governmentattic.org

"Rummaging in the government's attic"

Description of document:	National Archives and Records Administration (NARA) internal agency records which discuss the merits of iPads and/or similar pad/tablet computer devices for agency employee use, 2011
Requested date:	17-August-2011
Released date:	15-September-2011
Posted date:	17-October-2011
Source of document:	FOIA Officer National Archives and Records Administration 8601 Adelphi Road, Room 3110 College Park, MD 20740 Fax: (301) 837-0293 E-mail:foia@nara.gov
Note:	Some records undated

NATIONAL
ARCHIVES

September 15, 2011

<u>Re: Freedom of Information Act Request NGC11-240</u>

This is in response to your Freedom of Information Act (FOIA) request of August 17, 2011, for copies of internal agency (NARA) memos or other correspondence or documents that review or discuss the merits and/or disadvantages of iPads and/or similar pad/tablet computer devices for agency employee use. Your request was received in this office on August 19, 2011, and assigned tracking number NGC11-240.

We located 98 pages responsive to your request. We are redacting the names of the NARA employees who used the Apple iPad during the test pilot program pursuant to 5 U.S.C. 552(b)(6), the disclosure of which would constitute a clearly unwarranted invasion of personal privacy. These employees provided feedback based on their personal experiences using the iPad and do not reflect the official views of the National Archives and Records Administration pertaining to the use of social media such as iPads.

You may appeal the denials in this disclosure by writing to the Deputy Archivist (ND), National Archives and Records Administration, College Park, MD 20740 within 35 calendar days and explain why you think the withheld information should be released. Both the letter and the envelope should be clearly marked "Freedom of Information Act Appeal." Please include the tracking number NGC11-240 in your appeal letter.

Sincerely,

JAY OLIN
NARA Deputy FOIA Officer
Office of General Counsel

From: Pamela Wright
To: James, Jill; Martinez, John
Date: 5/5/2011 10:12 AM
Subject: Fwd: Re: Mobile devices and NARA business uses

Yes!!!

>>> John Martinez 5/5/2011 9:32 AM >>>
How about this - great stuff from [ ]   FOIA(b)6

>>> [   ] 05/05/2011 8:53 AM >>>
John,
Thanks so much for seeking my input. We have found the iPad to be very useful in investigative work at the OIG.

For example, instead of taking a bulky laptop to the collector shows where we have a display, or in some cases just walk around to meet and greet, the iPad works much better. It is light, has great battery power and is super fast. So if we need to look up something on the NARA MissingDocs website it is possible to do so almost immediately. I would imagine than an iPhone would also be useful in this manner.

Additionally, when we go on field operations the iPad is useful for helping us run equipment since you can download manuals and other publications without having to drag along cumbersome books.

Does this help?

[   ]

NARA
OIG>>> John Martinez 5/4/2011 5:17 PM >>>
[   ]

Last Friday during a meeting with Mike Wash we talked to him about the desire to expand use of the iPads and Droids (and whatever other mobile devices) to allow their use for business purposes. He told me to get input as to what people would want to use mobile devices for in a business environment and to compile that to make the case for NARA to allow that expansion of use of mobile devices. I can think of a lot myself, but you are one of the people that I wanted to ask for input - could you give me some examples of how you see the opportunities for NARA's business functions/processes in a mobile computing environment? Nothing fancy, even just bullet points in an email would be great, if you can.

Many thanks,

John

Jay Olin - Re: Mobile devices and NARA business uses

From: [FOIA(b) 6]
To: Martinez, John
Date: 5/4/2011 5:45 PM
Subject: Re: Mobile devices and NARA business uses

Hi John,

1 - I'd love to see a gov't notetaking cloud client - like Evernote. Right now, I can sync my notetaking from my iphone, ipad, MAC, and my work PC. It would be a great way for NARA staff to live digitally - and conveniently. It's notetaking, but I also guess cloud storage. Those huge PDFs? Just save them and access them when you need to. We'll really save paper. This might be a fairytale, but that's the biggest one on my list.

2 - cloud email access. Those 2 hours you waste on the shuttle every time you have to go downtown? Everyone (not just blackberry users) could be responding to email (that's if you got a better system than Groupwise).

3 - Alerts - NARA using SMT for emergencies - like, am I really supposed to remember that number for when there's an emergency and I have to call in? Couldn't you just send me a text if there's an emergency? And I could respond via text? Also, SMT would work great in a Shelter in Place situation - sending alerts as to statuses, etc. When we get evacuated, send out a text! I could see in the future we won't even have land lines on our desks, we'll just be using mobile phones.

4 - Using it as a tool to show someone what you're talking about. I used the ipad and iphones extensively at the Genealogy Fair and people loved seeing Today's Document in action. But, you could also just be in a meeting talking about something, and providing the visual - "this is what I'm talking about.." really helps. One on one meetings also benefit from it.

The next few are ideas, but not my area of expertise:

5 - For those who work with original records - ability to scan and email from the stacks. You could respond to reference requests electronically without having to go back to your desk.

6 - Bar code scanners - scan a box and see the related info! Use it for inventory tracking. [FOIA(b) 6]

7 - Teams who work together, but aren't physically together - so if there's 10 people working together in a warehouse, they can all text together so they all see it. There's a new software out there that [ ] has tried that let's you do this. [ ] texts the group, "Do you know where ____ is?" [ ] responds, yeah, it's _____." They all see the answer.

Also, I think any improvements we make in mobile uses will enhance our ability to be a better telework agency in general. A few super users will need to be tied to a desk top, but the rest of the workforce can really do what they need to do in a more mobile environment.

Hope that helps!
[FOIA(b) 6]

>>> John Martinez 5/4/2011 5:19 PM >>>
[FOIA(b) 6]

I mentioned this to you the other day and I wanted to get your input - here is what I have been asking other SMT members:

Last Friday during a meeting with Mike Wash we talked to him about the desire to expand use of the iPads and Droids (and whatever other mobile devices) to allow their use for business purposes. He told me to get input as

to what people would want to use mobile devices for in a business environment and to compile that to make the case for NARA to allow that expansion of use of mobile devices. I can think of a lot myself, but you are one of the people that I wanted to ask for input - could you give me some examples of how you see the opportunities for NARA's business functions/processes in a mobile computing environment? Nothing fancy, even just bullet points in an email would be great, if you can.

Many thanks,

John

Jay Olin - Re: Mobile devices and business uses at NARA

From: [FOIA(b) 6]
To: Martinez, John
Date: 5/9/2011 3:47 PM
Subject: Re: Mobile devices and business uses at NARA

John,

Thanks again for the opportunity to comment on this. Here are a few ideas that I had:

- an Ipad 2 would allow much easier access to e-mail in a format that is much easier to view and type on versus a Blackberry - syncing to our NARA e-mail would be best if possible

-it would be very efficient to use an Ipad 2 to take notes at meetings - lighter than a laptop and quieter.

- since we work regularly with the Hill, where they tend to be very forward thinking with technology, it might help show that we are forward thinking as well.

- Since committee staff may be using these already to conduct their work, having some folks here using IPads would allow us to determine record-keeping challenges and recommendations.

I hope this is helpful.

Thanks,
FOIA(b) 6

FOIA(b) 6

Center for Legislative Archives
National Archives & Records Administration
202-357-5193
>>> John Martinez 5/4/2011 4:56 PM >>>
FOIA(b) 6

Last Friday during a meeting with Mike Wash we talked to him about the desire to expand use of the iPads and Droids (and whatever other mobile devices) to allow their use for business purposes. He told me to get input as to what people would want to use mobile devices for in a business environment and to compile that to make the case for NARA to allow that expansion of use of mobile devices. I can think of a lot myself, but you are one of the people that I wanted to ask for input - could you give me some examples of how you see the opportunities for NARA's business functions/processes in a mobile computing environment? Nothing fancy, even just bullet points in an email would be great, if you can.

Many thanks,

John

Jay Olin - Fwd: Re: Tablets and expanded business use

From:	John Martinez
To:	James, Jill
Date:	9/6/2011 9:58 AM
Subject:	Fwd: Re: Tablets and expanded business use
Attachments:	tablet-requirements.doc

>>> John Martinez 07/06/2011 2:39 PM >>>
Mike,

Attached is the high-level 'business requirements' draft doc that you requested. I sent it to Leo a week or so ago for his take on how I addressed security requirements (or not) in it, and below is his response, and the start of a conversation about a test of the Citrix client.

--John

>>> Leo Scanlon 07/06/2011 2:22 PM >>>
That would be great, I'm interested to see if it works, how difficult it is to install, etc. The next interesting question involves the multi-factor bit: Certainly one can input the RSA info--don't know what would happen if we tried to use a PIV card with a reader (if this is a limitation of the device or this class of devices, we need to note it, so we can argue for continued use of several alternate means to do two-factor access to the Citrix system) and so on.
Leo

>>> John Martinez 7/6/2011 2:06 PM >>>
Thanks, Leo.

When you say that we should test the Citrix app, would you want someone on the social media team to test it out (I'm sure that Jill would be more than happy to find someone willing to do that)?

>>> Leo Scanlon 07/05/2011 5:44 PM >>>
John,
(sorry for the delay, I've been travelling the past couple of weeks...)
The simple way to capture the security issue is to note that the device must support NARA's encryption requirements for remote devices, and support a capability for centrally managed anti virus udates, software patching and vulnerability scanning. Those are the key issues. Authentication is handled by NARANet, and we don't require that the user two-factor to the device itself, so that's not a big deal.

One question I had is, did we, or could we, try the citrix client that the iPad has? That would be a useful thing to test, as it gives us the ability to do "read only" connections to network data, if we don't have a means to enforce the disk encryption on the device...

hope that helps, let me know if you need more.

Leo

>>> John Martinez 6/22/2011 3:22 PM >>>
Leo,

Mike Wash asked for a memo stating the experience of the social media people who have had iPads as part of the pilot and stating the sorts of super high-level requirements and business uses that they would want to see in

expanded use/acquisition of computer tablets. I have started drawing up the attached draft memo, which reflects the input of the SM people and which has some of the aforementioned high-level requirements that they identified. In addition to the business input, I put in a line stating that all NARA IT security requirements would have to be satisfied in such an environment. I was contemplating copying in the requirements from earlier formal business cases, but I wanted to keep this at the level that Mike requested. That said, I wanted to get your reaction before I forward this to Mike. Is there a better way to characterize the security requirements in this sort of less-formal format? Please let me know what you think, and if you need any clarification from me.

Thanks,

John

Issue and Proposal

In response to Archivist Ferriero's blog post of April 27, 2010 about the importance of mobile devices, NARA's Social Media Working Group set out to gain more experience with mobile applications and devices.

In August 2010 the Social Media Working Group began a pilot period of testing with Android smartphones and iPad tablets as part of a sandbox experiment. The group members used these tools to identify best practices and innovation in mobile applications created, including those sponsored by and/or built upon content of cultural institutions and government agencies. With knowledge gained, the group is now better able to propose and/or develop mobile applications for NARA products and services.

Five of the Android smartphones have been lent to the Federal Records Center in Atlanta, Georgia, as a spin off from that pilot. Initial feedback has been that the use of apps has been helpful and that a mobile device (particularly a tablet) would help the staff be more efficient in their work in the stacks and on-the-go at meetings outside NARA facilities.

Based on security concerns and requirements for two-factor authentification, NARA's IT Security staff will advise on the type of tablet(s) are suitable for NARA business use. iPads in current use were approved because they are a sandbox pilot and no NARA business beyond exploration is performed on the tablets.

Examples of Business Uses

Members of the Social Media Working Group were consulted regarding their experience using the iPads during the trial period and asked how it has supported their work and what other possible business needs that the tablet computer form could support at NARA.

Meetings, Training, and Presentations

- The mobile platform enables the sharing of information and is a tool to inform discussion and decision making in meetings. For example, in a meeting concerning safeguarding issues, a staffer was able to not simply note that there was a DoD Lock Program for the USG, but was able to provide the attendees with the answers to the technical questions they had on the fly.
- It is also useful for referencing a vast number of complex policy documents- these are often too voluminous to carry from meeting to meeting.
- One can rapidly access content in order to respond to questions or to bolster positions during meetings, such as checking policy or guidance related to records scheduling or retention during an on-site meeting with staff or at a Federal agency.
- Users found their tablets very useful for easy note-taking at meetings and recognized that the tablet form was ideal for portability, searchability, and easy access to past notes and other related materials during meetings.
- The tablet form can provide much greater control over the presentation of standard curricular material and supplementary material – especially related to electronic records. It can also allow for a more certain resource when delivering training at onsite at other agencies.

Customer Service

- Similar to in meetings, she tablet was found to be a useful tool to demonstrate to customers "what you're talking about." For example, tablets and smartphones were used by staff at the Genealogy Fair and people loved seeing Today's Document in action.
- Respond to customers quickly in real time via email and approved social media tools (e.g. Twitter, Facebook, Flickr, Tumblr)
- Provide excellent reference and customer assistance on-the-go while consulting with researchers or exhibit visitors.
- For those who work with original records - ability to scan and email from the stacks. Staff could respond to reference requests electronically without having to remove materials and go back to a desk. Staff could photograph/scan documents when and where needed for business use and email them to customers or other staff members.

Telework
- When on travel for work, the platform has been a huge help as the ability to utilize the web (whether for directions, information about a particular area, or to look up background information on a subject related to a presentation) has been far superior to that provided by a smartphone.
- Mobile capabilities will enhance our ability to be a better telework agency in general. A few super users will need to be tied to a desk top, but the rest of the workforce can really do what they need to do in a more mobile environment.

Office Applications
- Utilization of e-mail and the calendar function would be beneficial. (unrealized)
- The ability to review and modify office documents would be a huge help as these are simply not easily done via the smartphone form (small screen size for example). (unrealized)

Business Requirements

Based on the identified business uses, the following are required in a tablet solution for NARA:

Meets NARA IT security requirements.

Can connect securely with NARA VPN.

Mobile telecommunication and wireless internet connectivity. It is our understanding that wifi will be available in all staff areas at Archives I and II by the end of this fiscal year and that NH has plans to roll out wifi access to all staff areas of all NARA facilities over the next few years. Tablet devices could have both wifi and 3G or 4G, and staff would be able to access 3G or 4G where a signal is available.

Email and Calendar. Ability to access NARA email and calendar system (currently Groupwise).

Support for social media applications. Must support major social media applications.

Camera. Camera with suitable resolution for producing reference copies for customers.

Governance

We propose extending the availability of tablets to potentially all NARA staff, depending on available funding. Offices would put together proposals (submitted by their office heads to BT) with justifications for their business use and identifying staff who would use the tablets. BT would manage the contracts and the costs (alternately, the budget responsibility could lie with the office).

The Social Media Working Group will work with IT to identify a "white list" of apps to be pre-installed on the tablets. Tablet users would be able to request the installation of additional apps via the same procedure used for software installation requests for desktop computers.

Proposals will be made using the form (attached) or an electronic version of the form. The form will be submitted to BT, who will evaluate the proposal and approve the business need for the purchase, or reject the proposal with an explanation as to why the request was rejected. The purchase and administration of the tablets as NARA property will be performed by BT.

Tablet Request Form
Send to: XXXXXXXXXXX@nara.gov

Date proposal submitted:

Total number of Staff members needing tablet: _____

(Please fill out attached for full list of staff making this request.)

Target date for distribution and use:

BUSINESS NEEDS AND GOALS:

Brief description of projects and goals achieved by using tablet:

How does this work support NARA's Strategic Plan?

RECORDS MANAGEMENT:

Will the proposed tablets be used to create or maintain data or information meeting the definition of a Federal record per 44 USC 3301 and 36 CFR 1222? __ Yes __ No __ Maybe

If yes, how will the records, drafts, and other products from this project be captured and managed during their entire retention period?

ADMINISTRATION:

Who will oversee or manage the tablets in your office if approved?

Point of contact information:

    Name

    NARA Organization

    Telephone

    E-mail

Proposal Approved by:

    Name and Title

    NARA Organization

    Telephone

    E-mail

List of Staff Members Requesting Tablet:

Name	Phone	Location	Supervisor

SMALL INVESTMENT BUSINESS CASE

Summary Information	
Name of Proposed Investment: **Social Media: Review/Analysis of Mobile Applications Tools**	
Submission Date:	CPIC Number:
Office Submitting Proposal: **NPOL**	
Other Offices Participating: **NH**	
Business Sponsor: **Pamela Wright**	Tel: **301-837-2029**
Project Manager: **Jill James**	Tel: **301-837-0760**

1. Description of Investment

In response to Archivist Ferriero's blog post of April 27, 2010 concerning the importance of the "Mobile Internet" <http://blogs.archives.gov/aotus/?p=236>, NARA's Social Media Working Group (SMWG) is interested evaluting mobile applications and devices. The SMWG intends to purchase smart phones and iPads (including one-year service contracts) for the 32 members of the working group. The members will use these products to identify best practices and innovation in mobile applications, including those sponsored by and/or built upon content of cultural institutions and government agencies. With knowledge gained, the group will be better able to propose and/or develop mobile applications for both existing and new NARA products and services.

2. Budget and Finance

    a. Is the investment funded? ☒ Yes ☐ No
    b. If so, by which fund and/or office? **NPOL**
    c. Is the investment a financial management system? ☐ Yes ☒ No
    d. Please indicate planned expenditures for the following categories:

Projected Expenses	Yes	No	Maybe	Amount
Purchases:				
Hardware	☒	☐	☐	$ 37,248.00
Software	☐	☒	☐	$
Services:				
Planning	☐	☒	☐	$
Development / Customization	☐	☒	☐	$
Operations / Support	☒	☐	☐	$ 39,305.00
Other Expenses:				
Facilities Costs	☐	☒	☐	$
<specify>	☐	☐	☐	$
<specify>	☐	☐	☐	$
Estimated Total Implementation Costs				$ 37,248.00
Estimated Total Operational Costs				$ 39,305.00

3. NARA Strategic Alignment

    Strategic Goals Aligned:

- **Five: We will increase access to our records in ways that further civic literacy in America through our museum, public outreach, and education programs.**
- **Six: We will equip NARA to meet the changing needs of our customers**

Specific Strategies Aligned:

- **Strategy 5-D: We will expand our web presence to broaden the reach of our exhibit and education programs and improve the quality of the visitor experience.**
- **Strategy 6-K: We will support an information technology operation that thrives on nimbleness and serving customers, both internal and external.**
-
-

4. Impact of Maintaining Status Quo

As noted by Archivist Ferriero, NARA "needs to fully understand and leverage the power of the Internet in the palm of our hands. Mobile Internet can exponentially expand access to our records, provide access to online information to understand our records, as well as enable collaboration with citizen archivists on projects to achieve our mission."

Without the purchase of iPads and Android platform smart phones, NARA's Social Media Working Group can not fully explore mobile applications thus making it difficult to determine best practices and/or generate ideas for NARA mobile applications.

5. Federal Law and Mandate Compliance

	Yes	No	N/A
a. Is the investment compliant with IPv6?	☐	☐	☒
b. Is the investment compliant with Section 508?	☐	☐	☒
c. Does the investment contain Personally Identifiable Information?	☐	☒	☐

6. Technical Analysis

a. Indicate any technical requirements and/or specifications:

The Social Media Working Group would like to evaluate and run mobile applications on the two prominent mobile application platforms - iPad/iPhone and Android for one year. To do so, the team members need iPads and smart phones using the Android platform.

Neither the iPad nor the selected smart phone need to connect to NARANet. The smart phones will require one-year service plans to allow SMWG members to access mobile applications. Because NARA facilities do not allow for wireless Internet connections, the SMWG will also need to purhcase the iPad data plan available through AT&T.

b. Estimate the total number of NARA users who will be impacted by this investment:

**32 Social Media Working Group members
1-2 NH staff members to establish and manage the service contracts, as well as inventory the equipment. The NH staff member will need to monitor for billing issues and report any misuse to the SMWG chair (Jil James, NPOL).**

c. List any government agencies, besides NARA, which will have access to this investment:
None

d. Will this investment be accessible by the public? If so, how?
No

e. What considerations have been made for future expandability or scalability of the investment?
None, this is viewed as a short-term, one-year pilot project.

f. Will the proposed investment require ongoing technical and/or operational support? (If so, who?)
Ensure costs are included in the Budget and Finance table.
Yes, after purchase of the iPad and selected smart phones, NPOL would like NH to establish and manage one year service contracts for each iPad and smart phone, as well as inventory the equipment.

g. Are facilities costs anticipated? Ensure costs are included in the Budget and Finance table.
No

h. Does the proposed investment include a method for integrating new features or modifying existing features to meet new demands after implementation has occurred?
Yes, funding has been established to allow SMWG members to download new mobile applications each month. Each member will have a budget of $10 per month. The total yearly cost of $3,840 has been included in the operations quote.

i. Will the proposed investment replace a legacy system in-part or in-whole? If so, which systems?
No

j. If any hardware is being replaced, please describe what will be done with the old hardware (i.e. decommissioned, repurposed, etc.).
N/A

k. . With what other information systems or networks will the proposed investment have interfaces to or share data?
The iPads and smart phones will be used to evaluate mobile applications. No new NARA data will be created by this project.

l. What changes, if any, to current NARA infrastructure, IT architecture, IT baselines or security settings will be required for the investment to function properly within the NARA IT environment?
The iPads and smart phones will not need to interface with or connect to NARANet, but users need to download mobile applications on an invidivual basis.

m. What is the sensitivity of the data that will be processed and has a FIPS 199 rating been established? (i.e., whether there is Personally Identifiable Information or other sensitive data that requires special handling.)
N/A

n. Will the proposed investment have any business- or mission-critical uptime or availability requirements? Will it require inclusion in NARA's Continuity of Operations (COOP) planning?
No

o. Does the proposed investment consist entirely of COTS products, or is there some customization that is planned as part of the project?

Yes

7. Records Management

a. Will the proposed investment create and/or maintain data or information that can be identified as Federal Records as defined by 44 USC 3301 and 36 CFR 1220 and 1228?

No

b. Will these records replace existing records? If yes, identify the records series being replaced and indicate whether they are already scheduled.

N/A

8. Lifecycle Schedule

SDLC Stage	Applicable	Planned Start Date	Planned Completion Date
Concept Development	☐		
Requirements Definition	☐		
Preliminary Design	☐		
Detailed Design	☐		
Development	☐		
Integration & System Test	☐		
Deployment & Acceptance	☐		
Production	☒	July 2010	July 2011
Retirement & Rollover	☐		

9. Supplemental Information

Mobile applications created for the iPhone and iPad platform may only be used on iPhones or iPads. Apple Computer, Inc. is the sole provider of iPads; AT&T is the sole provider of service for iPads. The SMWG members do not need the phone features of the iPhone and want to be able to explore mobile applications on the iPad. The SMWG is evaluting multiple smart phones that use the Android platform. Final selection will be based on cost and performance.

The projected service/data plan expenses are based on public rates available on 3 carrier web sites (AT&T (for the iPad) and Verizon and Sprint (for the smart phones). TMobile has provided a quote for both Android phones and service. TMobile's quote for phones and a year of service provides significant cost savings in comparison to TMobile's public rates. It is assumed that AT&T, Verizon, and Sprint will also provide reduced price quotes. Therefore, the implementation and operation costs may be lower than those estimated in section 2.

When operating these devices, the SMWG team members will adhere to NARA's guidance, including

- NARA 802 "Appropriate Use of NARA Office and Information Technology (IT) Equipment and Resources"
- NARA 813-1 "NARA-issued BlackBerry® Personal Digital Assistants (PDAs)" as appropriate.

- NARA 831-2 "Rules of Behavior for Using Web 2.0 and Social Media Web Sites and Responsibilities for Content Management"

Not all of the aspects of NARA 813-1 are applicable to this project because SMWG members need to download applications (budget of $10/month/member) for evaluation purposess. The SMWG will provide additional guidance to team members regarding the downloading of mobile applications. SMWG members will be required to stay within the service plans' talk, text, and data limits as well as the monthly $10 mobile application budget.

10. Required Deliverables

Select Phase: A <u>Project Schedule</u> and <u>Acquisition Plan</u> are required before exiting the Select Phase and prior to initiating Acquisition.

Control Phase: If the project is not yet completed *approximately 60 days after Select Phase approval*, a <u>Periodic Status Report</u> is required, which will be reviewed by the Deputy CIO and/or CIO.

Evaluate Phase: Once the project has been completed, submit a <u>Post Implementation Review Template</u> to evaluate the project and the CPIC process. No additional periodic status reports will be required after receipt of the Post Implementation Review Template is completed.

SMALL INVESTMENT BUSINESS CASE

Instructions

Name of Proposed Investment	Provide the title given to the proposed investment.
Submission Date	The date the proposed investment was submitted to NHPC.
CPIC Number	Provide the CPIC Tracking number (NHPC will assign this number to the investment.)
Office Submitting Proposal	Identify the office submitting the investment.
Other Offices Participating	Identify any other offices that are contributing to this project other than the office listed above.
Business Sponsor	Identify the name, telephone number of the person within the Proposing Office, who is the Business Sponsor and primary contact, regarding issues related to the proposal.
Project Manager	Identify the name, telephone number of the assigned Project Manager regarding issues related to the proposal. If the Project Manager is not yet know or assigned, leave blank.
Description of Investment	Provide a brief summary of the purpose for the investment. This should include discussion of the business need along with the project's requirements. An example of a solution may be included but at this stage, the focus should be on requirements, not solutions.
Budget and Finance	
Is the investment funded?	Indicate whether dollars are already set-aside for this investment. Projects at this stage do not require funding in order to be reviewed.
If so, by which fund and / or office?	Indicate whether dollars will be provided through a specific fund or if dollars will be provided through an office.
Is the investment a financial management system?	Indicate whether this system is a financial management system.
Please indicate planned expenditures for the categories listed in the Business Case.	Indicate Yes, No or Maybe for the categories listed in the Business Case. Also include the estimated costs for each category. Facilities costs include: rack space, HVAC, power, cabling, construction, build out, renovation. Other expenditures may include: training, licenses, administrative, maintenance, leasing and services.
Please indicate estimated total	Identify the estimated total implementation costs for

Instructions

implementation amount.	the proposed investment. (lines a-d and f)
Please indicate estimated total operational amount.	Identify the estimated total operational costs for the proposed investment. (line e only)
NARA Strategic Alignment	Using the list of NARA Strategic Goals and IRM Strategies found at NARANet URL, select the NARA Strategic Goals and IRM Strategies that your proposed investment will support.
Impact of Maintaining Status Quo	Provide a brief summary that explains the impact of maintaining the status quo.
Federal Law and Mandate Compliance	Indicate Yes or No for the following questions. If yes, please provide description of how the investment will comply with applicable law or mandate.
IPv6	OMB Memorandum 05-22 directs all Federal government agencies to move their network backbones to Internet Protocol Version 6 (IPv6) by June 30, 2008. The advantages that IPv6 offers over previous Internet Protocol Versions includes: enhanced security, mobility and network management features. IPv6 also provides an unlimited number of IP addresses.
Section 508	The Rehabilitation Act Rehabilitation Act (29 U.S.C. 794d) requires all agencies and departments to provide individuals with disabilities who are federal employees to have access to information and data that is comparable to individuals who do not have disabilities. This also includes individuals with disabilities who are members of the public seeking information or services from a federal department or agency.
PII Data	The Personally Identifiable Information Interim Guidance 1603-3 requires that privacy information in the custody of Federal Government be protected from unauthorized disclosure.
Technical Analysis	
Indicate any technical requirements and / or specifications	Indicate if the investment will require any technical requirements
Estimate the total number of NARA users who will be impacted by this investment	Indicate the number of NARA users for the investment.
List any government agencies, besides NARA, which will have access to this investment	List any U.S. government agencies which will have access to this investment besides NARA (if any).
Will this investment be accessible by	Indicate whether or not the American public will have

Instructions

the public?	access to the investment.
Does the proposed investment include plans or considerations for future expandability or scalability?	IT investments are frequently made obsolete before their intended life cycle ends because they fail to account for the rapidly expanding needs they were designed to accommodate. New investments should expect that current storage or speed requirements are likely to at least double every 18 months (c.f. Moore's Law - http://en.wikipedia.org/wiki/Moore%27s_law). Project owners should assume that the current storage or speed requirements will increase geometrically, and should include scalability requirements when designing the project's scope.
Will the proposed investment require ongoing technical and/or operational support?	Indicate if this system will require support from NARA's IT support contract staff or another contractor. If the system requires support from another contractor, identify the contractor that will be providing support for the system.
Does the proposed investment include a method for integrating new features or modifying existing features to meet new demands after implementation has occurred?	Indicate the process and relevant point of contact an end-user would use should they discover a need for this investment to be modified or have a new feature or function added after the investment has completed its development.
Will the proposed investment replace a legacy system in-part or in-whole?	Identify any legacy systems that will be partially or completely replaced by the proposed alternative.
If any hardware is being replaced, please describe what will be done with the old hardware.	Indicate how obsolete hardware will be disposed.
Does the proposed investment have any interfaces to, or share data with, other information systems or networks?	Identify any other systems or networks that the system will interface with or share data with.
Will the proposed investment require changes to current NARA infrastructure, IT architecture, IT baselines, or security settings in order to function properly within the NARA IT environment?	Identify if the investment requires any changes to the existing NARA infrastructure, IT baselines, or security settings in order to function properly
What is the sensitivity of the data that will be processed and has a FIPS 199 rating been established?	FIPS 199 defines the "potential impact" categories for sensitive data, based on loss of confidentiality, loss of integrity, or loss of availability. The three "potential impact" categories are "low", "moderate" and high". Please review FIPS 199, found here:

Instructions

	http://csrc.nist.gov/publications/fips/fips199/FIPS-PUB-199-final.pdf for details.
Will the proposed investment have any business- or mission-critical uptime or availability requirements? Will it require inclusion into NARA's Continuity of Operations (COOP) planning?	Identify whether the system will need to continue to perform its critical essential functions during a disruption or disaster.
Does the proposed investment consist entirely of COTS products, or is there some customization that is planned as part of the project?	Identify whether the system will utilize a COTS product or if the system will contain code that will be developed in-house or through another contractor.
Records Management	
Will the proposed system create and/or maintain data or information that can be identified as Federal Records as defined by 44 USC 3301 and 36 CFR 1220 and 1228?	Discuss if any records will be created or maintained according to Federal Records as defined by 44 USC 3301 and 36 CFR 1220 and 1228.
Will these records replace existing records?	If yes, you must identify the records that are being replaced. Also indicate whether the records being replaced are already scheduled and include all appropriate file numbers from the NARA Records Schedule.
Lifecycle Schedule	Indicate whether the SDLC phase applies to the proposed investment and if so, provide the planned start date and the planned completion date for each of the lifecycle phases and foundational activity (as appropriate) in accordance with NARA Directive 805, Systems Development Lifecycle.
Supplemental Information	This section can be used to add any additional data, network diagrams, market analysis quotes or other supporting comments or documentation.
Required Deliverables	Ensure that required deliverables are completed and submitted to NHPC as described. NARA 805 and NARA 810 require certain SDLC and project management deliverables to be completed by the Project Manager

iPad Sandbox Pilot Project Survey Summary

NARA launched an iPad sandbox pilot project in response to Archivist Ferriero's blog post of April 27, 2010 concerning the importance of the "Mobile Internet" <http://blogs.archives.gov/aotus/?p=236>. As part of this project, 31 iPad tablet computers were distributed to members of NARA's Social Media Working Group in October 2011. The project participants began testing the iPads and mobile applications. The group was asked to identify best practices and innovation in mobile applications, including those sponsored by and/or built upon content of cultural institutions and government agencies. It was our intent that the group would gain knowledge and experience to be better able to propose and/or develop mobile applications and mobile web content for both existing and new NARA products and services.

In July 2011, we solicited the opinions of those using the iPads to help determine the usefulness and effectiveness of the tools. The participants also provided feedback on ways others at NARA could utilize iPads. Specifically, we asked the participants the following questions:
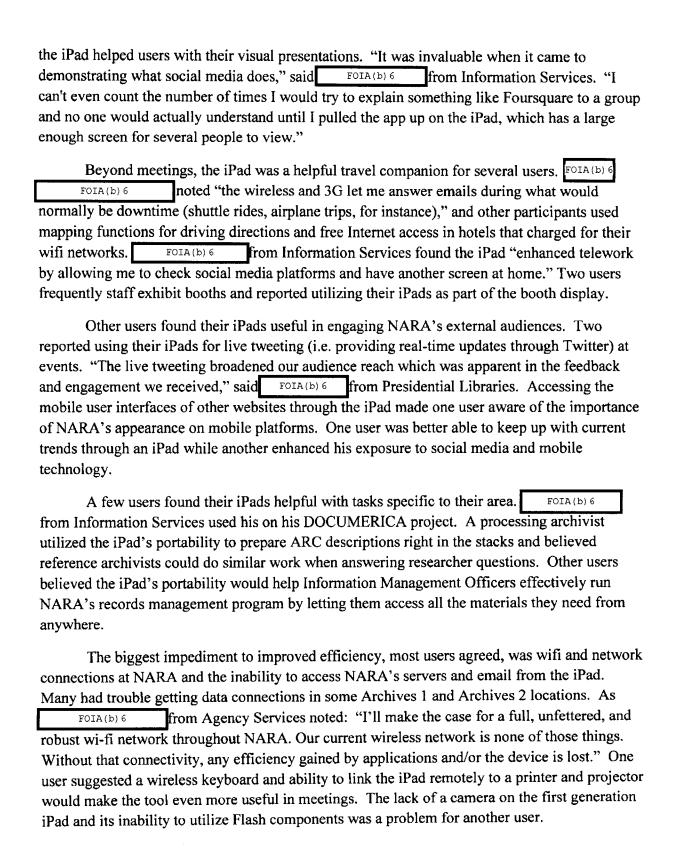
1. How could/did the iPad help you do your job more efficiently? What additional capabilities would be required to make this happen?
2. What apps have you found to be most useful?
3. How has this tool helped you think creatively about opportunities for sharing NARA's resources on mobile platforms?
4. Is there anything else you would like to share?

Below is a summary of the responses to these questions. Appendices to this summary include a list of applications (apps) provided in response the second question and the complete responses from each participant.

Enhanced Efficiency on the Job

The iPad was evidently most useful during meetings as almost every participant had a response to this effect. However, there were different aspects of meetings for which the iPads were used. Participants often found an iPad helpful for taking and sharing notes. "Instead of taking multiple notebooks or binders to different meetings, all I had to do was take the iPad," noted [FOIA(b) 6] from Research Services. "I was able to refer back to previous notes with ease and create new notes just as quickly." Once the meetings ended, participants were quickly able edit and email those notes to themselves or other attendees.

The iPad's research and demonstration capabilities were also useful during meetings. Users were able to research the answers to questions either online or in documents stored on the iPad and respond immediately rather than having to wait until after the meeting to do so. Also,

the iPad helped users with their visual presentations. "It was invaluable when it came to demonstrating what social media does," said [FOIA(b) 6] from Information Services. "I can't even count the number of times I would try to explain something like Foursquare to a group and no one would actually understand until I pulled the app up on the iPad, which has a large enough screen for several people to view."

Beyond meetings, the iPad was a helpful travel companion for several users. [FOIA(b) 6] [FOIA(b) 6] noted "the wireless and 3G let me answer emails during what would normally be downtime (shuttle rides, airplane trips, for instance)," and other participants used mapping functions for driving directions and free Internet access in hotels that charged for their wifi networks. [FOIA(b) 6] from Information Services found the iPad "enhanced telework by allowing me to check social media platforms and have another screen at home." Two users frequently staff exhibit booths and reported utilizing their iPads as part of the booth display.

Other users found their iPads useful in engaging NARA's external audiences. Two reported using their iPads for live tweeting (i.e. providing real-time updates through Twitter) at events. "The live tweeting broadened our audience reach which was apparent in the feedback and engagement we received," said [FOIA(b) 6] from Presidential Libraries. Accessing the mobile user interfaces of other websites through the iPad made one user aware of the importance of NARA's appearance on mobile platforms. One user was better able to keep up with current trends through an iPad while another enhanced his exposure to social media and mobile technology.

A few users found their iPads helpful with tasks specific to their area. [FOIA(b) 6] from Information Services used his on his DOCUMERICA project. A processing archivist utilized the iPad's portability to prepare ARC descriptions right in the stacks and believed reference archivists could do similar work when answering researcher questions. Other users believed the iPad's portability would help Information Management Officers effectively run NARA's records management program by letting them access all the materials they need from anywhere.

The biggest impediment to improved efficiency, most users agreed, was wifi and network connections at NARA and the inability to access NARA's servers and email from the iPad. Many had trouble getting data connections in some Archives 1 and Archives 2 locations. As [FOIA(b) 6] from Agency Services noted: "I'll make the case for a full, unfettered, and robust wi-fi network throughout NARA. Our current wireless network is none of those things. Without that connectivity, any efficiency gained by applications and/or the device is lost." One user suggested a wireless keyboard and ability to link the iPad remotely to a printer and projector would make the tool even more useful in meetings. The lack of a camera on the first generation iPad and its inability to utilize Flash components was a problem for another user.

Knowledge about Current and Emerging Mobile Applications

Given the popularity of using the iPad for taking notes in meetings, it is not surprising that Evernote, a free note-taking application, was the most popular app among those surveyed. Keynote, the Apple equivalent to Microsoft PowerPoint, was also mentioned a few times. Some other business-related apps were helpful as well.

The second most popular category of apps mentioned were those created by various museums and cultural institutions. These served as inspiration for the iPad users and models for apps they believe NARA should create.

The travelers appreciated apps that provided maps and weather information. Those using the iPads to monitor trends, news, and issues related to their specialty found news monitoring and magazine reading apps most useful. An app for eBay was also helpful to Office of the Inspector General Archival Recovery Team member [FOIA(b) 6] in his searches for stolen NARA documents.

Utility apps and basic browser and email apps rounded out the list. [FOIA(b) 6] from Agency Services commented: "I downloaded some pretty mundane-but-useful apps (like a calculator) that I use all the time and that let me get rid of extra equipment. I think the fact that you can download just about anything (usually for cheap or for free) to suit your business or personal needs is a great feature of the iPad. It is really flexible."

See the Appendix A for a list of specifically named apps recommended by the group.

Opportunities for Sharing NARA's Resources on Mobile Platforms

When asked about opportunities for sharing NARA's resources, respondents to this question divided roughly into two categories: those who envisioned specific apps that NARA could create and those who developed an appreciation for the differences between tablet computers and other devices. As mentioned in the previous section, the iPad and its apps provided many examples of attractive, utilitarian interfaces on which NARA could model its applications.

Among the specific apps mentioned was one that would facilitate the uploading and tagging of digital items. A retention calculator and an app like TurboTax for records management were also suggested. Among the apps that would be useful for NARA researchers were a pull slip app and an interactive tour/exhibit app.

Other pilot participants improved their understanding of what users experienced with their tablets and how to tailor apps to those users. Multiple participants noted that the size of the iPad's screen, which lends itself to displaying content for multiple viewers, requires its own set of standards. Desktop and smartphone standards do not apply. "I hadn't really realized that our expectations of mobile wouldn't be limited to phones and access to information that you receive

passively," said [FOIA(b)6] from Information Services. "Tablets mean immediate access to information that you actually do something with (manipulate, share, file away, read, or even create)."

Another user mentioned the need to develop interfaces that are touch-based as opposed to keyboard/mouse based. Others just expressed a more general appreciation for the type of interaction that those used to social media and mobile experience and the need to replicate that experience in NARA apps.

Additional Lessons Learned

Multiple program participants mentioned their difficulty passing through security checkpoints with their iPads when leaving NARA. They suggest modifying the property pass system to correct these problems.

Many users, in one way or another, advocated for the greater development of iPad apps that could help NARA employees perform their functions. There was an acknowledgment that training would be required to help some use iPads. They also suggested a forum for iPad users to compare notes and share ideas, best practices, etc. [expand our mobile meetups idea – we had several of these in the early months and an online discussion board]

[potential usefulness of cameras: video conferencing and scanning documents – scanning in the stacks, pdf, and refile immediately – hugely time saving]

[Staff who don't have regular access to computers in the FRCs concern]

Finally, [FOIA(b)6] noted how the implementation of this pilot and the potential for its extension helps fulfill one pillar of NARA's Transformation initiative in putting the agency "out in front." "This sounds like a small and somewhat superficial thing, but I think image is really important, particularly for an agency like ours that has a reputation for being behind the times," she said.

Conclusion

The iPad pilot program was a success. The intuitive understanding of mobile platforms and touch-screen handling ...

To successfully implement a wider iPad program, security and network issues will have to be addressed. Wifi, server access, and property passes increase the efficiency of iPad use.

....

Appendix A – List of useful apps mentioned in surveys

Business apps

- Dropbox
- Evernote
- Keynote
- MicroStrategy
- Notepad
- Notes
- Numbers
- Pages
- Roambi

Museum/Institution apps

- British Museum's Street Museum
- Brooklyn Museum
- Civil War Today
- Edsel and Eleanor Ford House Museum
- Gettysburg Civil War Trust
- Look Back Maps
- Museum of Modern Art
- Today's Document
- WorldCat

News monitoring apps

- Pulse
- Zinio
- Zite

Social media apps

- Facebook
- Flipboard

- Foursquare
- Google Mobile
- Hootsuite
- Mashable
- Pinterest
- Tumblr
- Twitter
- Wordpress

Other

- Calculator
- eBay
- iTunes
- Mail
- Maps
- Recipe apps
- Photo apps
- Photoshop
- Safari
- Travel apps
- Weather apps
- Weather Channel

Appendix B – Complete responses from survey participants

Q1 – Efficiency, capabilities

I was able to keep up with and participate on Twitter during conferences, do background research on concepts I may not have understood during presentations so as to get more out of the talk, and take notes more efficiently. This last task would have been even more beneficial if we were able to link our iPads to the NARA network and email meeting notes to ourselves and our colleagues. While I understand the security concerns, it would also be great to have access to NARA@work and our general work files on the iPads.

Q2 – Useful apps

I've found the Evernote app to be the most useful, as it allows me to easily take notes and organize them via date or tag. The WorldCat app was also useful in trying to visualize how NARA's OPA mobile web site would function.

Q3 – Creative thinking

Playing games has actually helped me brainstorm NARA apps the most, as it gives an idea of what makes apps sticky. The iPad also helped me get a feel for where efficiencies are most important for mobile devices (i.e. really quick image downloads, not a lot of text, the ability to complete a specific task) and how NARA can redesign some of our services to fit this model. For example, while I don't know if it's feasible, I think that a pull-slip app would be a great way to utilize mobile technology to allow people to complete one of the most common researcher tasks either on site or prior to their visit.

Q4 – Other

Q1 – Efficiency, capabilities

The mobile platform has enabled me to share information and inform decision making in meetings on numerous occasions and to provide better customer service.

For example, in a meeting concerning safeguarding issues, I was able to not simply note that there was a DoD Lock Program for the USG, but was able to provide the attendees with the answers to the technical questions they had on the fly.

I have also used it numerous times to reference a vast number of complex policy documents. These are too voluminous to carry from meeting to meeting. Additionally, the mobile platform allows me to rapidly search the content in response to questions or to bolster our positions. In other words, I am better equipped to make decisions in support of NARA objectives.

Q2 – Useful apps

I have utilized apps to monitor changes in legislation, as well as to monitor news items related to work issues (stories regarding classification, declassifiaction, WikiLeaks, etc.). Similarly, I have been able to leverage apps to assist in the efficient use of public transportation to and from meetings.

The mapping function has been a plus in several situations where I was attending meetings downtown or while traveling. For example, in situations where the meeting location changed at the last minute.

Q3 – Creative thinking

When traveling for work, the platform has been a huge help as the ability to utilize the web (whether for directions, information about a particular area, or to look up background information on a subject related to a presentation) has been far superior to that provided by the Blackberry.

As to next steps...the ability to utilize the iPad for e-mail and calendar, and the ability to review and modify office documents would be a huge help as these are simply not easily done via Blackberry (small screen size for example).

Q4 – Other

Also, we need to work with security to identify a more efficient means to bring them in and out of the buildings (A1 & A2). Carrying a property pass for something that comes and goes daily is a bit absurd, particularly when 50% of the time I am asked to go to the desk to confirm the validity of the pass (and the cursory check of the pass is not really verifying anything). For example, the property pass for the iPad could be modified with a raised seal or differentiated in some way and laminated so that the guards know that it has not been forged.

FOIA(b)6

Q1 – Efficiency, capabilities

Q2 – Useful apps

Q3 – Creative thinking

Q4 - Other

I have greatly enjoyed using the iPad, but have been hampered by the fact that I am unable to connect to wireless in A1 and the 3G doesn't get much reception in the areas I am in the most. Websites are very slow to load, let alone apps.

However, it has been extremely helpful in working on the Foundation's mobile strategy-- brainstorming ways to make ourselves more accessible via mobile media, sharing technology with all our staff, and brainstorming ways to fundraise more effectively in a mobile world.

It sounds a bit cliche but I find the browser most helpful on the iPad. It has been extremely helpful for us to follow current trends in other history-related foundations-- which, due to cost, are more into mobile web than apps-- and get a sense for how they are using new media to fundraise and educate people about what they do. Since sites are built for mobile media, it's important to us to be able to use one of the most common tablets on the market to do so; a computer does not give us the same information.

<div style="border:1px solid black; display:inline-block; padding:4px;">FOIA(b)6</div>

Q1 – Efficiency, capabilities

The iPad has helped me manage and monitor the mobile experience of users for Presidential Libraries social media tools. It has allowed me to see the interface display of Facebook, Twitter, and Tumblr through a mobile tablet, and to plan content accordingly to maximize user experience. It has been indispensible in managing content when "Live Tweeting" has occurred. In particular, this enabled greater public outreach and access to a Presidential Libraries conference that was produced in partnership with American University. The live tweeting broadened our audience reach which was apparent in the feedback and engagement we received in response to the live tweeting. The audience responses were posted in real time as we were live tweeting via Twitter and Facebook. It has allowed me to research and stay informed on trends in mobile tools and to identify tools that could be useful for NARA applications. It has also been important for me to consider barriers in accessing NARA information based on limitations in interface display. It has made my work processed more efficient through synched note taking at onsite meetings, and off-site conference. This is an important time saver in sharing notes, or integrating note information into projects that I'm working on. Additional capabilities to make the iPad more efficient would be a wireless signal and 3G reception from my work station.

Q2 – Useful apps

Tumblr, Facebook, Twitter, Hootsuite, Evernote, Pinterest, Foursquare, Mashable, Google Mobile

Q3 – Creative thinking

The iPad has helped me identify best practices and test for usability for two initiatives that were launched during the pilot period: Foursquare and Tumblr. Without the iPad I would not have been able to tailor the content as carefully and to know what the users would experience. It has also helped me test tools first hand so that I could factor out ones that did not provide the best user experience.

Q4 - Other

The integration of the iPad into social media coordination and planning has been highly beneficial to my ability to effective perform my job duties. Without access to a tablet display, effective social media planning would have been hobbled by a lack of necessary knowledge in the user experience of a growing audience group. Given that it is common practice for social media tools to create an iPad application as part of their product, it is part of my work process to regularly test the tools Presidential Libraries uses and is considering through the iPad interface.

FOIA(b) 6

Q1 – Efficiency, capabilities

It was exceptionally useful during meetings when trying to quickly demo something or check out a site, especially in those meeting areas lacking PCs or where the installed PCs were uncooperative. It would be far more useful if it could interface with NARA email via a GroupWise app or even the built-in mail client. Being able to sync it with NARA PCs would be helpful as well to share notes, etc.

Q2 – Useful apps

I primarily used the basic built-in apps -- Safari web browser, mail, etc. Also used for testing the NARA Today's Doc app. Testing performance of NARA sites on mobile browsers, etc.

Q3 – Creative thinking

Unsure

Q4 - Other

Part of #s 1 and 4: NARA's IT and Security policies and infrastructure were not conducive to smooth implementation. Wifi is still unreliable at times (esp at A1) and when it does work it requires repeated logins. Also certain ports are locked down, blocking certain apps (email client in particular, but others as well). Security policy of 'verifying' property pass (what is the point of

a property pass if it is not trusted?) was a big disincentive to bringing iPad to/from NARA due to added time & inconvenience upon leaving building.

If these roadblocks were removed I think it would be easier to fully integrate the ipad with day-to-day NARA tasks.

Q1 – Efficiency, capabilities

It was great having the ability to bring the iPad to staff meetings and conferences. Taking notes on the iPad was much more streamlined and efficient, and it gave me the ability to quickly look up information online, or reference a particular app if needed during the meetings. Certain apps allow you to synch your notes between your iPad and personal computer, so if we are able to perform official business functions on the iPad, I can see this being enormously helpful. Notes would already be saved and typed, and could easily be shared among team members.

Q2 – Useful apps

I really liked the Evernote (notetaking) app. It allows you to tag your notes, easily email and share them from the iPad, and even synch your notes to other mobile devices and personal computer. I also found the news magazine apps (Zite, pulse) to be really helpful personally. You can choose the news feeds you want to pull information from into a customized magazine.

Q3 – Creative thinking

I think mobile apps are the perfect way to share interesting/notable documents and general information about the archives. I do not think it is the place to conduct research, but it is definitely a place to browse and glean basic information about the archives, locations, research and topical information. Creating mobile apps to compliment current exhibits would be excellent - users could see documents and descriptive information about exhibits, especially if they are unable to travel out to the physical exhibit. The apps I like the best are streamlined, simple, and uncluttered. And they also need something that will encourage you to come back more than once - changing content, updated information and perhaps a bit of a gaming aspect would accomplish this.

Q4 – Other

While iPads definitely do not replace personal computers or in-person communication, they certainly make it a lot easier, provide alternative options, and add a bit of fun as well. :-)

Q1 – Efficiency, capabilities

The ipad allowed me to experiment with various apps, and social media tools to stay up to date on the most recent trends. This allowed me to appropriately advise NL education specialists on program possibilities at the Libraries.

Q2 – Useful apps

I have enjoyed research museum and cultural institution apps to learn models for the types of apps/mobile technologies NARA might use. Examples of museum apps include the Gettysburg Civil War Trust, the Brooklyn Museum, and the Museum of Modern Art.

Q3 – Creative thinking

I am now especially interested in possibilities at it relates to using mobile technologies for on-site tour and interactive experiences, such as what is now offered at the Reagan Library.

Q4 – Other

Nothing I would like to add. The pilot has been good for NARA-- I am pleased that NARA is encouraging staff to learn more about mobile and general social media technologies. I just wish there were not so many roadblocks to actually moving forward with a project (NGC/contract issues, etc.).

Q1 – Efficiency, capabilities

I think one of the ways that the iPad (or any type of electronic tablet) would be most helpful to processing archivists is using note-taking apps to go out to the stacks and write descriptions. Many of us are just handwriting notes and then transcribing into ARC once we get back to our desks. If the notes (or completed description) are already in electronic form, you could just send that info to yourself (or, I know this is gonna be really wild...directly into ARC. Okay, I'm stretching...), make the necessary edits and then input it into ARC. I also thought this same idea could be applied to reference archivists who gather notes for their response letters in the stack. The additional capabilities though would be having wifi so that you could send it to yourself (signal strength isn't very strong in the bowels of the building!). Obviously, using an iPad wouldn't be allowed in a classified stack but they could be utilized in the unclassified stacks - and are perhaps more cost-effective than traditional laptops.

Q2 – Useful apps

I used Evernote a lot. I used some travel and recipe apps. My absolute favorite app was the Edsel and Eleanor Ford House museum app. Wow! That totally blew my mind (and I was so jealous when someone else talked about it a the mobile meet-up...I wanted to reveal it!)

Q3 – Creative thinking

So, this was the biggie for me when I first got the iPad. What/how is this going to help archivists?! Sure, it wasn't very helpful in my day-to-day job (when you're reboxing all day, it's kind of hard to think out of the box!) but it made me think about access in an entirely new way. When I started looking at various museum apps, I was really amazed and impressed by the way they were presenting information and making it available to the public. You cannot deny that using tools like the iPad makes information more widely accessible than ever before and allow people to do it in fun, educational ways!

Q4 - Other

I do think that having a "show and tell" for staff who aren't working with social media every day to really explain and show the possibilities of using these types of devices in the archives work setting.

1. Descriptive Work – Processing and describing records takes time. Many archivists feel that they cannot take the necessary time needed to process and describe records because there is an inordinate amount of pressure to "meet the numbers," there is a lack of resources, and there is a lack of staff to do all the work that needs to get done. Pulling the records, taking them back to one's desk or other processing area, rehousing the records, gathering information for a description, and then sitting down at the computer to input that information into ARC is time-consuming. What if we could save some of that time by giving archivists iPads so they could do the majority of their work in the stack? (Technically, you're not supposed to process in stack areas, but people do.) Archivists could type up their descriptions right on the iPad instead of taking handwritten notes that they have to transcribe later. Perhaps, if we're dreaming big, ARC could be on the iPad and one could input the entire description right then and there. You wouldn't even have to go to your desktop computer. The same can be said for creating folder lists (file unit lists). Take an iPad to the records and type up your list rather than bringing the records to your desk.

2. Reference – Text an Archivist! (That might be a long shot!)
   Similarly to processing archivists using the iPads in the stacks to do their work, I think reference archivists could benefit using these technologies as they answer reference questions. They could type up their responses as they're looking at the records. Once they're in a location that has reception, they could send those responses instantaneously.

3. Conservation/Preservation – When you run across an issue that requires conservation treatment, it would be neat to be able to use the Droid to take a picture of the problem and send it to the lab, perhaps even uploading the image to the HMS Work Request that is submitted when something requires treatment. It gives the conservators an idea of what the archivist has found and what they can expect when they go to examine the records.

4. Pulling Records – When I was a puller, the most frustrating thing was to go to the stack and not be able to pull the records because there wasn't enough information on the pull slip or there was a problem that only an archivist could solve. It was a huge waste of time...not just for the puller but for the researcher waiting for their records. Maybe using the Droid to facilitate communication between stack areas and the pull station would be helpful. (Again, reception might be an issue here.)

5. Accessioning – Every May, members of the Archives 2 Textual Processing Unit go to the WNRC to preview a sample of the accessions that are scheduled to be transferred to the Archives that year. Teams deal with a lot of paperwork to determine whether the records in the transfer are what they're supposed to be, if the records are correctly scheduled, and if the records require preservation treatment. It would be interesting to see if that information could be presented electronically somehow and whether using an iPad could make that task more efficient. I'm sure members of the Accessioning staff could possibly use iPads and Droids as they brought records into the Archives, perhaps for purposes such as tracking deliveries or finding available space in stack areas where they could shelve records.

Q1 – Efficiency, capabilities

It makes my work more portable - it was particularly useful for demonstrating websites in meeting rooms that did not have a computer.

Q2 – Useful apps

I think Flipboard is wonderful - it is an elegant way to view facebook, twitter, and other sites.

Q3 – Creative thinking

It made me think about how resources should look and feel when not viewed in a desk environment - simpler is better!

Q4 – Other

I feel that I could use the iPad much more efficiently if we shared more of our finds with each other. I know there are better apps out there (work related) that would be useful - I just need to know about them.

Q1 – Efficiency, capabilities

NARA's Corporate Records Management (CM) manages a Records Liaison Officer (RLO) Network which has failed in the past because of a lack of support; lack of training and information; lack of tools; lack of interest; and the lack of time. We simply have no meaningful way to know the status of recordkeeping throughout our agency at any given time. Without this device and a transformed program it leaves us in-the-dark about where we really stand in records management (RM) compliance. The new CM depends on a strong network of Information Management Officers (IMOs) to implement records management throughout NARA. Using traditional tools, IMOs could spend enormous amounts of time traversing disconnected applications, practices, policies, and guidance to find an answer to a question, make a decision about the records status, or take some disposition action.

The iPad could move NARA forward, as One NARA; developing, implementing, adjusting, measuring, and improving records management processes to establish and maintain control of NARA's corporate information assets and to manage the timely destruction and preservation of records and information in all media and formats.

The proposed mobile device is portable and will be used to effectively complete all of the processes and steps involved to accomplish their assigned responsibilities. It will make work processes and finding information more intuitive for employees by improving information access, knowledge sharing about the records, and support decision making. The device will support IMOs by helping them find records, manage file plans, complete transfers, receive notifications for FOIA requests or pending litigations, review compliance status, analyze performance, engage in video conferences, complete customer updates, and perform activities on any requested information from anywhere. Finally, the proposed mobile device is a huge incentive for "tech savvy" individuals to become and remain IMOs, and will inspire creativity in Records Management here at NARA.

Additional capabilities are needed to make this a reality. We need to adopt and integrate business intelligence apps with NARA's internal web-based tools and repositories. This will allow a fully integrated solution.

Q2 – Useful apps

Besides Keynote (similar to Powerpoint), Numbers (like Excel), and Flipboard, I have found Business Intelligence apps (Roambi & MicroStrategy) to be the most promising.

Q3 – Creative thinking

Pleas refer to 1st paragraph.

Q4 – Other

FOIA(b)6

Q1 – Efficiency, capabilities

By using the iPad, I was able to understand how smart devices worked and how people used them. Especially when working on the History Happens Here project, I was able to think about how the contest could be converted to a smart device because I was using one. Specifically, the iPad was an excellent tool for note taking in meeting, as well as demonstrating platforms in meetings. I can't even count the number of times I would try to explain something like Foursquare to a group and no one would actually understand until I pulled the app up on the iPad, which has a large enough screen for several people to view. It was invaluable when it came to demonstrating what social media does.

Q2 – Useful apps

For productivity, Evernote was extremely useful in that you can sync your devices to your own computer and consolidate your notes. More generally, because of the iPad, I was able to explore more augmented reality apps, like the British Museum's Street Museum and Look Back Maps, that have inspired me to pursue these types of apps with the National Archives.

Q3 – Creative thinking

I think it has been most successful when talking with other employees about NARA's social media endeavors are the best example I have. When our employees understand what an app can do, they can tell us how it can help them. Also, as I already mentioned, I would never have been so interested in creating an augmented reality mobile app if it was not for my use of the iPad.

Q4 - Other

FOIA(b)6

Q1 – Efficiency, capabilities

When I (briefly) had an iPad, it didn't make any of my job necessarily easier. Additional capabilities that would have made it easier would have been the ability to connect to the NARA VPN, which would have given me the ability to use the email client, access my drive and remote drives, use office productivity software (MSOffice).

Q2 – Useful apps

I really only used the web browser while I had it.

Q3 – Creative thinking

The opportunities for presentation of NARA content, whether website content, digitized materials (still and motion and audio), born digital materials are especially appropriate to the tablet form. The difference between using a smartphone and a tablet is that a smartphone cannot really effectively be used to share or display information or content beyond the holder of the phone. A tablet is incrementally more useful) for informal sharing of content or even for presentations in a meeting.

Q4 – Other

FOIA(b) 6

Q1 – Efficiency, capabilities

Q2 – Useful apps

Q3 – Creative thinking

Q4 - Other

Having the Ipad and interacting with the social media team has opened many doors to me and by extension the NDC. I have been able to move beyond traditional communications and explore blogs, photo streams and wikis. The Ipad provides a convenient, portable means to do this. I have also used it for Itunes and a number of apps (like Weather etc.) not necessarily work related. Having the Ipad allows me to (if I want) access work and explore how others are using social media from anywhere. There is probably more, but this is a start.

FOIA(b) 6

Q1 – Efficiency, capabilities

I think that the best feature is the instant access to the internet in such a portable device. Being able to research things during meetings and get real-time answers is a <u>huge</u> time saver. For example, recently, in a meeting on FRC scanning, we had a half-day session on how to best staff up our scanning pods. As we were meeting, we could look up Federal hiring laws without having to pay for expensive internet access in the hotel's meeting room or without having to task someone with doing the research after the meeting (which is never the same as having that info during the meeting). The same is true during meetings at Archives facilities—the 3G capability really circumnavigates the whole wireless access debate.

The Maps feature is better than my own GPS. I travel often with the FRC, and it is a really great tool to help navigate a new city. I do not have to worry about figuring out how I will get somewhere, so I can be more productive from the moment I hit the ground.

The two features I really "miss" on the iPad are Flash and a camera. A good number of websites do not even load without Flash. And a camera would enable us to capture shots of our staff in action—something we have been experimenting with promoting on our social media sites.

Q2 – Useful apps

I downloaded Pages and Keynote, and like them a lot for taking notes and for putting together thoughts for presentations in a visual way. I downloaded some pretty mundane-but-useful apps (like a calculator) that I use all the time, and that let me get rid of extra equipment. I think the fact that you can download just about anything (usually for cheap or for free) to suit your business or personal needs is a great feature of the iPad. It is really flexible.

Q3 – Creative thinking

I really think that as iPads become more ubiquitous, NARA should start building apps for them for customers. On the FRC side, I think the easiest and most useful app for our customers would be a retention calculator. This app could also have links to regs, resources, etc. An ARCIS app might also speed adoption of the system by our customers. Once the ICN is launched, a mobile version on iPads would enable employees to collaborate remotely, wherever they are.

Q4 - Other

In the context of the Transformation, I would say that the one thing that I have noticed about piloting the iPad is that it immediately puts us "Out in Front." This is especially true when I am in a meeting with other agency customers, and they say, "Wow, NARA gave you an iPad?!? You guys are really cutting edge!" This sounds like a small and somewhat superficial thing, but I think image is really important, particularly for an agency like ours that has a reputation for being behind the times.

On the theme of "A Great Place to Work" I think that universal deployment of iPads could <u>revolutionize</u> the workplace in the FRCs. Having mobile devices would circumnavigate the issue

of PC access for stack-based staff. I'd imagine that the devices would allow staff to communicate with each other in the stacks, speeding workflow. And as cameras get better, staff might even be able to fulfill reference requests right in the stacks, eliminating many steps in the process, thereby saving time and money. I understand that there is an FRC-specific pilot underway, so it will be interesting to see what specific uses my colleagues in the stacks find for these units.

> FOIA(b) 6

I absolutely adore my iPad, use it almost daily for work, and take it everywhere. Here are my thoughts:

Q1 – Efficency, capabilities

I use Evernote to take notes at meetings and store PDFs and documents for instant access, though I don't use it for meetings related to procurement (per our legal counsel, who has said no procurement notes can be stored in a cloud). It's immeasurably useful to be able to search, tag, and store the volumes of research and notes from a year of work, plus related documents, like the Transformation PDF, "Charter for Change."

As for additional capabilities, I'd love to have a wireless keyboard to use with it, as well as the ability to print remotely and maybe link into a projector (if that even exists; it must, right?).

Q2 – Useful apps

Evernote for note-taking, Safari (native to the iPad) for looking stuff up, WordPress for blogging (though it's not great for back-end admin). There's even Photoshop for some image editing. Also just being able to see how apps and websites function on the iPad has been very useful.

Q3 – Creative thinking

It's been absolutely essential. Before I got the iPad, I really didn't understand how important tablets were going to be to the future of how we relate to digital information. I had had an iPhone since version 1.0, and thought it would be similar. It's really not. I have thought mobile was the future for years, but I hadn't really realized that our expectations of mobile wouldn't be limited to phones and access to information that you receive passively. Tablets mean immediate access to information that you actually do something with (manipulate, share, file away, read, or even create).

Q4 - Other

I know email is a big concern for a lot of NARA staff, but if we have to choose between email and being able to experiment freely with our devices, I think that it's incredibly important for us to be able to experience tablets and mobile devices in the way that our public and customers experience them.

Q1 – Efficiency, capabilities

I loved using it for taking notes at meetings and then easily emailing them to people afterwards. It was also helpful to be able to show my boss and fellow staff what I was talking about for Twitter/Facebook/etc. Sometimes NARA staff are not familiar with the sites or software and so it helps to be able to show them what you are talking about...however, since the reception inside is awful, it would be helpful to be able to sign into NARA's wireless network (without having to go through the rigamarole of getting a researcher card) so that I could use it at meetings in the bowels of A1.

Q2 – Useful apps

Just playing around with the apps has helped me think about how material can look quite different when presented on an app v website.

Q3 – Creative thinking

Just using it frequently--and watching other staff use them--helps put you in the mindset of a social media user!

Q4 – Other

We need to do a "petting zoo" or maybe an "iPad for an hour" program, so staff can play round with them....

Other NARA staff were very curious about the iPads and I think it helped raise the profile of social media here at NARA, just making people aware of the projects we were working on.

Q1 – Efficiency, capabilities

Having the iPad at meetings was extremely beneficial. Being able to write more efficient notes and then being able to send them electronically to my main computer in order to send out to the group was ideal. Instead of taking multiple notebooks or binders to different meetings, all I had to do was take the iPad. I was able to refer back to previous notes with ease and create new notes just as quickly. I also did not have to worry about interpreting my own handwriting.

When on travel, the iPad is a great size, weight, and can be used in all settings. Working a few exhibit booths during the past year the iPad has come in very handy. I was able to show

customers and staff first hand different NARA features. And again, note taking at distant locations was done with ease.

Having internet ability at meetings and outside your work station was also very beneficial. I was able to show and research on the internet when needed.

Q2 – Useful apps

Evernote: First of all it's free. Second, it is its own little catalogue. Evernote has the ability to tag and title the notes I take in different meetings. It keeps track of the date and displays the notes in an easily identifiable way. Adding to existing topics or creating new ones was done easily and efficiently. I never lost my notes and was able to have them on my account to see online as well. The app also allows you to forward the notes to, for example your email. This gave the opportunity to send out notes from a meeting quicker and more completely.

I downloaded multiple different category apps, including educational, museum, and news types in order to obtain a better understanding of how other agencies are creating and using apps. The amount of apps and features available is astounding.

Q3 – Creative thinking

It's a great way to show people what they could have missed. Many times in meetings I will hear questions that would be more easily answered with internet ability, for example "did you see that blog post" or "what exactly is the B list?" Having the iPad will allow you to locate the answer right away and show firsthand. Most of our brainstorming and decisions does not come at our computer stations but instead takes place in the conference room. Having all available resources at your finger tips is a great way to make more sound decisions. Sharing information and notes could be done with ease. Instead of making a note to send a colleague an article or email, it could be done right there without any time lapse.

Q4 – Other

> FOIA(b) 6

Clearly the future of computing is mobile and likely to be accomplished through tablet-like computers with access to data stored in cloud environments. NARA needs to continue to experiment, learn, and understand these platforms or we will fail in our stated objective of being "an agency of leaders...out in front." Having said that, I have embedded my responses to your specific questions below:

Q1 – Efficency, capabilities

First and foremost, I'll make the case for a full, unfettered, and robust wi-fi network throughout NARA. Our current wireless network is none of those things. Without that connectivity, any efficiency gained by applications and/or the device is lost. On a separate, but similar note, the overall NARA infrastructure needs to be improved. In 2011, we should not be running a network that can handle any significant load. Also, the Websense blocking software is anathema to progress of any sort. But those are problems beyond the scope of your request.

The major benefit I had from the iPad was the ability to take notes in meetings and access information that I may not have brought into the room. I don't think it is necessary to print dozens of pages out to attend meetings, so it was very nice to be able to upload a document to the cloud and pull it down when needed. Having the ability to take meeting notes and sync them on a variety of platforms was crucial to that success. The apps that facilitate this are Evernote and Dropbox.

Q2 – Useful apps

The aforementioned Dropbox and Evernote apps were most useful for personal productivity. From a "what can be done" perspective, the Civil War Today app is a wonderful, curated, collection of collections from many different places. That app is worth the cost. The Zinio app is a great way to read magazines and I'm happy to read *Prologue* on that platform.

From a just all-around standpoint, I've found the iPad robust enough to take on short trips instead of my MacBook Pro. The one thing I have not tried (and wanted to try) was the ability to present from the iPad using the Keynote app. That has the potential to change many things about the way we work and conduct business.

Q3 – Creative thinking

Tablet computers, and to a lesser extent smartphones, bring a whole set of unique, user-interface questions to the forefront. These mostly are in the area of input and how users would interact with touch enabled devices. NARA resources that are enabled for mobile platforms need to be accessible in ways that don't rely on traditional mouse/keyboard interactions. Only through the use of the tools can we fully articulate these requirements to developers.

Q4 - Other

Just that I appreciate the opportunity to participate in this trial and help NARA deliver on its transformational goal of being a leader. From a purely records management perspective, it is incumbent on us to learn and experiment with all kinds of emerging technology. If we are to develop records management guidance for Federal agencies, we must understand and have experience with all the tools that they may be using. Tablet computers certainly fit that description.

Q1 – Efficency, capabilities

I was able to do work on DOCUMERICA pix in Flickr. It will be helpful if, in the future, I can access the new Authority Service (via CITRIX?) on the iPad, so I can do authorities cataloging while in the NARA Library with the biography resources, or at off site libraries where extra resources are held.

Q2 – Useful apps

Sounds basic, but the notepad app is what I used the most for taking notes at meetings and conferences. The ability to take notes, then email them to yourself saves so many steps.

Q3 – Creative thinking

I'm thinking about what all I can do with my DOCUMERICA research in regards to the new tagging features in OPA. Having the iPad with my in the 5th floor reading room, off-site libraries and archives.

Q4 - Other

Let's keep pushing for more work-related apps.

Q1 – Efficency, capabilities

I think it helped me do my job - no matter where I was. It was a great help to have the ipad and the 3G to check social media projects like the AOTUS Blog, Today's Document Tumbr, etc. It also really enabled event tweeting/checking twitter. It allowed notetaking and syncing no matter where I was. It enhanced telework by allowing me to check social media platforms and have another screen at home. It enabled the user testing of Today's Document app and subsequent improvements to the user experience. Ongoing, we check the app for Today's Document searches (something you can't really do on Archives.gov).

Q2 – Useful apps

The most useful app - Evernote. Really great at syncing no matter what device I'm on. Great notetaking, also a great way to see PDFs instead of printing them out. They load really fast. Today's Document app is probably the second most useful for me in work. Otherwise the ability to access the web (and my NARA email) and social media accounts - without needing a specific app.

Q3 – Creative thinking

This tool was key in the development of the Today's Document mobile application - we used it to do user testing among NARA staff, and to see improvements as they were being made. We also used ipads for showing the Today's Document app at the Genealogy fair. In general the ipad has really opened my eyes beyond the iphone to see what the advantages of a bigger screen and the touch technology can really do.

Q4 - Other

The one draw back to the pilot was the difficulty in security. On a daily basis it was a hassle, with security guards not clear on how to handle it, property passes, etc.

FOIA(b)6

Q1 – Efficency, capabilities

The new CM model depends on a strong network of Information Management Officers (IMOs) to implement a model RM program throughout NARA. Using traditional tools, IMOs could spend enormous amounts of time traversing disconnected applications, practices, policies, and guidance to find an answer to a question, make a decision about the records status, or take some disposition action. iPads are portable and will be used to effectively complete all of the processes and steps involved to accomplish their assigned responsibilities. It will make work processes and finding information more intuitive for employees by improving information access, knowledge sharing about the records, and support decision making. iPads will support IMOs by helping them find records, manage file plans, complete transfers, receive notifications for FOIA requests or pending litigations, review compliance status, engage in video conferences, complete customer updates, and perform activities on any requested information from anywhere. Finally, the iPads are a huge incentive for "tech savvy" individuals to become and remain IMOs, and will inspire creativity in Records Management here at NARA.

Need to create a web app. like.... Turbo Tax for RM.

Q2 – Useful apps

Notes

Q3 – Creative thinking

See above.

Q4 - Other

PLEASE don't take my iPad away!

Q1 – Efficiency, capabilities

The iPad has dramatically improved my productivity.

- I use it to take notes in meetings and don't have to waste time later typing them up;

- I can get instant access to information in a meeting by a quick Google

- the wireless and 3G lets me answer emails during what would normally be downtime (shuttle rides, airplane trips, for instance)

- I no longer have to take a laptop on travel

What would be most useful would be for the iPad to be integrated with our email servers (and calendar), or for the GW web version to be patched. The web version of GW has many bugs. Ideally we would be able to access the citrix environment with the iPad, but don't know if that is technically possible.

Q2 – Useful apps

A wide variety. For my job, the web browser and notepad are the most used. Off the clock, I play with a variety - photo applications, news sites, other archives, and of course, Document of the Day.

Q3 – Creative thinking

It's given me experience with apps so that I can concretely visualize the ideas I hear (the app to upload and tag items is genius).

Q4 – Other

It would be great if we could find an iPad use for staff tied to our hard core business functions - records centers, pulls/re-files, description, reference, etc. - that would yield a big productivity gain and demonstrate a solid business case for more widespread use of tablets for our staff.

Also, there is an issue in the records centers that staff do not have time to access computers at work, and many have limited computer access at home, and, as a result, are not necessarily computer savvy. It would be great if iPads could help change that. Maybe we could have a bunch that could be signed out, either on the job or to take home for a limited time. I know there will be all sorts of problems with property accountability, but it's an idea worth exploring with Agency Services and Human Capital.

The iPad has been a tremendous help when we go to autograph or collector shows. We normally set the iPad on a stand and download Facebook and the NARA Missing Documents webpage. That way people can stop by and get an idea of NARA's efforts to recover missing documents and friend us in person on Facebook.

Not surprisingly the app we use the most is eBay, but since we travel so much the Weather Channel is also useful and so is the Maps App. Of course the Safari search browser is also extremely helpful.

What would be great is if NARA had its own free App. I think the public would appreciate this and consider the development money well spent.

iPad Sandbox Pilot Project Survey Summary

NARA launched an iPad sandbox pilot project in response to Archivist Ferriero's blog post of April 27, 2010 concerning the importance of the "Mobile Internet" <http://blogs.archives.gov/aotus/?p=236>. As part of this project, 31 iPad tablet computers were distributed to members of NARA's Social Media Working Group in October 2011. The project participants began testing the iPads and mobile applications. The group was asked to identify best practices and innovation in mobile applications, including those sponsored by and/or built upon content of cultural institutions and government agencies. It was our intent that the group would gain knowledge and experience to be better able to propose and/or develop mobile applications and mobile web content for both existing and new NARA products and services.

In July 2011, we solicited the opinions of those using the iPads to help determine the usefulness and effectiveness of the tools. The participants also provided feedback on ways others at NARA could utilize iPads. Specifically, we asked the participants the following questions:

1. How could/did the iPad help you do your job more efficiently? What additional capabilities would be required to make this happen?
2. What apps have you found to be most useful?
3. How has this tool helped you think creatively about opportunities for sharing NARA's resources on mobile platforms?
4. Is there anything else you would like to share?

Below is a summary of the responses to these questions. Appendices to this summary include a list of applications (apps) provided in response the second question and the complete responses from each participant.

Enhanced Efficiency on the Job

The iPad was evidently most useful during meetings as almost every participant had a response to this effect. However, there were different aspects of meetings for which the iPads were used. Participants often found an iPad helpful for taking and sharing notes. "Instead of taking multiple notebooks or binders to different meetings, all I had to do was take the iPad," noted a staff member from Research Services. "I was able to refer back to previous notes with ease and create new notes just as quickly." Once the meetings ended, participants were quickly able edit and email those notes to themselves or other attendees.

The iPad's research and demonstration capabilities were also useful during meetings. Users were able to research the answers to questions either online or in documents stored on the iPad and respond immediately rather than having to wait until after the meeting to do so. Also,

the iPad helped users with their visual presentations. "It was invaluable when it came to demonstrating what social media does," said a staff member from Information Services. "I can't even count the number of times I would try to explain something like Foursquare to a group and no one would actually understand until I pulled the app up on the iPad, which has a large enough screen for several people to view."

Beyond meetings, the iPad was a helpful travel companion for several users. One pilot participant noted, "the wireless and 3G let me answer emails during what would normally be downtime (shuttle rides, airplane trips, for instance)," and other participants used mapping functions for driving directions and free Internet access in hotels that charged for their wifi networks. A staff member from Information Services found the iPad "enhanced telework by allowing me to check social media platforms and have another screen at home." Two users frequently staff exhibit booths and reported utilizing their iPads as part of the booth display.

Other users found their iPads useful in engaging NARA's external audiences. Two reported using their iPads for live tweeting (i.e. providing real-time updates through Twitter) at events. "The live tweeting broadened our audience reach which was apparent in the feedback and engagement we received," said a staff member from Presidential Libraries. Accessing the mobile user interfaces of other websites through the iPad made one user aware of the importance of NARA's appearance on mobile platforms. One user was better able to keep up with current trends through an iPad while another enhanced his exposure to social media and mobile technology.

A few users found their iPads helpful with tasks specific to their area. One staff member from Information Services used his on his DOCUMERICA project. A processing archivist utilized the iPad's portability to prepare ARC descriptions right in the stacks and believed reference archivists could do similar work when answering researcher questions. Other users believed the iPad's portability would help Information Management Officers effectively run NARA's records management program by letting them access all the materials they need from anywhere.

The biggest impediment to improved efficiency, most users agreed, was wifi and network connections at NARA and the inability to access NARA's servers and email from the iPad. Many had trouble getting data connections in some Archives 1 and Archives 2 locations. As a staff member from Agency Services noted: "I'll make the case for a full, unfettered, and robust wi-fi network throughout NARA. Our current wireless network is none of those things. Without that connectivity, any efficiency gained by applications and/or the device is lost." One user suggested a wireless keyboard and ability to link the iPad remotely to a printer and projector would make the tool even more useful in meetings. The lack of a camera on the first generation iPad and its inability to utilize Flash components was a problem for another user.

Knowledge about Current and Emerging Mobile Applications

Given the popularity of using the iPad for taking notes in meetings, it is not surprising that Evernote, a free note-taking application, was the most popular app among those surveyed. Keynote, the Apple equivalent to Microsoft PowerPoint, was also mentioned a few times. Some other business-related apps were helpful as well.

The second most popular category of apps mentioned were those created by various museums and cultural institutions. These served as inspiration for the iPad users and models for apps they believe NARA should create.

The travelers appreciated apps that provided maps and weather information. Those using the iPads to monitor trends, news, and issues related to their specialty found news monitoring and magazine reading apps most useful. An app for eBay was also helpful to the Office of the Inspector General Archival Recovery Team member in his searches for stolen NARA documents.

Utility apps and basic browser and email apps rounded out the list. One staff member from Agency Services commented: "I downloaded some pretty mundane-but-useful apps (like a calculator) that I use all the time and that let me get rid of extra equipment. I think the fact that you can download just about anything (usually for cheap or for free) to suit your business or personal needs is a great feature of the iPad. It is really flexible."

See the Appendix A for a list of specifically named apps recommended by the group.

Opportunities for Sharing NARA's Resources on Mobile Platforms

When asked about opportunities for sharing NARA's resources, respondents to this question divided roughly into two categories: those who envisioned specific apps that NARA could create and those who developed an appreciation for the differences between tablet computers and other devices. As mentioned in the previous section, the iPad and its apps provided many examples of attractive, utilitarian interfaces on which NARA could model its applications.

Among the specific apps mentioned was one that would facilitate the uploading and tagging of digital items. A retention calculator and an app like TurboTax for records management were also suggested. Among the apps that would be useful for NARA researchers were a pull slip app and an interactive tour/exhibit app.

Other pilot participants improved their understanding of what users experienced with their tablets and how to tailor apps to those users. Multiple participants noted that the size of the iPad's screen, which lends itself to displaying content for multiple viewers, requires its own set of standards. Desktop and smartphone standards do not apply. "I hadn't really realized that our expectations of mobile wouldn't be limited to phones and access to information that you receive

passively," said a staff member from Information Services. "Tablets mean immediate access to information that you actually do something with (manipulate, share, file away, read, or even create)."

Another user mentioned the need to develop interfaces that are touch-based as opposed to keyboard/mouse based. Others just expressed a more general appreciation for the type of interaction that those used to social media and mobile experience and the need to replicate that experience in NARA apps.

Additional Lessons Learned

Multiple program participants mentioned their difficulty passing through security checkpoints with their iPads when leaving NARA. They suggest modifying the property pass system to correct these problems.

Many users, in one way or another, advocated for the greater development of iPad apps that could help NARA employees perform their functions. There was an acknowledgment that training would be required to help some use iPads. They also suggested a forum for iPad users to compare notes and share ideas, and best practices. During the first six months of the iPad pilot, the Working Group held bimonthly mobile meetups to exchange tips and suggestions for apps. We also had an online discussion board that was part of the Social Media Working Group's wiki.

A few users were allowed by the CIO and the Information Security Team to test out the Citrix app for connecting to the NARA network. The current environment setup made it difficult to consistently connect to the network via Citrix. Some modifications to NARA's Citrix setup would need to be made to implement this option for staff.

Some staff expressed an interest in exploring the usefulness of having cameras on the tablet, like the iPad 2 and some other newer tablets have. The cameras would possibly allow staff to scan documents in the stacks, PDF them, refile them immediately, and send them to a researcher, customer or colleague, which would result in significant savings of staff time. Meetings could be broadcast or held as video conferences using applications like Skype or UStream.

iPads could be used to increase access to computers in the Federal Records Centers. Staff in the centers might be able to sign out an iPad for use, or teams might have an iPad to share if budget did not allow for all team members to have iPads.

One iPad pilot participant noted how the implementation of this pilot and the potential for its extension helps fulfill one pillar of NARA's Transformation initiative in putting the agency "out in front." "This sounds like a small and somewhat superficial thing, but I think image is

really important, particularly for an agency like ours that has a reputation for being behind the times," she said.

Conclusion

The iPad pilot was a success in terms of increasing the pilot participants' exposure to mobile technology and generating insights into potential use for NARA staff internally and externally. The intuitive understanding of mobile platforms and touch-screen handling that pilot participants gained from their experience could not have been accomplished by other means. The participants have a better sense of how the general public would use a mobile device to interact with cultural institutions and spend their free time. They also explored how tablet devices in the hands of more staff has the potential to increase productivity and effectiveness of NARA staff in accomplishing the agency's mission and our transformation goals of being one NARA, out in front, an agency of leaders, a great place to work, a customer-driven organization, and an open NARA.

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Appendix A – List of useful apps mentioned in surveys

Business apps

- Dropbox
- Evernote
- Keynote
- MicroStrategy
- Notepad
- Notes
- Numbers
- Pages
- Roambi
- Photoshop
- Safari
- Calculator
- eBay
- iBrainstorm

Museum/Institution apps

- British Museum's Street Museum
- Brooklyn Museum
- Civil War Today
- Edsel and Eleanor Ford House Museum
- Gettysburg Civil War Trust
- Look Back Maps
- Museum of Modern Art
- Today's Document
- WorldCat
- Smithsonian Mobile

News monitoring apps

- Pulse
- Zinio
- Zite

Social media apps

- Facebook
- Flipboard
- Foursquare
- Google Mobile
- Hootsuite
- Mashable
- Pinterest
- Tumblr
- Twitter
- Wordpress

Other

- iTunes
- Mail
- Maps
- Recipe apps
- Photo apps
- Travel apps
- Weather apps
- Weather Channel

Appendix B – Complete responses from survey participants

Agency Services Representative - 1

Q1 – Efficiency, capabilities

The mobile platform has enabled me to share information and inform decision making in meetings on numerous occasions and to provide better customer service.

For example, in a meeting concerning safeguarding issues, I was able to not simply note that there was a DoD Lock Program for the USG, but was able to provide the attendees with the answers to the technical questions they had on the fly.

I have also used it numerous times to reference a vast number of complex policy documents. These are too voluminous to carry from meeting to meeting. Additionally, the mobile platform allows me to rapidly search the content in response to questions or to bolster our positions. In other words, I am better equipped to make decisions in support of NARA objectives.

Q2 – Useful apps

I have utilized apps to monitor changes in legislation, as well as to monitor news items related to work issues (stories regarding classification, declassifiaction, WikiLeaks, etc.). Similarly, I have been able to leverage apps to assist in the efficient use of public transportation to and from meetings.

The mapping function has been a plus in several situations where I was attending meetings downtown or while traveling. For example, in situations where the meeting location changed at the last minute.

Q3 – Creative thinking

When traveling for work, the platform has been a huge help as the ability to utilize the web (whether for directions, information about a particular area, or to look up background information on a subject related to a presentation) has been far superior to that provided by the Blackberry.

As to next steps...the ability to utilize the iPad for e-mail and calendar, and the ability to review and modify office documents would be a huge help as these are simply not easily done via Blackberry (small screen size for example).

Q4 – Other

Also, we need to work with security to identify a more efficient means to bring them in and out of the buildings (A1 & A2). Carrying a property pass for something that comes and goes daily is a bit absurd, particularly when 50% of the time I am asked to go to the desk to confirm the validity of the pass (and the cursory check of the pass is not really verifying anything). For example, the property pass for the iPad could be modified with a raised seal or differentiated in some way and laminated so that the guards know that it has not been forged.

Agency Services Representative - 2

Q1 – Efficiency, capabilities

I think that the best feature is the instant access to the internet in such a portable device. Being able to research things during meetings and get real-time answers is a <u>huge</u> time saver. For example, recently, in a meeting on FRC scanning, we had a half-day session on how to best staff up our scanning pods. As we were meeting, we could look up Federal hiring laws without having to pay for expensive internet access in the hotel's meeting room or without having to task someone with doing the research after the meeting (which is never the same as having that info during the meeting). The same is true during meetings at Archives facilities—the 3G capability really circumnavigates the whole wireless access debate.

The Maps feature is better than my own GPS. I travel often with the FRC, and it is a really great tool to help navigate a new city. I do not have to worry about figuring out how I will get somewhere, so I can be more productive from the moment I hit the ground.

The two features I really "miss" on the iPad are Flash and a camera. A good number of websites do not even load without Flash. And a camera would enable us to capture shots of our staff in action—something we have been experimenting with promoting on our social media sites.

Q2 – Useful apps

I downloaded Pages and Keynote, and like them a lot for taking notes and for putting together thoughts for presentations in a visual way. I downloaded some pretty mundane-but-useful apps (like a calculator) that I use all the time, and that let me get rid of extra equipment. I think the fact that you can download just about anything (usually for cheap or for free) to suit your business or personal needs is a great feature of the iPad. It is really flexible.

Q3 – Creative thinking

I really think that as iPads become more ubiquitous, NARA should start building apps for them for customers. On the FRC side, I think the easiest and most useful app for our customers would be a retention calculator. This app could also have links to regs, resources, etc. An ARCIS app might also speed adoption of the system by our customers. Once the ICN is launched, a mobile version on iPads would enable employees to collaborate remotely, wherever they are.

Q4 - Other

In the context of the Transformation, I would say that the one thing that I have noticed about piloting the iPad is that it immediately puts us "Out in Front." This is especially true when I am in a meeting with other agency customers, and they say, "Wow, NARA gave you an iPad?!? You guys are really cutting edge!" This sounds like a small and somewhat superficial thing, but I think image is really important, particularly for an agency like ours that has a reputation for being behind the times.

On the theme of "A Great Place to Work" I think that universal deployment of iPads could <u>revolutionize</u> the workplace in the FRCs. Having mobile devices would circumnavigate the issue of PC access for stack-based staff. I'd imagine that the devices would allow staff to communicate with each other in the stacks, speeding workflow. And as cameras get better, staff might even be able to fulfill reference requests right in the stacks, eliminating many steps in the process, thereby saving time and money. I understand that there is an FRC-specific pilot underway, so it will be interesting to see what specific uses my colleagues in the stacks find for these units.

Agency Services Representative - 3

Clearly the future of computing is mobile and likely to be accomplished through tablet-like computers with access to data stored in cloud environments. NARA needs to continue to experiment, learn, and understand these platforms or we will fail in our stated objective of being "an agency of leaders...out in front." Having said that, I have embedded my responses to your specific questions below:

Q1 – Efficency, capabilities

First and foremost, I'll make the case for a full, unfettered, and robust wi-fi network throughout NARA. Our current wireless network is none of those things. Without that connectivity, any efficiency gained by applications and/or the device is lost. On a separate, but similar note, the overall NARA infrastructure needs to be improved. In 2011, we should not be running a network that can handle any significant load. Also, the Websense blocking software is anathema to progress of any sort. But those are problems beyond the scope of your request.

The major benefit I had from the iPad was the ability to take notes in meetings and access information that I may not have brought into the room. I don't think it is necessary to print dozens of pages out to attend meetings, so it was very nice to be able to upload a document to the cloud and pull it down when needed. Having the ability to take meeting notes and sync them on a variety of platforms was crucial to that success. The apps that facilitate this are Evernote and Dropbox.

Q2 – Useful apps

The aforementioned Dropbox and Evernote apps were most useful for personal productivity. From a "what can be done" perspective, the Civil War Today app is a wonderful, curated, collection of collections from many different places. That app is worth the cost. The Zinio app is a great way to read magazines and I'm happy to read *Prologue* on that platform.

From a just all-around standpoint, I've found the iPad robust enough to take on short trips instead of my MacBook Pro. The one thing I have not tried (and wanted to try) was the ability to present from the iPad using the Keynote app. That has the potential to change many things about the way we work and conduct business.

Q3 – Creative thinking

Tablet computers, and to a lesser extent smartphones, bring a whole set of unique, user-interface questions to the forefront. These mostly are in the area of input and how users would interact with touch enabled devices. NARA resources that are enabled for mobile platforms need to be accessible in ways that don't rely on traditional mouse/keyboard interactions. Only through the use of the tools can we fully articulate these requirements to developers.

Q4 - Other

Just that I appreciate the opportunity to participate in this trial and help NARA deliver on its transformational goal of being a leader. From a purely records management perspective, it is incumbent on us to learn and experiment with all kinds of emerging technology. If we are to develop records management guidance for Federal agencies, we must understand and have experience with all the tools that they may be using. Tablet computers certainly fit that description.

Center for Declassification Representative

Q1 – Efficiency, capabilities

Q2 – Useful apps

Q3 – Creative thinking

Q4 - Other

Having the Ipad and interacting with the social media team has opened many doors to me and by extension the NDC. I have been able to move beyond traditional communications and explore blogs, photo streams and wikis. The Ipad provides a convenient, portable means to do this. I have also used it for Itunes and a number of apps (like Weather etc.) not necessarily work related. Having the Ipad allows me to (if I want) access work and explore how others are using social media from anywhere. There is probably more, but this is a start.

Foundation for the National Archives Representative

Q1 – Efficiency, capabilities

Q2 – Useful apps

Q3 – Creative thinking

Q4 - Other

I have greatly enjoyed using the iPad, but have been hampered by the fact that I am unable to connect to wireless in A1 and the 3G doesn't get much reception in the areas I am in the most. Websites are very slow to load, let alone apps.

However, it has been extremely helpful in working on the Foundation's mobile strategy-- brainstorming ways to make ourselves more accessible via mobile media, sharing technology with all our staff, and brainstorming ways to fundraise more effectively in a mobile world.

It sounds a bit cliche but I find the browser most helpful on the iPad. It has been extremely helpful for us to follow current trends in other history-related foundations-- which, due to cost, are more into mobile web than apps-- and get a sense for how they are using new media to fundraise and educate people about what they do. Since sites are built for mobile media, it's important to us to be able to use one of the most common tablets on the market to do so; a computer does not give us the same information.

Info Services Representative - 1

Q1 – Efficiency, capabilities

I was able to keep up with and participate on Twitter during conferences, do background research on concepts I may not have understood during presentations so as to get more out of the talk, and take notes more efficiently. This last task would have been even more beneficial if we were able to link our iPads to the NARA network and email meeting notes to ourselves and our colleagues. While I understand the security concerns, it would also be great to have access to NARA@work and our general work files on the iPads.

Q2 – Useful apps

I've found the Evernote app to be the most useful, as it allows me to easily take notes and organize them via date or tag. The WorldCat app was also useful in trying to visualize how NARA's OPA mobile web site would function.

Q3 – Creative thinking

Playing games has actually helped me brainstorm NARA apps the most, as it gives an idea of what makes apps sticky. The iPad also helped me get a feel for where efficiencies are most important for mobile devices (i.e. really quick image downloads, not a lot of text, the ability to complete a specific task) and how NARA can redesign some of our services to fit this model. For example, while I don't know if it's feasible, I think that a pull-slip app would be a great way to utilize mobile technology to allow people to complete one of the most common researcher tasks either on site or prior to their visit.

Q4 – Other

Information Services Representative - 2

Q1 – Efficiency, capabilities

It was exceptionally useful during meetings when trying to quickly demo something or check out a site, especially in those meeting areas lacking PCs or where the installed PCs were uncooperative. It would be far more useful if it could interface with NARA email via a GroupWise app or even the built-in mail client. Being able to sync it with NARA PCs would be helpful as well to share notes, etc.

Q2 – Useful apps

I primarily used the basic built-in apps -- Safari web browser, mail, etc. Also used for testing the NARA Today's Doc app. Testing performance of NARA sites on mobile browsers, etc.

Q3 – Creative thinking

Unsure

Q4 - Other

Part of #s 1 and 4: NARA's IT and Security policies and infrastructure were not conducive to smooth implementation. Wifi is still unreliable at times (esp at A1) and when it does work it requires repeated logins. Also certain ports are locked down, blocking certain apps (email client in particular, but others as well). Security policy of 'verifying' property pass (what is the point of a property pass if it is not trusted?) was a big disincentive to bringing iPad to/from NARA due to added time & inconvenience upon leaving building.

If these roadblocks were removed I think it would be easier to fully integrate the ipad with day-to-day NARA tasks.

Information Services Representative - 3

Q1 – Efficiency, capabilities

It was great having the ability to bring the iPad to staff meetings and conferences. Taking notes on the iPad was much more streamlined and efficient, and it gave me the ability to quickly look up information online, or reference a particular app if needed during the meetings. Certain apps allow you to synch your notes between your iPad and personal computer, so if we are able to perform official business functions on the iPad, I can see this being enormously helpful. Notes would already be saved and typed, and could easily be shared among team members.

Q2 – Useful apps

I really liked the Evernote (notetaking) app. It allows you to tag your notes, easily email and share them from the iPad, and even synch your notes to other mobile devices and personal computer. I also found the news magazine apps (Zite, pulse) to be really helpful personally. You can choose the news feeds you want to pull information from into a customized magazine.

Q3 – Creative thinking

I think mobile apps are the perfect way to share interesting/notable documents and general information about the archives. I do not think it is the place to conduct research, but it is definitely a place to browse and glean basic information about the archives, locations, research and topical information. Creating mobile apps to compliment current exhibits would be excellent - users could see documents and descriptive information about exhibits, especially if they are unable to travel out to the physical exhibit. The apps I like the best are streamlined, simple, and uncluttered. And they also need something that will encourage you to come back more than once - changing content, updated information and perhaps a bit of a gaming aspect would accomplish this.

Q4 – Other

While iPads definitely do not replace personal computers or in-person communication, they certainly make it a lot easier, provide alternative options, and add a bit of fun as well. :-)

Information Services Representative - 4

Q1 – Efficiency, capabilities

It makes my work more portable - it was particularly useful for demonstrating websites in meeting rooms that did not have a computer.

Q2 – Useful apps

I think Flipboard is wonderful - it is an elegant way to view facebook, twitter, and other sites.

Q3 – Creative thinking

It made me think about how resources should look and feel when not viewed in a desk environment - simpler is better!

Q4 – Other

I feel that I could use the iPad much more efficiently if we shared more of our finds with each other. I know there are better apps out there (work related) that would be useful - I just need to know about them.

Information Services Representative - 5

Q1 – Efficiency, capabilities

By using the iPad, I was able to understand how smart devices worked and how people used them. Especially when working on the History Happens Here project, I was able to think about how the contest could be converted to a smart device because I was using one. Specifically, the iPad was an excellent tool for note taking in meeting, as well as demonstrating platforms in meetings. I can't even count the number of times I would try to explain something like Foursquare to a group and no one would actually understand until I pulled the app up on the iPad, which has a large enough screen for several people to view. It was invaluable when it came to demonstrating what social media does.

Q2 – Useful apps

For productivity, Evernote was extremely useful in that you can sync your devices to your own computer and consolidate your notes. More generally, because of the iPad, I was able to explore more augmented reality apps, like the British Museum's Street Museum and Look Back Maps, that have inspired me to pursue these types of apps with the National Archives.

Q3 – Creative thinking

I think it has been most successful when talking with other employees about NARA's social media endeavors are the best example I have. When our employees understand what an app can do, they can tell us how it can help them. Also, as I already mentioned, I would never have been so interested in creating an augmented reality mobile app if it was not for my use of the iPad.

Q4 - Other

Information Services Representative - 6

Q1 – Efficiency, capabilities

When I (briefly) had an iPad, it didn't make any of my job necessarily easier. Additional capabilities that would have made it easier would have been the ability to connect to the NARA

VPN, which would have given me the ability to use the email client, access my drive and remote drives, use office productivity software (MSOffice).

Q2 – Useful apps

I really only used the web browser while I had it.

Q3 – Creative thinking

The opportunities for presentation of NARA content, whether website content, digitized materials (still and motion and audio), born digital materials are especially appropriate to the tablet form. The difference between using a smartphone and a tablet is that a smartphone cannot really effectively be used to share or display information or content beyond the holder of the phone. A tablet is incrementally more useful) for informal sharing of content or even for presentations in a meeting.

Q4 – Other

Internal Records Management Representative - 1

Q1 – Efficiency, capabilities

NARA's Corporate Records Management (CM) manages a Records Liaison Officer (RLO) Network which has failed in the past because of a lack of support; lack of training and information; lack of tools; lack of interest; and the lack of time. We simply have no meaningful way to know the status of recordkeeping throughout our agency at any given time. Without this device and a transformed program it leaves us in-the-dark about where we really stand in records management (RM) compliance. The new CM depends on a strong network of Information Management Officers (IMOs) to implement records management throughout NARA. Using traditional tools, IMOs could spend enormous amounts of time traversing disconnected applications, practices, policies, and guidance to find an answer to a question, make a decision about the records status, or take some disposition action.

The iPad could move NARA forward, as One NARA; developing, implementing, adjusting, measuring, and improving records management processes to establish and maintain control of NARA's corporate information assets and to manage the timely destruction and preservation of records and information in all media and formats.

The proposed mobile device is portable and will be used to effectively complete all of the processes and steps involved to accomplish their assigned responsibilities. It will make work processes and finding information more intuitive for employees by improving information access, knowledge sharing about the records, and support decision making. The device will support IMOs by helping them find records, manage file plans, complete transfers, receive

notifications for FOIA requests or pending litigations, review compliance status, analyze performance, engage in video conferences, complete customer updates, and perform activities on any requested information from anywhere. Finally, the proposed mobile device is a huge incentive for "tech savvy" individuals to become and remain IMOs, and will inspire creativity in Records Management here at NARA.

Additional capabilities are needed to make this a reality. We need to adopt and integrate business intelligence apps with NARA's internal web-based tools and repositories. This will allow a fully integrated solution.

Q2 – Useful apps

Besides Keynote (similar to Powerpoint), Numbers (like Excel), and Flipboard, I have found Business Intelligence apps (Roambi & MicroStrategy) to be the most promising.

Q3 – Creative thinking

Pleas refer to 1st paragraph.

Q4 – Other

Internal Records Management Representative - 2

Q1 – Efficency, capabilities

The new CM model depends on a strong network of Information Management Officers (IMOs) to implement a model RM program throughout NARA. Using traditional tools, IMOs could spend enormous amounts of time traversing disconnected applications, practices, policies, and guidance to find an answer to a question, make a decision about the records status, or take some disposition action. iPads are portable and will be used to effectively complete all of the processes and steps involved to accomplish their assigned responsibilities. It will make work processes and finding information more intuitive for employees by improving information access, knowledge sharing about the records, and support decision making. iPads will support IMOs by helping them find records, manage file plans, complete transfers, receive notifications for FOIA requests or pending litigations, review compliance status, engage in video conferences, complete customer updates, and perform activities on any requested information from anywhere. Finally, the iPads are a huge incentive for "tech savvy" individuals to become and remain IMOs, and will inspire creativity in Records Management here at NARA.

Need to create a web app. like.... Turbo Tax for RM.

Q2 – Useful apps

Notes

Q3 – Creative thinking

See above.

Q4 - Other

PLEASE don't take my iPad away!

Information Services Representative - 7

I absolutely adore my iPad, use it almost daily for work, and take it everywhere. Here are my thoughts:

Q1 – Efficency, capabilities

I use Evernote to take notes at meetings and store PDFs and documents for instant access, though I don't use it for meetings related to procurement (per our legal counsel, who has said no procurement notes can be stored in a cloud). It's immeasurably useful to be able to search, tag, and store the volumes of research and notes from a year of work, plus related documents, like the Transformation PDF, "Charter for Change."

As for additional capabilities, I'd love to have a wireless keyboard to use with it, as well as the ability to print remotely and maybe link into a projector (if that even exists; it must, right?).

Q2 – Useful apps

Evernote for note-taking, Safari (native to the iPad) for looking stuff up, WordPress for blogging (though it's not great for back-end admin). There's even Photoshop for some image editing. Also just being able to see how apps and websites function on the iPad has been very useful.

Q3 – Creative thinking

It's been absolutely essential. Before I got the iPad, I really didn't understand how important tablets were going to be to the future of how we relate to digital information. I had had an iPhone since version 1.0, and thought it would be similar. It's really not. I have thought mobile was the future for years, but I hadn't really realized that our expectations of mobile wouldn't be limited to phones and access to information that you receive passively. Tablets mean immediate access to information that you actually do something with (manipulate, share, file away, read, or even create).

Q4 - Other

I know email is a big concern for a lot of NARA staff, but if we have to choose between email and being able to experiment freely with our devices, I think that it's incredibly important for us to be able to experience tablets and mobile devices in the way that our public and customers experience them.

Information Services Representative - 8

Q1 – Efficency, capabilities

I was able to do work on DOCUMERICA pix in Flickr. It will be helpful if, in the future, I can access the new Authority Service (via CITRIX?) on the iPad, so I can do authorities cataloging while in the NARA Library with the biography resources, or at off site libraries where extra resources are held.

Q2 – Useful apps

Sounds basic, but the notepad app is what I used the most for taking notes at meetings and conferences. The ability to take notes, then email them to yourself saves so many steps.

Q3 – Creative thinking

I'm thinking about what all I can do with my DOCUMERICA research in regards to the new tagging features in OPA. Having the iPad with my in the 5th floor reading room, off-site libraries and archives.

Q4 - Other

Let's keep pushing for more work-related apps.

Information Services Representative - 9

Q1 – Efficency, capabilities

I think it helped me do my job - no matter where I was. It was a great help to have the ipad and the 3G to check social media projects like the AOTUS Blog, Today's Document Tumbr, etc. It also really enabled event tweeting/checking twitter. It allowed notetaking and syncing no matter where I was. It enhanced telework by allowing me to check social media platforms and have another screen at home. It enabled the user testing of Today's Document app and subsequent improvements to the user experience. Ongoing, we check the app for Today's Document searches (something you can't really do on Archives.gov).

Q2 – Useful apps

The most useful app - Evernote. Really great at syncing no matter what device I'm on. Great notetaking, also a great way to see PDFs instead of printing them out. They load really fast. Today's Document app is probably the second most useful for me in work. Otherwise the ability to access the web (and my NARA email) and social media accounts - without needing a specific app.

Q3 – Creative thinking

This tool was key in the development of the Today's Document mobile application - we used it to do user testing among NARA staff, and to see improvements as they were being made. We also used ipads for showing the Today's Document app at the Genealogy fair. In general the ipad has really opened my eyes beyond the iphone to see what the advantages of a bigger screen and the touch technology can really do.

Q4 - Other

The one draw back to the pilot was the difficulty in security. On a daily basis it was a hassle, with security guards not clear on how to handle it, property passes, etc.

Presidential Libraries Representative - 1

Q1 – Efficiency, capabilities

The iPad has helped me manage and monitor the mobile experience of users for Presidential Libraries social media tools. It has allowed me to see the interface display of Facebook, Twitter, and Tumblr through a mobile tablet, and to plan content accordingly to maximize user experience. It has been indispensible in managing content when "Live Tweeting" has occurred. In particular, this enabled greater public outreach and access to a Presidential Libraries conference that was produced in partnership with American University. The live tweeting broadened our audience reach which was apparent in the feedback and engagement we received in response to the live tweeting. The audience responses were posted in real time as we were live tweeting via Twitter and Facebook. It has allowed me to research and stay informed on trends in mobile tools and to identify tools that could be useful for NARA applications. It has also been important for me to consider barriers in accessing NARA information based on limitations in interface display. It has made my work processed more efficient through synched note taking at onsite meetings, and off-site conference. This is an important time saver in sharing notes, or integrating note information into projects that I'm working on. Additional capabilities to make the iPad more efficient would be a wireless signal and 3G reception from my work station.

Q2 – Useful apps

Tumblr, Facebook, Twitter, Hootsuite, Evernote, Pinterest, Foursquare, Mashable, Google Mobile

Q3 – Creative thinking

The iPad has helped me identify best practices and test for usability for two initiatives that were launched during the pilot period: Foursquare and Tumblr. Without the iPad I would not have

been able to tailor the content as carefully and to know what the users would experience. It has also helped me test tools first hand so that I could factor out ones that did not provide the best user experience.

Q4 - Other

The integration of the iPad into social media coordination and planning has been highly beneficial to my ability to effective perform my job duties. Without access to a tablet display, effective social media planning would have been hobbled by a lack of necessary knowledge in the user experience of a growing audience group. Given that it is common practice for social media tools to create an iPad application as part of their product, it is part of my work process to regularly test the tools Presidential Libraries uses and is considering through the iPad interface.

Presidential Libraries Representative - 2

Q1 – Efficiency, capabilities

The ipad allowed me to experiment with various apps, and social media tools to stay up to date on the most recent trends. This allowed me to appropriately advise NL education specialists on program possibilities at the Libraries.

Q2 – Useful apps

I have enjoyed research museum and cultural institution apps to learn models for the types of apps/mobile technologies NARA might use. Examples of museum apps include the Gettysburg Civil War Trust, the Brooklyn Museum, and the Museum of Modern Art.

Q3 – Creative thinking

I am now especially interested in possibilities at it relates to using mobile technologies for on-site tour and interactive experiences, such as what is now offered at the Reagan Library.

Q4 – Other

Nothing I would like to add. The pilot has been good for NARA-- I am pleased that NARA is encouraging staff to learn more about mobile and general social media technologies. I just wish there were not so many roadblocks to actually moving forward with a project (NGC/contract issues, etc.).

Public Affairs Representative

Q1 – Efficiency, capabilities

I loved using it for taking notes at meetings and then easily emailing them to people afterwards. It was also helpful to be able to show my boss and fellow staff what I was talking about for Twitter/Facebook/etc. Sometimes NARA staff are not familiar with the sites or software and so it helps to be able to show them what you are talking about...however, since the reception inside is awful, it would be helpful to be able to sign into NARA's wireless network (without having to go through the rigamarole of getting a researcher card) so that I could use it at meetings in the bowels of A1.

Q2 – Useful apps

Just playing around with the apps has helped me think about how material can look quite different when presented on an app v website.

Q3 – Creative thinking

Just using it frequently--and watching other staff use them--helps put you in the mindset of a social media user!

Q4 – Other

We need to do a "petting zoo" or maybe an "iPad for an hour" program, so staff can play round with them....

Other NARA staff were very curious about the iPads and I think it helped raise the profile of social media here at NARA, just making people aware of the projects we were working on.

Research Services Representative - 1

Q1 – Efficiency, capabilities

I think one of the ways that the iPad (or any type of electronic tablet) would be most helpful to processing archivists is using note-taking apps to go out to the stacks and write descriptions. Many of us are just handwriting notes and then transcribing into ARC once we get back to our desks. If the notes (or completed description) are already in electronic form, you could just send that info to yourself (or, I know this is gonna be really wild...directly into ARC. Okay, I'm stretching...), make the necessary edits and then input it into ARC. I also thought this same idea could be applied to reference archivists who gather notes for their response letters in the stack. The additional capabilities though would be having wifi so that you could send it to yourself (signal strength isn't very strong in the bowels of the building!). Obviously, using an iPad wouldn't be allowed in a classified stack but they could be utilized in the unclassified stacks - and are perhaps more cost-effective than traditional laptops.

Q2 – Useful apps

I used Evernote a lot. I used some travel and recipe apps. My absolute favorite app was the Edsel and Eleanor Ford House museum app. Wow! That totally blew my mind (and I was so jealous when someone else talked about it a the mobile meet-up...I wanted to reveal it!)

Q3 – Creative thinking

So, this was the biggie for me when I first got the iPad. What/how is this going to help archivists?! Sure, it wasn't very helpful in my day-to-day job (when you're reboxing all day, it's kind of hard to think out of the box!) but it made me think about access in an entirely new way. When I started looking at various museum apps, I was really amazed and impressed by the way they were presenting information and making it available to the public. You cannot deny that using tools like the iPad makes information more widely accessible than ever before and allow people to do it in fun, educational ways!

Q4 - Other

I do think that having a "show and tell" for staff who aren't working with social media every day to really explain and show the possibilities of using these types of devices in the archives work setting.

1. Descriptive Work – Processing and describing records takes time. Many archivists feel that they cannot take the necessary time needed to process and describe records because there is an inordinate amount of pressure to "meet the numbers," there is a lack of resources, and there is a lack of staff to do all the work that needs to get done. Pulling the records, taking them back to one's desk or other processing area, rehousing the records, gathering information for a description, and then sitting down at the computer to input that information into ARC is time-consuming. What if we could save some of that time by giving archivists iPads so they could do the majority of their work in the stack? (Technically, you're not supposed to process in stack areas, but people do.) Archivists could type up their descriptions right on the iPad instead of taking handwritten notes that they have to transcribe later. Perhaps, if we're dreaming big, ARC could be on the iPad and one could input the entire description right then and there. You wouldn't even have to go to your desktop computer. The same can be said for creating folder lists (file unit lists). Take an iPad to the records and type up your list rather than bringing the records to your desk.

2. Reference – Text an Archivist! (That might be a long shot!)
   Similarly to processing archivists using the iPads in the stacks to do their work, I think reference archivists could benefit using these technologies as they answer reference questions. They could type up their responses as they're looking at the records. Once they're in a location that has reception, they could send those responses instantaneously.

3. Conservation/Preservation – When you run across an issue that requires conservation treatment, it would be neat to be able to use the Droid to take a picture of the problem and send it to the lab, perhaps even uploading the image to the HMS Work Request that is submitted when something requires treatment. It gives the conservators an idea of what the archivist has found and what they can expect when they go to examine the records.

4. Pulling Records – When I was a puller, the most frustrating thing was to go to the stack and not be able to pull the records because there wasn't enough information on the pull slip or there was a problem that only an archivist could solve. It was a huge waste of time...not just for the puller but for the researcher waiting for their records. Maybe using the Droid to facilitate communication between stack areas and the pull station would be helpful. (Again, reception might be an issue here.)

5. Accessioning – Every May, members of the Archives 2 Textual Processing Unit go to the WNRC to preview a sample of the accessions that are scheduled to be transferred to the Archives that year. Teams deal with a lot of paperwork to determine whether the records in the transfer are what they're supposed to be, if the records are correctly scheduled, and if the records require preservation treatment. It would be interesting to see if that information could be presented electronically somehow and whether using an iPad could make that task more efficient. I'm sure members of the Accessioning staff could possibly use iPads and Droids as they brought records into the Archives, perhaps for purposes such as tracking deliveries or finding available space in stack areas where they could shelve records.

Research Services Representative - 2

Q1 – Efficiency, capabilities

Having the iPad at meetings was extremely beneficial. Being able to write more efficient notes and then being able to send them electronically to my main computer in order to send out to the group was ideal. Instead of taking multiple notebooks or binders to different meetings, all I had to do was take the iPad. I was able to refer back to previous notes with ease and create new notes just as quickly. I also did not have to worry about interpreting my own handwriting.

When on travel, the iPad is a great size, weight, and can be used in all settings. Working a few exhibit booths during the past year the iPad has come in very handy. I was able to show customers and staff first hand different NARA features. And again, note taking at distant locations was done with ease.

Having internet ability at meetings and outside your work station was also very beneficial. I was able to show and research on the internet when needed.

Q2 – Useful apps

Evernote: First of all it's free. Second, it is its own little catalogue. Evernote has the ability to tag and title the notes I take in different meetings. It keeps track of the date and displays the notes in an easily identifiable way. Adding to existing topics or creating new ones was done easily and efficiently. I never lost my notes and was able to have them on my account to see online as well. The app also allows you to forward the notes to, for example your email. This gave the opportunity to send out notes from a meeting quicker and more completely.

I downloaded multiple different category apps, including educational, museum, and news types in order to obtain a better understanding of how other agencies are creating and using apps. The amount of apps and features available is astounding.

Q3 – Creative thinking

It's a great way to show people what they could have missed. Many times in meetings I will hear questions that would be more easily answered with internet ability, for example "did you see that blog post" or "what exactly is the B list?" Having the iPad will allow you to locate the answer right away and show firsthand. Most of our brainstorming and decisions does not come at our computer stations but instead takes place in the conference room. Having all available resources at your finger tips is a great way to make more sound decisions. Sharing information and notes could be done with ease. Instead of making a note to send a colleague an article or email, it could be done right there without any time lapse.

Q4 – Other

Office of the Archivist Representative

Q1 – Efficiency, capabilities

The iPad has dramatically improved my productivity.

- I use it to take notes in meetings and don't have to waste time later typing them up;

- I can get instant access to information in a meeting by a quick Google

- the wireless and 3G lets me answer emails during what would normally be downtime (shuttle rides, airplane trips, for instance)

- I no longer have to take a laptop on travel

What would be most useful would be for the iPad to be integrated with our email servers (and calendar), or for the GW web version to be patched. The web version of GW has many bugs. Ideally we would be able to access the citrix environment with the iPad, but don't know if that is technically possible.

Q2 – Useful apps

A wide variety. For my job, the web browser and notepad are the most used. Off the clock, I play with a variety - photo applications, news sites, other archives, and of course, Document of the Day.

Q3 – Creative thinking

It's given me experience with apps so that I can concretely visualize the ideas I hear (the app to upload and tag items is genius).

Q4 – Other

It would be great if we could find an iPad use for staff tied to our hard core business functions - records centers, pulls/re-files, description, reference, etc. - that would yield a big productivity gain and demonstrate a solid business case for more widespread use of tablets for our staff.

Also, there is an issue in the records centers that staff do not have time to access computers at work, and many have limited computer access at home, and, as a result, are not necessarily computer savvy. It would be great if iPads could help change that. Maybe we could have a bunch that could be signed out, either on the job or to take home for a limited time. I know there will be all sorts of problems with property accountability, but it's an idea worth exploring with Agency Services and Human Capital.

Office of the Inspector General Representative

The iPad has been a tremendous help when we go to autograph or collector shows. We normally set the iPad on a stand and download Facebook and the NARA Missing Documents webpage. That way people can stop by and get an idea of NARA's efforts to recover missing documents and friend us in person on Facebook.

Not surprisingly the app we use the most is eBay, but since we travel so much the Weather Channel is also useful and so is the Maps App. Of course the Safari search browser is also extremely helpful.

What would be great is if NARA had its own free App. I think the public would appreciate this and consider the development money well spent.

iPad Sandbox Pilot Project Survey Summary

NARA launched an iPad sandbox pilot project in response to Archivist Ferriero's blog post of April 27, 2010 concerning the importance of the "Mobile Internet" <http://blogs.archives.gov/aotus/?p=236>. As part of this project, 31 iPad tablet computers were distributed to members of NARA's Social Media Working Group in October 2011. The project participants began testing the iPads and mobile applications. The group was asked to identify best practices and innovation in mobile applications, including those sponsored by and/or built upon content of cultural institutions and government agencies. It was our intent that the group would gain knowledge and experience to be better able to propose and/or develop mobile applications and mobile web content for both existing and new NARA products and services.

In July 2011, we solicited the opinions of those using the iPads to help determine the usefulness and effectiveness of the tools. The participants also provided feedback on ways others at NARA could utilize iPads. Specifically, we asked the participants the following questions:
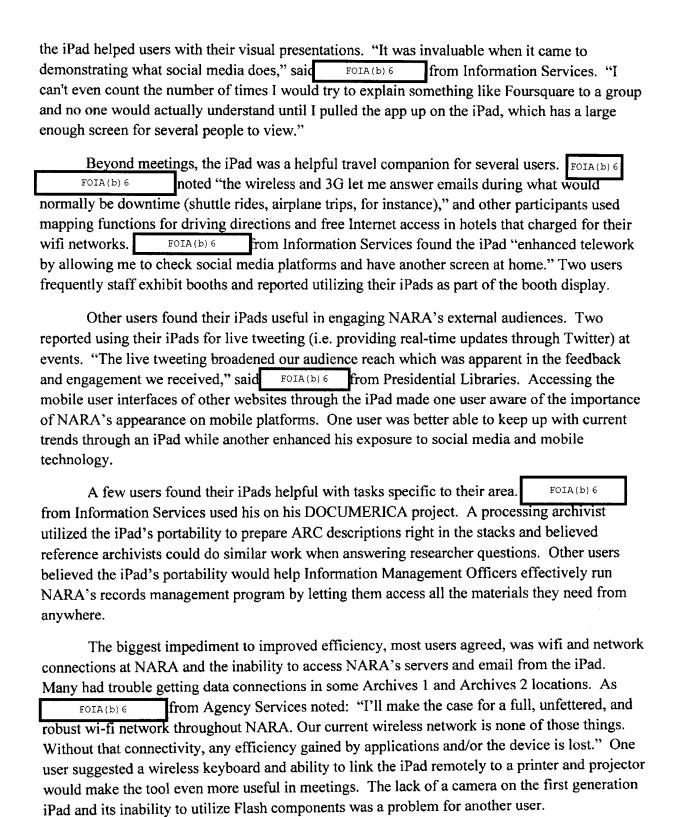
1. How could/did the iPad help you do your job more efficiently? What additional capabilities would be required to make this happen?
2. What apps have you found to be most useful?
3. How has this tool helped you think creatively about opportunities for sharing NARA's resources on mobile platforms?
4. Is there anything else you would like to share?

Below is a summary of the responses to these questions. Appendices to this summary include a list of applications (apps) provided in response the second question and the complete responses from each participant.

Enhanced Efficiency on the Job

The iPad was evidently most useful during meetings as almost every participant had a response to this effect. However, there were different aspects of meetings for which the iPads were used. Participants often found an iPad helpful for taking and sharing notes. "Instead of taking multiple notebooks or binders to different meetings, all I had to do was take the iPad," noted [FOIA(b)6] from Research Services. "I was able to refer back to previous notes with ease and create new notes just as quickly." Once the meetings ended, participants were quickly able edit and email those notes to themselves or other attendees.

The iPad's research and demonstration capabilities were also useful during meetings. Users were able to research the answers to questions either online or in documents stored on the iPad and respond immediately rather than having to wait until after the meeting to do so. Also,

the iPad helped users with their visual presentations. "It was invaluable when it came to demonstrating what social media does," said [FOIA(b) 6] from Information Services. "I can't even count the number of times I would try to explain something like Foursquare to a group and no one would actually understand until I pulled the app up on the iPad, which has a large enough screen for several people to view."

Beyond meetings, the iPad was a helpful travel companion for several users. [FOIA(b) 6] [FOIA(b) 6] noted "the wireless and 3G let me answer emails during what would normally be downtime (shuttle rides, airplane trips, for instance)," and other participants used mapping functions for driving directions and free Internet access in hotels that charged for their wifi networks. [FOIA(b) 6] from Information Services found the iPad "enhanced telework by allowing me to check social media platforms and have another screen at home." Two users frequently staff exhibit booths and reported utilizing their iPads as part of the booth display.

Other users found their iPads useful in engaging NARA's external audiences. Two reported using their iPads for live tweeting (i.e. providing real-time updates through Twitter) at events. "The live tweeting broadened our audience reach which was apparent in the feedback and engagement we received," said [FOIA(b) 6] from Presidential Libraries. Accessing the mobile user interfaces of other websites through the iPad made one user aware of the importance of NARA's appearance on mobile platforms. One user was better able to keep up with current trends through an iPad while another enhanced his exposure to social media and mobile technology.

A few users found their iPads helpful with tasks specific to their area. [FOIA(b) 6] from Information Services used his on his DOCUMERICA project. A processing archivist utilized the iPad's portability to prepare ARC descriptions right in the stacks and believed reference archivists could do similar work when answering researcher questions. Other users believed the iPad's portability would help Information Management Officers effectively run NARA's records management program by letting them access all the materials they need from anywhere.

The biggest impediment to improved efficiency, most users agreed, was wifi and network connections at NARA and the inability to access NARA's servers and email from the iPad. Many had trouble getting data connections in some Archives 1 and Archives 2 locations. As [FOIA(b) 6] from Agency Services noted: "I'll make the case for a full, unfettered, and robust wi-fi network throughout NARA. Our current wireless network is none of those things. Without that connectivity, any efficiency gained by applications and/or the device is lost." One user suggested a wireless keyboard and ability to link the iPad remotely to a printer and projector would make the tool even more useful in meetings. The lack of a camera on the first generation iPad and its inability to utilize Flash components was a problem for another user.

Knowledge about Current and Emerging Mobile Applications

Given the popularity of using the iPad for taking notes in meetings, it is not surprising that Evernote, a free note-taking application, was the most popular app among those surveyed. Keynote, the Apple equivalent to Microsoft PowerPoint, was also mentioned a few times. Some other business-related apps were helpful as well.

The second most popular category of apps mentioned were those created by various museums and cultural institutions. These served as inspiration for the iPad users and models for apps they believe NARA should create.

The travelers appreciated apps that provided maps and weather information. Those using the iPads to monitor trends, news, and issues related to their specialty found news monitoring and magazine reading apps most useful. An app for eBay was also helpful to Office of the Inspector General Archival Recovery Team member [FOIA(b)6] in his searches for stolen NARA documents.

Utility apps and basic browser and email apps rounded out the list. [FOIA(b)6] from Agency Services commented: "I downloaded some pretty mundane-but-useful apps (like a calculator) that I use all the time and that let me get rid of extra equipment. I think the fact that you can download just about anything (usually for cheap or for free) to suit your business or personal needs is a great feature of the iPad. It is really flexible."

See the Appendix A for a list of specifically named apps recommended by the group.

Opportunities for Sharing NARA's Resources on Mobile Platforms

When asked about opportunities for sharing NARA's resources, respondents to this question divided roughly into two categories: those who envisioned specific apps that NARA could create and those who developed an appreciation for the differences between tablet computers and other devices. As mentioned in the previous section, the iPad and its apps provided many examples of attractive, utilitarian interfaces on which NARA could model its applications.

Among the specific apps mentioned was one that would facilitate the uploading and tagging of digital items. A retention calculator and an app like TurboTax for records management were also suggested. Among the apps that would be useful for NARA researchers were a pull slip app and an interactive tour/exhibit app.

Other pilot participants improved their understanding of what users experienced with their tablets and how to tailor apps to those users. Multiple participants noted that the size of the iPad's screen, which lends itself to displaying content for multiple viewers, requires its own set of standards. Desktop and smartphone standards do not apply. "I hadn't really realized that our expectations of mobile wouldn't be limited to phones and access to information that you receive

passively," said [FOIA(b)6] from Information Services. "Tablets mean immediate access to information that you actually do something with (manipulate, share, file away, read, or even create)."

Another user mentioned the need to develop interfaces that are touch-based as opposed to keyboard/mouse based. Others just expressed a more general appreciation for the type of interaction that those used to social media and mobile experience and the need to replicate that experience in NARA apps.

Additional Lessons Learned

Multiple program participants mentioned their difficulty passing through security checkpoints with their iPads when leaving NARA. They suggest modifying the property pass system to correct these problems.

Many users, in one way or another, advocated for the greater development of iPad apps that could help NARA employees perform their functions. There was an acknowledgment that training would be required to help some use iPads. They also suggested a forum for iPad users to compare notes and share ideas, and best practices. During the first six months of the iPad pilot, the Working Group held bimonthly mobile meetups to exchange tips and suggestions for apps. We also had an online discussion board that was part of the Social Media Working Group's wiki.

A few users were allowed by the CIO and the Information Security Team to test out the Citrix app for connecting to the NARA network. The current environment setup made it difficult to consistently connect to the network via Citrix. Some modifications to NARA's Citrix setup would need to be made to implement this option for staff.

Some staff expressed an interest in exploring the usefulness of having cameras on the tablet, like the iPad 2 and some other newer tablets have. The cameras would possibly allow staff to scan documents in the stacks, PDF them, refile them immediately, and send them to a researcher, customer or colleague, which would result in significant savings of staff time. Meetings could be broadcast or held as video conferences using applications like Skype or UStream.

iPads could be used to increase access to computers in the Federal Records Centers. Staff in the centers might be able to sign out an iPad for use, or teams might have an iPad to share if budget did not allow for all team members to have iPads.

[FOIA(b)6] noted how the implementation of this pilot and the potential for its extension helps fulfill one pillar of NARA's Transformation initiative in putting the agency "out in front." "This sounds like a small and somewhat superficial thing, but I think image is really

important, particularly for an agency like ours that has a reputation for being behind the times," she said.

Conclusion

The iPad pilot was a success in terms of increasing the pilot participants' exposure to mobile technology and generating insights into potential use for NARA staff internally and externally. The intuitive understanding of mobile platforms and touch-screen handling that pilot participants gained from their experience could not have been accomplished by other means. The participants have a better sense of how the general public would use a mobile device to interact with cultural institutions and spend their free time. They also explored how tablet devices in the hands of more staff has the potential to increase productivity and effectiveness of NARA staff in accomplishing the agency's mission and our transformation goals of being one NARA, out in front, an agency of leaders, a great place to work, a customer-driven organization, and an open NARA.

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Appendix A – List of useful apps mentioned in surveys

Business apps

- Dropbox
- Evernote
- Keynote
- MicroStrategy
- Notepad
- Notes
- Numbers
- Pages
- Roambi
- Photoshop
- Safari
- Calculator
- eBay
- iBrainstorm

Museum/Institution apps

- British Museum's Street Museum
- Brooklyn Museum
- Civil War Today
- Edsel and Eleanor Ford House Museum
- Gettysburg Civil War Trust
- Look Back Maps
- Museum of Modern Art
- Today's Document
- WorldCat
- Smithsonian Mobile

News monitoring apps

- Pulse
- Zinio
- Zite

Social media apps

- Facebook
- Flipboard
- Foursquare
- Google Mobile
- Hootsuite
- Mashable
- Pinterest
- Tumblr
- Twitter
- Wordpress

Other

- iTunes
- Mail
- Maps
- Recipe apps
- Photo apps
- Travel apps
- Weather apps
- Weather Channel

Appendix B – Complete responses from survey participants

Q1 – Efficiency, capabilities

I was able to keep up with and participate on Twitter during conferences, do background research on concepts I may not have understood during presentations so as to get more out of the talk, and take notes more efficiently. This last task would have been even more beneficial if we were able to link our iPads to the NARA network and email meeting notes to ourselves and our colleagues. While I understand the security concerns, it would also be great to have access to NARA@work and our general work files on the iPads.

Q2 – Useful apps

I've found the Evernote app to be the most useful, as it allows me to easily take notes and organize them via date or tag. The WorldCat app was also useful in trying to visualize how NARA's OPA mobile web site would function.

Q3 – Creative thinking

Playing games has actually helped me brainstorm NARA apps the most, as it gives an idea of what makes apps sticky. The iPad also helped me get a feel for where efficiencies are most important for mobile devices (i.e. really quick image downloads, not a lot of text, the ability to complete a specific task) and how NARA can redesign some of our services to fit this model. For example, while I don't know if it's feasible, I think that a pull-slip app would be a great way to utilize mobile technology to allow people to complete one of the most common researcher tasks either on site or prior to their visit.

Q4 – Other

Q1 – Efficiency, capabilities

The mobile platform has enabled me to share information and inform decision making in meetings on numerous occasions and to provide better customer service.

For example, in a meeting concerning safeguarding issues, I was able to not simply note that there was a DoD Lock Program for the USG, but was able to provide the attendees with the answers to the technical questions they had on the fly.

I have also used it numerous times to reference a vast number of complex policy documents. These are too voluminous to carry from meeting to meeting. Additionally, the mobile platform allows me to rapidly search the content in response to questions or to bolster our positions. In other words, I am better equipped to make decisions in support of NARA objectives.

Q2 – Useful apps

I have utilized apps to monitor changes in legislation, as well as to monitor news items related to work issues (stories regarding classification, declassifiaction, WikiLeaks, etc.). Similarly, I have been able to leverage apps to assist in the efficient use of public transportation to and from meetings.

The mapping function has been a plus in several situations where I was attending meetings downtown or while traveling. For example, in situations where the meeting location changed at the last minute.

Q3 – Creative thinking

When traveling for work, the platform has been a huge help as the ability to utilize the web (whether for directions, information about a particular area, or to look up background information on a subject related to a presentation) has been far superior to that provided by the Blackberry.

As to next steps...the ability to utilize the iPad for e-mail and calendar, and the ability to review and modify office documents would be a huge help as these are simply not easily done via Blackberry (small screen size for example).

Q4 – Other

Also, we need to work with security to identify a more efficient means to bring them in and out of the buildings (A1 & A2). Carrying a property pass for something that comes and goes daily is a bit absurd, particularly when 50% of the time I am asked to go to the desk to confirm the validity of the pass (and the cursory check of the pass is not really verifying anything). For example, the property pass for the iPad could be modified with a raised seal or differentiated in some way and laminated so that the guards know that it has not been forged.

Q1 – Efficiency, capabilities

Q2 – Useful apps

Q3 – Creative thinking

Q4 - Other

I have greatly enjoyed using the iPad, but have been hampered by the fact that I am unable to connect to wireless in A1 and the 3G doesn't get much reception in the areas I am in the most. Websites are very slow to load, let alone apps.

However, it has been extremely helpful in working on the Foundation's mobile strategy-- brainstorming ways to make ourselves more accessible via mobile media, sharing technology with all our staff, and brainstorming ways to fundraise more effectively in a mobile world.

It sounds a bit cliche but I find the browser most helpful on the iPad. It has been extremely helpful for us to follow current trends in other history-related foundations-- which, due to cost, are more into mobile web than apps-- and get a sense for how they are using new media to fundraise and educate people about what they do. Since sites are built for mobile media, it's important to us to be able to use one of the most common tablets on the market to do so; a computer does not give us the same information.

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FOIA(b)6
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Q1 – Efficiency, capabilities

The iPad has helped me manage and monitor the mobile experience of users for Presidential Libraries social media tools. It has allowed me to see the interface display of Facebook, Twitter, and Tumblr through a mobile tablet, and to plan content accordingly to maximize user experience. It has been indispensible in managing content when "Live Tweeting" has occurred. In particular, this enabled greater public outreach and access to a Presidential Libraries conference that was produced in partnership with American University. The live tweeting broadened our audience reach which was apparent in the feedback and engagement we received in response to the live tweeting. The audience responses were posted in real time as we were live tweeting via Twitter and Facebook. It has allowed me to research and stay informed on trends in mobile tools and to identify tools that could be useful for NARA applications. It has also been important for me to consider barriers in accessing NARA information based on limitations in interface display. It has made my work processed more efficient through synched note taking at onsite meetings, and off-site conference. This is an important time saver in sharing notes, or integrating note information into projects that I'm working on. Additional capabilities to make the iPad more efficient would be a wireless signal and 3G reception from my work station.

Q2 – Useful apps

Tumblr, Facebook, Twitter, Hootsuite, Evernote, Pinterest, Foursquare, Mashable, Google Mobile

Q3 – Creative thinking

The iPad has helped me identify best practices and test for usability for two initiatives that were launched during the pilot period: Foursquare and Tumblr. Without the iPad I would not have been able to tailor the content as carefully and to know what the users would experience. It has also helped me test tools first hand so that I could factor out ones that did not provide the best user experience.

Q4 - Other

The integration of the iPad into social media coordination and planning has been highly beneficial to my ability to effective perform my job duties. Without access to a tablet display, effective social media planning would have been hobbled by a lack of necessary knowledge in the user experience of a growing audience group. Given that it is common practice for social media tools to create an iPad application as part of their product, it is part of my work process to regularly test the tools Presidential Libraries uses and is considering through the iPad interface.

FOIA(b) 6

Q1 – Efficiency, capabilities

It was exceptionally useful during meetings when trying to quickly demo something or check out a site, especially in those meeting areas lacking PCs or where the installed PCs were uncooperative. It would be far more useful if it could interface with NARA email via a GroupWise app or even the built-in mail client. Being able to sync it with NARA PCs would be helpful as well to share notes, etc.

Q2 – Useful apps

I primarily used the basic built-in apps -- Safari web browser, mail, etc. Also used for testing the NARA Today's Doc app. Testing performance of NARA sites on mobile browsers, etc.

Q3 – Creative thinking

Unsure

Q4 - Other

Part of #s 1 and 4: NARA's IT and Security policies and infrastructure were not conducive to smooth implementation. Wifi is still unreliable at times (esp at A1) and when it does work it requires repeated logins. Also certain ports are locked down, blocking certain apps (email client in particular, but others as well). Security policy of 'verifying' property pass (what is the point of

a property pass if it is not trusted?) was a big disincentive to bringing iPad to/from NARA due to added time & inconvenience upon leaving building.

If these roadblocks were removed I think it would be easier to fully integrate the ipad with day-to-day NARA tasks.

Q1 – Efficiency, capabilities

It was great having the ability to bring the iPad to staff meetings and conferences. Taking notes on the iPad was much more streamlined and efficient, and it gave me the ability to quickly look up information online, or reference a particular app if needed during the meetings. Certain apps allow you to synch your notes between your iPad and personal computer, so if we are able to perform official business functions on the iPad, I can see this being enormously helpful. Notes would already be saved and typed, and could easily be shared among team members.

Q2 – Useful apps

I really liked the Evernote (notetaking) app. It allows you to tag your notes, easily email and share them from the iPad, and even synch your notes to other mobile devices and personal computer. I also found the news magazine apps (Zite, pulse) to be really helpful personally. You can choose the news feeds you want to pull information from into a customized magazine.

Q3 – Creative thinking

I think mobile apps are the perfect way to share interesting/notable documents and general information about the archives. I do not think it is the place to conduct research, but it is definitely a place to browse and glean basic information about the archives, locations, research and topical information. Creating mobile apps to compliment current exhibits would be excellent - users could see documents and descriptive information about exhibits, especially if they are unable to travel out to the physical exhibit. The apps I like the best are streamlined, simple, and uncluttered. And they also need something that will encourage you to come back more than once - changing content, updated information and perhaps a bit of a gaming aspect would accomplish this.

Q4 – Other

While iPads definitely do not replace personal computers or in-person communication, they certainly make it a lot easier, provide alternative options, and add a bit of fun as well. :-)

Q1 – Efficiency, capabilities

The ipad allowed me to experiment with various apps, and social media tools to stay up to date on the most recent trends. This allowed me to appropriately advise NL education specialists on program possibilities at the Libraries.

Q2 – Useful apps

I have enjoyed research museum and cultural institution apps to learn models for the types of apps/mobile technologies NARA might use. Examples of museum apps include the Gettysburg Civil War Trust, the Brooklyn Museum, and the Museum of Modern Art.

Q3 – Creative thinking

I am now especially interested in possibilities at it relates to using mobile technologies for on-site tour and interactive experiences, such as what is now offered at the Reagan Library.

Q4 – Other

Nothing I would like to add. The pilot has been good for NARA-- I am pleased that NARA is encouraging staff to learn more about mobile and general social media technologies. I just wish there were not so many roadblocks to actually moving forward with a project (NGC/contract issues, etc.).

Q1 – Efficiency, capabilities

I think one of the ways that the iPad (or any type of electronic tablet) would be most helpful to processing archivists is using note-taking apps to go out to the stacks and write descriptions. Many of us are just handwriting notes and then transcribing into ARC once we get back to our desks. If the notes (or completed description) are already in electronic form, you could just send that info to yourself (or, I know this is gonna be really wild...directly into ARC. Okay, I'm stretching...), make the necessary edits and then input it into ARC. I also thought this same idea could be applied to reference archivists who gather notes for their response letters in the stack. The additional capabilities though would be having wifi so that you could send it to yourself (signal strength isn't very strong in the bowels of the building!). Obviously, using an iPad wouldn't be allowed in a classified stack but they could be utilized in the unclassified stacks - and are perhaps more cost-effective than traditional laptops.

Q2 – Useful apps

I used Evernote a lot. I used some travel and recipe apps. My absolute favorite app was the Edsel and Eleanor Ford House museum app. Wow! That totally blew my mind (and I was so jealous when someone else talked about it a the mobile meet-up...I wanted to reveal it!)

Q3 – Creative thinking

So, this was the biggie for me when I first got the iPad. What/how is this going to help archivists?! Sure, it wasn't very helpful in my day-to-day job (when you're reboxing all day, it's kind of hard to think out of the box!) but it made me think about access in an entirely new way. When I started looking at various museum apps, I was really amazed and impressed by the way they were presenting information and making it available to the public. You cannot deny that using tools like the iPad makes information more widely accessible than ever before and allow people to do it in fun, educational ways!

Q4 - Other

I do think that having a "show and tell" for staff who aren't working with social media every day to really explain and show the possibilities of using these types of devices in the archives work setting.

1. Descriptive Work – Processing and describing records takes time. Many archivists feel that they cannot take the necessary time needed to process and describe records because there is an inordinate amount of pressure to "meet the numbers," there is a lack of resources, and there is a lack of staff to do all the work that needs to get done. Pulling the records, taking them back to one's desk or other processing area, rehousing the records, gathering information for a description, and then sitting down at the computer to input that information into ARC is time-consuming. What if we could save some of that time by giving archivists iPads so they could do the majority of their work in the stack? (Technically, you're not supposed to process in stack areas, but people do.) Archivists could type up their descriptions right on the iPad instead of taking handwritten notes that they have to transcribe later. Perhaps, if we're dreaming big, ARC could be on the iPad and one could input the entire description right then and there. You wouldn't even have to go to your desktop computer. The same can be said for creating folder lists (file unit lists). Take an iPad to the records and type up your list rather than bringing the records to your desk.

2. Reference – Text an Archivist! (That might be a long shot!)
   Similarly to processing archivists using the iPads in the stacks to do their work, I think reference archivists could benefit using these technologies as they answer reference questions. They could type up their responses as they're looking at the records. Once they're in a location that has reception, they could send those responses instantaneously.

3. Conservation/Preservation – When you run across an issue that requires conservation treatment, it would be neat to be able to use the Droid to take a picture of the problem and send it to the lab, perhaps even uploading the image to the HMS Work Request that is submitted when something requires treatment. It gives the conservators an idea of what the archivist has found and what they can expect when they go to examine the records.

4. Pulling Records – When I was a puller, the most frustrating thing was to go to the stack and not be able to pull the records because there wasn't enough information on the pull slip or there was a problem that only an archivist could solve. It was a huge waste of time...not just for the puller but for the researcher waiting for their records. Maybe using the Droid to facilitate communication between stack areas and the pull station would be helpful. (Again, reception might be an issue here.)

5. Accessioning – Every May, members of the Archives 2 Textual Processing Unit go to the WNRC to preview a sample of the accessions that are scheduled to be transferred to the Archives that year. Teams deal with a lot of paperwork to determine whether the records in the transfer are what they're supposed to be, if the records are correctly scheduled, and if the records require preservation treatment. It would be interesting to see if that information could be presented electronically somehow and whether using an iPad could make that task more efficient. I'm sure members of the Accessioning staff could possibly use iPads and Droids as they brought records into the Archives, perhaps for purposes such as tracking deliveries or finding available space in stack areas where they could shelve records.

FOIA(b) 6

Q1 – Efficiency, capabilities

It makes my work more portable - it was particularly useful for demonstrating websites in meeting rooms that did not have a computer.

Q2 – Useful apps

I think Flipboard is wonderful - it is an elegant way to view facebook, twitter, and other sites.

Q3 – Creative thinking

It made me think about how resources should look and feel when not viewed in a desk environment - simpler is better!

Q4 – Other

I feel that I could use the iPad much more efficiently if we shared more of our finds with each other. I know there are better apps out there (work related) that would be useful - I just need to know about them.

Q1 – Efficiency, capabilities

NARA's Corporate Records Management (CM) manages a Records Liaison Officer (RLO) Network which has failed in the past because of a lack of support; lack of training and information; lack of tools; lack of interest; and the lack of time. We simply have no meaningful way to know the status of recordkeeping throughout our agency at any given time. Without this device and a transformed program it leaves us in-the-dark about where we really stand in records management (RM) compliance. The new CM depends on a strong network of Information Management Officers (IMOs) to implement records management throughout NARA. Using traditional tools, IMOs could spend enormous amounts of time traversing disconnected applications, practices, policies, and guidance to find an answer to a question, make a decision about the records status, or take some disposition action.

The iPad could move NARA forward, as One NARA; developing, implementing, adjusting, measuring, and improving records management processes to establish and maintain control of NARA's corporate information assets and to manage the timely destruction and preservation of records and information in all media and formats.

The proposed mobile device is portable and will be used to effectively complete all of the processes and steps involved to accomplish their assigned responsibilities. It will make work processes and finding information more intuitive for employees by improving information access, knowledge sharing about the records, and support decision making. The device will support IMOs by helping them find records, manage file plans, complete transfers, receive notifications for FOIA requests or pending litigations, review compliance status, analyze performance, engage in video conferences, complete customer updates, and perform activities on any requested information from anywhere. Finally, the proposed mobile device is a huge incentive for "tech savvy" individuals to become and remain IMOs, and will inspire creativity in Records Management here at NARA.

Additional capabilities are needed to make this a reality. We need to adopt and integrate business intelligence apps with NARA's internal web-based tools and repositories. This will allow a fully integrated solution.

Q2 – Useful apps

Besides Keynote (similar to Powerpoint), Numbers (like Excel), and Flipboard, I have found Business Intelligence apps (Roambi & MicroStrategy) to be the most promising.

Q3 – Creative thinking

Pleas refer to 1st paragraph.

Q4 – Other

FOIA(b) 6

Q1 – Efficiency, capabilities

By using the iPad, I was able to understand how smart devices worked and how people used them. Especially when working on the History Happens Here project, I was able to think about how the contest could be converted to a smart device because I was using one. Specifically, the iPad was an excellent tool for note taking in meeting, as well as demonstrating platforms in meetings. I can't even count the number of times I would try to explain something like Foursquare to a group and no one would actually understand until I pulled the app up on the iPad, which has a large enough screen for several people to view. It was invaluable when it came to demonstrating what social media does.

Q2 – Useful apps

For productivity, Evernote was extremely useful in that you can sync your devices to your own computer and consolidate your notes. More generally, because of the iPad, I was able to explore more augmented reality apps, like the British Museum's Street Museum and Look Back Maps, that have inspired me to pursue these types of apps with the National Archives.

Q3 – Creative thinking

I think it has been most successful when talking with other employees about NARA's social media endeavors are the best example I have. When our employees understand what an app can do, they can tell us how it can help them. Also, as I already mentioned, I would never have been so interested in creating an augmented reality mobile app if it was not for my use of the iPad.

Q4 - Other

FOIA(b) 6

Q1 – Efficiency, capabilities

When I (briefly) had an iPad, it didn't make any of my job necessarily easier. Additional capabilities that would have made it easier would have been the ability to connect to the NARA VPN, which would have given me the ability to use the email client, access my drive and remote drives, use office productivity software (MSOffice).

Q2 – Useful apps

I really only used the web browser while I had it.

Q3 – Creative thinking

The opportunities for presentation of NARA content, whether website content, digitized materials (still and motion and audio), born digital materials are especially appropriate to the tablet form. The difference between using a smartphone and a tablet is that a smartphone cannot really effectively be used to share or display information or content beyond the holder of the phone. A tablet is incrementally more useful) for informal sharing of content or even for presentations in a meeting.

Q4 – Other

FOIA(b)6

Q1 – Efficiency, capabilities

Q2 – Useful apps

Q3 – Creative thinking

Q4 - Other

Having the Ipad and interacting with the social media team has opened many doors to me and by extension the NDC. I have been able to move beyond traditional communications and explore blogs, photo streams and wikis. The Ipad provides a convenient, portable means to do this. I have also used it for Itunes and a number of apps (like Weather etc.) not necessarily work related. Having the Ipad allows me to (if I want) access work and explore how others are using social media from anywhere. There is probably more, but this is a start.

FOIA(b)6

Q1 – Efficiency, capabilities

I think that the best feature is the instant access to the internet in such a portable device. Being able to research things during meetings and get real-time answers is a <u>huge</u> time saver. For example, recently, in a meeting on FRC scanning, we had a half-day session on how to best staff up our scanning pods. As we were meeting, we could look up Federal hiring laws without having to pay for expensive internet access in the hotel's meeting room or without having to task someone with doing the research after the meeting (which is never the same as having that info during the meeting). The same is true during meetings at Archives facilities—the 3G capability really circumnavigates the whole wireless access debate.

The Maps feature is better than my own GPS. I travel often with the FRC, and it is a really great tool to help navigate a new city. I do not have to worry about figuring out how I will get somewhere, so I can be more productive from the moment I hit the ground.

The two features I really "miss" on the iPad are Flash and a camera. A good number of websites do not even load without Flash. And a camera would enable us to capture shots of our staff in action—something we have been experimenting with promoting on our social media sites.

Q2 – Useful apps

I downloaded Pages and Keynote, and like them a lot for taking notes and for putting together thoughts for presentations in a visual way. I downloaded some pretty mundane-but-useful apps (like a calculator) that I use all the time, and that let me get rid of extra equipment. I think the fact that you can download just about anything (usually for cheap or for free) to suit your business or personal needs is a great feature of the iPad. It is really flexible.

Q3 – Creative thinking

I really think that as iPads become more ubiquitous, NARA should start building apps for them for customers. On the FRC side, I think the easiest and most useful app for our customers would be a retention calculator. This app could also have links to regs, resources, etc. An ARCIS app might also speed adoption of the system by our customers. Once the ICN is launched, a mobile version on iPads would enable employees to collaborate remotely, wherever they are.

Q4 - Other

In the context of the Transformation, I would say that the one thing that I have noticed about piloting the iPad is that it immediately puts us "Out in Front." This is especially true when I am in a meeting with other agency customers, and they say, "Wow, NARA gave you an iPad?!? You guys are really cutting edge!" This sounds like a small and somewhat superficial thing, but I think image is really important, particularly for an agency like ours that has a reputation for being behind the times.

On the theme of "A Great Place to Work" I think that universal deployment of iPads could <u>revolutionize</u> the workplace in the FRCs. Having mobile devices would circumnavigate the issue

of PC access for stack-based staff. I'd imagine that the devices would allow staff to communicate with each other in the stacks, speeding workflow. And as cameras get better, staff might even be able to fulfill reference requests right in the stacks, eliminating many steps in the process, thereby saving time and money. I understand that there is an FRC-specific pilot underway, so it will be interesting to see what specific uses my colleagues in the stacks find for these units.

FOIA(b)6

I absolutely adore my iPad, use it almost daily for work, and take it everywhere. Here are my thoughts:

Q1 – Efficency, capabilities

I use Evernote to take notes at meetings and store PDFs and documents for instant access, though I don't use it for meetings related to procurement (per our legal counsel, who has said no procurement notes can be stored in a cloud). It's immeasurably useful to be able to search, tag, and store the volumes of research and notes from a year of work, plus related documents, like the Transformation PDF, "Charter for Change."

As for additional capabilities, I'd love to have a wireless keyboard to use with it, as well as the ability to print remotely and maybe link into a projector (if that even exists; it must, right?).

Q2 – Useful apps

Evernote for note-taking, Safari (native to the iPad) for looking stuff up, WordPress for blogging (though it's not great for back-end admin). There's even Photoshop for some image editing. Also just being able to see how apps and websites function on the iPad has been very useful.

Q3 – Creative thinking

It's been absolutely essential. Before I got the iPad, I really didn't understand how important tablets were going to be to the future of how we relate to digital information. I had had an iPhone since version 1.0, and thought it would be similar. It's really not. I have thought mobile was the future for years, but I hadn't really realized that our expectations of mobile wouldn't be limited to phones and access to information that you receive passively. Tablets mean immediate access to information that you actually do something with (manipulate, share, file away, read, or even create).

Q4 - Other

I know email is a big concern for a lot of NARA staff, but if we have to choose between email and being able to experiment freely with our devices, I think that it's incredibly important for us to be able to experience tablets and mobile devices in the way that our public and customers experience them.

Q1 – Efficiency, capabilities

I loved using it for taking notes at meetings and then easily emailing them to people afterwards. It was also helpful to be able to show my boss and fellow staff what I was talking about for Twitter/Facebook/etc. Sometimes NARA staff are not familiar with the sites or software and so it helps to be able to show them what you are talking about...however, since the reception inside is awful, it would be helpful to be able to sign into NARA's wireless network (without having to go through the rigamarole of getting a researcher card) so that I could use it at meetings in the bowels of A1.

Q2 – Useful apps

Just playing around with the apps has helped me think about how material can look quite different when presented on an app v website.

Q3 – Creative thinking

Just using it frequently--and watching other staff use them--helps put you in the mindset of a social media user!

Q4 – Other

We need to do a "petting zoo" or maybe an "iPad for an hour" program, so staff can play round with them....

Other NARA staff were very curious about the iPads and I think it helped raise the profile of social media here at NARA, just making people aware of the projects we were working on.

Q1 – Efficiency, capabilities

Having the iPad at meetings was extremely beneficial. Being able to write more efficient notes and then being able to send them electronically to my main computer in order to send out to the group was ideal. Instead of taking multiple notebooks or binders to different meetings, all I had to do was take the iPad. I was able to refer back to previous notes with ease and create new notes just as quickly. I also did not have to worry about interpreting my own handwriting.

When on travel, the iPad is a great size, weight, and can be used in all settings. Working a few exhibit booths during the past year the iPad has come in very handy. I was able to show

customers and staff first hand different NARA features. And again, note taking at distant locations was done with ease.

Having internet ability at meetings and outside your work station was also very beneficial. I was able to show and research on the internet when needed.

Q2 – Useful apps

Evernote: First of all it's free. Second, it is its own little catalogue. Evernote has the ability to tag and title the notes I take in different meetings. It keeps track of the date and displays the notes in an easily identifiable way. Adding to existing topics or creating new ones was done easily and efficiently. I never lost my notes and was able to have them on my account to see online as well. The app also allows you to forward the notes to, for example your email. This gave the opportunity to send out notes from a meeting quicker and more completely.

I downloaded multiple different category apps, including educational, museum, and news types in order to obtain a better understanding of how other agencies are creating and using apps. The amount of apps and features available is astounding.

Q3 – Creative thinking

It's a great way to show people what they could have missed. Many times in meetings I will hear questions that would be more easily answered with internet ability, for example "did you see that blog post" or "what exactly is the B list?" Having the iPad will allow you to locate the answer right away and show firsthand. Most of our brainstorming and decisions does not come at our computer stations but instead takes place in the conference room. Having all available resources at your finger tips is a great way to make more sound decisions. Sharing information and notes could be done with ease. Instead of making a note to send a colleague an article or email, it could be done right there without any time lapse.

Q4 – Other

FOIA(b) 6

Clearly the future of computing is mobile and likely to be accomplished through tablet-like computers with access to data stored in cloud environments. NARA needs to continue to experiment, learn, and understand these platforms or we will fail in our stated objective of being "an agency of leaders...out in front." Having said that, I have embedded my responses to your specific questions below:

Q1 – Efficency, capabilities

First and foremost, I'll make the case for a full, unfettered, and robust wi-fi network throughout NARA. Our current wireless network is none of those things. Without that connectivity, any efficiency gained by applications and/or the device is lost. On a separate, but similar note, the overall NARA infrastructure needs to be improved. In 2011, we should not be running a network that can handle any significant load. Also, the Websense blocking software is anathema to progress of any sort. But those are problems beyond the scope of your request.

The major benefit I had from the iPad was the ability to take notes in meetings and access information that I may not have brought into the room. I don't think it is necessary to print dozens of pages out to attend meetings, so it was very nice to be able to upload a document to the cloud and pull it down when needed. Having the ability to take meeting notes and sync them on a variety of platforms was crucial to that success. The apps that facilitate this are Evernote and Dropbox.

Q2 – Useful apps

The aforementioned Dropbox and Evernote apps were most useful for personal productivity. From a "what can be done" perspective, the Civil War Today app is a wonderful, curated, collection of collections from many different places. That app is worth the cost. The Zinio app is a great way to read magazines and I'm happy to read *Prologue* on that platform.

From a just all-around standpoint, I've found the iPad robust enough to take on short trips instead of my MacBook Pro. The one thing I have not tried (and wanted to try) was the ability to present from the iPad using the Keynote app. That has the potential to change many things about the way we work and conduct business.

Q3 – Creative thinking

Tablet computers, and to a lesser extent smartphones, bring a whole set of unique, user-interface questions to the forefront. These mostly are in the area of input and how users would interact with touch enabled devices. NARA resources that are enabled for mobile platforms need to be accessible in ways that don't rely on traditional mouse/keyboard interactions. Only through the use of the tools can we fully articulate these requirements to developers.

Q4 - Other

Just that I appreciate the opportunity to participate in this trial and help NARA deliver on its transformational goal of being a leader. From a purely records management perspective, it is incumbent on us to learn and experiment with all kinds of emerging technology. If we are to develop records management guidance for Federal agencies, we must understand and have experience with all the tools that they may be using. Tablet computers certainly fit that description.

Q1 – Efficency, capabilities

I was able to do work on DOCUMERICA pix in Flickr. It will be helpful if, in the future, I can access the new Authority Service (via CITRIX?) on the iPad, so I can do authorities cataloging while in the NARA Library with the biography resources, or at off site libraries where extra resources are held.

Q2 – Useful apps

Sounds basic, but the notepad app is what I used the most for taking notes at meetings and conferences. The ability to take notes, then email them to yourself saves so many steps.

Q3 – Creative thinking

I'm thinking about what all I can do with my DOCUMERICA research in regards to the new tagging features in OPA. Having the iPad with my in the 5th floor reading room, off-site libraries and archives.

Q4 - Other

Let's keep pushing for more work-related apps.

Q1 – Efficency, capabilities

I think it helped me do my job - no matter where I was. It was a great help to have the ipad and the 3G to check social media projects like the AOTUS Blog, Today's Document Tumbr, etc. It also really enabled event tweeting/checking twitter. It allowed notetaking and syncing no matter where I was. It enhanced telework by allowing me to check social media platforms and have another screen at home. It enabled the user testing of Today's Document app and subsequent improvements to the user experience. Ongoing, we check the app for Today's Document searches (something you can't really do on Archives.gov).

Q2 – Useful apps

The most useful app - Evernote. Really great at syncing no matter what device I'm on. Great notetaking, also a great way to see PDFs instead of printing them out. They load really fast. Today's Document app is probably the second most useful for me in work. Otherwise the ability to access the web (and my NARA email) and social media accounts - without needing a specific app.

Q3 – Creative thinking

This tool was key in the development of the Today's Document mobile application - we used it to do user testing among NARA staff, and to see improvements as they were being made. We also used ipads for showing the Today's Document app at the Genealogy fair. In general the ipad has really opened my eyes beyond the iphone to see what the advantages of a bigger screen and the touch technology can really do.

Q4 - Other

The one draw back to the pilot was the difficulty in security. On a daily basis it was a hassle, with security guards not clear on how to handle it, property passes, etc.

FOIA(b) 6

Q1 – Efficency, capabilities

The new CM model depends on a strong network of Information Management Officers (IMOs) to implement a model RM program throughout NARA. Using traditional tools, IMOs could spend enormous amounts of time traversing disconnected applications, practices, policies, and guidance to find an answer to a question, make a decision about the records status, or take some disposition action. iPads are portable and will be used to effectively complete all of the processes and steps involved to accomplish their assigned responsibilities. It will make work processes and finding information more intuitive for employees by improving information access, knowledge sharing about the records, and support decision making. iPads will support IMOs by helping them find records, manage file plans, complete transfers, receive notifications for FOIA requests or pending litigations, review compliance status, engage in video conferences, complete customer updates, and perform activities on any requested information from anywhere. Finally, the iPads are a huge incentive for "tech savvy" individuals to become and remain IMOs, and will inspire creativity in Records Management here at NARA.

Need to create a web app. like.... Turbo Tax for RM.

Q2 – Useful apps

Notes

Q3 – Creative thinking

See above.

Q4 - Other

PLEASE don't take my iPad away!

Q1 – Efficiency, capabilities

The iPad has dramatically improved my productivity.

- I use it to take notes in meetings and don't have to waste time later typing them up;

- I can get instant access to information in a meeting by a quick Google

- the wireless and 3G lets me answer emails during what would normally be downtime (shuttle rides, airplane trips, for instance)

- I no longer have to take a laptop on travel

What would be most useful would be for the iPad to be integrated with our email servers (and calendar), or for the GW web version to be patched. The web version of GW has many bugs. Ideally we would be able to access the citrix environment with the iPad, but don't know if that is technically possible.

Q2 – Useful apps

A wide variety. For my job, the web browser and notepad are the most used. Off the clock, I play with a variety - photo applications, news sites, other archives, and of course, Document of the Day.

Q3 – Creative thinking

It's given me experience with apps so that I can concretely visualize the ideas I hear (the app to upload and tag items is genius).

Q4 – Other

It would be great if we could find an iPad use for staff tied to our hard core business functions - records centers, pulls/re-files, description, reference, etc. - that would yield a big productivity gain and demonstrate a solid business case for more widespread use of tablets for our staff.

Also, there is an issue in the records centers that staff do not have time to access computers at work, and many have limited computer access at home, and, as a result, are not necessarily computer savvy. It would be great if iPads could help change that. Maybe we could have a bunch that could be signed out, either on the job or to take home for a limited time. I know there will be all sorts of problems with property accountability, but it's an idea worth exploring with Agency Services and Human Capital.

The iPad has been a tremendous help when we go to autograph or collector shows. We normally set the iPad on a stand and download Facebook and the NARA Missing Documents webpage. That way people can stop by and get an idea of NARA's efforts to recover missing documents and friend us in person on Facebook.

Not surprisingly the app we use the most is eBay, but since we travel so much the Weather Channel is also useful and so is the Maps App. Of course the Safari search browser is also extremely helpful.

What would be great is if NARA had its own free App. I think the public would appreciate this and consider the development money well spent.