

<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 <b>NI-442-08-2</b>	DATE RECEIVED <b>8/4/08</b>
1 FROM (Agency or establishment) <i>Department of Health and Human Services</i>		<b>NOTIFICATION TO AGENCY</b>	
2 MAJOR SUBDIVISION Coordinating Center for Information Statistics/ National Center for Health M		In accordance with the provisions of 44 USC 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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10	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 Division of e- Health Marketing			
4 NAME OF PERSON WITH WHOM TO CONFER Jimmy Harrison	5 TELEPHONE (404) 498-1509	DATE <b>4-7-09</b>	ARCHIVIST OF THE UNITED STATES <i>Debbie Thomas</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 4 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 06/24/2008	SIGNATURE OF AGENCY REPRESENTATIVE <i>Jim A. [Signature]</i>	TITLE CDC/ATSDR Records Officer
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7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
1	Proposed Schedule to cover the Disposition of Records created by the CDC-INFO System (See attached)		

## **CDC INFO System**

Records of captured phone calls and email inquiries made/sent to the CDC INFO call centers, including data on the type of questions asked, content used to answer the questions, actions taken by the call agent, and how the contact was resolved. Also includes requests for publications from the CDC's publications distribution function.

- a. **Recordings of routine phone inquiries and electronic mail messages** which are responded to with general automated information, forwarded to CDC offices/programs for general handling, or not escalated for further action. Includes publication fulfillment requests.

Authorized Disposition: TEMPORARY. Cut off files 120 days from response. Destroy/delete records 30 days after cutoff. DO NOT transfer to the FRC.

- b. **Substantive recorded phone inquiries elevated for further actions and associated tracking and indexing system.** Messages resulting in action taken by centers/programs that are of such a nature that protocols require notification to CDC leadership. Excluded are copies maintained by centers/programs responsible for follow-up.

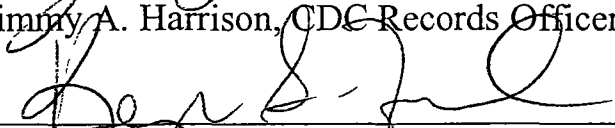
Authorized Disposition: TEMPORARY. Cut off files and move recorded messages to storage device on a monthly basis. Destroy/delete 2 years after cutoff. DO NOT transfer to FRC.

- c. **Sample calls captured for audit/quality control purposes.**

Authorized Disposition: TEMPORARY. Cut off files and move recorded messages to storage device 120 days from month of recording. Destroy/delete 1 year after cutoff. DO NOT transfer to FRC.

Approvals:

 date 6/26/2008  
Jimmy A. Harrison, CDC Records Officer

 date 7/3/2008  
Kenya Ford, CDC Legal Representative

 date 7-11-08  
Amanda Tarkington, CDC-INFO Program Director