

REQUEST FOR RECORDS DISPOSITION AUTHORITY		JOB NUMBER <i>NI-048-09-9</i>	
TO NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date Received <i>5/15/2009</i>	
FROM (Agency or establishment) Department of the Interior		NOTIFICATION TO AGENCY	
2 MAJOR SUBDIVISION National Business Center		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request, including amendments, is approved except for items that may be marked "disposition not approved or "withdrawn" in column 10	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 Federal Consulting Group			
4 NAME OF PERSON WITH WHOM TO CONFER Lowell Flanders	4 TELEPHONE NUMBER 202-513-0823	DATE <i>5/15/09</i>	ARCHIVIST OF THE UNITED STATES <i>[Signature]</i>
5 AGENCY INFORMATION 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>1</u> 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 April 30, 2009	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature: Dawn Boswell]</i>		TITLE Office of the Secretary Records Officer
7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
7504 7504 1 7504 2	Federal Consulting Group Federal Consulting Group Case Files American Customer Satisfaction Index Reports (See Attachment for Description and Disposition)	N/A N/A	

7504 Federal Consulting Group The Federal Consulting Group provides consultation services aimed at overcoming the organizational challenges of client offices. This is accomplished through assessment and construction of organizational logic models, amongst other methods. The Federal Consulting group consists of three divisions: Consulting, Executive Coaching, and Performance Measurement & Customer Satisfaction. The Consulting and Coaching divisions provide the services indicated by their titles, while the Performance Measurement & Customer Satisfaction division provides clients with access to the American Customer Satisfaction Index (ACSI). The ACSI allows federal offices to demonstrate compliance with the President's Management Agenda and the Government Performance and Results Act to the Administration and Congress.

7504.1 Federal Consulting Group Case Files Documents created for specific clients and sorted as such. Files include both final work product created for the client, as well as documents utilized in the creation of final work product. Files contain Leadership assessment files, post coaching assessment documents and any other materials relating to consulting or coaching services rendered.

Disposition: Temporary. Cut off at end of fiscal year in which business with client is concluded. Destroy ten years after cut off.

7504.2 American Customer Satisfaction Index (ACSI) Reports Consists of ACSI reports generated for the clients of the Federal Consulting Group.

Disposition: Temporary. Cut off at end of fiscal year in which business with client is concluded. Destroy ten years after cut off.