

REQUEST FOR RECORDS DISPOSITION AUTHORITY		JOB NUMBER N1-064-08-1	
To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date received 11/20/07	
1 FROM (Agency or establishment) National Archives & Records Administration		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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10	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 Regional Records Services			
3 MINOR SUBDIVISION National Personnel Records Center (St. Louis)			
4. NAME OF PERSON WITH WHOM TO CONFER Richard Marcus	5 TELEPHONE NUMBER 301-837-1942	DATE 2/28/08	ARCHIVIST OF THE UNITED STATES <i>Allen W. Davis</i>
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>3</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 NOV 19 2007	SIGNATURE OF AGENCY REPRESENTATIVE <i>Richard W. Marcus</i> Richard W. Marcus		TITLE NARA Records Officer
7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
	CASE MANAGEMENT & REPORTING SYSTEM See attached page(s).		
<i>LE 2/28/08 copies sent to agency, NWMC, & ROR</i>			

File No. 1340: Case Management and Reporting System (CMRS)

The Case Management and Reporting System (CMRS) manages customer requests for military personnel, medical, and organizational records at the National Personnel Records Center in St. Louis, Missouri. It maintains data regarding each request, helps to locate the appropriate folder for the veteran in question, groups requests and identifies duplicate requests for assignment to the same staff member, manages the efficient retrieval of folders from the shelves, tracks removed folders and facilitates folder refiling. The system also processes copies of selected military documents, produces any needed correspondence with the customer and facilitates document shipment to the customer.

Requests for documents or information are received by letter, on forms or as a paper SF 180, Request Pertaining to Military Records sent via the USPS, by fax, by commercial delivery service, or electronically via a web interface. Ultimately, all documentation is entered into the CMRS database.

CMRS is also used to manage staff workload, assigning cases to individual staff members based on resource availability and existing caseload.

1. Customer requests (“Scanned paper”)

~~SF 180s, forms and letters requesting copies of documents or information contained in an OMPF, medical record, or in organizational records and Web generated signature sheet. All documents are “hard copies” and are imaged. Digital images are retained in CMRS database.~~

~~Destroy paper originals 30 days after assignment of case to a technician or 30 days after case is closed, whichever comes first. (GRS 20, Item 2a./NARA 1340-1)~~

2. CMRS data

2A. Data

Data gathered and/or generated as the result of receiving and processing a customer request for copies of documents or information from an OMPF, medical record, or an organizational record. Includes date, nature, and purpose of request, name and address of requestor (commonly called “access information”), name and service number of veteran whose data are being requested, request processing information, images of requestor documentation, response documents, customer contacts and work notes generated by staff working a request case. Logical record is based on a specific request, not on the veteran.

Transaction data forms the bulk of the CMRS data. This data serves a secondary purpose for operational matters such as personnel management.

Disposition: **TEMPORARY**. Cut off transaction data associated with closed and re-filed requests at the end of each fiscal year. Destroy transaction data 5 years after cutoff.

2B. Output: Access Information (Disclosure Data Extract)

Access information (also known as disclosure data) is an extract of the live, transaction data and includes data elements needed for NARA's management of the records in accordance with the Privacy Act. Data elements may include, but not be limited to: service member name, service identification number, date requested, name of requester, purpose of the request, and associated records block. A record of disclosure is often comprised of the customer request and response both of which may be in various formats such as scanned images, word processing files, or data gathered from web forms. The Privacy Act states that access information related to these records must be maintained and provided upon request until the associated records are accessioned into the permanent holdings of the National Archives.

Cut off disclosure data associated with closed and re-filed requests at the end of each fiscal year. Export disclosure data associated with these requests to a record of disclosure file external to CMRS.

3. CMRS Analytics/Data Warehouse

3A. Data

CMRS Analytics is the management sub-system that stores CMRS activity data used by managers and supervisors for program management and evaluation.

The Performance Management and Reporting System (PMRS) imports datafields/elements from CMRS relating to volume, turnaround of request, and other statistics.

Disposition: **TEMPORARY**. Delete data 10 years after the end of the fiscal year in which the data were created.

3B. Output: Management Reports

~~Hardcopy and electronic reports generated by the Analytics/Data Warehouse.~~

~~Disposition: **TEMPORARY**. File with related records and follow instructions for the related records. (Various NARA schedules)~~

4. All other documentation generated as part of the fulfillment process.

~~Includes Finding Aid Reports (FARS) and charge out cards.~~

~~Destroy when no longer needed. (NARA 1340-4)~~

5. System documentation

~~Destroy when superseded or obsolete. (GRS 20, Item 11 a./NARA 1340-5)~~

6. **Backups of Files.**

~~Electronic copies of the CMRS Database that are maintained in case the database is damaged or inadvertently erased.~~

~~Disposition: TEMPORARY.~~

~~**6A. Incremental Backups:** Daily backups (usually made after the close of business) of system transactions made on that day only.~~

~~Destroy at the end of each week after full backup is made and verified. (N1-64-02-2, item 1)~~

~~**6B. Full Backups:** Full system backup (usually taken once a week after the close of the business week) which becomes a copy of the system for that point in time.~~

~~Destroy each backup when 2 months old. (N1-64-02-2, item 2)~~