



ERA NOTIFICATION PROCESS

for the

**NATIONAL ARCHIVES And
RECORDS ADMINISTRATION**

**ELECTRONIC RECORDS ARCHIVES
PROGRAM MANAGEMENT OFFICE
(ERA PMO)**

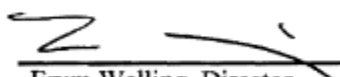
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ERA NOTIFICATION PROCESS SIGNATURE PAGE

I recommend approval of the ERA Notification Process.



Erum Welling, Director,
ERA Customer Support and Logistics

3/19/10
Date



Rita Cacas,
ERA Communications Officer

3/24/2010
Date

I accept the ERA Notification Process.



Lee Stang
ERA Program Director

4/12/10
Date

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1.0 INTRODUCTION

The Electronic Records Archives (ERA) System was designed by the National Archives and Records Administration (NARA) to preserve authentically any type of electronic record, created using any application on any computing platform delivered electronically and on any digital medium, from any entity in the Federal Government and any donor, and to provide discovery and delivery to anyone with an interest and legal right of access, now and for the life of the republic. ERA is also intended to support selected archival management tasks for non-electronic records, such as the scheduling and appraisal functions.

The production platform for the Electronic Records Archives (ERA) system is located at the Allegany Ballistics Laboratory (ABL) in Rocket Center, WV. ABL is a diverse industrial complex and is a member of the Federal Laboratory Consortium. ABL is operated by Alliant Techsystems (ATK) under contract with the Naval Sea Systems Command (NAVSEA). NARA, in turn, has contracted the use of Building 494 at ABL for ERA Production Operations. The ERA system spans the first and second floors of Building 494 and consists of two (2) data centers and support staff areas.

ERA Production Operations is supported by several organizations. Lockheed Martin (LM) is responsible for the ERA system and its supporting IT operations. The ERA system is defined as the software and its supporting hardware that resides within the racks of the data centers; excluding the network rack. National Interest Security Company (NISC) provides all facility support services. This includes utility power, HVAC, physical security, generator, telephone system, and other services for the facility. Verizon provides the Defense Research and Engineering Network (DREN) circuit that allows connectivity into the ERA system. Verizon also provides a T-1 connection that allows remote ERA system support and release management from the LM Greenbelt facility.

1.1 PURPOSE

Given a user community which includes not only NARA employees but also other federal agencies and, ultimately, the public, the ERA system requires an established process for communication between its management and support services and its customers.

The purpose of this document is to ensure effective and efficient communication, coordination, and decision-making between the ERA System Operations Center (SOC) and ERA management, operational support services, and the user community regarding outages and disruptions. Clear communication is essential to providing stable operational services to ERA's customers.

The ERA Notification Process is utilized in the following situations:

- An ERA-wide system or network service fails unexpectedly, or is experiencing degraded performance. This is an ERA Severity 1 or Severity 2 Event.

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- A scheduled outage of an ERA-wide system or network service is required during ERA Operational Hours and outside of the normal maintenance window. This is typically a major ERA maintenance or upgrade event.

1.2 SCOPE

The scope of the ERA Notification Process is limited to unscheduled and scheduled outages or performance disruptions of the ERA platform. This document will outline the process by which ERA Production Operations is alerted to service events and, ultimately, how ERA users are notified of any disruptions to service.

Unscheduled ERA Service Disruption - Any total or partial outage of ERA systems or network services can trigger the notification process. This includes degraded performance of any ERA services. A determination by support services of an ERA Severity 1 or 2 Event will enact the ERA Notification Process, Systems Administration Guide (SAG) procedures, and/or Incident Plan, as appropriate to the scope and impact of the outage or system performance degradation.

Scheduled ERA Service Disruption – All scheduled outages require NARA ERA Operations Change Control Board (OCCB) approval. Scheduled outages that were authorized by the ERA OCCB and fall within the normal Friday 10:00 p.m. to Monday 6:00 a.m. maintenance window require no ERA-wide notification. Work during regular maintenance windows with significant impact potential will be pre-announced utilizing the notification procedures detailed in this document.

While the preferred time for scheduled outages is during the maintenance window, at times this may not be possible due to a critical failure, availability of service technicians, or timeliness of the work. The notification process will be used for those situations when work cannot be performed during the normal Friday 10:00 p.m. to Monday 6:00 a.m. maintenance window and there is an ERA-wide implication. ERA-wide implication is assessed by the ERA OCCB. Every effort will be made to schedule outages at the time(s) of least impact to ERA users.

2.0 OVERVIEW

Given the multiple-agency, multiple-vendor environment in which ERA operates, it is necessary to centralize communications. All communication related to ERA service is directed through and from the ERA Help Desk. Effective and efficient service communication is a defined responsibility of the ERA Help Desk.

The ERA Notification Process consists of four (4) stages including:

1. Alert
2. Verification
3. Authorization
4. Notification

The following utilizes an Unscheduled ERA Service Disruption scenario to provide a general overview of ERA Notification Process concepts. For detailed information, please see the Standard Operating Procedures (SOP) covering Unscheduled ERA Service Disruptions in Appendix A and Scheduled ERA Service Disruptions in Appendix B.

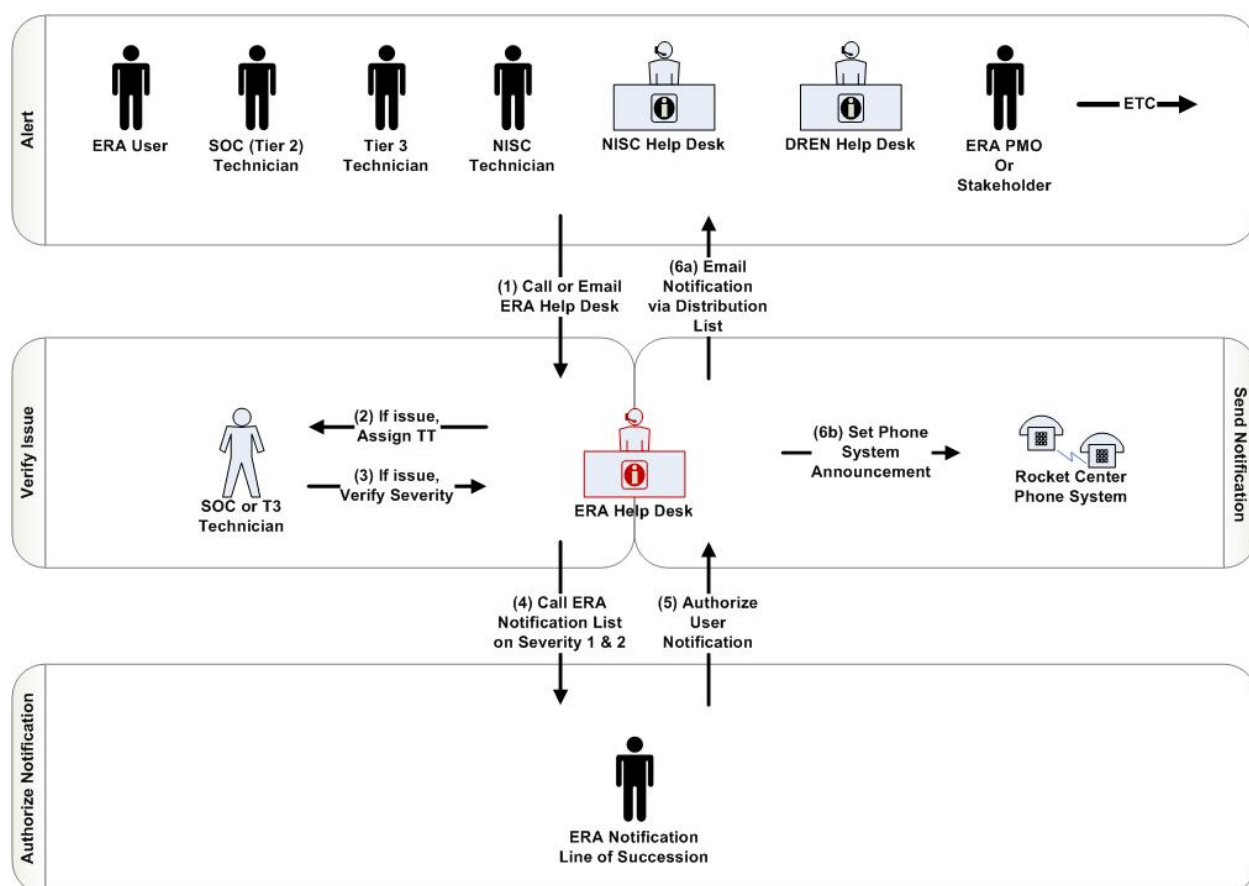


Figure 1 – ERA Notification Process Overview

2.1 ALERT

Disruptions to ERA service can be identified either internally or externally.

Internal alerts are accomplished by proactive system and network monitoring. Automated and manual monitoring is performed of the ERA system. Manual monitoring includes daily checklists performed by ERA support personnel. Currently there is limited ability to identify problems during non-working hours in the ERA system. All facility-related support systems (i.e., HVAC, UPS etc.) that support the ERA system, however, are monitored 24 hours a day, 7 days a week.

External alerts, on the other hand, may come from NARA, a user, a service provider, or another system that interfaces with ERA. As ERA matures and grows, the potential sources for external alerts will increase. It is also important to note that external alerts are not limited to immediate disruptions, but also include announcements of scheduled disruptions associated with the maintenance or upgrade of the ERA system.

Regardless of the source, internal or external, all alerts must be directed to the ERA Help Desk. It can be reached at (877) 372-9594 or ERAHelp@nara.gov. Its operational hours are Monday through Friday from 6:00 a.m. to 10:00 p.m. If an ERA Severity 1 or 2 Event is identified outside of the ERA Help Desk operational hours, notify NARA utilizing the ERA Notification Line of Succession found in Appendix C.

Upon receiving an alert, the ERA Help Desk will open a Trouble Ticket (TT) in the ERA Problem Management System and provide the customer with a ticket number for future reference.

2.2 VERIFICATION

The ERA Help Desk will assign/coordinate the Trouble Ticket (TT) with the responsible service organization. The responsible service organization will designate a technical lead or point-of-contact (POC), verify the existence of a disruption and assign the appropriate ERA Severity Level. The technical POC should report all service activities to the ERA Help Desk in a timely fashion. The ERA Help Desk will record all resolution efforts and communications in the TT until service is restored, the customer notified, and the TT closed.

If a TT is assigned an ERA Severity Level of 1 or 2, the ERA Help Desk will immediately notify NARA utilizing the ERA Notification Line of Succession found in Appendix C. Once an outlook or timeframe for resolution is determined, NARA will also be notified immediately. ERA Contingency Plan (CP) Activation may be necessary.

Alternatively, if the ERA Help Desk is alerted to a scheduled disruption of the ERA system, it will notify the NARA ERA Operations department during the daily ERA Operations meeting.

All verbal notification to NARA will be followed up with email notice when the situation permits.

2.3 AUTHORIZATION

Upon notification of an ERA Severity 1 or 2 event, NARA ERA Operations will instruct the ERA Help Desk on how to respond to inquiries and provide notifications in the immediate term.

NARA authorization is required prior to ERA-wide notification. All verbal authorization and direction from NARA will be followed up with email notice when the situation permits.

2.4 NOTIFICATION

The ERA Help Desk is responsible for the dissemination of all ERA service announcements. Service announcements are not limited to initial notification, but also include regular service updates and restoration announcements. After the initial notification, the ERA Help Desk will be available to respond to customer inquiries for status.

Methods of announcement include, but are not limited to, the following:

- Email notifications from controlled distribution lists (*Required*)
- Recorded alerts on the ERA phone system (*Required*)
- Postings within the ERA application
- Postings on the ERA website

Additional methods may be available as ERA matures and grows.

The method of announcement will be based on the availability of the systems and personnel at the time of the outage. The content of announcements should mirror those provided in Appendices D through E and should be released at the direction of NARA ERA Operations following NARA authorization.

3.0 ROLES AND RESPONSIBILITIES

In order to ensure effective notification of ERA service disruptions, a clear understanding of roles and responsibilities is needed as it pertains to the ERA Notification Process.

3.1 ERA STAKEHOLDERS

ERA Stakeholders include everyone who has a stake in the functionality of the ERA system. As such, ERA Stakeholders should report current or potential disruptions to the ERA system immediately to the ERA Help Desk.

3.2 ERA HELP DESK

The ERA Help Desk is located at ABL and is the central hub for all ERA service activity and communication. The Help Desk's ERA Notification Process responsibilities include:

- Create an ERA Trouble Ticket (TT) in a timely fashion.
- Understand the ERA service environment and assign an ERA TT to the correct service organization.
- Notify NARA of all ERA Severity 1 or 2 Events utilizing the ERA Notification Line of Succession.
- Create and provide ERA Notification (initial, update, resolution) to the ERA community upon authorization from NARA utilizing approved methods of announcement and content.
- Utilize ERAHelp@nara.gov email account for all TT email communication.
- Utilize ERA_Notification@nara.gov email account for all email-based ERA service announcements.
- Utilize standardized forms of address and signature for all email-based ERA Help Desk communication.
- Maintain all ERA Notification Process contact information including telephone and email distribution lists.
- Maintain email announcement templates for the ERA Notification Process utilizing approved content.
- Update an ERA TT with resolution activity, including all communication, in a timely fashion.
- Provide immediate notification to NARA of resolution timeframe for all ERA Severity 1 or 2 Trouble Tickets. Resolution timeframe is tied to ERA Contingency Plan activation.
- Provide accurate status upon request to ERA Stakeholders.

3.3 TECHNICAL LEAD

ERA Production Operations is supported by several organizations including NARA, Lockheed Martin (LM), National Interest Security Company (NISC), and others. When a disruption to

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ERA service occurs, the responsible service organization will be alerted. To facilitate and coordinate resolution, the service organization will designate a technical lead or point-of-contact (POC) to liaison with the ERA Help Desk. Within the context of the ERA Notification Process, a technical lead is responsible for:

- Verification of ERA service disruption.
- Assignment of the appropriate ERA Severity Level related to the disruption.
- Determination of a resolution timeframe and communication of the timeframe to the ERA Help Desk. Resolution timeframe is tied to ERA Contingency Plan activation.
- Report all service activities to the ERA Help Desk in a timely fashion. Updates should be provided hourly.
- Function as a point-of-contact (POC) if a status update is required by the ERA Help Desk.
- Upon request, provide a service impact assessment.
- Upon request, review service announcements for accuracy prior to release.
- Upon request, participate in any post-mortem activities.

3.4 NARA ERA NOTIFICATION LINE OF SUCCESSION

Upon verification of an ERA Severity 1 or 2 Event, the ERA Help Desk will notify NARA utilizing the ERA Notification Line of Succession found in Appendix C. Members of the ERA Notification Line of Succession have the following responsibilities.

- Determine level of notification needed.
- Determine parties that require notification.
- Authorize content of ERA service announcements.
- Authorize ERA Help Desk to release service announcements.
- Upon request, provide contact information to ERA Help Desk
- Upon receiving of a resolution timeframe, determine whether ERA Contingency Plan activation is required. Members must be knowledgeable of the ERA Business Impact Analysis (BIA) and ERA Contingency Plan.

3.5 ABL ERA OPERATIONS MANAGER

The ERA Operations Manager at ABL is responsible for managing the ERA Help Desk and maintaining its readiness. Any issue associated with the ERA Help Desk should be reported to the ERA Operations Manager immediately.

3.6 NARA ERA OPERATIONS TEAM

The NARA ERA Operations Team is located at ABL and the NARA Archives II facility in College Park, MD. Team members have the following responsibilities.

- Maintain ERA Notification Process documentation.

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- Provide oversight of ERA Notification Process.
- Facilitate cross-organization communication and coordination.
- Upon request, assist ERA Help Desk with the creation of ERA Service Announcements.
- Determine membership criteria for email distribution lists.

3.7 NARA OCCB

All scheduled outages to ERA service require NARA Operations Change Control Board (OCCB) approval.

Appendix A: SOP - Unscheduled ERA Service Disruption (Severity 1 or 2)

ERA Business Process Name: Unscheduled ERA Service Disruption
Process Owner: NARA ERA Operations Team
Description: SOP for an unscheduled ERA service disruption
Primary Product: ERA Notification Process
Triggers: Verification of ERA Severity 1 or 2 Event
Purpose: The principal goal of this SOP is to ensure effective and efficient communications, coordination, and decision-making between the ERA System Operations Center, ERA management, operational support services, and the user community regarding unscheduled outages.

Steps	Description of Activity	Responsibility
1.	Receives alert for an ERA service disruption at (877) 372-9594 or ERAHelp@nara.gov .	ERA Help Desk
2.	Opens a Trouble Ticket (TT) in the ERA Problem Management System, sets an initial ERA Severity Level (1-4) and provides the customer with a ticket number for future reference.	ERA Help Desk
3.	Assigns the responsibility for the TT to the appropriate service technician (Tier 2 or 3) or organization (NISC, HDS, etc). Notifies responsible party. Records designated primary and secondary Technical Lead / POC and contact information.	ERA Help Desk
4.	If the ERA Help Desk sets the initial ERA Severity Level to a 1 (Critical) or 2 (High), the ABL ERA Operations Manager is notified immediately to coordinate a technical response.	ERA Help Desk
5.	Verifies disruption. Assesses impact on ERA service and confirms ERA Severity Level. Functions as POC for ERA Help Desk throughout the lifecycle of the ERA TT.	Technical Lead or POC
6.	If the ERA Severity Level is a 3 (Medium) or 4 (Low), no ERA-wide service announcement is required. The TT follows the normal problem resolution process. End ERA Notification Process SOP.	ERA Help Desk

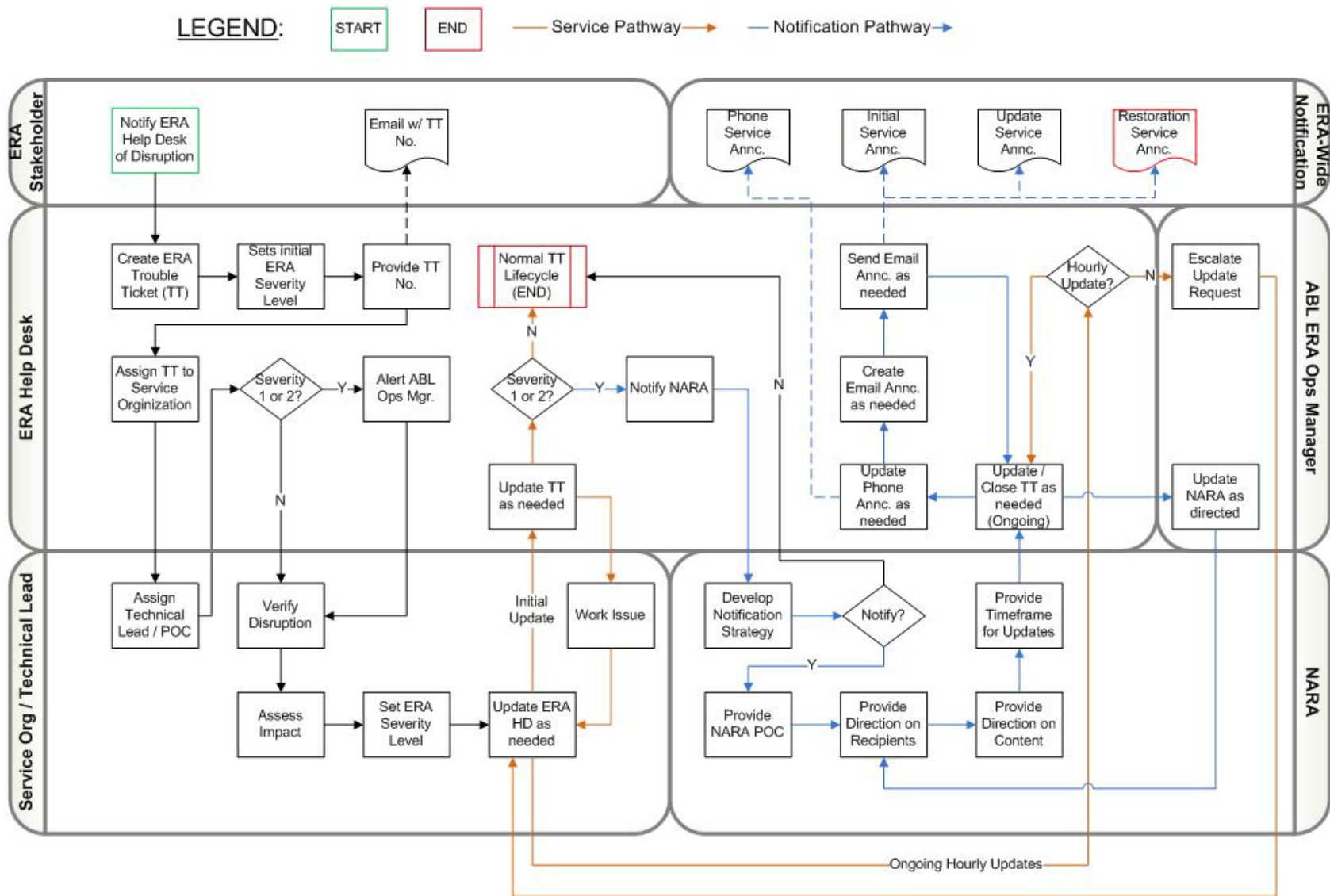
Steps	Description of Activity	Responsibility									
7.	<p>If the verified ERA Severity Level is a 1 (Critical) or 2 (High), the ERA Help Desk notifies NARA utilizing the ERA Notification Line of Succession found in the Appendix C of the ERA Notification Process. Notification should occur within the timeframe provided below. All verbal notification to NARA will be followed up with email notice. ERA_Operations@nara.gov should be CCed on all email communication associated with ERA Severity 1 or 2 Events.</p> <table border="1"> <thead> <tr> <th>ERA Severity Level</th><th>Notification Timeframe upon Verification (during ERA hours of operation)</th><th>Notification Timeframe (after hours)</th></tr> </thead> <tbody> <tr> <td>1</td><td>15 Minutes</td><td>30 Minutes</td></tr> <tr> <td>2</td><td>15 Minutes</td><td>60 Minutes</td></tr> </tbody> </table> <p>NARA must authorize all ERA service announcements.</p> <p>NARA is provided:</p> <ul style="list-style-type: none"> • Problem description & severity level • Customers affected – quantity, agency name(s) • Ticket assignment – service organization and technical lead • Ticket Timeline to date • “Go-forward” strategy if available • Notification recommendation including content & contact <p>NARA will provide:</p> <ul style="list-style-type: none"> • Notification strategy on case-by-case basis (who, what, when) • Formal notification authorization • Direction on announcement content • Timeframe for future ERA Service Announcements (updates) • Timeframe for future NARA TT updates • NARA primary and alternate POC <p>The ABL ERA Operations Manager will direct all ERA Help Desk activity during ERA Severity 1 or 2 Events.</p>	ERA Severity Level	Notification Timeframe upon Verification (during ERA hours of operation)	Notification Timeframe (after hours)	1	15 Minutes	30 Minutes	2	15 Minutes	60 Minutes	ERA Help Desk
ERA Severity Level	Notification Timeframe upon Verification (during ERA hours of operation)	Notification Timeframe (after hours)									
1	15 Minutes	30 Minutes									
2	15 Minutes	60 Minutes									
8.	Per direction from NARA (Step 7), updates the ERA Phone System announcement utilizing the provided phone script and at ABL ERA Operations Manager direction.	ERA Help Desk									

Steps	Description of Activity	Responsibility
9.	Per direction from NARA (Step 7), creates initial ERA Service Announcement email utilizing approved methods of announcement and content. Upon request, the NARA ERA Operations Team will assist in email creation.	ERA Help Desk
10.	Per direction from NARA (Step 7), send initial ERA Service Announcement email from ERA_Notification@nara.gov to authorized recipients utilizing ERA Notification Process distribution lists.	ERA Help Desk
11.	Reports all activities associated with their service organization to the ERA Help Desk in a timely fashion. At minimum, updates are provided on an hourly basis .	Technical Lead or POC
12.	Updates ERA Trouble Ticket as necessary. If an update is not received on an hourly basis, contacts the Technical Lead / POC directly for an update. If ERA Help Desk fails to reach the Technical Lead / POC, the issue is escalated to the ABL ERA Operations Manager.	ERA Help Desk
13.	If an ERA Trouble Ticket update is not provided on an hourly basis, the ABL ERA Operations Manager will escalate as needed. Escalation may include: <ul style="list-style-type: none"> • Contacts Technical Lead / POC directly. • Contacts Service Organization Management for intervention. • Escalation to LM ERA Operations Team or management. • Escalation to NARA ERA Operations Team or management. 	ABL ERA Operations Manager
14.	Provides updates on agreed upon timeframe to designate NARA POC(s). NARA is provided: <ul style="list-style-type: none"> • Information requested in Step 7 • Resolution Timeframe, immediately when known (* CP Requirement *) • Ticket assignment changes, when applicable • Customers notified to date NARA will provide: <ul style="list-style-type: none"> • Any changes to notification strategy • Additional formal notification authorization, if necessary • Additional direction on announcement content, if necessary • Timetable for release of update ERA Service Announcements • ERA Contingency Plan (CP) activation, if needed 	ABL ERA Operations Manager Or ERA Help Desk Lead
15.	Per direction from NARA (Step 14), updates the ERA Phone System announcement utilizing the provided phone script, if necessary.	ERA Help Desk

Steps	Description of Activity	Responsibility
16.	Per direction from NARA (Step 14), creates update ERA Service Announcement email utilizing approved methods of announcement and content. Upon request, the NARA ERA Operations Team will assist in email creation.	ERA Help Desk
17.	Per direction from NARA (Step 14), sends update ERA Service Announcement email from ERA_Notification@nara.gov to authorized recipients utilizing ERA Notification Process distribution lists at agreed upon timetable.	ERA Help Desk
18.	Reports resolution and root cause, if known, to the ERA Help Desk.	Technical Lead or POC
19.	Verify ERA service availability.	ABL ERA Operations Manager
20.	<p>Notifies designate NARA POC(s) of resolution. (NARA POC identified in Step 7.)</p> <p>NARA is provided:</p> <ul style="list-style-type: none"> • Resolution • Root Cause • Results from resolution verification <p>NARA will provide:</p> <ul style="list-style-type: none"> • Any changes to notification strategy • Formal notification authorization for resolution announcement • Additional direction on announcement content, if necessary 	<p>ABL ERA Operations Manager</p> <p>Or</p> <p>ERA Help Desk Lead</p>
21.	Updates ERA Trouble Ticket with resolution, root cause, and verification process. Closes TT.	ERA Help Desk
22.	Updates the ERA Phone System announcement utilizing the normal operations message.	ERA Help Desk
23.	Per direction from NARA (Step 20), creates ERA Service Restoration Announcement email utilizing approved methods of announcement and content. Upon request, the NARA ERA Operations Team will assist in email creation.	ERA Help Desk
24.	Per direction from NARA (Step 20), sends ERA Service Restoration Announcement email from ERA_Notification@nara.gov to authorized recipients utilizing ERA Notification Process distribution lists.	ERA Help Desk

Steps	Description of Activity	Responsibility
	* Post-Mortem Review *	
1.	As needed, convenes a post-mortem session with ERA Help Desk, Service Organization representatives and ERA Operations Management.	NARA ERA Operations Team
2.	<p>Review the documented timeline of activities and discuss the need for any updates or changes of timeline.</p> <ul style="list-style-type: none"> • Is the Timeline of events adequately documented? • How well did management and staff perform in dealing with the incident? Were documented procedures followed? Were they adequate? • Were any steps or actions taken that might have inhibited the recovery? • What would staff and management do differently the next time a similar incident occurs? • What corrective actions can prevent similar incidents in the future? • What additional tools or resources are needed to detect, analyze or mitigate future incidents? • What was the determining factor that caused this incident? 	Post-mortem Participants
3.	Document post-mortem findings and recommendations.	NARA ERA Operations Team
4.	As needed, update operational policies, procedures, and documentation as a result of the post-mortem session. Circulate documentation and perform training.	Post-mortem Participants

◆ National Archives and Records Administration ◆



Appendix B: SOP - Scheduled ERA Service Disruption

ERA Business Process Name:	Scheduled ERA Service Disruption
Process Owner:	NARA ERA Operations Team
Description:	SOP for scheduled ERA service disruption
Primary Product:	ERA Notification Process
Triggers:	Request for ERA service disruption
Purpose:	The principal goal of this document is to ensure effective and efficient communications, coordination, and decision-making between the ERA System Operations Center, ERA management, operational support services, and the user community regarding scheduled outages.

Steps	Description of Activity	Responsibility
1.	Contact ERA Help Desk and submit a request for an ERA service disruption. The request should include the following: <ul style="list-style-type: none"> • Date of Request • Requestor Name • Requestor Organization • Start Date / End Date of scheduled disruption • Start Time / End Time of scheduled disruption • Description of scheduled disruption • Impact of scheduled disruption • Rollback / Recovery Strategy (if change) 	ERA Stakeholder / Requestor
2.	Opens a Trouble Ticket (TT) in the ERA Problem Management System, sets the initial ERA Severity Level (3 or 4), provides the requestor with a ticket number for future reference and assigns the TT to an ERA Systems Administrator.	ERA Help Desk
3.	Reviews request for ERA service disruption, documents risk / impact to the ERA application, and recommends action (accept or reject request). Updates ERA Help Desk as necessary.	ERA System Administrator
4.	Updates ERA Trouble Ticket as necessary.	ERA Help Desk
5.	Upon completion of request review, assigns ERA Trouble Ticket to NARA ERA Operations Team. Notifies the NARA ERA Operations Team at ERA_Operations@nara.gov using the ERAHelp@nara.gov email account. CCs the NHEC Ops Risk Coordinator (See Appendix C).	ERA Help Desk
6.	Reviews request for ERA service disruption and ERA Systems Administrator's assessment / recommendation.	NARA ERA Operations Team

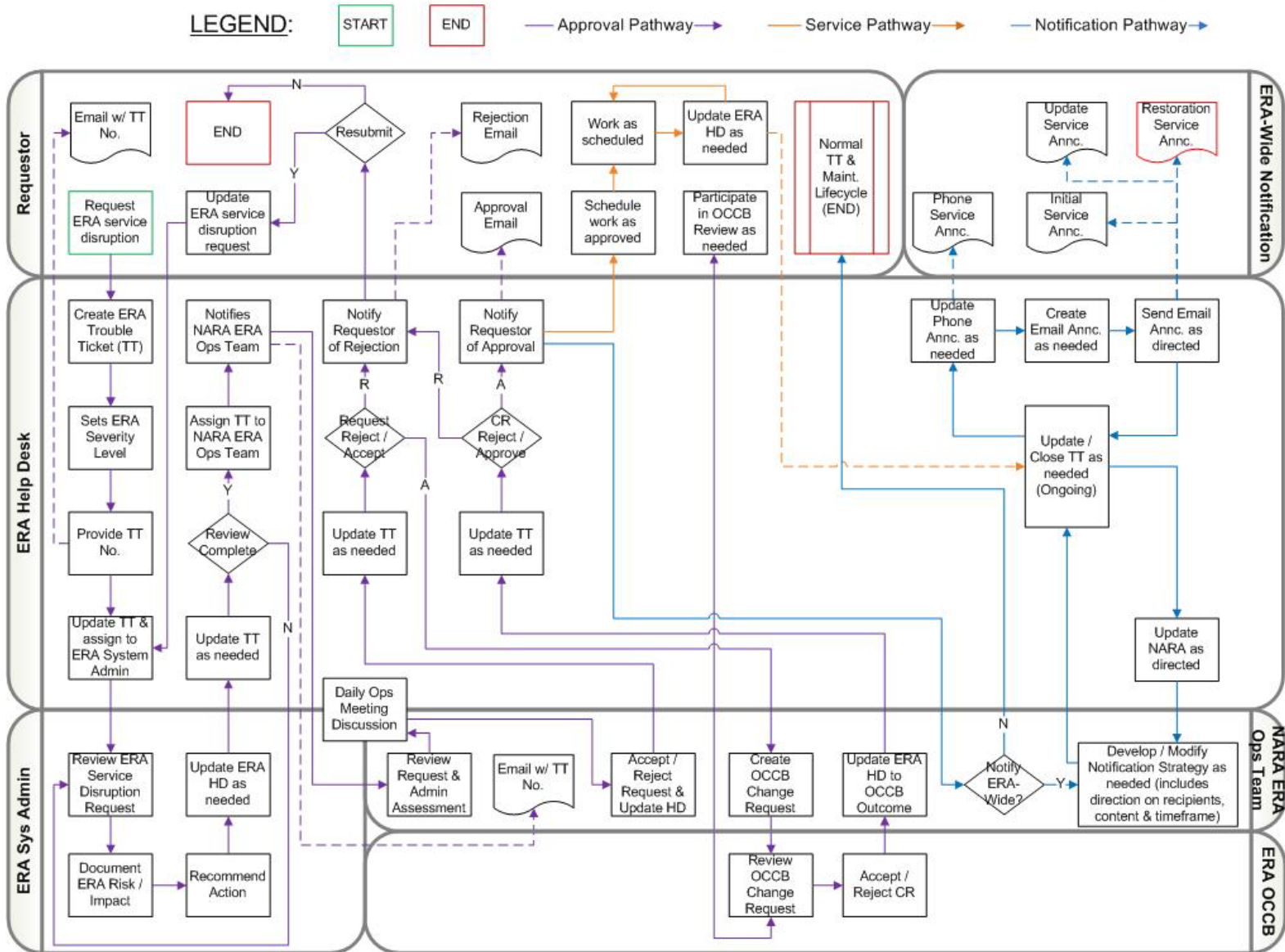
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Steps	Description of Activity	Responsibility
7.	Discuss request for ERA service disruption and ERA Systems Administrator's assessment / recommendation, as needed.	ERA Operations Daily Meeting Participants
8.	Accept or reject ERA service disruption request. Updates ERA Help Desk.	NARA ERA Operations Team
9.	Updates ERA Trouble Ticket. If request rejected, notifies requestor. Requestor may resubmit. If requestor does not resubmit, close TT and END ERA Notification Process SOP.	ERA Help Desk
10.	If request accepted, creates ERA Operations Change Control Board (OCCB) Change Request (CR).	NARA ERA Operations Team
11.	Reviews Change Request (CR). Additional information may be requested.	ERA Operations Change Control Board (OCCB)
12.	Participate in OCCB Review as needed.	ERA Stakeholder / Requestor
13.	Approves or rejects Change Request (CR).	ERA Operations Change Control Board (OCCB)
14.	Updates ERA Help Desk on outcome of OCCB review of CR.	NARA ERA Operations Team
15.	Updates ERA Trouble Ticket. If CR rejected, notifies requestor of rejection. Requestor may resubmit. If requestor does not resubmit, close TT and END ERA Notification Process SOP. If CR approved by OCCB, notifies requestor of approval.	ERA Help Desk
16.	Schedules work as approved. Performs work as defined in maintenance policies and SOPs. Updates ERA Help Desk throughout maintenance lifecycle including outcome.	ERA Stakeholder / Requestor
17.	If no ERA-wide service announcement is required, the TT follows the normal problem resolution process / maintenance lifecycle. End ERA Notification Process SOP.	NARA ERA Operations Team

Steps	Description of Activity	Responsibility
18.	<p>If ERA-wide service announcement is required, develops a Notification Strategy.</p> <p>NARA must authorize all ERA service announcements.</p> <p>NARA will provide:</p> <ul style="list-style-type: none"> • Notification strategy on case-by-case basis (who, what, when) • Formal notification authorization • Direction on announcement recipients and content • Timeframe for future ERA Service Announcements (updates) • Timeframe for future NARA TT updates 	NARA ERA Operations Team
19.	Updates ERA Trouble Ticket as necessary.	ERA Help Desk
20.	Per direction from NARA (Step 18), updates the ERA Phone System announcement utilizing the provided phone script and at ABL ERA Operations Manager direction.	ERA Help Desk
21.	Per direction from NARA (Step 18), creates initial ERA Service Announcement email utilizing approved methods of announcement and content. Upon request, the NARA ERA Operations Team will assist in email creation.	ERA Help Desk
22.	Per direction from NARA (Step 18), send initial ERA Service Announcement email from ERA_Notification@nara.gov to authorized recipients utilizing ERA Notification Process distribution lists.	ERA Help Desk
23.	<p>Provides updates to NARA on agreed upon timeframe, per direction (Step 18)</p> <p>NARA is provided:</p> <ul style="list-style-type: none"> • Service activity to date • Completion Timeframe, immediately when known (* CP Requirement *) • Ticket assignment changes, when applicable • Customers notified to date <p>NARA will provide:</p> <ul style="list-style-type: none"> • Any changes to notification strategy • Additional formal notification authorization, if necessary • Additional direction on announcement content, if necessary • Timetable for release of update ERA Service Announcements 	ERA Help Desk

Steps	Description of Activity	Responsibility
24.	Steps 18 – 23 will repeat per the devised Notification Strategy and the scheduled Service Disruption timeframe until: (1) all scheduled work is complete, (2) ERA Service availability / operability is verified, (3) an authorized Service Restoration Announcement is sent, and (4) the TT is closed by the ERA Help Desk.	ERA Help Desk

ERA Notification Process SOP: Scheduled ERA Service Disruption



Appendix C: NARA ERA Notification Line of Succession

Order	Name Title / Division Primary Work Location	Telephone	Email
1.	Ben McElyea ISSO, NHEC ABL, Rocket Center, WV	Office: (304) 726-7821 Mobile: Home:	Ben.McElyea@nara.gov
2.	Erum Welling Director, NHEC Archives II, College Park, MD	Office: (301) 837-1847 Mobile: Home:	Erum.Welling@nara.gov
3.	Kevin Phelan Deputy Director, NHEC Archives II, College Park, MD	Office: (301) 837-3296 Mobile: Home:	Kevin.Phelan@nara.gov
4.	Amy Anderson Logistics Manager, NHEC Archives II, College Park, MD	Office: (301) 837-0426 Mobile: Home:	Amy.Anderson@nara.gov
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7.			
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10.			

Appendix D: Unscheduled ERA Service Disruption Announcements

ERA-Wide notification requires NARA approval of content. In order to simplify the approval process, templates have been provided as guidance.

The following Announcement Matrix details the scenarios, methods and frequency covered by the supplied templates. Additionally, it provides the location of the template within this Appendix. As ERA grows and matures, further guidance will be provided.

Scenario	Scenario Description	Announcement Method	Frequency	Template Location
1.	Severity 1 Initial Announcement	Email	Case-by-Case at NARA Direction & Approval	D-2
		Phone Script (during staffed hours)	Case-by-Case at NARA Direction & Approval	D-2
		Phone Script (after staffed hours)	Case-by-Case at NARA Direction & Approval	D-2
2.	Severity 2 Initial Announcement	Email	Case-by-Case at NARA Direction & Approval	D-3
		Phone Script (during staffed hours)	Case-by-Case at NARA Direction & Approval	D-3
		Phone Script (after staffed hours)	Case-by-Case at NARA Direction & Approval	D-3
3.	Update Announcement	Email (when update available)	Case-by-Case at NARA Direction & Approval	D-5
		Email (when update available)	Case-by-Case at NARA Direction & Approval	D-5
		Phone Script (during staffed hours when update available)	Case-by-Case at NARA Direction & Approval	D-6
		Phone Script (after staffed hours when update available)	Case-by-Case at NARA Direction & Approval	D-6
4.	Restoration of Service Announcement	Email	Case-by-Case at NARA Direction & Approval	D-7
		Phone Script (normal message during staffed hours)	Case-by-Case at NARA Direction & Approval	D-7
		Phone Script (normal message after staffed hours)	Case-by-Case at NARA Direction & Approval	D-7

ANNOUNCEMENT TEMPLATES – UNSCHEDULED ERA SERVICE DISRUPTION**SCENARIO 1: Severity 1 (Outage) Initial Announcement:****Trigger:**

- (A) After verification of an ERA Severity 1 (Outage) Event; and
- (B) Notification of NARA utilizing the ERA Notification Line of Succession found in the Appendix C; and
- (C) NARA Authorization.

Email:

From:	ERA_Notification@nara.gov
To:	<Authorized Recipient Distribution List>; ERA_Operations@nara.gov
Subject:	ERA <Instance> Service Disruption
<p>This is to inform you that ERA <Instance> is currently unavailable due to technical issues. ERA resources are working to resolve this issue as quickly as possible. The ERA Help Desk will keep you informed of their progress.</p> <p>Please note: NARANet connectivity is unaffected by this service disruption.</p> <p>Thank you for your patience.</p> <p>ERA Help Desk Electronic Records Archives (ERA) National Archives and Records Administration (NARA) 301-837-2020, Option # 4 877-ERA-9594 [877-372-9594] ERAhelp@nara.gov</p>	

Phone Script (during staffed hours):

Hello. You have reached the ERA Help Desk. ERA is currently unavailable due to technical issues. ERA technical resources are working as quickly as possible to minimize your downtime. Please hold for the next available Customer Service Representative. If you would like to leave a message, please press 9.

Phone Script (after staffed hours):

Hello. You have reached the ERA Help Desk. ERA is currently unavailable due to technical issues. ERA technical resources are working as quickly as possible to minimize your downtime. At this time, the Help Desk is closed. Our normal hours of operation are Monday through Friday, 6 a.m. to 8 p.m. We are sorry we could not take your call at this time. Please leave a detailed message and a Customer Service Representative will return your call as soon as possible. Or, if you prefer, you can email the Help Desk at ERAHelp@nara.gov. Thank you.

ANNOUNCEMENT TEMPLATES – UNSCHEDULED ERA SERVICE DISRUPTION**SCENARIO 2: Severity 2 (Service Degradation) Initial Announcement:****Trigger:**

- (A) After verification of an ERA Severity 2 (Service Degradation) Event; and
- (B) Notification of NARA utilizing the ERA Notification Line of Succession found in the Appendix C; and
- (C) NARA Authorization.

Email:

From:	ERA_Notification@nara.gov
To:	<Authorized Recipient Distribution List>; ERA_Operations@nara.gov
Subject:	ERA <Instance> Service Disruption
<p>This is to inform you that ERA <Instance> is currently experiencing difficulties due to technical issues. As a result, you may experience degradation in performance. ERA resources are working to resolve this issue as quickly as possible. The ERA Help Desk will keep you informed of their progress.</p> <p>Please note: NARANet connectivity is unaffected by this service disruption.</p> <p>Thank you for your patience.</p> <p>ERA Help Desk Electronic Records Archives (ERA) National Archives and Records Administration (NARA) 301-837-2020, Option # 4 877-ERA-9594 [877-372-9594] ERAhelphelp@nara.gov</p>	

Phone Script (during staffed hours):

Hello. You have reached the ERA Help Desk. ERA is currently experiencing difficulties due to technical issues. As a result, you may be experiencing degradation in performance. ERA technical resources are working as quickly as possible to resolve this issue. Please hold for the next available Customer Service Representative. If you would like to leave a message, please press 9.

Phone Script (after staffed hours):

Hello. You have reached the ERA Help Desk. ERA is currently experiencing difficulties due to technical issues. As a result, you may be experiencing degradation in performance. ERA technical resources are working as quickly as possible to resolve this issue. At this time, the Help Desk is closed. Our normal hours of operation are Monday through Friday, 6 a.m. to 8

p.m. We are sorry we could not take your call at this time. Please leave a detailed message and a Customer Service Representative will return your call as soon as possible. Or, if you prefer, you can email the Help Desk at ERAHelp@nara.gov. Thank you.

ANNOUNCEMENT TEMPLATES – UNSCHEDULED ERA SERVICE DISRUPTION**SCENARIO 3: Update Announcement:****Trigger:**

- (A) An update is available; and/or
- (B) An update is required per the timeframe devised by NARA on a case-by-case basis. Please see Appendix A for details.
- (C) NARA Authorization

Email (when update available):

From:	ERA_Notification@nara.gov
To:	<Authorized Recipient Distribution List>; ERA_Operations@nara.gov
Subject:	ERA <Instance> Service Disruption Update
<p>This is an update on the current ERA <Instance> service disruption. ERA technical resources have isolated the issue to <provide> and expect a resolution <provide>. The ERA Help Desk will keep you informed of their progress.</p> <p>Please note: NARANet connectivity is unaffected by this service disruption.</p> <p>Thank you for your patience.</p> <p>ERA Help Desk Electronic Records Archives (ERA) National Archives and Records Administration (NARA) 301-837-2020, Option # 4 877-ERA-9594 [877-372-9594] ERAhelp@nara.gov</p>	

Email (when update unavailable):

From:	ERA_Notification@nara.gov
To:	<Authorized Recipient Distribution List>; ERA_Operations@nara.gov
Subject:	ERA <Instance> Service Disruption Update
<p>This is an update on the current ERA <Instance> service disruption. ERA technical resources are continuing to work towards resolving this issue as quickly as possible. The ERA Help Desk will keep you informed of their progress.</p> <p>Please note: NARANet connectivity is unaffected by this service disruption.</p> <p>Thank you for your patience.</p>	

ERA Help Desk
Electronic Records Archives (ERA)
National Archives and Records Administration (NARA)
301-837-2020, Option # 4
877-ERA-9594 [877-372-9594]
ERAhelp@nara.gov

Phone Script (during staffed hours when update available):

Hello. You have reached the ERA Help Desk. ERA is currently experiencing difficulties due to technical issues. ERA technical resources have isolated the issue to **<provide>** and expect a resolution **<provide>**. Please hold for the next available Customer Service Representative. If you would like to leave a message, please press 9.

Phone Script (after staffed hours when update available):

You have reached the ERA Help Desk. ERA is currently experiencing difficulties due to technical issues. ERA technical resources have isolated the issue to **<provide>** and expect a resolution **<provide>**. At this time, the Help Desk is closed. Our normal hours of operation are Monday through Friday, 6 a.m. to 8 p.m. We are sorry we could not take your call at this time. Please leave a detailed message and a Customer Service Representative will return your call as soon as possible. Or, if you prefer, you can email the Help Desk at ERAHelp@nara.gov. Thank you.

ANNOUNCEMENT TEMPLATES – UNSCHEDULED ERA SERVICE DISRUPTION**SCENARIO 4: Restoration of Service Announcement:****Trigger:**

- (A) An update is available; and/or
- (B) An update is required per the timeframe devised by NARA on a case-by-case basis. Please see Appendix A for details.; and
- (C) NARA Authorization

Email:

From:	ERA_Notification@nara.gov
To:	<Authorized Recipient Distribution List>; ERA_Operations@nara.gov
Subject:	ERA <Instance> Service Restored
<p>This is to inform you that ERA <Instance> is available. All services are functioning and the issue(s) that caused the service disruption have been repaired.</p> <p>Should you require additional follow-up on this incident, or feel the incident has not been resolved to your satisfaction, please contact the ERA Help Desk.</p> <p>Thank you for your patience during this service disruption.</p> <p>ERA Help Desk Electronic Records Archives (ERA) National Archives and Records Administration (NARA) 301-837-2020, Option # 4 877-ERA-9594 [877-372-9594] ERAhelp@nara.gov</p>	

Phone Script (normal message during staffed hours):

Hello. You have reached the ERA Help Desk. There are currently no service outages. Please hold for the next available Customer Service Representative. If you would like to leave a message, please press 9.

Phone Script (normal message after staffed hours):

Hello. You have reached the ERA Help Desk. At this time, the Help Desk is closed. Our normal hours of operation are Monday through Friday, 6 a.m. to 8 p.m. We are sorry we could not take your call at this time. Please leave a detailed message and a Customer Service Representative will return your call as soon as possible. Or, if you prefer, you can email the Help Desk at ERAHelp@nara.gov. Thank you.

Appendix E: Scheduled ERA Service Disruption Announcements

ERA-Wide notification requires NARA approval of content. In order to simplify the approval process, templates have been provided as guidance.

The following Announcement Matrix details the scenarios, methods and frequency covered by the supplied templates. Additionally, it provides the location of the template within this Appendix. As ERA grows and matures, further guidance will be provided.

Scenario	Scenario Description	Announcement Method	Frequency	Template Location
1.	Initial Announcement	Email	Case-by-Case at NARA Direction & Approval	E-2
		Phone Script (during staffed hours)	Case-by-Case at NARA Direction & Approval	E-2
		Phone Script (after staffed hours)	Case-by-Case at NARA Direction & Approval	E-2
2.	Restoration of Service Announcement	Email	Case-by-Case at NARA Direction & Approval	E-4
		Phone Script (normal message during staffed hours)	Case-by-Case at NARA Direction & Approval	E-4
		Phone Script (normal message after staffed hours)	Case-by-Case at NARA Direction & Approval	E-4

ANNOUNCEMENT TEMPLATES –SCHEDULED ERA SERVICE DISRUPTION**SCENARIO 1: Initial Announcement:****Trigger:**

- (A) After scheduled disruption is approved by NARA ERA OCCB; and
- (B) Sent before scheduled disruption; and
- (C) Re-sent just prior to scheduled disruption

Email:

From:	ERA_Notification@nara.gov
To:	<Authorized Recipient Distribution List>; ERA_Operations@nara.gov
Subject:	Scheduled ERA <Instance> Service Disruption
<p>Scheduled Maintenance: <day, date, time> through <day, date, time></p> <p>This is to inform you that ERA <Instance> will be unavailable from <day, date, time> through <day, date, time> to perform platform maintenance. ERA technical resources will work as quickly as possible to minimize your downtime. The ERA Help Desk will keep you informed of their progress.</p> <p>Please note: NARANet connectivity is unaffected by this service disruption.</p> <p>Thank you for your understanding.</p> <p>ERA Help Desk Electronic Records Archives (ERA) National Archives and Records Administration (NARA) 301-837-2020, Option # 4 877-ERA-9594 [877-372-9594] ERAhelp@nara.gov</p>	

Phone Script (during staffed hours):

Hello. You have reached the ERA Help Desk. ERA will be unavailable from <day, date, time> through <day, date, time> to perform platform maintenance. ERA technical resources will work as quickly as possible to minimize your downtime. Please hold for the next available Customer Service Representative. If you would like to leave a message, please press 9.

Phone Script (after staffed hours):

Hello. You have reached the ERA Help Desk. ERA will be unavailable from <day, date, time> through <day, date, time> to perform platform maintenance. ERA technical resources will work as quickly as possible to minimize your downtime. At this time, the Help Desk is closed. Our hours of operation are Monday through Friday, 6 a.m. to 8 p.m. We are sorry we could not

take your call at this time. Please leave a detailed message and a Customer Service Representative will return your call as soon as possible. Or, if you prefer, you can email the Help Desk at ERAHelp@nara.gov. Thank you.

ANNOUNCEMENT TEMPLATES –SCHEDULED ERA SERVICE DISRUPTION**SCENARIO 2: Restoration of Service Announcement:****Trigger:**

- (A) All scheduled work (i.e. maintenance or upgrade) is complete; and
- (B) ERA Service availability / operability is verified; and
- (C) NARA Authorization

Email:

From:	ERA_Notification@nara.gov
To:	<Authorized Recipient Distribution List>; ERA_Operations@nara.gov
Subject:	ERA <Instance> Service Restored
<p>This is to inform you that ERA <Instance> is available. All platform maintenance has been completed successfully.</p> <p>Thank you for your patience during this service disruption.</p> <p>ERA Help Desk Electronic Records Archives (ERA) National Archives and Records Administration (NARA) 301-837-2020, Option # 4 877-ERA-9594 [877-372-9594] ERAhelp@nara.gov</p>	

Phone Script (normal message during staffed hours):

Hello. You have reached the ERA Help Desk. There are currently no service outages. Please hold for the next available Customer Service Representative. If you would like to leave a message, please press 9.

Phone Script (normal message after staffed hours):

Hello. You have reached the ERA Help Desk. At this time, the Help Desk is closed. Our normal hours of operation are Monday through Friday, 6 a.m. to 8 p.m. We are sorry we could not take your call at this time. Please leave a detailed message and a Customer Service Representative will return your call as soon as possible. Or, if you prefer, you can email the Help Desk at ERAHelp@nara.gov. Thank you.

Appendix F: List of Abbreviations

Acronym	Description
ABL	Allegany Ballistics Laboratory
ATK	Alliant Techsystems
BIA	Business Impact Analysis
CP	Contingency Plan
CR	Change Request
DREN	Defense Research and Engineering Network
ERA	Electronic Records Archive
HD	Help Desk
HDS	Hitachi Data Systems
HVAC	Heating, Ventilation, and Air Conditioning
LM	Lockheed Martin
MD	Maryland
NARA	National Archives and Records Administration
NAVSEA	Naval Sea Systems Command
NISC	National Interest Security Company
OCCB	Operations Change Control Board
POC	Point-of-contact
PMO	Program Management Office
SAG	Systems Administration Guide
SOC	System Operations Center
T3	Tier-3
TT	Trouble Ticket
UPS	Uninterruptible Power Supply
WV	West Virginia