Information Session #1
NW – NR – ERA – Increment 1 Agencies
Date: Wednesday, February 21, 2007
Place: NWML Conference Room 2200
Time: 11:00 am – Noon (Scribe: Lisa Davis)

Purpose of monthly meetings: To share information and provide updates about the ERA system development with the ERA Increment 1 agency Records Management and IT officials and with NARA Appraisal Archivists (NWML and NR).

Rita goes over the "rules of engagement" for contact between NARA and the Agencies. There have been issues with multiple people from NARA/ERA/Lockheed Martin (LM) contacting various Agency staff. Rita emphasizes that going forward, she will serve as the primary contact person through which Agency communications will flow.

I. Brief Introductions - Meeting attendees and relationships with Increment 1 Agencies:

<table>
<tr><th>Increment 1 Agency</th><th>NARA Appraisal Archivists (NWML/NR)</th><th>NARA Center for Electronic Records and Special Media (NWME:Transfer/Ingest)</th><th>Other NARA (Access Programs)</th></tr>
<tr><td>NAVO - Ginger Riemann (RO)</td><td>NR: Randy Jones (Atlanta
NWML: Jill Glenewinkel</td><td>John Powell</td><td rowspan="4">NR: Gina Williams/Atlanta
NWCT: Edward Smith
NWMD: Lynn Stewart</td></tr>
<tr><td>BLS - Jennifer Hunneysucker (RO Alternate)</td><td>NWML: Jim Cassedy</td><td>Ted Hull</td></tr>
<tr><td>USPTO Susan Fawcett (RO)
Neil Faunt (RO contractor)</td><td>NWML: Yvonne Wilson</td><td>Brett Abrams</td></tr>
<tr><td>NNSA - Jennifer Hunneysucker (RO Alternate)
John Zimmerman (NNSA Contractor)</td><td>NR: Robin Riat/KC
NR: Karen Shaw/KC</td><td></td></tr>
<tr><td colspan="4"><u>Other attendees:</u> Julie Hunsaker/NWML, David Kepley/NW, Jerry Nashhorn/NWML, Meg Phillips/NR
<u>ERA Attendees:</u> Richard Steinbacher, Adrienne Reagins (ERA Training Officer), Janice Roberts, Erin Brown, Lisa Davis, Rob Parrott, Rita Cacas (ERA Communications Officer)</td></tr>
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II. ERA Updates

- Rita reviews the handout that all attendees received electronically titled, "ERA Updates," and briefly goes over some of the main points.
- Human factors early user involvement (EUI) activities are currently taking place, and will go on for the next seven weeks. The people that are taking part in testing the usability of the ERA system are a mix of NARA and Agency staff.
- Rita asks David to explain exactly what "Human Factors" is.
  - **David Kepley:** people are placed in front of computers and review actual ERA screens. Engineers observe participants interfacing with the system, and use the data gained during these sessions to help make the system as user-friendly as possible. In prior Human Factors sessions, participants viewed static screens; this time around people are working with dynamic screens, and going through some of their normal workflows to see how they will take place in ERA.
- **Question:** What are the goals of Human Factors testing? Will anything change based on participants' feedback?
  - **David Kepley:** The goal is to see how usable and efficient the ERA system is. Yes, based on the feedback Lockheed receives, the system will be updated wherever possible to make screen design, layout, etc., more usable. It is important to note, though, that workflows are not going to change based on feedback, as a lot of work has already gone into determining those workflows and they are set. So workflows will not change, but usability aspects will.
- **Question:** Is there a date for training activities?
  - **Adrienne Reagins:** For "end users," i.e., Agencies and NARA staff, training will start in August and run through September. We have a tight six-week window to conduct training because we have to share the training environment with testers and other folks. All training will happen at Archives II, and the Agencies' representatives will be in the same classroom as NARA staff. We will have separate meetings with each Agency to assist them in identifying who needs to get trained for Release 2.

  - **Question:** is Human Factors and Usability Testing the same thing?

<u>David Kepley:</u> Human Factors is the overarching area. Usability testing is a sub-area of Human Factors. In other words, Human Factors covers the full gamut of interfacing testing activities that take place, and usability testing is just one of those testing activities.

- Rita moves the discussion to the topic of system security and asks Jan Filsinger to say a few words.
  - **Jan:** says that the three things she would like to discuss are 1) the restricted data types that Agencies use that will be marked in ERA, 2) interconnection agreements, and 3) the person within the Agency who will be performing the role as the delegated account representative.

    The Agency delegated account representative is a person from an Agency who will nominate people from the Agency for specific roles within ERA. The delegated account representative will then 'identify-proof' these people, (i.e., make sure they are who they say they are), and then have each nominee sign an 'ERA Rules of Behavior' form. That information will then be forwarded to NARA. Those nominees will then be able to come in for ERA training, and upon completion of training will receive an ERA account.

  - **Question:** when does NARA need account information?

    Jan: We will provide Agencies with a list of identified roles within the ERA system. They should receive that information within the next month or so.

  - **Question:** Will the ERA Rules of Behavior form have a description of the responsibilities for the delegated account representative?

    Jan: No, that description won't be in the rules of behavior, but Agencies will receive that description.

  - **Question:** What is the date for when Agencies need to get non-restricted test data types sent to NARA?

    Jan: We cannot use restricted test data. However, NARA is able to receive unrestricted test data at any point between now and the end of May, which would be very good timing to receive test data.

    David Kepley thinks it would be very helpful to get something in writing to the Agencies describing exactly what Jan needs from them. Yvonne: they need "data about the data."

    - **<u>Action:</u>** Jan will capture in writing what information is needed from the agencies, and will pass that document along to Rita to distribute to the Agency POCs.

  - Meg summarizes that the things that will touch Agencies in the near future are as follows: Usability testing in the spring, training in the fall, and security discussions that are ongoing.

III. <u>Discuss Handout:</u> "A Summary of what ERA will be able to do during each of the three Increment 1 Releases" AND

IV. <u>Question + Answers</u>

- Rita explains that the document everyone received entitled, "A Summary of what ERA will be able to do during each of the three Increment 1 Releases," should be a helpful reference for everyone because it explains the functionality that ERA will develop over the various releases of Increment 1.
- **<u>Question:</u>** What does "no users involved in Release 1" mean?

  <u>David Kepley:</u> Release 1 is the period during which the infrastructure of ERA is being developed. At this time, the system is being built, and there is no Agency or NARA staff interaction with ERA.

- **Question:** How will we be able to determine "how well things go" with the system?

  Rita: notes that we are in the midst of determining the criteria for bringing on additional Agencies, and a major part of that process is discussing lessons learned from the first group of Agencies and incorporating that knowledge into our future efforts.

- **Meg Phillips**: NARA is aware that ERA may not roll out as smoothly as we would like; there may be some initial hitches. We have an opportunity with the four pioneer Agencies to work through these hitches by living it this first year.

- **Robin Riat** wants to make sure that the Agencies are very clear about expected dates for various items, and that they have a clear understanding of what is expected of them.

- **Meg Phillips**: notes that the people participating in Human Factors are just a subset of the folks that will actually be using ERA. This meeting was our way to let everyone know about the Human Factors activities that are going on; however, the people who will be attending have already been contacted.

- **Question:** how is the feedback from these Human Factors sessions used?

  Erin Brown: Feedback is dispositioned and sent back to NARA so that the developers and NARA can work together to determine what is possible to change and what is not.

  David Kepley: notes that having only two people a day for seven weeks take part in this feedback process is not a perfect science, but that we are doing the best we can to get user feedback incorporated as early as possible.

Meeting Summary/Discussion:
Rita notes that these meetings will take place on the third Wednesday of each month. She goes over a list of upcoming topics and encourages attendees to suggest any topics for discussion they would like to see on future agendas.

V. Action Items

Action Item No.	Assigned To	Due Date	Action Description
1	Jan Filsinger	3/2/07	Draft a document that outlines exactly what information is needed from the Agencies; send to Rita.
2	Rita Cacas	3/2/07	Review and edit Jan's document; Vet/approval via NHE SME/Officials. Send security requirements document to Agencies.

VI. Proposed ERA Agenda for future meetings

- March 21: ERA Training Readiness (Adrienne)
- April 18: System Access (Adrienne, Jan Filsinger, Jerry N.)
- May 16: (note: post-RACO) – Increment 1 Agencies/Lessons Learned
- June 20: tba
- [Note: 7/18-21 NAGARA]
- July 25: tba
- August 15: Getting ready for IOC
- Sep 19: tba