

<b>REQUEST FOR RECORDS DISPOSITION AUTHORITY</b> <i>(See Instructions on reverse)</i>		<b>LEAVE BLANK (NARA use only)</b>	
TO: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR) WASHINGTON, DC 20408		JOB NUMBER <i>71.462.04.18</i>	DATE RECEIVED <i>8.27.2004</i>
1. FROM (Agency or establishment) U.S. Department of Agriculture		NOTIFICATION TO AGENCY	
2. MAJOR SUBDIVISION Food Safety and Inspection Service		In accordance with the provisions of 44 U.S.C. 3303a the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
3. MINOR SUBDIVISION Administrative Services Division			
4. NAME OF PERSON WITH WHOM TO CONFER Keith Holden	5. TELEPHONE (301)504-3999	DATE <i>6/11/06</i>	ARCHIVIST OF THE UNITED STATES <i>Alta Weinst</i>

**6. AGENCY CERTIFICATION**  
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 on the attached 2 page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,

is not required;  is attached; or  has been requested.

DATE <i>8/19/04</i>	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i>	TITLE <i>Chief, IMAB, ASD</i>
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7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	Consumer Complaint monitoring System (CCMS) (See attached sheets)		
<i>cc Agency NR NWMW</i>			

## Consumer Compliant Monitoring System (CCMS)

### Description:

1. The Consumer Complaint Monitoring System (CCMS) is an electronic database used by FSIS to record, triage, and tracks all consumer complaints reported to the agency. All consumer complaints reported to the agency must be entered into the CCMS regardless which program area initially receives the complaint. This system contains records created from January 2001 to present. Geographically, the system covers all consumer complaints reported to FSIS and complaints relating to FSIS inspected products.

The Office of Field Operations (OFO) District Offices and Compliance Offices, the Office of Public Health and Science (OPHS) enter the data into the CCMS. The USDA Meat and Poultry Hotline Office download data from the Hotline database directly into the CCMS.

- a. System Inputs. The CCMS database receives data from a consumer or from someone on behalf of a consumer that is directly related to an FSIS inspected product.

**TEMPORARY.** Destroy input data after recordkeeping copy is produced and verified.

- b. Master File. Table of district offices and corresponding assigned codes, list of authorized users, codes of illness symptom onset, codes of foreign object sizes and types, list of valid U.S. states, sources of complaints, table of letter preparers, data to other USDA e-systems, and list of standard operating procedures.

**PERMANENT.** Back-up Master File at the end of calendar year. Transfer to the National Archives and Records Administration in accordance with 36 CFR 1228.270.

- c. Data Outputs. Computational and detection algorithms and statistical spreadsheets, reports, and screen shot from consumer complainant.

**TEMPORARY.** Destroy outputs when no longer needed, or after 3 years, which ever is shorter.

- d. System Documentation. User manuals, training guides and policies and procedures for adding and deleting from the system and related information pertaining to the content and technical management of the CCMS.

**PERMANENT.** Transfer to the National Archives and Records with system data as indicated in item 1b above.

2. Electronic copies of records that are created on electronic mail and word processing systems and used solely to generate a recordkeeping copy of the records covered by this item. Also includes electronic copies of records created on electronic mail and word processing systems that are maintained for updating, revising, or disseminating.

- a. Copies of records covered by above items that have no further administrative value after the recordkeeping copy is made. Includes copies maintained by individuals in personal files, personal electronic mail directories, or other personal directories on hard disk or network drives, and copies on shared network drives that are used only to procure the recordkeeping copy.

**TEMPORARY.** Destroy/delete within 180 days after the recordkeeping copy has been produced.

- b. Copies used for disseminating, revising, or updating that are maintained in addition to recordkeeping copy.

**TEMPORARY.** Destroy/delete when disseminating, revising, or updating is completed.