

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Development of technical & application training and guidance for IT system users	Published user guides and how to's	superseded	1 year	Destroy	Business Requirement	for administration of training and individual staff training records see HR Retention Schedule	taken from SCARRS,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	