

GENERAL RECORDS SCHEDULE 5.8: Administrative Help Desk Records

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.

Item	Records Description	Disposition Instruction	Disposition Authority
010	Technical and administrative help desk operational records. • 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.	Temporary. Destroy 1 year after resolved, or when no longer needed for business use, whichever is appropriate. Note: DOE is evaluating appropriate retention for these records. Do not destroy until updated schedule published	DAA-GRS-2017-0001-0001