NATIONAL ARCHIVES
Agency Services

BRIDG

Bi-Monthly Records and Information Discussion Group

To Ask Questions

Chat via YouTube

or

Email
RM.Communications@nara.gov

June 22, 2021

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Welcome and Speaker Introductions

Laurence Brewer

Chief Records Officer for the US Government

BRIDG Agenda

- **Welcome and Speaker Introductions** – Laurence Brewer, Chief Records Officer for the U.S. Government
- **Federal Records Centers Program Updates** –
  - Gordon Everett: Director, Federal Records Centers Program
  - Lisa Sandor: Manager, Reference Core One, National Personnel Records Center
- **Records Management Updates** - Laurence Brewer, Chief Records Officer
- **Capstone Email Management Discussion** - Three NARA Perspectives on Capstone:
  - Margaret Hawkins: Director, Records Management Operations
  - Hannah Bergman: Information Policy Counsel
  - Ted Hull: Director, Electronic Records Division
- **General Questions and Closing Remarks**

Jay Trainer

Executive

Agency Services

FRCP Updates

Gordon Everett

Director

Federal Records Centers Program

Questions for Gordon?

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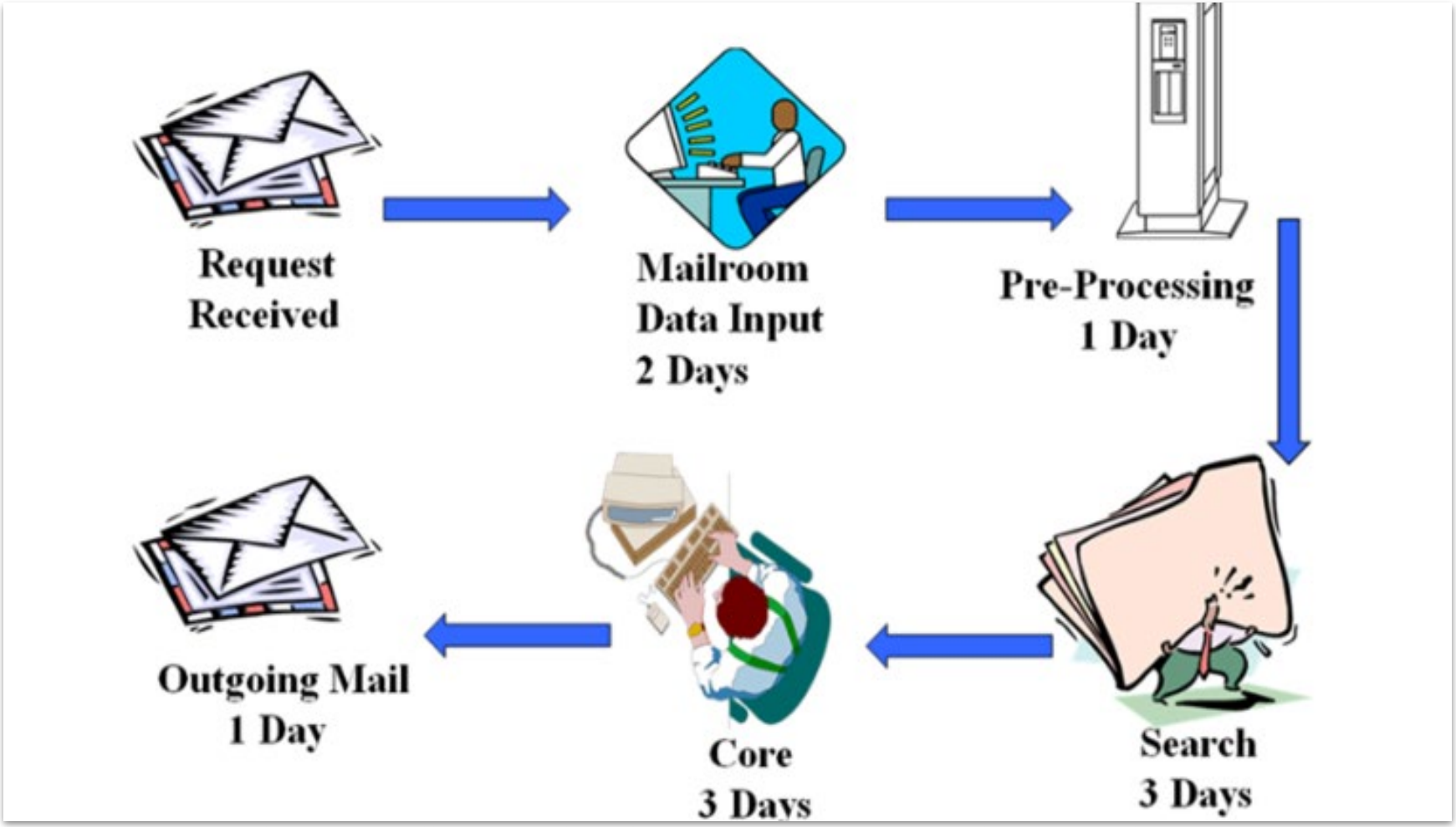
Lisa Sandor

Manager, Reference Core One

National Personnel Records Center

Pre- Pandemic Workflow



Statistics at Start of Pandemic and Now

Pre- Pandemic:

- Backlog: ~56,000
- March: NPRC Moves to Phase 0, but Never Closes!
Emergency Requests
- Emergency Requests Only (Burials, Medical Emergencies)

Guarantees, White House,

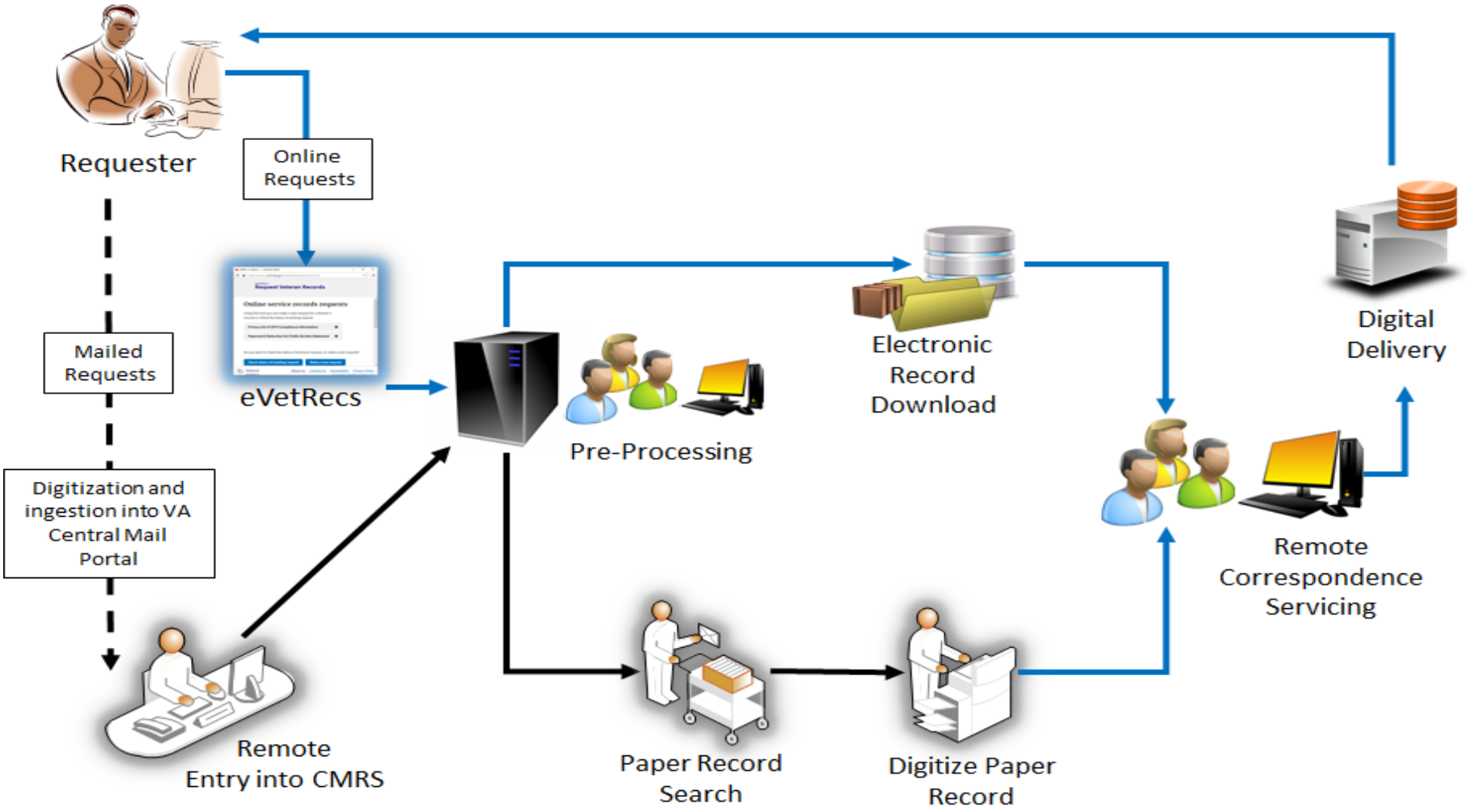
Congressionals, Court Orders,
and VA Loan & Transfers)

Current Status:

- Backlog: ~500,000
- Phase 2 Operations since April 5
  - Expanded

(Burials, Medical Emergencies,
Homeless Vets, Home Loan

Remote Workflow



Achievements

Requests Completed Since March 2020

Burials	58,703
Medical Emergencies	28,980
Homeless Veterans	11,758
Congressionals	2601
White House	109
Court Orders	59
Others	132,050
Total	234,260

Process Innovations

- Laptop issuance
- Digital delivery of record documents
- Scanning pods
- Customer service phones - Remote Call Center
- Mailroom incoming request digitization
- Staffing Increase

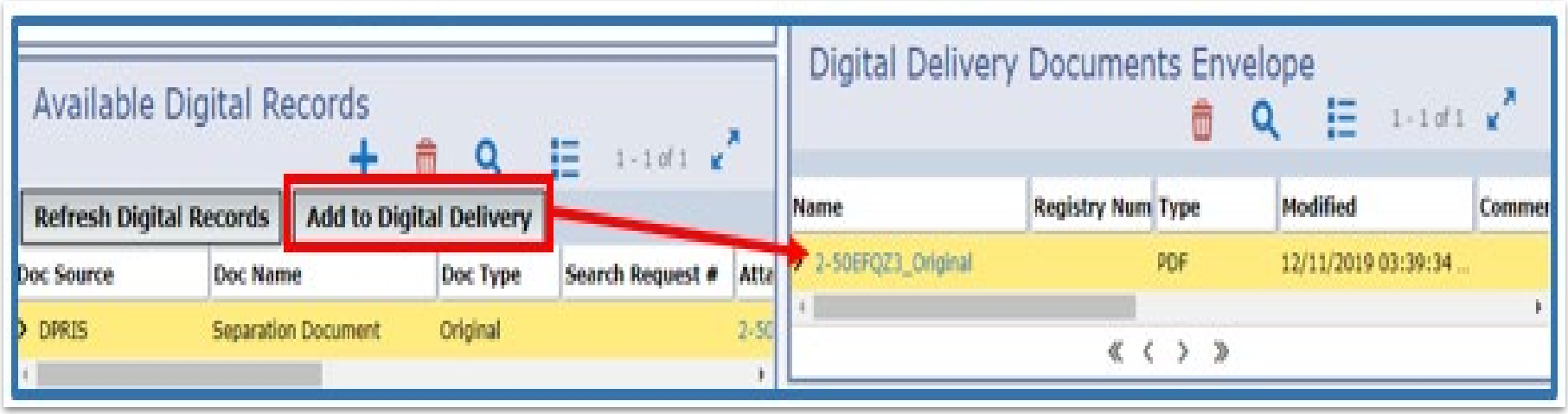
Process Innovations: Laptop Issuance

- Over 500 laptops have been deployed with necessary peripherals.
- Connected to NARA VPN, employees can utilize multiple online resources to perform remote work.
- Production increased from ~2500 cases completed per week to consistently over 10,000 per week after laptop deployment.

Process Innovations: Digital Delivery of Record Documents

- Nonexistent prior to the pandemic; deployed April 2020.
- Allows the response to be delivered electronically to the requester through a dedicated online portal.
- Added Emergency Request submission to our eVetRecs portal on Archives.gov.
- Revised eVetRecs to accept digital signatures.

Process Innovations: Digital Delivery of Record Documents



- Electronic documents are added to a digital envelope.
- The digital envelope is emailed to the requester. Requester uses case number, email address, and either phone number or zip code to authenticate their identity.
- They can then view, print, and save the documents.

Process Innovations: Scanning Pods

- Two teams are scanning military personnel files to be added to the digital registry & then processed remotely.
- About 1800 records scanned per week.
- More pods will be deployed.
- Partnered with the VA to enable high-speed scanning of modern records.

Process Innovations: Remote Call Center

Recently the Remote Call Center went live. Customer service technicians can now receive and return calls remotely.

QUEUE	CALLS COMPLETED LAST WEEK
MPR SUBMIT	2275
MPR STATUS	1707
MPR RESPONSE	355
MPR CONGRESSIONAL	49
TOTAL	4386

Process Innovations: Mailroom Incoming Request Digitization

- Inter - Agency Agreement with the Department of Veterans Affairs was recently authorized and about half the backlog has been digitized.
- Mailroom staff, along with remote workers, working to digitize the paper requests.
- Average 7500 requests digitized weekly.
- From this point forward all digitization will be handled locally.

Process Innovations: Staffing Adjustments

- Establishment of a 5th Reference Core
  - Hiring ~100 new technicians to process requests
- Overtime hours offered most Saturdays and Sundays
- ~50 Department of Veterans Affairs staff detailed to NARA
- Contractor labor expanded in Records Retrieval Branch to search and refile records
- 2nd shift in place to double capacity within limitations
- Designated National Personnel Records Center staff as Critical Infrastructure & arranged for vaccine priority

Superheroes Work Here!

- No matter what technical innovations we introduce, we are completely dependent on the over 300 staff members who continued to come onsite throughout the darkest days of the pandemic to ensure emergency requests were processed.
- This included 66 days with exposures or potential exposures to COVID- 19 onsite.
- These are the Superheroes of the National Personnel Records Center, and we are deeply indebted to them!
- (Cape optional!)

Questions for Lisa?

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Records Management Updates

Laurence Brewer

Chief Records Officer for the US Government

Questions for Laurence?

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Capstone Panel Discussion

Margaret Hawkins
Director
Records Management Operations

Hannah Bergman
Information Policy Counsel
Office of General Counsel

Ted Hull
Director
Electronic Records Division

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General Q&A

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NEXT MEETING

Tuesday
August 24, 2021

RM.Communications@nara.gov

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https://www.archives.gov/records-mgmt/meetings/index.html

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Technical Difficulties
Please Stand by

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