

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Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items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
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Records Schedule Items

Sequence Number	
1	<p>Master File/Database</p> <p>Disposition Authority Number DAA-0434-2018-0001-0001</p> <p>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>Final Disposition Temporary</p> <p>Item Status Active</p> <p>Is this item media neutral? No</p> <p>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>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>Do any of the records covered by this item exist as structured electronic data? Yes</p> <p>Disposition Instruction</p> <p>Cutoff Instruction Cut off in year the system is terminated, defunded or decommissioned.</p> <p>Transfer to Inactive Storage Retain records in the system for the life of the system.</p> <p>Retention Period Destroy 3 year(s) after cutoff, but longer retention is authorized for business use.</p> <p>Additional Information</p> <p>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