

FISCAL YEAR 2008

ANNUAL PERFORMANCE PLAN



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NATIONAL ARCHIVES AND RECORDS ADMINISTRATION

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PREFACE

The National Archives and Records Administration is a public trust on which our democracy depends. We enable people to inspect for themselves the record of what Government has done. We enable officials and agencies to review their actions and help citizens hold them accountable. We ensure continuing access to the records that document the rights of American citizens, the actions of Federal officials, and the national experience.

To ensure that we preserve the past to protect the future, the National Archives and Records Administration (NARA) appraises, acquires, arranges, describes, preserves, and makes available to the public the historically valuable records of the three branches of Government. We establish policies and procedures for managing U.S. Government records. We assist and train Federal agencies in documenting their activities, administering records management programs, scheduling records, and retiring non-current records to regional records services facilities for cost-effective storage. We manage a nationwide system of Presidential libraries, records centers, and regional archives. We administer the Information Security Oversight Office, which oversees the Government's security classification program. We publish the *Federal Register*, *Statutes at Large*, Government regulations, and Presidential and other public documents.

We serve a broad spectrum of American society. Genealogists and family historians; veterans and their authorized representatives; academics, scholars, historians, and business and occupational researchers; publication and broadcast journalists; the Congress, the Courts, the White House, and other public officials; Federal Government agencies and the individuals they serve; state and local government personnel; professional organizations and their members; supporters' groups, foundations, and donors of historical materials; students and teachers; and the general public all seek answers from the records we preserve.

To be effective, we must determine what records are essential, ensure that Government creates such records, and make it easy for users to access those records regardless of where they are, or where the users are, for as long as needed. We also must find technologies, techniques, and partners worldwide that can help improve service and hold down costs, and we must help staff members continuously expand their capability to make the changes necessary to realize our goals.

Our Mission:

NARA SERVES AMERICAN DEMOCRACY BY SAFEGUARDING AND PRESERVING THE RECORDS OF OUR GOVERNMENT, ENSURING THAT THE PEOPLE CAN DISCOVER, USE, AND LEARN FROM THIS DOCUMENTARY HERITAGE. WE ENSURE CONTINUING ACCESS TO THE ESSENTIAL DOCUMENTATION OF THE RIGHTS OF AMERICAN CITIZENS AND THE ACTIONS OF THEIR GOVERNMENT. WE SUPPORT DEMOCRACY, PROMOTE CIVIC EDUCATION, AND FACILITATE HISTORICAL UNDERSTANDING OF OUR NATIONAL EXPERIENCE.

Our Strategic Goals:

- *One:* As the Nation's record keeper, we will ensure the continuity and effective operations of Federal programs by expanding our leadership and services in managing the Government's records
- *Two:* We will preserve and process records to ensure access by the public as soon as legally possible
- *Three:* We will address the challenges of electronic records in Government to ensure success in fulfilling NARA's mission in the digital era
- *Four:* We will provide prompt, easy, and secure access to our holdings anywhere, anytime
- *Five:* We will increase access to our records in ways that further civic literacy in America through our museum, public outreach, and education programs
- *Six:* We will equip NARA to meet the changing needs of our customers

These goals and the strategies to achieve them are detailed in *Preserving the Past to Protect the Future: The Strategic Plan of the National Archives and Records Administration, 2006-2016*, issued in September 2006. This annual performance plan is based on the goals, strategies, and long-range performance targets in our Strategic Plan, and builds on FY 2007 accomplishments. It details the actions and outcomes that must occur in FY 2008 for us to move forward on meeting the goals and targets in our Strategic Plan. In addition to listing performance goals and measures for evaluating our performance, the plan describes the processes, skills, and technologies, and the human, capital, and informational resources needed to meet the year's performance goals. We received no aid from non-Federal parties in preparing this plan.

Following is a summary of the resources, by budget authority, made available to meet our FY 2008 objectives. Our budget is linked to the performance goals in this plan.

Operating Expenses	\$304,104
Electronic Records Archives	\$ 58,028
Repairs/Restorations	\$ 28,605
Grants	<u>\$ 9,500</u>
Total Budget Authority	\$400,237
Redemption of Debt	\$ 10,896
Total Appropriation	\$411,133
Total FTE	2,855

This is a high-level summary of our resource requirements. The numbers are linked to strategic goals in the pages that follow.

We continue using four mechanisms to measure actual performance: (1) periodic management reviews, (2) formal audits of operations, (3) expansion and refinement of our performance measurement system, and (4) systematic sampling of measurement system effectiveness. In FY 1999 we deployed our agency-

wide Performance Measurement and Reporting System (PMRS). This system allows us to define and consistently measure data critical to the analysis of our performance objectives. Every year we integrate and expand the system further so that our strategic performance is measured using more of a balanced scorecard approach for tracking cycle times, quality, productivity, cost, and customer satisfaction for our products and services.

We continually work to improve our performance measurement program. Our most recent upgrade of PMRS takes advantage of web infrastructure to collect our performance data from the more than 70 organizational units that send data to PMRS from all over the country. We also are using newer, more robust, enterprise-level databases to store the data and extract reports, instead of the high-maintenance desktop databases previously used for data collection. This upgrade enables us to collect our performance data more consistently and more efficiently, and allows us to store much more data for use in analyzing trends.

Our program management system (PROMT) controls costs and schedules on a variety of programs including the Electronic Records Archives (ERA) program. PROMT integrates several commercial-off-the-shelf program management tools in a Windows-based web environment to help us schedule and link project activities, assign resources, collect and report costs, calculate earned value, and analyze impacts and risks to the ERA program. PROMT incorporates an EIA-748 compliant tool that meets OMB and GAO requirements for calculating earned value. We also implemented new project management guidance throughout the agency to standardize the use of these and other project management tools and processes.

We must succeed in reaching our goals because the National Archives and Records Administration is not an ordinary Federal agency. Our mission is to ensure that Government officials and the American public have continuing access to essential documentation, and this mission puts us at the very heart of homeland security, continuity of government, public trust, and the national morale. Whether publishing the emergency *Federal Register*, protecting the critical records assets of Federal agencies nationwide, serving American's veterans, solving the challenge of saving electronic information independent of time, place, or the format in which the records were created, or displaying our nation's Charters of Freedom—the Declaration of Independence, the Constitution, and the Bill of Rights—to inspire the American public, NARA plays a critical role in keeping America safe, secure, and focused on our democratic ideals. This performance plan is our 2008 road map for meeting the great expectations of our nation.

STRATEGIC GOAL 1 AS THE NATION’S RECORD KEEPER, WE WILL ENSURE THE CONTINUITY AND EFFECTIVE OPERATIONS OF FEDERAL PROGRAMS BY EXPANDING OUR LEADERSHIP AND SERVICES IN MANAGING THE GOVERNMENT’S RECORDS

- Long Range Performance Targets**
- 1.1 By 2012, 85 percent of senior Federal agency managers view their records management program as a positive tool for risk mitigation.
 - 1.2 By 2012, 90 percent of customers are highly satisfied with NARA records management services.
 - 1.3 By 2012, the Federal Records Center Program annually retains 98 percent of its customers.
 - 1.4 Within 30 days of the end of an administration, 100 percent of Presidential and Vice Presidential materials have been moved to NARA locations or NARA-approved facilities.
 - 1.5 By 2009, 100 percent of our Continuity of Operations Plans (COOP) meet the requirements for viability.
 - 1.6 By 2009, NARA has established partnerships with FEMA to support 100 percent of its regions in the national response to emergencies.

FY 2008 Resources Available to Meet This Goal: \$39,358,000; 1,451 FTE

FY 2008 Budget Linkage	Records Services	Archives Related Services	Electronic Records Archives	Archives II Facility	Revolving Fund	Trust Fund	NHPRC	Repairs & Restoration
1.1 By 2012, 85 percent of senior Federal agency managers view their records management program as a positive tool for risk mitigation.	x							
1.2 By 2012, 90 percent of customers are highly satisfied with NARA records management services.	x							
1.3 By 2012, the Federal Records Center Program annually retains 98 percent of its customers.					x			
1.4 Within 30 days of the end of an administration, 100 percent of Presidential and Vice Presidential materials have been moved to NARA locations or NARA-approved facilities.	x							
1.5 By 2009, 100 percent of our Continuity of Operations Plans (COOP) meet the requirements for viability.	x							
1.6 By 2009, NARA has established partnerships with FEMA to support 100 percent of its regions in the national response to emergencies.	x							

Long Range Performance Target 1.1 By 2012, 85 percent of senior agency managers view their records management program as a positive tool for risk mitigation.

FY 08 Estimated Performance

- Survey senior Federal agency managers to assess their view of their records management programs as a positive tool for risk mitigation.
- Conduct two records management studies.

Outcome NARA will leverage its leadership position and expertise to ensure that Federal agencies have effective records management planning that supports the needs of the agency, government, and citizens. Records management is the best tool for ensuring that the essential records required for the day-to-day operation of Government business are available and recoverable in the event of an emergency. Records management should be integrated into Federal business processes so that records are routinely identified, retained, and maintained and available for normal operational needs and in emergency situations. Expanding the integration and effectiveness of records management planning and programs will produce cost savings and greater Government-wide efficiency. Our nation's history is deeply rooted in the business of government. For citizens to understand their role in the process of government, records of archival value must be preserved. Identifying these records and developing strategies to ensure their availability to the American people is a vital records management function.

Significance The Federal Government must protect records from the time of their creation so that they are available to operational staff at critical times, and are later preserved and made available to the public. Preserving our nation's records ensures that they are protected for the future, and available to document the rights of our citizens and the historic experience of our nation.

Means and Strategies NARA's *Strategic Directions for Federal Records Management* is our plan for creating relationships with agencies that advance records management as a part of the Government's mission. We are demonstrating that effective records management adds value to agency business processes, and our guidance, training, and assistance to agencies focuses on using records management as an important tool for supporting agency business processes. In FY 2006 we conducted a pilot survey of Federal agency senior managers, specifically Chief Information Officers, eliciting information regarding how they view the role of their agency records management program. In FY 2007 we analyzed the results of the pilot. Based on that analysis we will revise the survey in FY 2008, and expand it to include Chief Financial Officers and General Counsels. This survey will give us feedback from a more diverse audience.

NARA conducts records management studies that focus on cross-Government issues to identify and analyze best practices; these form the basis of Government-wide recommendations and guidance. Studies usually involve multiple agencies within a related line of business or function. In exceptional cases, there might be one agency whose records management practices could be replicated elsewhere for Government-wide benefit. We completed a management study in 2007 of records management applications in selected headquarters and field offices. In consultation with the Federal Records Council, we are using the results of that study as a starting point in FY 2008 to look at email practices in selected headquarters and field offices. In FY 2008 we are also doing a study of one agency's use of flexible records scheduling, one of the strategies developed under NARA's Strategic Directions initiative.

Verification and Validation

<i>Performance Data</i>	FY 2004	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target for percent of senior Federal agency managers their records management programs as a positive tool for asset and risk management.</i>	—	—	—	—	—	<i>Establish baseline</i>
Percent of senior Federal agency managers who view their records management programs as a positive tool for risk mitigation.	—	—	—	81*	—	
Percent of CFO and select agency critical functions covered by records schedules.	—	—	—	—	—	

*FY 2006 survey studied Chief Information Officer responses. FY 2008 survey will focus on other senior Federal agency managers.

Milestones

- FY 2003**
 - NARA's *Strategic Directions for Records Managers* released.
- FY 2004**
 - Criteria and internal procedures for records management studies developed.
 - Language for the FY 2006 Exhibit 300 guidance developed but not incorporated by OMB at this time.
- FY 2005**
 - Records management study of a Headquarters Office of the U.S. Air Force completed.
- FY 2006**
 - Survey of Federal agencies (CIOs) to assess their view of their records management programs completed.
 - Two records management studies of Federal agencies completed.
- FY 2007**
 - Survey results analyzed to expand to senior Federal agency managers to assess their views of their records management programs as positive tools for risk mitigation.
 - One records management study of Federal agencies completed.
- FY 2008 Estimated**
 - Senior Federal agency managers surveyed to assess their views of their records management programs as positive tools for risk mitigation.
 - Two records management studies of Federal agencies completed.

Data source Performance Measurement and Reporting System and quarterly performance reports to the Archivist.

Definitions Risk Mitigation: Determining the value of information as a business asset in terms of its primary and secondary uses in the business process; identifying potential risks to the availability and usefulness of the information; estimating the likelihood of such risks occurring; evaluating the consequences if the risk occurs; and managing the information based on that analysis.

Long Range Performance Target 1.2 By 2012, 90 percent of customers are highly satisfied with NARA records management services.

- FY 08 Estimated Performance**
 - Increase by 10 percent the number of records management training participants who are taking a NARA records management course for the first time.
 - Assess effectiveness of flexible schedules for agencies and NARA.

Outcome NARA will improve Government-wide records management by providing services that meet

the needs of records managers and operational staff across the Government. A significant indicator of NARA's success is the satisfaction of its customers, Federal managers, and employees throughout the Government. NARA will meet customer needs through providing prompt and responsive service, effective and educational training, and by facilitating the ongoing review of Federal records management practices.

NARA will improve and increase the guidance that it provides to Federal agencies to support meeting their records management responsibilities and challenges. NARA will also increase the Government's records management capability through studying records management challenges particular to Government and through training and certifying new records managers in every Federal agency.

Significance NARA's ability to provide agency records managers with the guidance, tools, and assistance they need to meet their agencies' business needs is critical to ensuring effective operations of Federal programs. The managers and operational staff that generate the records vital to Government operations and our nation's history must have the training and tools necessary to fulfill their obligation to the public.

Means and Strategies NARA's success in providing agencies with the records management tools they need is the basis for evaluating its service to the Federal Government. Records managers are the most important audience for NARA's records management services, and they are best able to judge our success. In FY 2006 we surveyed Federal records managers about their satisfaction with NARA's scheduling and appraisal services. In FY 2007, we expanded the survey to gauge customer satisfaction with NARA records management services, including scheduling and appraisal services, electronic records guidance, and records management training services.

NARA is using the results of the surveys to identify ways to improve our services to agency records management programs and government-wide records management. As outlined in our Strategic Plan, we will expand the demand for records management in the Federal Government by advocating for it at senior levels. By providing guidance, training, and assistance throughout the Government, we will support agencies' business needs and embed records management in the agencies' business processes and systems.

The NARA National Records Management Training Program continues to provide a curriculum designed to enhance and improve the knowledge and skills of Federal records managers. In FY 2007 NARA conducted the first evaluation of its records management certificate program. We used this information to improve the certification testing. In FY 2008 we are updating the training materials to reflect regulatory and procedural changes and to improve the instructional design.

A critical tactic for improving customer satisfaction is the redesign of the processes by which Federal records overall are identified, appraised, scheduled, and tracked while in agency custody. Part of the strategy for carrying out this plan is to build the Electronic Records Archives, an application that will support the scheduling and accessioning of Federal records. This tool will make it easier for agencies to inventory their records and for NARA to review and approve records schedules and ensure that essential evidence is not lost.

Electronic records management is a critical component of e-Government. As the managing partner for the Administration's e-Government Records Management initiative, NARA collaborates with its partners to produce practical recordkeeping guidance and solutions for managing electronic records. In FY 2007, working with the Federal Records Council NARA continued to promote the transition to Government-

wide electronic records management with additional guidance products. NARA also joined with the EPA, the Department of Treasury, and the Department of Interior in pilot projects to assist them in implementing the Records Management Profile, a strategy for integrating records management into agency business processes. In FY 2008, NARA will continue to develop electronic records management guidance and will assess DoD 5015.2—STD, version 3, for endorsement Government wide.

NARA created an online toolkit for agencies, which includes references to ERM system requirements, checklists, citations to applicable standards, best practices, guidance, a revised general records schedule, flexible and front-end scheduling, promotion of new transfer formats, and targeted ERM assistance to Federal agencies. We launched the “proof-of-concept” of this web portal in FY 2006 and the full version in FY 2007. We continue to update the toolkit as new tools are identified and evaluated. The toolkit is available at www.toolkit.archives.gov.

NARA continues to work closely with individual agencies to address electronic records issues. In FY 2006 NARA initiated an ongoing major effort to partner with agencies to schedule records in core function electronic systems. In FY 2007 this effort resulted in approved schedules for more than 1,000 systems. Working with Federal agencies to schedule core electronic systems continues as a major priority in FY 2008. These projects help ensure that new IT systems include appropriate electronic records management requirements, and that the electronic records can be appropriately managed throughout the entire life cycle of the records. NARA also sponsored briefings in 2006 and 2007 for all Federal CIOs and Records Officers on the E-Government Act of 2002 and its requirements for Federal agencies on improving the management of electronic records.

The Records Management Services (RMS) project is designed to make functional requirements for software service components that support management functions and activities available to government, industry, and academia. In 2007 we registered the RMS specifications and other materials in the CORE.gov repository for wider distribution within the Federal Government. We continue to work with the Object Management Group’s Government Domain Task Force on RMS specifications.

Key external factors Records management professionals must be self-motivated to attend training and complete NARA’s certification program.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target for percent increase in the number of Federal agency customers that are satisfied with NARA records management services.</i>	—	—	—	10	10	—
Percent of Federal agency customers that are satisfied with NARA records management services.	—	57	—	78	80	
<i>Performance target for percent increase in the number of records management training participants taking a NARA records management course for the first time.</i>	—	10	10	10	10	10
Percent of records management training participants taking a NARA records management course for the first time.	—	11	32	35	42	
Number of Federal agency staff receiving NARA training in records management and electronic records management.	3,497	4,166	3,366	4,234	5,047	
Number of records management training participants taking a NARA records management course for the first time.	—	442	1,069	1,484	2,122	

Performance Data	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>OMPFs inventoried and rehoused.</i>						
Percent of OMPFs inventoried and rehoused.		—	5	42	79	

Milestones

FY 2003

- Risk assessment of OMPFs performed.

FY 2004

- Analysis of OMPF risk assessment completed.
- 4 staff hired to prepare move preparation plan and actual move plan for OMPFs.
- OMPF move preparation plan completed.

FY 2005

- Textual preservation study completed.

FY 2007

- Capability to measure baseline of archival holdings requiring preservation action created.
- New baseline of archival holdings requiring preservation action established.
- Business process reengineering to examine functional requirements for tracking location, space, circulation, and preservation needs and actions for developing HMS completed.

FY 2008 Estimated

- Business plan for transitioning from analog methods and workflows to digital methods and workflows developed.
- Digitization equipment and IT support for analog-to-digital transition identified and procured.
- Initial operating capability of HMS deployed to initial set of users.

Data source Performance Measurement and Reporting System and quarterly performance reports to the Archivist.

Definitions At-risk: records that have a media base near or at the point of deterioration to such an extent that the image or information in the physical media of the record is being or soon will be lost, or records that are stored on media accessible only through obsolete technology.

STRATEGIC GOAL 3 WE WILL ADDRESS THE CHALLENGES OF ELECTRONIC RECORDS IN GOVERNMENT TO ENSURE SUCCESS IN FULFILLING NARA’S MISSION IN THE DIGITAL ERA.

- Long Range Performance Targets**
- 3.1 By 2016, 95 percent of archival electronic holdings have been processed to the point where researchers can have efficient access to them.
 - 3.2 By 2012, 80 percent of archival electronic records are preserved at the planned level of service.
 - 3.3 By 2016, the per-megabyte cost of managing electronic records decreases each year.

FY 2008 Resources Available to Meet This Goal: \$67,445,000; 104 FTE

FY 2008 Budget Linkage	Records Services	Archives Related Services	Electronic Records Archives	Archives II Facility	Revolving Fund	Trust Fund	NHPRC	Repairs & Restoration
3.1. By 2016, 95 percent of archival electronic holdings have been processed to the point where researchers can have efficient access to them.	x		x					
3.2. By 2012, 80 percent of archival electronic records are preserved at the planned level of service.			x					
3.3. By 2016, the per-megabyte cost of managing electronic records decreases each year.	x		x					

Long Range Performance Target 3.1 By 2016, 95 percent of archival electronic holdings have been processed to the point where researchers can have efficient access to them.

- FY 08 Estimated Performance**
- Sustain 80 percent of archival electronic holdings processed to the point where researchers can have efficient access to them.
 - Implement data migration of holdings from legacy systems migrating to the ERA system for Federal records.

Outcome Electronic records of archival value are available promptly for use.

Significance We must guarantee the continuing accessibility of the electronic records of all three branches of our Government. If we cannot do this, citizens, corporations, and the Government will lose the essential documentation necessary to prove their legal rights; the Government will suffer loss of both accountability and credibility; and as a nation our ability to learn about and understand our national experience will be diminished substantially. Moreover, as the business of government shifts more and more to electronic government and reliance on information technology, activities such as collecting taxes, providing veteran's benefits, and protecting our environment will suffer in both efficiency and effectiveness unless agencies are able to create, maintain, and readily access reliable electronic records.

Means and Strategies The growth in the volume of electronic records is enormous. At the end of the

last Administration, the White House transferred several terabytes of electronic records to NARA for storage and preservation. When the Bush Administration ends in January 2009, NARA expects to receive several hundred terabytes of email, office automation records, digital photographs, and other multi-media electronic formats. Also, during the next year, the Census Bureau will be transferring electronic images of up to 600 million pages of information, comprising more than 48 terabytes of data, from the 2000 Census. Digital Military Personnel Files represent estimated transfers of a billion files over 10 years. During FY 2005, the National Commission on Terrorist Attacks upon the United States transferred 1.2 terabytes of data to NARA. In FY 2006, we received a large volume of records from the Columbia Shuttle Accident Investigation Board (CAIB). In FY 2007, we received 500 gigabytes of Coast Guard documentation related to Hurricane Katrina. The transfer volume projected for 2009 is more than ten times greater than all the electronic record volume NARA has processed since the first such transfer in 1971. After surveying Federal agencies, we have concluded that the rate of growth of electronic records in the Federal Government is about 50 percent per year. We expect even greater growth in transfers of electronic records to NARA as ERA is implemented because past transfers have been constrained by NARA's limited capacity to process them.

Our ability to promptly process archival electronic records will be significantly enhanced by the creation of ERA. While NARA's existing capacity to process electronic records is higher than it has ever been, it still lags behind what we anticipate agencies will be sending to NARA over the next several years. NARA's existing systems and staff are able to copy about one terabyte of data per year. Until the ERA system is operational, we will extend and expand our existing systems to attempt to keep up. During FY 2008 we will begin migrating the data—both metadata and holdings—from our existing systems into ERA for those systems that the initial ERA system replaces.

Key external factors Progress in processing Presidential electronic records may be hindered by an unusually large number of special access requests or PRA/FOIA requests.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target for percent of archival electronic accessions processed to the point where researchers can have efficient access to them.</i>	—	99	80	80	95	80
Percent of archival electronic accessions processed.	—	76	80	80	81	
Number of accessions received.	—	1,732	1,830	2,010	2,153	
Number of accessions processed.	—	1,239	1,369	1,517	1,638	
Unprocessed accessioning backlog (in accessions).	—	408	367	395	415	
Median time (in calendar days) from the transfer of archival electronic records to NARA until they are available for access.	450	736	413	259	467	

Milestones

FY 2004

- New Accession Management Information System installed.
- Certification software for new Digital Linear Tapes on the current Accession Preservation System installed.
- Copying capacity of the current Accession Preservation System expanded.
- Technologies that can support copying and verifying electronic records in the following formats studied: e-mail with attachments, scanned images, Portable Document Format, digital images, World Wide Web files, and Geographic Information System files.

FY 2005

- New technologies to support copying and verifying the electronic records in the six transfer formats purchased.

- FY 2006**
 - New technologies to support copying and verifying the electronic records in the six transfer formats implemented.
- FY 2007**
 - Data cleanup and data migration planning from legacy systems migrating to the initial ERA system completed.
- FY 2008 Estimated**
 - Data migration of holdings from legacy systems to ERA implemented.

Data source The Performance Measurement and Reporting System and quarterly performance reports to the Archivist.

Definitions Gigabyte: (1) a gigabyte is a measure of computer data storage capacity. A gigabyte is 2 to the 30th power, or 1,073,741,824 bytes in decimal notation. Terabyte: A terabyte is a measure of computer data storage capacity. It is 2 to the 40th power, or approximately a thousand gigabytes.

Long Range Performance Target 3.2 By 2012, 80 percent of archival electronic records are preserved at the planned level of service.

- FY 08 Estimated Performance**
- Develop measurement methodology for preservation at the planned level of service.

Outcome Electronic records of archival value are effectively preserved for future generations.

Significance We must guarantee the continuing accessibility of the electronic records of all three branches of our Government. If we cannot do this, citizens, corporations, and the Government will lose the essential evidence necessary to document their legal rights; the Government will suffer loss of both accountability and credibility; and as a nation our ability to learn about and understand our national experience will be diminished substantially. There will be a loss in both efficiency and effectiveness unless agencies are able to create, maintain, and readily access reliable electronic records.

Means and Strategies In the long term, ERA will allow the National Archives to preserve and maintain at the planned level of service any electronic record in any format. The ERA system will enable NARA and the Presidential Libraries to preserve permanent holdings and will enable the Records Center Program to provide storage and access services to other agencies. To help achieve this goal, NARA will use a planning mechanism, implemented as an operational feature of ERA, called the Lifecycle Management Plan (LMP). The LMP will serve as NARA’s roadmap for managing specific accessions. It will allow us to prescribe specific strategies for preservation, access review, and reference activities related to the records that make up those accessions, and to document the decisions behind those strategies. LMPs will allow us to more rigorously manage and plan for the preservation of Federal records. The selection of these specific strategies as implemented in the LMP will result in the categorization of accessioned records into three broad “levels of service.” The highest level of service will comprise electronic records in formats that are expected to remain readily accessible for long periods of time. Such formats are called “persistent formats.” A small portion of electronic records are transferred to NARA in persistent formats. For all others, a version would have to be created in a persistent format. The lowest level covers electronic records that are not in persistent formats, but are readily accessible in their original using current technology. Such records will be maintained in their current formats. The intermediate level of service provides for access to electronic records that are no longer accessible in their original formats but cannot be converted to a persistent format, often because no persistent format exists. Such records will be made accessible by creating versions in current, readily accessible formats, even though these formats are expected to become obsolete. The choice of these levels will be based on the technological characteristics of the records, the needs of the records’ originators, laws and regulations requiring differing levels of

control, expected customer demands or interests, and NARA’s business strategies and priorities. Specific preservation, reference, and access review strategies needed to implement these levels of service will vary from one set of records to the next, depending on individual circumstances.

To prepare for these capabilities, in FY 2005, we established criteria for levels of service for select electronic records, and in FY 2007, we developed lifecycle management plans for select electronic records, using the levels of service criteria. These lifecycle management plans will indicate the activities to be undertaken in preserving specific documentary material or sets of material and how NARA will provide access to them.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target of percent of NARA’s electronic holdings stabilized.</i>	—	—	—	—	80	80
Percent of NARA’s electronic holdings stabilized.	—	89	89	89	89	
Number of accessions received.	—	1,732	1,830	2,010	2,153	
Number of accessions stabilized.	—	1,541	1,628	1,788	1,915	
Number of archival holdings accessioned (in millions of logical data records).	—	3,238	4,041	4,611	4,737	

Milestones

- FY 2005**
 - Criteria for levels of service for archival electronic records established.
- FY 2006**
 - Lifecycle management plans for select electronic records developed using criteria established for levels of service piloted.
- FY 2007**
 - Lifecycle management plans for select electronic records using criteria established for levels of service tested.
- FY 2008 Estimated**
 - Measurement methodology for preservation at the planned level of service developed.

Data source The Performance Measurement and Reporting System and quarterly performance reports to the Archivist

Definitions Preservation media – Media on which permanent electronic records are stored. Preservation media includes 3480-Class magnetic tape cartridges, Digital Linear Tape, and Electronic Records Archives disk storage. Preserved: (1) the physical file containing one or more logical data records has been identified and its location, format, and internal structure(s) specified; (2) records within the file are physically readable and retrievable; (3) the media, the physical files written on them, and the records they contain are managed to ensure continuing accessibility; and (4) an audit trail is maintained to document record integrity.

Long Range Performance Target 3.3 By 2016, the per-megabyte cost of managing archival electronic records through the Electronic Records Archives decreases each year.

- FY 08 Estimated Performance**
 - Achieve initial operating capability of the ERA system for Federal records.
 - Begin ingesting data from legacy systems and four Federal agencies into the ERA system.
 - Complete prototypes for the ERA system for Presidential records.

- Ingest sample data into pilot Presidential system.

Outcome Electronic records of archival value are economically preserved.

Significance We must guarantee the continuing accessibility of the electronic records of all three branches of our Government. If we cannot do this, citizens, corporations, and the Government will lose the essential records necessary to document their legal rights; the Government will suffer loss of both accountability and credibility; and as a nation our ability to learn about and understand our national experience will be diminished substantially. There will be a loss in both efficiency and effectiveness unless agencies are able to create, maintain, and readily access reliable electronic records.

Means and Strategies Through the Electronic Records Archives (ERA), we are creating a digital National Archives that will make permanently valuable Government records available to anyone, at any time, and in any place, for as long as needed.

The ERA system addresses a fundamental requirement of electronic government: to be able to keep and transmit reliable and authentic electronic records independently of time, place, the vagaries of the market place, the state of the art of information technology, or the peculiarities of proprietary formats or stove piped applications. NARA is developing a comprehensive, systematic, and dynamic means for preserving electronic records, free from dependence on any specific hardware or software. More importantly, ERA will help citizens find records they want and make it easy for NARA to deliver those records in formats suited to citizens' needs.

ERA will include nearly all of NARA's processes for lifecycle management of records; therefore, it will be the catalyst for conversion to the target architecture from the legacy applications NARA currently uses to support these processes. This conversion will include process improvement as well as reengineering the architecture of these applications.

We also will continue collaborative research into issues related to the lifecycle management of electronic records that are beyond state-of-the-art information technology or state-of-the-science computer, information, or archival sciences. Research and exploratory development activities are well aligned with the work of the Interagency Working Group on Information Technology's Research and Development program and the President's Management Council's vision of Government-wide electronic records management in support of e-Government. Specific direction to agencies encourages research to enable preservation and utility of electronic information archives and creation of digital archives of core knowledge for research and learning, as well as being able to produce, collect, store, communicate, and share high amounts of electronic information. We will continue to rely to a large extent on established R&D management capabilities in partner agencies.

NARA has laid out an incremental acquisition strategy for ERA that will enable us to ensure that significant milestones are achieved before commitments are made for subsequent work. In FY 2008, the first increment of ERA will support the automation of selected aspects of our workflow for lifecycle management processes for all types of records and provide tools for agencies to use in transferring electronic records. The initial system will support the online transfer of electronic records to the National Archives and automate the verification of basic characteristics of transferred electronic records. This system will also be able to store electronic records in the formats received.

By the middle of 2008, ERA will operate from a primary site in West Virginia and use a backup site in

Mississippi for media storage. The primary site will provide for the transfer, verification, and storage of unclassified and Sensitive But Unclassified (SBU) records from NARA's existing holdings and initially from four Federal agencies (Bureau of Labor Statistics, National Nuclear Security Administration, Naval Oceanographic Office, and the Patent and Trademark Office).

Key external factors The ERA developer has encountered problems with software development, which has led to delays in the system deployment schedule. A corrective action plan is in place to minimize the impact of these delays on the program and to mitigate against additional delays as the program progresses. The results of existing and future research and development into electronic records preservation may change the requirements and costs for an electronic records preservation system.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target for megabyte cost to manage archival electronic records.</i>	—	—	—	—	—	—
Per megabyte cost to manage archival electronic records.	—	\$4.77	\$0.72	\$0.43	\$0.37	
Number of megabytes of archival electronic records stabilized (in millions).	—	1.9	9.5	16.8	17.8	

Milestones

- FY 2003**
 - Electronic Records Archives Analysis of Alternatives, Requirements, and Business Case updated.
 - Draft Request for Proposals for ERA design issued.
- FY 2004**
 - Request for Proposals for ERA design released December 5, 2003.
 - ERA design contract awarded August 3, 2004.
 - Installation of an earned value management system for ERA performance measurement completed.
- FY 2005**
 - System requirements with competing vendors reviewed.
 - System Design Review with competing vendors conducted.
 - System Analysis and Design completed.
 - ERA domain model completed.
 - Development contractor for the ERA system selected.
- FY 2006**
 - Software requirements for the initial system for Federal records specified.
 - Preliminary Design Review for the initial ERA system for Federal records completed.
 - Critical Design Review for the initial ERA system for Federal records completed.
- FY 2007**
 - Infrastructure for the ERA system for Federal records deployed.
 - First pilot of the ERA system for Federal records delivered.
 - Prototype of capabilities required for Presidential electronic records constructed.
- FY 2008 Estimated**
 - Initial operating capability of the ERA system for Federal records achieved.
 - Data ingestion from legacy systems and four Federal agencies begun.
 - Pilot for the ERA system for Presidential electronic records completed.
 - Sample data ingested into the pilot Presidential system.

Data source The Performance Measurement and Reporting System and quarterly performance reports to the Archivist.

Definitions Megabyte: a megabyte is a measure of computer data storage capacity. A megabyte is 2 to the 20th power, or 1,048,576 bytes in decimal notation.

STRATEGIC GOAL 4 WE WILL PROVIDE PROMPT, EASY, AND SECURE ACCESS TO OUR HOLDINGS ANYWHERE, ANYTIME

- Long Range Performance Targets**
- 4.1. By 2016, NARA customer service standards for researchers are met or exceeded.
 - 4.2. By 2012, 1 percent of archival holdings are available online.
 - 4.3. By 2016, 95 percent of archival holdings are described at the series level in an online catalog.
 - 4.4. By 2012, our web sites score at or above the benchmark for excellence as defined for Federal government web sites.

FY 2008 Resources Available to Meet This Goal: \$51,643,000; 276 FTE

FY 2008 Budget Linkage	Records Services	Archives Related Services	Electronic Records Archives	Archives II Facility	Revolving Fund	Trust Fund	NHPRC	Repairs & Restoration
4.1. By 2016, NARA customer service standards for researchers are met or exceeded.	4		4					
4.2. By 2012, 1 percent of archival holdings are available online.	4		4					
4.3. By 2016, 95 percent of archival holdings are described at the series level in an online catalog.	4							
4.4. By 2012, our web sites score at or above the benchmark for excellence as defined for Federal government web sites.	4							

Long Range Performance Target 4.1 By 2016, NARA customer service standards for researchers are met or exceeded.

- FY 08 Estimated Performance**
- Meet or exceed NARA’s published standards for access to records and services and customer satisfaction levels:
 - 91 percent of written requests are answered within 10 working days;
 - 90 percent of items requested in our research rooms are furnished within 1 hour of request or scheduled pull time;
 - 86 percent of Freedom of Information Act requests for Federal records are answered within 20 working days;
 - 85 percent of online archival fixed-fee reproduction orders are completed in 20 working days or less;
 - Develop measure of researcher satisfaction with their NARA experience.

Outcome Our customers are satisfied with NARA’s service.

Significance Our customers deserve the best service we can deliver. Through the measurement of performance against customer service standards, development of customer service teams and customer service training, customer surveys, and process redesign efforts in areas that traditionally had high backlogs, we are coordinating our efforts to ensure that our customer service meets our customers’ needs.

Means and Strategies Serving our customers is one of our primary areas of focus, and we are continually making process improvements in our research rooms, training staff in customer service principles, employing customer service teams, modernizing and upgrading research room equipment, adding research room staff, and adjusting hours of service to make it easier for more people to use our services. We also added public computer terminals with Internet access in all our research rooms nationwide.

Our research facilities at the National Archives Building in Washington, D.C., consolidate in one convenient location access to preeminent genealogy resources in the Washington area. Among the center’s amenities is an expanded microfilm research room with ready access to millions of microfilmed documents. A nearby Genealogy Consultation Room provides customers with highly knowledgeable staff and volunteers to help develop research strategies and use finding aids. We have implemented an orientation presentation for customers when they use the facility for the first time.

In response to the appraisal of Official Military Personnel Files (OMPFs) as permanent records, NPRC established an Archival Programs Division to manage the records and construct an archival research room where members of the public can view them. In FY 2005 we opened the new archival research room in the NPRC and opened its first archival records to the public. The first batch of records opened included nearly 1.2 million OMPFs of former United States Navy and Marine Corps enlisted personnel who served in the military between 1885 and 1939. This first set of opened records also included the files of 150 “persons of exceptional prominence” who served in the military and who died at least ten years ago. Among these files were the OMPFs of John F. Kennedy, Elvis Presley, and Jackie Robinson.

NARA is exploring new partnership opportunities that would digitize many of our holdings (see related target 4.2), thereby greatly increasing public access to these records. These partnerships will help us find cost-effective and efficient ways to bring high-interest and representative documents to our users over the Internet. We also strive to provide timely Internet access to high-interest documents such as 9/11 Commission records and materials relating to nominees for appointment to key government positions and the Supreme Court.

Key external factors Unexpected increases in records holdings or public interest in groups of records can significantly increase workloads, response times, and wear and tear on public use equipment. NARA cannot control the response time for FOIAs that must be referred to other agencies.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target for written requests answered within 10 working days.</i>	85	90	95	95	90	91
Percent of written requests answered within 10 working days.	94	95	96	95	93	
<i>Performance target for Freedom of Information Act requests for Federal records completed within 20 working days.</i>	85	85	90	90	85	86

Performance Data	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Percent of Freedom of Information Act requests for Federal records completed within 20 working days.	64	68	82	87	88	
Number of FOIAs processed.	5,017	5,131	8,794	8,758	12,027	
Annual cost to process FOIAs (in millions).	\$1.35	\$1.43	\$1.74	\$2.62	\$2.72	
Annual per FOIA cost.	\$265	\$272	\$196	\$295	\$220	
<i>Performance target for items requested in our research rooms furnished within 1 hour of request or scheduled pull time.</i>	95	95	95	95	95	90
Percent of items requested in our research rooms furnished within 1 hour of request or scheduled pull time.	96	98	98	96	86	
Number of researcher visits to our research rooms (in thousands).	205	169	171	134	138	
Number of items furnished in our research rooms (in thousands).	607	696	537	421	520	
Number of items furnished on time in our research rooms (in thousands).	584	683	527	405	3449	
<i>Performance target for archival fixed-fee reproduction orders through OFAS are completed in 20 (35 pre-2007) working days or less.</i>	60	75	80	85	85	85
Percent of archival fixed-fee reproduction orders through OFAS are completed in 20 (35 pre-2007) working days or less.	99	99.9	98.9	96.7	72.4	
Average per order cost to operate fixed-fee ordering.	\$26.34	\$29.35	\$27.31	\$28.74	\$26.67	
Average order completion time (days)	14	9	12	14	17	
<i>Performance target for percent of researcher satisfaction with NARA experience.</i>	—	—	—	—	—	—
Percent of researcher satisfaction with NARA experience.	—	—	—	—	—	—

Verification and Validation

Milestones

FY 2006

- NARA's published standards for access to records and services exceeded.
- Freedmen's Bureau records project to microfilm records of 15 states and the District of Columbia completed.

FY 2007

- NARA's published standards for access to records and services exceeded.

FY 2008 Estimated

- NARA's published standards for access to records and services exceeded.
- Survey methodology and instrument for measuring researcher satisfaction developed.

Data source Performance Measurement and Reporting System and quarterly performance reports to the Archivist. Request price for military service separation agreements from FY 2007 Records Center Program Rate Schedule, which is provided annually to agencies in an attachment to their interagency agreement.

Definitions Written requests: requests for services that arrive in the form of letters, faxes, e-mails, and telephone calls that have been transcribed. Excludes Freedom of Information Act requests, personnel information requests at the National Personnel Records Center, Federal agency requests for information, fulfillment of requests for copies of records, requests for museum shop products, subpoenas, and special access requests.

Long Range Performance Target 4.2 By 2012, 1 percent of archival holdings are available online.

FY 08 Estimated Performance

- Develop measurement methodology for number of archival holdings accessible online.
- Gather and add to the Archival Research Catalog (ARC) 1,000 existing digital copies.
- Increase the number of digital copies available online through ARC by 20 percent.
- Increase the number of visits to Access to Archival Databases (AAD) by 10 percent.
- Increase the number of visits to ARC by 10 percent.
- Analyze agency business requirements for digital storage needs.

Outcome Archival materials are available online for public use.

Significance We must guarantee the continuing accessibility of the records of all three branches of our Government. If we cannot do this, citizens, corporations, and the Government will lose the essential evidence necessary to document their legal rights; the Government will suffer loss of both accountability and credibility; and as a nation our ability to learn about and understand our national experience will be diminished substantially.

Means and Strategies To increase the amount of archival material that we make available online, we are engaging in four major strategies:

- Gathering existing digital copies of archival material and make them available online;
- Engaging in partnerships to digitize archival material;
- Exploring innovative NARA-led projects for digitizing that will also allow us to develop our internal capacity in this area; and
- Making electronic records, which are “born digital,” available online.

First, we plan to identify and publish online material that has already been digitized by NARA, but for one reason or another is not available online. For example, NARA has digitized a large number of high interest documents for exhibits; these materials could be described and placed online. A NARA-wide project to locate, inventory these digitized copies, and assess the level of effort required was initiated in FY 2007, and we plan to make some of these copies available online in FY 2008.

Second, we are exploring a variety of new partnership opportunities that would digitize many of our holdings, thereby greatly increasing public access to these records. These partnerships will help us find cost-effective and efficient ways to bring high-interest and representative documents to our users over the Internet. NARA will seek to partner with organizations from a variety of sectors (private, public, non-profit, educational, government) to digitize and make available holdings. Through a partnership with EMC, the John F. Kennedy Presidential Library and Museum are undertaking a digitization project that will result in their entire archival collection being digitized and available online. NARA currently is in

discussion with a variety of potential partners, and is developing principles to ensure that such partnerships maintain the public trust.

Third, we will explore innovative ways to increase our own capacity to digitize our holdings. We will look for sources of funding and support for specific high-interest projects. We will strive to provide timely Internet access to high-interest documents, such as 9/11 Commission records and materials relating to recent nominees to the Supreme Court and other positions. And, as discussed earlier (see target 2.7), we will be converting from analog equipment to digital equipment in our reformatting activities. This conversion to digital media will provide us the opportunity to make these records available to a much broader audience over the Internet.

Fourth, we will maintain our Access to Archival Databases (AAD) system which makes select “born digital” database records available online. To meet an immediate need to provide online access to high-volume and high-demand electronic records from the Department of State, the Executive Office of the President, and other agencies, NARA launched the AAD system in 2003. We are continuing to increase the number of records available to the public through this tool. This function will eventually be provided by ERA.

Key external factors We intend to accomplish much of this goal through partnerships with other organizations that want to publish our holdings on their web sites.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target for percent increase in number of archival electronic holdings accessible online.</i>	—	50	20	10	10	—
Percent increase in number of archival electronic holdings accessible online.	—	51	20	13	-24	
Number of electronic holdings accessible online (cumulative logical data records in millions).	47	71	86	97	74	
Number of electronic holdings (cumulative logical data records in millions).	—	3,238	4,041	4,611	4,737	
<i>Performance target for percent increase in ARC visits.</i>	—	—	—	—	—	10
Percent increase in ARC visits.	—	—	81	-11	14	
Number of ARC visits (in thousands of visits).	—	158	286	254	290	
<i>Performance target for percent increase in AAD uses.</i>	—	—	—	—	—	10
Number of AAD uses (in thousands of uses).	489	551	567	1,986	5,496	
Percent increase in AAD queries.	—	—	46	31	13	
Number of AAD queries (in thousands of queries).	—	778	1,134	1,480	1,665	

Milestones

- FY 2003**
 - AAD production version made operational, with 344 file units available to customers online.
- FY 2004**
 - Online survey of customer satisfaction with online access to electronic records through Access to Archival Databases system conducted.
- FY 2005**
 - Snapshots of Federal Government web sites taken.
 - Results of online survey to improve customer usability of Access to Archival Databases system identified.
 - Digital photographs from FEMA added to AAD.
 - AAD’s customer satisfaction score to 55 on customer survey tool improved.

- FY 2006**
- Additional 13 percent electronic records added to AAD.
 - User interface improvements launched.
 - AAD's customer satisfaction improved to a score of 65 on customer survey tool.
- FY 2007**
- Working group to explore strategies for NARA-led digitizing projects chartered.
 - Digitization partnership principles and a digitization plan for making available archival holdings online developed.
 - Number of digital copies available online through the Archival Research Catalog (ARC) increased by 10 percent.
- FY 2008 Estimated**
- Measurement methodology for number of archival holdings accessible online developed.
 - 1,000 existing digital copies harvested and added to the Archival Research Catalog (ARC).
 - Number of digital copies available online through the Archival Research Catalog (ARC) increased by 20 percent.
 - Inventory of existing digital copies of archival materials that could be made available online developed.
 - Agency business requirements for digital storage needs analyzed.

Data source The Performance Measurement and Reporting System and quarterly performance reports to the Archivist.

Definitions Logical data record: a set of data processed as a unit by a computer system or application independently of its physical environment. Examples: a word processing document; a spreadsheet; an e-mail message; each row in each table of a relational database or each row in an independent logical file database. Visits: An online "visit" is analogous to a physical visit to one of our facilities. If someone is continuously active on our site, we count all his retrievals as one visit. If he is inactive for more than 30 minutes, we assume that he has left the building, as it were. If he later requests another page—whether the same day or another day—we count that as a new visit. We exclude visits by “bots,” which are not real people but merely agents harvesting data about web sites on behalf of search engines. Use: A query through the AAD or ARC search engine, or a retrieval of the start page, excluding retrievals by “bots.” Query: A use of AAD's search engine measured as a click on a search button that returns a “partial records page” identifying records that meet the search criteria.

Long Range Performance Target 4.3 By 2016, 95 percent of NARA archival holdings are described in an online catalog.

- FY 08 Estimated Performance**
- Describe 60 percent of NARA traditional holdings in the Archival Research Catalog.
 - Describe 60 percent of NARA artifact holdings in the Archival Research Catalog.
 - Describe 60 percent of NARA electronic holdings in the Archival Research Catalog.

Outcome Researchers find the descriptive information they need about NARA archival holdings in one convenient location.

Significance In a democracy, the records of its archives belong to its citizens. NARA is committed to ensuring that citizens anywhere, anytime can gain access to information about and from the records of our Government. A key strategy to fulfilling that commitment is the development and deployment of the Archival Research Catalog (ARC). Eventually, the functionality and data in ARC will be incorporated in the Electronic Records Archives.

Means and Strategies When fully populated, ARC will be a comprehensive, self-service, online "card catalog" of descriptions of our nationwide holdings. Previously, to locate records you wanted to see or copy, you had to search through various published and unpublished catalogs, indexes, and lists, many of which were out of date, out of print, or available in one location only. ARC will ensure that anyone, anywhere with an Internet connection can browse descriptions of all of our holdings, including electronic records, in our Washington, DC, area archives, regional archives, and Presidential libraries. ARC also contains links to more than 125,000 digital images of some of our most popular and interesting holdings. The available online historical documents include many of the holdings highlighted in NARA's permanent Public Vaults exhibit.

In developing ARC, we built two systems—a read-only web version of the system for use by staff and the public, and a data entry system in which archivists enter and edit records descriptions. Fully launched in 2004, we have worked steadily since that time to get more descriptions of our holdings in ARC. Today, ARC contains more than one million descriptions. But with 65 years worth of existing descriptive information to place into ARC, we have a multi-year challenge ahead.

We are undertaking a major effort to put the data from existing finding aids into ARC. This project includes folder and item lists, and a wide variety of indexes. We expect it to add hundreds of thousands of detailed descriptions to ARC, and to provide a valuable tool for researchers. We are also working to redesign the ARC web interface, the public face of ARC. The redesign will provide an improved easier-to-navigate user interface based on customer feedback.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target for traditional holdings in an online catalog.</i>	25	30	40	50	55	60
Percent of traditional holdings in an online catalog.	20	33	43	51	56	
Number of traditional holdings described in an online catalog (thousands of cubic feet).	602	1,033	1,366	1,671	1,886	
Number of traditional holdings in NARA (thousands of cubic feet).	3,025	3,100	3,167	3,299	3,349	
<i>Performance target for artifact holdings in an online catalog.</i>	25	30	40	50	55	60
Percent of artifact holdings in an online catalog.	17	40	43	57	57	
Number of artifact holdings described in an online catalog (thousands of items).	90	215	233	309	309	
Number of artifact holdings in NARA (thousands of items).	528	540	544	544	544	
<i>Performance target for electronic holdings in an online catalog.</i>	0	5	10	20	55	60
Percent of electronic holdings in an online catalog.	0	17	63	98	99	
Number of electronic holdings described in an online catalog (millions of logical data records).	—	535	2,539	4,517	4,692	
Number of electronic holdings in NARA (millions of logical data records).	—	3,225	4,037	4,612	4,737	
Number of series described in ARC (cumulative).	—	—	—	—	49,691	
Number of ARC users (in thousands of visits*).		158	286	254	290	

Milestones

FY 2003

- Testing and launch of ARC data entry system completed.

FY 2004

- ARC rollout to 97 percent of NARA archival units nationwide complete.

- FY 2005**
 - ARC rollout to all archival units nationwide 100 percent complete.
- FY 2006**
 - Tools to convert existing finding aids into ARC launched.
- FY 2007**
 - Hyperlinks in updated web pages embedded to provide contextual information for users.
- FY 2008 Estimated**
 - Redesigned ARC web system launched.

Data source Performance Measurement and Reporting System and quarterly performance reports to the Archivist.

Definitions Logical data record: a set of data processed as a unit by a computer system or application independently of its physical environment. Examples: a word processing document; a spreadsheet; an e-mail message; each row in each table of a relational database or each row in an independent logical file database. Visits: An online "visit" is analogous to a physical visit to one of our facilities. If someone is continuously active on our site, we count all his retrievals as one visit. If he is inactive for more than 30 minutes, we assume that he has left the building, as it were. If he later requests another page—whether the same day or another day—we count that as a new visit. We exclude visits by “bots,” which are not real people but merely agents harvesting data about web sites on behalf of search engines. Use: A query through the AAD or ARC search engine, or a retrieval of the start page, excluding retrievals by “bots.” Query: A use of AAD’s search engine measured as a click on a search button that returns a “partial records page” identifying records that meet the search criteria.

Long Range Performance Target 4.4 By 2012, our web sites score at or above the benchmark for excellence as defined for Federal government web sites.

- FY 08 Estimated Performance**
- Determine NARA’s baseline score against the benchmark for excellence as defined for Federal government web sites.
 - Complete an inventory of all web-based access capabilities currently provided to our online customers to identify gaps and overlaps.

Outcome More people, nationwide and worldwide, have easy access to NARA services.

Significance For citizens and the Government to take full advantage of the resources we have to offer, we must make those services available as widely as possible. With the advent of the Internet and other electronic forms of communication, we have the means to offer services remotely. Visiting or writing one of our facilities is no longer the only way for people to get ready access to essential evidence. By broadening the availability of our services, we ensure that citizens everywhere have access to their National Archives.

Means and Strategies The National Archives reaches millions of people each year through its web presence, consisting of archives.gov, Presidential Library web sites, and web sites supporting unique initiatives, such as *OurDocuments.gov*.

These sites are the most widely available means of electronic access to our services and information, including directions on how to contact us and do research at our facilities located nationwide; descriptions of our holdings; direct access to certain archival electronic records; digital copies of selected archival materials; electronic mailboxes for customer questions, comments, and complaints; electronic versions of Federal Register publications; online exhibits; and classroom resources for students and teachers.

In accordance with the President's Management Agenda, which aims to expand electronic government NARA has aggressively looked for opportunities to make more of our services, for both Federal agencies

and the public, available electronically. To meet this challenge and the requirements of the Government Paperwork Elimination Act (GPEA), however, we must be able to support a wide variety of complex electronic transactions.

Our web sites assist the public in navigating our services from their homes; visiting virtually the National Archives, Presidential Libraries, Regional Archives, and the Charters of Freedom (the Declaration of Independence, Constitution, and Bill of Rights); and using resources available in our facilities nationwide. The sites also provide information about the varied and numerous public programs offered at all of NARA's locations, including those in the Regional Archives and the Presidential Libraries, as well as components of the National Archives Experience in Washington, DC, such as the William G. McGowan Theater and the Public Vaults permanent exhibit.

In FY 2007, we enhanced the educational aspect of our public web site, *archives.gov*, providing more engaging ways for our visitors to learn about the use of historical documents and the services we provide. The Presidential Libraries continue to digitize and post historical materials online, including the launch of the presidential Timeline, podcast series, and a new web site for the Richard Nixon Presidential Library and museum which launched July 11, 2007. Two major online exhibits were developed and launched—*Eyewitness* and *The Way We Worked*—based on the physical exhibits displayed at the National Archives Building.

In FY 2008, NARA will evaluate the need for a redesign of the *archives.gov* home page. The last redesign was in 2005. A new design of the Federal Records Center Program pages will be launched, as well as a redesign of the “National Archives Experience” to offer a new interactive feature using digitized images of many of the records from the Public Vaults exhibit. Also in FY 2008, the George H.W. Bush Presidential Library and Museum launched a new website redesign to complement their museum rededication. Several online exhibits are planned for launch, including a “Running for Office” exhibit about political cartoons. In addition, we have begun work on assessing our current online capabilities to determine gaps and overlaps, and will begin development of a strategic concept of operations for web-based access to NARA’s digitized and electronic records by the public.

We continue to collect public feedback about our sites through our American Customer Satisfaction Index (ACSI) online surveys of our web sites and major application interfaces, such as our Archival Research Catalog (ARC) and Access to Archival Databases (AAD) systems. The results of these surveys continue to help guide enhancements to our public web site, *archives.gov*, making it more helpful to our customers. The Presidential Libraries consistently outperform the overall ACSI e-Government satisfaction score and other benchmarks. We plan to continue to respond to customer expectations by following this successful model and building upon the success of the collective Presidential Library web sites.

Order Online!, NARA’s public application for ordering copies of selected records, will expand its capabilities to better support the quotation process and improve researcher ease of use by promoting online researcher self-service in determining what records NARA has and how to obtain copies. The key objective of the redesign is to allow researchers to locate and order products across format types while facilitating the pre-quoting process by capturing all relevant data related to the researcher request.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Online visits to NARA’s web sites (in thousands).	—	—	21,859	31,897	34,871	
Cost to provide NARA services online per visitor.	\$0.16	\$0.13	\$0.17	\$0.10	\$0.05	
<i>Performance target in percent improvement in web</i>	—	—	—	—	—	<i>Establish</i>

Performance Data	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>sites score at or above the benchmark for excellence as defined for Federal government web sites.</i>						<i>baseline</i>
Web sites score at or above the benchmark for excellence as defined for Federal government web sites.	—	—	—	—	—	
Percent of NARA services available online.	25	30	40	52	52	
Number of NARA services online.	29	36	48	62	62	

Milestones

FY 2003

- Veterans and next-of-kin of deceased veterans provided with the capability of online ordering of copies of the veterans’ military service records.
- Customers surveyed about their satisfaction with our online services.

FY 2004

- Online registration management system piloted.
- *Order Online!* implemented.
- Online ordering and payment of merchandise study conducted.

FY 2005

- Online searching to find microfilm available for purchase, viewing, or renting implemented.
- Online ordering of microform products implemented.
- Siebel Order Fulfillment Application (SOFA), replacing the OFAS Workflow System, implemented.
- Capability to submit grant applications online implemented.

FY 2006

- Online ordering of copies of bankruptcy cases, civil cases, criminal cases, and Court of Appeals cases implemented.
- Online ordering of copies of naturalization records implemented.
- Online ordering of World War I draft registration cards implemented.

FY 2007

- Online store for museum merchandise operational.
- Methodology for assessing NARA’s score against the benchmark for excellence as defined for Federal government web sites developed.

FY 2008 Estimated

- Baseline score against the benchmark for excellence as defined for Federal government web sites established.
- Inventory of all web-based access capabilities currently provided to our online customers to identify gaps and overlaps completed.

Data source Performance Measurement and Reporting System and quarterly performance reports to the Archivist.

Definitions Online Visits: An online "visit" is analogous to a physical visit to one of our facilities. If someone is continuously active on our site, we count all his retrievals as one visit. If he is inactive for more than 30 minutes, we assume that he has left the building, as it were. If he later requests another page—whether the same day or another day—we count that as a new visit. We exclude visits by “bots,” which are not real people but merely agents harvesting data about web sites on behalf of search engines.

STRATEGIC GOAL 5 WE WILL INCREASE ACCESS TO OUR RECORDS IN WAYS THAT FURTHER CIVIC LITERACY IN AMERICA THROUGH OUR MUSEUM, PUBLIC OUTREACH, AND EDUCATION PROGRAMS

- Long Range Performance Targets**
- 5.1. By 2016, our museums score in the top 10 percent of all history museums nationally according to industry measures.
 - 5.2 By 2016, 95 percent of exhibit, public outreach, and education visitors are highly satisfied with their visit experience.

FY 2008 Resources Available to Meet This Goal: \$22,734,000; 205 FTE

FY 2008 Budget Linkage	Records Services	Archives Related Services	Electronic Records Archives	Archives II Facility	Revolving Fund	Trust Fund	NHPRC	Repairs & Restoration
5.1. By 2016, our museums score in the top 10 percent of all history museums nationally according to industry measures.	4					4		
5.2 By 2016, 95 percent of exhibit, public outreach, and education visitors are highly satisfied with their visit experience.	4					4		

Long Range Performance Target 5.1 By 2016, our museums score in the top 10 percent of all history museums nationally according to industry measures.

- FY 08 Estimated Performance**
- Conduct a review of NARA’s 12 Presidential Library museum programs.
 - Collect comparative data for the National Archives Experience in Washington using the AASLH survey instrument.

Outcome Our museums are effective at increasing access to our holdings in ways that further civic literacy.

Significance In the promotion of civic literacy, the National Archives has always played a unique and important role. As the keeper of the records of the Government, we have literally safeguarded the documentary record of American history. This record belongs to the American people. From the Charters of Freedom, to the census records that enumerate our country’s population, to the records of Congress and Presidential Administrations, our holdings are so vast and diverse that the value and amount of information available is not always readily apparent to the public. Therefore, we continually educate the public about the treasure trove of information and services we offer to enable access to our holdings. Museum programs are an inspiring way for people to understand their own personal connection to the records in the National Archives. Our efforts are intended to help families see how their own stories fit into our national mosaic, and to thrill young people with the real-life drama of the American experience.

Means and Strategies The National Archives Experience, which was launched with the opening of the Public Vaults, the McGowan Theater, and O'Brien Traveling Exhibits Gallery in FY 2005, continues to grow in scope and impact. The Public Vaults has helped us make a connection between the average visitor and federal records, illustrating how such records illuminate our understanding of the events that

shaped our nation, our communities and our families. We expanded the offerings in our Theater, to include "American Conversations," a successful series of civic discussions with noted authors and historical thinkers hosted by the Archivist of the United States. The O'Brien Gallery has featured topical exhibits intended to engage visitors in the stories that define our common heritage, from eyewitness reports of the great events of our times to the school boy experiences of the youngsters who grew up to be President. Added in FY 2007, our new Boeing Learning Center provides resources to teachers and parents, allowing them to more effectively use our records to achieve national standards for history and civics. More than one million visitors a year now visit the National Archives Experience, providing the National Archives with an exceptional opportunity to promote lifelong civic learning among people of different ages and backgrounds who come from all parts of the country.

Presidential Libraries and Museums play a vital role in promoting an understanding not only of the Presidency, but also American history and democracy. From Hoover through Clinton, the museums offer thought-provoking and entertaining permanent exhibits that combine documents and artifacts, photographs and film to immerse visitors in the sights and sounds of the past. Each year, Presidential Libraries also create temporary exhibits that enhance the public's civic literacy by expanding visitors' understanding of their government, their local communities, and modern American history. Exhibits examine themes central to civic literacy in America: leadership, citizenship, and our democratic tradition.

Conferences, symposia, and public forums sponsored by the Libraries are another means of educating and informing the public about our shared democratic values. In FY 2006, more than 200,000 people attended public programs at Presidential Libraries. "Vietnam and the Presidency" was particularly noteworthy. Hosted by the Kennedy Library, this unprecedented gathering of public figures intimately associated with the Vietnam War was the first conference sponsored by all of the Presidential Libraries together with NARA. Due to the extraordinary public response to the conference, Presidential Libraries held a second conference examining the Supreme Court and the Presidency in November 2007 at the Roosevelt Library.

Beyond exhibits and formal programs, education programs are an integral part of Library activities. President Reagan described Presidential Libraries as "classrooms of democracy." This description could not be more accurate. Libraries provide a broad range of educational opportunities for students of all ages. Each Library offers programs designed to introduce students to American history and the Presidency and to inform teachers about the use of primary source documents in teaching history.

Key external factors Our success depends on the availability and usability of instruments for measuring the effectiveness of museums. It also depends in part on the support we receive from the Foundation for the National Archives and the private foundations that support the Presidential Libraries because they provide the additional resources needed to accomplish this goal.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target for NARA museums scoring against the industry benchmark.</i>	—	—	—	—	—	<i>Establish baseline</i>
NARA museums score against the industry benchmark.	—	—	—	—	—	
Number of visitors to NARA museums and exhibits (in millions)	—	2.4	2.9	2.9	3.1	

Milestones

- FY 2004**
 - Lewis and Clark Exhibition, marking the 200th anniversary of that event, opened at the Reagan Library.
 - “American Originals” traveling exhibit 4 year tour around the United States concluded.
- FY 2007 Estimated**
 - Industry measurement tools for an appropriate benchmark for NARA museums surveyed.
 - The Learning Center operational, part of NARA’s National Archives Experience, is operational.
 - Richard Nixon Presidential Library and Museum opened to the public.
- FY 2008 Estimated**
 - A review of NARA’s 12 Presidential Library museum programs conducted.
 - Comparative data for the National Archives Experience in Washington using the AASLH survey instrument collected.
 - George H.W. Bush Presidential Library and Museum rededicated and opened to the public.

Data source Performance Measurement and Reporting System and quarterly performance reports to the Archivist.

Long Range Performance Target 5.2 By 2016, 95 percent of our education, public outreach, and exhibit visitors are highly satisfied with their visit experience.

- FY 08 Estimated Performance**
 - 95 percent of NARA education, public outreach, and exhibit visitors are highly satisfied with their visit experience.
 - Implement Presidential library museum visitor satisfaction survey.
 - Develop Presidential library education program survey.
 - Develop baseline of categories for program types across the agency; methodology for measuring offsite program work.

Outcome Our visitors understand their personal connection to the records of their history.

Significance Studies indicate that visitor satisfaction correlates with learning. That is, people who report having a satisfying experience also turn out to have learned more of the content of the program.

Means and Strategies We deliver a wide variety of experiences for visitors throughout the National Archives system. These experiences are delivered through physical visits, online and offline publications, video conferences, webcasts, and others. As technology expands to include new delivery mechanisms, we will look for new opportunities for delivering our programs.

Key external factors To better understand our customers’ interests we will need to expand our customer survey program.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target for percent of education, public outreach, and exhibit visitors who are highly satisfied with their visit experience.</i>	95	95	95	95	95	95
Percent of education, public outreach, and exhibit visitors who are highly satisfied with their visit	95	99	99	99	98	

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
experience.						
Number of rated education programs, workshops, and training courses.	440	464	547	605	606	
Number of attendees at rated education programs, workshops, and training courses.	7,601	8,125	9,248	10,394	12,299	

Milestones

FY 2004

- Permanent exhibit, “The Public Vaults,” part of NARA’s National Archives Experience program opened to the public.

FY 2005

- Baseline surveys of visitor satisfaction conducted for the National Archives Experience.

FY 2007

- Methodology for collecting statistics on customer satisfaction from a variety of sources developed.

FY 2008 Estimated

- Presidential library museum visitor satisfaction survey implemented.
- Education program survey developed.
- Baseline of categories for program types across the agency; methodology for measuring offsite program work developed.

Data source Performance Measurement and Reporting System and quarterly performance reports to the Archivist.

STRATEGIC GOAL 6 WE WILL EQUIP NARA TO MEET THE CHANGING NEEDS OF OUR CUSTOMERS.

- Long Range Performance Targets**
- 6.1. By 2016, 95 percent of employees possess the core competencies that were identified for their jobs.
 - 6.2. By 2016, the percentages of NARA employees in underrepresented groups match their respective availability levels in the Civilian Labor Force (CLF).
 - 6.3. By 2016, public network applications are available 99 percent of the time.

FY 2008 Resources Available to Meet This Goal: \$33,950,000; 158 FTE

FY 2008 Budget Linkage	Records Services	Archives Related Services	Electronic Records Archives	Archives II Facility	Revolving Fund	Trust Fund	NHPRC	Repairs & Restoration
6.1. By 2016, 95 percent of employees possess the core competencies that were identified for their jobs.	4	4	4		4			
6.2. By 2016, the percentages of NARA employees in underrepresented groups match their respective availability levels in the Civilian Labor Force (CLF).	4	4	4		4			
6.3. By 2016, public network applications are available 99 percent of the time.	4	4			4			

Long Range Performance Target 6.1 By 2016, 95 percent of employees possess the core competencies that were identified for their jobs.

- FY 08 Estimated Performance**
- Maintain 95 percent of staff development plans linked to strategic outcomes.
 - Maintain 95 percent of employee performance plans linked to strategic outcomes.
 - Implement pilot for a management development program.

Outcome The NARA workforce has the skills necessary to deliver the services our customers require.

Significance To ensure we can achieve our mission and strategic goals we must be able to recruit, retain, and develop high-performing staff for key leadership positions.

Means and Strategies Having the internal staff capabilities to carry out the strategies in this Strategic Plan is vital to the success of the plan and the achievement of our mission. Like other Federal agencies, NARA is facing significant turnover in senior leadership and loss of specialized expertise over the next several years. To ensure that this personnel change does not create a debilitating “brain drain” we must implement mechanisms to attract, develop, and nurture new agency leaders at all levels. To do this, we have created an agency leadership competency model, and management development curricula based on

the competencies has been offered since FY 2003. We will also create a succession planning process for senior levels and critical positions, create management development programs to meet specific office needs, leverage the individual development plan process to grow new leaders, and include employee development as an element in all senior manager performance plans.

In 2004, we launched a new initiative to develop the next generation of records center managers throughout NARA's Federal Records Center Program. The management intern program is a three-year program for selected interns, providing them with training, increasingly complex work assignments in a variety of records center positions, a rotation through other NARA operations, and assignment to special projects. Throughout this program, interns are closely mentored by other NARA professionals. The program rolled out to four records centers in FY 2004, expanded to two more in FY 2005, and additional centers were added in FY 2006. Following this model, we are designing and piloting a management development program.

We will place special emphasis on leadership in the context of our records lifecycle and electronic records business transformation effort. As NARA's business transforms, our staff must also transform. Based on the results of an organizational impact assessment, we are examining our current organizational structures to determine whether or not they are sufficient to support the work of the agency moving forward. Should we find existing structures insufficient, we will consider alternative organizational structures and develop, in consultation with NARA staff and the labor union, detailed reorganization plans and timeframes for implementation. As workflows and organizational structures are finalized, we will also analyze position structures both within and across organizational units to determine whether the positions we have today are the positions we need for tomorrow. As a result of this multi-year effort, we will be able to develop new competency models and performance standards for positions undergoing change, assess the competencies of existing staff and conduct gap analyses, and, develop both short- and long-term strategies to bridge those gaps.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target for percent of permanent staff having staff development plans that link to strategic outcomes.</i>	95	95	95	95	95	95
Percent of permanent staff having staff development plans that link to strategic outcomes.	91	52	78	76	96	
Number of permanent staff having staff development plans that link to strategic outcomes.	2,435	1,401	2,073	2,044	2,379	
Number of permanent staff.	2,743	2,704	2,671	2,629	2,485	
Average time (in calendar days) to fill a leadership position	—	90	82	42	39	
<i>Performance target for percent of staff having performance plans that link to strategic outcomes</i>	95	95	95	95	95	95
Percent of staff having performance plans that link to strategic outcomes.	93	91	92	93	97	
Number of staff having performance plans that link to strategic outcomes.	2,614	2,826	2,843	2,882	2,157	

Milestones

FY 2004

- Project plan for redesigning NARA's existing recruiting strategies and procedures developed.
- Leadership competency model developed.
- Management intern program implemented in 4 records centers.

- FY 2005**
 - Management intern program expanded to 2 more records centers.
 - Pilot course on interview skills and techniques completed.
 - System for tracking and monitoring the timeliness of recruitment actions revised.
 - Supervisors' performance plans revised to establish accountability for timely recruiting and selection.
- FY 2006**
 - Management trainee program expanded to additional records centers.
 - Workforce planning process that enables managers to better plan recruiting for leadership and other positions created.
 - Organizational impact study conducted to consider changes to organizational structure and training needs as a result of long-range improvements to NARA workflows (see 1.3).
 - Vendor to convert eOPFs selected.
- FY 2007**
 - A management development program for another program office designed.
 - Conversion project for eOPFs completed.
- FY 2008 Estimated**
 - Pilot for a management development program implemented.

Data source Performance Measurement and Reporting System and quarterly performance reports to the Archivist. Targets for maintaining staff performance plans and development plans linked to strategic outcomes take into account personnel changes that routinely occur, during which personnel may not have updated plans that relate to their new duties. Because of continuous personnel changes there will always be less than 100 percent linkage.

Definitions Staff development plan: an individualized plan to enhance employees' knowledge, skills, and abilities, and to improve performance in their current jobs or of duties outside their current jobs in response to organizational needs and human resource plans. Leadership position: a supervisory position at grade GS-13 or above and non-supervisory positions at grade 15 or above.

Long Range Performance Target 6.2 By 2016, the percentages of NARA employees in underrepresented groups match their respective availability levels in the Civilian Labor Force.

- FY 08 Estimated Performance**
- Increase the percentage of applicants pools with applicants in underrepresented groups for positions in grades 13 and above over the percentage in FY 2007.

Outcome NARA customer service to all segments of American society improves because the workforce mirrors the society we serve.

Significance A diverse workforce enhances our agency by ensuring that we can draw on the widest possible variety of viewpoints and experiences to improve the planning and actions we undertake to achieve our mission and goals. By promoting and valuing workforce diversity, we create a work setting where these varied experiences contribute to a more efficient and dynamic organization and employees can develop to their full potential.

Means and Strategies We must focus on improving our performance in hiring and promoting people in underrepresented groups by continuing our efforts to expand recruiting techniques, collecting and analyzing pertinent personnel management data, and implementing staff development programs.

We will focus on improving our performance in hiring and promoting people in underrepresented groups by continuing our efforts to expand recruiting techniques, collecting and analyzing pertinent personnel management data, and implementing staff development programs. We hope to make steady gains in attracting underrepresented groups through a recruitment framework developed in FY 2007 to help guide

the agency's short- and long-term recruitment activities. The framework includes a special emphasis on recruiting from underrepresented groups. A key strategy in this framework is to maximize Federal hiring flexibilities available for entry-level positions (typically GS-5 through GS-11) to increase the availability of underrepresented candidates for higher level positions. To that end, NARA has established partnerships with the Hispanic Association of Colleges and Universities (HACU) and the Gates Millennium Scholars Foundation to place underrepresented students in internship positions throughout NARA; implemented the Federal Career Intern Program as a tool to attract highly qualified diverse applicants to entry-level positions throughout NARA; and continued to reach out to minority-serving organizations at all levels in order to raise awareness about career opportunities at NARA. First quarter performance data from FY 2008 is encouraging—100 percent of applicant pools at the GS-1 through GS-12 level contained members of underrepresented groups.

Key external factors Achievement of this target depends on qualified people in underrepresented groups applying for positions at NARA.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
<i>Performance target for percent of applicant pools for positions at grades GS-13 and above that contain people in underrepresented groups.</i>	79	90	93	96	87	77
Percent of applicant pools for positions at grades GS-13 and above that contain people in underrepresented groups.	89	92	95	87	76	
Number of applicants for positions at grades GS-13 and above.	1,177	1,783	1,725	677	194	
Number of applicant pools for positions at grades GS-13 and above.	85	143	153	86	37	
Number of pools for positions in grades GS-13 and above that had self-identified applicants in protected classes.	76	143	144	75	28	
<i>Percent of Civilian Labor Force rate used to determine if underrepresented groups met employment target.</i>	65	70	80	90	100	90
Underrepresented groups of employees meeting target (checkmark indicates target met or exceeded)						
—Women	4	4	4			
—Black	4	4	4	4	4	
—Latino-Hispanic						
—Asian American/Pacific Islander	4	4				
—American Indian/Alaskan Native	4	4				
—Targeted disability	4	4	4	4	4	

Data source Performance Measurement and Reporting System and semi-annual reports to the Archivist.

Definitions Applicant: Any U.S. citizen who submits a complete application in accordance with the instructions outlined in the job announcement; Underrepresented groups: groups of people tracked by the U.S. Equal Employment Opportunity Commission: Minority groups (Black, Latino-Hispanic, Asian, Native Hawaiian/Pacific Islander, and American Indian/Alaskan Native); Women; People with Disabilities..

Long Range Performance Target 6.3 By 2016, public network applications are available 99 percent of the time.

- FY 08 Estimated Performance**
- Public network applications are available 98.83 percent of the time.
 - Recompete the NARA IT support services contract.
 - Test IT solutions to expand NARA's telework resources.

Outcome NARA information and services are electronically accessible to the public 24 hours a day.

Significance Dramatic increases in computer interconnectivity, especially in the use of the Internet, continue to revolutionize the way our Government, our nation, and much of the world communicate and conduct business. Our customers expect information and services to be available when they need them. However, this widespread interconnectivity poses significant risks to the Government's computer systems and the critical operations they support. The speed and accessibility, as well as the other enormous benefits of the computer age, if not properly controlled, allow individuals and organizations to interfere with critical operations for mischievous or malicious purposes. Reliable performance and security of our public network applications is essential to ensuring that customer expectations for access to our information and services can be met. In addition to supporting public network applications, successful implementation and deployment of many NARA initiatives, including ERA, is dependent upon a robust, reliable, stable, scalable, and high performance technology infrastructure.

Means and Strategies NARA's fundamental strategic business goal as the national record keeper is to preserve and provide access to the records that document what the government does. NARA's Enterprise Architecture (EA) is an information technology blueprint that specifies how NARA will use information technology (IT) to support its strategic business goal. NARA is working to enforce the governance process related to its EA. It is the enforcement of the EA governance that will allow NARA to hold all IT projects accountable for EA compliance and alignment with the Federal Enterprise Architecture. Over the past several years we have focused on EA process improvement and worked to resolve some gaps that had been identified through GAO and OMB assessments and the agency-wide review of the EA work products. As a result, NARA's EA received an overall score of "green" from OMB in FY 2006 based on green scores in the Completion and Use categories.

The authenticity and reliability of our electronic records and information technology systems are only as good as our IT security infrastructure. We must ensure the security of our data and our systems or we risk undermining our agency's credibility and ability to carry out our mission and the Government's ability to document the results of and accountability for its programs. IT security becomes even more critical as we increase our visibility through the implementation of electronic government initiatives that expand online services to the public. The more we increase electronic access to our services and records, the more vulnerable we potentially are to intrusions, viruses, privacy violations, fraud, and other abuses of our systems.

We have made significant progress in building and sustaining an ongoing, comprehensive IT security program that will ensure the integrity and safety of our data and systems, sufficient to close a material weakness in IT security in FY 2006. Today, IT security is an integral part of the architectural review

process for all new project designs, NARA information systems are undergoing risk assessments and security certification so that they can be formally accredited for operation on the NARA network , and we have implemented a continuing security awareness and training program for employees. We continue to enhance perimeter defenses, access control, remote access, incident response capability, and system security configurations, and update them to be consistent with revised National Institute of Standards and Technology (NIST) guidelines. We refined our information system risk assessments and certifications, established an IT Security Risk Management Plan, updated our agency-wide IT security directive, and included the Security Architecture component in the Enterprise Architecture. The program was also strengthened by the creation of IT governance boards, which provide strong support for configuration management of IT systems that are in production and under development. Standardized configurations were adopted for a number of key operating systems, and network monitoring was enhanced through the deployment of an Intrusion Detection System. Classified IT systems were brought under centralized management control and NARA produced and tested a Disaster Recovery Plan. IT security will be a continuing priority in the foreseeable future as we rely more and more on our IT infrastructure to provide services to the public. It will also continue to receive close oversight by our Inspector General and their auditors.

Key external factors Constantly evolving hardware and software changes make it difficult to accommodate growth while ensuring the minimum performance levels on existing systems. In addition to the technical hurdles NARA faces in providing reliable support and services, new opportunities for strengthening the IT infrastructure from a security perspective may be introduced, which can affect the entire enterprise architecture.

Verification and Validation

<i>Performance Data</i>	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008
Percent of public network availability.	99.9	100	99.9	100	100	
<i>Performance target for percent availability of public applications</i>	—	96.5	97	98.9	98.80	98.83
Percent of public network applications availability	—	98.7	98.9	98.9	99.3	
Number of total hours that any public network application was unavailable	—	1,047	923	830	504	
Number of network users for public applications (in millions)	—	4.4	6.6	8.7	12.0	
Cost per network user for public applications	—	\$0.29	\$0.24	\$0.27	\$0.34	
Percent of customer’s highly satisfied with NARA helpdesk services (average for year)	—	—	—	—	65	

Milestones

FY 2003

- 96 percent of the NARA information systems for operation on our network certified secure and accredited.
- Prototype of an enterprise repository for NARA's Enterprise Architecture and associated IT documentation substantially developed.
- Telecommunications upgrades continued for NARA locations outside of College Park and the *Federal Register*.

FY 2004

- Enterprise repository for NARA's Enterprise Architecture and associated IT documentation piloted.
- Improved agency-wide disaster recovery processes and mechanisms implemented.
- Telecommunications upgrade complete except for Atlanta and Archives I.

- FY 2005**
 - Physical security of NARA’s computer infrastructure at 50 percent of NARA locations upgraded.
 - Enterprise repository for NARA's Enterprise Architecture and associated IT documentation implemented.
 - Development of an enterprise-wide disaster recovery plan and an enterprise-wide continuity of operations plan completed.
 - Telecommunications upgrade completed.

- FY 2006**
 - Physical security of NARA’s computer infrastructure at remaining NARA locations upgraded.
 - Network operating system and agency e-mail system upgrade across NARA initiated.
 - NARA’s Enterprise Architecture received overall score of “green” from OMB.

- FY 2007**
 - Network operating system and agency e-mail system upgrade across NARA completed.

- FY 2008 Estimated**
 - Recompete of Information Technology Support Services contract initiated.
 - Possible IT solutions for work-at-home tested to support Federal telework initiatives.

Data source Performance Measurement and Reporting System and quarterly performance reports to the Archivist.
NARANET: a collection of local area networks installed in 36 NARA facilities that are connected to a wide area network at Archives II, using frame relay telecommunications, and then to the Internet. NARANET includes personal computers with a standardized suite of software. NARANET was designed to be modular and scalable using standard hardware and software components.