

## Agency Function and Records Summary

### General Schedule for State Agencies

#### Additions to the Schedule

- Series E0060, Agency Run Summary Computer Usage Reports  
**Proposed retention:** Retain summary/usage reports until all audit or legal requirements for the record have been met, then destroy.  
**Rationale:** This series has primary administrative value because it represents computer summary and/or usage reports generated by the Commonwealth's state agencies.
- Series E0061, COT Hosted Computer Run Scheduling Records  
**Proposed retention:** Retain until end of current fiscal year, then destroy.  
**Rationale:** This series has primary administrative value because it represents computer run scheduling records maintained by agencies for COT hosted applications and systems.
- Series E0062, Service Desk/Service Now Request Logs and Reports  
**Proposed retention:** Retain until one (1) year after report or log creation, then destroy.  
**Rationale:** This series has primary administrative value because it represents ServiceNow portal and 3rd party vendor service desk request logs and report records used to document requests for technical assistance.

# STATE AGENCY RECORDS RETENTION SCHEDULE

## General Schedule for State Agencies Electronic and Related Records

Series	Records Title and Description	Function and Use
E0060	<b>Agency Run Summary Computer Usage Reports</b>	This series represents summary reports and other usage report records run by an agency to document computer usage for reporting or cost recovery purposes. These records may complement records needed for reporting, reference, system audits, system security, or other purposes.
	<b>Contents</b>	Series may contain: Terminal name, date, time, log on information, list of applications, identity of the user, billing code, amount, product information.
	<b>Retention and Disposition</b>	Retain summary/usage reports until all audit or legal requirements for the record have been met, then destroy.
E0061	<b>COT Hosted Computer Run Scheduling Records</b>	This series represents computer run scheduling records maintained by agencies for COT hosted applications and systems. The scheduled run reports include daily schedules, run reports, run request, and other records documenting the successful completion of a run. Scheduling records for the current fiscal year may be needed for audits. Information on runs may also be retained in internal system logs, which should be retained with series E0027, System Backup Files and series E0060, Agency Run Summary Computer Usage Reports.
	<b>Contents</b>	Series may contain: Daily schedules, run reports, run requests, system identification, start time, completed time, problem statement (if any), scheduling statement, re-run statement (if needed), related correspondence.
	<b>Retention and Disposition</b>	Retain until end of current fiscal year, then destroy.
E0062	<b>Service Desk/Service Now Request Logs and Reports</b>	This series represents ServiceNow portal and 3rd party vendor service desk request logs and report 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. Commonwealth Office of Technology (COT) hosts the ServiceNow portal which allows employees to: report issues, view service alerts, and check ticket statuses, but agencies may also have a helpdesk operated by the vendor used for the application or system which should be maintaining logs and report records for agencies.
	<b>Contents</b>	Series may contain: Requesting employee name, agency, address, telephone number, date, request summary, field service branch, technician name, hardware lists, software lists, billing codes, access management group lists, description of incident, related correspondence.
	<b>Retention and Disposition</b>	Retain until one (1) year after report or log creation, then destroy.