

Frequently Asked Questions (FAQs) About GRS 5.8, Administrative Help Desk Records

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INTRODUCTION

1. What is the purpose of GRS 5.8?

This schedule provides disposition authority for administrative, technical, and information technology (IT) help desk records.

2. Whom do I contact for further information about this schedule?

You may contact NARA's General Records Schedules Team at GRS_Team@nara.gov with questions about this schedule.

CHANGES FROM THE OLD GRS

3. How does GRS 5.8 differ from the old General Records Schedule?

The old GRS 24, items 10a and 10b, covered information technology help desk records and did not specify whether they covered records of internal or agency-to-agency help desk records, or both. GRS 5.8 combines these two old items into one new item. The new item removes the information technology focus in the old GRS, in recognition that many agencies use help desk services to assist staff with a variety of administrative functions. Moreover, the new item covers both internal (intra-agency) and agency-to-agency (interagency) help desk records.

GENERAL

4. Why are GRS 5.8 Administrative Help Desk Records and GRS 6.5 Public Customer Service Records two separate schedules?

The two schedules reflect different functions. The GRS has separate schedules for administrative support functions (the 5.0 series) and mission support functions (the 6.0 series). Administrative help desk records document administrative support. Public customer service records document mission support. That is why these schedules appear separately.