



Government Stakeholder

George Kaplan



Age: 25

Occupation Records Manager,
Federal Bureau of Investigation

Education Level Bachelor's Degree

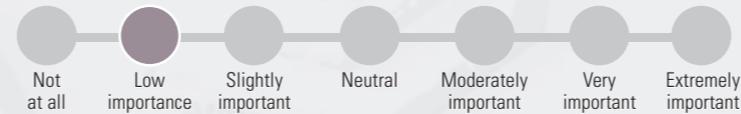
I'm new to my job and need guidance on following NARA policy for managing records at my agency.

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

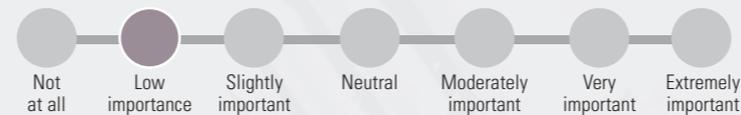
Mobile-Friendly Experience



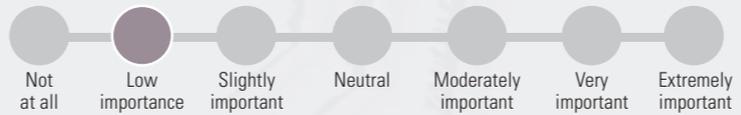
Consistent Look and Feel



Interactive and Multimedia Content

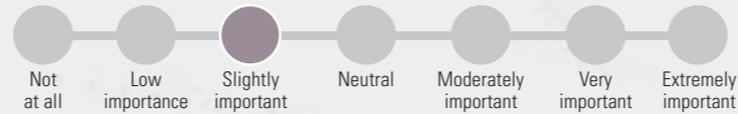


Social Media

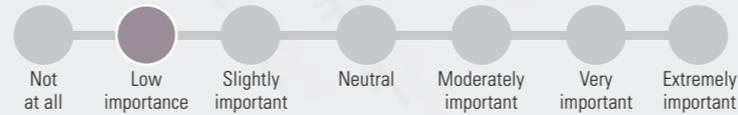


Digital Platforms of Interest

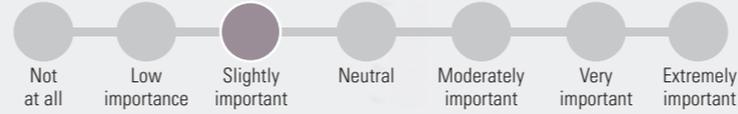
Blogs



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