agencies can use now in their records management training program.

>> >>: You can go to our website from the last slide. We have the online lessons. We have over 70 e learning modules that you could. Thank you. That we could go right through. We could work with you to build out a curriculum. Meet your agency specific needs. We do have videos on our website. Go through webinars right there and see we do have by roles training items to job performance support. And we do have right now the old knowledge area courses still up that you could pick from. However, they will be pulled down sooner than later.

>> >>: Thank you. A new records agency officer, how do I get my required credential and how long do I have to complete it.

>> >>: Good question. All right. So you would to have to be, we would wait for you to be designated as the agency record officer. You would receive an email from us RMT1 to get you enrolled in the A rock itself and from the initial enrollment date you would have one year to complete the material. And you can test out to individual levels.

>> >>: Related to that, how much does the agency records officer credential training cost?

>> >>: Great question. It is free. The best price, free. And that is free for a designated agency records officer. However, if you are not you can still take the same content through our online lessons, those 70 modules. And again, free of charge.

>> >>: Does NARA have any plans to add back any certification for records officers?

>> >>: A rock itself would be the certification.

>> >>: Is there any kind of requirement that all political appointees go through some sort of common training for records management?

>> >>: Not that, no. Through records management something like A rock not, Lawrence, would you want to field that question.

>> >>: Sure. I can jump in on that. There is no specific requirements with our training program for that. But there is a requirement for all federal employees and political appointees have records management training. So how we do it obviously is different than the way we would approach it for regular staff. And that's one of the reasons why they are working on training for senior officials and political appointees. Cause we recognize that kind of training has to take on a different form in terms of delivery length and approach. So that is one thing we are working on. But political appointees like all other staff that are working in agencies are federal employees and required to have training.

>> >>: Thank you. Here is one. Will NARA's electronic systems team be partnering with the training team in producing an online training model for IT program managers and system administers in building functionality in IT systems?

>> >>: That would be a topic we are exploring. It wouldn't be adding it into, would be A rock itself. But a standalone module and moving forward and looking forward we are looking to add different or more topics for online lessons. And we have looked for the IT link with records management as one of future topic.

>> >>: Are there any program development training on how to deploy records management top down throughout an agency.

>> >>: So that is more our strategic. Some of that is already in our online lessons with strategic planning of record management programs.

>> >>: Do the email address now supersede the essential records training. Also can you tell me about the A rock mentor process.

>> >>: All right. So supersedes it would be there are essential records in that. But it wouldn't supersede standalone training. It would be in conjunction with. You could look at essential records training as supplementing. And then for the A rock mentoring process, once you are enrolled in the A rock you will be part of our training records management program. You will be partnered with one of our mentors and they will walk you through the process. If you have any questions on content, you are having issues getting into the LMS, questions with testing or assessment you would go through your mentor and provide the one-on-one social interaction to engage through the learning content of it. We don't want anyone to feel like they are alone. Don't want to handoff and say go online, do the material and come back to us. Always a social element to it. Any questions you would contact your mentor. If you are not able to get ahold your mentor, you could contact me directly.

>> >>: Thank you. Here is another one, can we use your videos in our training. I would say yes, right.

>> >>: Yes. Yes, you can. If it's posted on our site, you can use it.

>> >>: Just scanning to see if I have missed anything that's come in. If I have, we can address it in the general portion. So thank you, Eddie.

>> >>: Thank you.

>> >>: At this time we will go into our general question and answer session with available with all the presenters from today's program. Please, again, type in your questions to the YouTube chat or email them to RM.communications@NARA.gov and we will start going through those now. The first question I am curious if there is any impact on NARA guidance such as standards for digitizing hard copy permanent records based on the Biden's administration freeze on regulations.

>> >>: This is Lawrence. I guess I can start. I am sure Lisa's reading is question with interest as well. Right now we are not seeing any impact. It's pretty standard routine when there is a transition there is a pause on regulation as the new incoming administration wants to evaluate where things are with all agencies and rulemaking within those agencies. Fortunately for us, for the big reg we are working on, the one I mentioned at the beginning, digitizing permanent records, the timing worked out pretty well for us since we are getting near the tail end of it having already gone through the public process. So at this point while we are still in the middle of transition, we now have the time to evaluate all those comments that have come in, adjudicate those comments and then begin working on the final draft of the regulations. Which probably would be coming out for several months. It's going to take us some time to go through those, adjudicate them, or coordinate before we are able to move forward. So we will keep you updated as we work through that process and let you know. Certainly, the next time we meet together.

>> >>: Thank you, Lawrence. Here is one that comes up all the time. Are there anticipated changes to M1921's goal date of December 22 for digitization.

>> >>: Good question. We have gotten a lot of emails and questions from agencies about the 2022 goals and the requirements in 1921. So where we are with that is, we haven't had any discussions with OMD who was our coauthor in 1921. We expect some of those discussion to happen hopefully soon. But obviously busy with other things at this point. But at this point I would say that the goals and the targets still remain in effect. There are current processes in place that support transferable electronic records and we can work with you and let you know certainly how things are proceeding with the digitization regs. I would say if you are reviewing your records and your processes related in 1921 there is that bulletin we issued after 1921 which has clarifying guidance and more information about exceptions on 1921 if you think you are going to need one. So I encourage you to look through that and look across your

agency and see where you might need an exception or where you have some concerns you want to discuss with us. And then we can go from there. And then on a separate path we will be working on our end to see if we can engage with OMB at the right time to talk to them about this administration's views, prospective on M1921 and how they feel about where we are as a government with regards to the targets and the plans for the next several years. So stay tuned on that one.

>> >>: Thank you, Lawrence. We have several questions around capstone and then I will kind of, they are kind of grouped together here. So has NARA provided guidance how agencies should transfer capstone emails, what are we willing to take, not take. How will NARA handle the mountain of emails. Will NARA look into the guidance on transferring capstone emails.

>> >>: So those are all good questions. What that tells me maybe we should look at April BRIDG to maybe drill a little bit into some of the implementation issues around capstone. And just throw this out there for any agency who feels like they have a handle on internal control tracking of capstone emails within your agencies, let me know. Maybe we could figure something out for April where we can talk about some of the best practices. But I think general for a lot of agencies this is something where I think all agencies are certainly working through it. Spent a few years making sure we had capstone forms submitted and then of course once you do that get, them approved, then focus on implementation. I think we all as a government are learning what those best practices are. I think a presentation along those lines would be excellent. One of the things I will say it's not just, and the question here sort of alludes to it, but the challenges is around implementation are not just for federal agencies. Also for NARA. We have to be able to take in the emails, large bodies of emails that are coming in. And David and Sam talked earlier about ERA 2.0 and absolutely be the system that will be preserving those capstone emails. But for now I think we have guidance, we had transfer format guidance for email that is out there. And if you have any specific questions around transfer bodies of email, we can certainly point you in the right direction and get you to the contacts in the archable unit within the National Archives that will be taking in electronic records and emails to get you any specific answers to specific questions you may have. I think a great topic and something we are going to be focused on and as we go forward and start working as a government on implementation questions, I think we will also be looking at what guidance, what best practices, what things can we learn from our oversight activities as well. We have done some assessments on capstone implementation within agencies. Those reports are on our website. I think we need to continue focusing on that kind of guidance to make sure you have what you need and can make that

implementation of the forms and the policy as straight forward as possible. So thanks for those questions. Really good.

>> >>: A straggler question came in for Eddie. Can anyone obtain the A rock.

>> >>: All right. To obtain the A rock the credential itself you have to be designated agency records officer. However, anyone can take those modules that was on our online lessons. It is the same training content. However, we would not be tracking completion on those courses that are on the website itself. That would be agency itself would have to track and work with employees for that.

>> >>: Thank you, Eddie. I will put out a last call for questions. You still have a few moments to get those in. Here's another suggestion for Eddie. Will the NARA training team be working with the federal legal community to produce online training for federal agency members for conducting a records search due to litigation under the federal rules of civil procedure.

>> >>: A topic we could explore.

>> >>: Yeah. I will just echo that we are always looking for ideas every year on new content we can develop and deliver based on your needs. As records professionals and agencies. So yeah, why don't we take that back and discuss that and see what we might want to work on.

>> >>: And there is current legal RM webinar on our website itself if people wanted to check that out or need information.

>> >>: Just waiting for any further questions to come in. Getting a question about the bulletin around M1921 section 1.3 read step by 2022 agencies will manage all temporary records in electronic format and store in commercial facilities. Does this mean each agency can and should start preserving records electronically.

>> >>: I think the short answer to that is yes. That's what that requirement 1.3 is about. It's about fully electronic government. Which obviously covers not only permanent records, but temporary records as well. The part about storing them in commercial 2022 relates to the fact the national archives will not be accepting transfers of any paper records whether in the FRC or the archives after 2022. So we are encouraging and requiring in that bulletin that agencies look at electronic processes that would cover both permanent and temporary records. If there are paper records they would need to be stored in commercial facilities. So the answer is yes. And I think one of the things we are all working on as federally agencies how can we make fully electronic government a reality by the end of 2022.

>> >>: Thank you, Lawrence. Not really a question just validation of your capstone approach idea. Can we have three different agencies having success in capstone implementation from scheduling

implementations and list updating to capturing properly present at a BRIGD meeting. You probably would say that's a great idea.

>> >>: Absolutely would say that's a great idea. Send me an email. Give me a call. Love to chat.

>> >>: Here is a question that's just come in. Do we foresee training being free of charge from now until well into the future, say over the next ten years.

>> >>: Yes. As of right now training material and services working in helping curriculum and instruction of records management training, yes. Free of charge.

>> >>: Yep. I don't know what I am going to be doing ten years from now, but I can say the foreseeable future the content will be available free of charge. That is our focus to expand our reach and access to the really good training that we are developing in our program.

>> >>: Okay. Thank you both. I think there appears to be no more questions. I would like to take this opportunity to thank everyone for participating in today's meeting. Like to remind you that our next BRIDG meeting will be Tuesday April 20th, 2021. If can you have any questions about BRIDG please email RM.Communications@NARA.gov or visit our BRIDG page at the URL displayed right there. Thank you everyone. Hope you all have a great day.