

Request for Records Disposition Authority

Records Schedule Number **DAA-GRS-2017-0001**

Schedule Status **Approved**

Agency or Establishment **General Records Schedules (National Archives and Records Administration)**

Record Group / Scheduling Group **General Records Schedules**

Records Schedule applies to **Agency-wide**

Schedule Subject **GRS 5.8: Administrative Help Desk Records**

Internal agency concurrences will be provided **No**

Background Information **Help desk services are provided by service centers to respond to Government and contract employees' technical and administrative questions. This schedule covers records on managing administrative, technical, and information technology (IT) help desks. It includes records on assistance provided both within the agency and through inter-agency service agreements on functions such as IT help, security, parking, payroll, timekeeping, human resources, etc.**

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
1	0	1	0

GAO Approval

Outline of Records Schedule Items for DAA-GRS-2017-0001

Sequence Number	
1	Technical and administrative help desk operational records Disposition Authority Number: DAA-GRS-2017-0001-0001

Records Schedule Items

Sequence Number					
1	<p>Technical and administrative help desk operational records</p> <p>Disposition Authority Number DAA-GRS-2017-0001-0001</p> <p># records of incoming requests (and responses) made by phone, email, web portal, etc. # trouble tickets and tracking logs # quick guides and "Frequently Asked Questions" (FAQs) # evaluations and feedback about help desk services # analysis and reports generated from customer management data # customer/client feedback and satisfaction surveys, including survey instruments, data, background materials, and reports Exclusion: Public customer service records, scheduled under GRS 6.5</p> <p>Final Disposition Temporary</p> <p>Item Status Active</p> <p>Is this item media neutral? Yes</p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes</p> <p>Do any of the records covered by this item exist as structured electronic data? Yes</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Manual Citation</th> <th>Manual Title</th> </tr> </thead> <tbody> <tr> <td>GRS 5.8, item 010</td> <td></td> </tr> </tbody> </table> <p>GRS or Superseded Authority Citation N1-GRS-03-001/ 10/A N1-GRS-03-001/ 10/B</p> <p>Disposition Instruction</p> <p>Retention Period Destroy 1 year after resolved, or when no longer needed for business use, whichever is appropriate.</p> <p>Additional Information</p> <p>GAO Approval Not Required</p>	Manual Citation	Manual Title	GRS 5.8, item 010	
Manual Citation	Manual Title				
GRS 5.8, item 010					

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 in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

Date	Action	By	Title	Organization
12/09/2016	Certify	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
05/16/2017	Submit for Concurrence	Katherine Kim	Appraisal Archivist	National Archives and Records Administration - Records Management Services
05/19/2017	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
05/19/2017	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
05/22/2017	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist

GENERAL RECORDS SCHEDULE 5.8: Administrative Help Desk Records

Help desk services are provided by service centers to respond to Government and contract employees' technical and administrative questions. This schedule covers records on managing administrative, technical, and information technology (IT) help desks. It includes records on assistance provided both within the agency and through inter-agency service agreements on functions such as IT help, security, parking, payroll, timekeeping, human resources, etc.

Item	Records Description	Disposition Instruction	Disposition Authority
010	<p>Technical and administrative help desk operational records.</p> <ul style="list-style-type: none"> • records of incoming requests (and responses) made by phone, email, web portal, etc. • trouble tickets and tracking logs • quick guides and "Frequently Asked Questions" (FAQs) • evaluations and feedback about help desk services • analysis and reports generated from customer management data • customer/client feedback and satisfaction surveys, including survey instruments, data, background materials, and reports <p>Exclusion: Public customer service records scheduled under GRS 6.5.</p> <p>Supersedes: GRS 24, item 10a (N1-GRS-03-1, item 10a) GRS 24, item 10b (N1-GRS-03-1, item 10b)</p>	<p>Temporary. Destroy 1 year after resolved, or when no longer needed for business use, whichever is appropriate.</p>	<p>DAA-GRS-2017-0001- 0001</p>

Transmittal No. 28
xxx 2017

General Records Schedule 5.8

New GRS				Old GRS			
5.8	010	1 year	DAA-GRS-2017-0001-0001	24	10a	1 year	N1-GRS-03-1 item 10a
				24	10b	1 year	N1-GRS-03-1 item 10b