Information Technology

SCHEDULE NUMBER	SERIES TITLE	DESCRIPTION	DISPOSITION INSTRUCTIONS	APPROVED DATE
G255	Helpdesk Files	Agency files to document computer assistance needed by their staff, which may include login, computer set up, access to applications or websites, broken links, and related information.	Hold one (1) year, then dispose.	7/17/2025
G256	Computer Backup	May include incremental, differential, and full back-up of systems and data. May be a hard tape, optical disk, on-site, near-site, cold-site, or cloud. Ensure cloud storage allows for complete ownership over the files and the ability to properly delete files when needed. Even backup data is subject to a public records request and must be protected during the data backup process.	Hold until the next backup is complete and tested, then overwrite previous backup.	7/17/2025
G257	Systems Management	Operational security scheme, usernames, passwords, infrastructure design, hardware identification, policy/procedures, emergency operation protocol, software documentation, use of network access/termination requests, implementation of applications, deployment of hardware, telephone connectivity, VoIP, system reports, and related files.	Hold until superseded, then dispose. Remarks: Payment for services is held under Accounting General Schedules	7/17/2025

G258	Project Plans	Includes the planning and development of projects for information technology within an agency, board or commission. Includes approval files from ITS, documentation of the project, implementation, testing, finalization, deployment, training, and related files.	Hold five (5) years after the conclusion of project, then dispose. REMARKS: Transfer any files needed to the systems management retention schedule.	7/17/2025