

City of Henderson Records Retention Schedule  
Department of Information Technology

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# City of Henderson Records Retention Schedule

## Department of Information Technology

### Disposition Information:

- Unscheduled records can NOT be destroyed. A local governmental entity shall not dispose of any public record except in accordance with a schedule for the retention of such records approved by the State Library and Archives Administrator pursuant to - NAC 239.155 Disposal of public record restricted; procedures for proposal and adoption of schedules for retention of public records.
- Unless otherwise specified, a Certificate of Destruction is required to be completed prior to destroying any records regardless of media. See City of Henderson ROP-004 Destruction of Public Records for more information.
- In the event there is any pending litigation, suspend any destruction of records including deletion, overwriting, or any other destruction or alteration of electronic and/or hardcopy information relevant to the dispute until the case is closed and the City Attorney's Office has given approval to proceed.
- Unless otherwise specified, permanent records should be transferred to the City Archives as soon as possible.
- Convenience copies and duplicates must NOT be retained longer than the Record Copy.
- To protect the confidentiality of records of local governments that are declared by law to be confidential, such records must be destroyed in accordance with the applicable schedule by shredding in a manner that ensures the information cannot be reconstructed, by burning if allowed by federal, state and local regulations, or as required by the laws, regulations, established standards, policies and procedures of the State or Federal Government. An electronic record must be destroyed in accordance with the applicable schedule in a manner that ensures the information cannot be retrieved or reconstructed, including, without limitation, overwriting, degaussing, and the physical destruction of the storage media – NAC 239.165 (1) (2) Destruction of confidential records, electronic records and copies of records. Also see, City of Henderson Records Directive No. 9 Confidentiality of Personal Information/Social Security Numbers.

### Definitions:

**Business Essential (BE) Record** - A record or record series that are critical to continuing or reestablishing operations during an emergency or after a disaster, or that are necessary to protect rights and interests.

**Convenience Copy** – A copy of a record or series that consists of reference, informational, or copies of other records and are usually kept to be made available for distribution to individuals, departments, boards, commissions, committees, remote locations, etc.

**LRDA** – Local Government Records Disposition Authority control number assigned to a record series by the Nevada State Library and Archives. The Local Government Records Retention Schedules can be found here: <http://nsla.libguides.com/local-governments/retention-schedules>

**Record** - Information that is created or received pursuant to a law or ordinance, or in connection with the transaction of the official business of any office or department of a local governmental entity, including, without limitation, all documents, papers, letters, unpublished books, maps, charts, blueprints, drawings, photographs, films, computer printouts, newspapers received pursuant to NRS 247.070, artifacts entered as exhibits in any proceeding in any court, information stored on a magnetic tape, computer, laser disc or

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optical disc, or on material which is capable of being read by a machine, including microforms and audio and visual materials, and any other evidence, including all copies thereof. NAC 239.101 "Record of a local government" defined.

**Approved by Records Committee: 11/7/18**

**Approved by State Archivist: NA**

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<b>General</b>		
<b>Record Series/Description</b>	<b>Filing Method</b>	<b>Retention/Disposition</b>
<b>Application Development Project Files</b> Records documenting the development, redesign, or modification of an automated system or application (project management, status reports, specifications, user requirements, related correspondence, and documents of similar nature).	By Project	Three (3) calendar years after completion of project.  <b>LRDA:</b> 20101809 Enterprise Electronic Development Project Files
<b>Change Management Form</b> Documents any change with electronic systems.	By date	Two (2) years after the year the form was completed.
<b>Change Management Report</b> Report summarizing changes with electronic systems.	By date	Two (2) years after the year of the report.
<b>Documentation of Computer Systems and Programs</b> Records containing all program specifications and documentation related to a particular program or system.	By system	Retain until information is no longer needed to retrieve or store data, or for three (3) calendar years after the system or program is discontinued or replaced, whichever is longer.  <b>LRDA:</b> 20070244 Documentation of Computer Systems and Programs
<b>IT Access Control Policies and Procedures</b> This record series administers and documents the controls placed upon access to system applications and/or data by an agency. The files may include, but are not limited to, user/ID policy, access control criterion, password control policies, logging procedures, dataflow diagrams, administrative change control process, procedures for processing terminations and similar policies with related correspondence.	By policy/procedure title	Six (6) calendar years from the end of the calendar year in which the policy and procedure is superseded.  <b>LRDA:</b> 20071724 IT Access Control Policies and Procedures
<b>IT Asset Inventory Files</b> This record series administers and documents the IT inventories created and maintained by an agency in accordance with various PSP's (Policies, Standards and Procedures).	Electronically by product type (i.e. hardware, software, etc.)	Three (3) calendar years from end of the calendar year in which the inventory is superseded or an audit/ review is concluded.  <b>LRDA:</b> 20071720 IT Asset Inventory Files
<b>IT Policy and Procedure Records</b> These are written instructions, rules and guidelines usually in manual form documenting IT policies and procedures. May include, but is not limited to, departmental or organization-wide directives, policy or operations manuals, instruction manuals, memorandums, orders, rules, notices, notes, and related documents.	By policy or procedure title	Refer to Citywide Administration Schedule: Departmental Regulations, Policies, and Procedures

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<b>Record Series/Description</b>	<b>Filing Method</b>	<b>Retention/Disposition</b>
<b>IT System User Master List</b> Administers and documents the creation, maintenance and management of IT system user access rights. The master list usually consists of an on-line electronic file containing user names, user ID codes, access rights and privileges (to data, applications, communications and other system devices) and similar documents.	Within Application	Purge and/or modify this record series as needed.  <b>LRDA:</b> 20071369 IT System User Master List
<b>Software Licenses</b> Documents proving the licensure and implementation of computer software programs by the local government. This series may include, but is not limited to, permitted uses, rights and restrictions, warranty information, liability statement, and laws governing the product.	By vendor	Duration of license plus three (3) calendar years.  <b>LRDA:</b> 20071245 Software Licenses
<b>Software Plans</b> Plans describing the design, implementation and dissolving/transitioning of software programs, including Project Charter, Plans, Database Design, Requirements Document, QA Test Plans, Training Materials, Source Codes, Implementation Schedules, Copies of Bids/RFP's, etc.	By application name	Retain until information is no longer needed to retrieve or store data, or three (3) calendar years after system or program is discontinued or replaced, whichever is longer.  <b>LRDA:</b> 20070244 Documentation of Computer Systems and Programs
<b>Street Address Map</b> 11 x 17 maps, for each half section, showing all city streets and addresses. <b>(BE)</b>	SAM Number	<b>Permanent</b> – Forward most recent version at end of year to City Archives for permanent retention.

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<b>Information Security</b>		
<b>Record Series/Description</b>	<b>Filing Method</b>	<b>Retention/Disposition</b>
<b>Computer Security Audit Log</b> A log used when an employee is being investigated for possible misuse of electronic systems.		Log is forwarded to Human Resources and maintained with Internal Investigation file. No copies of logs are maintained in IT.
<b>Computer System Security Reviews, Reports and Logs</b> This record series is used to control or monitor the security of a system and its data, and may include but is not limited to intrusion detection logs, firewall logs, login files, logs of unauthorized access, internet logs and related correspondence and similar documents.	Electronically in Splunk	Three (3) calendar years from the end of the calendar year in which the review and/or audit was concluded. Retain logs for a minimum period of ninety (90) days.  <b>LRDA:</b> 20071726 IT Security Reviews, Reports and Logs
<b>Computer Usage Files</b> These are usually electronic files or automated logs created to monitor computer system usage. This series may include, but is not limited to, system usage files and data entry logs.	Electronically by date	As long as administratively useful to the agency.  <b>LRDA:</b> 20071350 Computer Usage Files
<b>Error Reports</b> This record series includes reports produced to detect errors or potential errors within the system. The files may consist of paper printouts and/or on-line reports. The reports may be run on a regular or special basis.	Electronically/on-line	Until a superseding report is run or until the action for which they were produced has been accomplished.  <b>LRDA:</b> 20071341 Error Reports
<b>IT Contingency Plan Tests</b> Administers and documents the testing of an IT contingency plan and may include, but is not limited to, copies of management's annual reviews, contingency plan testing documents, copies of reports to management, related correspondence, and similar documentation.	By plan	Three (3) calendar years from the end of the calendar year in which the test was performed.  <b>LRDA:</b> 20071371 IT Contingency Plan Tests
<b>IT Security Plans</b> Administers and documents the requirements to create and maintain plans for IT systems concerning security management, employee security training, personnel security measures, data and application security, software security, and physical and environmental security.	Electronically by plan	Six (6) calendar years from the end of the calendar year in which the plan, policy and/or procedure is superseded or revised.  <b>LRDA:</b> 20071723 IT Security Plans

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Information Security		
Record Series/Description	Filing Method	Retention/Disposition
<b>Risk Assessment</b> Assessment done to analyze and determine possible risks to the security of the City's electronic systems including recommendations.	By date	Three (3) calendar years from the end of the calendar year in which the evaluation was completed.  <b>LRDA:</b> 20071368 IT Security Evaluations

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<b>Service Center</b>		
<b>Record Series/Description</b>	<b>Filing Method</b>	<b>Retention/Disposition</b>
<b>Monthly Usage Reports</b> Documents copy machine and printer usage.	By date	Until annual audit is completed  <b>LRDA:</b> 20070895 Copy Log
<b>Service Level Agreements</b> Agreements between the Department of Information Technology and a customer. The SLA describes IT services, documents service level targets, and specifies the responsibilities of the customer department and IT.	By department and date	Refer to Citywide Administration schedule, "Contracts/Agreements."
<b>Service Request Software Reports</b> Contains information such as user ID, problem/issue, actions taken to correct/inform, etc.	Magic Database	Two (2)* years after the year of corrective action.  <b>LRDA:</b> 20071362 Help Desk Telephone Logs and Reports *State minimum retention is one (1) calendar year after creation.



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Infrastructure																										
Record Series/Description	Filing Method	Retention/Disposition																								
<b>Backup of Computer Files and Computer System</b> Files made for security purposes.	By Date	Maintain until replaced by a more recent copy in accordance with the following table. No Certificate of Destruction is needed. <table border="1"> <thead> <tr> <th>Data Category</th><th>Retention Period</th><th>Number of Recovery Points</th></tr> </thead> <tbody> <tr> <td>File Servers</td><td>56 Days</td><td>56</td></tr> <tr> <td>E-Mail</td><td>15 months</td><td>31</td></tr> <tr> <td>Databases – Production</td><td>126 Days</td><td>126</td></tr> <tr> <td>Databases – Test / Development</td><td>49 Days</td><td>49</td></tr> <tr> <td>Application Servers</td><td>56 Days</td><td>56</td></tr> <tr> <td>Appliances</td><td>35 Days</td><td>35</td></tr> <tr> <td>Legal Holds</td><td>12 months</td><td>364</td></tr> </tbody> </table>	Data Category	Retention Period	Number of Recovery Points	File Servers	56 Days	56	E-Mail	15 months	31	Databases – Production	126 Days	126	Databases – Test / Development	49 Days	49	Application Servers	56 Days	56	Appliances	35 Days	35	Legal Holds	12 months	364
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<b>Call Center Reports</b> Contains Automatic Call Distribution (ACD) Reports such as agents available, average talk time, calls received/ answered/abandoned, etc.	Contact Center Database	Two (2)* years after the year of corrective action.  <b>LRDA:</b> 20071362 Help Desk Telephone Logs and Reports *State retention requirement is one (1) calendar year after creation.																								
<b>Call Detail Reports</b> Contains call information such as numbers placed incoming/outgoing and length of calls per phone unit.	VOIP Database	Two (2)* years after the year of corrective action.  <b>LRDA:</b> 20071008 Telephone Logs *State retention requirement is ninety (90) days from last entry.																								
<b>E-Mail Archive)</b> E-Mail to and from City employees.	Email archive is not a record keeping system.	Email is maintained in archive system for rolling 15 months. No Certificate of Destruction is needed.																								