NATIONAL ARCHIVES
BRIDG MEETING
October 18, 2022

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>> ARIAN RAVANBAKHSH: Good afternoon, everyone. And welcome to our BRIDG meeting for October. My name is Arian Ravanbakhsh and I will be serving as the moderator for today's meeting. As a reminder the Office of Agency Services at the National Archives and Records Administration hosts these bimonthly Bimonthly Records and Information Discussion Group, or BRIDG meetings to present information related to federal records management. BRIDG is co-produced by the Office of the Chief Records Officer for the United States and the Federal Records Program and is livestreamed to the audience over our YouTube channel. Generally, BRIDG meetings consist of a scheduled program of presentations with an open forum at the end of each meeting to ask questions of the presenters, or of any related federal records management conflict of interest.

Viewers are encouraged to post questions in the chat, or by sending an e-mail to rm.communications @nara.gov. Our staff will be monitoring this e-mail box during the meeting.

You're also welcome to make comments during this meeting in the YouTube chat. However, please keep in mind that all comments are subject to moderation. So we ask that you keep the comments relevant to the topics being discussed today. Copies of the presentation slides will be posted on the BRIDG page of the Archives website. That web page is also where you will find the transcription of today's meeting when it is available. As well as links and information about previous and upcoming BRIDG meetings.

If you have general comments about BRIDG, or suggestions for future topics, you may use that same e-mail address, rm.communications@nara.gov to pass those along to us. We welcome your feedback.

With that I would like to start this afternoon's meeting by introducing Laurence Brewer, the Chief Records Officer for the U.S. Government. Good Afternoon, Laurence.

>> LAURENCE BREWER: Thanks, Arian. Good afternoon, everyone. Good morning to those of you joining from the west coast. I want to wish everybody a happy new year, being October. Hope everybody's year is getting off to a great start. A lot of things, hopefully, have wrapped up for FY22, and you all have some great plans for FY23. Especially all those things that have to do with helping us all reach that goal of fully electronic government.

So, I am going to ask that we flip to the next slide. You may not be able to tell from what's here, but this is actually a very action-packed agenda. We have a lot that we want to cover today. We have a number of quick updates, but then we have some really detailed, informative content that will be coming to you from David Lake, and Sam McClure regarding ERA. We want to make sure that we have plenty of time to allow them to present on what's coming up with the rollout of ERA. And do some show and tell around that.

But we do have a number of things that we want to cover before that. Including some opening remarks and announcements that I would like to make. Next slide, please. So just a couple of quick things here. Just first, as a reminder, resubmission of NA-1005 Capstone forms, that process will be kicking off in calendar year 2023. And I just wanted to let you know that we will be talking about this in much more detail at our next meeting in December. But I wanted to highlight it here, so if you need a refresher on this process, and what is coming next year, the details are in NARA bulletin 22-02.

Right now just to give you a sense of what we're focusing on is we are trying to finish up the processing of all the agency submitted NA-1005s that we currently have in hand. We want to make sure we're clearing the decks to the greatest extent possible so that we are prepared for resubmission to begin in 2023. So right now what we are advising agencies is that you hold off on submitting any new 1005s until you hear from us with further information on resubmission, and a revised NA-1005 that will be coming in 2023.

The second bullet here, and I'm sure this is something that we've talked about quite some time, and I'm sure you're going to hear more about, is where we are with the new regulations that we've been working on for digitizing permanent records. The good news is that these regulations in final rule form are getting ever closer to release. Just in September, we submitted the final rule package to OMB for their review. And then they shared the final rule draft with agency liaisons for their review and comment.

So right now we are in receipt of over 200 comments as a result of that process. So we are visibly working through those, preparing responses, and adjudicating comments, and then, of course, we'll be coordinating internally within NARA and with OMB, with our hope and our goal to try and get these regulations in final rule form and issued in calendar year 2022. So we have a few months left. That is our tentative goal to try and wrap up these finals, make sure we get all of the issues resolved and work towards a release before January.

And then finally, in case you missed it, I just wanted to put a note here that we did, on September 30th, release a new white paper on an emerging topic on the subject of Quantum Information Science and Technology, and potential impacts that that emerging tech has been records management. So if you recall, we have done a couple confident other emerging technology white papers. In 2019 we issued a paper on block chain, and in 2020 we issued a paper on cognitive technologies to include artificial intelligence, machine learning and RPA.

So this is really the third in our series of white papers, and we hope you find it interesting. It's one of those topics where you may not have heard much about quantum information science or QIST in the past couple of years but it's becoming a topic of increased applications, and considerations, certainly within the federal space. So we expect to hear more about it, and we just wanted to write something up that sort of describes technology and highlights some of the areas where we think there may be some impacts on records management.

So please let you know what you think of the paper. You can send us any questions, or comments, reactions, to our group mailbox at rmpolicy@nara.gov. Next slide, please.

All right. So you knew I was going to have an update on M-19-21 and I'm very pleased to say that this month we actually have a relatively, compared to the past several months, substantive update on where we are with M-19-21. So as you can see from the bull Lynn slide, the first one is perhaps the most important. We are in discussions with OMB, and are prepared to extend the December 2022 deadlines by 18 months, which would give agencies through June of 2024 to meet the goals that are currently M-19-21. So I just wanted to emphasis that this is an extension that we are discussing. It has not been formally promulgated. So until it is issued by OMB it's not final. And as we all know, nothing is final until it's final.

But right now this is what we believe the final memo will look like. It's going to focus on extending those targets by 18 months. And keep in place the existing goals that are in M-19-21 that relate to moving forward with the transition of fully electronic government.

So we wanted to tell you this now before the memo is issued, because not only are we getting closer to that tentative date, but we wanted to make sure that you have more time to really factor this extension in to your plans, and really start to prepare for how best to use the 18 months that we will now have to accelerate our progress towards achieving fully electronic government.

So, that is the big news. And I will, of course, be back to give you updates as we proceed. But, we are hopeful that we'll be able to issue a revised memo that extends the goals, targets, and keeps the goals in place so that we can continue doing the good work that we've been doing for the last several years.

I know there may be some questions, but out of consideration for the remaining speakers on the agenda, I will be happy to take any questions about any of the updates that I provided, including the M-19-21 extension, at the end of the meeting. So, please, put your questions into chat. Send them ahead. And I will be hanging around to answer any questions at the end of the meeting on any of these topics.

But for now, let me turn things over to Chris Pinkney, and Ron Mitchell to give their updates from the Federal Records Center Program. Chris?

>> CHRISTOPHER PINKNEY: Thanks, Laurence. So I'll be honest, I don't know if I can compete with that one. There's a part of me that thinks that if it wasn't for the good news later down the agenda, and the neat updates coming, Laurence, turn off the mic, flip the light switch and we'd all consider this a very good BRIDG right here.

Before I yield the floor to Ron Mitchell, who is currently serving as our Acting Director of Our Customer Relationship Management Team I wanted to give people a quick update on where the FRCP updates sits right now.

As Laurence mentioned we put FY22 in the history books. I'd argue it was a difficult year that started pretty bad but ended much better. I can honestly say I'm excited to start FY23. Acknowledging we're in a new fiscal year I have to lead off by saying all FRCS are fully open. Haven't been able to say all systems are go for a number of years and this year I can actually do so.

So as we start the new fiscal year the FRCP remain s on backlog, and restoring our pre-pandemic service levels when it comes to requests, files, transfers, and disposition.

I am pleased to state that we've successfully eliminated many of our COVID-19 era backlogs. But the very substantive challenges remain. We have significant work to do at the National Personnel Records Center where our staff continue to work nights and weekends in order to reduce the volume of pending requests submitted by veterans. Many of our other sites continue to focus on annual project work that was delayed by the pandemic. And we are also addressing substantial backlogs of disposal and working to shelf newly transferred records.

Just between April and September, FRCP staff managed to store a little over a million cubic feet of eligible records but our system shows another 1,875,000 is approved and awaiting action.

In the month of October, we've shelved over 35,000 boxes. But still show another 179,000 approved and waiting delivery or shelving. So we are staying very, very busy. I do want to acknowledge that in the last couple weeks we have received a number of inquiries related to our truck services. We are working to restore both to pre-pandemic standards but at least at some of our sites, hiring has remained a very real challenge. We currently have more trucks than legal drivers, and the biggest hurdle is finding qualified folks with commercial driver's license.

Our largest trucks require a CDL to operate and the market for people with that qualification is light-hot. I have often joked when recruiting we are essentially competing with every trucking company and school district in North America when it comes to CDL drivers. So the work is ongoing and we hope to end FY23 with a matched fleet of vehicles and drivers. But getting there will definitely be a multi-level process.

I also wanted to briefly mention a couple of moves that will either start in or end in FY23. The FRCP continues to shift regards out of our Pittsfield FRC which is located out in Western Massachusetts. That site was originally set up to store inactive records, and we have determined that the FRCP no longer needs that particular warehouse space. Records stored at Pittsfield are being relocated to our Lanexa and Dayton FRCs and we hope to end occupancy around the Pittsfield site around August 2023. We have another move project, at least on the FRCP side, will start up next spring. GSA has determined not to renew the occupancy agreement that covers our fort worth annex. And I should say that site should not be confused with the modern full-sized FRC at archives that's located in Fort Worth on John Burgetts drive.

As we empty the annex most of the FRCP managed materials will relocate, and the process of moving records out of that building will continue throughout Fiscal Year '23.

So beyond that, probably the biggest FRCP story we have to share today is probably where we stand with g-invoicing. I'm happy to be able to appear here in October and tell everyone that we have approved FY23 rates, and general terms and conditions packages. So that's good. But there were some last-minute hurdles in g-invoicing with our existing accounting system so Ron Mitchell was kind enough to volunteer to block a few minutes to explain what we're going to do in FY23. And with that I'll turn it over to Ron.

>> RON MITCHELL: Thank you, Chris. I'd like to briefly go over the ways in which we processing the FY23 IAAs between the FRCP and all of your agencies. Over the summer everyone should have received e-mails from your account manager stating that we'd be switching to the new G-invoicing system for FY23. This was in response to a mandate from Treasury that all federal program agencies must be using G-invoicing by October 1st, 2022, for new records.

Establishing IAAs in G-invoicing is going to be a lot faster and simpler than what we've used in the past. It will eliminate almost all of the e-mails with PDF attachments that are being passed back and forth for signature. This will all now be accomplished online in the G-invoicing environment.

The two main components of the IA and G-invoicing are the general terms and conditions or GTNC, and the order which is the 7600-B. The mechanics of the performance are billing, would also be smoother but we discovered late in the process, as Chris mentioned, that connectivity issue will prevent us from using performance for this fiscal year. Fortunately, we can still use the platform to create the IAAs.

We're aware not all of our customers are fully deployed in G-invoicing at the moment, so we have three paths that we're following for FY23. For agencies that are fully deployed, we'll build the GT & C and

G-invoicing and once approved we'll build the order there, as well. For agencies that can process their GT&Cs, but not their orders, in G-invoicing, we'll complete the GT&C in the system, but then your account manager will send you a legacy 7600-B form in the old manner.

For agencies with no access whatsoever, we'll be sending a complete legacy package 7600-A, and B, just as we've done for the last many years. I'd like to ask your assistance in trying to get as many IAAs as possible completed in the G-invoicing system. We found in some cases that the records officers, and other points of contact that we normally deal with for IAAs aren't sure whether their agency has G-invoicing, or if they know they have it, aren't sure how to access to approve the GT&Cs and orders.

Your account manager can assist you with this. We do have a list from Treasury of all agencies that are in the system, and the contact information for the individual at your agency that's managing G-invoicing. You will have received recently or will soon receive a notice from your account manager if there's a pending GT&C in the system for your agency. If you do have access, please click submit for approval, and if you don't, contact your account manager, who can put you in touch with the G-invoicing lead for our agency.

Are there any questions?

>> ARIAN RAVANBAKHSH: So, thank you, Chris and Ron. We do have a couple of questions that are coming in. As a reminder, users can submit their questions by e-mail to rmcommunications@nara.gov or via the YouTube chat.

The first one, what if me nor my account manager knows who the

POC is for my agency in G-invoicing.

>> RON MITCHELL: In that case, if you've already contacted your account manager, please feel free to reach out to me. My e-mail is the same as my same, Ron.Mitchell@nara.gov and we'll track down that individual for you.

>> ARIAN RAVANBAKHSH: Thank you. The second one I guess is for Chris. What is the next FRC where the Fort Worth annex records will move?

>> CHRISTOPHER PINKNEY: I will apologize for that. My wife likes to joke I can both mumble and growl at the same time. I was attempting to say the word Lanexa, Kansas, which is one of the three FRCs we have. It's one of our modern underground facilities and we think it will be a very good fit for the records that had previously been at the old annex.

>> ARIAN RAVANBAKHSH: Thank you. And this is a question, what is the state of the backlog at the National Personnel Records Center and is there any update on the plan to address that backlog?

>> CHRISTOPHER PINKNEY: I certainly don't want to speak out of school here, but, they have made substantial project over the last year. The latest update I saw was about 436,000 pending requests, which is a huge number compared to the pre-pandemic volume. The plan remains to continue to work the extra shifts. They're working three separate shifts at Archives Drive right now. We are continuing to hire additional federal staff and contractors. And they are exploring a variety of other options, I think, we've got folks working at Page Avenue again. We've got some folks working out at the Civilian Personnel Records Center.

And we will continue to look for additional resources to make further progress on that backlog. But it is definitely one of our very highest priorities right now.

>> ARIAN RAVANBAKHSH: Thank you, Chris. And thank you, Ron. Please stick around, if any questions come in for the end of the meeting. With that, I'd like to move to the next item on the agenda. And introduce Eddie Kline with the Records Management Training Program Update. Eddie, welcome.

>> CHRISTOPHER KLINE: Thank you, Arian. Hello, everyone. Just going to talk a little bit about the AROC renewal process. So next slide.

All righty. So I'll cover some details, the AROC renewal. So this is for first, you might ask who is this for? It's for all designated Records Officers that have the Agency Records Officer Credential or Certificate of Federal Records Management, the CFRM. This is outlined in bulletin 19-02, which talks about our AROC and renewal process. So the renewal is every three years on a renewal cycle for every three years if you are a holder of either the AROC or the CFRM.

And for an example, if you were awarded the AROC in January 1st, 2020, you're good until December 31st, 2022. In January, 2023, you would be up for renewal. And as you see here, January of 2023 will be the first sets of renewals. That is most individuals in that group are actually individuals that has our Certificate or CFRM will be doing the AROC renewal in this first wave of renewals. Next slide.

All right so notification. How will I know if I'm up for renewal, right? So November, December, your department head will be sending out notifications to you, individuals that is going to start the renewal process in

January of 2023. If you're other months, other years, you would be the same, we wouldn't be sending it this early, but a month before you actually need to start doing the renewal. And I want to kind of ease a little concerns, or to talk about this renewal process, right? We're trying to make it streamlined, benefit while providing usable information, and we want to see everyone being successful with the renewal process. Right?

The renewal is an online module in RLMS, which we'll be sending directions on how to access the LMS, and how to find the course itself. It is divided in three sections. The sections would be along the lines of records management, right, policy and oversight, scheduling and transfer, oversight, and reporting.

Each section will have questions. Multiple choice questions. You need 80% for each section of questions to get a go, or to pass that section. If you score below 80% on one of the sections, you will go through or conduct some content slides, in this online module, that is directly related to the questions, and then will be asked to retest following the slides.

Once completed for each three sections, with a score of 80 or above, you have completed the renewal. Process. Again, the renewal is good for every three years. Estimated, about one to two hours to complete this module. And you have from notification, once you receive notification that, you know, you're up for renewal, you have six months to complete. You have six months to complete online. Online module.

And the questions, right, so we're trying to focus on the questions, is the questions will be based on the information or the welcome packet that you receive from us prior to taking the renewal module in our LMS. If you follow that information package it will have links to resources, the guidance, the stuff that we are pulling the questions directly from. Again, you can set up for success. Once completed you can save that information packet, welcome packet, and use it whenever needed if you're referring back to information, you have an easy document that you can always go back to to pull information from.

Next. All right. So this is a general overview of the renewal, like I said, more information, notification will be coming. If you're up for renewal in January '23. If you have any questions for training, please contact RMT1@nara.gov. You can contact me directly or our supervisor Michelle Bradley. Our e-mails are there. Also I want to highlight all our training material can be found at nara.gov, can be shared, download, and used however you see needed.

However I will put a caveat is that this renewal module will not be on our website. And we do not share this renewal module. It will be updated annually, as new information is coming if we would have to update the module, to stay current with new guidance policies and practices. But we will not be sharing that module on our website. All righty, I think we'll go into questions. Next slide, any questions?

>> ARIAN RAVANBAKHSH: Thank you, Eddie. So we've got a couple questions that have been queued up. When will notifications for renewals be sent out?

>> CHRISTOPHER KLINE: Okay I'll cover that again. So we'll be sending out individual e-mails to individuals end of November, and

December we would be sending out information on how to access the LMS with passwords. And we would ask individuals that is up for renewal to confirm that they have access to the system, and they can get in to the module.

>> ARIAN RAVANBAKHSH: Thank you. The next question is, how can I check to see if I need to renew?

>> CHRISTOPHER KLINE: All right. So if you're interested, you will be receiving notification. However, if you're concerned or interested you can contact rmt1@nara.gov and one of our staff members will verify your status or let us know what date you would be up for renewal.

>> ARIAN RAVANBAKHSH: Okay. We have another question that's come in. Will there be any exemptions or extensions given for AROC credentialing?

>> CHRISTOPHER KLINE: For the renewal process, there would be no extensions. Well, no exemptions. You have to complete the renewal process every three years for extensions, and it's case by case. However I would say you have six months to complete a online module which I say again, one to two hours. So it is not a major time commitment. We are understanding and aware of everyone's multiple hats, and time restraints.

>> ARIAN RAVANBAKHSH: Thank you, here's another one. Do we need a proctor for the AROC renewal test?

>> CHRISTOPHER KLINE: No, no proctors. Just go into the LMS and complete.

>> ARIAN RAVANBAKHSH: Okay, thank you, Eddie. For everyone else, we'll continue to monitor the e-mail box and ask Eddie to stick around

so if you have any questions, please feel free to drop them in. With that I'd like to move to the next section of the agenda, the update on ERA 2.0 from Program Manager David Lake, and Electronic Records Program Director Sam McClure. So David and Sam, it's all yours.

>> DAVID LAKE: Okay, this is David. I'm going to start off. It's a pleasure to be here. My colleague Sam McClure and I have gone before BRIDG several times in years past. I think the last time was February of last year, 2021. And we're happy to be back to update about ERA 2.0 rollout, especially since this is coming closer to reality.

Want to go to the next slide. So the agency for today, we're going to talk about agency use of ERA 2.0. What does it mean? What do we have to do to roll out the system? To everyone. And then I'll get into importantly kind of what the time lines look like at this point. In terms of improvements to ERA 2.0 we'll talk about some of them, how ERA 2.0 handles certain aspects and features compared to the current system that you use now. And then I guess apart from the time line info that I'm going to provide, really just the opening act for the main show, which is Sam McClure, who is going to talk about, or to show some dashboard screens of the system, and then also, Eddie's coming back to talk about ERA 2.0 training. So we look forward to that. So we'll get started, shall we? Go to the next slide.

So agency use of ERA 2.0. Some of this we've talked about in previous presentations so I'll kind of go somewhat quickly through this. But to kind of recap and step back ERA 2.0 will replace the current ERA system being used now for the two major processes, record scheduling, and the transfer process. That includes the forms and work flows. Mainly the record schedule forms and transfer request forms that govern the scheduling of records and the transfer of all permanent federal records, analog and digital.

A note here that ERA 2.0 is already in use by NARA accessioning staff at the National Archives. It's been in use since October of 2018, and so our folks have been using it to upload, process, preserve, accession, and search for electronic records received from federal agencies. What we're talking about primarily today is the new component of ERA 2.0, designed for the record scheduling and transfer process that we're talking about.

One of the major prerequisites for enabling agency use of ERA 2.0, and I say agency use but that also includes NARA staff who are going to be engaged in the record scheduling and transfer process with you through the system. But first and foremost, is we have to do a complete successful migration of the records schedule transfer -- records schedule and transfer requests information and associated documentation from ERA Base the system you use now to the new system ERA 2.0.

One familiar scenario is that when doing a transfer request, you have to cite a valid disposition authority, a record schedule item. If there are no record schedules in the system, you really can't pass go there with the transfer request. So that just highlights one aspect of the reasons why we have to get all of that -- of the record schedules, their associated documentation, transfer requests and their associated documentation, into the system before we can roll this out for actual use.

Coming along with that, we need to provide online training and job aids. Eddie's going to talk about that a little bit more after we go. And then lastly, we need to set up all the user accounts in the system for you to get started. And I'll talk a little bit about that in the upcoming slides. Next slide.

So speaking to the migration of records schedules and transfer requests info from ERA Base system to ERA 2.0, this project started in September of 2021, with a new vendor. And that project is under way. We've been analyzing all the form data, doing all of the mapping and transformation rules from that data sitting in ERA Base, and what we need to do to get it into ERA 2.0. We've made great progress on that with the new vendor. And something, the next bullet here is a key aspect of this is something that we really wanted to focus on, was to make sure that all of the forms that are currently in the ERA system get migrated to their equivalent statuses in ERA 2.0.

Therefore, if you have a record schedule, say, that was certified, and submitted to NARA, and it's kind of in that status, and NARA is reviewing it, once we switch over to ERA 2.0, that form will be in that equivalent status in ERA 2.0. And that should be the same for all of the forms so that you can just pick up where you left off with that form. In some migrations, sometimes you have to roll forms back to previous statuses or things like that. In this case we've worked hard with our vendor to ensure that for the most part we can get all of those forms into their equivalent status.

So if they're an in-progress form that hasn't gotten to, say, that approved state, that even though it's in progress, will get it to the place that it was in the work flow in the new system. So you can pick up where you left off with all of your work.

We wanted to mention that along with this, there's a general clean-up of draft schedules, and you can see the AC memos here that are cited. Basically, any record schedule that was created before October 2020 -- sorry, October 2019, anything that was created before that, that wasn't sent to NARA, that is anything that was in the draft or submitted for certification state, before October 2019, that is scheduled to be cleaned up to not be migrated going forward. So, refer you to those memos so that if there's something that was created before that time that wasn't sent to NARA, that you'll need to take action on those because those will not be migrated in the actual migration once we do the final migration.

Throughout this process and this project of mapping data from the old system to the new system, we've run into different kind of data anomalies or data issues that come up where things are certain forms that have data that don't conform, and so, in an ad hoc way we're kind of working through some of those issues that surface, our NARA appraisal and accessioning staff are working to either clean up the data or come up with rules unique to those situations, and potentially working with their agency counterparts to resolve them. Ahead of the migration.

The final migration of this data, really in calendar year 2023, will require a pause in the use of ERA. And we're estimating that pause to be no more than four weeks. So essentially, when we get to that point, we will shut off access to the ERA system you're working on now, and then in less than four weeks, finish the final migration, and then bring up everybody in the new ERA system. And as I said, pick up the forms where you left off in ERA-based system.

So I think I covered all that. Next slide, please. So, the piece I mentioned earlier about user accounts. Fortunately for agency user accounts, the roles have largely stayed the same. So, it's a fairly simple exercise for us to create your user accounts in ERA 2.0, using your current user accounts in ERA Base. So we'll bring up whatever roles you had in your profile, also your agency affiliations, and your profile, and create those accounts ahead of time.

One key difference here with the new system is that we've been mandated to require authentication via PIV or CAC cards. So this will require an active ERA 2.0 account, and you'll have to get an active OMB MAX profile. Because that's how we're -- that's how we are authenticating with PIV and CAC. If you're like me, as a federal worker, I already have an OMB MAX profile to access certain federal systems. Hopefully that's the case with you. If not, you'll have to get an OMB MAX profile.

For those that don't -- in the case where someone doesn't have a PIV or CAC card set up, we are work kind of offline to support an alternative means of authentication in that case. And as part of the training materials there is a user guide being put together that will help you get with the process of getting an OMB MAX profile in that case. Next slide.

So time line for agency use. So I kind of hinted at this before. But, if everything stays on schedule with the project for this data migration, and the related efforts stay on schedule, we are set to release ERA 2.0 for agency use, we're saying around the beginning of March of next year. When I talked about the idea of, say, late January, early February, at this point where we might shut off ERA Base access at that time, and then take say two, three, up to four weeks to finish the migration, we're looking probably into February, early March when we then bring ERA 2.0 up for actual production use.

So, this could change. Obviously, our project schedule shows that we're on schedule at this point. But, barring a known issue that pop up in the system, or with the migration work that we're doing now, this is the time line that we're seeing. We're going to refine and update the schedule as we go along. As we move towards the end of this year. So our goal is to communicate at upcoming BRIDG meetings, as well as potentially other meetings of communication, any changes to that time line, but our goal is to keep to this time line and to sort of hone in on more specific dates as we get closer to the end.

And many more details coming on this, also about using accounts set up, training, and the use of the system in upcoming presentations.

Something to next here on the bottom, agency use of direct upload to ERA 2.0. So we have built into the system the beginnings of an upload screen that we hope to have agency user use, and directly upload records into ERA 2.0 once you have a valid transfer request for electronic records. Because we're focused on the scheduling and transfer work flows and forms and getting that out, once we do that, we are going to be looking to pilot agency use of this upload feature after we go live next year. So, more to come on that in subsequent communications. Next slide, please.

So moving on to some of the key enhancements. Some of which Sam will be showing coming soon here. In terms of the revisions to the records schedule and transfer request forms, there's a lot that's similar about those forms in terms of the information that's gathered from the current system use into ERA 2.0. But there's also been many updates in terms of user interface. Hopefully it's much more intuitive than it was before.

I know that ERA Base didn't set a real high bar in terms of the user interface. But I spent a great deal of time working on that to make this more intuitive, nor navigable, and more straightforward for users to use, as kind of a web forms that you use for other processes.

But a couple examples we highlighted here are changes that we have made to the actual form itself. So in the records schedule, Weaver added the field to support the new requirement for Tribal consultation. So that is now in the new form. Then something that is a big change over the current system is agencies will be able to use permanent GRS items as disposition authorities when doing transfers. In the transfer request. So that's a couple of several changes enacted in the new system.

Sam is going to go into detail on the updated dashboard. The general idea of this is we wanted to create a much better type of dashboard that provides better visibility into what's going on with the forms that you've worked -- your working forms that you finished working on but are still going through the system so you can see where they are in the approval life cycle. So overall the idea of better visibility was a major tenet of the work that we undertook to update ERA 2.0 over ERA Base.

Another key aspect, and improvement, and this is a pain point felt on both sides, so this -- we've heard this from NARA staff as well as federal agency staff over the years, is the multiple versions of forms in ERA Base. In ERA 2.0 we only have one version of a form. It's always up to date. And that form just changes over time. We get -- and we have the history of all the changes to that over time. So there's a history log. And Sam will show it briefly, that shows all changes to a form, who did it, what they did, and when they did it. And so, how does that manifest itself? One key way it does is when doing search in the system. As I said, this is a major pain point on both sides, when you do searches, you saw multiple versions of the same form pop up. Which was very confusing. Not to mention annoying.

So, in the current system, in the new system, I should say, you'll just see one version of that form when you search for the forms. And Sam will show that. Next slide, please.

Another key aspect or key change in the system relates to user access. So, in the current ERA system you use now, there's a tight coupling of organization, and record group information, and a lot of the access is based on that tight coupling, including the record group. In the new system, using access is much more straightforward. It basically is based on your organization. So your agency affiliation decides your access to the forms. So it's much more straightforward. And it also provides more flexibility in using Record Groups and forms, because the association between organization and Record Group isn't as tightly coupled in the new system, and allows you to choose -- more flexibility in choosing Record Groups.

Agency users will now be able to see -- to access the attachments to forms. And the attachments to forms that you all are uploading into the system. As you recall, many -- well, some of you may recall, many years ago, due to the architecture of the system and security reasons we had to cut off access to attachments in the system. And that's been alleviated. So now all attachments that you provided to the system are going to be available for you to access and download going forward.

In terms of browser compatibility, fully compatible with Google Chrome, Microsoft Edge. So that should serve us well into the years ahead in terms of compatible issues. Something that didn't happen when we rolled out ERA Base way back in 2008, and the last development was completed in 2011, or enhancements to the system, since that time scant few enhancements have been made to that system. I think the thinking has changed a lot since that time. And we've planned for and budgeted for a team of development resources to stick around for years to come to work on new enhancements to the system. Fixes to the system. Changes to the system, that will be based on feedback that we get from all of you, once you start using the system. So we've got a lot of things to do with that development team. But we're looking forward to getting feedback from agency users, as well as NARA users, and anything that really looks like a high priority enhancement for the system, or certainly anything that is a fix to the system, we should have a team available and ready to start making changes to the system, and roll them out to you as soon as possible.

So that's a key change over what -- of the paradigm that we had with ERA 1.0 back in the earlier days.

With that, I think that concludes my portion. And so I'm going to turn it over to my colleague Sam McClure, who is going to walk you through a number of screen shots of the new system.

>> SAM M: Thank you, David. Can we go to the next slide, please? So, I've often been told that my presentation style is like a series of static screen shots so it's entirely fitting that I bring to you a series of static screen

shots. But we wanted to give you a sense of the upcoming wok environment that will be available in ERA 2.0. We know that most of you will not spend large amounts of time sitting in ERA 2.0. So the point of the dashboard is to give you the information you need to know about the forms you have under process, as quickly and efficiently as possible, organized in ways that we hope makes things for you, and the operations that you have going on for transfer requests, and for record schedules.

The screen shots we show are with test data. It's all dummy. The user names are awful looking. The information you see for the forms on the dashboard is all meaningless. It's basically gobbledygook that's running through the system from a functional standpoint. But we hope that seeing the structure of the pages as they are presented here will give you some sense of how we're anticipating that you'll use the system.

The first thing I'll note here on the dashboard, this is a fictional setup for the State Department, you'll have two tabs on your screen. One for record schedule which is the one that's bolded here. One on the right for transfer requests. So both types of forms are available. You can toggle from one dashboard to the other. Always on the left, highlighted in bold in this case, the list of forms that, under my tasks are the forms that you're working on right now and you see a series of columns of basic information about those forms that are currently assigned to you, and that you would be working on in the system.

Next slide, please. So, within this same view there's a number of things we wanted to highlight. One was for instance at the top you see that the reassignment of the forms that took place. That little mini notification is going to flash on the system and then go away. Each of the columns of information shown for your forms here is sortable. The most recent form that you've worked on is at the top of your list. But you can sort by date. You can sort by the ID of the form that you're working on. You can sort by some of the other columns here, as well.

On the far right of each of the rows under what we call the vertical ellipse, those three dots, will be a series of actions available for those forms. Depending on the tab you're under and the status of the form, what actions you have available there can change. That's all covered in the user guides, and job aids that are forth coming. It will give you a chance to act on the forms while looking in the context of all the forms that are currently assigned to you, and the amount of work that you have right now. The little eyeball icon to the right is how you would open the form to start to take more action on it to add data, get it ready to either send to NARA or to route within your agency for further work. Next slide, please.

So we've slid over from My Tasks to a concept called Task Updates. And this is a case where once your forms have left your agency, for instance, and are now under review at NARA, you can get under one snapshot the status of all of the forms that you're awaiting updates from NARA on. In this case you see the column called Last Action. That's where you'll see, in a dynamic update, the most recent actions taken on your forms, on the NARA side, the data of that action, where the next action on your form lies, and in these examples, NARA will be the ones who are still acting on the forms. But I hope our view like this is you come in on a periodic basis, you want to get a quick sense of where your schedules or your transfer requests are in the process of being reviewed by NARA.

This gives you that first sense of what's going on. The last date that something happened to the form, what that action was. And again you can go into the form while it's under review at NARA, and still see your information. But this gives you a sense of where am I? Where is my form in this process? Without having to wait on a report or otherwise query the system any way. You want to make this available to you right off the bat so you have that available just for reference as you work in the system.

Next slide, please. So there's two other concepts on the screen here. I think you can advance one more and we'll see a couple arrows on this. Wow look at that dynamic an nation there. Kudos to me for that. So there's two tabs here. One called Unassigned Tasks and one called my Team's Tasks. In both cases these are lists of forms assigned to other people or awaiting assignment within your organization. Unassigned Tasks will be those forms you need to assign to someone for further work in the system. While My Team's Tasks gives you a sense of everyone else in your agency who has forms and process in ERA 2.0. You can see how many forms each person has. You can see to which person each form has been assigned. And furthermore from within this view you can go to the little three dots on the far right, vertical ellipse, and reassign a form to someone else in your organization. Based on workload balances, someone's going to take extended leave, for whatever reason, you can adjust who within your organization is working on a particular form at any point in time. That form will then go to that person's dashboard. It would appear under My Tasks for them and they can continue with your processes. Either completing a record schedule or transfer request or doing any other steps that are necessary from your side before sending forms on to NARA. With both of those tabs we hope it gives you a chance to manage within the system as your standard operating procedures and work flows permit, allow you to reassign work and to keep track of who is doing what within your organization as they work in the system, and to keep it as with the other views, as concise, and hopefully efficient and useful, as possible.

Next slide, please. So this is just showing that the bold part of the dashboard has moved to the transfer request. They'll be organized by sortable columns of information. Again there's the eyeball and the vertical ellipse where it will actually be made available. Basically the record schedule and the transfer request tabs are the two places where your forms would be under control in the system and available for either your work or for your assignment as you complete your work on record schedules or transfer requests. Respectively. Next slide, please. So we wanted to take a moment just to sort of illustrate the concept that David mentioned of the most recent version being the only version of your form that's available in search. This assumes that a search has been run for whatever particular criteria, and I just call your attention to the record schedule ID there. 0059-2022-0140. This is the only time that that particular schedule is going to appear in the search results. Every other row in the 55 search results in this example would be different schedules, different forms, that are responsive to the query. This would be the only time. This one, this schedule is in approved status. It's been through a fairly extensive work flow. Again, this is the only version of that form you would see in the search results if you go looking for this particular schedule. Next slide.

So then within this particular schedule, this is the history and activity log of the key milestones on this form that David was referring to. So at any point in the process, these forms will have this history and activity log where you can go in and see, okay, who's taken what steps on this form at whatever stages in the process, when that was done, and it gives you one place to see all the changes that have occurred to this particular form. If, for instance in one of these milestones you were to click on the eyeball icon to the right, go to the next slide, please.

You would then get a detailed view of all the changes that were made in the forms, at the point that the form was going from one status to the next. So you can see the progression of information and the updates and edits that are made to the form throughout its work flow. Clicking on each of the milestones will take you to all the previous versions of the information, any changes that were made, who made those changes, what the changes were, and when the changes were actually implemented in the system. So we're hoping that this consolidated view of all the previous information associated with this form gives you a quicker sense of finding the forms that are relevant for your search and for your work, and that you can then proceed with your work in whatever way you need to without having to worrying about, is this the most recent version, am I dealing with one of the earlier versions that was snapped off in the original ERA system and am I on the right version for me.

And so, this is very quick, very dirty. Very static view of the dashboard environment. I will note as I'm about to turn the mic back over to

Eddie to talk about some of the training products, we'll have rich documentation about both the environment of the system, the dashboard experience that we've just walked through in a very static way, and including much more detail into completing the forms among some of the products that Eddie will describe. The point I want to echo from David's part of the presentation is our emphasis on further releases of the system. More fixes, more enhancements. We're going to be coming back to you with much more information before rollout about how to use the system. How to make sure your accounts are set up properly. How to make sure you can authenticate into the system. Once we go into use we're going to find more opportunities. Tickets open up with the ERA help desk is one. We're going to find more opportunities to hold open meetings, forums, any way we can gather input from people using the system so we can find those opportunities to fix and enhance the system to have it better support the work you need to do with these forms and get these processes completed with the National Archives. So what you'll see in early March 2023 is a start. It is not a finish. We hope to continue to iterate on this product to provide more improvements, particularly in response to observations and feedback and criticisms we get from users of the system to make sure we're making it the best product possible.

With that, I will turn it back over to Eddie, and talk through some of the approach that NARA's taking through the training materials.

>> CHRISTOPHER KLINE: Thank you, Sam. Next slide, already. Thank you. I want to talk just briefly on training here, working with ERA 2.0 and how we had a strategic plan in place, like a road that we were going

with training, wasn't added on, this training was thought of as the start of ERA 2.0. So we have our approach. We'll have like two phases we're looking at. The first phase is we will have like 20-plus training resources. And I will go in more of the types of formats with training items at the launch or deployment of the system. Right? Understanding that, as the system is being worked in, after deployment, feedback is received, we will use that feedback to base new training material. Right? We're focusing material for the end of the user. So it's more of a pull. You're pulling the training from us methodology. We're not pushing the training. Material is on the end user. The end user's pulling what's needed from us when you're working with that feedback loop.

Training material will be available as ERA goes live. It will probably be like we're looking at will be slightly available like the week or two weeks before the system is there, right? One idea is you would have access to the material, look through it, kind of get familiar before you even get into the system. But it would only be one to two weeks before the system goes live on that.

Looking at that end user experience, right? The materials will be centrally located on a web page, specifically for ERA training resources. That will help for searchability, right? And you can bookmark that page and have it up and ready to go when you need to go through some of the training resources. Benefits of this, right? Access any time. You don't need to log into another system or learning management system. You go directly to our website, access the training.

Documentation such as PDFs that we would have for job aids could be downloaded, saved for your own reference, and then you don't even have to go to the website, you'd have documentation. For system demos, or type of videos, those would not be downloadable. However, posted to YouTube, shareable link, and you could share that information with other people that has a question that you're working with. Next slide, please.

So, to ensure that we are properly aligning the material for the end user to begin its user experience that we are working with, NARA likes what we call super users are individuals that are working and familiar with the system. And as we're working with them, we're looking for clarification of instructions, and accuracy of the steps. We don't want to miss anything. All material is created at that fundamental step at a new user. So we're not thinking about oh, do you have ERA Base knowledge, or this is new user level material that we're going for. The novice level.

The materials will cover large functions as in scheduling, transferring, system access logon, and also system navigation. There will be a couple of slides that I can show real quick how our website will break down functionality and that will help going through our information. Training resources. Again formats, job aids, demos. Go ahead. Next slide.

So this is just the web page real quick. There's really -- I know it might be a little bit hard to see here reading, however the main thing I wanted to cover is this is just the top of how the website is broken down. So we've got scheduling, records, and ERA 2.0. Underneath that would be all the resources for that function, the top job aid here is a whole full task job aid. You could click that, save that. Underneath is broken down subtasks, that would be needed in the scheduling records side. Go ahead.

And that would break down into transferring and we would also have another section for other type of resources. May increase searchability and finding information you need quickly. All right, next slide.

All right. So this is just a real quick capture of a screen capture of a job aid. Right? The job aid is create a new form. Just wanted to highlight like on the job aid itself broken down we have a purpose of the job. It's something you look into. You can quickly see what is this purpose? If you're unsure how to use it. The other thing we want to highlight on how the job aids are broken down again is who should use it. The intended audience. For this one it is records schedulers and certifying official. Again going down to that level of who would need this job aid we're breaking it down to. Go ahead, next slide.

This is a continuation just to show, represent like what our job aids look like. We have steps. Breaking down step by step process, easy to follow, including figures that goes along with those steps exactly mirrored to the system, for the job aid itself. Next slide.

All right. Some this is just a screen capture of the demos. Which the demos range from the time frame, but time length of the videos could vary in length. However, you have a pause, a play button, and as explaining the process, again, a whole different format than a job aid. However I wanted to highlight, this is just a screen capture, there would be callouts in the demos to highlight the key functions that we are covering for this sub-task. Right? On this one, screen capture on this demo itself, that you can see up in the corner there, we have a highlight that would appear as you're playing the video that you would create your new form here at that button that says create new form. Any kind of orientating users on where -- where in the system you would need to click to complete the task.

That will be all the videos and job aids will be on the website as we complete. All right, go on, next slide.

And that's it. So open up to questions for ERA 2.0. And back to Arian.

>> ARIAN RAVANBAKHSH: Yeah, and Sam and David, as well. We've got a slew of questions that have come in during your presentation. Do you know -- and I'm just start, do you know what the authorization procedure for ERA accounts will be when the new system rolls out? Will it be the same authorization process?

>> SAM M: I'll start and David can correct me where I stray from that. The idea is we will continue to have account managers at the agency level who will provide the basic administration for user accounts for your respective organization. As David mentioned in his slides, we want to give a jump-start because the roles are the same as in ERA Base. We want to give agencies a starting point for the user accounts they'll have in the system. But it's only a starting point. We'll continue to have the account managers as any of the changes of designations, we'll do that. We'll look to the account managers to help us make sure we keep accounts up to date and everyone who needs access to the system gets it in accordance with their organization's priorities. So we will have a request form for accounts in ERA 2.0 available, and also provide that guidance as David said for assuring staff has the ERA 2.0 account will also have the OMB MAX profile so they can authenticate. The process will be slightly different for the PIV authentication.

But account managers will still give us the key end point on who needs access to the system, when those people leave, when they need to change roles for accounts.

>> ARIAN RAVANBAKHSH: Thank you. Here's one I think you already addressed. We would like ERA 2.0 to be web browser agnostic, ie working smoothly under Firefox, Chrome Edge, or even in browser, apps or a mobile device.

>> SAM M: Short answer is we would, too. We had to start somewhere. We started with the Chromium platform, especially once Edge moved to Chromium so we could cover the vast majority of -- ensuring that users of our system had at least one of those typically on their desktop for now. You may recall a couple of AC memos about what browsers are in use in your organizations, what browsers are phasing out, and we wanted to make sure that we covered as simply as possible the broadest range of possible users. The idea of extending to other browsers is something we will continue to look at while ensuring that we can maintain accessibility and full function of the system.

In terms of a responsive design that allows for mobile devices, that's probably a little farther down the path for us. We're trying to make sure that basically the laptop, desktop browser experience is a good one for now. But as I talk about and David mentioned also, our desire to continue to fix and enhance the system, that's certainly something that we can take a look at in the future. David didn't frown, so I think that answer was --

>> ARIAN RAVANBAKHSH: So here's a related one on YouTube. I cannot access the current version of ERA, I've fried Firefox, Chrome and

Edge. It will not work on any of them.

>> SAM M: Our experience is Internet Explorer has been working, Firefox is a browser of choice, some organizations including NARA have gone to I.E. mode with Microsoft Edge. There have been various forms. I would say open a ticket with the ERA help desk, ERAhelp@nara.gov. We can talk to them. We'll work with both our help desk and that organization as best we can to see if there's anything under our control that we can help adjust or enhance so that they can get access to the current ERA system or can we idea any issues they can pursue within their own IT side. Because it may be beyond our influence. ERAhelp@nara.gov and we will pick it up from there.

>> ARIAN RAVANBAKHSH: Thank you. If we have schedules that need to be withdrawn because they have been superseded by the GRS should we note our appraisal archivist before the transfer takes place?

>> SAM M: That sounds like an excellent opportunity for a day to clean up. I would say yes, and contact your appraisal archivist with any requests related to the status of forms that may have been sitting out there for any reason or that have been superseded or otherwise been affected by the schedules. It's a great chance to touch base and make sure that everything you still have in ERA Base in the current ERA is still relevant. That's a great opportunity.

>> ARIAN RAVANBAKHSH: Thank you. Will there be a specific data when federal agencies will be requested to stop entering new accessions or new schedules in ERA 1.0 before the four-week pause in early calendar year 2023?

>> DAVID LAKE: So, yeah,ing as we get closer to this, we, you

know, once we have better assurance of what that date is going to be, we'll provide that, hopefully it's, you know, within the window that we're talking about today. As we get closer we'll provide more specificity on when we expect that kind of shutdown date to happen. As I said, before, what we shouldn't have to do is to quickly finish something, or move something into a person state before that date because the plan and what we've demonstrated so far is that we can move whatever form you were working on in a certain status to its equivalent status in ERA 2.0.

But as we get closer, we will kind of narrow that window as we become -- have more assurance that we're going to hit those dates, and then eventually we'll provide, you know, that estimated date of when we plan to shut down the system, and if we can refine how long we expect that break to be, that pause to be, before we then finish the migration, and open up ERA 2.0 as we get closer, we should have more specific information about what those dates are.

>> SAM M: And just to put another point on that, the idea of the pause is going to be that the vendor will be taking the system up to the point that that policy begins. So that period of up to four weeks that we're looking at is where we're going to be processing the last set of forms and related data in the system to get them to ERA 2.0. So, up to the point of that pause, you could continue your work, leaving things to the last minute is never the greatest idea with any system move like this. But the idea is our vendor would be moving forms at the point of that pause over to the new system within that four week interruption.

>> ARIAN RAVANBAKHSH: Thank you. It would be interesting if ERA

2.0 allowed cloud-to-cloud transfer of electronic permanent records.

>> SAM M: That's not interesting, that's essential, right? As David mentioned, right, we were focusing on getting the forms and work flows to the point where we can begin work with everyone and have it become a useful exercise. We have to be able to scale up our transfer capabilities to include cloud-based records storage into our cloud environment. We've had some promising tests with an agency. We were also testing internally. Because we're also moving large bodies of digitized content that's already at the National Archives into the system. Cloud-to-cloud is definitely going to follow as closely behind us as we can do it. Because we have to meet records creators where they are with their records, which is the cloud.

>> DAVID LAKE: I'll just add we're taking steps to get there. As I talked about uploading directly into ERA 2.0, that's one step in the method of transfers. Obviously, that's not going to work for large mass transfers. And it's not convenient if you have records eligible for transfer that are already sitting in a cloud location. If they're in AWS gov cloud that will probably be the easiest case we'll hit first when we start doing cloud-to-cloud transfers. We expect, hopefully next year, to start like I said, piloting the upload, the direct upload that we hope to pilot some cloud-to-cloud transfers, as well.

You know, it will take kind of the steps along the way. There's a lot of process, a lot of policy that needs to be built around that, but the mechanisms are there. We tried them out. So, we would like to kind of get more experience internally, as well as externally in a pilot mode doing some cloud-to-cloud transfers, and then go from there. So, more to come on that.

And that's definitely on the radar and part of the long-term plan.

>> ARIAN RAVANBAKHSH: There was another question about ERA 2.0 being the platform to accession electronic permit records to NARA. If not, does NARA have a platform that agencies can use to transfer permanent electronic records? I think we talked about that. Is there anything you want to add?

>> SAM M: I'll just note that NARA users are currently accessioning federal records into the system. They're doing it on behalf of agencies. But our colleagues in the electronic records division are using the system to accession electronic. It is our platform to get those records into the repository. As David said we'll pilot direct upload in the system with selective agencies, we'll be looking to extend that to cloud-to-cloud pirates but ERA 2.0 is the platform for transfers of electronic records. It's where we will accession them. It's where we will store them for long-term preservation.

>> DAVID LAKE: By and large, any electronic records that have been sent to the National Archives since late 2018 have been -- have been ingested into the ERA 2.0 system and that's where they sit now.

>> ARIAN RAVANBAKHSH: Are there any dance for a dev or catch 2.0 environment for agency integrators to test with local electronic records management applications?

>> DAVID LAKE: So, that's kind of -- that's kind of the next step, you know, we were talking about like direct upload of the ERA 2.0, and then there's cloud-to-cloud transfer of ERA 2.0. We know out there and we've heard from folks who are designing electronic records management systems, that kind of the next steps, I think, beyond that, or in parallel with

cloud-to-cloud transfer is the idea of a more automated transfer of electronic records from an electronic records management system to ERA 2.0. You know, definitely we talked about that notion of that. And I think it's just, that's something that's still on the radar. A lot of work, I think, to get there to kind of design what the package needs to look like. How that mechanism would work. So there's a ways to go on that one, but that certainly is something that I know is a priority for agencies out there that are kind of moving into that realm.

So it's something that we kind of have on our road map. It's a little further out than some of the near-term things that we're working on like getting the system out to all of you next year. Uploading records, cloud-to-cloud, and then that would be another, you know, important step in the evolution.

>> ARIAN RAVANBAKHSH: For proposed accessions of permanent records rejected by NARA, it would be wonderful if the rejection rationale was retained in ERA 2.0 to prevent a future reaccessioning attempt if the issue has not been resolved. Request for a user tip, I guess?

>> SAM M: So one of the things we've done, and I'll just respond real quickly, is when NARA returns anything, a form, accession, anything else that's going to go along with it, there's a mandatory comment field in the system that -- may be returned to either rework, or to be asked not to be sent back. But those comments made in the system become part of the history of that form. So that anyone who comes back in to see why a particular either TR or record schedule was turned away for whatever reason, those sorts of rationales will remain part of the record of the forms

for anyone's future reference should they come back to resume work on a similar form. From an accession standpoint that's more details we'll need to try to address later on.

>> DAVID LAKE: Sam, as my little son would say, you glitched there for a second. But I think the key was that you said that when you do return something, there's mandatorily there has to be a comment put in there, right?

>> SAM M: Right.

>> DAVID LAKE: The reason for it and that's captured going forward.

>> SAM M: That's right. It will be part of the form. Sorry about that.

>> ARIAN RAVANBAKHSH: Will ERA 2.0 allow the account manager to conduct user administration? What capabilities will it have? Currently the help desk can only give reports as of the first of the month.

>> SAM M: So at any point you log in to the system, whoever is serving, for instance certifying official can see everyone in their organization, what forms are assigned to them. From an account management perspective, it's still a process that runs through the ERA help desk. Reporting on users of the system is one of the things that we can -- we need to expand reporting of the system nobly for NARA users as well as agency users. But for now, account requests, the status of accounts, all that's going to continue to come from the ERA help desk on that initial rollout.

>> ARIAN RAVANBAKHSH: Will every agency user in ERA 2.0 continue to get a copy of every ERA e-mail when transactions occur, versus a notification to just me, when I do something like transfer permanent

records?

>> SAM M: So the gap we face right now, notifications or no e-mails are being generated in the system, right? So there's something we need to enhance as we go forward into 2023 and to look at that. Beyond that, the idea of notifications are going to be much more confined to your organization and your roles. So a system notification you get will not be broadcast across the system environment. But at this point we don't have e-mails generated by the system to notify you. That is an area for improvement we'll be looking at in '23.

>> ARIAN RAVANBAKHSH: Thank you, Sam and David. I think the next couple questions are about training ones on ERA training. So if Eddie's around. Will NARA be offering any virtual, live training on ERA 2.0?

>> CHRISTOPHER KLINE: So I'll training materials will be asynchronous. So the answer to that is no. But one of the reasons why, as David and Sam talked about, updates, and fixes. Right? So, allowing material to be asynchronous, that allows us to quickly update and provide current information, screen shot for screen shot online, that can be accessed. So you would have a more current look of the system, or steps of the system.

>> ARIAN RAVANBAKHSH: In the same training vein, I want to go back to some AROC renewal questions. Regarding the AROC renewal, will applicants have one to two hours to complete all three sections in total? Or does this time limit apply to each section individually?

>> CHRISTOPHER KLINE: Yes. All right. So for clarification on that. The one to two hours is talking about the estimated time of an individual to

take the course, or the module itself. It isn't set. There's no time restriction on how long you have to complete the course. However, I would warn that the LMS, or Learning Management System could time out on an individual, that if they're in the Learning Management System and not active, the system would time out.

However, you would have to go back in, sign in, and go back into the test, or the assessment itself or the renewal module.

>> ARIAN RAVANBAKHSH: Another one, when you say designated, do you many the agency records offices designated, and not just the lead records management specialist performing the role of records officers in their organization, not designated?

>> CHRISTOPHER KLINE: Yes. Yes, correct. So when I speak of Designated Records Officers that is talking of the ARM designation and those officials officially designated would only have to worry about the AROC renewal process.

>> ARIAN RAVANBAKHSH: And we had another one about name changes, so I guess the advice if you have a name change or a potential name change, please be e-mail rmt1@nara.gov. Follow up.

>> CHRISTOPHER KLINE: Correct. Thank you.

>> ARIAN RAVANBAKHSH: For Sam and David, will ERA 2.0 allow federal agencies to create their own ad hoc reports and export to a file like an Excel spreadsheet? Or will there only be canned reports that can be exported to Excel?

>> SAM M: It's a fairly detailed, advanced early interface where most of the fields for the -- of the transfer requests in the records schedule

are available for search. You can save your searches, can your own queries if you want updates, terms that you want to. Once you get your search results you can download those as CSVs to pull out the data. We don't have the capability to generate reports in terms of calculating like age of forms or anything that requires, you know, sussing through the data to calculate or arrive at new totals. In terms of queries, you can do queries on the users in your organization, the dates of actions taken on forms, all that type of information, and put on the results in CSVs. Search is an area where we know there's going to be ample room for improvement. We're going 20 start with the simplified interface for search results, the ability to save queries, to download results to CSVs and we'll work and enhance that as we go forward based on feedback.

>> DAVID LAKE: I would just add that I, right, we're hoping that the query functionality, and then being able to download the results, will help with a lot of reporting. Also, I mean, the fact that you're -- I know within the current system, when you're doing searches, and then downloading results, a lot -- it's all muddied by the fact that you're getting multiple versions of the form showing up in that a lot of times, you know, unless you're able to leave those other versions out carefully. So I think this is an area where we wanted to get out the search functionality with the download feature of the results. And then as you all start to use the system, if certain kind of more popular or canned reports that are high priority reports across the board, that's something we could look at as a priority for an enhancement going forward.

>> ARIAN RAVANBAKHSH: Thank you, Sam and Dave. I think that's all the ERA questions we have. Finally there. We have the next slide, Patty. Just going to the general questions. And first I want to acknowledge it's been a robust discussion about digitization, and standards, and whatnot in the YouTube chat. The team that's been answering is available at rmstandards@nara.gov. So any further conversation, you can reach out to the team there. With that we've got to bring back Laurence for some questions from the top of the meeting. And his big announcement.

Will this government-wide 18-month extension negate any exception requests that were previously submitted?

>> LAURENCE BREWER: Thanks Arian. I know we're coming up to the top of the hour. We will absolutely be talking more about in 19-21 what the extension means and what the targets mean for all of you in your agencies going forward. We really wanted to have this opportunity, today, to give you some advance notice of what was coming so that you can make plans for the next year and a half, you know, from the end of the calendar year, so that you can be better prepared for implementation, and getting in touch with us, if an exception is needed.

So, to answer the question, we are actively reviewing all of the exception requests that we have received, and we do plan on responding to all of the agencies who have submitted an exception. So they're not negated, but I think what this new information gives you is the ability to decide whether or not you still need to develop a new exception request or whether the one that you've already submitted may be overtaken by events, because of this new extension.

So, hopefully this helps for your planning, and for your implementation going forward.

>> ARIAN RAVANBAKHSH: We'll just kind of see if we can get through some of these questions quickly. In light of the time.

>> LAURENCE BREWER: Rapid fire round.

>> ARIAN RAVANBAKHSH: Yes. Is there a projected date for the issuance of the official M-19-21 extension?

>> LAURENCE BREWER: No, I don't have any further information on when the memo will be issued by OMB. My understanding is that it is within their clearance process. And we will all have to sort of keep our eyes peeled, and stay tuned for further information from us. And from OMB.

>> ARIAN RAVANBAKHSH: Does this extension also mean that FRCs will continue to accept transfers of analog records through June 2024?

>> LAURENCE BREWER: So, the existing requirements in M-19-21 as I said earlier would remain in place and remain in effect. But they're there now with the adjusted target date. So the answer to the question is yes. The question -- the requirements around transfers, any other requirements in M-19-21, we have the December 2022 date would be extended by 18 months from the end of this calendar year.

>> ARIAN RAVANBAKHSH: What is the progress on M-19-21 item 2.3 OPM's revision of the division classification standards for archival and records management occupational series?

>> LAURENCE BREWER: So that's, you know, that's a good question. We'll have to come back to. That requirement designed OPM and at this point I don't have any updated information to share on that one.

>> ARIAN RAVANBAKHSH: So, additionally, and this is related to accessioning, so you don't know how much we'll be able to tackle this, what extra support is NARA providing to ensure that accessioning units can accept records. We have a backlog of approvals going back to May of 2022.

>> LAURENCE BREWER: So, yeah, I mean, that's -- I think maybe a topic for a future meeting. Certainly once we have the memo out where we can bring our colleagues from research services, where we can provide additional information on support for accessioning.

>> ARIAN RAVANBAKHSH: Can NARA extend further than 18 months to allow federal agencies to get in, conduct inventories and request funding for June 2024 we would have to have had to request funding based on inventories and leadership support in 2022, assuming leadership was already on board.

>> LAURENCE BREWER: Yeah, so, you know, I understand. Everybody wants more time, right? But all I can tell you right now is that, you know, we're not considering at this time extending the deadlines beyond the 18 months that we talked about today. The good news is that if you do require a longer extension, or an exemption, there is a process in place where you can submit to us with justifications, for an extension, or an exemption based on the criteria that are in NARA bulletin 22-01. And you know, just to add to that, you know, as we've said before, with all requests, for the time period beyond the 18 months we'll be looking for detailed plans, on the work that you will be doing to meet the goals for the transition to fully electronic government and those goals that are currently in M-19-21.

>> ARIAN RAVANBAKHSH: Okay I'm searching through for any

other questions. Oh. Will NARA provide digitization services for federal agencies to digitize permanent records?

>> LAURENCE BREWER: So, I don't have an update on where we are with digitization services. That in the past were being carried out by the FRCP. That's perhaps for another topic once NARA comes out and digitization records are out we can talk about and follow up on.

>> ARIAN BAVANBAKHSH: The draft rule to have agencies review all of their agency specific items on a ten-year rolling basis came out with the draft permanent digitization standards. What happened -- what's the status of that?

>> LAURENCE BREWER: So the good news is that's still in play. It is packaged along with the rule-making, the final rule for the digitization of permanent records. So it's, I think noted once along for the ride, with that package for the digitization regs, and it will be issued at the same time.

>> ARIAN RAVANBAKHSH: I think I've exhausted the list. Lisa, is there anything I'm missing for the good of the order?

>> LISA: I think you've done a wonderful job Arian. I just came on here at the end in case there was a last comment about some of those other policies. I will just add, it was a lot of information to give you today, and we will definitely do our best to communicate on the status of those other digitizations, supporting products, and when those regs come out we will hopefully have a lot more to share. Thank you.

>> LAURENCE BREWER: Absolutely, we will.

>> ARIAN RAVANBAKHSH: And Laurence, you want to close?

>> LAURENCE BREWER: Sure. I know, I apologize to everybody, I

know we're a couple of minutes over, so hopefully if you're late to your next meeting, it was worthwhile. Thanks to all the speakers today, to David, to Sam, to Chris, to Ron, and to Eddie, for covering all of the things that we had on the agency today. A lot of information, as we've noted. And, more to come. So, stay tuned for our next meeting in December. I'm sure there will be much more to talk about. We'll take some of the comments and questions that we heard today, and see how we can follow up and address some of these issues that were raised in the Q&A as part of our next meeting. So thank you all for attending. Have a great rest of the day. Great rest of the month. And we will see you in December.