

REQUEST FOR RECORDS DISPOSITION AUTHORITY		JOB NUMBER <i>01-60-10-28</i>	
To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date received <i>6/17/10</i>	
1 FROM (Agency or establishment) Department of Justice		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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10	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 Office of Inspector General			
3 MINOR SUBDIVISION Management & Planning Division			
4. NAME OF PERSON WITH WHOM TO CONFER Jane H. Alperson <i>Jane Alperson</i>	1 TELEPHONE NUMBER 202-616-4550	DATE <i>5 Jun 11</i>	ARCHIVIST OF THE UNITED STATES <i>[Signature]</i>
2 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> 1 </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 <i>6/14/2010</i>	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i>		TITLE <i>Director, OIGMP</i>
7. ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
	M&P Customer Satisfaction Survey System The Office of the Inspector general (OIG) was established in the U.S. Department of Justice on April 14, 1989. The OIG investigates alleged violations of criminal and civil laws, regulations, and ethical standards arising from the conduct of the Department's employees in their numerous and diverse activities. The OIG provides leadership and assists management in promoting integrity, economy, efficiency, and effectiveness within the Department and its financial, contractual, and grant relationships with others (SEE ATTACHED)		

**Department of Justice Office of Inspector General
Management & Planning Division
M&P Customer Satisfaction Survey System**

The Management and Planning Division (M&P) of the Office of Inspector General (OIG) is responsible for providing diverse administrative support services and has a continuing interest in improving its customer services and products. M&P is divided into six functional areas: Office of Administrative Services, Office of Communication and Evaluation; Office of Financial Management; Office of Human Resources; Office of Information Technology; and Office of Security Programs. M&P solicits from each non-M&P division and office feedback that represents views on accuracy, clarity, timeliness, usefulness, responsiveness, and professionalism of M&P employees and the services and products they provide. M&P also solicits feedback from responders on the value of its publications and communications. The front end of the M&P Customer Satisfaction Survey System is a web page accessed only by authorized individuals who enter raw data through an online form. The data is stored in a SQL Server database and retrieved from the database into various backend spreadsheets that present the data in tabular and graphic formats.

1. Inputs.

Description: Designated responders, typically consisting of OIG senior managers, heads of field and regional offices, and administrative officers, manually enter information into a web form.

Disposition: TEMPORARY, delete/destroy after data has been successfully captured, entered, and verified in database and is no longer needed (GRS 20) Item 2

2. Master File.

Description: The Master File of the M&P Customer Satisfaction Survey System is a SQL Server database that compiles and reports survey response data. The Master File consists of, but is not limited to, questions, question type, group questions, question choices, question grouped choices, survey answers, survey answers archive, and survey submitted.

Disposition: TEMPORARY. Cut off at the end of the fiscal year in which data was collected
Destroy/delete 5 years after cutoff

3. Outputs.

Description: The M&P Customer Satisfaction Survey System exports information to various spreadsheets that are used to generate reports, statistical analyses, and bar graphs that show survey results in a variety of ways. Such graphs can show a multi-year comparison of results or just results from a single survey. The reports can show results for an M&P office or for M&P as a whole. This can incorporate results from all of the OIG respondents, or just from one division, or from just one office. In addition, outputs are inserted into summary reports created in a word processing software.

Disposition: TEMPORARY Cut off at the end of the fiscal year in which data was collected.
Destroy/delete 5 years after cutoff.

GRS 20, items 4, 5, 6, +16

4. System Documentation.

Description: Includes code sheet and other system documentation.

Disposition: TEMPORARY. Destroy/delete when superseded or obsolete. (GRS 20) item 11(a)(1)