

OFFICE OF THE GOVERNOR  
ADMINISTRATION  
GOVERNOR'S OMBUDSMAN OFFICE

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

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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.

The Office of the Governor and the Department of Cultural Resources agree that certain records series have minimal administrative, reference, or historical value. When the custodian of any official State records certifies to the Department of Cultural Resources that such records have no further use or value for official and administrative business and when the Department certifies that such records appear to have no further use or value for research or reference, then such records may be destroyed or otherwise disposed of by the agency having custody of them. As part of its program operations the Office of the Governor agrees to establish and enforce internal policies. The policy will specify how long those records must be retained and when they must be destroyed.

E-mail messages sent or received by Executive Branch agencies shall be retained for 10 years pursuant to Executive Order No. 18 (issued July 7, 2009 by Governor Beverly Perdue) and as set forth in G1 of the General Schedule for State Agency Records. Any E-mail messages requiring retention longer than 10 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

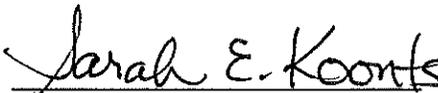
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agrees to destroy, transfer or dispose of records in the manner and at the times specified herein. This schedule is to remain in effect until superseded.

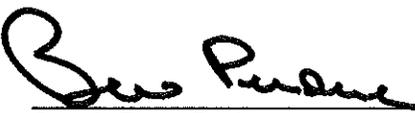
APPROVAL RECOMMENDED

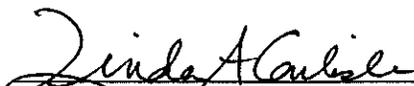
  
Amy Binson, Chief Records Officer  
Office of the Governor

  
Allison Stivender, Ombudsman  
Office of the Governor

  
Sarah E. Koonts, Director  
Division of Archives and Records

APPROVED

  
Beverly Eaves Perdue  
Governor

  
Linda A. Carlisle, Secretary  
Division of Historical Resources

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**ITEM 50190. CERTIFICATE REQUESTS FILE**

Records in paper and electronic format, including e-mail, of requests for Long Leaf Pine, Old North State Award, Certificate of Appreciation, Student Excellence Award, Laurel Wreath Award and Honorary Tar Heel that are routed to the Ombudsman Office for handling. (Certificate requests that are sent directly to the Governor are scheduled in the Office of Constituent Services Mail Tracking Database Item 34904.)

**DISPOSITION INSTRUCTIONS:** Scan in office paper records. Destroy in office paper copies of scanned records after all quality control procedures have been completed and when reference value ends. Transfer electronic records, including e-mail, to the State Records Center after 4 years but no later than the end of the administration for immediate transfer to the custody of the Archives. Contact the Electronic Records Branch prior to the transfer of electronic records.

**ITEM 50191. OMBUDSMAN FILE**

Records in paper and electronic format, including e-mail, concerning correspondence and any other documentation related to the Ombudsman's Office and its related work with constituents and other local, state, and elected federal officials as well other state agencies to resolve constituent concerns. (Ombudsman's documentation that is sent directly to the Governor is saved in the Office of Constituent Services Mail Tracking Database Item 34904.)

**DISPOSITION INSTRUCTIONS:** Scan in office paper records. Destroy in office paper copies of scanned records after all quality control procedures have been completed and when reference value ends. Transfer electronic records, including e-mail, to the State Records Center after 4 years but no later than the end of the administration for immediate transfer to the custody of the Archives. Contact the Electronic Records Branch prior to the transfer of electronic records.