



Government Stakeholder

# George Kaplan



Age: 25

**Occupation** Records Manager,  
Federal Bureau of Investigation

**Education Level** Bachelor's Degree

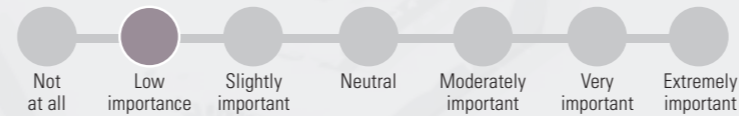
*I'm new to my job and need guidance on following NARA policy for managing records at my agency.*

### Primary Goal

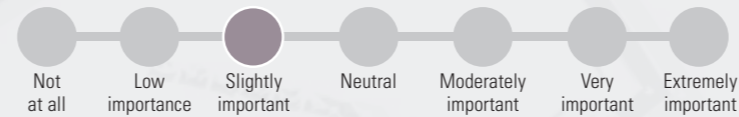
I need help understanding NARA's guidance on managing all types of records and how to implement it.

### Desired Features for Digital Platforms

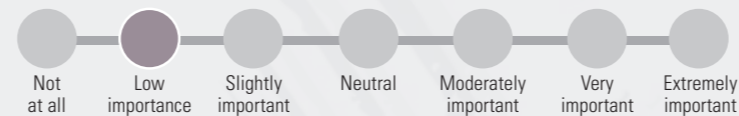
#### Mobile-Friendly Experience



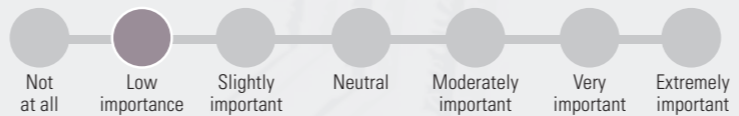
#### Consistent Look and Feel



#### Interactive and Multimedia Content

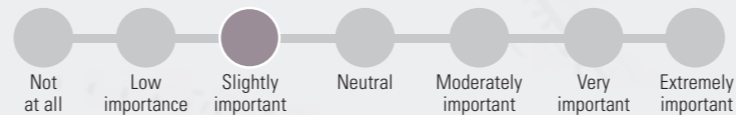


#### Social Media

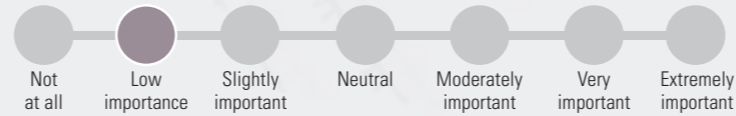


### Digital Platforms of Interest

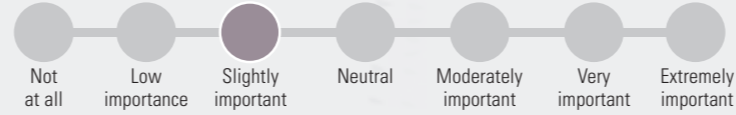
#### Blogs



#### Mobile apps



#### National Archives Catalog

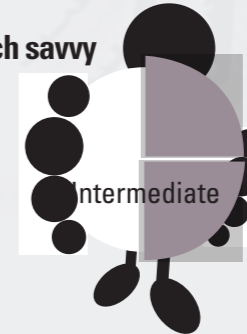


### Digital devices used

Desktop (preferred)



### Tech savvy



### First touchpoint with NARA

Google search for  
schedule records



### Top Google Searches

1. schedule records
2. GRS
3. Capstone
4. electronic records management
5. contact NARA records management staff
6. federal records center

### Related sites

1. NAGARA
2. AIIM
3. ARMA International

### Frustrations

- I have to click too many links to reach the information I'm looking for.
- I'm confused about where to start with Capstone GRS and would like more training.
- I'm having trouble finding guidelines for establishing a permanent electronic records storage system.

## GOVERNMENT STAKEHOLDER

# George Kaplan

Male, 25 years old, Records Manager, Federal Bureau of Investigation



### USER STORIES

- As a records manager, I want to better understand NARA's GRS retention requirements so I can connect them to my agency's recordkeeping practices.
- As a new records manager, I want to find records management Capstone training so I can do my job.
- As a records manager, I want to find NARA's guidance on storing records in a Federal Records Center (FRC) so that I can make sure my agency follows the policy.
- As a new records manager, I want to bookmark a list of guidelines for electronic records so I can access them later.
- As a records manager, I want to access records control schedules so I can apply them to my work.
- As a records manager at the FBI, I want to find contact information for my records officer so I can ask her a question.
- As a new records manager, I want guidance on meeting Presidential directive requirements so that I can make sure my agency complies