					v 1.0 November 2018
	Computing Services Records Retention Schedule				
	Description of Records	**Retention Trigger and Retention Period**	**Disposal Action**	**Rationale for Retention Period and Disposal Action**	**Records Owner**
1	**Information Services Strategy Development**				
1.1	Records documenting the development and establishment of the Information Services Strategy and any reviews: key records	Superseded + 5 years	Archive		Information Services
1.2	Records documenting the development and establishment of the Information Services Strategy and any reviews: working papers	Issue of strategy + 1 year	Review	May hold reference value for the development of the next strategy and any reviews	Information Services
2	**Information Services Management Policy Development**				
2.1	Records documenting the development and establishment of ICT systems management policies: key records	Superseded + 1 year	Archive		Information Services
2.2	Records documenting the development and establishment of ICT systems management policies: working papers	Issue of policy + 1 year	Review	May hold reference value for up-dates to policies	Information Services
3	**Information Services Management Procedure Development**				
3.1	Master copies of procedures relating to the management of ICT systems	Superseded + 1 year	Archive		Information Services
3.2	Records documenting the development of the procedures relating to the management of ICT systems	Issue of procedures + 1 year	Review	May hold reference value for up-dates to procedures	Information Services
4	**Information Services: Systems Development**				
4.1	Records documenting the initial development and post-implementation modification and maintenance of ICT systems. Activities include: specifying requirements; evaluating potential systems/solutions; installing systems; testing systems; commissioning systems; controlling changes to systems; decommissioning systems.	Decommissioning of system + 1 year	Destroy	Once system decommsioned and replaced value of original documents have minimum use	Information Services
4.2	Records documenting the initial development of ICT systems which are not implemented	Last action on development + 1 year	Destroy	1 year post project cancellation is adequate for systems not progressed.	Information Services
4.3	Records documenting the management of ICT systems development projects (i.e. project management records)	Termination of project +1 year	Destroy	Once the system has been operational for a year after the formal end of the project, the management information of a project have minimal value.	Information Services

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5	**Information Services: Systems Operations Management**				
5.1	Records documenting the routine monitoring and testing of the operation of ICT systems, and action taken to rectify problems and optimise performance	Maximum Current year + 1 year	Destroy	JISC Recommendation	Information Services
5.2	Records documenting faults reported by users of ICT systems, and action taken to investigate and resolve the problem	Last action on fault + 1 year	Destroy	JISC Recommendation	Information Services
5.3	Records documenting the management of system data storage, including the operation of routine data backup, archiving and deletion routines	Current year + 1 year	Destroy	JISC Recommendation	Information Services
5.4	Records documenting user requests to recover data from backup or archive stores, and action taken	Last action on request + 3 months	Destroy	JISC Recommendation	Information Services
5.5	Records documenting the maintenance of appropriate software licences for live ICT systems	Issue of new licence	Destroy	JISC Recommendation	Information Services
5.6	Records documenting the validity of granted system access/configuration to meet service requirements from standard procedures.	Termination of specific requirement (employee leaving, disposal of system/service) + 1 year.	Archive	Internal IS Requirement	Information Services
6	**Information Services: Systems Security Management**				
6.1	Records documenting the security arrangements for ICT systems	Decommissioning of system + 5 years	Destroy	JISC Recommendation	Information Services
6.2	Records documenting the opening, maintenance and closure of user accounts for ICT systems	For standard accounts deleted on closure of account. For Admin and Privileged accounts deleted on Closure of account + 1 year (eg Domain Admn, QFIS Admin)	Destroy	Combination of JISC Recommendation and scale of accounts for standard users.	Information Services
6.3	Records documenting routine monitoring of the use of ICT systems to ensure compliance with legal requirements and institutional policies	12 month maximum duration or as required on rolling basis. In practice due to scale of logs and dependng on system will be less than this max period.	Destroy	Based on experience from scale of logs running the system in question.	Information Services
6.4	Records documenting attempted or actual security breaches of the ICT systems, and action taken	Last action on incident + 1 year or as directed by legal advisors	Review	May hold reference value	Information Services
6.5	Requests for, and authorisation of, connections of third party equipment to the Queen's networks	Termination of connection + 1 year	Destroy	JISC Recommendation	Information Services
6.6	Records documenting the removal/return of mobile ICT systems hardware and software from/to Queen's	Return of equipment + 3 months	Destroy	JISC Recommendation	Information Services
6.7	Records documenting arrangements for the sanitisation of institutional ICT equipment prior to disposal	Disposal of equipment + 1 year	Destroy	JISC Recommendation	Information Services