

ERA in Transition: From Development to Operations

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- Planning for transition
- New operations and maintenance (O&M) contractor
- Current state of ERA

Today's Agenda

- Capture all potential changes to ERA that we would like to make under the O&M contract
- Some of these changes support agency adoption, but others support other parts of the system
- Prioritize and order the changes so we know where we want to start
- Create cost estimates for the top priority changes
- Figure out how far down our list our FY 2012 resources (time, people, money) may go

NARA's Summer 2011 Planning Activity

- The Exhibit 300 for ERA for FY 2013 was due in September
- By August, we needed a working assumption about what tasks we would work on for BOTH
 - FY 2012 and
 - FY 2013
- However, the list of potential tasks was not frozen: we will keep adding as things come up, and will choose tasks for the new contractor based on highest priorities at the time.

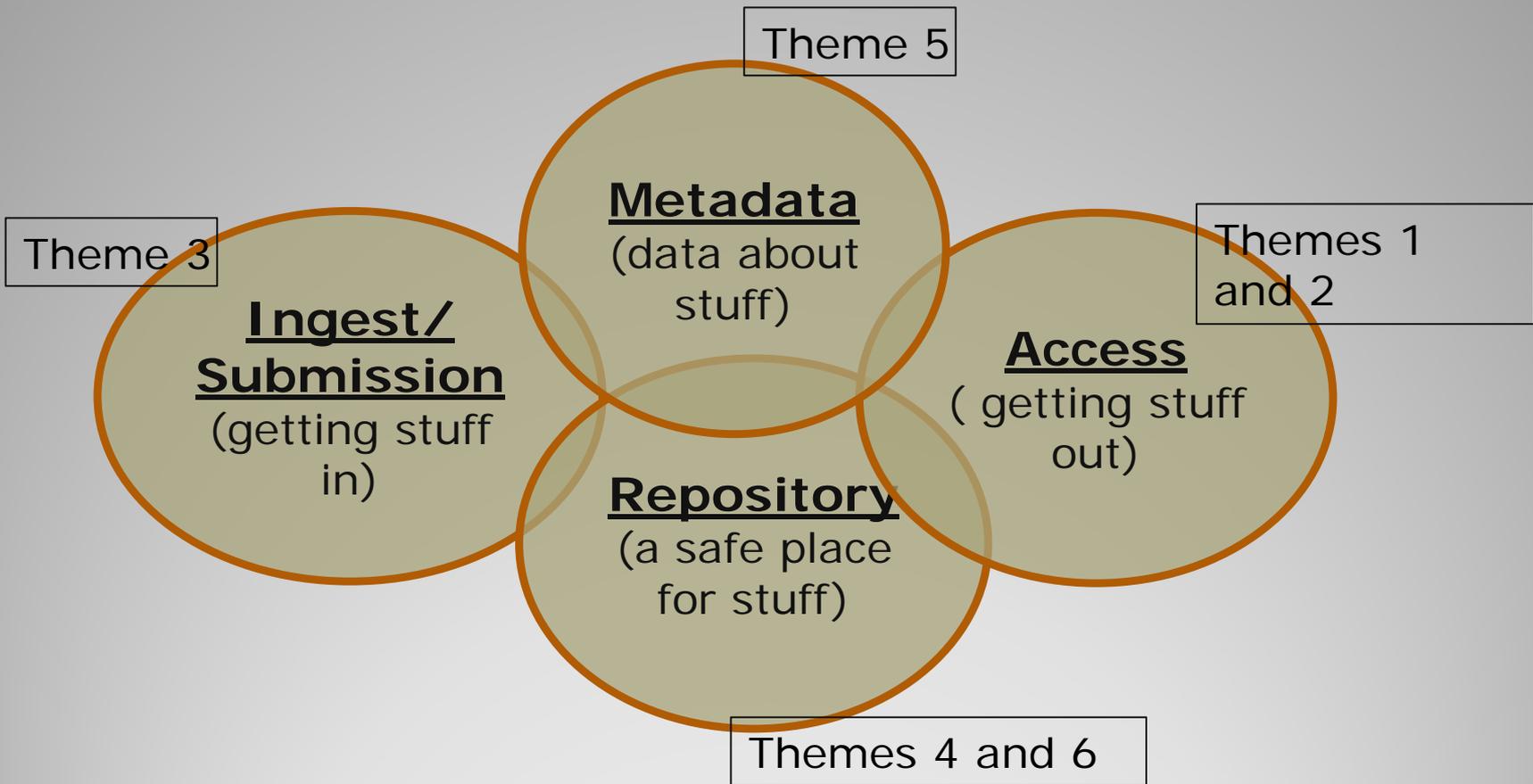
ERA Prioritization Timing

- On 9/29/2011, NARA announced the award of the Operations & Maintenance contract for ERA to **IBM**.
- This award marks the completion of the development phase for the ERA System that began in 2005.
- As NARA moves to deploy ERA to the entire Federal government by the end of 2012, it will be critical for high-priority fixes to be completed to meet the needs of our internal and external users.
- The extent to which we can make corrections and adapt the system over the next year or so is dependent on several factors, including the availability of funding.

Transition to New Contractor

- IBM will be stabilizing the system and fixing outstanding problems.
 - When you call the help desk and report a problem, they open a trouble ticket
 - Trouble tickets that reflect problems in the system become Problem Trouble Reports (PTRs)
- For the first quarter, most of the new contractor's energy will be on learning the system and fixing critical PTRs.

New Contractor's First Task



Current State of ERA

1. Improve the public's ability to access e-records through On-line Public Access (OPA)
2. Increase our flexibility in publishing our electronic data to OPA and enhancing public interaction with it
3. Make the record submission process streamlined, scalable, reliable, and flexible
4. Improve NARA staff ability to search and access records and information in Base
5. Improve processes for capturing, storing, and updating metadata across instances/systems
6. Improve ERA architecture to promote scalable, evolvable, and cost-effective storage and records management services

Current State of ERA: Themes in Corrective and Adaptive Maintenance