

# STATE AGENCY RECORDS RETENTION SCHEDULE

State University Model  
U. Electronic and Related Records  
4. User/Office Automation Support

Record Group  
Number  
7050

Series	Records Title and Description	Function and Use
U2130	<p><b>Site/Equipment Support Files</b></p> <p><b>Access Restrictions</b></p> <p><b>Contents</b></p> <p><b>Retention and Disposition</b></p>	<p>This series consists of records documenting support services provided to specific data processing equipment or installations. These include site visit reports, program and equipment service reports, service histories, and correspondence and memoranda that document the day-to-day maintenance of the system equipment. These records may exist in paper or electronic form. (Related record E0047, E0049, E0050, E0051)</p> <p>None</p> <p>Site visit reports, program and equipment service reports, service histories, maintenance logs, and correspondence and memoranda.</p> <p>Destroy site visit reports, problem and equipment service reports, and routine correspondence and memoranda three (3) years after creation. Destroy service histories and other summary records after the related equipment is no longer in use.</p>
U2131	<p><b>Help Desk Telephone Logs and Reports</b></p> <p><b>Access Restrictions</b></p> <p><b>Contents</b></p> <p><b>Retention and Disposition</b></p>	<p>This series consists of records used to document requests for technical assistance and responses to these requests as well as to collect information on the use of computer equipment for program delivery, security, or other purposes. These records are needed to monitor user problems and equipment use, to compile monthly and annual statistics, and for reference for planning, management analysis, and other administrative purposes. These records may exist in paper or electronic form. (Related record E0046)</p> <p>None</p> <p></p> <p>Destroy one (1) year after creation.</p>
U2132	<p><b>Training Course Information</b></p> <p><b>Access Restrictions</b></p> <p><b>Contents</b></p> <p><b>Retention and Disposition</b></p>	<p>This series consists of memoranda, flyers, catalogues, registration forms, rosters, and other records relating to training courses run by a data processing user support or office automation support unit.</p> <p>None</p> <p>Memoranda, flyers, catalogues, registration forms, rosters, and other records.</p> <p>Destroy when superseded or obsolete, but retain summary schedule documenting training provided to users until audit requirements are met.</p>
U2133	<p><b>Software Review Files</b></p> <p><b>Access Restrictions</b></p> <p><b>Contents</b></p> <p><b>Retention and Disposition</b></p>	<p>This series consists of records related to the review and recommendations for software for agency use. These records include vendor information, manuals, software reviews, and related material.</p> <p>None</p> <p>Includes vendor information, manuals, software reviews, and related material.</p> <p>Destroy after software is no longer used by university, but not before audit requirements are met.</p>