Communication Records

Functional Schedule for North Carolina State Agencies

Where are my records?
Finding your communication records on the Functional Schedule is dependent on understanding why you have the records in your office.
To a colleague in my workplace
To a clientele with whom my agency works
To the general public
From a colleague in my workplace
From the general public
From an external agency

None of these
Are the records to a colleague in my workplace?

- logistics
- drafts
- specific to a particular function

RC No. 135.S: Logistics Materials

Although public records, drafts are considered Transitory Records (see pp.5-6 in overview).

List of specific agency functions available at https://archives.ncdcr.gov/documents/agency-functions

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Are the records to a clientele with whom my agency works?

Specific to a particular function.


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Are the records to the general public?

- Official agency publications
  RC No. 1513.T: Official Publications

- Newsletters delivered via e-mail
  RC No. 1511.S: Brochures/Pamphlets

- Social media sites that contain unique content
  RC No. 1515.A: Social Media and Websites
Are the records from a colleague in my workplace?

- for informational purposes and requiring no response
- specific to a particular function

RC No. 125.R: Reference Files

list of specific agency functions available at https://archives.ncdcr.gov/documents/agency-functions

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Are the records from the general public?

specific to a particular function

complaint against employee or agency

request for service or information

list of specific agency functions available at https://archives.ncdcr.gov/documents/agency-functions

RC No. 811: Complaints
RC No. 1522: Constituent Comments, Complaints, and Petitions

RC No. 1523.1: Constituent Requests

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Are the records from an external agency?

for informational purposes and requiring no response

RC No. 125.R: Reference Files
Executive Order 12

Remember, if you work for an executive agency subject to McCrory’s Executive Order 12, any communications sent or received via e-mail are subject to the 5-year retention requirement established therein. As included in the previous examples, if there is a shorter retention requirement in the Functional Schedule for North Carolina State Agencies, you must always abide by the more restrictive requirement (in this case, 5 years). Likewise, if you have e-mails that are part of a record type with a longer retention than 5 years (e.g., Legal Case Records), you are responsible for that longer retention.

Functions of State Government

Other than the communication records in your office that relate to a specific function of your agency, you can find the appropriate retention and disposition instructions for the remainder in one of two functions:
Functions of State Government
You can find the names of the Chief Records Officer and the Records Analyst for your agency on our website at:

You can find the *Functional Schedule for North Carolina State Agencies* on our website at: