

REQUEST FOR RECORDS DISPOSITION AUTHORITY		LEAVE BLANK (NARA use only)	
To NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD, COLLEGE PARK, MD 20740-6001		JOB NUMBER <i>NI-060-10-33</i>	
1 FROM (Agency or establishment) Department of Justice		Date Received <i>8/10/10</i>	
2 MAJOR SUB DIVISION Civil Division		NOTIFICATION TO AGENCY 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request, including amendments is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10	
3 MINOR SUBDIVISION			
4 NAME OF PERSON WITH WHOM TO CONFER Larry Easterling	5 TELEPHONE (202) 616-8074	DATE <i>8/12/10</i>	ARCHIVIST OF THE UNITED STATES <i>[Signature]</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 _____ page(s) are not needed now 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. <input checked="" type="checkbox"/> is not required <input type="checkbox"/> is attached, or <input type="checkbox"/> has been requested			
DATE <i>8/6/2010</i>	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i> Jeanette Plante		TITLE Director, Office of Records Management Policy, JMD, DOJ
7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
	See attached sheets RG-060, DEPARTMENT OF JUSTICE CIVIL DIVISION Litigation Client Satisfaction Study (1994-1995) Pursuant to Executive Order 12862 (September 11, 1993), "Setting Customer Service Standards," and in accordance with the National Performance Review process, the Department of Justice (DOJ) established a Litigation Client Service Team in 1994 to review and improve client agency satisfaction with DOJ's litigation services. This Team included representatives from the Department's Civil Division, Antitrust Division, Civil Rights Division, Criminal Division, Environment and Natural Resources Division, selected U S Attorneys' Offices, and the Office of Policy Development. It conducted a study that gathered client satisfaction responses for use in developing a customer service plan and performance standards. The Team surveyed a sample of DOJ litigation clients in the Department of Defense (DOD) to determine agency satisfaction with (1) the conduct of DOJ attorneys and staff, (2) agency ability to participate in decision-making, (3) the resolution of disputes between agencies, (4) the conduct of litigation, (5) the provision and quality of DOJ legal		

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1	<p>counseling, and (6) the provision and quality of DOJ legal services. The final report, made in March 1995, found that DOD was generally very satisfied with DOJ's conduct of litigation but was less satisfied in the areas of available resources, communications, and participation in decision-making. The report made recommendations for actions to improve services, including a continuing assessment of client satisfaction, and proposed DOJ standards committed to providing the highest quality legal representation and advice to its clients.</p> <p>The records include documentation of the research and planning for the method and performance of the survey, internal DOJ reporting on the status and progress of the survey, copies of original survey responses, statistical tabulation and analyses of the responses, the final report, and correspondence within the Civil Division concerning the implementation of recommendations, standards, and policies derived from the conclusions of the study.</p> <p>Records associated with the 1995 Litigation Client Satisfaction Study of the Department of Justice</p> <p>Disposition: TEMPORARY. Transfer to WNRC immediately and destroy in the year 2020.</p>		