



Department of Executive Services  
 Records and Licensing Services Division  
**Archives, Records Management and Mail  
 Services Section**

## PUBLIC RECORDS RETENTION SCHEDULE & DESTRUCTION AUTHORIZATION

### RECORDS MANAGEMENT PROGRAM

Phone: (206) 477-6889  
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<b>1. AGENCY DEPARTMENT/DIVISION/SECTION</b> Department of Information Technology / Operations and Business Solutions / Service Center	<b>2. Department/Division/Section          (DDS) Number</b> KCIT-OBS-(SC) / 211002	<b>3. TOTAL NUMBER OF          PAGES</b> 7	<b>4. DATE SUBMITTED          FOR APPROVAL</b> December 31, 2014	<b>5. STATUS</b> Final  APPROVED
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**6. SCOPE AND DISCLAIMER**  
 This retention schedule can only be used by the agency listed in section 1. It supersedes any other versions of retention schedules used by the agency and is effective as of the date listed in section 11 on the last page. This schedule is a comprehensive listing of all public records held by the agency and authorizes the destruction or archival transfer of those records as indicated. For guidance about records not listed, please contact the Records Management Program.

Public records covered by record series on this records retention schedule must be retained for the required retention periods as described on this schedule. Public records designated as Permanent or Archival must not be destroyed. Public records designated as Potentially Archival must be appraised by the King County Archivist before disposition. This records retention schedule is subject to revision due to changes to local, state or federal regulations.

Approved documentation is required before any records listed on this records retention schedule can be dispositioned (destroyed or transferred to the King County Archives). Records filed to and managed within the KC ERMS will be dispositioned from within the KC ERMS and documentation will be maintained by the Records Management Program. Disposition of records managed outside of the KC ERMS must be documented on forms provided by the Records Management Program at <http://kcweb.metrokc.gov/archives/forms.aspx>. Transitory records may be destroyed within the normal course of agency business without the use of any destruction forms.

7. LIST OF RECORDS SERIES						
7a. ITEM NO.	7b. TITLE/DESCRIPTION	7c. RETENTION	7d. REMARKS/ARCHIVAL DESIGNATION	7e. OFFICE OF PRIMARY COPY	7f. KC ERMS Category	7g. STATE DISPOSITION AUTHORITY NUMBER (DAN)
1.	<b><u>Accounting Records - Secondary</u></b> Records are used to document payment for goods and services received. May include: Invoices; Purchase orders; Vouchers; Receipts.	2 years after year end		KCIT / Business and Finance Support	N/A	GS2011-184 R2(S)

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2.	<p><b><u>General Communications and Meetings</u></b> Internal and external communications to or from employees (includes contractors and volunteers) that are made or received in connection with the transaction of KCIT business, and that are <b>not covered by a more specific records series</b>. Includes all communication types, regardless of format: Correspondence, email; Web sites/forms/pages, social networking posts and comments, etc. Includes, but is not limited to: Requests for and provision of information/advice; Agency-initiated information/advice; Meeting Minutes and agendas (including general staff meetings); Service Maturity committee meetings.</p> <p>Note: Information/advice published online by the agency continues to be “provided” until the date it is removed/withdrawn.</p>	2 years after year end			General Office Communications and Staff Meetings  ACO-01-001	GS2010-001 R3 (Communications)  GS50-01-43 R1 (Staff Meetings)
3.	<p><b><u>IT Helpdesk Requests/Tickets</u></b> Records relating to employee (includes contractors and volunteers) requests for advice and assistance using information technology systems and applications. Includes correspondence (emails) about the tickets and data within the helpdesk system.</p>	1 year after finalization of request or ticket closed			IT Helpdesk Requests  INF-04-005	GS2010-005 R1
4.	<p><b><u>Knowledge Base – Internal and External</u></b> Documentation of known issues and possible solutions to those issues. Internal knowledge base provides all administrative procedures and instructions for staff of the Service Center to effectively and consistently respond to helpdesk requests. External knowledge base is provided to county users, providing them resources to resolve issues on their own.</p>	2 years after revised or obsolete			Administrative Procedures and Instructions  ACO-03-004	GS50-01-01

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5.	<p><b><u>Performance Evaluation Background Files</u></b> Records used by employees with supervisory responsibilities to prepare and support the annual performance evaluations of employees under their supervision. <b>Only</b> includes records needed to support the completion of the performance evaluation.</p> <p>Includes, but is not limited to: performance plans; confirmation of goals; confirmation of achievements; samples of work completed; communication/meeting notes; documentation of performance issues; status reports, etc.</p> <p><b>Excludes</b> records needed to support <i>ongoing</i> supervision of the employee (see Supervisor's Working Files).</p> <p><b>Excludes</b> final signed performance evaluations (kept by Human Resources in the official Personnel File.)</p>	Destroy once the performance review has been completed and appeal period has past			N/A  Records Managed Outside of KC ERMS	GS50-04B-31
6.	<p><b><u>Project Files</u></b> Records documenting projects and the development and creation of deliverables that are not related to a more specific record series. Includes, but is not limited to: quarterly changes to LANDesk system and development of knowledge base procedures.</p> <p>May include inventory sheets, correspondence, meeting records, substantive drafts, and additional supporting documentation.</p>	6 years after completion of project	Potentially Archival – Appraisal Required		Project Files  ACO-02-001	GS50-01-39 R1
7.	<p><b><u>Service Center Reporting</u></b> Reports that document the performance of the KCIT Service Center. Includes but is not limited to phone records, monthly reports and annual reports.</p>	2 years after year end	Potentially Archival – Appraisal Required		Informational Reports  ACO-02-003	GS50-06F-03 R1

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8.	<p><b><u>Supervisor's Working Files</u></b> Records compiled by supervisors about the progress, conduct and performance of employees under their supervision. Records are <b>only</b> used to support the ongoing supervision of the employee and <b>exclude</b> records that belong in the official personnel file; that document misconduct investigations or corrective action; or that document employee complaints/grievances.</p> <p>Includes, but is not limited to: copies of performance evaluations; workplace expectations, documents related to long-term performance or career goals, emergency contact information, employee coaching documentation; advice or guidance <i>received</i> about ongoing issues relating to the employee; performance monitoring, etc.</p> <p><b>Excludes</b> records needed to support completion of annual performance evaluations (see Performance Evaluation Background Files).</p> <p><b>Excludes</b> Doctor's notes or any other medical certification, workers compensation claim documents, including the supervisor's report on the injury, any formal or informal legal claim by or about the employee, the employee's i-9 form, any workplace investigation materials regarding the employee, background investigation reports, personality or other test results, any non-job related information/personal information about the employee, etc. These records should be transferred to the Human Resources Office rather than retained in the Supervisor's Working File.</p>	3 years after no longer supervising employee			N/A  Records Managed Outside of KC ERMS	GS50-04B-31

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9.	<p><b><u>Training – Curriculum Development</u></b> Records relating to the development of training courses, seminars and/or workshops. Includes research, materials development, etc.</p> <p>Excludes final curriculum and materials covered by GS2011-180, Agency-Provided Training – Certificated, Hours/Credits Earned, or Mandatory.</p>	2 years after curriculum no longer provided by the agency			<p>Agency-Provided Training – Curriculum and Materials Development</p> <p>ACO-10-002</p>	GS2011-178 R1
10.	<p><b><u>Training - General</u></b> Records documenting training courses, seminars and workshops provided by KCIT Service Center to the public, customers, contractors, or agency employees where: Certificates/credentials/licenses are NOT awarded; and, Continuing education hours/credits/points are NOT earned; and Training is NOT required by federal, state or local statute or by employer.</p> <p>Records include, but are not limited to: Curricula, materials presented, tests administered, etc.; Attendee lists and sign-in sheets, test results, evaluations, etc.</p>	3 years after date training provided			<p>Agency Provided Training – General</p> <p>ACO-10-001</p>	GS2011-181 R1

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11.	<p><b><u>Transitory Records</u></b>            Transitory records contain information that is required for only a short period of time to facilitate the completion of a routine action or the preparation of a subsequent record. Transitory records are not required to document the County's decisions, actions, or legal obligations. Includes, but is not limited to:</p> <p>Miscellaneous notices or memoranda which do not relate to the functional responsibility of the agency (notices of community affairs, employee meetings, holidays, etc.);</p> <p>Preliminary drafts of letters, memoranda, reports, work sheets, spreadsheets, presentations, and informal notes, etc., which do not represent significant basic steps in the preparation of record document(s);</p> <p>Routing slips used to direct the distribution of documents;</p> <p>Data entry forms, notes, tapes, and mechanical records, after they have been transcribed into typewritten or printed form on paper or microfilm;</p> <p>Letters of transmittal, which do not add any information to the transmitted materials.</p>	Dispose of when no longer needed			N/A	GS50-02-05 R1

<p><b>8. RECORDS AND INFORMATION MANAGER SIGNATURE</b>  <i>I hereby certify that the records series as described comply with current federal, state, and local regulations as of the date listed in section 4, and I ensure the accuracy of this schedule.</i></p> <p style="text-align: right;"><i>See original for signature</i> <span style="float: right;">1-20-2015</span></p> <hr style="width: 100%;"/> <p><b>Gail Snow</b> <span style="float: right;"><b>Date</b></span></p>	<p><b>9. COUNTY ARCHIVIST SIGNATURE</b>  <i>I hereby certify that I have reviewed and approved the archival status of the records series as described on this schedule.</i></p> <p style="text-align: right;"><i>See original for signature</i> <span style="float: right;">1/22/2015</span></p> <hr style="width: 100%;"/> <p><b>Carol Shenk</b> <span style="float: right;"><b>Date</b></span></p>
<p><b>10. AGENCY MANAGER SIGNATURE</b>  <i>I certify that I have read and understood these records retention requirements and agree to implement the records retention schedule for all records and information within the scope of my responsibility.</i></p> <p style="text-align: right;"><i>See original for signature</i> <span style="float: right;">1/12/15</span></p> <hr style="width: 100%;"/> <p><b>Krista Bautista</b> <span style="float: right;"><b>Date</b></span></p>	
<p><b>PUBLIC RECORDS COMMITTEE USE ONLY - DO NOT FILL IN BEYOND THIS POINT</b></p>	
<p><b>11. PRC APPROVAL</b></p> <p style="text-align: right;"><i>See original for signature</i> <span style="float: right;">2/26/15</span></p> <hr style="width: 100%;"/> <p><b>Deborah Kennedy</b> <span style="float: right;"><b>Date</b></span>  King County Public Records Committee</p>	