

SECTION 18. INFORMATION TECHNOLOGY AND COMMUNICATION SYSTEMS RECORDS

Records relating to the County’s information technology and communications systems operations.

General Instructions		
<ul style="list-style-type: none"> ▪ The minimum retention period applies to the record copy regardless of the storage format for the record (paper, electronic, microfilm, etc.). ▪ Unless otherwise specified in this retention schedule, duplicate copies may be destroyed at the discretion of the duplicate copy custodian provided they have no further administrative or other value. Duplicate copies should not be retained longer than the record copy. ▪ No record that is eligible for destruction under the retention schedule can be destroyed if it is pertinent to any anticipated, current or pending litigation, claim or audit or the subject of a legal hold. 		

Record Title	Record Copy Custodian	Record Copy Minimum Retention Period
1. AGREEMENTS AND CONTRACTS.	See: Section 15 General Records – Agreements, Contracts and Supporting Documentation	
2. COMMUNICATION SYSTEMS RECORDS.		
A. Communications Sites Records. Records of sites used for installation of communications system infrastructure such as communications towers.	Information Technology Facilities	Until site is no longer under County jurisdiction or no longer serves a communications system purpose
B. FCC Licenses and Supporting Documentation - Wireless.	Information Technology	1 year after expiration of license
C. Telephone and Pager System Records.		
1) Call Detail Records (CDR). Records of outgoing calls.	Information Technology	Until system capacity is exceeded
2) Cell Phone Reports (Electronic). Reports from cell phone providers.	Information Technology	1 year + current
3) Communication Systems User Data (Electronic). Includes: <ul style="list-style-type: none"> ▪ Cap codes ▪ Electronic records of users ▪ Extension and pager numbers ▪ Service providers ▪ VOIP user records ▪ Other user information 	Information Technology	Until superseded

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<p>4) System Management Records. Relating to creation, modification and disposition of communications systems, including:</p> <ul style="list-style-type: none"> ▪ Equipment records ▪ FCC records ▪ Maintenance contracts (copies) ▪ Repair order forms ▪ Service orders ▪ System planning records ▪ Other management records 	Information Technology	Life of system + 1 year
<p>5) Telephone Usage Reports. Generated on demand.</p>	All Departments Requesting Reports	Until system capacity is exceeded
<p>6) Voice Mail Messages (Sound Files). Incoming telephone calls recorded on voice mail systems or answering machines.</p>	All Departments Retaining Voice Mail Messages as Records	Based on content, retain for the retention period for the specific type of record i.e. electronic records (including voice mail messages) have the same retention periods as paper or microfilm records with the same content
3. COMPUTER SYSTEM RECORDS.		
<p>A. Change Control Board (CCB) Records. An IT staff group that manages configuration and code changes to IT systems to ensure that diligence is done before changes are made.</p>		
<p>1) Board Operations Records. Agendas, meeting minutes, etc.</p>	See: Section 15 General Records – Ongoing Committee Records	
<p>2) Requests and Supporting Documentation. Formal requests for changes made to the CCB for review and approval and any supporting documentation to help the CCB make a decision.</p>	Information Technology See also: Computer Hardware and Software Documentation below	Until the information technology asset that is the subject of the requested change is no longer used or needed to retrieve or store data
<p>B. Computer Audit Reports. Completed to determine compliance with County policies relating to software and electronic records management.</p>	Information Technology	Until subsequent audit is completed
<p>C. Computer Backup Records. Relating to backups made for disaster recovery purposes.</p>		
<p>1) Computer Backup Indexes.</p>	Information Technology	Life of computer backup tape

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<p>2) Computer Backup Tapes – County-Wide Computer Systems. Includes backups for Content Management System (CMS), File Server (Shared Drives), Oracle and Recovery Manager (R-Man).</p>	Information Technology	Retention period is set administratively and documented in accordance with administrative policy
<p>3) Departmental Backups. Disaster backups created by County departments on CDs or other removable storage media, hard drives, etc.</p>	All Departments Creating Backups	<p>Until superseded by another tested backup</p> <p>Note: Disaster backups are typically not appropriate for record keeping purposes. No electronic storage media is considered to be “permanent” storage</p>
<p>D. Computer Hardware and Software Records.</p>		
<p>1) Access Control Records. Records required to establish and maintain computer security, including:</p> <ul style="list-style-type: none"> ▪ Access requests, authorizations ▪ Encryption keys ▪ Journals ▪ Password documentation ▪ Reports ▪ System access logs ▪ Other access control records 	Information Technology	<p>System Access Logs: 6 months</p> <p>All Other Access Control Records: Until system capacity is exceeded</p>
<p>2) 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:</p> <ul style="list-style-type: none"> ▪ Application Bluebooks ▪ Flowcharts ▪ Hardware specifications ▪ Maintenance requirements ▪ Operation and user manuals ▪ System change records ▪ Other similar documentation 	<p>Information Technology</p> <p>See also: Change Control Board records above</p>	Until computer equipment or software is no longer used or needed to retrieve or store data
<p>3) Custom Software Records. Records relating to ownership of rights to custom software.</p>	Information Technology	Until custom software is no longer used or needed to retrieve or store data
<p>4) “Gold Copy” of Software and Supporting Documentation. Official copy of software in authorized County use; supporting documentation may include:</p> <ul style="list-style-type: none"> ▪ License agreements ▪ Proofs of purchase ▪ Software documentation (See also Computer Hardware and Software Documentation above) ▪ Other supporting documentation 	Information Technology	Until software is no longer used or needed to retrieve or store data

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<p>5) Information Technology Asset Inventories. Listings of enterprise-wide computer assets supported by IT Department.</p>	Information Technology	Until superseded
<p>6) Maintenance Records – Computer System. Paper and electronic documentation of maintenance of County computer systems and components needed to ensure compliance with warranties or service contracts, schedule regular maintenance and diagnose system or component problems. Includes:</p> <ul style="list-style-type: none"> ▪ Component maintenance records ▪ Computer equipment inventories ▪ Failure logs ▪ Hardware performance reports ▪ Invoices (copies) ▪ Maintenance contracts (copies) ▪ Warranties ▪ Other maintenance records 	Information Technology	Life of system or component + 1 year
<p>E. Network and Fiber Optics System Records.</p>		
<p>1) As-Built Drawings and Schematics. Documentation of the wiring of County’s computer network system(s), including blueprints, diagrams and drawings of layout and installations of fiber optics, computer networks, cables, computer equipment connections and similar documentation.</p>	Information Technology	Retain current and previous versions
<p>2) Inventory Data. Fiber cable installation and change data.</p>	Information Technology	Until superseded
<p>F. Source Codes. Automated program codes which generate the machine-language instructions used to operate an automated information system.</p>	Information Technology	Until product is no longer used or needed to retrieve or store data

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G. System Logs. System-created or vendor originated logs documenting various aspects of information technology systems operations.	Information Technology	Until system capacity is exceeded
H. Website Records.	See: Website Records below	
4. CORRESPONDENCE AND GENERAL DOCUMENTATION. Correspondence and documentation of a general nature.	See: Section 15 General Records – Correspondence and General Documentation	
5. DISASTER PREPAREDNESS AND RECOVERY PLANS – IT. Documents the protection and reestablishment of data processing services and equipment in case of a disaster; includes: <ul style="list-style-type: none"> ▪ Checklists ▪ Emergency contact information ▪ Procedures 	Information Technology	Until superseded by revised plan
6. ELECTRONIC RECORDS IN GENERAL.		
A. Databases and Spreadsheets. There are two types: <i>Administrative databases or spreadsheets</i> are used for internal tracking, report preparation or other administrative purposes. <i>Functional databases or spreadsheets</i> contain information that relates to the primary function of the work unit	All Departments Creating Databases and Spreadsheets	Administrative: Delete or destroy entire file or individual records when no longer administratively useful Functional: Based on content, retain for the retention period for the specific type of record i.e. electronic records have the same retention periods as paper or microfilm records with the same content
B. Electronic Mail Records.		
1) Electronic Mail Audit Logs. Transfer and delivery system logs.	Information Technology	Until system capacity is exceeded
2) Electronic Mail Messages and Attachments.	See: Electronic Records Retained for Record Keeping Purposes below	
C. Electronic Records (Copies) Retained Solely for Convenience.	All Departments Retaining Convenience Copies of Electronic Records	Until no longer needed, provided that the definitive copy of the record is retained for the applicable retention period
D. Electronic Records Retained for Disaster Backup Purposes.	See: Computer Backup Records above	

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<p>E. Electronic Records Retained for Record Keeping Purposes. Computer-generated and maintained records in electronic formats retained for record keeping purposes, including the following examples:</p> <ul style="list-style-type: none"> ▪ Digital recordings – audio and video ▪ E-mail messages and attachments ▪ Imaged records ▪ Recorded videoconferences ▪ Other records retained in electronic format 	<p>All Departments Retaining Electronic Records for Record Keeping Purposes</p> <p>See also: Databases and Spreadsheets above and Communications Systems - Voice Mail Messages above</p>	<p>Based on content, retain for the retention period for the specific type of record i.e. electronic records have the same retention periods as paper or microfilm records with the same content</p> <p>Note: No electronic storage media is considered to be “permanent” storage</p>
<p>F. Word Processing Files – Record Copies. Electronic files intended to serve as the record copy of correspondence, publications or other forms of text-based documents.</p>	<p>All Departments Retaining Word Processing Files as Records</p>	<p>Based on content, retain for the retention period for the specific type of record i.e. electronic records have the same retention periods as paper or microfilm records with the same content</p>
<p>G. Word Processing Files – Used Solely to Create Hard Copy. Electronic files used solely to create hard copy of text-based documents.</p>	<p>All Departments</p>	<p>Until no longer administratively useful</p>
<p>7. FINANCIAL RECORDS.</p>	<p>See: Section 13 Financial Records</p>	
<p>8. GEOGRAPHIC INFORMATION SYSTEM (GIS) RECORDS.</p>	<p>See also: Computer System Records above</p>	
<p>A. GIS Datasets, Data Files and Supporting Documentation – Permanent. Datasets (data files) are part of the GIS database. A data layer refers to a conceptual grouping of data that share common characteristics, such as a layer composed of base or thematic data, e.g. roads (base) or wildlife habitat (thematic). GIS data combines and links graphic representations of features or events found on the earth with corresponding tabular (attribute) data.</p>	<p>GIS</p>	<p>Until superseded</p>
<p>B. Hardware and Software Records.</p>	<p>See: Computer System Records above</p>	
<p>C. Historical Snapshots – GIS.</p> <p><i>Note: The frequency of historical snapshots is set by administrative policy</i></p>	<p>GIS</p>	<p>Annual Historical Snapshots – Selected Assessor Layers: Permanent</p> <p>Historical Snapshots – Data Required by Statute: Permanent</p>

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<p>D. Maps – Generated from GIS.</p> <p><i>Note: The frequency of historical snapshots is set by administrative policy</i></p>	<p>“Record” Version of GIS-Produced Maps and Electronic Version Provided by GIS: Requesting Department</p> <p>See also: Historical Snapshots above and Section 15 General Records – Maps and Drawings</p>	<p>Record Version of GIS-Produced Maps and Electronic Version Provided by GIS: Based on content, retain for the retention period for the specific type of record i.e. electronic records have the same retention periods as paper or microfilm records with the same content</p> <p>Preliminary Versions: Until superseded by final version</p>
<p>E. Processing Files. System logs and other processing files (electronic or printed on demand), including work files, test files, input/source files, intermediate input/output files, valid transaction files, documentation of users and operations, and audit trail files.</p>	GIS	Follow system schedule
<p>F. Source Data - Electronic. Includes data received from third parties or other external data sources.</p>	GIS	Until uploaded to GIS system, provided source of data is noted in documentation, subject to any applicable licensing agreements or constraints, then until superseded
<p>G. System Documentation.</p>	See: Computer System Records above	
<p>9. PAYROLL AND PERSONNEL RECORDS.</p>	See: Section 23 Payroll Records and Section 24 Personnel Records	
<p>10. POLICIES AND PROCEDURES DOCUMENTATION.</p>	See: Section 15 General Records – Policies and Procedures Documentation	
<p>11. PROJECT RECORDS – INFORMATION TECHNOLOGY AND COMMUNICATION SYSTEMS. Project records relating to the development, design, installation, upgrade and replacement of communications, computer and information systems technology; includes correspondence, drawings, copies of contracts and supporting documentation, copies of invoices and purchase orders, project bonds, project team meeting records, etc. Project files may include:</p> <ul style="list-style-type: none"> ▪ Analyses, assessments, evaluations, reports and studies ▪ Contracts (copies), proposals, purchase orders (copies), vendor literature ▪ Correspondence, meeting records, notes ▪ Project charters, plans, planning and development records, user requirements, specifications, standards, architecture and design ▪ Quality assurance testing reports, statistics and coverage requirements, issues logs ▪ Other project records and documentation 	Information Technology	<p>Implemented Systems: 6 years + current after replacement of the information system or communications infrastructure, except prior to destruction, evaluate for continuing legal, administrative or historical value</p> <p>Systems Not Implemented: 3 years + current</p>

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12. PURCHASING RECORDS.	See: Section 13 Financial Records	
13. STANDARDS – INFORMATION TECHNOLOGIES.	See: Section 15 General Records – Standards and Regulations	
14. STRATEGIC TECHNOLOGY PLANS.	See: Section 15 General Records – Plans, Studies and Reports	
15. TELEVISION SYSTEM RECORDS.	See: Section 26 Public Relations, Outreach and Legislative Affairs Records	
16. TRAINING RECORDS - IT. Records relating to classroom and web-based training for Enterprise applications.	Information Technology	2 years + current or until no longer needed for reference
17. VOICE MAIL MESSAGES.	See: Communications System Records – Voice Mail Messages above	
18. WEBSITE RECORDS.		
A. WebSense Logs. Tracks websites visited by internal sources.	Information Technology	1 year + current
B. Website Access Summaries. Tracks hits to County's website.	Information Technology	1 year + current
C. Website Backups.	See: Computer Backup Records above	
D. Website Development and Evolution Records. Documentation of development and changes to the County's website.	Information Technology	6 roll-backs of all County Web pages, or as otherwise set administratively to reflect Web content Management system capabilities and documented in accordance with administrative policy
E. Website Page Design Records.	See: Section 26 Public Relations, Outreach and Legislative Affairs Records	