

9. Information Technology

The function of Information Technology (IT) addresses tangible resources like networking hardware and computers as well as intangible resources like software and data. For policies, procedures, and project documentation, see AGENCY MANAGEMENT. For external service on equipment, see ASSET MANAGEMENT. For user chargebacks for data processing services, see FINANCIAL MANAGEMENT. For software license and copyright provisions, see LEGAL. For audits of information systems, see MONITORING AND COMPLIANCE. For websites and social media, see PUBLIC RELATIONS. For disaster preparedness and recovery planning, see RISK MANAGEMENT.

NOTE: All agencies are expected to maintain up-to-date electronic records and imaging policies. (See resources available on the State Archives website, <https://archives.ncdcr.gov/>, for guidance.) These policies allow for digital surrogates to be retained in the place of original paper records, as referenced in Digitization and Scanning Records (RC No. 914.<). However, if an agency does not have an authorized electronic records and imaging policy, the original paper records must be retained according to their disposition instructions.

Table of contents (A comprehensive listing of all record types is available on the Functional Schedule page at <https://archives.ncdcr.gov/government/state-government-agencies/functional-schedule>):

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Most Information Technology records are either project-based, with a relatively short retention required after the completion of the project, or iterative and, therefore, necessary to retain until superseded or obsolete. Examples include Technical Program Documentation (RC No. 927.1). IT records are likely best organized chronologically based on the trigger event. North Carolina G.S. § 132-6.1(c) establishes that an agency is not required “to disclose security features of its electronic data processing systems, information technology systems, telecommunications networks, or electronic security systems, including hardware or software security, passwords, or security standards, procedures, processes, configurations, software, and codes”; therefore, steps should be taken to maintain the confidentiality of these records. Most IT records will be retained and destroyed in office, but there are some archival records, such as the Geospatial Data (RC No. 916) accumulated by the Center for Geographic Information and Analysis. The State Records Center does not provide temporary storage of electronic records, so no non-archival records in this schedule will transfer to the State Records Center.

Retention of public records in North Carolina is based on their content, not on the format of the records; this Functional Schedule focuses solely on the records created or received in the context of carrying out the Information Technology function of State agencies and does not contain disposition instructions for all electronic records writ large. Nevertheless, knowing that many IT professionals assist agencies with their retention of electronic records, it is worth acknowledging here several relevant points:

- Agencies must make appropriate provisions to retain electronic records so as to comply with retention requirements established by the Department of Natural and Cultural Resources. If the agency maintains data that falls under Federal mandates (e.g., Criminal Justice Information Services [CJIS]) and there is a longer Federal retention period, the more restrictive requirement must be met. These provisions apply whether records are housed on premise or with a contracted provider.
- Even if a record could have been destroyed according to the retention schedule, if the record is still retained – even electronically – it is still subject to public access and discovery requests unless some statutory exception applies.
- From the records management perspective, the entity who has the authority to delete data is considered the data custodian.
- Derivatives of records (e.g., operational reports derived from electronic records or system queries created on an ad hoc or one-time basis for reference purposes) should be considered reference files and can be destroyed when their reference value ends. However, reports that include annotations or substantive information not included in the data master record should be handled as Reports found on the AGENCY MANAGEMENT schedule.

Be aware that metadata should be maintained as long as the records exist in order to document the authenticity of and facilitate access to the associated electronic records. When a file is deleted, any external metadata should also be deleted.


These Functional Schedules apply to records in all media, unless otherwise specified. The State Archives of North Carolina recommends that agencies develop a file plan that documents the owners of record copies, internal definitions of reference value, and record formats. (A sample is available on the records management tools page at <https://archives.ncdcr.gov/government/rm-tools>.) Information about the NC Public Records Act, confidentiality, destructions, audits and litigation actions, and electronic records can be found in the overview to the functional scheduling initiative. A key for the Functional Schedule along with definitions of important records management terms can be found in the glossary to this schedule.

9.1 Data Administration

DEFINED: Activities related to the administration of agency data.

SEE ALSO: Reports generated from data collected by the agency and agency IT plans submitted to the Department of Information Technology and the Office of State Budget and Management are under AGENCY MANAGEMENT. Photogrammetry records produced for transportation projects are under INFRASTRUCTURE MANAGEMENT. Floodplain mapping data is under RISK MANAGEMENT.

9.1

RC No.	Record Types	Description	Disposition Instructions	Citation
911.3	Data Documentation Records	records concerning data in automated systems; includes data element dictionary, file layout, code book or table, entity relationships tables, and other records related to the structure, management, and organization of data	RETAIN UNTIL: System is discontinued and/or replaced PLUS: 3 years THEN: Destroy	
912.1	Data Migration Records	technical records documenting data migrations <i>NOTE: The data itself is subject to the disposition instructions indicated for its relevant record type; these are merely records about migrating said data</i>	RETAIN UNTIL: Complete PLUS: 1 year THEN: Destroy	
913.S 	Data Warehouses SEE ALSO: Reporting (AGENCY MANAGEMENT)	federated data gathered by the agency from other sources for the purposes of comparison and distribution	RETAIN UNTIL: Superseded/Obsolete THEN: Destroy	<u>Confidentiality</u> <i>NOTE: Consistent with any restrictions placed on the data producer</i>

* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.

∞ See appendix for list of item numbers for records that should transfer to the State Archives.

± The agency shall establish and enforce internal policies setting minimum retention periods for the records that DNCR has scheduled with the disposition instruction "destroy when reference value ends." Please use the space provided.

RC No.	Record Types	Description	Disposition Instructions	Citation
914.<	Digitization and Scanning Records	records concerning data entry and imaging operations; includes quality control records and paper records that are digitized	RETAIN UNTIL: Digitized PLUS: 10 days THEN: Destroy <i>NOTE: The digital surrogate becomes the record copy and must be retained according to the disposition instructions for that record type. Agencies must have a DNCR-approved electronic records policy in order to destroy non-permanent paper records that have been digitized</i>	
915.3	Electronic Records Policies SEE ALSO: Agency Policies (AGENCY MANAGEMENT)	records documenting the policies and procedures employed by the agency to maintain authentic and accessible electronic records	RETAIN UNTIL: Superseded/Obsolete PLUS: 3 years THEN: Destroy	
916.A	Geospatial Data	records maintained by the Department of Public Safety concerning the first geographic positions and coordinates surveys established for geodetic stations throughout the state	PERMANENT (archival) ∞	
		framework datasets maintained by the Center for Geographic Information and Analysis; includes vector and raster datasets		
916.P	SEE ALSO: Photogrammetric Project Records (INFRASTRUCTURE MANAGEMENT), Disaster Recovery Records (RISK MANAGEMENT) (continued on following page)	data layers maintained by the Department of Environmental Quality; includes data about stream flow in bodies of water	PERMANENT (appraisal required) ∞	
		data layers maintained by the Department of Transportation; includes road centerline, boundaries, assets (e.g., roads, bridges, railroads, bike routes), and other related data		

* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.

∞ See appendix for list of item numbers for records that should transfer to the State Archives.

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RC No.	Record Types	Description	Disposition Instructions	Citation
916.R	Geospatial Data (cont.)	thematic datasets maintained by the Center for Geographic Information and Analysis; includes vector and raster datasets	RETAIN UNTIL: Reference value ends (appraisal required) ± THEN: Destroy Agency Policy: _____	
917.S	Records Backup Information	records documenting regular or essential system backups; includes backup tape inventories and other related records	RETAIN UNTIL: Superseded/Obsolete THEN: Destroy	
918.5	System Backups SEE ALSO: Correspondence (AGENCY MANAGEMENT)	backups of e-mails sent and received by employees of executive branch agencies in accordance with Executive Order No. 12 (2013)	RETAIN UNTIL: Received/Sent PLUS: 5 years THEN: Destroy* <i>NOTE: Backups of Capstone positions or those identified as having archival e-mail accounts are permanent records</i>	<u>Authority/Retention</u> EO No. 12 (2013)
918.S		backups of electronic files and data that are generated expressly for the purpose of restoring computer systems in the event of a disaster or accidental damage	Destroy the backups in accordance with your agency's established, regular backup plan and procedures <i>SEE: Security Backup Files as Public Records in North Carolina</i>	

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∞ See appendix for list of item numbers for records that should transfer to the State Archives.



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9.2 Network and System Administration

DEFINED: Activities related to the administration of agency IT networks and systems.

Note: If the agency is subject to Federal incident monitoring, all relevant security incident reporting must be retained until the Federal audit is complete.





9.2

RC No.	Record Types	Description	Disposition Instructions	Citation
921.S 	Automated Program Listing Source Code	automated program code that generates the machine language instructions used to operate an automated information system	RETAIN UNTIL: Superseded/Obsolete THEN: Destroy	<u>Confidentiality</u> G.S. § 132-6.1(c)
922.1	Data Authentication	fixity checks and other periodic tests of data validity	RETAIN FROM: Creation PLUS: 1 year THEN: Destroy*	
922.<		audit trails documenting user actions within monitored IT systems	RETAIN UNTIL: Disposition of IT system THEN: Destroy*	
923.1	IT Assistance Records	records documenting troubleshooting and problem-solving assistance provided by information systems personnel; includes help desk assistance requests, work orders, site visit reports, service histories, resolution records, and other related records	RETAIN UNTIL: Resolution PLUS: 1 year THEN: Destroy	
924.1-1 	Network and System Security Records	records documenting the security of networks and systems; includes records concerning firewalls, anti-virus programs, and other related records	RETAIN FROM: Creation PLUS: 1 year THEN: Destroy*	<u>Confidentiality</u> G.S. § 132-6.1(c)
924.1-2	(continued on following page)	records documenting access requests and authorizations, system access logs, and other related records	RETAIN UNTIL: Superseded/Obsolete PLUS: 1 year THEN: Destroy	

* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.

∞ See appendix for list of item numbers for records that should transfer to the State Archives.

± The agency shall establish and enforce internal policies setting minimum retention periods for the records that DNCR has scheduled with the disposition instruction "destroy when reference value ends." Please use the space provided.

RC No.	Record Types	Description	Disposition Instructions	Citation
924.2 	Network and System Security Records (cont.)	records documenting incidents involving unauthorized attempted entry or probes on data processing systems, information technology systems, telecommunications networks, and electronic security systems, including associated software and hardware; includes logs, extracts, compilations of data, and other related records	RETAIN FROM: Creation PLUS: 2 years THEN: Destroy*	<u>Confidentiality</u> G.S. § 132-6.1(c)
924.5		finalized cyber incident reports	RETAIN FROM: Resolution PLUS: 5 years THEN: Destroy	
925.5 	Network Diagrams	records documenting the logical and physical relationships of network components for purposes of organization, deployment, troubleshooting, monitoring of access, and management of day-to-day operations	RETAIN UNTIL: Superseded/Obsolete THEN: Destroy	<u>Confidentiality</u> G.S. § 132-6.1(c)
926.3 	System Documentation	records documenting operating systems, application programs, structure and form of datasets, system structure, and system-to-system communication; includes system overviews, dataset inventories, server names, IP addresses, purpose of the systems, vendor-supplied documentation, installed software, and current source code	RETAIN UNTIL: Superseded/Obsolete PLUS: 3 years THEN: Destroy	<u>Confidentiality</u> G.S. § 132-1.1(g) G.S. § 132-6.1(c)
927.1 	Technical Program Documentation	records concerning program code, program flowcharts, program maintenance logs, systems change notices, and other related records that document modifications to computer programs	RETAIN UNTIL: Superseded/Obsolete PLUS: 1 year THEN: Destroy	<u>Confidentiality</u> G.S. § 132-6.1(c)

* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.

∞ See appendix for list of item numbers for records that should transfer to the State Archives.

± The agency shall establish and enforce internal policies setting minimum retention periods for the records that DNCR has scheduled with the disposition instruction "destroy when reference value ends." Please use the space provided.

RC No.	Record Types	Description	Disposition Instructions	Citation
928.S	Voice Over Internet Protocol (VoIP) Records	records concerning line registrations	RETAIN UNTIL: Superseded/Obsolete THEN: Destroy	
928.1		records concerning call logs	RETAIN FROM: Creation PLUS: 1 year THEN: Destroy	
928.<		voicemail records	RETAIN UNTIL: Received PLUS: 30 days THEN: Destroy	
929.S	Web Management and Operations Records SEE ALSO: Social Media and Websites (PUBLIC RELATIONS)	site maps that show the directory structure into which content pages are organized, and commercial, off-the-shelf software configuration or content management system files used to operate the site and establish its look and feel; also includes server environment configuration specifications	RETAIN UNTIL: Superseded/Obsolete THEN: Destroy	

* No destruction of records may take place if audits or litigation are pending or reasonably anticipated.

∞ See appendix for list of item numbers for records that should transfer to the State Archives.

± The agency shall establish and enforce internal policies setting minimum retention periods for the records that DNCR has scheduled with the disposition instruction "destroy when reference value ends." Please use the space provided.



Records That Will Transfer to the State Records Center

916.A Geospatial Data: Transfer superseded or retired dataset to the State Records Center for immediate transfer to the custody of the Archives.

Appendix

Agency	Series Title	Item Number
Geographic Information and Analysis, Center for	Geospatial Framework Raster Dataset (Elevation and Bathymetry, Orthoimagery)	49947
	Geospatial Framework Vector Dataset (Hydrography, Geodetic Control, Cadastral, Transportation, Governmental Units, Elevation and Bathymetry)	49946
	Geospatial Thematic Raster Dataset	49949
	Geospatial Thematic Vector Dataset	49948
Public Safety, Department of	Geodetic Control Maps File	44496
	Geodetic Subject File	2716
	North Carolina Geodetic Survey Index Triangulation Data File	17210

The RC No. listed beside each Record Type is found on the Functional Schedule; the Item Number is a tracking number that is used only for records that are stored at the State Records Center.

An index or box inventory should accompany any records that transfer to the State Records Center for temporary storage or for eventual transfer to the custody of the Archives.

Glossary

Audit

The Society of American Archivists *Dictionary of Archives Terminology* defines an audit as “an independent review and examination of records and activities to test for compliance with established policies or standards, often with recommendations for changes in controls or procedures.”¹ The North Carolina Office of the State Auditor defines three types of audits that can be performed for state agencies²:

Glossary

- Financial Statement Audits that “determine whether an agency’s financial statements are fairly presented”
- Performance/Financial Related Audits that “provide independent and objective appraisals of agency management practices and operational results”
- Information Systems Audits that “evaluate risks relevant to information systems assets and assess controls in place to reduce or mitigate these risks”

Many state agencies also have an internal auditor’s office that is responsible for assessing whether agency employees, units, and business operations are in compliance with applicable federal and state laws and regulations, as well as agency policies and procedures. Some agencies are also responsible for auditing work of external organizations, including consultants and subrecipients. Agencies in receipt of funding from outside sources may be subject to audits to verify the appropriate expenditure of these funds. Audits may be performed on a routine recurring basis; they also may be prompted by concerns reported to the State Auditor’s Hotline.

Historical Value

The term historical value is used interchangeably with archival value. The Society of American Archivists *Glossary of Archival and Records Terminology* defines it as “the importance or usefulness of records that justifies their continued preservation because of the enduring administrative, legal, fiscal, or evidential information they contain.”³ Two criteria for determining historical value are inherent interest and extraordinary documentation:

- Inherent interest is created by non-routine events, by the involvement of famous parties, and by compelling contexts. For instance, foreclosure proceedings from the 1930s have high historical value because they date from the era of the Great Depression.
- Extraordinary documentation is found in records that shed light on political, public, or social history. For instance, the records from the replevin case that returned the Bill of Rights to North Carolina hold more historical value than most property case files because of the political history intertwined with this case.

¹ Society of American Archivists, *Dictionary of Archives Terminology*.

² <https://www.auditor.nc.gov/auditsreviews/types-audits>

³ *Dictionary of Archives Terminology*

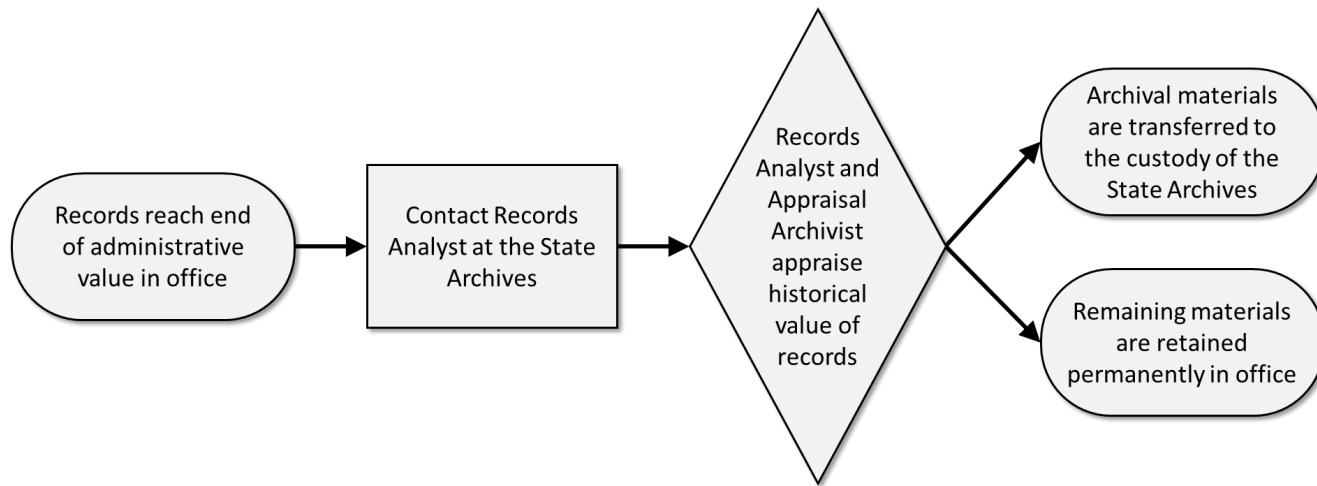
The State Archives of North Carolina (SANC) has further elaborated selection criteria that help distinguish records with archival value:

- Do they protect the rights and property of constituents and organizations?
- Do they have a long-term impact on constituents and organizations?
- Do they document the core functions of an agency?
- Do they document high-level decision-making that shapes an agency's policies or initiatives?
- Do they summarize an agency's activities?

Glossary

Records with historical value are identified with one of three designations in the Disposition Instructions:

- PERMANENT: These records will be retained in office permanently.
- PERMANENT (appraisal required): When these records no longer have administrative value in office, the agency will contact the Government Records Section so the records can be appraised by a records analyst and an appraisal archivist. These individuals will determine whether the records should be retained in office permanently or transferred to the custody of the State Archives of North Carolina.



- PERMANENT (archival): These records will transfer to the State Records Center so they can be transferred to the custody of the State Archives of North Carolina.

Record Copy

A record copy is defined as “the single copy of a document, often the original, that is designated as the official copy for reference and preservation.”⁴ The record copy is the one whose retention and disposition is mandated by these Functional Schedules; all additional copies are considered reference or access copies and can be destroyed when their usefulness expires. In some cases, postings to social media may be unofficial copies of information that is captured elsewhere as a record copy (e.g., a press release about an upcoming agency event that is copied to various social media platforms). Appropriately retaining record copies and disposing of reference copies requires agencies to designate clearly what position or office is required to maintain an official record for the duration of its designated retention period. To facilitate this process, SANC has provided a sample file plan for agency use (available on the state agency records management page at <https://archives.ncdcr.gov/government/rm-tools>). In identified cases where records overlap between state agencies, SANC has specified on the schedules which agency is considered the record owner.

Record Custody

The agency that creates or receives a record is the legal custodian of that record and responsible for fulfilling any retention requirements and public records requests. If an agency transfers records to the State Records Center for temporary storage prior to destruction, those records remain in the legal custody of the originating agency. Any records requests must be authorized by the originating agency, and ultimate destruction must also be authorized by that agency. If an agency transfers archival records to the State Records Center, once those records have been accessioned by the State Archives, their legal custody transfers to the State Archives. From that point forward, all records requests should be channeled through the State Archives. In a few instances, records transfer to the State Records Center to be held in permanent security storage (indicated by a © on the Functional Schedule); in these cases, the records remain in the legal custody of the originating agency.

Reference Value

The disposition instruction to destroy in office when reference value ends is usually applied to records that were not created by the recipient. Reference files include materials that have no regulatory authority for the recipient and are received from outside the agency or from other units within the agency; subject files containing informational copies of records organized by areas of interest; and reference copies of records where another individual or agency is responsible for maintaining the record copy. The agency is given the discretion to determine how long these records should be retained before destruction, and this decision should be documented in a file plan or other policy so that all members of the agency can be consistent in their handling of these records.

⁴ Ibid.

Transitory Records

North Carolina has a broad definition of public records. However, the Department of Natural and Cultural Resources recognizes that some records may have little or no long-term documentary or evidential value to the creating agency. These records are often called “transitory records.” They may be disposed of according to the guidance below. However, all public employees should be familiar with the *Functional Schedule for North Carolina State Agencies* and any other applicable guidelines for their office. If there is a required retention period for these records, that requirement must be followed. When in doubt about whether a record is transitory or whether it has special significance or importance, retain the record in question and seek guidance from the analyst assigned to your agency.

Routing slips and transmittal sheets adding no information to that contained in the transmitted material have minimal value after the material has been successfully transmitted. These records may be destroyed or otherwise disposed of after receipt of the material has been confirmed. Similarly, “while you were out” slips, memory aids, and other records requesting follow-up actions (including voicemails and calendar invites) have minimal value once the official action these records are supporting has been completed and documented. These records may be destroyed or otherwise disposed of once the action has been resolved.

Drafts and working papers, including notes and calculations, are materials gathered or created to assist in the creation of another record. All drafts and working papers are public records subject to all provisions of General Statute § 132, but many of them have minimal value after the final version of the record has been approved and may be destroyed after final approval if they are no longer necessary to support the analysis or conclusions of the official record. Drafts and working documents that may be destroyed after final approval include:

- Drafts and working papers for internal and external policies
- Drafts and working papers for internal administrative reports, such as daily and monthly activity reports;
- Drafts and working papers for internal, non-policy-level documents, such as informal workflows and manuals; and
- Drafts and working papers for presentations, workshops, and other explanations of agency policy that is already formally documented.

Forms used solely to create, update, or modify records in an electronic medium may be destroyed in office after completion of data entry and after all verification and quality control procedures, as long as these records are not required for audit or legal purposes. However, if the forms contain any analog components that are necessary to validate the information contained on them (e.g., a signature or notary’s seal), they should be retained according to the disposition instructions for the records series encompassing the forms’ function.

Key



– symbol designating that records in this series may be confidential or may include confidential information

RC No. – a unique identifying number assigned to each record type for ease of reference

Function No.	Sub-function No.	Record Type No.	Retention Abbreviation
15	4	5	A

The example above indicates the numbering scheme for Speeches (1545.A):

- Public Relations is the 15th function
- Marketing and Publicity is the 4th sub-function under Public Relations
- Speeches are the 5th record type under Marketing and Publicity
- Retention abbreviations provide a quick method of identifying the retention requirement for a particular record:

A	transfer to the State Archives
P	retain in office permanently or contact the State Archives for appraisal
R	destroy in office when reference value ends (<i>NOTE: Agencies shall establish internal policies to ensure consistency in retention and destructions.</i>)
S	destroy in office when superseded or obsolete
T	transfer completed record to another record series
<	retention period shorter than 1 year
	any numerical designation indicates the number of years the record should be retained. A number followed by a + indicates a retention period that extends less than 12 months beyond the specified number of years

Record Types – groupings of records that are “created, received, or used in the same activity.”¹

Description – a description of the records, often including the types of records that can be frequently found in that series

¹ Society of American Archivists, *Dictionary of Archives Terminology*.

Disposition Instructions – instructions dictating the length of time a series must be retained, and how the office should dispose of those records after that time (either by destruction or transfer to the State Archives). For any records that will transfer to the State Records Center, either for temporary storage or for transfer to the State Archives, consult the Appendix for the item number that is necessary to track these records. **Note:** No destruction of records may take place if litigation or audits are pending or reasonably anticipated.

Key

This border on the right and left of the Description and Disposition Instruction cells indicates a record that belongs to a particular agency, as identified in the Description. If other agencies possess copies of this record, they are reference copies that can be discarded when their reference value ends.

The Disposition Instructions include a number of triggers that begin the retention period:

- *Adoption of plan:* With a record such as a strategic plan, the retention period begins as soon as the plan is adopted by the governing body.
- *Closed:* With a record such as an investigation, the retention period begins once the case is closed.
- *Complete:* With a record such as a report, the retention period begins once the report has been finalized.
- *Execution of plan:* With a record such as a business plan, the retention period begins once the plan has been carried out.
- *Reference value ends:* Once the content of a record is no longer useful or significant, it can be destroyed. This disposition is usually applied to records that were not created by the agency.
- *Service ends:* With a record relating to an elected or appointed office, the retention period begins once the term of service ends.
- *Superseded or Obsolete:* With any record that is produced in versions, an older version can be destroyed when the new version is received.

Several symbols are used within the disposition instructions:

- ∞ archival records that should transfer to the State Archives for permanent retention
- Ω records that transfer to the State Records Center for temporary storage before destruction
- © records that transfer to the State Records Center for permanent security storage

Citation – a listing of references to statutes, laws, and codes related to the records series. Citations can include Authorities (governing the creation of records), Confidentiality (limiting access to public records), and Retention (setting a retention period).

- CFR = citation from the Code of Federal Regulations
- G.S. = citation from the North Carolina General Statutes
- NCAC = citation from the North Carolina Administrative Code
- USC = citation from the United States Code