

SCHEDULE NO. 55

INFORMATION TECHNOLOGY AND COMMUNICATION SYSTEMS RECORDS

General Description: Records relating to computer, information technology and communication systems operations.

*No record may be destroyed under this Retention Schedule if it is pertinent to any current, pending or anticipated investigation, audit or legal proceeding. The **minimum retention periods specified in this schedule apply to the information contained within the record copy, regardless of the physical format of the record copy (paper, microfilm, electronic).** Each municipality must decide on the physical format for each type of record, ensuring authenticity, readability and accessibility for the entire retention period. **Duplicate Copies:** Retain duplicated copies until no longer needed but not longer than the record copy.*

**** Electronic Records in General:** Retention is based on content, retain for the retention period for specific type of Record. See also, Appendix G - Preservation of Records.

55.10 COMMUNICATION AND TECHNOLOGY SYSTEMS RECORDS

Records relating to the installation, operation, and maintenance of communication and computer systems and software. Also see 75.030 B., Licenses, Permits, Supporting Documentation - Issued to the Municipality.

A. Access Control and Security Records

Records required to establish and maintain computer security, including: access requests, authorizations, encryption keys, journals, password documentation, reports, system access logs and other access control records.

1. System Access Logs

Retention: 6 months

2. All Other Access Control/Security Records

Retention: Delete when no longer administratively useful

B. Computer Audit Reports

Completed to determine compliance with policies relating to software and electronic records management.

Retention: Until subsequent audit is completed

C. Computer Backup Records

1. Computer Backup Documentation

Documentation related to how and when regular computer records backups are completed.

Retention: 1 year after superseded or obsolete

2. Computer Contingency Backup

Records recorded on electronic media consisting of copies of programs or instructions necessary to retrieve copied information and data identical in physical format to a master file or database and retained in case the master file or database is damaged or inadvertently erased.

Retention: Retain off-site until replaced or superseded

D. Computer Hardware and Software Documentation

Written documentation necessary to operate computer equipment or programs and to access or retrieve stored information or data. Documentation may be in paper or electronic formats and may include: flowcharts, hardware specifications, maintenance requirements, operation and user manuals, system change records, records of rights to use software, source codes, etc.

Retention: Until computer equipment or software is no longer needed to retrieve or store data

E. Computer System Maintenance Records

Documentation of maintenance of computer systems and components needed to ensure compliance with warranties or service contracts, schedule regular maintenance and diagnose system or component problems. Includes: component maintenance records, computer equipment inventories, failure logs, hardware performance reports, invoices (copies), maintenance contracts (copies), warranties, etc.

Retention: Life of system

F. Computer System Program Records

Documentation pertaining to development, installation, modification, troubleshooting, operation and removal of software from computer systems; records required to plan, develop, operate, maintain and use electronic records; and technical specifications, file specifications, code books, record layouts, flowcharts, job control language, operating instructions, user guides, system overviews, output specifications, migration plans and other records pertaining to systems operations.

Retention: Until superseded or no longer needed to retrieve or read data and information that is stored electronically

G. Computer System Test Records

Electronic files or reports created in the monitoring and testing of system quality and performance, as well as related documents for the electronic files/records.

Retention: Delete or destroy when no longer administratively useful

H. Network and Fiber Optics Records

Documentation of the wiring of the computer network system, including blueprints, diagrams and drawings of layout and installations of fiber optics, computer networks, cables, computer equipment connections and similar documentation.

Retention: Until superseded

I. System Usage Records

Electronic files created to monitor system usage, including call detail and telephone usage records, log-in files, audit trail files, cost-back files used to assess charges for system use, system-created or vendor-originated logs documenting various aspects of information technology systems operations. See also 75.030 B., *Licenses, Permits, Supporting Documentation - Issued to the Municipality*.

Retention: Until system capacity is exceeded

J. User Data - Communication Systems

Includes the following types of electronic data: cap codes, electronic records of users, extension and pager numbers, service providers, VOIP user records, etc.

Retention: Until superseded

55.020 Reserved

55.030 DISASTER PREPAREDNESS AND RECOVERY PLANS - IT

Documents the protection and reestablishment of data processing services and equipment in case of a disaster; includes: checklists, emergency contact information and procedures.

Retention: Until superseded by revised plan

55.040 Reserved

55.050 ELECTRONICALLY STORED INFORMATION (ESI) DATA MAPS

Diagrams of computer systems and associated narrative information explaining the locations and context of the information stored within the computer systems, used for electronic discovery purposes.

Retention: Until superseded

55.60 PROJECT RECORDS - INFORMATION TECHNOLOGY AND COMMUNICATION SYSTEMS

Project records relating to the planning, development, design, selection, acquisition, installation, management, modification, conversion, upgrade and replacement of communications, computer and information systems technology; project files may include: analyses, assessments, evaluations, reports and studies; correspondence and project notes; project charters, plans, planning and development records, project team and vendor meeting records; user requirements, specifications, drawings, standards, architecture and design; quality assurance testing reports, statistics and coverage requirements; issues logs; and other project records and documentation.

A. Implemented Systems

Retention: Until superseded

B. Systems not Implemented

Retention: 3 years

55.70 TELEVISION SYSTEM RECORDS - MUNICIPALLY OPERATED**A. Programming Records**

Scheduling and programming records for the television system.

Retention: 2 years

B. Television System Records

Records relating to the operation and maintenance of the television system technology. See also 55.010.C, Licenses - Communication Systems

Retention: Life of system + 1 year

55.80 WEBSITE AND INTRANET RECORDS

A group of World Wide Web or internal web pages containing hyperlinks to each other and made available online for responding to public inquiries and providing information.

A. Access Reports and Use Tracking Logs - Website and Intranet

Reports tracking hits to the website or intranet by internal and external sources.

Retention: 2 years

B. Development and Evolution Records - Web Pages

Documentation of development and changes to the website or intranet web pages.

1. Web Pages and Related Scripts - Internet and Extranet - Home Pages and Indexes

Retention: 10 years for superseded pages and 2 years for informational only pages

2. Intranet Web Pages Designed for Internal Access to Information

Retention: Delete when no longer useful

C. Page Design Records - Web Pages

Style guide for web page design.

Retention: Until superseded or until no longer needed for reference

** CMCA Records Committee will be re-examining the retention of websites.

Cross References

Agreements and contracts - 40.030, Agreements and Contracts
 Communication tower permits - 75.020.F, Permits Issued by the Municipality in General
 Correspondence and general documentation - 40.100, Correspondence and General Documentation
 Inventories - 30.030.C, Inventories
 Policies and procedures - 40.220, Policies and Procedures Documentation
 Reports - 40.290, Reports
 Rules, regulations and standards - 40.310, Rules, Regulations and Standards