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**Records Management**

This retention schedule is authorized under Policy 5.21 Records Management.

1. This policy applies to all employees of Emory University and Emory Healthcare, as well as contractors who conduct business for or on behalf of Emory, who create, receive, or retain University records. Any recorded information, regardless of media, characteristics, physical form, storage location, or means of transmission, is considered a record when it is relevant to Emory's legal obligations or business.
2. Each department or office will maintain and dispose of records in compliance with Emory's retention schedule. This schedule supersedes previously approved applicable schedules.
3. Records should not be maintained past the end of their stated retention unless involved in current litigation, investigation, or audit. All known audits, investigations, or court cases involving the listed records must be resolved before the records can be destroyed.
4. The retention schedule applies to all records, regardless of format. Records must be accessible throughout their retention period in analog or digital format.
5. Departments and offices will destroy records that have not been deemed permanent in the manner identified by the retention schedule. Confidential paper must be shredded; electronic records must be made unreadable by being overwritten or the storage media being physically destroyed. Recordkeeping systems must be capable of the complete deletion of records; it is not sufficient to take information off-line.
6. Departments and offices will routinely transfer records with continuing and enduring value, as identified on the retention schedule, to the University Archives.
7. The heads of departments or offices are responsible for ensuring that procedures within their area of responsibility meet the requirements of Emory's records management program relative to record identification, control, maintenance, storage, and disposition. All employees are responsible for managing the records in their possession in compliance with this schedule.

*Title* Call Center Logs and Records

*Description* This series documents the operation and management of call centers operated by Emory University or Healthcare. This series may include, but is not limited to: incoming requests and responses, trouble tickets and tracking logs, recordings of conversations with customers, and system data including customer ticket numbers and visit tracking.

*Retention* Retain for 3 years after creation.

*Disposition* Confidential destruction is required.

*Citations*

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*Title* Computer System Documentation, Management, and Maintenance Records

*Description* This series documents the addition, modification, maintenance, and removal of software and/or hardware from institutional computer systems. This series may include, but is not limited to: hardware performance reports; component maintenance records; system backup reports; system overviews; operations logs; job listings; system development logs; system specifications and changes; conversion notes; dataset logs; dataset record layouts; data dictionaries; programming logs; program specifications and changes; record layouts; user views; control program table documentation; program listings; instruction manuals; and licenses.

*Retention* Retain 1 year after superseded or obsolete.

*Disposition* Confidential destruction is required.

*Citations*

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*Title* Computer System Inventories

*Description* This series documents the addition, modification, maintenance, and removal of software and/or hardware from institutional computer systems. This series may include, but is not limited to: computer equipment inventories; backup tape inventories; dataset inventories; dataset record layouts; data dictionaries; and software inventories

*Retention* Retain 1 year after surplussed.

*Disposition* Confidential destruction is required.

*Citations*

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*Title* Information System Planning and Development Records

*Description* This series documents the planning and development of information systems. This series may include, but is not limited to: information technology plans; feasibility studies; cost-benefit analyses; studies and surveys; system specifications and revisions; component proposals; and vendor proposals.

*Retention* Retain 1 year after superseded or obsolete.

*Disposition* Confidential destruction is required.

*Citations*

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*Title* Network, Computer, and Server Security

*Description* This series documents the administration of the security and monitoring of the institution's network, servers, and computers.

*Retention* Retain 1 year after superseded or obsolete.

*Disposition* Confidential destruction is required.

*Citations*

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*Title* System Architecture Documents and Wiring Schemas

*Description* This series documents the location of wiring and the design of the overall agency network environment.

*Retention* Retain until superseded or obsolete.

*Disposition* Confidential destruction is required.

*Citations*

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*Title* Telecommunication System Management Records

*Description* This series documents the creation, modification, and disposition of university telecommunications systems. This series may include, but is not limited to: equipment records; repair order forms; system planning records; telecommunications maintenance contracts; and service orders.

*Retention* Retain 1 year after superseded or obsolete.

*Disposition* Confidential destruction is required.

*Citations*

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