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| 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 | NI-566-08-9 |
| 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 6/5/08 | ARCHIVIST OF THE UNITED STATES <i>Ally Wank</i> |

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.

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| DATE 03-12-08 | SIGNATURE OF AGENCY REPRESENTATIVE <i>Debra Rogers</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 GRS OR SUPERSEDED JOB CITATION | 10.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) |
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| 1 | <p>Customer Relationship Interface System (CRIS)</p> <p>CRIS is a web enabled system that offers role-based user access to information pertaining to immigration status, for customers to electronically comply with USCIS address change reporting requirements and request assistance or report a problem with their immigration case, and for USCIS personnel to document the issue, resolve and track the resolution</p> <p>System users are USCIS customers and USCIS personnel (employees and contractors). Customers are: Applicants, Petitioners, Employers, Attorneys, and Community Based Organizations (CBO) USCIS personnel include.</p> <ul style="list-style-type: none"> • Tier 1 personnel – USCIS contractors, Customer Service Representatives (CSR), the first level of customer service support on the toll free customer service number • Tier 2 personnel – USCIS employees located at the Eastern and Western Telephone Centers providing additional expertise for customer service • Immigration Information Officers (IIO) – USCIS employees trained to provide immigration information. • Supervisory Immigration Information Officers (SIIO) – USCIS employees with additional expertise and functions, and providing oversight of the IIO. • USCIS Headquarters personnel | | |

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| <p>1.a</p> | <p>Customers can access the system via the Internet to check their or their client's case status or to report a change of address. They can also access the system via the toll free phone number to check their case status, or request help with a problem. USCIS personnel access the system via the Internet and Intranet.</p> <p>Specific Restrictions: All records in CRIS are protected from unauthorized access through appropriate administrative, physical, and technical safeguards. These safeguards include restricting access to those with a need to know to perform their official duties, and using login and strong password one way hashing encryption.</p> <p>Applicability: Agency-wide</p> <p>Vital Record: No</p> <p>Specific Legal Requirement: 8 USC</p> <p>Case Status Service Online (CSSO) component</p> <p>Description: The CSSO provides updated immigration case status information to USCIS customers. Individual customers can create a customer portfolio account to access their case status information and receive updates via email. Representatives (e.g. attorney, employer, CBO) can create a representative portfolio account to track multiple applications and petitions on behalf of their clients. USCIS personnel access the system via the Internet to view the current information, usually during the creation of a service request. This allows the USCIS personnel the ability to verify pending status and the processing timeframes.</p> <p>a) Inputs. Immigration case status is collected from USCIS's Computer Linked Application Information Management System 3.0 and Computer Linked Application Information Management System 4.0 (CLAIMS 3 and 4, also referred to as C3, C4). The customer provides the remainder of the information.</p> <p>Disposition: Temporary. Status of Cases maintained for 12 months within the system after final disposition of the case (approved or denied), then transferred to tape for 5 years. After that time, data is deleted/destroyed.</p> <p>b) Master file. Data elements include application receipt number, customer demographic and case status information.</p> <p>Disposition: Temporary. Data is maintained for 12 months within the system, then transferred to tape for 5 years. After that time, data is deleted/destroyed.</p> <p>c) Outputs: Customer is able to print their case status information after appropriate login via internet.</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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| <p>1.b</p> | <p>Service Request Management Tool (SRMT) component</p> <p>SRMT provides USCIS Customer Service staff the ability to create Service Requests (SRs) to be directed to Service Centers, Local, and Asylum Offices where the customer's application or petition is in process. A Service Request is a record of a customer's request to research and resolve a problem pertaining to an application or petition. For example, a Service Request may result from an application in process that is determined to be overdue. SRMT provides the ability to create, retrieve, update, and close out SRs and to respond to customers by letter, fax, telephone, and email correspondence. In addition, SRMT retains the response information provided to the customer.</p> <p>a) Inputs: Applicant and Petitioner information and beneficiary information necessary to uniquely identify the Case for resolution at a USCIS Office or Center</p> <p>Disposition: Temporary. Completed Service Request Data is maintained for 180 days within the system, then transferred to Archive Tables for 1 year; then transferred to tape for 5 years. After that time, data is deleted/destroyed.</p> <p>b) Master file: Data elements include application receipt number, and customer information such as name, date of birth, place of birth, Alien number, current and previous mailing address, residence address, phone number, email address, Service Request number</p> <p>Disposition: Temporary. Completed Service Request Data is maintained for 180 days within the system, then transferred to Archive Tables for 1 year, then transferred to tape for 5 years. After that time, data is deleted/destroyed.</p> <p>c) Outputs: Change of Address information and printed/mailed response documentation required to complete a Service Request.</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, SDLC documents, and a user guide and training materials</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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