

Information Technology

255	Helpdesk Files	Agency files to document computer assistance needed by their staff, which may include login, computer setup, access to applications or websites, broken links, and related information.	Hold one (1) year, then dispose.
256	Backup Files	May include incremental, differential, and full back-up of systems and data. May be a hard tape, optical disk, on-site, near-site, cold-site, or cloud.	Hold until the next backup is complete and tested, then overwrite previous backup.
257	Systems Management	Operational security scheme, usernames, passwords, infrastructure design, hardware identification, policy/procedures, emergency operation protocol, software documentation, network access/termination requests, implementation of applications, deployment of hardware, and related files.	Hold until superseded, then dispose.
258	Project Plans	Includes the planning and development of projects for information technology within an agency, board or commission. Includes approval files from ITS, documentation of the project, implementation, testing, finalization, deployment, training, and related files.	Hold five (5) years after the conclusion of project, then dispose.
314	Security Authorizations	This series consists of forms related to security authorizations for state agencies. Security contact authorizations are requests from agency directors for staff access. Individual Access authorization forms are issued to agency staff for access to specific applications.	Authentically reproduce, verify and dispose of paper files. Hold Security Contact authorizations in document management system five (5) years, then dispose at the end of the fiscal year. Hold Individual Access authorizations five (5) years beyond permissions granted to employees, then dispose. Audit must have been released three (3) years prior to disposal.