



ELECTRONIC RECORDS ARCHIVES

PERFORMANCE GOAL SPECIFICATION (PGS v1.1) (WBS # 1.1.10.1.2)

for the

**NATIONAL ARCHIVES AND
RECORDS ADMINISTRATION**

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

Final
December 17, 2004

FINAL

PERFORMANCE GOAL SPECIFICATION (PGS)

Signature Page

Program Director,

I recommend approval of the Performance Goal Specification (PGS).

Carmen Colon,
ERA Program

Date

Approved,

Kenneth Thibodeau,
ERA Program Director

Date

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Document Change Control Sheet

Document Title: Performance Goal Specification (PGS)

Date	Filename/version Number	Author	Revision Description
12/04/03	ERA.DC.PGS.1.0.DOC	David Harold	Final Document
12/17/04	ERA .DC.PGS.1.1.DOC	David Harold	Updated per Government Review Comment Form; Also see Change Request ERA00000260 in ClearQuest.

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PERFORMANCE GOAL SPECIFICATION (PGS)**1.0 Introduction**

The National Archives and Records Administration (NARA) Strategic Plan identifies and describes the basis for its mission, vision, and values for the future. NARA's plan identifies efforts under way to meet objectives, such as progress toward creating a viable Electronic Records Archives (ERA), implementing initiatives to redesign Federal records management, and making an increasingly number of records and services available to our customers through the Internet.

1.1 Purpose

The *ERA Performance Goal Specification (PGS)* is meant to provide performance goals and objectives that are to be met through the successful analysis, design, and implementation of the ERA system. These metrics specifications convey the purpose of each measure to be captured and the formula that will be applied. Successful implementation of the requirements as specified in the *ERA Requirements Document (RD)* will ensure that these performance goals of the ERA system will be achieved. The *ERA PGS* is considered Government Furnished Information (GFI). The *ERA PGS* should be used by the System Analysis and Design contractors in preparing for their ERA proposals.

1.2 ERA Program Overview

ERA will be a comprehensive, systematic, and dynamic means for preserving virtually any kind of electronic record, free from dependence on any specific hardware or software. The ERA system, when operational, will make it easy for NARA customers to find records they want and easy for NARA to deliver those records in formats suited to customers' needs.

2.0 Document Assumptions

The following assumptions were made during the development of this document.

- The intended audience for this document is the ERA development contractor(s) and the ERA Program Management Office (PMO).
- The document is meant to provide guidance for development of ERA proposals by the System Analysis and Design contractors. It is expected that the metrics specifications contained herein will be fully defined during the Systems Analysis and Design phase of the ERA project.
- The document reflects the goals and performance objectives as delineated in the NARA Strategic Plan.

3.0 References

The following sections list NARA documentation and ERA PMO documentation that were used in the development of the *ERA PGS*.

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3.1 NARA Documentation

NARA documentation that was used in the development of this *ERA PGS* is listed below.

- National Archives and Records Administration, *The Strategic Plan of the National Archives and Records Administration 1997-2008, Ready Access to Essential Evidence, Revised 2003*
- National Archives and Records Administration, *2004 Performance Plan*
- *Federal Enterprise Architecture Performance Reference Model*, version 1.0

3.2 ERA PMO Documentation

The following ERA PMO documentation was used to support the generation of the *ERA PGS* is listed below.

- ERA Domain Model, Version 1.0
- ERA Introduction to Preservation and Access Levels Concepts (PAL) Whitepaper, Version 1.0
- ERA Request For Proposal (RFP), Version 1.0
 - Statement of Objectives (SOO) (Section J – Attachment 1)
- ERA Requirements Document (RD), Version 3.0

4.0 Acronyms and Definitions

Table 4-1, Acronyms List, contains a list of acronyms used herein.

ACRONYM	DEFINITION
EDM	ERA Domain Model
ER	Electronic Records
ERA	Electronic Records Archives
FQTR	Fiscal Quarter
FY	Fiscal Year
GFI	Government Furnished Information
GPEA	Government Paperwork Elimination Act
LOS	Level of Service
PGS	Performance Goal Specification
NARA	National Archives and Records Administration
OMB	Office of Management and Budget
PAL	Introduction to Preservation and Access Levels Concepts
PMO	Program Management Office
PMRS	Performance Measurement Reporting System
RD	Requirements Document
RFP	Request for Proposal

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ACRONYM	DEFINITION
SOO	Statement of Objectives
TBD	To Be Determined
WBS	Work Breakdown Structure

Table 4-1: Acronyms List

5.0 Metrics Specifications

The following metrics specifications are provided in the pages that follow.

- ERA-1 Percentage of Scheduled Archival Electronic Records (ERs) Accessioned at the Scheduled Time
- ERA-2 Percentage of Electronic Holdings Managed at the planned Preservation and Access Level
- ERA-3 Percentage of Customers Satisfied With NARA Scheduling and Appraisal Services
- ERA-4 Percentage of Customers Satisfied With ERA Services
- ERA-5 Percentage of Electronic Records Holdings Available Online
- ERA-6 Median Time to Complete Review and Redaction of Access Restricted ERs
- ERA-7 Percentage of Holdings For Which NARA Standard Descriptions are Available
- ERA-8 Percentage of Electronic Records Holdings Open and Accessible Online
- ERA-9 Percentage of Records Schedule Items Submitted and Approved Electronically
- ERA-10 Median Time From Transfer of Archival ERs to NARA Until they are Available
- ERA-11 Number of Customers Using ERA Services
- ERA-12 Percentage of Archival ERs Preserved in a Persistent Format
- ERA-13 Per Gigabyte Cost for Preserving ERs
- ERA-14 Electronic Records Recall Percentage

FINAL

ERA-1	Percent of scheduled archival electronic records accessioned by NARA at the scheduled time
--------------	---

Purpose:	This target metric is a measure of NARA’s success in accessioning electronic records.
Status:	TBD
Authority:	2004 Annual Performance Plan
Last Updated:	10/09/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

Percent of accessions of electronic records that were accessioned at the scheduled time	=	$\frac{\text{Number of accessions of electronic records received and processed (Actual)}}{\text{Total number of accessions of electronic records scheduled to be received}} \times 100$
---	---	---

Definitions: Reference Appendix A in the *ERA Requirements Document (RD)*

Precision: TBD

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): Deputy Archivist of the United States

Contacts: Director, Electronic and Special Media Records Services Division

Dimensions: These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	All Years	FY		

FINAL

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
TBD				

Measures: PMRS will publish the following numbers:

	Measure	Definition
A	Total number of accessions of electronic records scheduled to be received	An accession of electronic records is scheduled to be received at a time derived from the execution of a disposition rule which stipulates the records should be transferred to NARA's legal custody.
B	Number of accessions of electronic records and processed (Actual)	An accession of electronic records is received when the ERA system successfully ingests a set of digital objects asserted by the entity of origin to contain the electronic records it should transfer to NARA's legal custody in accordance with a disposition agreement. An accession of electronic records is processed when NARA verifies that the digital objects received contain the electronic records scheduled to be accessioned and accepts legal custody.
C	Percent of accessions of electronic records that were accessioned at the scheduled time	

Data Collection Plan

Table: TBD, structure of data will be provided by ERA to PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

Notes: None

FINAL

ERA-2	Percent of archival electronic holdings managed at the planned Preservation and Access Level
--------------	---

Purpose: This target metric is a measure of NARA's ability to preserve electronic records effectively.

Status: TBD

Authority: 2004 Annual Performance Plan

Last Updated: 10/09/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

Percent of electronic records holdings managed at the planned Preservation and Access Level identified in their associated Preservation and Service Plan	=	$\frac{\text{Number of electronic records holdings managed at the level identified in their associated Preservation and Service Plan}}{\text{Total number of electronic records holdings}} \times 100$
--	---	--

Definitions: Reference Appendix A in the *ERA Requirements Document (RD)*

Precision: Holdings, as used here, are measured in series.

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): Deputy Archivist of the United States

Contacts: Dr. Kenneth Thibodeau

Dimensions: These are the different ways in which the data will be broken out.

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month

FINAL

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
TBD				

Measures: PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Total number of electronic records holdings	
B	Number of electronic records holdings managed at the planned Preservation and Access Level	
C	Percent of electronic records holdings managed at the appropriate level identified in their associated Preservation and Service Plan	

Data Collection Plan

Table: TBD, the structure of the data will be provided by ERA to PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

Notes:

1. For further information regarding levels of service, reference Government Furnished Information (GFI): *Introduction to Preservation and Access Levels Concepts Whitepaper*

FINAL

ERA-3 Percentage of Records Managers Satisfied With NARA Scheduling and Appraisal Services

Purpose: This target metric is a measure of the effectiveness of changes to the records scheduling and appraisal process as it relates to records managers' satisfaction.

Status: TBD

Authority: 2004 Annual Performance Plan

Last Updated: 10/9/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

$$\begin{array}{l}
 \text{Percent of} \\
 \text{Records} \\
 \text{Managers} \\
 \text{Satisfaction}
 \end{array}
 =
 \frac{\text{Number of records managers who use the system that are satisfied with NARA scheduling and appraisal services}}{\text{Total number of records managers who use the system}}
 \times 100$$

Definitions:

- Relevant customers are federal records managers authorized to draft and/or submit records schedules, and also NARA staff involved in appraisal and the review, and approval of schedules. For purposes of this metric, such NARA staffs are considered to be records managers.
- Reference Appendix A in the *ERA Requirements Document (RD)* for additional definitions

Precision: TBD

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): TBD

FINAL

Contacts: TBD

Dimensions: These are the different ways in which the data will be broken out.

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	All Years	FY	FQTR	Month
TBD				

Measures: PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Total number of records managers who use the system	
B	Number of records managers who use the system that are satisfied with NARA scheduling and appraisal services	
C	Percent of Records Managers Satisfaction	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

- Notes:**
1. A survey program will need to be created
 2. Updated agency list required
 3. Reporting method needs to be determined.

FINAL

ERA-4 Percent of Customers Satisfied With ERA Services

Purpose: This indicator metric is a measure of the percentage of customers that are satisfied with using ERA services (specifically the ERA system's performance (including availability, capacity, ease of use, etc.).

Status: TBD

Authority: 2004 Annual Performance Plan

Last Updated: 10/9/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

$$\begin{array}{l} \text{Percent of} \\ \text{Customers} \\ \text{Satisfied} \\ \text{Using ERA} \\ \text{Services} \end{array} = \frac{\text{Number of customers that are satisfied using ERA services}}{\text{Total number of customers using ERA services}} \times 100$$

Definitions:

- *Customer:* anyone who uses ERA services. Customer categories are defined by the Office of Management and Budget (OMB) in the Government Paperwork Elimination Act (GPEA) guidance. There are four (4) categories used by NARA, excluding internal NARA customers.
 - Business: NARA services provided to for-profit businesses
 - Citizen: NARA services provided to private citizens or individuals
 - Government: NARA services provided to local or state governments or non-profit institutions.
 - Internal: Internal Federal Government work, including interagency work
- Reference Appendix A of the *ERA Requirements Document (RD)* for additional definitions

Precision: Holdings, as used here, are measured in series.

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

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Owner(s): TBD

Contacts: TBD

Dimensions: These are the different ways in which the data will be broken out.

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	All Years	FY	FQTR	Month
TBD				

Measures: PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Total number of customers using ERA services	
B	Number of customers that are satisfied using ERA services	
C	Percent of customers satisfied using ERA services	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

- Notes:**
1. A survey program will need to be created
 2. Reporting method needs to be determined.

FINAL

ERA-5 Percentage of Electronic Records Holdings Available Online

Purpose: To measure the efficiency of NARA to make electronic records holdings available online. This includes access to restricted assets by authorized users.

Status: TBD

Authority: 2004 Annual Performance Plan

Last Updated: 10/09/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

$$\text{Percent of electronic records holdings available online} = \frac{\text{Number of electronic records holdings that are available online}}{\text{Total number of electronic records holdings}} \times 100$$

Definitions: Reference the *ERA Requirements Document (RD)*

Precision: Holdings, as used here, are measured in series.

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): TBD

Contacts: TBD

Dimensions: These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

FINAL

Measures: PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Number of electronic records holdings that are available online	
B	Total number of electronic records holdings	
C	Percent of electronic records holdings available online	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to the PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

Notes: None

FINAL

ERA-6 Median Time to Complete Review and Redaction of Access Restricted Electronic Records

Purpose: This target metric is a measure of the time it takes NARA to perform and complete a review and redaction of access restricted electronic records and make them available to the public.

Status: TBD

Authority: 2004 Annual Performance Plan

Last Updated: 10/9/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

Calculate the median number of calendar days from the time it is determined the restricted record needs to be reviewed to the time it has been reviewed, redacted, and is made accessible to the public

Definitions: Reference Appendix A of the *ERA Requirements Document (RD)*

Precision: TBD

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): TBD

Contacts: TBD

Dimensions: These are the different ways in which the data will be broken out.

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

FINAL

Measures: PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Date from the time that it is determined that the restricted record needs to be reviewed	
B	Completion date for the review, redaction, and accessibility of an access restricted electronic record	
C	The median number of calendar days from the time it is determined the restricted record needs to be reviewed to the time it has been reviewed, redacted, and is made accessible to the public	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to the PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

Notes: None

FINAL

ERA-7	Percentage of holdings available in NARA that contain NARA standard descriptions
--------------	---

Purpose: This target metric is a measure of NARA's efficiency in providing standard NARA descriptions for holdings and making the holdings available for access.

Status: TBD

Authority: 2004 Annual Performance Plan

Last Updated: 10/09/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

$$\begin{array}{l} \text{Percent of holdings} \\ \text{in NARA containing} \\ \text{standard NARA} \\ \text{descriptions} \end{array} = \frac{\text{Number of holdings in NARA with standard NARA} \\ \text{descriptions}}{\text{Total number of holdings in NARA}} \times 100$$

Definitions: Reference Appendix A of the *ERA Requirements Document (RD)* and the Glossary in the *ERA Domain Model (EDM)*

Precision: Holding, as used here, is limited to materials held in the National Archives or a Presidential Library, but not in Federal Record Centers.

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): TBD

Contacts: TBD

FINAL

Dimensions: These are the different ways in which the data will be broken out.

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

Measures: PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Number of holdings in NARA with descriptive information	
B	Total number of holdings in NARA	
C	Percent of holdings in NARA containing standard NARA descriptions	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to the PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

Notes: None

FINAL

ERA-8	Percentage of Electronic Records Holdings that are Open and Accessible Online
--------------	--

Purpose:	To measure the efficiency of NARA to make electronic records holdings open and accessible online to the public using a standard access method for the Record Types and Data Types as specified in the Preservation and Access Level.
Status:	TBD
Authority:	2004 Annual Performance Plan
Last Updated:	10/09/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

Percent of electronic records holdings that are open and accessible online	=	$\frac{\text{Number of electronic records holdings that are open and accessible online}}{\text{Total number of electronic records holdings}} \times 100$
--	---	--

Definitions: Reference the *ERA Requirements Document (RD)*

Precision: Holding, as used here, is limited to materials held in the National Archives or a Presidential Library, but not in Federal Record Centers.

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): TBD

Contacts: TBD

Dimensions: These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month

FINAL

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
TBD				

Measures: PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Number of electronic records holdings that are open and accessible online	
B	Total number of electronic records holdings	
C	Percent of electronic records holdings that are open and accessible online	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to the PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

Notes: None

FINAL

ERA-9	Percentage of Records Schedule Items Submitted and Approved Electronically
--------------	---

Purpose:	This target metric is a measure of NARA’s efficiency with respect to their processing capability of electronic records.
Status:	TBD
Authority:	2004 Annual Performance Plan
Last Updated:	10/9/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

Percentage of electronic records schedule items submitted and approved electronically	=	$\frac{\text{Number of electronic records schedule items submitted and approved electronically (Actual)}}{\text{Total number of electronic records schedule items submitted for approval}} \times 100$
---	---	--

Definitions: N/A

Precision: TBD

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): TBD

Contacts: TBD

Dimensions: These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month

FINAL

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
TBD				

Measures: Performance Measurement Reporting System (PMRS) will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Number of records schedules items submitted and approved electronically (Actual)	
B	Total number of record schedules items submitted for approval	
C	Percentage of records schedule items submitted and approved electronically	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to the PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

Notes: None

FINAL

ERA-10 Median Time From Transfer of Archival Electronic Records Until they are Available for Access

Purpose: This target metric is a measure of the time from the receipt of archival electronic records in ERA until they are available for access.

Status: TBD

Authority: 2004 Annual Performance Plan

Last Updated: 10/9/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

Calculate the median number of calendar days from the time from the receipt of archival electronic records in ERA until they are available for access

Definitions: Reference Appendix A of the *ERA Requirements Document (RD)*

Precision: TBD

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): TBD

Contacts: TBD

Dimensions: These are the different ways in which the data will be broken out.

	<i>Drill-Down Levels</i>			
<i>Break out the data by:</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

FINAL

Measures: PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Date from the receipt of archival electronic records in ERA	
B	Date archival electronic records in ERA are ready for access	
C	The median number of calendar days from the time from the receipt of archival electronic records in ERA until they are available for access	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to the PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

Notes: None

FINAL

ERA-11	Number of Customers Using ERA Services
---------------	---

Purpose:	This indicator metric is a measure of the number of customers who are using ERA services
Status:	TBD
Authority:	2004 Annual Performance Plan
Last Updated:	10/9/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

<i>Metric is a count of the number of registered users who use the system at least once plus the count of unregistered users; e.g. numbers of visits to the ERA portal</i>
--

Definitions: Reference Appendix A of the *ERA Requirements Document (RD)*

Precision: TBD

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): TBD

Contacts: TBD

Dimensions: These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

Measures: PMRS will publish the following numbers:

FINAL

	<i>Measure</i>	<i>Definition</i>
A	Count of the number of registered users who use the system at least once	
B	Count of unregistered users; e.g. numbers of visits to the ERA portal	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to the PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

Notes: None

FINAL

ERA-12 Percentage of Archival Electronic Records Preserved in a Persistent Format

Purpose: This target metric is a measure of NARA’s success in preserving archival electronic records holdings.

Status: TBD

Authority: 2004 Annual Performance Plan

Last Updated: 10/09/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

$$\begin{array}{l}
 \text{Percent of archival} \\
 \text{electronic records} \\
 \text{preserved in a} \\
 \text{persistent format}
 \end{array}
 = \frac{\text{Number of archival electronic records preserved} \\
 \text{in persistent format}}{\text{Total number of archival electronic records in} \\
 \text{holdings}} \times 100$$

Definitions: Reference Appendix A of the *ERA Requirements Document (RD)*

Precision: TBD

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): TBD

Contacts: TBD

Dimensions: These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

Measures: PMRS will publish the following numbers:

FINAL

	<i>Measure</i>	<i>Definition</i>
A	Number of archival electronic records preserved in persistent format	
B	Total number of archival electronic records in holdings	
C	Percent of archival electronic records preserved in a persistent format	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to the PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

Notes: None

FINAL

ERA-13 Per Gigabyte Cost of Preserving Electronic Records

Purpose: This target is a measure of the cost of electronic records preservation. The expected outcome is that the Electronic Records Archives (ERA) economically preserves archival electronic records for future generations, i.e., the cost of preserving archival electronic records decreases each year.

Status: TBD

Authority: 2004 Annual Performance Plan

Last Updated: 10/09/2003

Targets: This is an indicator metric, not a target metric with annual goals.

Calculation:

$$\text{Per gigabyte cost} = \frac{\text{Total number of gigabytes preserved in the system}}{\text{Total cost of system operations, maintenance, and support}}$$

Definitions:

- *Gigabyte* = A gigabyte is a measure of computer storage capacity. A gigabyte is 2 to the 30th power, or 1,073,741,824 bytes in decimal notation.
- Reference Appendix A of the *ERA Requirements Document (RD)* for additional definitions

Precision: TBD

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): TBD

Contacts: TBD

FINAL

Dimensions: These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	All Years	FY	FQTR	Month
TBD				

Measures: PMRS will publish the following numbers:

	<i>Measure</i>	<i>Definition</i>
A	Total number of gigabytes preserved in the system	
B	Total cost of system operations, maintenance, and support	
C	Per gigabyte cost	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to the PMRS

Point of Data Entry: TBD

Data Reporting Frequency: Monthly

Notes: None

FINAL

ERA-14	Electronic Records Recall Percentage
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Purpose:	To measure the ability to recall relevant electronic records during the search process.
Status:	TBD
Authority:	2004 Annual Performance Plan
Last Updated:	10/09/2003

Targets: Reference the *ERA Statement of Objectives (SOO)*

Calculation:

Electronic Records Recall Percentage	=	$\frac{\text{Number of relevant electronic records retrieved}}{\text{Number of relevant electronic records}}$
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Definitions: Reference the *ERA Requirements Document (RD)*

Precision: TBD

Sources: Metrics data will be provided by the ERA system to the Performance Measurement Reporting System (PMRS)

Owner(s): TBD

Contacts: TBD

Dimensions: These are the different ways in which the data will be broken out

<i>Break out the data by:</i>	<i>Drill-Down Levels</i>			
	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Time	<i>All Years</i>	FY	FQTR	Month
TBD				

Measures: PMRS will publish the following numbers:

FINAL

	<i>Measure</i>	<i>Definition</i>
A	Electronic Records Recall Percentage	
B	Number of relevant electronic records retrieved	
C	Number of relevant electronic records	

Data Collection Plan

Table: TBD, structure of the data will be provided by ERA to the PMRS

Point of Data Entry: TBD

Data Reporting Frequency: TBD

Notes:

- A benchmark test will have to be conducted and then repeated on a periodic basis.
- The periodicity will be determined by NARA.