

# NOTICE - SOME ITEMS SUPERSEDED OR OBSOLETE

Schedule Number: N1-560-03-004

Some items in this schedule are either obsolete or have been superseded by new NARA approved records schedules. This information is accurate as of: 12/3/2021

## **ACTIVE ITEMS**

These items, unless subsequently superseded, may be used by the agency to disposition records. It is the responsibility of the user to verify the items are still active.

Items 1 and 2, 3B, 4, 5 (in part), 6A, 6B, 6D (in part), and 7.

## **SUPERSEDED AND OBSOLETE ITEMS**

The remaining items on this schedule may no longer be used to disposition records. They are superseded, obsolete, filing instructions, non-records, or were lined off and not approved at the time of scheduling. References to more recent schedules are provided below as a courtesy. Some items listed here may have been previously annotated on the schedule itself.

DAA-0563-2019-0001 supersedes items 3A, 5 (in part only: internal matters only), 6D (in part only: internal matters only),

DAA-0563-2019-0008-0002 supersedes item 6C

DAA-GRS-2016-0016-0002 supersedes item 8.

<b>REQUEST FOR RECORDS DISPOSITION AUTHORITY</b>		(LEAVE BLANK)	
To: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR) WASHINGTON, DC 20408		JOB NUMBER <i>701-560-03-4</i>	
1. FROM (Agency or establishment)  Department of Homeland Security		<b>NOTIFICATION TO AGENCY</b>  In accordance with the provisions of 44 U.S.C. 3303a, the disposition request, including amendments, is approved except for items that may be marked <input type="checkbox"/> disposition not approved <input type="checkbox"/> or <input type="checkbox"/> withdrawn <input type="checkbox"/> in column 10.	
2. MAJOR SUBDIVISION  Transportation Security Administration			
3. MINOR SUBDIVISION  Office of Ombudsman (OMBUDS)			
4. NAME OF PERSON WITH WHOM TO CONFER  Arthur McCune, Jr.	5. TELEPHONE  571/227-2076	DATE  <i>6-21-04</i>	ARCHIVIST OF THE UNITED STATES  <i>John W. Carl</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 <u>6</u> 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  <i>04/23/03</i>	SIGNATURE OF AGENCY REPRESENTATIVE  <i>Arthur J McCune Jr</i>		TITLE <b>Records Management Officer</b>
7. Item No.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	<b>**See Attached**</b>		
<i>cc Agency, NWMD, DWMW</i>			

**OMBUDS – 2300 OMBUDSMAN**

This category is for specific disposition guidelines in connection with Transportation Security Administration records created by Ombudsman.

Title	Description of Records	Disposition	Authority
1, <b>OMBUDS 2300 ADMINISTRATIVE FILES</b>	Correspondence, letters, memorandums, reports, and other records which are pertinent to routing internal administrative and housekeeping activities and not the particular function for which the holding office exists.	Cut off at end of calendar year. <b>Destroy</b> when 5 years old.	
2, <b>OMBUDS 2300.1 SUBJECT MATTER FILES</b>	a. Memorandum and analysis regarding systematic workplace and customer service systematic issues.	Cut off at end of fiscal year. <b>Destroy</b> when 5 years old.	
	b. Reports from field office and Mission Support Centers.	Cut off at end of calendar year. <b>Destroy</b> when 5 years old.	
	c. Travel arrangements to field, not including travel for marketing/outreach purposes.	Cut off at end of fiscal year. <b>Destroy</b> when 6 years old.	
3, <b>OMBUDS 2300.2 OMBUDSMAN INQUIRIES</b>	<del>a. Internal inquiries and resolutions. Includes investigations, reviews, correspondence, stated reasons for cases not accepted, status updates, informal complaint resolutions, opportunity for subjects of complaints to respond and notices to parties when a case is closed.</del>	<del>Cut off at the end of the fiscal year. <b>Destroy</b> when 3 years old.</del>	Superseded by Job / Item number:
	b. External inquiries and resolutions. Includes investigations, reviews, correspondence, stated reasons for cases not accepted, status updates, informal complaint resolutions,	Cut off at the end of the fiscal year. <b>Destroy</b> when 3 years old.	<u>DAA-0563-2019-0001-0002</u> Date (MM/DD/YYYY): <u>11/04/2019</u>

**OMBUDS – 2300 OMBUDSMAN**

Title	Description of Records	Disposition	Authority
<p>4. <b>OMBUDS 2300.3</b> <b>CONTACT CENTER</b> <b>INQUIRIES</b></p>	<p>opportunity for subjects of complaints to respond and notices to parties when a case is closed.</p>	<p>Cut off at the end of the fiscal. <b>Destroy</b> when 3 years old.</p>	
	<p>a. Inquiries and contacts from employees and the public.</p>		
	<p>b. Responses to inquiries from employees and the public.</p>	<p>Cut off at the end of the fiscal year. <b>Destroy</b> when 3 years old.</p>	
	<p>c. Contact Center generated statistics and reports.</p>	<p>Cut off at end of calendar year. <b>Destroy</b> when 5 years old.</p>	
<p>5. <b>OMBUDS 2300.4</b> <b>WORKPLACE AND</b> <b>CUSTOMER</b> <b>SERVICE</b> <b>RECORDS</b></p>	<p>Policy recommendations, findings, reports and issue papers regarding workplace-related and customer service issues, investigations and inquires. Includes publicized results of investigations, weekly, monthly, semi-annual and annual reports.</p>	<p><b>PERMANENT.</b> Cut off at end of calendar year. Transfer to FRC when, 3 years old. Transfer to NARA when 10 years old.</p>	

Superseded by job / item number:

DAA-0563-2019-0001-0001

Date (MM/DD/YYYY):

11/04/2019

IN PART - INTERNAL MATTERS ONLY

**OMBUDS – 2300 OMBUDSMAN**

Title	Description of Records	Disposition	Authority
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6. **OMBUDS 2300.5 PROGRAM RECORDS**

a. Conferences, seminars and meetings. Material from training programs and classes, including alternative dispute resolution classes. Training and support materials including alternative dispute resolution materials created by the office.

**Destroy** when superseded or obsolete.

b. Travel arrangements to conferences.

Cut off at end of fiscal year. **Destroy** when 6 years old.

c. Standard operating procedures and final policy documents. Includes procedures and policies for the treatment of confidential information, for manner and process of complaints, inquiries, and investigations, Ombudsman's independent review, jurisdiction, delegation authority, informal complaint resolutions.

**Destroy** when superseded or obsolete.

6/d. Superseded by:

DAA-0563-2019-0001-0002

DATE (MM/DD/YYYY):

11/04/2019

IN PART- INTERNAL MATTERS ONLY

d. Independent reviews conducted not resulting as a informal inquiry.

Cut off at end of fiscal year. **Destroy** when 3 years old.

7. **OMBUDS 2300.6 MARKETING**

a. Brochures, Sentinel articles, presentations, briefing materials, and all other marketing materials.

**Destroy** when superseded or obsolete.

b. Travel arrangements for marketing outreach.

Cut off at end of fiscal year. **Destroy** when 6 years old.

8. ~~**OMBUDS 2300.7 E-MAIL AND WORD PROCESSING DOCUMENTS**~~

~~(a) Copies that have no further administrative value after the recordkeeping copy is made. Includes copies maintained by individuals in personal files, personal electronic mail directories, or other personal directories on hard disk or network drives, and copies on shared~~

~~**Delete/destroy** within 180 days after the recordkeeping copy has been produced.~~

Superseded by Job / Item number:

GRS 5.1 Item 020 (DAA-GRS-2016-0016-0002)

DATE (MM/DD/YYYY):

ISSUED GRS TRANSMITTAL 28, JULY 2017

OMBUDS - 2300 OMBUDSMAN

Title	Description of Records	Disposition	Authority
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~~network drives that are used only to produce the recordkeeping copy.~~

~~(b) Copies used for dissemination, revision, or updating that are maintained in addition to the recordkeeping copy.~~ **Delete when dissemination, revision, or updating is complete.**

