



National Archives and Records Administration (NARA)

Implementation of the E-Government Act of 2002

Report for Fiscal Year (FY) 2017

The National Archives and Records Administration annual E-Government report is provided pursuant to the E-Government Act of 2002 (Pub. L. No. 107-347) (Act). The Act requires the Office of Management and Budget (OMB) to report to Congress a summary of the information reported by agencies pursuant to Section 202(g) of the Act.

Our report comprises two sections that describe:

1. Highlights of NARA's E-Government Activities
2. Compliance with Goals and Provisions of the E-Gov Act

Section 1: Highlights of NARA's E-Government Activities

A. Enhanced Delivery of Information and Services to the Public

The E-Gov Act requires agencies to provide information on how electronic government is used to improve performance in delivering programs to constituencies. In no more than 250 words, describe one IT agency activity or initiative that enhances the delivery of information and services to the public and others, or makes improvements in government operations. This example should highlight how electronic government improved the effectiveness, efficiency, and quality of services provided by your agency.

NARA implemented enhancements to the National Archives Catalog API in FY17 that improved the delivery of Catalog data to the public, making access to the large volumes of data in the Catalog more efficient for the user. Likewise, these enhancements improved the ability of NARA staff to develop dynamic finding aids and web pages using Catalog data, which will become a more effective and quality presentation of Catalog data than the Catalog itself for many use cases. The enhancements include deep paging, exact search, with/without field value search, and including comment IDs in the data.

B. Public Access to Electronic Information

The E-Gov Act requires that agency websites assist public users to navigate agency websites, including the speed of retrieval of search results and the relevance of the results. Provide the updated URL(s) that contains your agency's customer service goals and describes activities that assist public users in providing improved access to agency websites and information, aid in the speed of retrieval and relevance of search results,

and uses innovative technologies to improve customer service at lower costs. For example, include the URL to your agency's Customer Service Plan.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
<ul style="list-style-type: none"> • https://www.archives.gov/about/customer-service 	Information about NARA’s customer service standards, values, and commitment.
<ul style="list-style-type: none"> • http://www.archives.gov/about/customer-service/standards.html 	Information about NARA’s customer service standards, values, and commitment.

Section 2: Compliance with Goals and Provisions of the E-Gov Act

A. Performance Integration

The E-Gov Act requires agencies to develop performance metrics that demonstrate how electronic government supports agency objectives, strategic goals, and statutory mandates. In no more than 250 words, describe what performance metrics are used and tracked for IT investments and how these metrics support agency strategic goals and statutory mandates. Please discuss performance metrics that focus on customer service, agency productivity, innovative technology adoption and best practices. If applicable, include a description of your agency's evaluation model and how it is used. Provide applicable URL(s) for performance goals related to IT.

NARA uses performance measures to track progress towards achieving strategic goals and objectives. The same process is followed with an IT investment as with any mission or non-IT program. The NARA IT portfolio is aligned into a concise set of seven programs to better represent NARA's business practices. In addition to being aligned with the specific business functions, these programs and investments are aligned with the enterprise technical and business architecture. Two of these programs are also tracked as Major IT Business Cases, with multiple performance measures in the areas of customer satisfaction, financial, innovation, and strategic and business results. A third investment is tracked with a standard investment report, capturing investment specific data points and measures. These metrics are reviewed regularly and have aggressive annual targets.

NARA's performance-based reporting is focused on public-facing applications. A variety of performance metrics are tracked and reported, including system availability, system uptime, response time, first call resolution, records entries processed, and cases worked

per staff day. In addition, customer satisfaction with NARA's helpdesk and the percent of help desk initial responses provided within 12 hours are also tracked as well as inventory accuracy.

These NARA programs relate directly to NARA's ability to carry out major operational processes, which enable mission accomplishment. The underlying investments support the processes and infrastructure required for NARA to preserve and protect its holdings, while providing access in an efficient and timely manner. For investments that are in an operations and maintenance phase, performance metrics are designed to illustrate the outcomes and results of these investments.

B. Accessibility

The E-Gov Act requires agencies to consider the impact of implementing policies on persons without access to the internet, and ensure accessibility to people with disabilities. Provide the URL(s) for your agency's website which describes actions taken by your agency in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C.794(d)).

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.archives.gov/global-pages/accessibility	

C. Government-Public Collaboration

The E-Gov Act requires agencies to sponsor activities that use information technology to engage the public in the development and implementation of policies and programs. In no more than 250 words, describe one example of how your agency utilized technology to initiate government-public collaboration in the development and implementation of policies and programs.

In FY 2017, NARA sought input from the public on its draft 2018-2022 Strategic Plan. NARA, like all other agencies across the Federal government, is required to produce a strategic document every four years. On August 24, a draft was made available to the public on GitHub, making the code to the plan publicly available to other agencies and organizations wishing to fork it for their own purposes. All contributions to this project will be released under the CC0 dedication. Anyone submitting a pull request agrees to comply with this waiver of copyright interest. Stakeholders were invited to provide feedback using GitHub issues or by sending comments by email. NARA also sought public feedback through blog posts and email outreach. A revised plan was published on September 15. By publishing the Draft Strategic Plan on GitHub, NARA offered a transparent way for stakeholders to comment and to view revisions. The open source

approach also makes it easy for other organizations to reuse the framework for their own plans.

- ¹E. USA.gov activities
In accordance with Section 204 (44 U.S.C. § 3501 note) of the E-Gov Act, www.USA.gov serves as an integrated internet-based system for providing the public with access to government information and services. In accordance with Section 207(f)(3) (44 U.S.C. § 3501 note), provide the URL(s) your agency's activities on www.USA.gov.

Public Facing URL(s)	Brief Explanation (if necessary)
https://usdigitalregistry.digitalgov.gov/	NARA has more than 100 accounts listed on the Social Media Registry, which allows the public to verify social media accounts managed by the Federal Government, available at:
https://www.usa.gov/mobile-apps	NARA apps and mobile sites are featured in the Mobile Apps Gallery the list includes: • Congress Creates the Bill of Rights • DocsTeach • The National Archives Catalog • To The Brink: JFK and the Cuban Missile Crisis • Today's Doc • Remembering WWI

- H. Freedom of Information Act (FOIA)
The E-Gov Act requires agency websites to include direct links to information made available to the public under the Freedom of Information Act. Provide the updated URL for your agency's primary FOIA website.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.archives.gov/foia	

- I. Information Resources Management (IRM) Strategic Plan

¹ Breaks in the sequence of requested information (e.g., A, B, D, E, etc.) occur because requirements not pertaining to NARA were not included in the report.

The E-Gov Act requires agency websites to include the strategic plan of the agency developed under section 306 of title 5, US Code. Provide the updated URL to your agency's IRM Strategic Plan. This plan should encompass activities in FY17. If your agency does not have an updated plan, please provide the URL to the most recent plan and indicate when an updated plan will be available.²

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.archives.gov/about/plans-reports/info-resources	

J. Research and Development (R&D)

If your agency funds R&D activities, provide the updated URL(s) for publicly accessible information related to those activities, and specify whether or not each website provides the public information about Federally funded R&D activities and/or the results of the Federal research.

Public Facing Agency URL(s)	Brief Explanation
https://www.archives.gov/applied-research	NARA Applied Research Homepage
http://www.facebook.com/NARACAST	Facebook Page for NARA Applied Research
http://perpos.gtri.gatech.edu/	Georgia Tech Research Institute (GTRI) Digital Archives Research
http://perpos.gtri.gatech.edu/IE	GTRI Digital Archives Research Page focusing on information extraction.
http://ssa.ncsa.illinois.edu/isda/projects/census/	Webpage describing the National Center for Supercomputing Applications'

Public Facing Agency URL(s)	Brief Explanation
	(NCSA) project to provide searchable access to digital images of handwritten Census documents.
http://ssa.ncsa.illinois.edu/isda/projects/nara/	Webpage describing NCSA project to address the research challenges involved with digital preservation in terms of data diversity and scale, while also focusing on the development of preservation solutions in the form of tools and services.
http://ssa.ncsa.illinois.edu/isda/software/conversion-software-registry-csr/	Webpage describing NCSA Conversion Software Registry tool. The Conversion Software Registry (CSR) is a registry of software indexed according to the file formats they are capable of opening and saving.
http://ssa.ncsa.illinois.edu/isda/software/polyglot/	Website concerning the NCSA Polyglot tool. Polyglot is a distributed service which carries out file format conversions utilizing the open, save, import, and export capabilities amongst a dynamic and extensible collection of available software.
http://ssa.ncsa.illinois.edu/isda/software/software-servers/	Website describing the Software Servers tool developed at NCSA.
http://ssa.ncsa.illinois.edu/isda/software/versus/	Website describing the Versus framework developed at NCSA. Versus addresses a need to

Public Facing Agency URL(s)	Brief Explanation
	compare digital content amongst unstructured data (e.g. raw sensor data) and search collections for similar data.
http://www.ncsa.illinois.edu/news/stories/bigdata/	Webpage containing information about the NCSA Census project.
http://www.ncsa.illinois.edu/news/stories/ImageMiners/	Webpage containing information about the NCSA Census project.
http://ci-ber.blogspot.com/p/about-ci-ber.html	Webpage providing information about the CI-BER: CyberInfrastructure for Billions of Electronic Records and Brown Dog projects.
http://www.slideshare.net/richardjmarciano/a-system-for-scalable-visualization-of-geographic-archival-records	Website containing a report from the University of North Carolina on their tools for visualization of archival records containing geographic information.
http://c.ymcdn.com/sites/casc.org/resource/collection/A041F782-0BE2-416D-893D-E87B37C58744/2012Brochure.pdf	COALITION FOR ACADEMIC SCIENTIFIC COMPUTATION online brochure describing research conducted by NARA's Research Partners at the Texas Advanced Computing Center (TACC)
https://github.com/pscedu/slash2	Github repository for downloading the SLASH2 software developed by NARA's

Public Facing Agency URL(s)	Brief Explanation
	Research Partners at the Pittsburgh Supercomputing Center (PSC).
https://github.com/pscedu/slash2/wiki	PSC wikpage that provides information about SLASH2.
https://www.psc.edu/research/data-handling-analytics/slash2	PSC webpage that provides information about SLASH2.
https://www.hastac.org/blogs/slgrant/2012/12/03/big-data-meets-collaboration-difference-hastac-goes-ciber	Webpage providing information about the CI-BER: CyberInfrastructure for Billions of Electronic Records and Brown Dog projects.
http://wunc.org/post/mapping-inequality-how-redlining-still-affecting-inner-cities#stream/0	Website provides information about a redlining project carried out by NARA's Research Partners at the University of Maryland (UMD). It includes a link to the recording of a radio interview about the project.
http://salt.umd.edu/SRC/demo/demo.html	This site provides an interactive demonstration of some of the work of the UMD redlining project.
https://sciencenode.org/feature/breaking-out-digital-graveyard-extracting-meaning-cursive-script.php	Article on the ScienceNode website about the NCSA Census project.
http://www.datanami.com/2014/01/06/ncsa_project_aims_to_create_a_dns-like_service_for_data/	Datanami article about NCSA work with NARA.
http://www.dlib.org/dlib/january14/blanke/01blanke.ht	D-Lib article about the Big

Public Facing Agency URL(s)	Brief Explanation
ml	Humanities Data Workshop at IEEE Big Data 2013. Includes links to papers presented by NARA Research Partners from TACC and UMD.

M. Agency IT Training Programs

The E-Gov Act calls for agencies to establish and operate information technology training programs. The Act states that such programs shall have curricula covering a broad range of information technology disciplines corresponding to the specific information technology and information resource management needs of the agency involved; be developed and applied according to rigorous standards; and be designed to maximize efficiency, through the use of self-paced courses, online courses, on-the-job training, and the use of remote instructors, wherever such features can be applied without reducing the effectiveness of the training or negatively impacting academic standards. In no more than 250 words, describe your agency's IT training program, privacy training program, cross-agency development programs, and competencies reviews for IT workforce.

FISMA-compliant IT security training is required at the time of on-boarding and annually for all NARA staff (employees and contractors), along with training on protections for privacy-related information. In FY 2017, NARA offered its revamped Tier I Computer Based Training to better address emerging threats. As other emergent threats are recognized, the agency reviews and updates its multi-level Tier II training program for users with elevated security responsibilities and other staff involved in Risk Management activities. Classroom instructions, along with on-site delivery of awareness training, were offered in the FY 2017 training cycle.

IT Security and Privacy training is required at the time of on-boarding and annually for all NARA staff (employees and contractors) as part of a Computer Based Training module. Additionally, all new employees receive information about the agency's privacy program as part of initial onboarding.