FAA Electronic Records Inventory Form for Scheduling
ASO-31 Customer Service Call Management (CSCM) System

REQUEST FOR RECORDS DISPOSITION AUTHORITY

| To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION                                      |
| 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001                                      |
| JOB NUMBER                                                                       |
| WI-237-09-13                                                                     |
| Date received                                                                   |
| 9-2-09                                                                          |

1. FROM (Agency or establishment) Federal Aviation Administration / Southern Regional Headquarters

2. MAJOR SUBDIVISION
ARC ASO-30 Executive Operations

3. MINOR SUBDIVISION
ASO-31

4. NAME OF PERSON WITH WHOM TO CONFER
Vivian Artis, ARC-28 IT

5. TELEPHONE NUMBER
404-305-5928

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 1 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,

☐ is not required  ☑ is attached; or  ☐ has been requested.

DATE 9-2-09  SIGNATURE OF AGENCY REPRESENTATIVE  TITLE

7. ITEM NO.  8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION
See attached page.

9. GRS OR SUPERSEDED JOB CITATION

10. ACTION TAKEN (NARA USE ONLY)

INACTIVE - ALL ITEMS SUPERSEDED
Item 1: Customer Service Call Management System. (1200-External Relations - General Management & Administration) Customer Service Call Management system was created as a means of tracking incoming customer calls and track where those calls were referred for resolution. The system allows key users the ability to create customer service call records, track or modify existing call records and generate reports for time sensitive decision making. Customer Service Call Management System is used to track incoming customer calls received from the general public and refer them to the appropriate Line of Business for resolution.

a. Master Database

Database contains information used to track the status of incoming customer calls received from the general public. The master file contains Name/Organization, Contact Phone number, Email address, Category of Inquiry, Reason for Inquiry, Referred to (Name), Referred to (Org), Record date, Solution - How Handled, and Completed Date.

Temporary. Cut off at the end of the calendar year in which the record was created. Delete record from the database one year after cut off.

b. Adhoc reports and printouts.

Temporary. Cut off at the end of the calendar year in which the record was created. Delete when the agency determines that they are no longer needed for administrative, legal, audit, or other operational purposes. (GRS 20 Item 5)

c. Documentation (Instructional handbook, record layout, user manual, and data dictionaries)

Temporary. Destroy or 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 29, Item 11.1)

Superseded by Job / Item number:

Item 1A Superseded by DAA-GRS-2017-0002-0001

Date (MM/DD/YYYY):
July 17, 2019