



U.S. Department of the Interior
Office of the Chief Information Officer

eMail Enterprise Records and Document Management System (eERDMS)

AIIM FedSig - Lessons Learned

September 2016

eERDMS - Mission Statement

Provide the Department of the Interior with a single cohesive integrated information management program designed to manage records and documents for its missions and programs to ensure public trust and transparency



eERDMS - Agency Mission

- 87,000 employees
- 280,000 volunteers
- 2,300 offices
- \$18B operating budget
- 500 million acres of managed land
- 1.2 sq. ml. of Offshore managed ocean
- 479 dams and 348 reservoirs managed
- 28% of the nation's energy production managed
- 55,000 developed maps each year
- 500 million recreational and cultural visitors annually
- 41% of workforce is Mobile
- 1,100 level one IT systems



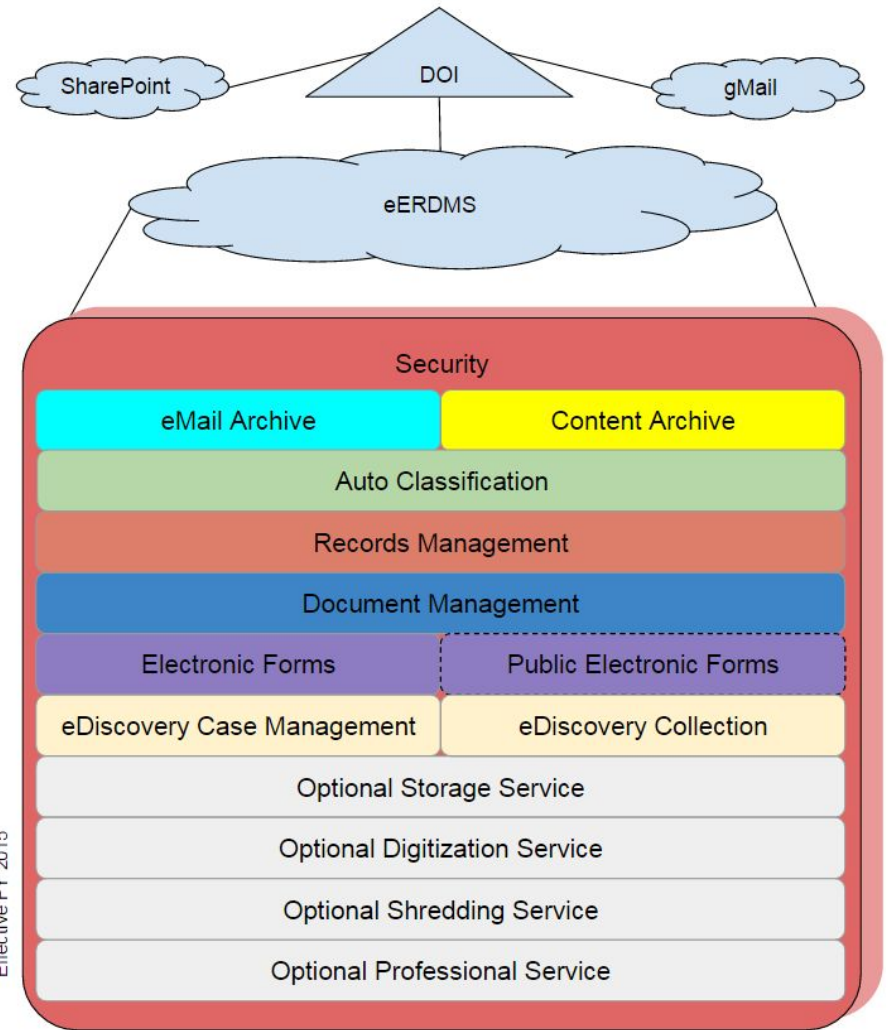
eERDMS - Program

- Single source solution (two-phase program)
- First department cloud
- FISMA moderate SaaS / IaaS
- CIPSEA compliant
- Centralizes records
- Provides enterprise content, records, early case assessment, advanced early case assessment, dashboarding, electronic forms
- Addresses M-12-18, M-13-13, M-13-14, M-97-02, M-97-16
- Complies with Clinger Cohen, Paperless Reduction Act, Information Collection Clearance
- Will support Controlled Unclassified Information
- Provides enterprise digitization and shredding



eERDMS - Stack

- OpenText Platform
 - Content
 - Imaging
 - Records
 - Archive
- OpenText Application
 - Archive Google
- OpenText Add-Ons
 - Auto Classification
 - ECM everywhere
- Opentext Cloud
 - Core
- Avoka
 - Electronic Forms



eERDMS - Content

- ~3B journaled emails
 - ~2.7M emails each day
 - ~70M emails a month
 - ~1,000 collections produced
 - ~15 document per second classification ruleset
 - ~1.2B in historical emails
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- Expanding to support ~100M electronic documents
 - Integration with Federal Docket Management System
 - Integration with Federal Business Management System
 - Integration with Human Resources
 - Integration with Office of Personnel Management



eERDMS - Basic Lessons

- **Know your clients**

What are your stakeholder sensitivities (Political? Financial?)

- **Know your systems**

What reasons have kept legacy systems in place?

- **Know your finances**

Will you continually have to “re-justify” a long-term program?

- **Understand your limitations**

How much of the outcome can you control? What’s beyond you?

- **Know your future state**

Is the future well-defined, or subject to leadership changes?

- **Build stakeholder awareness**

Do ready-made communications channels exist? How responsive?



eERDMS - General Lessons

- Don't use Standard Project Plans
- Full time communications
- Full time change management
- Watch political change
- Plan for continuing resolution
- Get out from behind the desk



eERDMS - Content

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