



Electronic Records Management Industry Day

Monday, August 6, 2018

McGowan Theater

National Archives and Records Administration (NARA)

700 Pennsylvania Avenue NW, Washington, DC.



AGENDA

- | | | |
|-------|--|--|
| 10:00 | Opening Remarks | Laurence Brewer
<i>Chief Records Officer, NARA</i> |
| 10:05 | Overview of the Federal Electronic Records Modernization Initiative (FERMI)
<i>NARA will discuss their Federal Electronic Records Modernization Initiative (FERMI) and how FERMI supports NARA's Strategic Plan and all Federal agencies in the transition to a digital government.</i> | Lisa Haralampus
<i>Director of Policy and Outreach, NARA</i> |
| 10:15 | GSA Program Update: Schedule 36 Records Management Solution
<i>General overview of the Multiple Award Schedules (MAS) Program, changes to the Records Management Special Item Numbers (SINs), and incorporation of NARA's Universal Electronic Records Management (ERM) Requirements. GSA will also provide an update on its work with records management industry partners.</i> | Jeffery Calhoun
<i>MAS Branch Chief, GSA</i> |
| 10:35 | Review of Use Cases for Electronic Messages
<i>Detailed review of the following three scenarios:</i>
ERM.010.L1.02. <i>Determine if the electronic message can be placed under records management control.</i>
ERM.020.L1.02. <i>Manage the metadata of an electronic message record throughout the lifecycle.</i>
ERM.030.L1.02. <i>Dispose of approved electronic message records.</i> | Courtney Anderson
<i>ERM Policy Analyst, NARA</i> |
| 10:55 | Recorded Solution Demonstrations for Managing Electronic Messages
<i>GSA Schedule 36 SIN 51 600 Industry Partners will have the opportunity to record demos of their solutions based on the three use case scenarios described by NARA. GSA will explain how demos will be recorded and shared with Federal Agencies and how contractors can schedule the recording sessions.</i> | Ivana Henry
<i>Business Development Director, GSA</i> |
| 11:00 | Questions and Open Discussion | |
| 11:45 | Closing Remarks | Laurence Brewer
<i>Chief Records Officer, NARA</i> |



Federal Electronic Records Modernization Initiative

Lisa Haralampus

Director, Records Management Policy and Outreach

August 6, 2018

Background

- **Managing Government Records Directive**
 - *Goal A3.1: NARA, with OMB support, will establish a Records Management Line of Business (RM LOB) as an EGov Initiative. The vision of the RM LOB initiative is to provide a government-wide, modern, cost-effective, standardized, and interoperable set of RM solutions providing common, core functionality to support records management operations in Federal agencies.*
- **Records Management Line of Business**
- **NARA Strategic Plan**
 - *Goal 2.4: By FY 2020, NARA will have policies and processes in place to support Federal agencies' transition to fully electronic recordkeeping.*

Federal Electronic Records Modernization Initiative

The Federal Electronic Records Modernization Initiative (FERMI) has two goals:

- To help agencies obtain electronic records management (ERM) solutions and services fitting their needs through an improved procurement process; and
- To proactively address changing trends in ERM by setting policy for new solutions and services.

FERMI Products



Universal ERM Requirements



Records Management Resources

Universal Electronic Records Management (ERM) Requirements

Req ID	Requirement Text	Lifecycle Phase	Req Type	Priority	Source	Desktop Applications	Electronic Messages	Social Media	Cloud Services
0.01	Agencies must manage all electronic records including all recorded information, regardless of form or characteristics, made or received by a Federal agency as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the US Government.	Full Lifecycle	Program	Must Have	44 USC 3301	X	X	X	X
0.02	Agencies should monitor and review access rights and permission rules for electronic records regularly; these access rights and permission rules should be updated on a regular basis.	Full Lifecycle	Program	Should Have	ISO 15489-1:2016, Section 8.4 Access and permission rules	X	X	X	X
0.03	Agencies must have controls to prevent unauthorized access, alteration, concealment, or destruction of records. Examples include access lists, monitoring, and agent validation.	Full Lifecycle	System	Must Have	ISO 15489-1:2016, Section 5.3 Records Systems	X	X	X	X
0.04	Agencies should regularly monitor and evaluate their records controls.	Full Lifecycle	Program	Should Have	ISO 15489-1:2016, Section 6.4 Monitoring and evaluation	X	X	X	X
0.05	Agencies retain responsibility for managing their electronic records, regardless of whether they reside in a public, private, or community cloud; a contracted environment; or under the agency's physical control.	Full Lifecycle	Program	Must Have	NARA Bulletin 2010-05: Cloud Computing				X
0.06	The records system must have the ability to prevent unauthorized access, modification, or deletion of records, and must ensure that audit trails are in place to track use of the records.	Full Lifecycle	System	Must Have	Requirements Working Group	X	X	X	X

- High-level business needs for managing electronic records.
- Baseline ERM program requirements derived from existing NARA guidance
- A starting point for agencies to develop system requirements.
- Records management staff works with acquisitions and IT to tailor system requirements.
- Document contains:
 - an abstract
 - list of lifecycle requirements
 - list of transfer format requirements
 - glossary.

<https://www.archives.gov/records-mgmt/policy/universalertmrequirements>

Electronic Messages Use Cases

5.1 Capture Section

ELECTRONIC MESSAGE CAPTURE	
End-to-End Business Process: 1. Records Capture	
Business Scenario(s) Covered	
<ul style="list-style-type: none">ERM.010.L1.01. Determine whether the electronic message meets the criteria for a recordERM.010.L1.02. Determine if the electronic message can be uploaded into the agency ERMSERM.010.L1.03. Determine if the electronic message possesses the characteristics of a record: reliability, authenticity, integrity, usabilityERM.010.L1.04. Determine which records schedule the electronic message belongs to once it is designated as a record	
<ul style="list-style-type: none">ERM.010.L2.01. Determine whether the electronic message meets the criteria for a record based on roleERM.010.L3.01. Capture electronic messages sent or received from personal accounts within 20 days.	
Business Actor(s)	Agency personnel, Capstone Official
Synopsis	
<p>When an agency user or a designated Capstone official receives or sends an electronic message, the records management lifecycle begins. After receipt or transmission of the message, agencies begin the process of determining whether the electronic message is a record. For Capstone, this includes determining the role of the user, ensuring Capstone Officials are identified, and authenticating the electronic message as a record. For non-Capstone, the recipient will use the criteria for a record to determine if the electronic message is a record. This includes determining the message content, matching the message to existing business functions, ensuring the format is compatible with the records system, and ensuring the metadata is adequate and accurate. The recipient will also determine if the message received can be captured in a way to ensure it is reliable, authentic, usable, and has integrity. Once the recipient is satisfied that these conditions are met, the electronic message can be captured as a record. Finally, the recipient will assign the electronic message to the appropriate records schedule. If there is not a records schedule, the electronic messages must be treated as permanent. This process consists of determining the correct record group to assign the electronic message, ensuring the assigned record group is tied to a records schedule, and assigning the electronic message to the previously identified record group. Once these events have been executed, the electronic message is an official record with a records retention schedule attached to it.</p>	
Assumptions and Dependencies	
<ol style="list-style-type: none">1. There are no predecessor events required to trigger the Initiating Event.2. These events can be automated, semi-automated, or be executed manually.3. All the inputs and outputs listed in each event have been created or are available for use to execute	

- Document the standard workflows.
- Identify the roles and actions for actors.
- Can be used to evaluate and demonstrate a solution's functionality.
- Plan to incorporate the use cases into SIN 51 600 and host a Market Research Day.



GSA Schedule 36 Updates



THE NATIONAL ARCHIVES RECORDS EXPRESS

The blog of the Chief Records Officer at the National Archives

GSA Posting Updates to Schedule 36

Posted on [August 28, 2017](#) by [Courtney Anderson](#)

We have been working with administrators from GSA to insert new language on Electronic Records Management (ERM) into Schedule 36, which deals with records management services. As a result, we have updated the existing SIN (51 504) and created a new Special Item Number (SIN 51 600) – one solely for the description of physical records management and one solely for ERM.

- The Physical Records Management SIN 51 504 is an update from what was previously listed on Schedule 36. The language has been updated to reflect current regulations and requirements.
- The Electronic Records Management SIN 51 600 includes any solutions and/or services necessary to provide a total electronic records management solution. We are excited to have the [Universal ERM Requirements](#) included as a part of this SIN.

[GSA published a blog post](#) detailing the specific changes made to Schedule 36. The post provides instructions on how vendors can contact GSA for questions about the schedule changes. The post also advertises an upcoming GSA webinar on these changes and a related Industry Day. We also welcome your feedback [here](#).

- Two Special Item Numbers (SIN)s for records management:
 - SIN 51 504 is focused on Physical Records Management was updated to reflect current regulations and requirements, and
 - SIN 51 600 includes any solutions and/or services necessary to provide a total electronic records management solution.
- Vendors must self-certify they meet the Universal ERM Requirements to be included in SIN 51 600.

<https://records-express.blogs.archives.gov/2017/08/28/gsa-posting-updates-to-schedule-36/>

FERMI Website

 NATIONAL ARCHIVES

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Records Managers

Home > National Archives Records Management Information Page > Records Management Regulations, Policy, and Guidance > Federal Electronic Records Modernization Initiative (FERMI)

Records Management Resources

Email Management

Records Management FAQs

Memorandums to Agency Records Officers

Federal Records Centers (FRC)

Guidance and Policy for Accessioning

Records Management Policy and Guidance

Records Management Self Assessment (RMSA)

Records Management Training

Electronic Records Archives (ERA)

Basic Laws & Authorities

Meetings & Activities

Operating Status & Schedules

View the National Archives Operating Status

Federal Electronic Records Modernization Initiative (FERMI)

The Federal Electronic Records Modernization Initiative (FERMI) is NARA's effort to provide a government-wide, modern, cost-effective, standardized, and interoperable set of records management solutions and services to Federal agencies. NARA identified the common, core requirements all Federal agencies need to support their records management programs. While Federal agencies may have different missions, structures, and resources, they do have common needs for managing their electronic records. They all need to manage their records in compliance NARA's statutes, regulations, and guidance. FERMI emerged from the [Automated Electronic Records Management Plan](#), written to support the Managing Government Records Directive (M-12-18). NARA serves as the Records Management Standards Lead for GSA's Unified Shared Services Management (USSM) office's Business Standards Council.

Universal Electronic Records Management Requirements

The [Universal ERM Requirements](#) identify high level business needs for managing electronic records. They are baseline ERM program requirements derived from existing NARA regulations, policy, and guidance.

Electronic Records Management Federal Integrated Business Framework

The [draft ERM-FIBF](#) is based on the Universal ERM Requirements and was developed according to standards set out in the USSM's FIBF. The ERM-FIBF is a model framework that identifies the key functions, activities, and capabilities necessary for agencies to manage their electronic records. This document maps capabilities to authoritative references, including statutes, regulations, guidance, and standards.

Procuring Services and Solutions

We are making it easier for agencies to acquire the services and solutions they need to manage their electronic records. We worked with GSA to create a Special Item Number (SIN) 51 600 for Electronic Records Management (ERM) in [Schedule 36](#). Vendors must self-certify they meet the Universal ERM Requirements to be included in SIN 51 600.

[Records Management Language for Contracts](#)

Use Cases

The Use Cases serve as a tool agencies can use when procuring services or solutions to manage electronic records. They can be used by agencies to demonstrate how vendors perform the described requirements and workflows. These are built directly off the ERM-FIBF. They tell the "stories" of how to manage electronic records.

[Draft Use Cases for Electronic Messages](#)

<https://www.archives.gov/records-mgmt/policy/fermi>



U.S. General Services Administration
Federal Acquisition Service
Integrated Workplace Acquisition Center

GSA Schedule 36 Records Management Solutions



Jeffery Calhoun
Branch Chief, Multiple Awards Schedules (MAS) Program
recordsmanagement@gsa.gov



GSA Multiple Award Schedules (MAS) Overview

- Also known as “Federal Supply Schedules”, “FSS”, “GSA Schedules”, or just “schedules”.
- Government-wide multiple award, indefinite delivery/indefinite quantity (IDIQ) contract vehicle
 - 20 year period of performance
 - 5-year base period with three 5-year options
- 39 open and standing solicitations published on FedBizOpps.
- Each solicitation represents a “category” of products or services.
- Within each “category” there are Special Items Numbers or “SINs” that represent a smaller subset of products or services within the category (*SIN 51 600 Electronic Records Management Solutions*).



GSA Multiple Award Schedules (MAS) Benefits

- Allows contracting officers to utilize a simplified acquisition process through FAR Subpart 8.4 (MAS):
 - *Pre-negotiated pricing, terms, and conditions*
 - *Streamlined Blanket Purchase Agreements (BPAs), Contractor Teaming Arrangements (CTAs)*
 - *Subcontracting plans incorporated with established goals and reporting requirements*
 - *Contractors have already been vetted for performance, technical ability, and financial responsibility*
 - *Contracts vetted for compliance with the Trade Acts Agreement (TAA)*
 - *Schedule orders count toward small-business goals*



GSA Multiple Award Schedules (MAS) Benefits

- Under FAR Subpart 8.4 (MAS) ordering activities do not have to:
 - *Conduct a formal “negotiated procurement” (Source Selection Evaluation Board)*
 - *Issue a “solicitation” for thirty days (or any other predetermined time)*
 - *Synopsise the requirement on FedBizOpps, unless it’s a limited sources acquisition over the Simplified Acquisition Threshold (SAT)*
 - *Conduct in-depth past performance evaluations*

Results in easier and faster contract awards!



Multiple Awards Schedules (MAS) Offering Solutions for Records Management

- Schedule 70

IT Services; Hardware; Software; Cloud Services

- Professional Services Schedule (PSS)

Professional IT Services; Systems Design; Training; Consulting Services

- Schedule 36

Total Solution for Physical & Electronic Records Management:
Needs Assessment Services; Education & Training; Records Storage; IT Hardware & Equipment; Network Services; Litigation Support; Document Production; Document Conversion; Destruction Services; Mail Management Equipment & Services; Managed Print Services; Multifunctional Device Sales, Leasing, Maintenance & Consumables
Includes specific NARA guidance and standards within the solicitation



GSA's Records Management Solutions Just Got Better!

- Previous Structure on Schedule 36:
 - Special Item Number (SIN) 51 504 – Records Management Services
 - Covered both physical and electronic records management



GSA's Records Management Solutions Just Got Better!

- Revised Structure on Schedule 36
(effective October 1, 2017):
- **51 504 - Physical Records Management Solutions**
(Currently 75 contractors awarded)
- **51 600 - Electronic Records Management Solutions**
(Currently 36 contractors awarded)
 - *Incorporates Universal Electronic Records Management (ERM) Requirements, attachment to the solicitation.*
 - *Vendors complete ERM Vendor Capability Certification*
 - *Universal requirements are maintained by NARA and updated in the solicitation as revisions occur.*

Vendor Capability Certification

Vendor Certification for SIN 51 600 --- Electronic Records Management Solutions

For the purposes of the Schedule 36 Solicitation (3FNJ-C1-000001-B), eleven (11) specific elements of Electronic Records Management (ERM) Services have been identified. These 11 elements are fully defined and the corresponding requirements are identified in the Universal Electronic Records Management Requirements attachment to the solicitation. These requirements have been established and are administered by the National Archives & Records Administration (NARA).

Vendors may provide any combination of the 11 elements of ERM Services; however, vendors must certify that they are capable of meeting all standards associated with the elements they propose by completing this certification. Vendors should include a completed copy of this certification in their published GSA catalog to illustrate their ERM capabilities.

[Offeror Name]

[Address]

Proposed Elements of Electronic Records Management Services:

[Select all that apply]

- ☐ Element 1 - Desktop Applications
- ☐ Element 2 - Electronic Messages
- ☐ Element 3 - Social Media
- ☐ Element 4 - Cloud Services
- ☐ Element 5 - Websites
- ☐ Element 6 - Digital Media (Photo)
- ☐ Element 7 - Digital Media (Audio)
- ☐ Element 8 - Digital Media (Video)
- ☐ Element 9 - Databases
- ☐ Element 10 - Shared Drives
- ☐ Element 11 - Engineering Drawings

[Offeror Name] hereby certifies that we are capable of meeting all standards described in Solicitation -3FNJ-C1-000001-B and the Universal Electronic Records Management Requirements attachment for each of the sections of ERM Services we have proposed, as indicated above.

Offeror (To be signed only by **authorized principal**, with authority to bind the undersigned contractor)

Name (Printed)

Title

Date

- Vendors select which of the 11 ERM elements they are capable of providing
- NARA's Universal ERM Requirements document lists specific standards associated with each of the 11 elements
- Vendor certification illustrates vendor capabilities and demonstrates understanding of the associated standards
- Completed certification to be published on GSA e-Library as part of Contractor's Terms & Conditions

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- **Efficiently communicates changes in ERM universal standards to contractors and customer agencies!**
 - As the Universal ERM Requirements document is updated by NARA, GSA will incorporate the latest version via solicitation refresh and corresponding mass modification to all Schedule 36 contracts



Quoting Total Solutions for Records Management

Solicitation Note for SINs 51 504 & 51 600:

NOTE: Under this SIN, contractors are permitted to quote the appropriate combination of physical/electronic records management products, services and ancillary items from any other Schedule 36 SIN in order to provide a total solution; however the terms and conditions of the SIN under which the items are awarded must be applied.

Example:

Contractor A can respond to an RFQ for an ERM solution under SIN 51 600 with a combination of ERM items awarded under SIN 51 600; storage services from SIN 51 504; document conversion services under 51 506 and destruction services under 51 507.

- Sales in the total amount of the order should be reported under SIN 51 600
- The terms and conditions of the SINs under which the items were awarded must be applied

- **Submit modification request to add SIN 51 600 to your contract**
 - Proposed pricing of ERM products/services
 - Updated CSP-1 form covering new items
 - Commercial terms and conditions (service agreements, EULAs, etc...)
 - ERM Vendor Capability Certification
 - Completed Software Terms and Conditions attachment (if proposing software)



How to Participate - Current MAS Contractors (other than Schedule 36)

- **Submit a new contract proposal under Schedule 36**
 - Overall process averages 4 months from submission to an award decision
 - Process may be streamlined based on vendor experience and familiarity with MAS program



How to Participate – Vendors with no MAS experience

- **Submit a new contract proposal under Schedule 36: Schedule 36 Solicitation**
 - Start with the “Read Me First” attachment
 - Contact: recordsmanagement@gsa.gov

Contract specialist will answer specific questions regarding the proposal process

- **Option 1: Vendor can submit stand-alone contract proposal**
 - *Proposing vendor responsible for negotiating and administering MAS contract.*
 - *Proposing vendor would be responsible for submitting customer quotes, performance and administration for subsequent customer order.*

- **Option 2: Vendor can become a supplier to an existing contractor on Schedule 36.**
 - *Vendor would submit a Letter of Supply to Schedule 36 contract holder.*
 - *Vendor would provide necessary documentation to contract holder.*
 - *Schedule 36 contract holder would submit a modification request to add new vendor as a supplier.*
 - *Schedule 36 contract holder is responsible for submitting quotes, performance and administration of orders.*

- **Option 3: Multiple contractors utilize a Contractor Team Arrangement (CTA)**
 - *At the order level, two or more contractors can team to provide a total solution.*
 - *Contractor team completes a written CTA outlining responsibilities of each party.*
 - *Each team member has privity of contract with the government, but the team can establish a CTA lead.*
 - *More Information on CTAs*



Why Schedule 36 SIN 51 600

- Promote savings through the Federal Government's buying power.
- Streamlined acquisition process allows agencies to procure innovative total solutions quickly.
- Engagement with federal agencies to understand your operational requirements and leverage GSA's established relationships with industry partners.
- Fast track review and award of new contracts onto Schedule 36 SIN 51 600.
- Leverage GSA's Complimentary Client Advisor Services to navigate the Schedules Program.

- Download the Comprehensive Desk Reference
www.gsa.gov/masdeskreference
- View the [Schedule 36 Solicitation](#) on FedBizOpps
- Find current list of contractors and their contract terms & conditions on GSA eLibrary
www.gsaelibrary.gsa.gov
- Utilize GSA's Electronic Request for Quotes System
www.ebuy.gsa.gov to find or post opportunities
- Contact us at recordsmanagement@gsa.gov



Use Cases for Electronic Messages

Courtney Anderson

Records Management Policy and Program Support

August 6, 2018

ERM Federal Integrated Business Framework

AutoSave [On] draft-erm-federal-integrated-business-framework (2) - Excel

Functions	Activity ID	Activities	Activity Definitions	Inputs	Processes	Outputs
ERM.010 Records Capture	ERM.010.010	Records Creation	Records Creation refers to the process of creating digital objects in the course of agency business.	1	0	0
	ERM.010.020	Records Validation	Records Validation refers to the process of verifying a digital object possesses the characteristics of a record.	0	4	0
	ERM.010.030	Records Retention	Records Retention refers to the process of analyzing the business value of groups of records and assigning retention periods.	0	3	0
ERM.020 Records Maintenance & Use	ERM.020.010	Access Level Management	Access Level Management refers to the process of determining the appropriate level of access for agency personnel to a record.	0	1	1
	ERM.020.020	Records Maintenance	Records Maintenance refers to the storage, retrieval, and handling of records by a Federal agency.	0	3	0
	ERM.020.030	Litigation Hold	Litigation Hold refers to the process of identifying a group of records and locking them down to ensure no changes can be made. The records will be locked down until the litigation hold is lifted.	2	1	1
	ERM.020.040	Information Request	Information Request refers to the process of identifying a group of records and making the records available to satisfy a Freedom of Information Act, Congressional, or e-discovery request.	2	1	1
	ERM.020.050	Records Migration	Records Migration refers to the process of identifying a group of records whose retention period is longer than the life of the records system and migrating those records to a new records system to serve out their retention period. It also refers to the process of converting records into acceptable formats to avoid technological obsolescence.	1	2	1
ERM.030 Records Disposal	ERM.030.010	Records Disposal Eligibility	Records Disposal Eligibility refers to the process of identifying groups of records that have met their records retention period. The records must not be part of any hold or information request to be eligible for disposal.	3	0	0
	ERM.030.020	Records Disposal Approval	Records Disposal Approval refers to the process of notifying business owners of records eligible for disposal and obtaining the proper approvals to destroy the eligible records.	0	1	1
	ERM.030.030	Records Disposal Action	Records Disposal Action refers to the process of disposing of records eligible and approved for disposal.	0	1	1

Cover Abstract **Functions & Activities** Capabilities Business Scenarios Glossary

- Based on USSM Federal Integrated Business Framework (FIBF)
- Identifies the key functions, activities, and capabilities
- Basis for electronic messages use cases

Electronic Messages Use Cases

5.1 Capture Section

ELECTRONIC MESSAGE CAPTURE	
End-to-End Business Process: 1. Records Capture	
Business Scenario(s) Covered	
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- Based on Electronic Records Management Federal Integrated Business Framework (ERM-FIBF)
- Identify the roles and actions for actors.
- Can be used to evaluate and demonstrate a solution's functionality.
- Show the ideal flow of events

- Use Cases posted to Records Express in January.
- Received 232 comments from vendors, agencies, and NARA staff.
- All comments reviewed.



The screenshot shows a blog post from the National Archives Records Express. The header features the National Archives logo and the title "THE NATIONAL ARCHIVES RECORDS EXPRESS" with the subtitle "The blog of the Chief Records Officer at the National Archives". Below the header is a navigation bar with links: Home, About This Blog, Meet the Bloggers, RACO, and Policies. The main content area displays a post titled "Opportunity to Comment: Draft ERM Federal Integrated Business Framework and Use Cases for Electronic Messages" dated January 25, 2018, by bethcron. The post text discusses the request for comments on two draft documents as part of the Federal Electronic Records Modernization Initiative (FERMI). It mentions the "Electronic Records Management Federal Integrated Business Framework (ERM-FIBF)" (Excel spreadsheet) and the "Use Cases for Electronic Messages" (Word document). The post encourages participation and provides a feedback form link and email address (PRMD@nara.gov). The right sidebar contains a search bar, a "Follow" button, and a list of categories including Email Management 2.0, ERA, FRCP, General, GRS, Presidential Memorandum, RACO 2009, RACO 2010, RACO 2011, RACO 2012, Records Disaster Preparedness, Regional, Uncategorized, and Upcoming. There is also a "Tags" section with links to accessioning appraisal ARMA backlog and BRIDG Bulletin BYOD.

THE NATIONAL ARCHIVES
RECORDS EXPRESS
The blog of the Chief Records Officer at the National Archives

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Opportunity to Comment: Draft ERM Federal Integrated Business Framework and Use Cases for Electronic Messages
Posted on January 25, 2018 by bethcron

We are requesting comments on two draft documents as part of our Federal Electronic Records Modernization Initiative (FERMI). The documents are the [Electronic Records Management Federal Integrated Business Framework \(ERM-FIBF\)](#) (Excel spreadsheet) and the [Use Cases for Electronic Messages](#) (Word document). Through FERMI, we have been working to improve the way agencies acquire ERM services and solutions. These documents serve as tools agencies can use when procuring services or solutions to manage electronic messages. They can be used by agencies to demonstrate how vendors perform the described requirements and workflows.

We welcome participation in the development of the ERM-FIBF and the Use Cases. As we would like to hear feedback from a variety of stakeholders, please share widely. You can comment here or fill out [our feedback form](#) (Excel spreadsheet) and email to PRMD@nara.gov with any questions or comments for consideration by February 23, 2018. We will review all the comments we receive.

We anticipate releasing the final version of the Use Cases for Electronic Messages in Spring 2018.

ERM-FIBF according to standards set out in the [Federal Integrated](#)

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- RACO 2012
- Records Disaster Preparedness
- Regional
- Uncategorized
- Upcoming

Tags

accessioning appraisal ARMA backlog
BRIDG Bulletin BYOD

Electronic Messages Use Cases

- Follow the records lifecycle
 - ERM.010 - Electronic Message Capture
 - ERM.020 - Electronic Message Maintenance and Use
 - ERM.030 - Electronic Message Disposal
 - ERM.040 - Electronic Message Transfer

Use Cases Levels

Level 1

Affects most Federal agencies and/or impacts a large transaction volume or dollar value within the Federal government

Level 2

Affects multiple Federal agencies and requires some specialized processing from the service consumer or auditor

Level 3

Affects few agencies and requires unique processing, but is mandated by legislation

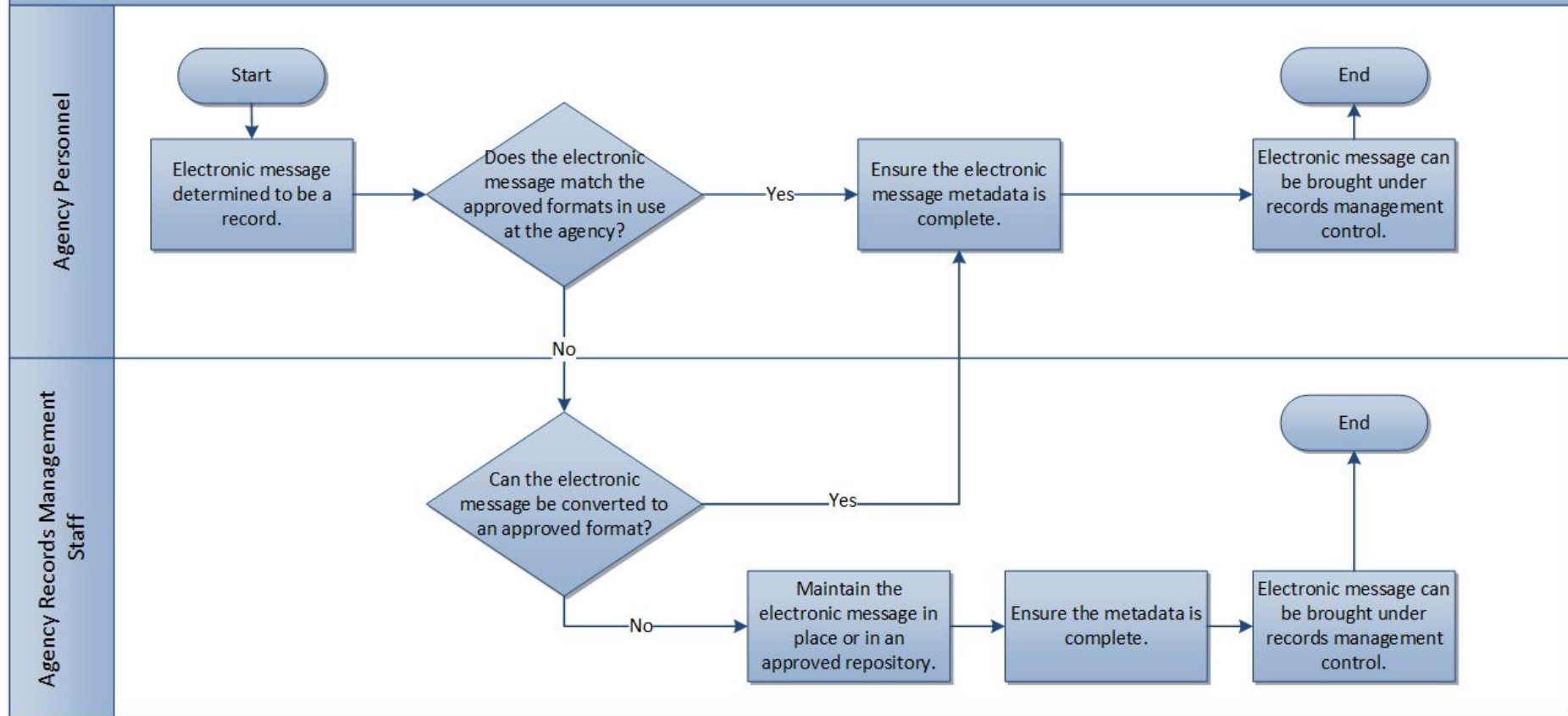
Key Terms

- **Lifecycle phase** - Includes Capture, Maintenance and Use, Disposal, and Transfer
- **Electronic messages** - Includes email, instant messages, chat messages, text messages, voicemail messages, and other messages that meet the definition of Federal records.
- **Business actors** - individuals involved in each business scenarios
- **Assumptions** - a condition that exists or a condition that has been executed prior to the start of the Use Case

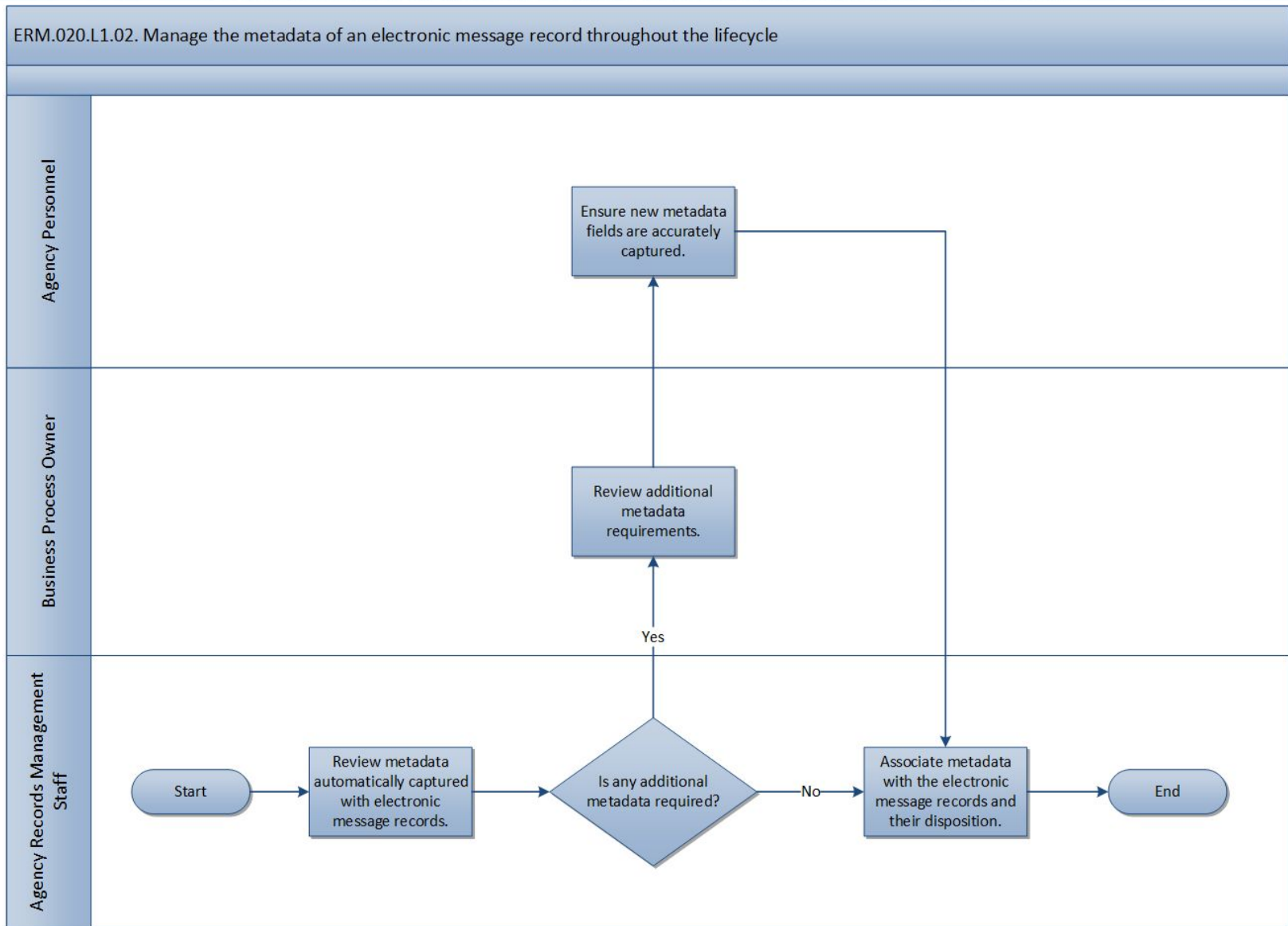
Selected Scenarios for Demos

- ERM.010.L1.02. Determine if the electronic message can be placed under records management control
- ERM.020.L1.02. Manage the metadata of an electronic message record throughout the lifecycle
- ERM.030.L1.02. Dispose of approved electronic message records

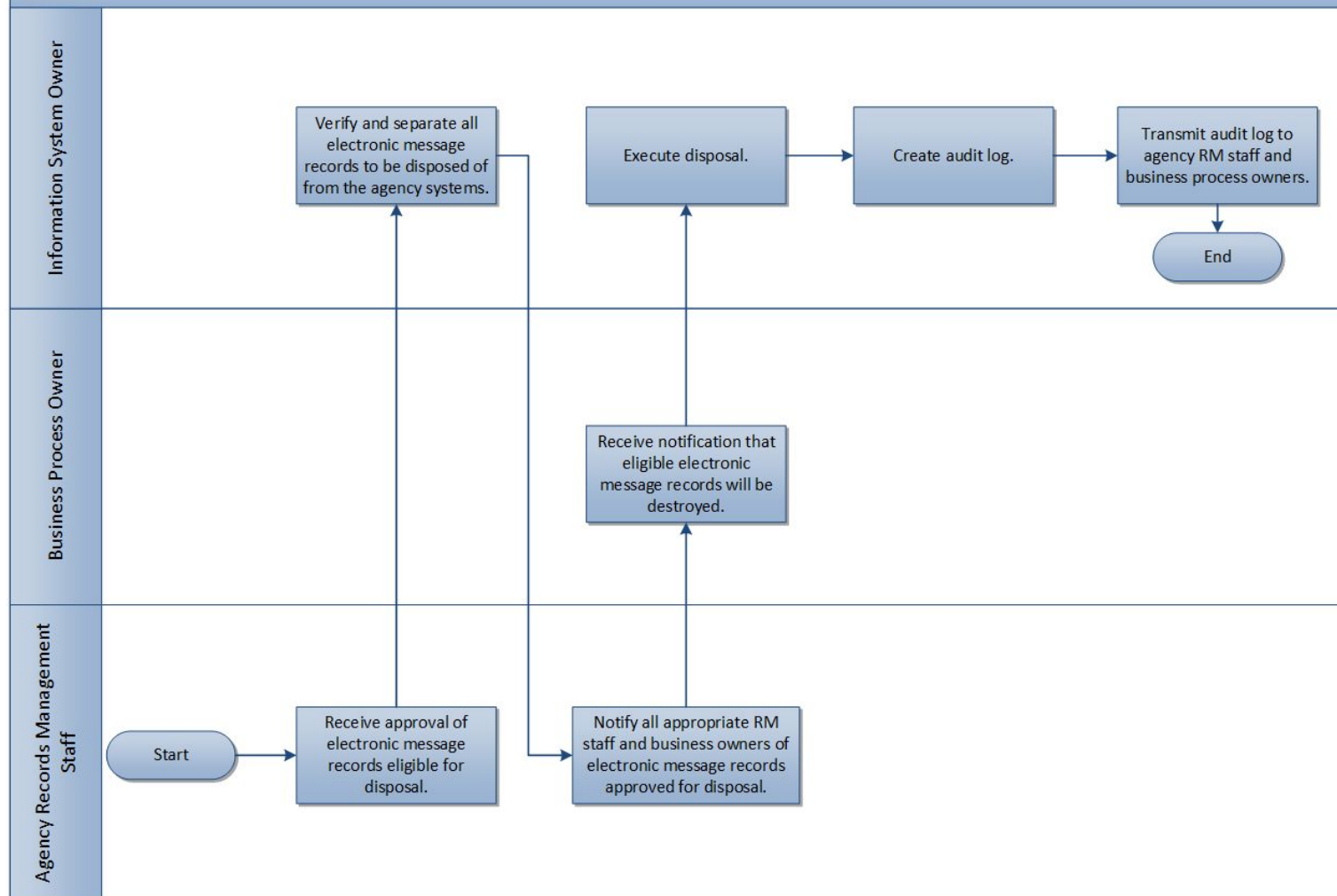
ERM.010.L1.02. Determine if the electronic message can be placed under records management control



ERM.020.L1.02. Manage the metadata of an electronic message record throughout the lifecycle



ERM.030.L1.02 - Dispose of approved records from agency systems



Guidelines

- Vendors should consider addressing each type of electronic message in their demos, specifically email, SMS/MMS, and chat messages
- Demo for each scenario should be no more than 5 minutes with an up to 5 minute introduction (max 20 minutes)
- Will be recorded and made available on Acquisition Gateway to Federal agencies

Considerations

- Automation should be considered wherever possible.
- Describe your general approach to records management:
 - Traditional
 - Hosted
 - Embedded
 - ERMaaS



U.S. General Services Administration
Federal Acquisition Service
Integrated Workplace Acquisition Center

GSA Schedule 36 Electronic Records Management Solutions Vendor Demonstrations



*Ivana Henry
Business Development Director
GSA Integrated Workplace Acquisition Center (IWAC)*

- **The intent of creating and providing these video recorded demonstrations is to assist the Federal government in conducting market research on available electronic records management solutions.**
 - Would provide on-demand access to visuals of solutions available under SIN 51 600
 - Could assist contracting officers or the designated technical staff with developing competitive requirements.
 - Would help contracting officers determine if they can reasonably expect to get the required competition for their requirement under the GSA solution.



Opportunity for SIN 51 600 Contract Holders

- **Recording Opportunity would be available to Schedule 36 SIN 51 600 contract holders only (both current and new contractors as they are onboarded).**
- Would complement the existing ability our contractors have to put together comprehensive and professional GSA catalogs that are posted on GSA Schedules e-Library.
- Initial recordings would be based on NARA's Use Cases for Electronic Messages.
- As new Use Cases are developed, there would be additional opportunities.

- Recording would be max of 20 minutes (*Demo for each scenario would be no more than 5 minutes with an up to 5 minute introduction*).
- Consider addressing each type of electronic message in the demos, specifically email, SMS/MMS, and chat messages.
- Describe your general approach to records management: Traditional, Hosted, Embedded, and ERMaaS.
- Do not compare your product or service to that of a competitor or mention competitor names in your presentation.
- Do not mention Federal or commercial customers, or include visuals that would reveal information about any customer.

- Upon finalizing the process, contractors would be notified with instructions on how to request scheduling of their demo.
- Prior to recording, contractors would need to provide the following (to minimize need for edits/re-recording):
 - A completed demo script template form (description of what viewer will see and hear on each scene/slide)
 - A copy of final slide deck with notes per slide that describe what the viewer will hear for each slide.
 - A signed release form (The captured recording will become the property of GSA. The contractor relinquishes all rights to ownership of the video recording of the demonstration).

- Contractor would conduct their demonstration virtually using the Adobe Connect Meeting Space platform, which would be recorded with the adobe connect built-in recording option (GSA will provide the meeting space connection).
- To limit bandwidth and other technical issues, only the vendor and government staff recording the demo, would attend.
- Recorded demo reviewed for content (appropriateness) and technical aspects (audio/video quality).
- The recorded demo will then be closed captioned to ensure it meets accessibility guidelines found in Section 508 of the Rehabilitation Act of 1973.

- Video on Demand (will allow viewers to consume on their schedule, as opposed to having to watch live).
- Final closed captioned recordings would be uploaded to GSA's private video channel.
- Internal Federal Government Users Only will access the video demos as a resource available on the GSA Acquisition Gateway.
- Hyperlinks to the Use Cases and to all available records management resources on the Acquisition Gateway will also be posted on www.gsa.gov/recordsmanagementsolutions

Questions for Federal Agencies:

- Would you watch these demonstrations if they are made available?
- Would there be benefits for your agency?

Questions for Industry:

- Would you take advantage of this opportunity to provide recorded demonstrations based on specific use cases?
- What are your initial thoughts on the proposed process?
- Do you have other ideas for how we can achieve the intent of the demos?

Email your input to recordsmanagement@gsa.gov