Records Schedule: DAA-0059-2014-0002

Request for Records Disposition Authority

Records Schedule Number

DAA-0059-2014-0002

Schedule Status

Approved

Agency or Establishment

Department of State

Record Group / Scheduling Group

General Records of the Department of State

Records Schedule applies to

Major Subdivsion

Major Subdivision

Bureau of Information & Resource Management

Minor Subdivision

Enterprise Programming & Integration Division

Schedule Subject

Records Maintained by Enterprise Programming & Integration

Division (IRM/OPS/SIO/EPI)

Internal agency concurrences will

be provided

No

Background Information

Item Count

!	Number of Permanent	Number of Temporary	Number of Withdrawn
	Disposition Items	Disposition Items	Disposition Items
1	0	1	0

GAO Approval

Outline of Records Schedule Items for DAA-0059-2014-0002

Sequence Number	
1	eServices 2.0 Master File
	Disposition Authority Number: DAA-0059-2014-0002-0001

Records Schedule Items

Sequence Number

eServices 2.0 Master File

Disposition Authority Number

DAA-0059-2014-0002-0001

eServices 2.0 is the "one –stop shop" web application for overseas users to request, provision and track ICASS goods and services that replaces the legacy WebPASS and eServices applications in use by Post today. Users under Chief of Mission Authority are able to request services to include, but not limited to, computer helpdesk requests to install software, fix printers, or reset passwords; motor pool trip requests to have a car and driver for transportation to and from an airport; facility work orders to repair items in their home or office; property pickup or delivery requests to deliver and/or remove items from their home or office. eServices 2.0 also allows end-users to monitor status on the completion of their requests as well as measure time metrics on how long it took to complete a request.

Final Disposition

Temporary

Item Status

Active

Is this item media neutral?

Yes

Do any of the records covered by this item currently exist in electronic format(s) other than email and word processing?

No

GRS or Superseded Authority

Citation

GRS 24 item, 2; GRS 24, item 6a; GRS 24, items 8b and 8c; GRS 24, items 10a and 10b; GRS 15 item, 2a and 2b; GRS 4 item 1; and GRS, 10 item 2a

Disposition Instruction

Retention Period

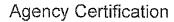
Destroy three years after requests have been completed or when no longer needed, whichever is

later.

Additional Information

GAO Approval

Not Required



I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

Date	Action	Ву	Title	Organization
10/04/2013	Certify	Tasha Thian	Agency Records Off icer	A/GIS - A/GIS/IPS/RA
05/09/2014	Return for Revision	Darryl Byrd	Appraisal Archivist	National Archives and Records Administration - Records Management Services
05/22/2014	Submit For Certific ation	Shelia Prince	Program Analyst	A/GIS - A/GIS/IPS/RA
05/23/2014	Certify	Tasha Thian	Agency Records Off icer	A/GIS - A/GIS/IPS/RA
05/27/2014	Submit for Concur rence	Lisa Clavelli	Supervisor, ACNR A ppraisal Team 2	National Archives and Records Administration - Records Management Services
05/27/2014	Concur	Margaret Hawkins	Director of Records Management Servic es	National Records Management Program - Records Management Services
05/27/2014	Concur	Laurence Brewer	Director, National R ecords Management Program	National Archives and Records Administration - National Records Management Program
05/28/2014	Approve	David Ferriero	Archivist of the Unite d States	Office of the Archivist - Office of the Archivist