

Request for Records Disposition Authority

Records Schedule Number DAA-0330-2014-0010

Schedule Status Approved

Agency or Establishment Office of the Secretary of Defense

Record Group / Scheduling Group Records of the Office of the Secretary of Defense

Records Schedule applies to Major Subdivision

Major Subdivision DIRECTOR OF ADMINISTRATION AND MANAGEMENT

Minor Subdivision WASHINGTON HEADQUARTERS SERVICES, ENTERPRISE
MANAGEMENT

Schedule Subject Interactive Customer Evaluation (ICE) System

Internal agency concurrences will be provided No

Background Information Background: ICE allows DoD customers to rate products and services provided by DoD offices and facilities worldwide (federal and commercial). Comment card ratings can be used to improve the available products and services.

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
4	0	4	0

GAO Approval

Outline of Records Schedule Items for DAA-0330-2014-0010

Sequence Number	
1	Interactive Customer Evaluation (ICE) System Database Master Files
1.1	ICE Comment Cards Submissions Disposition Authority Number: DAA-0330-2014-0010-0001
1.2	ICE Manager Account Records: Disposition Authority Number: DAA-0330-2014-0010-0002
1.3	ICE Comment Cards (Questionnaire) Records Disposition Authority Number: DAA-0330-2014-0010-0003
1.4	ICE Survey Module ICE Survey Application Disposition Authority Number: DAA-0330-2014-0010-0004

Records Schedule Items

Sequence Number							
1	<p>Interactive Customer Evaluation (ICE) System Database Master Files The ICE system consists of 3 components the "Manager Side", "Customer Side", and "Survey Module". The Manager Side data fields comprises information provided by the service provider (SP), including but not limited to; name of the agency/organization of the comment card and SP, SP location, service description, POC (ICE Service Provider Manager) Name, POC work contact information, standard comment card questions and custom designed comment card questions (questions that they would like their customers to answer). The Customer Side consist of the comment card (questionnaires) developed by service provider on the Manager side and manually keyed in responses by customers including but not limited to customer comment, customer name and contact information such as home, work and/or personnel cell phone number and email address. (GRS 20, Item 2b) Survey Module ICE Survey Application is designed for collecting more detailed customer satisfaction and quality of life formation from target populations. ICE survey services can be requested by DoD organizations that have an established presence in the ICE System. New survey questionnaire is created each time and is available online for the users to respond for a limited time. Only ICE survey methodologist can access the Manager Side to create questionnaire. There aren't POC data fields in Survey Module. OUTPUTS: Include but are not limited to ADHOC and one-time reports as required by users establishing comment cards, system administrators and program managers. (GRS 20, Item16) Survey Module generates one time output that is created after the survey is closed. The output consists of a summary report of the users' responses, comments and a raw dataset. SYSTEM INTERFACES: N/A</p>						
1.1	<p>ICE Comment Cards Submissions Disposition Authority Number DAA-0330-2014-0010-0001</p> <p>ICE Database is a records repository for the Interactive Customer Evaluation (ICE) system. ICE is DoD wide, web-based tool that collects feedback on services provided by components, facilities and commercial vendors throughout the Department of Defense (DoD) relating to customer queries, responses; query monitoring and customer feedback records; and related trend analysis and reporting. The ICE system allows customers to create online comment cards to rate the service provided at military installations and related facilities around the world.</p> <table data-bbox="363 1719 909 1866"> <tr> <td>Final Disposition</td> <td>Temporary</td> </tr> <tr> <td>Item Status</td> <td>Active</td> </tr> <tr> <td>Is this item media neutral?</td> <td>Yes</td> </tr> </table>	Final Disposition	Temporary	Item Status	Active	Is this item media neutral?	Yes
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 e-mail and word processing?	Yes
	Do any of the records covered by this item exist as structured electronic data?	Yes
	Disposition Instruction	
	Cutoff Instruction	Closed comment card responses and associated comments at the end of response period.
	Retention Period	Destroy 5 year(s) after closure
	Additional Information	
	GAO Approval	Not Required
1.2	ICE Manager Account Records:	
	Disposition Authority Number	DAA-0330-2014-0010-0002
	comprises information provided by the service provider (SP), including but not limited to; name of the agency/organization of the comment card and SP, SP location, service description, POC (ICE Service Provider Manager) Name, POC work contact information, standard comment card questions and custom designed comment card questions (questions that they would like their customers to answer).	
	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 e-mail and word processing?	Yes
	Do any of the records covered by this item exist as structured electronic data?	Yes
	Disposition Instruction	
	Cutoff Instruction	Cut off after comment period ends
	Retention Period	Destroy 5 year(s) after cut off
	Additional Information	
	GAO Approval	Not Required
1.3	ICE Comment Cards (Questionnaire) Records	

Disposition Authority Number DAA-0330-2014-0010-0003

consist of the comment card (questionnaires) developed by service provider on the Manager side and manually keyed in responses by customers including but not limited to customer comment, customer name and contact information such as home, work and/or personnel cell phone number and email address.

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 e-mail and word processing? Yes

Do any of the records covered by this item exist as structured electronic data? Yes

Disposition Instruction

Cutoff Instruction Cut off at end of comment period

Retention Period Destroy 5 year(s) after cut off

Additional Information

GAO Approval Not Required

1.4

ICE Survey Module ICE Survey Application

Disposition Authority Number DAA-0330-2014-0010-0004

Application is designed for collecting more detailed customer satisfaction and quality of life information from target populations. ICE survey services can be requested by DoD organizations that have an established presence in the ICE System.

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 e-mail and word processing? Yes

Do any of the records covered by this item exist as structured electronic data? Yes

Disposition Instruction

Cutoff Instruction	Cut off after each survey project including questionnaire, responses, report, associated comments, and raw data sets is completed.
Retention Period	Destroy 1 year(s) after cut off
Additional Information	
GAO Approval	Not Required

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 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	By	Title	Organization
12/03/2014	Certify	Luz Ortiz	OSD Records Manager	Department of Defense - Office of the Secretary of Defense
08/02/2016	Submit for Concurrence	Sebastian Welch	Appraiser	National Archives and Records Administration - Records Management Services
08/10/2016	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
08/11/2016	Concur	Laurence Brewer	Director, National Records Management Program	National Archives and Records Administration - National Records Management Program
08/12/2016	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist