

REQUEST FOR RECORDS DISPOSITION AUTHORITY		JOB NUMBER NI-237-09-11	
To National Archives and Records Administration (NIR) Washington, DC 20408		Date received 9-16-2009	
1 FROM (Agency or establishment) Dept of Transportation/Federal Aviation Administration (FAA)		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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10	
2 MAJOR SUBDIVISION Mike Monroney Aeronautical Center (AMC)			
3 MINOR SUBDIVISION AMI-900			
4 NAME OF PERSON WITH WHOM TO CONFER Kristin Taylor	5 TELEPHONE NUMBER 405-954-6021	DATE 30 Nov 09	ARCHIVIST OF THE UNITED STATES
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 <u>2</u> 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 checked="" type="checkbox"/> is not required <input type="checkbox"/> is attached, or <input type="checkbox"/> has been requested			
DATE 9/15/09	SIGNATURE OF AGENCY REPRESENTATIVE [Signature of]	TITLE Records Officer	
7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
1	Customer Service Center System(CSCS): Contains an IT service management (ITSM) software tool which is a ticket tracking system combined with survey functionality and a reports repository. Surveys are sent to random users daily when their incident tickets are closed. Survey response data is kept in the Help Desk Survey system under CSCS. The report Repository houses standard monthly reports created from the IT service management software as well as survey data. The Service Desk Personnel and/or users of the system enters the information directly into the CSCS and subsystems, therefore, there are no specific related input records. The CSCS which includes the sub-systems does not contain PII. A SORN or PIA is not required.		

7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION
	<p>a MASTER FILES</p> <p>Customer Service Center System(CSCS): Comprised of the following sub-systems</p> <ul style="list-style-type: none"> • Remedy - The Remedy system is the IT Service Management system tool used by ARC LOB Automation and Application Support personnel. The system is used to record, monitor and provide assistance with incident management issues, asset management, and asset configuration management, as well as call and support activity tracking and reporting. Remedy provides extended client functionality, also supporting pagers, PDA's, and Blackberry's. Specific capabilities include Service Desk, Incident Management, Problem Management, Asset and Configuration Management, Change Management, Service Level Management, Availability Management, Release Management, Service Continuity Management, Capacity Management, and Financial Management. • Web Reports - The CSC Web Reports System is intended to provide a cost-effective Internet-based tool for viewing and downloading AMI CSC Service Desk, ARC Office Automation Services and related support organizations' performance charts, graphs and reports based on data from the Axios assyst System and the CSC Web Survey System. • Web Survey - The CSC Web Survey System is intended to provide an efficient, cost-effective tool for collecting the opinions of AMI CSC Service Desk and ARC Office Automation Services customers regarding the service they have received from the Service Desk/Office Automation Services staffs, automatically consolidating and summarizing the customer opinions in a survey response database, and presenting the response data through a simple user query interface to authorized users of the system. Surveys are sent to random users daily when their incident tickets are closed. Survey response data is kept in the Help Desk Survey system under CSCS. <p>Disposition: TEMPORARY Cut off at the end of the fiscal year in which the last service activity is completed Destroy/delete when 3 years old or when no longer needed for review and analysis, whichever is later</p> <p>OUTPUTS</p> <p><u>1) Ad hoc reports and printouts</u></p> <p>Temporary. Delete when no longer needed for administrative, legal, audit, or other operational purposes (GRS 20 Item 16)</p> <p><u>2) System Documentation</u></p> <p>Temporary Destroy/delete upon authorized deletion of the related electronic records or upon the destruction of the output of the system if the output is needed to protect legal rights, whichever is later, (GRS 20 Item 11(a)(1))</p>	<p>New Item</p>