National Archives and Records
Administration
Records Management Service
Component Program (RMSC)

# RMSC Requirements Development Project
# Workshop Report – Session 4

# NARA Subject Matter Experts

**February 28 – March 1, 2005**

National Archives and Records Administration
Records Management Service Component Program (RMSC)

# RMSC Requirements Development Project
# Workshop Report – Session 4- February 28, 2005

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*Records Management Service Components Program*
*"Putting Records First"*

## Executive Summary

The Records Management Service Components (RMSC) Program Requirements Development Project continued on February 28, 2005 with the fourth of six collaborative sessions with selected National Archives and Records Administration (NARA) subject matter experts (SME).

This session was designed to afford NARA subject matter experts to review and provide recommendations regarding the output from the previous RSMC Working Group (WG) sessions.

The published objectives of the RMSC Requirements Development Workshop, Session 4 were to:
- Review and provide recommendations on RM component activities and definitions
- Review and provide recommendations on RM component functional requirements
- Determine if the components can be used in an archival environment

All objectives were met.

The NARA SME identified, defined, and prioritized nine records management activities that could be supported by and implemented through software service components. They are:

- Capture Record

- Assign Disposition

- Categorize Record

- Search Repository

- Retrieve Record

- Ensure Integrity

- Maintain Relationship

- Control Access

- Implement Disposition

The NARA SME's provided recommended enhancements to each of the definitions for the RM components. In essence, the participants recommended changes to six of the nine component names and all of the definitions. Two of the original 17 functional requirements drafted by the RMSC Working Group were accepted as written. The remaining 15 were modified. The SME's also provided 11 additional functional requirements. And lastly, the SME's voted unanimously that these components can be used in a preservation or long-term temporary environment.

This set of recommended records management service components and their associated functional requirements will be presented along with recommendations collected from industry and academia at the combined federal agency workshop scheduled for March 8, 2005.

**Table of Contents**

## Section 1 - RMSC Requirements Development Project Workshop Overview

The Records Management Service Components (RMSC) Program Requirements Development Project continued on February 28, 2005 with the fourth of six collaborative sessions with selected National Archives and Records Administration (NARA) subject matter experts (SME).

The objectives of the RMSC Requirements Development Workshop, Session 4 were to:

- Review and provide recommendations on RM component activities and definitions
- Review and provide recommendations on RM component functional requirements
- Determine if the components can be used in a preservation or long-term temporary environment

All objectives were met.

The following table summarizes the recommended changes provided by the NARA SME's. The left column indicates the 18 federal agency's work to date. The right hand side of the table is the recommended changes proposed by the NARA subject matter experts. In essence, the participants recommended changes to six of the nine component names and all of the definitions. Two of the original 17 functional requirements drafted by the RMSC working group (WG) were accepted as written. The remaining 15 were modified. The SME's also provided 11 additional functional requirements.

| Federal Government Agencies | NARA Subject Matter Experts |
|---|---|
| **Initiate Record** | **Capture Record** |
| *Capturing information declared as a record with associated attributes into an electronic system capable of managing records.* | *Capture information with associated attributes in an electronic system.* |
| 1.1 The Initiate Record Component shall provide the capability to assign Record Descriptor Attributes in a consistent format to the incoming record creating an Initially Described Record. | 1.1 The Capture Record Component shall provide the capability to assign Descriptor Attributes in a consistent format to the incoming record creating a controlled agency information resource. |
| | |
| **Schedule Record** | **Assign Disposition** |
| *Using an established disposition authority, assign the disposition schedule, item number, and disposition instructions to the record.* | *Using a NARA-approved disposition authority, assign the disposition schedule, item number, and disposition instructions to the record.* |
| 2.1 The Schedule Record Component shall provide the capability to accept a categorized record and, using an approved record | 2.1 The Schedule Record Component shall provide the capability to accept a categorized record and, using an approved record schedule, populate schedule attributes |

| Federal Government Agencies | NARA Subject Matter Experts |
|---|---|
| schedule, populate schedule attributes (e.g. schedule number, schedule item number, disposition act, disposition date, review date, name of scheduler, date of scheduling) for the record, producing a scheduled record. | (e.g. schedule number, schedule item number, disposition act, disposition date, review date, name of scheduler, date of scheduling) for the record, producing a scheduled record. |
| **Categorize Record** <br><br> *Matching the descriptive criteria of the records against a separately defined list of descriptive criteria defining a category.* | **Categorize Record** <br><br> *Utilizing agency business rules, assign an appropriate descriptive label to the records to facilitate management in an electronic system.* |
| 3.1 The Categorize Record Component shall provide the capability to allow authorized users (individuals, organizations, or applications) to categorize or re-categorize a selected record to provide a categorized or re-categorized record. | 3.1 The Categorize Record Component shall provide the capability to allow authorized users (e.g. individuals, organizations, or applications) to categorize or re-categorize a selected record to produce a Categorized or Re-categorized Record. |
| 3.2 The Categorize Record Component shall provide the capability to apply the authorized categorization schema to an uncategorized record to produce a categorized or re-categorized record with added categorization attributes (to include category, name of categorizer, and categorization date). | No Change |
| 3.3 The Categorize Record Component shall provide the capability to apply the related business rules to an uncategorized record to produce a categorized or re-categorized record with added categorization attributes (to include category, name of categorizer, and categorization date). | No Change |
| | |
| **Search Record** <br><br> *Query all or selected system repositories of records (transitory, temporary, and permanent) across the enterprise for content and/or attributes, in order to determine the existence and location of matching records and produce a descriptive list.* | **Search Repository** <br><br> *Query all or selected system repositories of records (transitory, temporary, and permanent) across the enterprise for content and/or attributes, in order to determine the existence and location of matching records.* |
| 4.1 The Search Record Component shall provide the capability to accept a user query, apply the query criteria to the universe of available records, producing a list of matching records. | 4.1 The Search Repository Component shall provide the capability to accept a user query, apply the query criteria to the enterprise, producing a list of matching results. |
| | 4.2 The Search Repository Component shall provide the |

| Federal Government Agencies | NARA Subject Matter Experts |
|---|---|
| | capability to define search parameters within or across the enterprise. |
| | |
| **Retrieve Record** | **Retrieve Record** |
| *Using the descriptive list produced by the Search Record component, allow for the selective display of the full record and/or associated attributes for the purpose of review, printing or permissible editing.* | *Using a descriptive list, allow for the selective display of the full record and/or associated attributes for an authorized purpose.* |
| 5.1 The Retrieve Record Component shall provide the capability to use the results of the Search Record Component and make selected record(s) and their associated attributes available for viewing, printing, or saving a copy. | 5.1 The Retrieve Record Component shall provide the capability to use a records retrieval tool to provide the records and/or associated authorized attributes identified by the Search Repository Component and authorized by the Control Access Component. |
| | |
| **Ensure Integrity** | **Ensure Integrity** |
| *To ensure the authenticity and completeness of a record and associated attributes upon its creation and throughout its lifecycle.* | *Ensure the integrity, authenticity, and completeness of a record and associated attributes throughout its lifecycle.* |
| 6.1 The Ensure Integrity Component shall assign an Integrity Attribute to a Record to produce an Authenticity Indicator. | 6.1 The Ensure Integrity Component shall populate an Original Authenticity Indicator attribute for a newly captured record. |
| 6.2 The Ensure Integrity Component shall provide the capability to match a Current Authenticity Indicator to a Previous Authenticity Indicator producing a Verified Authenticity Indicator. | 6.2 The Ensure Integrity Component shall compare the Original Authenticity Indicator with the Current Authenticity Indicator and populate a Non-equivalent Integrity attribute. |
| | 6.3 The Ensure Integrity Component shall populate a Current Authenticity Indicator each time a record is accessed. |
| | |
| **Maintain Record** | **Maintain Relationship** |
| *Storage regardless of format that ensures authenticity, availability, retrievability and storage locations to related records.* | *Provide the capability to associate an existing record used in creating a new record through a Record Association attribute.* |
| 7.1 The Maintain Record Component shall provide the capability to associate an existing record used in creating a new record producing a populated Record Association Attribute associating the existing record used to the new record. | 7.1 The Maintain Relationship component shall provide the capability to associate an existing record used in creating a new record with the new record by populating a New Record Association attribute. |

| Federal Government Agencies | NARA Subject Matter Experts |
|---|---|
| **Manage Access** | **Control Access** |
| *Control and maintain history of access to specific record attributes, such as records or file series based on security classification, functional roles, organizational position, delegated permissions or other restrictions.* | *Control access to records and metadata based on security classification, functional roles, organizational position, delegated permissions or other restriction and maintain a history of such access.* |
| 8.1 The Manage Access Component shall provide the capability to use the Manage Access Tool to determine the Approval, Disapproval or Partial Approval of the request to access a record(s). | 8.1 The Control Access Component shall provide the capability to use the Control Access Tool to determine the approval or disapproval of the request to access to a record and/or its associated attributes. |
| | 8.2 The Control Access Component shall populate History of Access attributes (i.e., identify of the requester, the date/time of the request, whether there was approval or disapproval of a request for access to a record and/or its associated attributes). |
| **Execute Disposition** | **Implement Disposition** |
| *Implement destruction, transfer, or continued retention of a record in accordance with the established retention. After validation that the disposition is proper, remove record from the other controls, execute the activity, and record the transaction.* | *Implement destruction, transfer, or continued retention of a record in accordance with the established disposition authority. After validation that the disposition action is valid, execute the disposition action, and record the transaction.* |
| 9.1 The Execute Disposition Component shall provide the capability to take the Record from a designated location and owner to another owner and location that produces the exact Released Record. | 9.1 The Implement Disposition Component shall identify the disposition eligibility of a record using the populated Disposition Action, Disposition Date, and Suspend Disposition attributes and populate the Eligible For Disposition Attribute. |
| | 9.2 The Implement Disposition Component shall validate the Disposition Action, Disposition Date, and Suspend Disposition attributes using the NARA approved disposition authority and populate a Validated Disposition attribute. |
| 9.2 The Execute Disposition Component will populate the Suspend Disposition Attribute when a Suspend Disposition Intervention occurs. | 9.3 The Implement Disposition Component shall populate the Suspend Disposition Attribute to a Scheduled Record when a Suspend Disposition Intervention activity occurs. |
| 9.3 The Execute Disposition Component will provide the capability to return a scheduled record when the Suspend Disposition Attribute is not populated. | 9.4 The Implement Disposition Component shall depopulate the Suspend Disposition Attribute to a Suspended Scheduled Record when a Suspend Disposition Intervention activity is cancelled. |
| 9.4 The Execute Disposition Component will | 9.5 The Implement Disposition Component shall have |

| Federal Government Agencies | NARA Subject Matter Experts |
|---|---|
| take a scheduled record approved for destruction and destroy the record. | the capability to remove from the system a scheduled record approved for destruction and any pointers to that record. |
| | 9.6 The Implement Disposition Component shall provide the capability to locate a scheduled record and its attributes approved for destruction using the populated Validated Disposition attribute producing a Located Destroyable Record. |
| | 9.7 The Implement Disposition Component shall take a Located Destroyable Record approved for destruction and destroy the record to produce a Destroyed Record. |
| | 9.8 The Implement Disposition Component shall populate the Disposition Complete attribute upon the destruction of the Destroyed Record. |
| 9.5 The Execute Disposition Component will take a scheduled record approved for transfer and transfers the record. | 9.9 The Implement Disposition Component shall provide the capability to locate a record and its attributes approved for transfer using the populated Validated Disposition attribute producing a Located Transferable Record. |
| | 9.10 The Implement Disposition Component shall take a Located Transferable Record approved for transfer and destroy the record to produce a Transferred Record. |
| | 9.11 The Implement Disposition Component shall populate the Disposition Complete attribute upon the transfer of the Transferred Record. |
| 9.6 The Execute Disposition Component shall provide the capability to make a Categorized Record available for destruction by ensuring the identified destroyed record is no longer available in the system and that information (date) about the destruction is made available as evidence of the destruction in a Agency Record Destruction Tool a record of destruction was produced. | 9.12 The Implement Disposition Component shall provide the capability to populate the Disposition Action History attribute that produces evidence of disposition when the Disposition Complete attribute is populated. |

At the conclusion of the workshop the participants were asked to vote on two issues, namely:
- Can these components be used in a preservation or long-term temporary environment?
- Given constraints placed upon the RMSC Working Group, are there any RM activities that you would add for consideration as a component?"

In both cases, the vote was unanimous i.e. these components can be used in a preservation or long-term temporary environment and there are no additional recommended components to add to NARA SME components identified above.

## Section 2 – Workshop Activity Flow

During the first activity on Day One, Mr. Edmund Feige, the project facilitator, provided a brief overview of the Dynamics Research Corporation (DRC) Decision Support Center (DSC) facility to include administrative and security requirements and reviewed the agenda (see Appendix A). He led the team through an introductory sign-in exercise using the groupware and then asked everyone to introduce themselves (see Appendix B).  Thereafter, he reviewed the workshop groundrules and requested the participants to state their expectations for this workshop (see Appendix C).  This was followed by an introductory briefing to include the scope of the RMSC project, the Federal Enterprise Architecture (FEA) ramifications, and the syntax structure of a functional requirement. The NARA SMEs were presented a description of the process used to support the RMSC working group's identification of the candidate component activities and their associated functional requirements. This grounding helped the SMEs understand their role in the process and served to focus the SMEs  on providing expert analysis of the RMSC WG output and recommendations for improvement ..

The initial activity was a structured exercise to methodically address each activity definition and name.  The first step was for the participants to insert their recommended activity definition and names into the groupware tool.  Next, the candidate activity definitions were addressed through a discussion of the items submitted and then imported into a groupware vote tool for the participants to coalesce around an acceptable definition.  Once the activity was defined, the participants, in a like manner, used the groupware tool to vote on the activity name.

On Day Two, the participants were segmented into small working groups and asked to provide their recommended additions, deletions, or changes to the federal agency developed RMSC activity functional requirements.  Each sub-group then reported out their recommendations to the full group.

The results of this process (activity names, definitions, and functional requirements) are reflected in the NARA SME column of the table in Section 1.

For the final activity, the participants were asked via the groupware vote tool to answer the following questions:

1. Can these components be used in a preservation or long-term temporary environment?

2. Given constraints placed upon the RMSC Working Group, are there any RM activities that you would add for consideration as a component?"

In both cases, the vote was unanimous i.e. these components can be applied in a preservation or long-term temporary environment and there are no additional recommended components.

See Appendix D for the results of these votes.

The workshop concluded with a session evaluation (see Appendix E).

## Appendix A– Workshop Agenda

**Monday, 28 February  2005**

9:30            Arrival

10:00 AM      Introduction
- Administrative
- Agenda
- Participant sign-in/introductions
- Groundrules/expectations

10:30          Introductory Briefings
- Scope review, viewpoint, and constraints for work product of participating agencies
- Federal Enterprise Architecture and the Federal Records Management Profile
- Collaborative Environment

11:30          Review RMSC Activities and Definitions

12:00 PM      Lunch

12:45          Continue to Review RMSC Activities and Definitions

2:50            Session Wrap up

3:00            Session Adjourns

**Tuesday, 1 March 2005**

9:00            Arrival

9:30            Review Previous Day's Activities

9:45            Present Functional Requirements Briefing

10:00          Review RMSC Functional Requirements

12:00 PM      Lunch

12:45       Continue to Review RMSC Functional Requirements

2:00        Workgroup Discussion
- "Given constraints placed upon the RMSC Working Group, are there any RM activities that you would add for consideration as a component?"
- "Can these components be used in a preservation or long-term temporary environment?"

3:50        Session Wrap up

4:00        Session Adjourns

## Appendix B – Combined Workshop Participants

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## Appendix C – Workshop Expectations/Groundrules
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### 1. What are your expectations/outcomes for this workshop?

- A stronger understanding of the purpose and capabilities of records management service components.
- Clearer understanding of records management service components.
- To develop a common understanding of what RMSC should be able to do.
- A complete grasp of where the RMSC will fit into NARA's Electronic recordkeeping initiatives for NARA and for our customers. Also, understand the timeline that a RMSC may become available to us and/or our customers.
- To learn what agencies have defined as the requirements for the RMSC. I expect to have a different perspective and am interested to see how closely this group agrees with my views.
- I would like to learn more about the established components and how Presidential records issues may be included.
- Understand how "not being in the driver's seat" Vis a Vis Federal agency input comports with the Deputy Archivist's gate keeping role for NARA.
- Have a core set of records management service components that will enable agencies to easily and effectively integrate key records management principles into their lines of business. A partial or draft set of components that can be made part of the FEA Records Management Profile.
- Review the RMSC Requirements Development Project Workshop Report and provide comments and feedback for use as the project moves forward. Better understand the RMSC concept and how it fits into ERA.
- I'm interested in knowing how the agencies have perceived the RMSC project.
- We have a good understanding of what the agencies see as the functional requirements for the RMSC and can identify (with consensus) if there are any places where they are missing a critical requirement or off-base.
- Participate in giving clear direction (recommendations) to guide the agency group. Deeper understanding of the long term goals in the records management service component.
- I also wish we were coming after the industry group so that we could know what industry believes current technology can support.

### 2. Ground Rules

- Focus on the agenda
- Facilitator will recognize speaker
- One person speaks at a time
- Address the full group
- Minimize side conversations

- Treat all ideas with respect
- Each activity will have a time limit, any participant can request moderator to move to a vote
- 80-20 rule ("can you live with it")
- Capture recommendations and group viewpoint
- Electronic environment (Capture data; anonymity)
- Cell phones/BlackBerrys off
- Please only use Internet during breaks

## Appendix D – Workshop Votes
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The participants were asked to vote on two issues:
- Can these components be used in a preservation or long-term temporary environment?
- Given constraints placed upon the RMSC Working Group, are there any RM activities that you would add for consideration as a component?"

The results are presented below.

## Vote Number 1

**Participant Instructions:**
Can all or some these components be used in a preservation or long-term temporary environment?

## Number of Votes in Each Rating

|  | Yes % | No % | n |
|---|---|---|---|
| 1. Can all or some these components be used in a preservation or long-term temporary environment? | 100.00 | 0.00 | 7 |

## Vote Number 2

**Participant Instructions:**
Given constraints placed upon the RMSC Working Group, are there any RM activities that you would add for consideration as a component?

## Number of Votes in Each Rating

|  | Yes % | No % | n |
|---|---|---|---|
| 1. Given constraints placed upon the RMSC Working Group, are there any RM activities that you would add for consideration as a component? | 0.00 | 100.00 | 11 |

## Appendix E – Workshop Evaluation

### 1. What went well?
- Deeper discussion involved in functional requirements.
- Reached consensus on a series of difficult issues.
- It was a very productive day.  I felt the small group work was fruitful.
- We uncovered several issues which I believe had been missed in the original drafts.
- We could have used another half day.  We had large issues today that could have been discussed further.
- Although I felt rushed, I think we were able to get through everything appropriately.  Dividing into small groups and then discussing results worked well.
- More in-depth discussions. Over all, a very informative session.
- We were given the opportunity to get into more in-depth discussions
- These were very useful and informative discussions.  The discussions were well-led and covered a lot of important issues.  The group included a lot of extremely knowledgeable people who brought a lot to the table and made valuable contributions.  This was well worth the time and effort.

### 2. What needs to be improved?
- Room is too warm.
- More time would have been useful, too.
- Room is too hot, fan too noisy.
- Could have used more time.
- When asking participants to read requirements, adequate time should be given to read them without the facilitator (s) talking or prompting in the background.
- The verbal discussions are very useful - sometimes we voted before having a chance to hear what people thought the issues were.
- At the early review of the group outliner and the text below, it was very difficult to read quickly while the instructors/mediators were speaking and giving instructions.  It needs to be one activity or the other.  The instructors/mediators did acknowledge the problem and change their venue.
- Time.  We needed a little more time for some of the major issues.
- Not enough time to consider how everything that we revised worked together.
- Difficult to concentrate on reviewing the list of functional requirements in the morning when Ed was continuing to talk throughout.

### 3. Other comments
- Daryll and Ken were terrific.
- Overall, both days were both educational and productive.  Thank you.
- Was very informative and challenging.  Thank you.

- Rich Monash has an incredible ability to summarize the work succinctly.
- This was productive and was an interesting way to work. We probably all understand the RMSC much better.
- The facilitators (Ed especially) were excellent. Drawing from Kevin's involvement with the Agency's and previous sessions was invaluable.
- Drew Brown was awesome.
- Overall, the sessions were very helpful in helping me understand the ideology and where things will be moving in regards to electronic records. Gave me better insight into the thought processes of agencies on records management issues.

## Appendix F – Previous Reports

1) <u>RMSC Requirements Development Project Workshop Report – Session 1,</u> January 11 – 13, 2005

2) <u>RMSC Requirements Development Project Workshop Report – Session 2,</u> January 25 – 27, 2005

3) <u>RMSC Requirements Development Project Workshop Report – Session 3,</u> February 9 – 10, 2005

## Appendix G – Acronyms

| | |
|---|---|
| DRC | Dynamics Research Corporation |
| DSC | Decision Support Center |
| FEA | Federal Enterprise Architecture |
| RM | Records Management |
| RMSC | Records Management Service Components |
| SME | Subject Matter Experts |
| WG | Working Group |