

The National Archives and Record Administration (NARA)



The National Archives at College Park Maryland, better known as Archives II or NARA, holds permanent records created by Federal agencies such as textual records from civilian agencies, Army unit records dating from WWI, still pictures and electronic records just to name a few.

As a contractor and a member of the maintenance and operations team, some of my responsibilities included:

- ❖ **Tested** the following major systems used by NARA whenever there was a new release (2 each month), maintenance or system failure.
 - National Archives Catalog (NAC), accessed by millions of people around the world, is the online public portal to NARA records as well as information about those records. NAC provides access to millions of electronic records not available elsewhere.
 - Description and Authority Service (DAS) provides workflow, processing and search/retrieval for hundreds of archival personnel located across the United States.
- ❖ **Monitored** NAC and DAS to ensure the system is always online except during routine maintained.
 - Alert lead developer when system(s) was down.
 - Work with clients to ensure that issue is being handled.
 - Trouble shoot issues with lead developer and client.
 - Write incident and postmortem reports for client.
- ❖ **Lead** the effort for contracting firm to achieve a CMMi level 3 certification.