

REQUEST FOR RECORDS DISPOSITION AUTHORITY (See Instructions on reverse)		LEAVE BLANK (NARA use only)	
TO NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR) WASHINGTON, DC 20408		JOB NUMBER	N1-566-08-8
1 FROM (Agency or establishment) Department of Homeland Security		DATE RECEIVED	4/3/08
2 MAJOR SUBDIVISION US Citizenship and Immigration Services (USCIS)		NOTIFICATION TO AGENCY	
3 MINOR SUBDIVISION Information and Customer Service			
4 NAME OF PERSON WITH WHOM TO CONFER Debra Rogers	5 TELEPHONE 202-272-1191	DATE 6/5/07	ARCHIVIST OF THE UNITED STATES Allen W. ...

6 AGENCY CERTIFICATION
I hereby certify that I am authorized to act for this agency in the matters pertaining to the disposition of its records and that the records proposed for disposal attached 2 page(s) are not 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 03/12/08	SIGNATURE OF AGENCY REPRESENTATIVE <i>Brian ...</i>	TITLE USCIS 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 GRS OR SUPERSEDED JOB CITATION	10.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	<p>Customer Management Information System (CMIS 2.0.1)</p> <p>CMIS (2.0.1) is a web based system that provides role based user access to queue customers who are seeking immigration information. The queuing mechanism within USCIS Local Office Information Units prioritizes customers to ensure they receive service in a timely and efficient manner, and allows USCIS personnel to better track customers and obtain chronological statistical reports.</p> <p>System users are USCIS personnel (employees and contractors). Users are designated by roles. USCIS personnel include:</p> <ul style="list-style-type: none"> • Immigration Information Officers (IIO) – USCIS employees trained to provide immigration information. • Supervisory Immigration Information Officers (SIO) – USCIS employees with additional expertise and functions, and providing oversight of the IIO • USCIS Headquarters personnel • System Administrators – USCIS contractors that provide training, help desk, and system maintenance support <p>Specific Restrictions: Access to CMIS is protected from unauthorized users through appropriate administrative, physical, and technical safeguards. These safeguards include restricting access to those with a need to know to perform their official duties, designating user roles, and using login and strong password one way hashing encryption.</p>		

115-109

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SA 6/12/08 copies sent to Agency, NMMW, NR

1.a	<p>Applicability. Agency-wide</p> <p>Vital Record No</p> <p>Specific Legal Requirement: 8 USC</p> <p>Q-flow</p> <p>Description: Q-flow system generates non-specific tickets with ticket numbers assigned by arrival time of customers, calls customers when it is their time for service, keeps track of time spent with the customer, captures how the customer was served based on a standard set of action codes, and provides chronological statistical reports for users</p> <p>a) Inputs. USCIS personnel provide information by selecting checkboxes that will contribute to capturing the amount of time necessary to serve the customer and how they served the customer (based on a standard set of action codes) No other systems provide information into Q-flow</p> <p>Disposition Temporary Destroy/delete after the data has been transferred to the master file and verified</p> <p>b) Master file: Data elements include ticket number, amount of time ticket was waiting, amount of time it took to serve ticket number, which Information Immigration Officer served the customer, and what was done for the customer.</p> <p>Disposition Temporary Destroy/delete when no longer needed for agency business</p> <p>c) Outputs: Immigration Information Officers are able to query statistical reports on themselves in regards to how many customers they served, how much time is spent with each customer, and the types of services provided. Supervisory Immigration Information Officers are able to query above information on the entire Information Unit USCIS HQ personnel are able to query the above information on a regional and national level</p> <p>Disposition Temporary Destroy/delete when no longer needed for agency business</p> <p>d) System Documentation: Record layouts, technical description of files, data dictionary, and SDLC documents</p> <p>Disposition: Temporary Destroy/delete when no longer needed for agency business</p>	<p><i>Gas 20 Item 2</i></p> <p><i>Gas 20 Item 16</i></p> <p><i>Gas 20 Item 11</i></p>	
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