

**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. <Amended 5/14>*

**55.010 COMMUNICATION SYSTEMS RECORDS**

Records relating to telephone, radio transmission, pager and other communication systems.

**A. Call Detail and Telephone Usage Records**

Records of outgoing calls.

Retention: 2 years or until system capacity is exceeded

**B. Communication Sites Records**

Records of sites used for installation of communication system infrastructure such as communication towers.

Retention: Until site is no longer under municipal jurisdiction or no longer serves a communication system purpose

**C. Licenses – Communication Systems**

Licenses issued by the Federal Communications Commission (FCC) or other agencies for television or radio system and other communication system operations and supporting documentation.

Retention: 1 year after expiration of license

**D. System Management Records – Communication Systems**

Relating to creation, modification and disposition of communication systems, including: acquisition and installation records, equipment records, FCC records, maintenance contracts (copies), repair order forms, service orders, system planning records, etc.

Retention: Life of system + 1 year

**E. 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Retention: Until superseded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 COMPUTER SYSTEM RECORDS**

Records pertaining to the installation and operation of computer systems and software.

**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 Backups**

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: application bluebooks, flowcharts, hardware specifications, maintenance requirements, operation and user manuals, system change records, license agreements (copies), “gold” copies of software, records of rights to use customized software, source codes, etc.

Retention: Until computer equipment or software is no longer used or 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 or component + 1 year

**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 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.

Retention: 3 years

**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 ELECTRONIC RECORDS IN GENERAL**

Computer-generated and -maintained records and associated metadata in electronic formats retained for recordkeeping purposes, including the following examples: digital recordings – audio and video; e-mail messages and attachments; imaged records; databases and spreadsheets; word processing files; recorded videoconferences; digital photographs; geographic information systems datasets; and other records retained in electronic format.

**A. Electronic Records (Copies) Retained Solely for Convenience**

Retention: Until no longer needed, provided that definitive or record copy of record is retained for applicable retention period

**B. Electronic Records Retained for Recordkeeping Purposes**

Retention: Based on content, retain for retention period for specific type of record; i.e., electronic records have same retention periods as paper or microfilm records with same content

**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

**55.060 PROJECT RECORDS – INFORMATION TECHNOLOGY AND COMMUNICATION SYSTEMS**

Project records relating to the planning, development, design, selection, acquisition, installation, modification, conversion, upgrade and replacement of communications, computer and information systems technology; project files may include: analyses, assessments, evaluations, reports and studies; copies of contracts, proposals, invoices, project bonds, purchase orders and vendor literature; 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: 6 years after replacement of information system or communication infrastructure; *except* prior to destruction, evaluate for continuing legal, administrative or historical value

**B. Systems not Implemented**

Retention: 3 years

**55.070 TELEVISION SYSTEM RECORDS – MUNICIPALLY OPERATED**

**A. Programming Records**

Scheduling and programming records for the television system.

Retention: 2 years, then retain until no longer needed for reference

**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

**55.080 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 – Web Pages**

Reports tracking hits to the website or intranet.

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

**D. Use Tracking Logs – Website and Intranet**

Electronic logs (such as *Websense*) for tracking websites visited by internal sources.

Retention: 2 years

**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