

DEPARTMENT OF INFORMATION TECHNOLOGY

PROGRAM RECORDS RETENTION AND DISPOSITION SCHEDULE

ORGANIZATIONAL NAME CHANGE

An organizational name change to this Program Records Retention and Disposition Schedule is hereby approved. The Program Records Retention and Disposition Schedule reflects the following organizational changes:

Office of the Governor, Office of Information Technology Services to Department of Information Technology

No new items have been added, no items have been deleted, and no changes have been made to any existing series descriptions or disposition instructions in the most recent versions of the listed schedules. In accordance with the provisions of Chapters 121 and 132 of the General Statutes of North Carolina, it is agreed that the records of the

DEPARTMENT OF INFORMATION TECHNOLOGY

do not and will not have further official use or value for administrative, research, or reference purposes after the respective retention periods specified herein. The N.C. Department of Natural and Cultural Resources consents to the destruction or other disposition of these records in accordance with the retention and disposition instructions specified in this schedule. The agency agrees to comply with 07 NCAC 04M .0510 when deciding on a method of destruction. Confidential records will be destroyed in such a manner that the records cannot be practicably read or reconstructed. However, records subject to audit or those legally required for ongoing official proceedings must be retained until released from such audits or official proceedings, notwithstanding the instructions of this schedule.

The Department of Information Technology and the Department of Natural and Cultural Resources agree that certain records series possess only brief administrative, fiscal, legal, research, and reference value. These records series have been designated by retention periods which allow them to be destroyed when "*administrative/reference value ends.*" The Department of Information Technology hereby agrees that it will establish and enforce internal policies setting minimum retention periods for records with this disposition instruction. Without the establishment of internal policies, the agency is not authorized by the Department of Natural and Cultural Resources to destroy these records. For those record series scheduled to be microfilmed, the Department of Information Technology will be responsible for cost of microfilm production.

The Department of Information Technology and the Department of Natural and Cultural Resources concur that the long-term and/or permanent preservation of electronic records require additional commitment and active management by the agency. The Department of Information Technology agrees to comply with all policies, standards, and best practices published by the Department of Natural and Cultural Resources regarding the creation and management of electronic records.

E-mail messages sent or received by Executive Branch agencies shall be retained for 5 years pursuant to Executive Order No. 12 (issued May 21, 2013, by Governor Pat McCrory). Any e-mail messages requiring retention longer than 5 years, including those with permanent historical value, shall be designated with specific retention periods in this program records schedule. Public records including electronic records not listed in this schedule or in the *General Schedule for State Agency Records* are not authorized to be destroyed.

The Department of Information Technology agrees to destroy, transfer or dispose of records in the manner and the times specified herein. This schedule is to remain in effect until superseded.

APPROVAL RECOMMENDED



Teresa Bank
Chief Records Officer

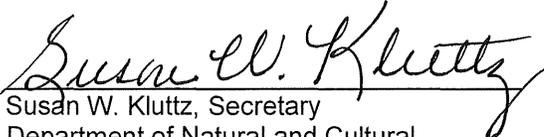


Sarah E. Koontz, Director
Division of Archives and Records

APPROVED



Keith Werner, State Chief Information Officer
Department of Information Technology



Susan W. Klutz, Secretary
Department of Natural and Cultural
Resources

OFFICE OF THE GOVERNOR
OFFICE OF INFORMATION TECHNOLOGY SERVICES
DEPUTY STATE CHIEF INFORMATION OFFICER
CUSTOMER AND PUBLIC RELATIONSHIP MANAGEMENT

Program Records Retention and Disposition Schedule

The Program Records Retention and Disposition Schedule and retention periods governing the records series listed herein are hereby approved. In accordance with the provisions of Chapters 121 and 132 of the General Statutes of North Carolina, it is agreed that the records of the

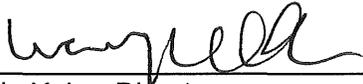
CUSTOMER AND PUBLIC RELATIONSHIP MANAGEMENT

do not and will not have further official use or value for administrative, research, or reference purposes after the respective retention periods specified herein. The N.C. Department of Cultural Resources consents to the destruction or other disposition of these records in accordance with the retention and disposition instructions specified in this schedule. However, records subject to audit or those legally required for ongoing official proceedings must be retained until released from such audits or official proceedings, notwithstanding the instructions of this schedule. **Public records including electronic records not listed in this schedule or in the *General Schedule for State Agency Records* are not authorized to be destroyed.**

CUSTOMER AND PUBLIC RELATIONSHIP MANAGEMENT

agrees to destroy, transfer or dispose of records in the manner and at the times specified herein. This schedule is to remain in effect until superseded.

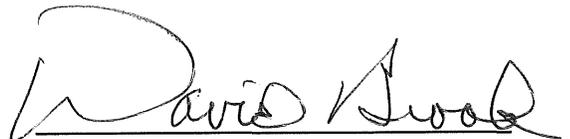
APPROVAL RECOMMENDED



Wendy Kuhn, Director
Customer and Public Relationship Management



Bill Willis, Deputy State Chief Information Officer
Office of Information Technology Services



David Brook, Director
Division of Historical Resources

APPROVED



George Bakolia, State Chief Information Officer
Office of Information Technology Services



Lisbeth C. Evans, Secretary
Department of Cultural Resources

**DEPARTMENT OF INFORMATION TECHNOLOGY
DEPUTY STATE CHIEF INFORMATION OFFICER
CUSTOMER AND PUBLIC RELATIONSHIP MANAGEMENT**

ITEM 47439. CUSTOMER AND PUBLIC RELATIONSHIP DIRECTOR'S CORRESPONDENCE FILE

Records in paper and electronic formats concerning substantive correspondence to and from the Director of Customer and Public Relationship Management, such as the formulation of policy, the administration of the division, and other related records.

DISPOSITION INSTRUCTIONS: Transfer paper records to the State Records Center when administrative value ends. Records will be held for agency 3 additional years and then transferred to the custody of the Archives. Transfer electronic records to the State Records Center when administrative value ends. Electronic records will be maintained for the agency in the Archives' Information Technology Branch for 3 additional years and then transferred to the custody of the Archives. (Contact an Analyst at the Government Records Branch prior to transfer of electronic records.)

ITEM 47440. PROJECTS FILE

Records in paper and electronic formats concerning projects generated by Customer and Public Relationship Management. File includes minutes and agendas of meetings, project plans, and other related records.

DISPOSITION INSTRUCTIONS: Transfer paper records to the State Records Center when administrative value ends. Records will be held for agency 3 additional years and then transferred to the custody of the Archives. Transfer electronic records to the State Records Center when administrative value ends. Electronic records will be maintained for the agency in the Archives' Information Technology Branch for 3 additional years and then transferred to the custody of the Archives. (Contact an Analyst at the Government Records Branch prior to transfer of electronic records.)