



DERBYSHIRE COUNTY COUNCIL

Information and Communication Technology Retention Schedule



Version History				
Version	Date	Detail	Author	Responsible Officer
0.1	02/08/2018	Consultation draft, revised from draft list of suggested retention rules	Caroline Goodwin / Mark Smith	Carol Brown.
0.2	05/09/2018	Revised to incorporate Carol Brown's comments.	Caroline Goodwin / Mark Smith	Carol Brown.
0.3	15/10/2018	Information Security Section Added	Jo White / Mark Whelan	Gary Lynch
1.0	16/10/2018	First published version	Mark Smith / Mark Whelan	Gary Lynch
1.1	12/03/2019	"At a glance" section: interview notes changed from 6 months to 12 months	Mark Smith	

Standard Operating Procedure

Some records do not need to be kept at all. Standard Operating Procedures (SOP) define all records which staff may routinely destroy in the normal course of business. However, the retention/disposal schedule must still contain references and instructions concerning them.

SOP usually applies to information that is duplicated, unimportant, or of only short term transactional or operational value.

Examples include:

- 'with compliments' slips
- catalogues and trade journals
- reports from third parties circulated for information
- journals of professional bodies or organisations
- telephone message slips
- non-acceptance of invitations
- trivial electronic mail messages or notes that are not related to Authority business
- requests for standard information such as location maps, plans, contact details, opening hours or promotional material
- out-of-date distribution lists/staff directories
- minutes circulated for information
- Diaries and notebooks (after contents have been entered into an approved record-keeping system)

(Note, this is not an exhaustive list)

Duplicated and superseded material such as official stationery, manuals, drafts, forms, address books and reference copies of DCC annual reports may be destroyed under SOP. Electronic copies of documents where a hard copy has been printed and filed, and thermal paper facsimiles after making and filing a photocopy, are also covered by SOP and may be destroyed

SOP should not be applied to records or information that can be used as evidence– to prove that something happened or that a decision was reached. Examples include: staff meeting minutes, public consultation papers or any record that has made a significant contribution to the discussion of the business being conducted should be captured as a record and have a retention period assigned.

Glossary of Terms:

Closure: when a record ceases to be 'current' – this can be the when a set of minutes are formally agreed, or when a Help Desk incident is formally closed. Many retention periods are triggered after the 'closure' of a record

Disposal: the processes associated with the end of a records lifecycle, they will typically include destruction of the records or transfer of the records to Derbyshire Record Office for permanent preservation

Functional Description: the description of the function that the record serves (i.e. the functional description of a set of minutes is 'the process of preparing business...')

Permanent: Retain the record permanently and transfer to Derbyshire Record Office

Record: the recorded evidence about an activity

Retention Action: the action regarding the retention of a record, these will be triggered by a particular event (i.e. the closure of a record)

Additional Information:

Records Disposal Policy and Procedures:

<https://staff.derbyshire.gov.uk/information-security/confidential-information/disposing-of-confidential-information/disposing-of-confidential-information.aspx>

Additional Retention Schedules (including HR, Management and Administration, Property, Procurement):

<http://staff.derbyshire.gov.uk/retentionschedules>

For further information about the contents of this retention schedule, or for records management generally contact Records Management on records.management@derbyshire.gov.uk or on ext. 39203

At a glance guide to other retention periods

Record Type	Retention Period	Further Information
Finance Records	6 years (from the end of the current financial year)	Finance Retention Schedule
Operational meeting minutes	3 years (from agreement of minutes)	Management and Administration Retention Schedule
Strategic meeting minutes	Permanent (transfer to Derbyshire Record Office)	Management and Administration Retention Schedule
Statistics	6 years	Management and Administration Retention Schedule
Contract Records	6 years (ordinary contract, 12 years (contract under seal) from end of terms of contract)	Procurement Retention Schedule
Staff Records	7 years from end of employment or 25 years from end of employment (if working in a social care or risk group)	Human Resources Retention Schedule
Cabinet reports	Permanent	Management and Administration Retention Schedule
Interview documents	12 months (for unsuccessful candidates), retain on personnel file for successful candidates	Human Resources Retention Schedule
Majority of health and safety records	7 years (with the exception of asbestos and radiation records)	Health and Safety Retention Schedule
Policies and associated procedures	Permanent (transfer to Derbyshire Record Office)	Management and Administration Retention Schedule

Ref. No.	Functional Description	Retention Period	Examples	Further Information	Storage Location
ICT SERVICES					
ICT 1.1	The process of responding to ICT user enquiries, fault reports and requests for technical or applications support	Destroy 3 years from last action	Service requests / call logs; Change management requests; Post Incident Review; Incident/Service Requests; Emails; System Data/Work logs	Business Need	Service Manager
ICT 1.2	The process of documenting the arrangements for the acquisition of new ICT equipment	After closure, destroy 6 years from end of financial year	Approved Software List Quotations Orders Invoices	Business Need	SAP Orderpoint EDRM
ICT 1.3	The process for documenting the arrangements for the configuration and deployment of end user ICT equipment	After closure, destroy 6 years from end of financial year	Specifications Configuration Documents		
ICT 1.4	The process of documenting the arrangements for the disposal, and the sanitisation of ICT equipment prior to disposal	After closure, destroy 6 years from end of financial year	Disposal record Asset register	The Limitations Act 1980	Service Manager EDRM
ICT 1.5	Systems data held on ICT support systems for the process of delivering end user ICT support	Destroy 3 years from closure	Service Catalogue Systems Centre Service Manager Change Control Documents	Business Need	Proprietary System

Ref. No.	Functional Description	Retention Period	Examples	Further Information	Storage Location
ICT 1.6	Number not used				
ICT 1.7	The process of providing ICT assistance and infrastructure as a traded service	After closure, destroy 6 years from end of financial year	Correspondence Draft orders / contracts	The Limitations Act 1980	EDRM Shared network drives
NETWORK MANAGEMENT					
ICT 2.1	The process of developing and managing ICT networks	Destroy 3 years from closure	Network equipment information; Configuration information; Configuration backups; Network diagrams; Cabinet information	Business Need	EDRM Shared network drives
ICT 2.2	The process of undertaking significant maintenance and development on ICT networks	Destroy 3 years from closure	Work packages; Change control documents	Business Need	EDRM Shared network drives
ICT 2.3	The process of undertaking routine maintenance on ICT networks	Destroy 3 years from closure	Work Schedules Maintenance Records	Business Need	EDRM Shared network drives
ICT 2.4	The process of documenting the routine monitoring and testing of the operation of ICT systems, and action taken to rectify problems and optimise performance	Destroy 3 years from closure	Orion monitoring reports; Testing procedures/guidelines; Post incident reviews	Business Need	EDRM Shared network drives

Ref. No.	Functional Description	Retention Period	Examples	Further Information	Storage Location
SOFTWARE SUPPORT					
ICT 3.1	The process of managing the high level development and support of software (e.g change management, system development, upgrades etc)	Destroy 3 years from closure	User manuals; Correspondence with suppliers; Communications with users; Training materials & schedules Business / Process Flows Problem records	Business Need	EDRM
SERVER SUPPORT AND MANAGEMENT					
ICT 4.1	The process of documenting the opening, maintenance and closure of user accounts for ICT systems	Destroy 3 years from closure	Service requests	Business Need	Service Manager (Legacy data: RMS System, 2010 version of Service Manager)
ICT 4.2	The process of documenting the routine monitoring and testing of the operation of ICT systems, and action taken to rectify problems and optimise performance	Destroy 3 years from closure	Post-incident reviews; Problem records; Change management records	Business Need	Service Manager
ICT 4.3	The process of undertaking significant maintenance and development on ICT servers	Destroy 3 years from closure	Change requests	Business Need	Service Manager

Ref. No.	Functional Description	Retention Period	Examples	Further Information	Storage Location
ICT 4.4	The process of undertaking routine maintenance on ICT servers	Destroy 3 years from closure	Change requests	Business Need	Service Manager
ICT 4.5	The process of documenting the management of system data storage	Destroy 3 years from closure	Change requests	Business Need	Service Manager
ICT PROJECTS AND DEVELOPMENT					
ICT 5.1	The process of documenting the management of ICT systems development projects	Destroy 6 years from closure of project	Project documentation; Business flows; Tender submissions; Design documentation; Projects Database	Common Practice	Shared network drive EDRM
See also: Management and Administration, MA 2.3.7; Procurement, PROC 1.01					
INFORMATION SECURITY MANAGEMENT					
ICT 6.1	The process for storing, monitoring and reporting on ICT information security.	Destroy 6 years from closure	Monthly monitoring reports for departments. Individual investigations requested by Audit Services. Spreadsheets of failed user accounts for each department. Results of tests	Business Need.	EDRM.