

Request for Records Disposition Authority

Records Schedule Number DAA-0434-2018-0001
 Schedule Status Approved

 Agency or Establishment Department of Energy
 Record Group / Scheduling Group General Records of the Department of Energy
 Records Schedule applies to Agency-wide
 Schedule Subject DOE At-Your-Service (DAYS)
 Internal agency concurrences will be provided No

Background Information

The Department of Energy (DOE) uses a self-service portal called DOE At-Your-Service (DAYS) to enable Energy Information Technology Services (EITS) customers to order EITS services, report incidents, and check the status of service tickets for such services as, but not limited to, software installations and hardware repair and replacements. EITS uses the DAYS data to monitor service requests, workloads, resource rates, request resolution time lines, and to manage associated metrics and statistics for corrective actions, forecasting, troubleshooting and related IT reporting.

The DOE IT Service Management (ITSM) system functions through Information Technology Infrastructure Library (ITIL) processes and customized applications for the DOE Office of the Chief Information Officer (OCIO). The IT Service Management system is a suite of highly integrated out-of-the-box (OOB) and customized applications which automate the DOE's ITSM processes for the OCIO. The system primarily supports ITSM personnel in performing their duties to manage service requests, incidents, change management and problems. Secondly, the system provides employees and other systems with current IT Service delivery status and pertinent information.

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
1	0	1	0

GAO Approval

Outline of Records Schedule Items for DAA-0434-2018-0001

Sequence Number	
1	Master File/Database Disposition Authority Number: DAA-0434-2018-0001-0001

Records Schedule Items

Sequence Number	
1	<p data-bbox="360 412 662 449">Master File/Database</p> <p data-bbox="360 463 1133 500">Disposition Authority Number DAA-0434-2018-0001-0001</p> <p data-bbox="360 514 1461 625">DAYS service solutions may include, but may not be limited to, the employee/ requester full name, contact phone number, business email, office of assignment, office location, request ticket number, request date and time.</p> <p data-bbox="360 640 914 676">Final Disposition Temporary</p> <p data-bbox="360 691 849 727">Item Status Active</p> <p data-bbox="360 742 805 778">Is this item media neutral? No</p> <p data-bbox="360 793 1479 942">Explanation of limitation The item is media specific to electronic records in the service solution master file/database and may also be stored electronically on hard disks managed by a MYSQL database server or other electronic media.</p> <p data-bbox="360 957 821 1081">Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes</p> <p data-bbox="360 1095 821 1187">Do any of the records covered by this item exist as structured electronic data? Yes</p> <p data-bbox="360 1219 670 1255">Disposition Instruction</p> <p data-bbox="360 1270 1474 1349">Cutoff Instruction Cut off in year the system is terminated, defunded or decommissioned.</p> <p data-bbox="360 1364 1377 1442">Transfer to Inactive Storage Retain records in the system for the life of the system.</p> <p data-bbox="360 1457 1461 1527">Retention Period Destroy 3 year(s) after cutoff, but longer retention is authorized for business use.</p> <p data-bbox="360 1559 667 1596">Additional Information</p> <p data-bbox="360 1610 946 1647">GAO Approval Not Required</p>

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
01/08/2018	Certify	Troy Manigault	Departmental Records Officer	Office of the Chief Information Officer - Enterprise Records Management Division
06/05/2018	Submit for Concurrence	Steven Rhodes	Senior Appraisal Archivist	National Archives and Records Administration - Records Management Services
06/14/2018	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
06/14/2018	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
06/15/2018	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist