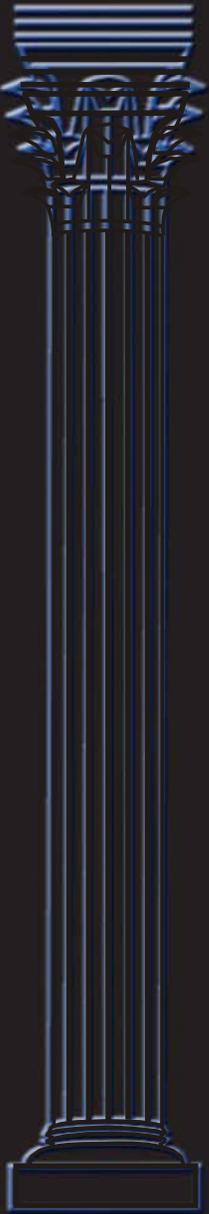


ERA User Adoption Briefing

BRIDG Meeting
February 2006
User Adoption Team
Lockheed Martin / BearingPoint





- Briefing Purpose
- ERA Program Status
- Increment 1 Agency Selection
- What Is ERA User Adoption and Why Is It Necessary?
- Discussion:
 - Records Manager Expectations of ERA and Critical Success Factors
 - User Adoption Challenges for the Records Manager (RM) Community
 - Recommendations for Mitigation Actions
- ERA Program Opportunities for RM Involvement



- Provide records managers with high-level ERA Program Status and provide updates on program efforts to facilitate user acceptance of the system
- Solicit record managers' feedback on any barriers to ERA acceptance/usage in their user community and possible mitigating actions
 - Objective: understand record manager-specific user adoption issues
- Enlist support from participants to collaborate with the ERA User Adoption team in communicating, identifying and addressing ERA issues.
 - Objective: build integrated team approach to user adoption



- ERA Program funding is less than requested for Increment 1
 - Adjustments to functionality at initial operating capability (IOC) in September 07
- Increment 1 will focus on a select number of agencies (4-5) as a “pilot.” Agency selection efforts are currently underway.
- Preliminary Design Review (PDR) 1 currently underway (February 14-16)
 - Review of high-level design of system
 - Focus on system infrastructure only
 - PDR 2, that will focus on business application design, will be held in May 06
- Critical Design Review (CDR) 1 is scheduled for June 06 with CDR 2 scheduled to occur in August 06.



- Approximately 4-5 Federal agencies will participate in Increment 1
- NARA developed agency selection criteria and a process to identify agencies to participate in Increment 1
 - Criteria were divided into mandatory and preferred categories
 - **Criteria focused on the agencies' technological capabilities and areas such as whether they have an established relationship with NARA, their willingness to participate, and their available resources**
- NARA staff nominated agencies and are in the process of rating these agencies against the criteria
- The 4-5 agencies with the highest rating scores will go forward to the ERA Program Director for approval
 - A back-up list in rank order will be provided
- ERA Program decision on Increment 1 agencies is scheduled to occur in late February 06



- **User Adoption**

- User Adoption is the ERA effort to facilitate end-users' adoption/acceptance of the new processes enabled by ERA and the system itself
- The implementation of these strategies will help the NARA achieve user adoption of the new system and processes, while minimizing productivity losses

- **Components**

- Leadership Alignment
- Internal and External Communications
- Workforce Transition
- Training



- **Why is it necessary?**

- If users do not accept the system, ERA will fail to help NARA meet its current and future strategic goals
 - Failure to fully leverage system development investment
 - Dips in productivity related to user resistance to ERA and users that are ill-equipped to use the system because they are not equipped to deal with the new processes or system
 - Lack of cooperation from Federal agencies in transferring their electronic records using ERA
 - Issues becoming stalled in the decision-making process, impacting the schedule and increasing the program cost to NARA



- Record Manager Expectations of ERA
 - Critical Success Factors
- User Adoption Challenges for the Record Manager Community
- Recommendations for Mitigation Actions



- Serve as ERA champion among peers
- Serve as an ERA “super user” – someone who will become an expert in his or her assigned functionality in the system and can be available for quick user input
- Participate in ERA Human Factors (HF) focus groups to provide input and feedback on screen mock-ups and prototype screen designs
- Participate in early user involvement (EUI) activities that serve as more formal reviews of prototype designs in the HF lab at Lockheed Martin
- Participate in usability testing where users participate in official contractor testing of the end product design at the HF Lab



- ERA Program success is dependent on user acceptance
- User Adoption increases the likelihood of user acceptance through targeted activities that address leadership, workforce transition, communications and training
- Management of end-user expectations, assessment and mitigation of program impacts to users and proper training are key to program success
- Stakeholder participation in ERA development promotes buy-in and helps clarify impacts of the system on the user community