

GRS 6.5 Public Customer Service 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.

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National Archives and Records Administration
Office of the Chief Records Officer
GRS Team
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GENERAL RECORDS SCHEDULE 6.5: Public Customer Service Records **Draft 02-22-2016**

Federal agencies that provide direct services to the public operate help desks, call centers, or service centers to assist these external customers. This schedule covers records created or received while providing customer service to the public, state, local or tribal governments.

Item	Records Description	Disposition Instruction	Disposition Authority
010	<p>Public customer service operations records.</p> <p>Records related to operating a public customer service help desk, call center, or service center, including:</p> <ul style="list-style-type: none"> • information about customer services such as FAQs and users guides • help desk or call center records: <ul style="list-style-type: none"> ○ incoming requests and responses ○ trouble tickets and tracking logs ○ recordings of call center phone conversations with customers that are used for the purposes of quality control and customer service training • system data including customer ticket numbers and visit tracking <p>Exclusion: Intra and inter agency administrative help desk records are scheduled under GRS 5.8.</p>	<p>Temporary. Destroy/delete 3 months after request has been resolved. Longer retention is authorized if required for business use.</p>	DAA-GRS-2016-xxxx-0001
020	<p>Public customer service survey records.</p> <ul style="list-style-type: none"> • evaluations and feedback about customer services • reports generated from customer management data • anonymous complaint and commendation records • customer or client feedback and satisfaction surveys, including survey instruments, data, background materials, and reports. <p>Exclusion 1 Reports that recommend significant changes or revisions to an agency's customer service operation should be scheduled separately.</p> <p>Exclusion 2: Records on the basis of which investigations were made or administrative action taken and those incorporated into individual personnel records should be scheduled separately.</p> <p>Supersedes: GRS 14, item 5 (GRS 14, 1952, item 5)—in part</p>	<p>Temporary. Destroy when 1 year old, longer retention is authorized if required for business use.</p>	DAA-GRS-2016-xxxx-0002

030	<p>Customer/client records.</p> <p>Records tracking customer and client identification and interaction with agency, including:</p> <ul style="list-style-type: none"> • contact information for customers or clients • distribution lists • subscription databases for distributing information such as publications and data sets produced by the agency • files and databases related to constituent and community outreach or relations • request forms, and other records related to updating customer/client records, or opting out <p>Supersedes:</p> <p>GRS 13, item 4a (GRS 13, 1952, item 5a)</p> <p>GRS 13, item 4b (GRS 13, 1952, item 5b)</p>	<p>Temporary. Delete individual entries when superseded, obsolete or requested to be removed.</p>	<p>DAA-GRS-2016-xxxx-0003</p>
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Date: February 22, 2016
Appraiser: Katherine Kim, ACNR
Agency: General Records Schedules (GRS)
Subject: DAA-GRS-2016-000X

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INTRODUCTION

Schedule Overview

GRS 6.5 Customer Service Records

Additional Background Information

GRS 6.5 covers records created by an agencies' external customer service center. Customer service to the public is a new function in the GRS. The schedule also includes customer or client records, formerly from GRS 13 and covers, in part, anonymous complaints or commendations from GRS 14.

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 6.5, item 010): Public Customer Service Operations Records

This item is based on four agency schedules: N1-101-06-001, N1-237-09-013, N1-064-05-003, and N1-440-10-006 which have similar customer service functions.

Proposed Disposition:

Temporary

Appropriateness of Proposed Disposition:

Appropriate

Appraisal Justification:

*Has little or no research value. Records consist of limited information related to tracking and resolving customer requests

*Similar records have been scheduled as temporary in N1-101-06-001, N1-237-09-013, N1-064-05-003, and N1-440-10-006. No example of these records was found scheduled as permanent.

Adequacy of Proposed Retention Period:

Adequate from the standpoint of legal rights and accountability. Similar records are scheduled in agencies (see schedules listed above) with retentions anywhere from 3 months to 5 years. Based on feedback we determined that a minimum retention of 3 months would be sufficient, given that agencies can keep records as long as needed.

Media Neutrality:

Requested and approved.

Item 0002 (GRS 6.5, item 020): Public Customer Service Survey Records.

This item is based on examples from four agency schedules: N1-257-04-001, N1-174-01-001, N1-138-98-016, and N1-480-01-002.

Proposed Disposition:

Temporary

Appropriateness of Proposed Disposition:

Appropriate

Appraisal Justification:

*Similar records have been scheduled as temporary in N1-257-04-001, N1-174-01-001, N1-138-98-016, and N1-480-01-002. In one case, N1-480-01-002, the executive summary and final report were scheduled as permanent. However, if results of these surveys are going to result in significant actions by the agency, such final reports will likely be maintained in other records series.

Adequacy of Proposed Retention Period:

Adequate from the standpoint of legal rights and accountability. Retention of these records in agency schedules ranged from immediately and until no longer needed until 5 years, with 5 years the most common. A retention of “destroy when no longer needed” was chosen to accommodate all.

Media Neutrality:

Requested and approved.

Item 0003 (GRS 6.5, item 030): Customer/client records.**Proposed Disposition**

Temporary

Appropriateness of Proposed Disposition

Appropriate

Appraisal Justification:

*Has little or no research value. These records contain personally identifiable information (PII) provided by individuals for the purposes of receiving information from or interacting with agencies. It has no value beyond its original intended business use.

*Previously approved as temporary:

GRS 13, item 4a (GRS 13, 1952, item 5a)

GRS 13, item 4b (GRS 13, 1952, item 5b)

Adequacy of Proposed Retention Period:

Adequate from the standpoint of legal rights and accountability. The retention accommodates getting rid of unneeded information as soon as possible. Given that these records contain PII, they should not be maintained any longer than necessary.

Media Neutrality

Requested and approved.

KATHERENE KIM
Archives Specialist

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GRS 6.5

New GRS			Old GRS			
GRS No.	Retention	ERA Number/ Disposition Authority	GRS No.	Item No.	Retention	Disposition Authority
010	3 months	DAA-GRS-2016-000X-0001	New item			
020	1 year or NLN	DAA-GRS-2016-000X-0002	14	5	3 months	GRS 14, 1952, item 5 (in part)
030	Superseded or obsolete	DAA-GRS-2016-000X-0003	13	4a	3 months	GRS 13, 1952, item 5a
			13	4b	When canceled or revised	GRS 13, 1952, item 5b