Reference	Category/Function	Activity / Records Series	Description / Example Record Types	Trigger event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation/ Notes	Edit History	Version	Publication Date
16	ICT										
16.001	ICT Systems Development										
16.001.001	ICT Systems Development	Initial development of and post-implementation changes to an ICT system.	Includes AUP and changes to access rights / permission levels	Decommissioning of system	5 years	Review for business and historical value	Business requirement	typically held in project files until implementation and relevant records subsequently transferred to system files	taken from SCARRS, description updated by Service	1.1	
16.001.002	ICT Systems Development	Initial development of an ICT system which is not implemented.	Request for a new ICT in-house development	Last action on development	5 years	Destroy	Business requirement	May be of use for related future projects	taken from SCARRS, description updated by Service	1.1	
16.002	ICT Systems Security Management										
16.002.001	ICT Systems Security Management	Security protocols for an ICT system.		Decommissioning of system	5 years	Destroy	Business requirement	Prescription and Limitation (Scotland) Act, 1973 and 1984	taken from SCARRS, agreed by Service	1.0	
16.002.002	ICT Systems Security Management	Opening, maintenance and closure of a user account for an ICT system.	Support calls raised in ICT work flow management system (HEAT) for access to a network share or server access	Closure of account	1 year	Destroy	Business requirement		taken from SCARRS, description updated by Service	1.1	
16.002.003	ICT Systems Security Management	Routine monitoring of access to, and use of, an ICT system.	Support calls raised in ICT work flow management system (HEAT) to monitor / confirm correct staff have access to a network share or business system	End of current year	3 years	Destroy	Business requirement		taken from SCARRS, description and retention period updated by Service	1.1	
16.002.004	ICT Systems Security Management	Detection and investigation of security breaches of an ICT system, and action taken.		Last action on incident	3 years	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.0	
16.003	ICT Systems Operations Management										
16.003.001	ICT Systems Operations Management	Routine monitoring and testing of an ICT system, and action taken to rectify problems and optimise performance.	Internal ICT work testing a new system or bug fixes within a system that needs written published documentation	End of current year	1 year	Destroy	Business Requirement		taken from SCARRS, description updated by Service	1.1	
16.003.002	ICT Systems Operations Management	Investigation of faults reported by users of an ICT system, and action taken to rectify problems.	Supports calls raised in ICT work flow management system (HEAT) by staff for ICT assistance with ICT hardware or software	Close of investigation	3 years	Destroy	Business Requirement		taken from SCARRS, description updated by Service	1.1	
16.003.003	ICT Systems Operations Management	Management of data in an ICT system, including the operation of routine data backup, archiving and deletion routines.	Current back up process of saving and restoring data	End of current year	1 year	Destroy	Business Requirement		taken from SCARRS, description updated by Service	1.1	
16.003.004	ICT Systems Operations Management	Maintenance of the software licence(s) for an ICT system.		Expiry/ Termination of licence	5 years	Destroy	Prescription and Limitation (Scotland) Act, 1973 and 1984		taken from SCARRS, agreed by Service	1.0	
16.003.005	ICT Systems Operations Management	Management of an ICT system - system file	handover documents, user guides, system support, technical and knowledgebase documentation	Decommissioning of system	5 years	Destroy	Business Requirement		taken from SCARRS, agreed by Service	1.0	
16.003.006	ICT Systems Operations Management	Removal / return of mobile ICT systems hardware & software from / to the Council's premises	register or log	Return of equipment	5 years	Destroy	Business Requirement		taken from SCARRS, agreed by Service	1.0	
16.003.007	ICT Systems Operations Management	Arrangements for the sanitisation and disposal of institutional ICT equipment	disposal log	Disposal of equipment	5 years	Destroy	Business Requirement	ensure record of disposals added to council asset disposal register - this will typically be held within Finance	taken from SCARRS, agreed by Service	1.0	
16.004	ICT Systems User Training & Support										

Reference	Category/Function	Activity / Records Series	Description / Example Record Types	Trigger event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation/ Notes	Edit History	Version	Publication Date
16	ICT										
16.004.001	ICT Systems User Training & Support	Development of technical & application training and guidance for IT system users	Published user guides and how to's	superseded	1 year	Destroy	Business Requirement	for administration of training and individual staff training records see HR Retention Schedule	taken from SCARRS, description updated by Service	1.1	
16.004.002	ICT Systems User Training & Support	Logging, investigation and resolution of user requests for technical and application support	Support calls raised in ICT work flow management system (HEAT) to monitor / confirm correct staff have access to a network share or business system	Close of call	3 years	Review for business value	Business requirement	May be of use for future development plans and support knowledgebase	taken from SCARRS, description and retention period updated by Service	1.1	