

National Archives and Records Administration
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-GRS-2017-0001

Status: APPROVED
Date Approved: 05/22/2017
Last Modified: 11/02/2024

General Information

Agency or Establishment	General Records Schedules (National Archives and Records Administration)
Record/Scheduling Group	GRS - General Records Schedules
Records Schedule Applies To	Government-wide All agencies except:
Schedule Subject	GRS 5.8: Administrative Help Desk Records
Additional Schedule 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.
Is There a Classified Version of This Schedule?	No
Is consultation and coordination with Tribal Governments required?	Predate requirement

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Item Count

Total number of disposition items: 1

Number of Temporary disposition items: 1

Number of Permanent disposition items: 0

Number of Items with Disposition Not Approved: 0

Number of Inactive disposition items: 0

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

Item #	Title	Disposition
0001	Technical and administrative help desk operational records	Temporary

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Records Schedule Items

DAA-GRS-2017-0001-0001		STATUS: Active	
ITEM GENERAL INFORMATION			
Item Title	Technical and administrative help desk operational records		
Item Description	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		
Is this item media neutral?	Yes		
Is this item a Big Bucket?			
MANUAL CITATION			
Agency Code	GRS 5.8, item 010		
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS			
Does this item supersede existing disposition authorities?	Yes		
	Superseded Items		
Superseded Item	Item Superseded in Part?	Explanation	
N1-GRS-03-001/ 10/A	No		
N1-GRS-03-001/ 10/B	No		
Is this item a deviation from the GRS?	No		
DISPOSITION INSTRUCTION			
Final Disposition	Temporary		
Retention Period	Other: Destroy 1 year after resolved, or when no longer needed for business use, whichever is appropriate.		
ADDITIONAL INFORMATION			
Are any of the records covered by this item national security classified?			
GAO Approval Required	No		

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Signatory Information

Action	User	Date
Approve	David Ferriero	05/22/2017