

Request for Records Disposition Authority

Records Schedule Number DAA-0560-2013-0008

Schedule Status Approved

Agency or Establishment Transportation Security Administration

Record Group / Scheduling Group Records of the Transportation Security Administration

Records Schedule applies to Agency-wide

Schedule Subject TSA Contact Center (TCC)

Internal agency concurrences will be provided No

Background Information. TSA Contact Center System (TCC) provides a central point of contact for all public inquiries and complaints. TCC is the primary incoming portal from the public and receives inquiries from the traveling public, Transportation Security Administration (TSA) employees, private industry, other government organizations, Members of Congress, and the White House. The TCC responds to inquiries that cover a variety of topics concerning TSA. The objective of the data collection from this population is to collect, analyze and interpret information gathered to identify strengths and weaknesses of current customer service and make improvements.

The system was designed to provide TSA with the ability to maintain records of customer contacts via telephone, email and web forms. Live assist calls are recorded. Records are created and entered into a database for live assist calls and emails/web forms. These records and recordings are saved for later review in the event of an inquiry as well as for the quarterly contractor performance review.

NOTE: System Inputs, Outputs, and Documentation – GRS 20

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Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items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-0560-2013-0008

Sequence Number

1

Master File/Database

Disposition Authority Number: DAA-0560-2013-0008-0001

Records Schedule Items

Sequence Number	
1	<p data-bbox="362 415 656 443">Master File/Database</p> <p data-bbox="362 468 1138 495">Disposition Authority Number DAA-0560-2013-0008-0001</p> <p data-bbox="362 520 1414 625">Includes but not limited to, inquiries and responses from employees, private industry, government organizations, Members of Congress, White House and traveling public related to TSA's customer service.</p> <p data-bbox="362 646 915 674">Final Disposition Temporary</p> <p data-bbox="362 699 850 726">Item Status Active</p> <p data-bbox="362 751 818 779">Is this item media neutral? Yes</p> <p data-bbox="362 804 805 919">Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? No</p> <p data-bbox="362 957 667 984">Disposition Instruction</p> <p data-bbox="362 1010 1179 1037">Cutoff Instruction Cut off at end of calendar year</p> <p data-bbox="362 1062 1240 1089">Retention Period Destroy/Delete 3 years after cutoff.</p> <p data-bbox="362 1136 662 1163">Additional Information</p> <p data-bbox="362 1188 948 1215">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
04/19/2013	Certify	Anthony Ferguson	Records Management Specialist	Department of Homeland Security - Department of Homeland Security
09/05/2014	Submit for Concurrence	Elizabeth Greenberg	Appraiser	National Archives and Records Administration - Records Management Services
09/11/2014	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - Records Management Services
09/11/2014	Concur	Laurence Brewer	Director, National Records Management Program	National Archives and Records Administration - National Records Management Program
09/16/2014	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist