

GENERAL RECORDS SCHEDULE: 5.8 Administrative Help Desk Records

This file contains three documents. The Draft Schedule the proposed text of the new GRS in publication format. The Draft Appraisal Memorandum provides additional background explanation and includes the appraiser's justification for the retention decisions proposed in the schedule.

<i>Document</i>	<i>Page</i>
Draft Schedule	2
Draft Appraisal Memorandum	3
Crosswalk to old GRS	5

National Archives and Records Administration
Office of the Chief Records Officer
GRS Team
March 1, 2016

GENERAL RECORDS SCHEDULE: 5.8 Administrative Help Desk Records **DRAFT 03-01-2016**

This schedule covers records related to operating an intra and inter agency help desk and call center. Intra-agency services are within an agency's internal units. Inter-agency services are services provided by one Federal organization to another Federal organization. Public help desk should be scheduled under GRS 6.5

Item	Records Description	Disposition Instruction	Disposition Authority
010	Administrative Help Desk Operations Records. <ul style="list-style-type: none">• Receipt of incoming requests (and responses) made by phone, email, web portal, etc.• Trouble tickets and tracking logs• Quick guides and "Frequently Asked Questions" Supersedes: GRS 24, item 10b (N1-GRS-03-1, item 10a)	Temporary. Destroy when request has been resolved or no longer needed, but longer retention is authorized if required for business use.	DAA-GRS-2016-xxxx-0001
020	Administrative Help Desk Customer Survey Records. <ul style="list-style-type: none">• Evaluations and feedback about help desk services• Analysis and reporting generated from customer management data• Customer/client feedback and satisfaction surveys, including survey instruments, data, background materials, and reports. Supersedes: GRS 24, item 10b (N1-GRS-03-1, item 10b)	Temporary. Destroy when 1 years old, or no longer needed for analysis, but longer retention is authorized if required for business use.	DAA-GRS-2016-xxxx-0002



NATIONAL
ARCHIVES

NATIONAL ARCHIVES *and*
RECORDS ADMINISTRATION

8601 ADELPHI ROAD
COLLEGE PARK, MD 20740-6001
www.archives.gov

Date: March 1 2016
Appraiser: Katherene Kim, ACNR
Agency: General Records Schedules (GRS) **DRAFT**
Subject: DAA-GRS-2016-XXXX

INTRODUCTION

Schedule Overview

GRS 5.8 Administrative Help Desk Records

Additional Background Information

This schedule updates and expands on GRS 24 item 10, Information Technology Operations and Management help desk records. The new GRS covers both internal (intra-agency) and interagency (agency-to-agency) help desk records. It also removes the information technology focus, recognizing that many agencies now have help desks to assist staff with various administrative functions. This schedule does not cover customer service to the public.

Customer service subject matter experts from the following agencies assisted in the development of this schedule Department of Commerce, Department of the Interior, Department of Labor and Social Security Administration.

Overall Recommendation

I recommend approval of this schedule.

APPRAISAL

Item 0001 (GRS 5.8, item 010): Administrative Help Desk Operations Records.

Proposed Disposition

Temporary

Appropriateness of Proposed Disposition

Appropriate

Appraisal Justification

- *Previously approved as temporary:
GRS 24, item 10a (N1-GRS-03-1, item 10a)
- *Has little or no research value.

Adequacy of Proposed Transfer Instruction(s)

Adequate from the standpoint of legal rights and accountability. Current disposition for GRS 24, item 10a is destroy or delete 1 year after record is superseded or obsolete. Due to the ephemeral and administrative nature of these records, we have reduced the retention period allowing for destruction as soon as records are resolved or no longer needed. Agencies may keep the records longer if required for further business use.

Media Neutrality

Requested and approved

Item 0002 (GRS 5.8, item 020): Administrative Help Desk Customer Survey Records.

Proposed Disposition

Temporary

Appropriateness of Proposed Disposition

Appropriate

Appraisal Justification:

*Previously approved as temporary:

GRS 24, item 10b, (N1-GRS-03-1, item 10b)

*Has little or no research value. Records relate to an administrative activity

Adequacy of Proposed Transfer Instruction(s)

Adequate from the standpoint of legal rights and accountability. There is no substantial change to the retention of these records.

Media Neutrality

Requested and approved

Katherine Kim
Archive Specialist

New GRS			Old GRS			
GRS No.	Retention	ERA Number/ Disposition Authority	GRS No.	Item No.	Retention	Disposition Authority
010	No longer needed	DAA-GRS-2016-000X-0001	24	10a	1 year	N1-GRS-03-1 item 10a
020	No longer needed	DAA-GRS-2016-000X-0002	24	10b	No longer needed	N1-GRS-03-1, item 10b