

<b>REQUEST FOR RECORDS DISPOSITION AUTHORITY</b>		<b>LEAVE BLANK (NARA use only)</b>	
		JOB NUMBER <i>NI-075-07-7</i>	
To: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR) 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		DATE RECEIVED <i>1/04/07</i>	
1. FROM (Agency or establishment) <b>Department of Interior</b>		<u>Notification to Agency</u>  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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
2. MAJOR SUBDIVISION <b>Office of the Special Trustee for American Indians (OST)</b>			
3. MINOR SUBDIVISION <b>Field Operations</b>			
4. NAME OF PERSON WITH WHOM TO CONFER <b>Bryan Marozas, TBCC Manager</b>	5. TELEPHONE <b>505-816-1330</b>	DATE <i>6/12/07</i>	ARCHIVIST OF THE UNITED STATES <i>A. W. Wernick</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 for 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 type="checkbox"/> is not required <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.			
DATE <i>12/28/06</i>	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i>		TITLE <i>for</i> <b>Director, Office of Trust Records</b>
7. ITEM NO. <b>01</b>	8. DESCRIPTION OF ITEM AND PROPOSED RETENTION <b>Please See Attached Electronic Record Schedule for:  Trust Beneficiary Call Center (TBCC)</b>		9. GRS OR SUPERSEDED JOB CITATION
			10. ACTION TAKEN (NARA USE ONLY)
	<i>[Signature]</i> <i>12/28/2006</i> Chief Information Officer      Date Office of the Special Trustee for American Indians (OST)		

*At 6/15/07 copies sent to Agency, NARMC, NR*

# ELECTRONIC RECORDS SCHEDULE

Request for Records Disposition Authority, attachment to SF 115  
N1-075-07-7  
December 22, 2006

## Trust Beneficiary Service Center

**System Description:** The Trust Beneficiary Service Center system was created to track and document all beneficiary contacts whether they are inquiries about trust assets or requests for general information. The shared beneficiary contact database allows Trust Beneficiary Call Center staff (TBCC), Whereabouts Unknown (WAU) Project staff and Field Operations staff to: make more informed responses; provide consistent responses and eliminate duplicate transactions. The TBCC system allows for documentation of beneficiary's name and contact information. Updates and resolution to inquiries received by the Call Center are documented within the system. Implementation of the tracking system has allowed OST to provide better accountability to Indian beneficiaries by ensuring that all documented inquiries are resolved on a timely basis and with accurate information.

### a. Inputs:

Beneficiary name, address, IIM account number, and other personal identifiers are imported and manually input from ODR on a nightly basis. The inquiry category, description, updates and resolution and other ticket information and supporting documents must be keyed into ServiceCenter by the user. Scanned letters sent to the beneficiary may also be attached to a beneficiary contact record in ServiceCenter.

**Disposition: Apply disposition instructions approved for paper and microfilm records.**

### b. Data Files:

The master data files contain beneficiary's name and contact information, personal information (i.e., SSN, Tribal Affiliation), and inquiry and resolution of inquiry. Each inquiry is assigned a unique call number or incident number that be queried, as well as queried by any field (i.e., account number, status, contact name, etc.).

**Disposition: PERMANENT.** Create duplicate copy of records off-line and physically transfer to the National Archives upon approval of this schedule in accordance with NARA instructions and guidance. Subsequent legal transfer of the records will be as jointly agreed to between DOI and NARA, in accordance with regulations currently cited in 36 CFR 1228.270.

Data restricted in accordance with Privacy Act Notice.

### c. Outputs:

# ELECTRONIC RECORDS SCHEDULE

Service Center maintains beneficiary contact data that is used to generate required quarterly, weekly, monthly calls reports, incident reports, WAU reports usage and variance reports. Work -tickets, print screens, images and all data outputs from the ServiceCenter system.

**Disposition: Apply disposition instructions approved for paper and microfilm program records.**

d. Documentation

System Data specifications, data dictionary, file specifications, code books, record layouts, Trust Beneficiary ServiceCenter System Design and analysis documents, Trust Beneficiary ServiceCenter User Guide, output specifications, testing scenarios, final reports, regardless of medium, relating to the relational files or database.

**Disposition: PERMANENT.** Transfer to the National Archives with Relational Data Files identified in item b above.

# ELECTRONIC RECORDS SCHEDULE

Additional Information for: Trust Beneficiary Service Center

BIA Series/System Number:

Users: Trust Beneficiary Call Center employees; the WAU project employees and all OST field locations (approximately 70 field office locations)

Program: OST – Field Operations – Trust Beneficiary Call Center

Function: Tracking system to document all beneficiary contacts.

Related Series/Systems:

Location: OST IT Services-OCIO, 4400 Masthead NE, Albuquerque, NM 87109

Points of contact: Bryan Marozas, TBCC Manager 505-816-1330  
Carolyn Birdsell, CNI Project Manager 505-796-3145  
Ryan DeLuche, CNI Deputy Project Mgr 505-796-3146