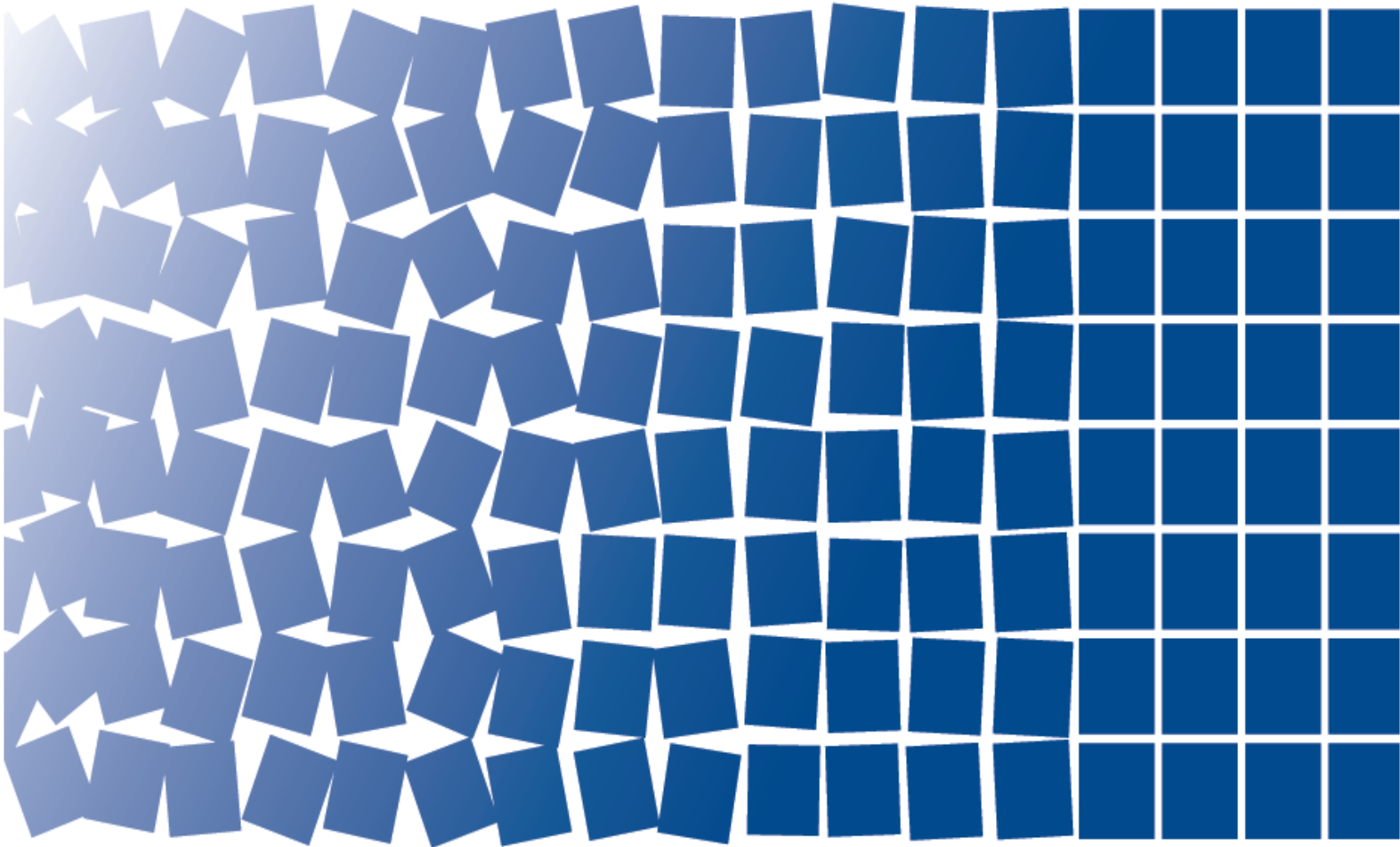


**INFORMATION TECHNOLOGY SERVICES
OPERATIONAL RECORDS
CLASSIFICATION SYSTEM
AMENDMENT 5**



GOVERNMENT RECORDS SERVICE

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

INFORMATION TECHNOLOGY SERVICES OPERATIONAL RECORDS CLASSIFICATION SYSTEM

TABLE OF CONTENTS

ORCS REGISTER OF AMENDMENTS

USEFUL INFORMATION

EXECUTIVE SUMMARIES

SECTION 1	91000 – 92999	INFORMATION TECHNOLOGY SERVICES
SECTION 2	93000 – 94999	IT INFRASTRUCTURE SERVICES
SECTION 3	95000 – 95999	INFORMATION TECHNOLOGY SECURITY SERVICES
SECTION 4	96000 – 97999	TELECOMMUNICATIONS NETWORK SERVICES

SYSTEMS SECTION

APPENDIX A SUMMARY OF CHANGES

ORCS REGISTER OF AMENDMENTS

This register lists all approved changes made to the *Information Technology Services ORCS*, in ascending order (i.e., the most recent changes appear first).

For more information about the changes listed here, see the relevant section, primary, and/or secondary; the *ORCS* may also have an appendix that provides a more detailed summary of changes.

Original schedule approval date: 2002/02/21

Amendment Number	Amendment Type	Date Approved	Section/ Primary/ Secondary	Changes
195730	Formal	2023-03-13	Section 3 / 95300	Significant changes to secondaries in 95300, including removal of, changes to, and addition of secondaries.
195726	Administrative	2021-09-10	92100-03	Removed 'drafts' from the qualifier
170463	Formal	2020-12-08	Section 1/ 92100 - 03 Section 2/ 94000	Title of secondary 92100-03 changed to include additional record types Secondaries in 93600 were merged with those of 94000 See Appendix A: Summary of Changes for details.
144005	Formal	2014-04-10	Section 3 / 95300 / various secondaries	The section covering security operations was changed to reflect new and updated procedures, particularly in relation to investigations into security incidents. Activity descriptions and other secondary statements were added, revised, or expanded to clarify what records they cover and what the retention triggers are. For several secondaries, retention periods were adjusted and final disposition was changed from SR to DE.

206172	Formal	2011/05/19	Entire ORCS	Substantive amendment to the entire ORCS
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USEFUL INFORMATION

Key to Information Schedule Codes and Acronyms:

Information Schedule titles:	ARCS = <i>Administrative Records Classification System</i> ORCS = <i>Operational Records Classification System</i>
Office information:	OPR = Office of Primary Responsibility
Records life cycle:	A = Active SA = Semi-active FD = Final Disposition
Active and semi-active period codes:	CY = Calendar Year FY = Fiscal Year NA = Not Applicable SO = Superseded or Obsolete w = week m = month y = year
Final disposition categories:	DE = Destruction FR = Full Retention SR = Selective Retention OD = Other Disposition NA = Not Applicable
Special flags:	FOI = Freedom of Information/Protection of Privacy PIB = Personal Information Bank VR = Vital Records

The following links provide additional resources for managing your information:

- [ARCS and ORCS User Guide.](#)
- [Special schedules for records that are not covered by ARCS and ORCS.](#)
- [Legislation, policies, and standards for managing records in the BC Government.](#)
- [Tips, guides, and FAQs on related topics.](#)
- [Records Officer contact information.](#)

Information Technology Services

Operational Records Classification System (ORCS)

Executive Summary For Amendment 5

Creating Agency

Ministry of Citizens' Services
Office of the Chief Information Officer
Enterprise Services Division
Information Security Branch

Amendment Change Summary

Changes to primary 95300 and related system overviews.

Scope

The purpose of this amendment is to update Section 3 of the Information Technology Security (ITSE) ORCS to reflect current business processes of the Information Security Branch within the Office of the Chief Information Officer (OCIO). These changes reflect new or changed procedures with respect to cybersecurity operations. This amendment covers the following changes to primary 95300:

- updates the language used throughout primary 95300 and in the associated Information System Overviews (ISOs);
- modifies final disposition for secondary 95300-00 Policy and procedures from DE to SR;
- removes secondary 95300-40 Security activity reports as these documents are no longer created or used by the Information Security Branch (ISB);
- creates a new secondary 95300-45 Cybersecurity event data to cover ISB event data not previously included in this ORCS;
- renames secondary 95300-50 to Internal investigation files and reduces the retention period from seven to five years;
- creates a new secondary 95300-51 Investigative records provided to third parties, covering the records no longer covered under secondary 95300-50;
- creates a new secondary 95300-52 Data provided to third parties, covering event data and disk images sent to third parties that have a separate retention period from other documents sent to third parties covered under 95300-51; and
- creates a new secondary 95300-54 Potential evidentiary material, covering large files that cannot be stored in the case management system but which may be useful to an investigation.

Notes On Application

The revisions to this ORCS are in effect from the approval date of this amendment and apply to all records that are in the custody and control of the ministry.

Standard Appraisal Considerations

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. The final dispositions have been reviewed to ensure that records having enduring evidential and informational values are preserved.

Specific Appraisal Considerations

Records for retention by the government archives include:

- Policies and procedures

The government archives will fully retain final and approved copies of the Cybersecurity Event Data retention policy, or equivalent, as this policy is not captured in summary within the Information Security Policy which is selectively retained under secondary 95000-00. All other policies and procedures in this secondary can be destroyed once they reach their final disposition.

SUMMARY LIST OF NEW / AMENDED CLASSIFICATIONS

SECTION 3 - INFORMATION TECHNOLOGY SECURITY SERVICES

Classification	Classification Title	Retention
95300	SECURITY OPERATIONS	
95300-00	Policy and procedures	SO nil SR
95300-45	Cybersecurity event data	SO nil DE
95300-50	Internal investigation files	SO 5y DE
95300-51	Investigative records provided to third parties	SO 7y DE
95300-52	Data provided to third parties	SO nil DE
95300-54	Potential evidentiary material	SO nil DE

Endorsements

This schedule was developed in consultation with staff and managers who conduct the operational functions in the creating agency. It has also been reviewed by appropriate Government Records Service staff to ensure it meets scheduling and appraisal standards, and reflects sound record keeping practices.

Schedule Number: 143282

Amendment Number: 195730

Schedule Developer: Adrian Bogdan, Archivist, 2022-12-06

Endorsed by Government Records Service: Mario Miniaci, Director, Archival and Records Initiatives, 2022-12-16

The government body endorses this schedule and its implementation: Dale Land, Director, Cyber Intelligence and Investigations, 2023-01-09

The Information Management Advisory Committee recommends this schedule for approval: Emilie Hillier, Chair, 2023-03-03

Approved by the Chief Records Officer: Charmaine Lowe, 2023-03-13

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

END OF EXECUTIVE SUMMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

Information Technology Services

Operational Records Classification System (ORCS)

Executive Summary for Amendment 4 - Administrative Amendment

Creating Agency

Ministry of Citizens' Services
Office of the Chief Information Officer
Service Management Branch

Amendment Change Summary

Amendment to change a secondary qualifier

Scope

The purpose of this amendment is to remove language from secondary 92100-03 to reflect operational requirements.

Endorsements

Schedule Number: 143282 Amendment Number: 195726

Schedule Developer: Natalie Russell, 2021-08-26

Approved by Director, Archives and Records Initiatives: Elizabeth Vander Beesen, 2021-09-10

END OF EXECUTIVE SUMMARY

Information Technology Services

Operational Records Classification System (ORCS)

Executive Summary For Amendment 3

Creating Agency

Ministry of Citizens' Services
Office of the Chief Information Officer
Hosting Administrator's Office

Amendment Change Summary

Minor Amendment to Merge Two Primaries

Scope

The purpose of this amendment is to combine two contract management primaries into one, thereby streamlining the classification system.

Notes On Application

The revisions to this *ORCS* are in effect from the approval date of this amendment and apply to all records that are in the custody and control of the ministry.

Standard Appraisal Considerations:

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. The final dispositions have been reviewed to ensure that records having enduring evidential and informational values are preserved.

Specific Appraisal Considerations:

Records for retention by the government archives that are affected by this amendment include:

- Final reports and reviews

The government archives will fully retain final reports and reviews submitted by the vendor because they have evidential value in demonstrating whether the stated goals of the service provider were met.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

SUMMARY LIST OF NEW / AMENDED CLASSIFICATIONS

SECTION 2 - IT INFRASTRUCTURE SERVICES

Classification	Classification Title	Retention
94000	SERVER INFRASTRUCTURE SERVICES	
94000-10	Final reports and reviews	SO 7y FR

Endorsements

This schedule was developed in consultation with staff and managers who conduct the operational functions in the creating agency. It has also been reviewed by appropriate Government Records Service staff to ensure it meets scheduling and appraisal standards, and reflects sound record keeping practices.

Schedule Number: 143282 Amendment Number: 170463

Schedule Developer: Natalie Russell, 2020-10-09

Endorsed by Government Records Service: Emma Wright, 2020-10-20

The government body endorses this schedule and its implementation:
Stuart Restall, 2020-10-23

The Information Management Advisory Committee recommends this schedule for approval:
Susan Laidlaw, 2020-12-03

Approved by the Chief Records Officer: Kerry Pridmore, 2020-12-08

END OF EXECUTIVE SUMMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

RECORDS RETENTION AND DISPOSITION AUTHORITY
This is a recommendation to authorize an ongoing records schedule.
Title: Information Technology Services ORCS
Ministry of Technology, Innovation, and Citizens' Services Office of the Chief Information Officer Information Security Branch
Description and Purpose: The purpose of this amendment is to update Section 3 of the <i>Information Technology Security (ITSE) ORCS</i> , which covers the security functions assigned to the Office of the Chief Information Officer (OCIO) in the <i>Core Policy and Procedures Manual</i> . Although this ORCS was updated in 2011, Section 3 hasn't been amended in any substantial way since the original ORCS was approved in 2002. Most of the changes reflect new or changed procedures with respect to investigations into security incidents. Retention periods and several archival decisions have been revised as well. For more information, see the attached schedule.
Start Date: 1977 ongoing
Recommended retention and disposition: scheduled in accord with attached records schedule.

THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:		THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE: <u>March 12, 2014</u> Date
<u>B. Nacey</u> Records Officer Signature Print Name: Bea Nacey	<u>Nov 18/13</u> Date	
<u>Margaret Patton</u> Director, Investigation and Forensics, Information Security Branch Print Name: Margaret Patton	<u>Nov. 27/13</u> Date	APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY: <u>April 10, 2014</u> Date
THE PUBLIC DOCUMENTS COMMITTEE CONCURS:		
<u>Gary Mitchell</u> Chair, PDC signature Print Name: Gary Mitchell	<u>31 Jan 2014</u> Date	

RECORDS MANAGEMENT APPRAISAL:

This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of the repealed *System Act* (RSBC 1996, c. 446), and in accordance with the *Core Policy and Procedures Manual* Chapter 12, Information and Technology Management.

The retention and final disposition guidelines specified in the attached Operational Records Classification System meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

The retention and final disposition guidelines have been established in consultation with the Records Officer and staff and managers of all branches conducting operational functions in the creating agency.

ARCHIVAL APPRAISAL:


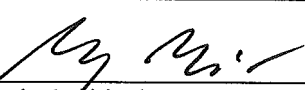

This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the Operational Records Classification System.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

	<p>2013-11-18</p>
<p>Archivist signature</p> <p>Print Name: David Coppard</p>	<p>Date</p>
	<p>2013-11-18</p>
<p>Senior Archivist signature</p> <p>Print Name: Mary McIntosh</p>	<p>Date</p>
<p>The undersigned endorses the appraisal recommendations:</p> 	<p>2013-11-18</p>
<p>Manager, Infrastructure and Strategy Government Records Service, Information Access Operations</p> <p>Print Name: Glen Isaac</p>	<p>Date</p>

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

A SA FD

INFORMATION TECHNOLOGY SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

EXECUTIVE SUMMARY FOR AMENDMENT 2

This *Operational Records Classification System (ORCS)* amendment updates the classification system and retention and disposition schedule for the operational records that were created by the British Columbia Systems Corporation (BCSC) under the repealed *System Act* (RSBC 1996, c. 446) and the operational records that are created by its successors, as identified in the *Core Policy and Procedures Manual* Chapter 12, Information and Technology Management. This *ORCS* covers records created and received since the establishment of BCSC in 1977. Prior to this time, the functions covered by this *ORCS* were not carried out by the provincial government.

Primary 95300 (Security Operations) has been amended extensively to reflect procedural changes, for clarity, and as a consequence of reappraisal. For two secondaries in 95300 that concern security reviews and investigations, retention periods have been reduced and final disposition has been changed from selective retention to destruction. Furthermore, three new secondaries have been added: one to cover investigation reference data retained in the new File Management System, and two to cover previously uncovered IT security activities. Secondary descriptions, scope notes, and SO statements have been revised or added for clarity throughout.

This amendment also includes a change to the final disposition of records in primary 95000 (Information Technology Security Services - General) from destruction to selective retention to reflect shifts in operational responsibilities.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. Government Records Service (GRS) has reviewed the final dispositions to ensure that records having enduring evidential and historical values are preserved.

The following summary describes the records covered by this amendment and identifies their retention periods and final disposition. In this summary, records are linked to the *ORCS* by primary and secondary numbers. Secondaries with a final disposition of destruction and a retention period of less than seven years are only described if their final disposition differs from what it was in the previous version of the *ORCS*. For a detailed description of the full amendment, please consult Appendix A: Summary of Amendments to the *Information Technology Services ORCS*.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

	A	SA	FD
1) <u>Policy and Procedures – Information Technology Security Services</u> (secondary 95000-00)	SO	nil	SR
SR = The government archives will selectively retain one copy of each final, approved version of the Information Security Policy or equivalent, and for each version, one copy of each security standard it cites; the selected security standards should be those that were considered final and approved at the time the policy version was approved.			
2) <u>Investigation Files</u> (secondary 95300-50)	SO	7y	DE
(supersedes secondary -02) (includes incident reports and assessments, notifications to stakeholders, correspondence, planning and coordination documentation; records that the investigating organization has taken into its custody or otherwise produced for investigative purposes; investigator's notes and analysis; research and reference material; reports and summaries; and conclusions and recommendations)			
SO = when investigation is closed or abandoned			
7y = The seven year retention period is ensures that the information will be available to meet operational and accountability needs.			
DE = Investigation files can be destroyed upon authorization of the Records Officer because records of significant findings and the actions that resulted will be adequately documented in executive records covered by primary 280 and/or by special schedule 102906 (<i>Executive Records</i>).			
3) <u>Customer security review case files</u> (secondary 95300-20)	SO+3	nil	DE
SO = when the review is superseded by another review, or the site, system, or service is no longer used for purposes consistent with those which necessitated the review.			

END OF EXECUTIVE SUMMARY



Schedule No. 143282

RECORDS RETENTION AND DISPOSITION AUTHORITY

Amendment No. 206172

This is a recommendation to amend the above-noted records schedule.

Title: Information Technology Services Operational Classification System

Ministry of Citizens' Services
Shared Services BC
Workplace Tehcnology Services (WTS) - AMENDMENT 1

Description and Purpose:

The purpose of this amendment is to amend the classification system and retention periods and disposition schedule for the operational records of Workplace Technology Services and its predecessors, British Columbia Systems Corporation and Information Technology Services Division (ITSD).

These records document the provision of information technology services to the provincial government, including the delivery of information infrastructure, information technology security, and telecommunications network services.

For further descriptive information about these records, please refer to the attached schedule.

Date range: 1977 ongoing

Physical format of records: see attached schedule

Annual accumulation: .38 cubic meters

Recommended retention and disposition: scheduled in accord with attached records schedule.

THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:

[Signature] 2009/11/26
Records Officer Date
[Signature] 2009-12-14
Executive Director/ADM Date
[Signature] 2009-12-21
Deputy Minister/Corporate Executive Date

THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:

[Signature] Feb. 10, 2011
Date

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:

[Signature] 2010 JUN 17
Chair, PDC Date

APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:

[Signature] May 19, 2011
Date

OTHER STATUTORY APPROVALS:

Signature _____ Date _____ Signature _____ Date _____
Title: _____ Title: _____

CONTACT: Mahia Frost, Records Analyst, 250-356-9440


RECORDS MANAGEMENT APPRAISAL:

This appraisal documents the recommendation for active and semi-active retention periods.


These records are created and received under the authority of the *System Act* (RSBC 1996, C. 446) and subsequent legislation governing the operational responsibilities and functions of the creating agency, and by chapter 12 *Information and Technology Management of the Core Policy and Procedures Manual*.

Functional duplicates and microfilmed records are indicated in the attached schedule.

The retention and final disposition guidelines specified in the attached *Operational Records Classification System* amendment meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.



Records Analyst



Date

ARCHIVAL APPRAISAL:


This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the *ORCS*, as well as in the Executive Summary.


Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.



Archivist

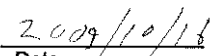


Date

The undersigned endorses the appraisal recommendations:



Manager, Policy, Appraisal and Storage



Date

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

A SA FD

INFORMATION TECHNOLOGY SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

EXECUTIVE SUMMARY FOR AMENDMENT 1

This *Operational Records Classification System (ORCS)* amends the classification system and retention and disposition schedule for the operational records that were created by the British Columbia Systems Corporation (BCSC) under the repealed *System Act* (RSBC 1996, c. 446) and the operational records that are created by its successors, Workplace Technology Services (WTS) and the former Information Technology Services Division (ITSD) as defined by chapter 12 *Information and Technology Management* of the *Core Policy and Procedures Manual*.

These records document the provision of information technology (IT) services to the provincial government and other public sector agencies, including the delivery of IT infrastructure and telecommunication network services.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. Corporate Records Management Branch (CRMB) has reviewed the final dispositions to ensure that records having enduring evidential and historical values are preserved.

This *ORCS* covers records created and received since the establishment of BCSC in 1977. Prior to this time, the function(s) covered by this *ORCS* were not carried out by the B.C. government.

The following summary describes the types of records covered by this *ORCS* and identifies their retention periods and final dispositions. In this summary, record types are linked to the *ORCS* by primary and secondary numbers. Please consult the *ORCS* manual for further information.

(continued on next page)

A = Active
SA = Semi-active
FD = Final Disposition
FOI = Freedom of Information/Privacy
PIB = Personal Information Bank
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
OD = Other Disposition
VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

	<u>A</u>	<u>SA</u>	<u>FD</u>
1) <u>Policy and Procedures</u>			
(secondary -00 throughout <i>ORCS</i> , except 91400-00)	SO	nil	DE
(secondary 91400-00 <i>BCeID policy and procedures</i>)	SO	7y	DE

7y = The retention period is based on the six-year limitation period for commencing an action under the *Limitation Act* (RSBC 1996, c. 266, s. 3).

DE = These records may be destroyed because IT policies and procedures are developed by the Office of the Chief Information Officer (OCIO), Knowledge and Information Services.

2) <u>Master Service Agreements (MSAs) and Compliance Files</u>			
(secondaries 93600-02, -03, -05, and -06, 94000-02, and 94500-02)	SO	7y	FR
(secondaries 93600-20, 94000-20, and 94500-20 and -30)	SO	7y	DE

These records document the terms, conditions, and indemnities in the MSAs for mainframe and midrange server services and workstation delivery services, as well as the service provider's compliance with the agreements.

SO = upon expiry or termination of MSA and all extensions

7y = The retention period is based on the six-year limitation period for commencing an action under the *Limitation Act* (RSBC 1996, c. 266, s. 3).

FR = The government archives will fully retain the MSA contracts and amendments, as well as mainframe services decision logs and final reports because they document the provincial government's partnership with private companies for the provision of IT services to B.C. government ministries and agencies.

3) <u>IT Strategic Planning and Services Development</u>			
(secondary 92700-02)	SO	nil	FR
(secondaries 92700-20 and -30)	SO	nil	DE

These records document technological solutions, products, and services researched and/or recommended for government use.

(continued on next page)

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SO = Superseded or Obsolete
 DE = Destruction
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 VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

A SA FD

SO = upon completion or abandonment of project, and when no longer required for reference purposes

FR = The government archives will fully retain the final version of IT strategic planning and services communiqués because they summarize the IT directions of the provincial government over time and the manner in which WTS communicates about them with clients.

- 4) Annual IT Service Satisfaction Reports SO nil FR
 (secondary 92400-02)

These records document services offered by WTS and customer satisfaction with those services.

SO = when a report is superseded by two newer reports

FR = The government archives will fully retain Annual IT service satisfaction reports because they provide a history of IT services used by the provincial government.

- 5) Security Investigation Summary Reports FY+1y nil FR
 (secondary 95300-02)

These records document investigations into all security breaches in government computer systems.

FR = The government archives will fully retain the security investigation summary report because of its significant evidential and historical values.

- 6) Security Review and Investigation Case Files SO+3y 6y SR
 (secondaries 95300-20 and -50)

These records document computer system security reviews performed for customers, as well as investigations of security breaches in government computer systems.

SO = when the review or investigation is completed

9y = The nine-year retention period is required for reference purposes.

(continued on next page)

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SO = Superseded or Obsolete
 DE = Destruction
 SR = Selective Retention
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 VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

A SA FD

SR = The government archives will retain paper copies of security investigation case files that document significant security breaches of incidents, and paper copies of final reports relating to security reviews conducted for clients. These reports document significant security projects and recommendations relating to security risks.

- 7) Telecommunications Installation Safety Reports SO 21y DE
 (secondary 97400-03)

These records document the professional opinion of qualified private sector engineers that telecommunications structures installed on behalf of the government on public buildings such as schools have been safely installed.

SO = when the telecommunications structure to which the report relates is removed from the building

21y = The 21-year retention period is required in the event of an accident or injury caused by a telecommunications structure to a child. Since the branch will not be aware of all incidents involving children, the reports must be retained until a child reaches the age of majority (19 years) plus the two-year limitation period specified in the *Limitation Act* (RSBC 1996, c. 266).

- 8) IT Infrastructure Change Management SO+7y nil DE
 (secondary 92100-20) FY+9y nil DE
 (secondary 92100-03)

These records document changes to cross-government applications, infrastructure changes to the mainframe, servers, and voice and data network, and customer notifications of the changes.

SO = when the change request has been implemented and reviewed

7y = The retention period is based on the six-year limitation period for commencing an action under the *Limitation Act* (RSBC 1996, c. 266, s. 3).

10y = The Technical Information Bulletins are required for 10 years for reference purposes.

(continued on next page)

A = Active
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 FOI = Freedom of Information/Privacy
 PIB = Personal Information Bank
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CY = Calendar Year
 FY = Fiscal Year
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SO = Superseded or Obsolete
 DE = Destruction
 SR = Selective Retention
 FR = Full Retention
 OD = Other Disposition
 VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to government policy and procedures. For assistance, contact your Records Officer.

		<u>A</u>	<u>SA</u>	<u>FD</u>
9)	<u>IT Incident and Problem Management</u> (secondaries 92100-25 and 92500-20)	SO	7y	DE
	These records document the management of server, voice, and data network incidents and problems, including reviews of significant events.			
	SO = upon resolution of incident or problem and completion of review			
	7y = The retention period is based on the six-year limitation period for commencing an action under the <i>Limitation Act</i> (RSBC 1996, c. 266, s. 3), and provides sufficient data for review and analysis.			
10)	<u>Telecommunication Network Request Management Records</u> (secondary 97600-50)	FY+7y	nil	DE
	These records document the management of requests for voice and data network products and services.			
	8y = The eight-year retention satisfies reference and analysis requirements.			
11)	<u>Electronic Records</u>			DE
	The following electronic systems are covered by the ISO section in this <i>ORCS</i> : BCeID System, Government Electronic Messaging System (GEMS), Government Telephone Directory System (GTDS), Internal Directory (IDIR), Information Technology Information Management System (ITIMS), and the Online Request System (ORS).			
12)	<u>All Other Records</u>			DE
	All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the function performed, but does not exceed six years after they are superseded or obsolete. The information these records contain is summarized elsewhere. Significant issues are documented in records which will be retained under the provisions of this <i>ORCS</i> , as well as in briefing notes to the ministry executive (<i>ARCS</i> secondary 280-20) and annual reports (<i>ARCS</i> secondary 400-02). These records have no enduring value to government at the end of their scheduled retention periods.			

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SA = Semi-active
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PIB = Personal Information Bank
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FY = Fiscal Year
NA = Not Applicable
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SO = Superseded or Obsolete
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Schedule No. 143282

Accession No. see ORCS "Introduction" part 2.6.1 (c)

RECORDS RETENTION AND DISPOSITION AUTHORITY

This is a recommendation to authorize an operational records classification and scheduling system.

Title: *Information Technology Services Operational Records Classification System*

Information, Science and Technology Agency
Information Technology Services Division

Description and Purpose:

The *Information Technology Services Operational Records Classification System (ORCS)* covers all operational records created, received, and maintained by the Information Technology Services Division. These records document the provision of information technology services to the provincial government including the delivery of information technology infrastructure, information technology security and telecommunications network services. For further descriptive information about these records, please refer to the attached executive summary.

Date range: 1977 ongoing

Physical format of records: see attached schedule

Annual accumulation: .38 cubic meters

Recommended retention and disposition: scheduled in accord with attached ORCS.

THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:

K. Borden 2001/06/07
Records Officer Date

R. Fraser 2001/06/08
Executive Director/ADM Date

Deputy Minister/Corporate Executive Date

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:
S. Mitchell 2001/11/15
Chair, PDC Date

THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:

2002/02/21
Date

APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:

Date

OTHER STATUTORY APPROVALS:

Signature Date Signature Date
Title: Title:

CONTACT: Grietje Adlhoch, (acting), Divisional Coordinator, (250) 387-4779

RECORDS MANAGEMENT APPRAISAL:

This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of the *System Act* (RSBC 1996, c. 446), the *BC Online Act* (SBC 1998, c. 24), the *Budget Measures Implementation Act, 1998* (SBC 1998, c. 5, ss. 41 and 42), and subsequent legislation governing the operational responsibilities and functions of the creating agency.

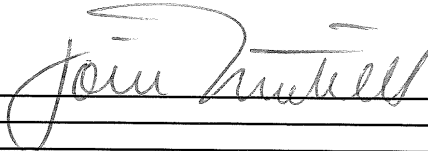
Functional duplicates and microfilmed records are indicated under appropriate classification headings.

The retention and final disposition guidelines specified in the attached *Operational Records Classification System* meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

The retention and final disposition guidelines have been established in consultation with the Records Officer and staff and managers of all branches conducting operational functions in the creating agency.

This ORCS supercedes schedule 117513 for records related to security previously approved as section 6 June 11, 1998.

Records Analyst



Date
2001-06-07

ARCHIVAL APPRAISAL:

This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the ORCS, as well as in the Executive Summary.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

Record series or groups of records which will be retained in part are indicated by "Selective Retention." Selective retention means that portions of the record series will be retained by means of recognized archival selection criteria. For the meaning of selective retention with respect to a specific record series, see the attached schedule.

The definitions of both selective and full retention provide that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

Archivist

Date
June 7 2001

The undersigned endorses the appraisal recommendations:

Manager, Government Records Services, BC Archives

Date
June 7 2001

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by BC Archives. For assistance in implementing *ORCS*, contact your Records Officer.

A SA FD

Information Technology Services

Operational Records Classification System

EXECUTIVE SUMMARY

This *Operational Records Classification System (ORCS)* establishes a classification system and retention and disposition schedule for the operational records that were created by British Columbia Systems Corporation (BCSC) under the *System Act* (RSBC 1996, c. 446), and the operational records that are created by its successor, the Information Technology Services Division as defined by government policy and the *BC OnLine Act* (RSBC 1998, c. 24). (The *System Act* was repealed on April 30, 2000 by Order in Council 148 which brought into force the *Budget Measures Implementation Act, 1998* [SBC 1998, c. 5, ss. 41 and 42]).

These records document the provision of information technology (IT) services to the provincial government. This includes the delivery of IT infrastructure, IT security and telecommunication network services.

The active and semi-active retention periods specified in the schedule meet all operational, administrative, legal, fiscal, and audit requirements. BC Archives has reviewed the final dispositions to ensure that records with enduring evidential and historical values are preserved.

This *ORCS* covers records created and received since 1979 with the creation of BCSC. Prior to this time, the function(s) covered by this *ORCS* were not carried out by the BC Government.

The summary which follows describes the basic types of records and identifies their retention periods and final dispositions. In this summary, record types are linked to the *ORCS* by primary and secondary numbers. Please consult the *ORCS* manual for further information.

(continued on next page)

A = Active
SA = Semi-active
FD = Final Disposition
PIB = Personal Information Bank
PUR = Public Use Records
OPR = Office of Primary Responsibility

CY = Calendar Year
FY = Fiscal Year
NA = Not Applicable
w = week m = month
y = year

SO = Superseded or Obsolete
DE = Destruction
SR = Selective Retention
FR = Full Retention
FOI = Freedom of Information/Privacy
VR = Vital Records

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided ORCS has been implemented according to standards approved by BC Archives. For assistance in implementing ORCS, contact your Records Officer.

	<u>A</u>	<u>SA</u>	<u>FD</u>
1) <u>Policy and Procedures</u> (secondary -00 throughout ORCS)	SO	5y	FR

Throughout this ORCS, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value. Draft and duplicate materials which hold insufficient value to merit preservation may be purged and discarded.

2) <u>BC OnLine (BCOL) Contract and Contract Management Records</u> (paper and electronic records) (secondary 93200-03)	SO	7y	FR
(secondaries 93200-02, -04, -05, -06, -07, -08, -20, -30, -40, and -50, and 93300-20)	SO	7y	DE

These records document the legal agreement between the provincial government and the BCOL service provider and the monitoring and management of that agreement.

SO = when the contract expires or is terminated and upon completion of any litigation

7y = The retention is based on the six-year limitation period under the *Limitation Act* (RSBC 1996, c. 266, s. 3).

FR = The government archives will fully retain the paper copy of the BCOL contract because it documents the services being contracted as well as the service levels required, and any changes to the services and service levels. Draft and duplicate materials that hold no evidential value may be purged and discarded.

3) <u>BCOL Technology Plans</u> (secondary 93400-05)	FY+2y	nil	FR
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These records document enhancements to the BCOL service.

(continued on next page)

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by BC Archives. For assistance in implementing *ORCS*, contact your Records Officer.

A SA FD

FR = The government archives will fully retain a copy of each technology plan for its evidential and informational values. These records document enhancements to information technology, hardware and services to clients by the BCOL operator. Duplicate copies of technology plans may be destroyed.

- | | | | | |
|----|---|----|-----|----|
| 4) | <u>BCOL Partner/Subject Files</u>
(secondary 93400-30) | SO | nil | SR |
|----|---|----|-----|----|

These records document the history and development of BCOL since its inception in July 1989 until May 1999, when it was contracted out to the private sector.

SR = The government archives will selectively retain partner and subject case files for their evidential value. These records document the development and provision of services by BCOL, and its relationship with provincial government partners. They also document the audit and evaluation of the program.

The records will be selected by retaining all files opened before BCOL was contracted out (i.e. all files opened prior to 30 April 1999), as well as all partner and subject files created after 30 April 1999 that document services to government partners. All files opened after 30 April 1999 relating to non-government partners will be destroyed at the end of their semi-active retention period.

- | | | | | |
|----|---|----|-----|----|
| 5) | <u>BCOL User Guides and Tutorials</u>
(secondary 93400-06) | SO | nil | SR |
|----|---|----|-----|----|

These records document how to access and use the databases available through BCOL.

SR = The government archives will selectively retain user guides and tutorials because they document BCOL's role in providing access to government databases.

(continued on next page)

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by BC Archives. For assistance in implementing *ORCS*, contact your Records Officer.

	<u>A</u>	<u>SA</u>	<u>FD</u>
6) <u>Comprehensive Service Agreements (CSA) and Status Reports</u> (secondaries 93600-02 and -03, 93700-02 and -12, and 93900-02 and -03)	SO	7y	FR

These records document legal agreements between the provincial government and IBM. They include the overarching CSA, and the MVS/VM/Print agreement and the project agreements with the Ministries of Health, Social Development and Economic Security, and Children and Families.

SO = when the agreement expires or is terminated and upon completion of any litigation

7y = The retention is based on the six-year limitation period under the *Limitation Act* (RSBC 1996, c. 266, s. 3).

FR = The government archives will fully retain the agreements because they document the services being contracted as well as the service levels required, and any changes to the services and service levels. The government archives will also retain a copy of each annual report because they document the government involvement in a public/private partnership and major developments in the partnership during the year. Draft and duplicate materials that hold no evidential value may be purged and discarded.

7) <u>MVS/VM/Print Change Orders, Risks and Issues</u> (paper and electronic records) (secondary 93700-35)	SO	7y	FR
(secondary 93700-20)	SO	7y	DE

These records document change orders, risks and issues that occur over the life of the MVS/VM/Print contract.

SO = when the MVS/VM/Print agreement expires or is terminated and upon completion of any litigation

7y = The retention is based on the six-year limitation period under the *Limitation Act* (RSBC 1996, c. 266, s. 3).

(continued on next page)

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by BC Archives. For assistance in implementing *ORCS*, contact your Records Officer.

A SA FD

FR = The government archives will fully retain the paper copy of the change orders, risks and issues log as these records summarize all change orders and provide an index to resolved change orders, risks and issues. Draft and duplicate materials that hold no evidential value may be purged and discarded.

8)	<u>MVS/VM/Print Benchmarking</u> (paper and electronic records) (secondary 93700-03)	SO	7y	SR
----	--	----	----	----

These records document performance levels for measuring the operator's delivery of the MVS/VM/Print service.

SO = when the MVS/VM/Print agreement expires or is terminated and upon completion of any litigation

7y = The retention is based on the six-year limitation period under the *Limitation Act* (RSBC 1996, c. 266, s. 3).

SR = The government archives will selectively retain these records by retaining the final paper version of each benchmarker's reports. These reports contain assessment models and periodic performance assessments of the service provided under the agreement. All other records will be destroyed.

9)	<u>Security Reviews and Investigations</u> (paper and electronic records) (secondaries 95300-20 and -50)	SO+3y	6y	SR
----	--	-------	----	----

These records document computer system security reviews performed for customers, as well as investigations of security breaches in government computer systems.

SO = when completed

9y = The nine-year retention period is required for reference purposes.

(continued on next page)

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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A SA FD

SR = The government archives will retain paper copies of security investigation case files that document significant security breaches of incidents, and paper copies of final reports relating to security reviews conducted for clients. These reports document significant security projects and recommendations relating to security risks.

- | | | | | |
|-----|--|-------|-----|----|
| 10) | <u>Security Investigation Summary Report</u>
(secondary 95300-02) | FY+1y | nil | FR |
|-----|--|-------|-----|----|

These records summarize investigations into all security breaches in government computer systems.

FR = The government archives will fully retain the security investigation summary report for the government archives because of its significant evidential and historical values.

- | | | | | |
|-----|--|----|-----|----|
| 11) | <u>Customer Satisfaction Reports</u>
(secondaries 92400-02 and -04) | SO | nil | FR |
|-----|--|----|-----|----|

These records document customer satisfaction with ITSD services.

SO = when a report is superseded by two newer reports

FR = The government archives will fully retain customer satisfaction reports because they provide a history of IT services used by the provincial government. Draft and duplicate materials that hold no evidential value may be purged and discarded.

- | | | | | |
|-----|--|-------|-----|----|
| 12) | <u>InfoSmart Project Reports</u>
(electronic records)
(secondary 92900-02) | CY+2y | nil | SR |
|-----|--|-------|-----|----|

These records document the progress of InfoSmart projects in provincial government ministries.

SR = The government archives will selectively retain the paper copy of the final version of the InfoSmart reports. These reports summarize progress made on the InfoSmart project. All other records will be destroyed.

(continued on next page)

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99). It constitutes authority for retention and disposition of the records described herein provided *ORCS* has been implemented according to standards approved by BC Archives. For assistance in implementing *ORCS*, contact your Records Officer.

	<u>A</u>	<u>SA</u>	<u>FD</u>
13) <u>Telecommunications Installations - Engineering Safety Reports</u> (secondary 97400-03)	SO	21y	DE

These records document the professional opinion of qualified private sector engineers that telecommunications structures have been safely installed on public buildings such as schools.

SO = when the telecommunications structure to which the report relates is removed from the building

21y = The twenty-one-year retention period is required in the event of an accident or injury caused by a telecommunications structure to a child. Since the branch will not be aware of all incidents involving children, the reports must be retained until a child reaches the age of majority [19 years] plus the two-year limitation period specified in the *Limitation Act* (RSBC 1996, c. 266).

14) <u>Public Key Infrastructure (PKI) Agreements</u> (paper and electronic records) (secondaries 95120-25, -35, -45)	SO	7y	DE
---	----	----	----

These records document agreements with certificate authorities (CAs), local registration authorities (LRAs), and certificate subscribers. Certificates allow for privacy and access control of data through encryption.

7y = The seven-year retention period is consistent with the retention period for other agreements classified in this *ORCS*, (e.g.. secondaries 93200 and 93600 to 93900).

(continued on next page)

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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	<u>A</u>	<u>SA</u>	<u>FD</u>
15) <u>All Other CSA Contract Management Records</u> (paper and electronic records) (secondaries 93600-04 and -20, 93700-04, -05, -06, -07, -08, -09, -10, -11, -20, -40, and 93900-04)	SO	7y	DE

These records document the management of the CSA, MVS/VM/Print, and ministry project agreements. They supplement the contract management records described under numbers 6, 7 and 8 above.

SO = when the agreement expires or is terminated and upon completion of any litigation

7y = The retention is based on the six-year limitation period under the *Limitation Act* (RSBC 1996, c. 266, s. 3).

16) <u>Problem Resolution Reports Submitted by Suppliers</u> (secondary 97650-03)	SO	7y	DE
--	----	----	----

These records document network problems that are resolved by contracted suppliers.

SO = when the contract with supplier expires or is terminated and upon completion of any litigation

7y = The retention is based on the six-year limitation period under the *Limitation Act* (RSBC 1996, c. 266, s. 3).

17) <u>BC OnLine (BCOL) Customer Account Case Files</u> (paper and electronic records) (secondary 93400-20)	SO+1y	6y	DE
---	-------	----	----

These records document accounts created for customers who wish to use the BCOL service.

SO = when customer closes account, or when the account is in default or dormant for one year

7y = Seven years after a customer account is closed, the documents comprising it are considered inconsequential and, with the authorization of the Records Officer, are destroyed.

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
18) <u>Technical Information Bulletins</u> (electronic records) (secondary 92100-03)	FY+9y	nil	DE

These bulletins alert customers to upcoming changes to ITSD services.

10y = The ten-year retention period is required for reference purposes.

19) <u>Telecommunications Service Requests (TSRs)</u> (electronic records) (secondary 97600-40)	FY+7y	nil	DE
---	-------	-----	----

These records document orders for telecommunication network products and services.

8y = The eight-year retention period is consistent with the paper orders maintained and classified by the billing staff under *ARCS* secondary 1190-20.

20) <u>Electronic Records</u>			DE
-------------------------------	--	--	----

The following electronic databases are covered by this *ORCS*: BC Certificate Services, BC OnLine Client Management System, Customer Service Centre: Problem Management System, Data Network Problem Management System, Government Electronic Messaging System, Government Telephone Directory System, Infoman Change Management System, Infoman Problem Management System, Management of Network Income, Expenses and Services System, Network Inventory Management System, Online Request System, and the Physical Access Control System. The Information System Overview section provides information about the electronic systems inputs and outputs and routine back-ups. Notes under the relevant *ORCS* secondaries provide information about the classification and scheduling of the records. These records have no enduring value to government at the end of their scheduled retention periods as the information they contain is documented elsewhere.

(continued on next page)

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	<u>A</u>	<u>SA</u>	<u>FD</u>
21) <u>All Other Records</u>			DE

All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the function performed, but does not exceed seven years. The information these records contain is summarized elsewhere, or reflects policies and procedures adequately documented in the –00 Policy and procedures secondaries. Significant issues are documented in records which will be retained under the provisions of this *ORCS*, as well as in briefing notes to the ministry executive (*ARCS* secondary 280-20) and Information, Science and Technology Agency annual reports (*ARCS* secondary 442-20). These records have no enduring value to government at the end of their scheduled retention periods.

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OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

SECTION 1

INFORMATION TECHNOLOGY SERVICES

PRIMARY NUMBERS

91000 – 92999

Section 1 covers records relating to the provision of information technology (IT) services to the provincial government and other public sector agencies. This includes records relating to: IT strategic planning, incident and problem management, cross-government application and software licence management, IT infrastructure change management, and business and personal electronic identity verification.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

SECTION 1 TABLE OF CONTENTS
INFORMATION TECHNOLOGY SERVICES

91000 - 92999

91000	INFORMATION TECHNOLOGY SERVICES - GENERAL
91400	BUSINESS AND PERSONAL IDENTITY VERIFICATION
91600	CORPORATE APPLICATION MANAGEMENT
92100	IT INFRASTRUCTURE CHANGE MANAGEMENT
92200	CLIENT SERVICES (PRE-2009)
92400	IT SERVICE PERFORMANCE MEASUREMENT
92500	IT INCIDENT AND PROBLEM MANAGEMENT
92700	IT STRATEGIC PLANNING AND SERVICES DEVELOPMENT

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

91000 INFORMATION TECHNOLOGY SERVICES - GENERAL

Records not shown elsewhere in the information technology (IT) services section that relate generally to the provision of IT services to provincial government ministries and agencies and other public sector agencies.

Record types include correspondence.

For corporate applications covered by this ORCS, see the Systems Section. For the IT service catalogue (e.g., iStore catalogue), see [ARCS secondary 1120-20](#).

For IT service costing and pricing, see [ARCS secondary 1190-20](#). For reference material/topical files, see [ARCS secondary 358-20](#).

NOTE: Only records that cannot be classified in a more specific primary or secondary may be classified under this primary.

NOTE: The retention schedule is based on the fiscal year because IT services are linked to cost recovery.

The ministry OPR is Workplace Technology Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

91000	INFORMATION TECHNOLOGY SERVICES - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
	DE: These records may be destroyed because IT policies and procedures are developed by the Office of the Chief Information Officer (OCIO), Knowledge and Information Services			
-01	General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
	NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.			
-02	IT services internet website	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

91000 INFORMATION TECHNOLOGY SERVICES - GENERAL A SA FD

RETENTION STATEMENT

Destroy when the web site is altered, updated, redesigned or closed.

SO: when the web site is altered, updated, redesigned or closed

DE: As the web site is updated, superseded/obsolete versions of documents on it may be destroyed in accordance with approved retention schedules. When the web site is closed, it can be destroyed after relevant schedules have elapsed and/or the documents have been classified elsewhere.

NOTE: IT services are accessed at http://www.sharedservicesbc.gov.bc.ca/Workplace_Technology_Services/default.htm. The web page provides general information about the government's IT services with a link to more information available on the intranet web site. Because this is a simple web site, an information system overview for a web site has not been developed.

NOTE: All documents presented on this web site are classified under appropriate secondaries within this ORCS or in ARCS.

-03 IT services intranet web site SO nil DE

RETENTION STATEMENT

Destroy when the web site is altered, updated, redesigned or closed.

SO: when the web site is altered, updated, redesigned or closed

DE: As the web site is updated, superseded/obsolete versions of documents on it may be destroyed in accordance with approved retention schedules. When the web site is closed, it can be destroyed after relevant schedules have elapsed and/or the documents have been classified elsewhere.

NOTE: This web site provides reference material for staff and approved users. It includes information about and publications produced by program areas, staff news, personnel information, and links to

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

91000 INFORMATION TECHNOLOGY SERVICES - GENERAL A SA FD

newspapers, industry publications, and the provincial government web site. Because this is a simple web site, an information system overview for a web site has not been developed.

NOTE: All documents presented on this web site are classified under appropriate secondaries within this *ORCS* or in *ARCS*.

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

91400 BUSINESS AND PERSONAL IDENTITY VERIFICATION

Records relating to the identity (ID) verification of businesses, organizations, and members of the public in order to register with BCeID and receive electronic credentials. B.C. government ministries require businesses and other non-government users to enroll with BCeID before they will permit access to their online services.

Records types include correspondence, agreements, manuals, reports, and spreadsheets.

For a description of the BCeID System, see the Systems Section.
 For B.C. government employee ID authentication, see primary 93540.
 For reference material/topical files, see [ARCS secondary 358-20](#).
 For privacy impact statements, see [ARCS primary 293](#).
 For security, threat, and risk assessments, see [ARCS primary 470](#).
 For system penetration testing, see [ARCS primary 470](#).
 For training manuals, see [ARCS primary 1735](#).

The ministry OPR is BCeID Program unless otherwise noted below. See specific secondaries for OPR retention schedules.

91400	BUSINESS AND PERSONAL IDENTITY VERIFICATION	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	7y	DE
	RETENTION STATEMENT Destroy seven years after policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
	7y: The retention period is based on the six-year limitation period for commencing an action under the Limitation Act (RSBC 1996, c. 266, s. 3) .			
-01	General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
-02	BCeID activity and performance measurement reports	SO	nil	DE
	RETENTION STATEMENT Destroy when reports are superseded or become obsolete.			
PIB	-20 BCeID accounts	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

91400	BUSINESS AND PERSONAL IDENTITY VERIFICATION	A	SA	FD
	(currently on the BCeID System) (arrange by account holder)			
	RETENTION STATEMENT Delete when account is closed, and in compliance with the Office of the Government Chief Information Officer Information Security Policy (7.2.1 b Deregistration) and the Freedom of Information and Protection of Privacy Act (RSBC 1996, c. 165 s. 31) .			
	SO: when account is closed and in compliance with the Office of the Government Chief Information Officer Information Security Policy (7.2.1 b Deregistration) and the Freedom of Information and Protection of Privacy Act (RSBC 1996, c. 165, s. 31)			
	NOTE: Business BCeID account information is similar to the information held by the Corporate Registry.			
PIB	-30 BCeID issues files	SO	nil	DE
	RETENTION STATEMENT Destroy when account is closed, and in compliance with the Office of the Government Chief Information Officer Information Security Policy (7.2.1 b Deregistration) and the Freedom of Information and Protection of Privacy Act (RSBC 1996, c. 165, s. 31) .			
	SO: when account is closed and in compliance with the Office of the Government Chief Information Officer Information Security Policy (7.2.1 b Deregistration) and the Freedom of Information and Protection of Privacy Act (RSBC 1996, c. 165, s. 31)			
	NOTE: These records document exceptional situations requiring staff intervention and rulings (e.g., acceptability of notarized documents and suspected user violation of program terms and conditions). These situations are later incorporated in updated policies and procedures, classified under secondary - 00.			
	-40 BCeID project files (arrange by project)	SO	nil	DE
	RETENTION STATEMENT Destroy upon project completion or cancellation, and when no longer required for reference purposes.			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

91400 BUSINESS AND PERSONAL IDENTITY VERIFICATION A SA FD

SO: upon project completion or cancellation and when no longer required for reference purposes

NOTE: Projects covered by these files include planning the personal BCeID launch and examining training and knowledge management issues.

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

91600 CORPORATE APPLICATION MANAGEMENT

Records relating to the development and operation of corporate applications identified in the Systems Overview.

Record types include correspondence, reports, and other types of records as indicated under relevant secondaries.

For change management approvals, see primary 92100.

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Enterprise-wide Application Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

91600	CORPORATE APPLICATION MANAGEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures (includes standards)	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant.			
-01	General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
-20	Application planning, development, and changes (arrange by application)	SO	2y	DE
	RETENTION STATEMENT Destroy two years after the application is no longer supported, or the project is cancelled.			
	SO: when the application is no longer supported, or project is cancelled			
	NOTE: These records document the planning, development, and implementation of new applications, changes and enhancements to existing applications, and planned and/or implemented business and application changes. This includes business analysis and requirements, project management documents (e.g., charter, plans, and status reports), version documentation, requests initiating changes to applications, release notes, migration procedures			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

91600	CORPORATE APPLICATION MANAGEMENT	A	SA	FD
	and plans, quality assurance, test plans and results, and working and draft versions of application documentation.			
-30	Application history documentation (arrange by application)	SO	2y	DE
	RETENTION STATEMENT Destroy two years after the application is no longer supported.			
	SO: when the application is no longer supported			
	NOTE: These records include service level agreements (SLAs), code repositories, application architecture, business requirement documents (BRDs), entity relationship diagrams (ERDs), data definitions, technical design documentation, user guides, training materials, support manuals, application-specific troubleshooting guides, regression tests, application management procedures, backup schedules, and steering committee and governance decisions. Classify the development of this documentation (including significant drafts) under secondary -20.			
-40	Application operations and service management	SO	2y	DE
	RETENTION STATEMENT Destroy two years after the application is no longer supported.			
	SO: when the application is no longer supported			
	NOTE: These records document front and back-end, day-to-day maintenance, not affecting the application's source code. This includes customer services requests, user group information (e.g., agenda, minutes, and presentations), reported incidents, problem management, issues documentation, program bug identification and fixes, and application performance reporting and statistics.			
-42	Application-created logs	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

92100 IT INFRASTRUCTURE CHANGE MANAGEMENT

Records relating to managing and tracking information technology (IT) infrastructure change authorizations. Change authorizations are required whenever corporate applications and mainframe, server, and voice and data network infrastructure service are being altered. Changes are submitted to a common repository (currently on the Information Technology Information Management System [ITIMS]), examined for conflicts or concerns, approved, implemented, and given a final review. Technical information bulletins are used to alert customers of upcoming changes.

Records types include correspondence, forms, bulletins, and reports.

For a description of the ITIMS information system, see the Systems Section. For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Service Management unless otherwise noted below. See specific secondaries for OPR retention schedules.

92100	IT INFRASTRUCTURE CHANGE MANAGEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	-00 Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
	-01 General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
	-02 Ad hoc change management system reports	SO	nil	DE
	RETENTION STATEMENT Delete when superseded or obsolete.			
	-03 Technical information bulletins (TIBs) and service bulletins (SBs) (includes cancelled and published bulletins)	FY+9y	nil	DE
	RETENTION STATEMENT Destroy at the end of the tenth fiscal year.			
	10y: The ten-year retention period is required for reference purposes.			

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

92100	IT INFRASTRUCTURE CHANGE MANAGEMENT	A	SA	FD
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-20	IT infrastructure change authorization records (currently on ITIMS) (includes request for change [RFC] forms)	SO+7y	nil	DE
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RETENTION STATEMENT

Delete seven years after the change request has been implemented and reviewed.

SO: when the change request has been implemented and reviewed

7y: The retention period is based on the six-year limitation period for commencing an action under the [Limitation Act \(RSBC 1996, c. 266, s. 3\)](#).

-25	IT significant event reviews (SERS) (arrange by internal coding system)	SO	7y	DE
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RETENTION STATEMENT

Destroy seven years after completion of the review.

SO: upon completion of the review

7y: The retention period satisfies reference and analysis requirements.

NOTE: This secondary covers reviews of significant incidents, problems, and changes, including those that were classified under former secondary 92500-20. Classify post-incident reviews (PIRs) with clients under secondary 92200-40.

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

92200 CLIENT SERVICES (PRE-2009)

Records relating to the provision of information technology (IT) client services that closed prior to January 2009. As of January 2009 active client services records are covered by the records of the Integrated Service Solution (ISS) Division.

This primary covers IT requests reviewed and approved by client services staff, participation in IT projects that affect client interests, and the management of client relationships.

Records types include correspondence, request proposals, reports and other types of records as indicated under relevant secondaries.

For client service records active since January 2009, see the records of the ISS Division.

For client surveys, see primary 92400.

For explicit agreements, see [ARCS primary 146](#).

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Workplace Technology Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

92200	CLIENT SERVICES (PRE-2009)	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant.			
-01	General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
-30	Pre-2009 client service request files (arrange by client)	SO+1y	nil	DE
	RETENTION STATEMENT Destroy one year after completion of request or cancellation.			
	SO: upon request completion or cancellation			
	NOTE: This secondary covers requests and related proposals and decisions for services that are not listed in the catalogue. Once approved by senior			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

92200	CLIENT SERVICES (PRE-2009)	A	SA	FD
	management, the service is provided for only one year.			
-40	Pre-2009 client support files (arrange by client)	SO	nil	DE
	RETENTION STATEMENT Destroy when no longer required for reference purposes. SO: when no longer required for reference purposes NOTE: These records document day-to-day relationships with IT clients.			
-50	Pre-2009 client service project files (includes correspondence, project charters, project plans, meeting agendas and minutes, and reports) (arrange by project)	SO	3y	DE
	RETENTION STATEMENT Destroy three years after project completion or abandonment. SO: upon project completion or abandonment			

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

92400 IT SERVICE PERFORMANCE MEASUREMENT

Records relating to measuring the performance of information technology (IT) services provided to clients under the terms of service level agreements (SLAs).

SLAs have predetermined performance levels agreed upon in consultation with both the client and the IT service delivery unit (SDU). Performance is measured periodically (i.e., monthly and/or quarterly) for various service and client relationships. In addition, a detailed customer satisfaction survey is conducted annually. SLAs and approved amendments to them are filed under [ARCS secondary 146-45](#).

Records types include correspondence, forms, and reports.

For Master Service Agreement (MSA) service level and customer satisfaction reporting, see secondary 94000-20 secondary 94500-20.

For SLAs, see [ARCS secondary 146-45](#).

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Business and Transformation Management unless otherwise noted below. See specific secondaries for OPR retention schedules.

92400	IT SERVICE PERFORMANCE MEASUREMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
-01	General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
-02	Annual IT service satisfaction reports	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives when the report is superseded by two newer reports.			
	SO: when a report is superseded by two newer reports			
	FR: The government archives will fully retain Annual IT service customer satisfaction reports because they provide a history of IT services used by the provincial government. Draft and duplicate materials that hold			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

92400	IT SERVICE PERFORMANCE MEASUREMENT	A	SA	FD
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no evidential value may be purged and discarded.

-03	IT service satisfaction survey forms	SO	nil	DE
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RETENTION STATEMENT

Destroy forms when they have been summarized in a report (if applicable), and are no longer required for reference purposes.

SO: when summarized in a report (if applicable), and no longer required for reference purposes

NOTE: This secondary covers satisfaction survey forms, including those retained by independent consultants (currently BC Stats) who are engaged to confidentially collect, review, summarize, and dispose of completed surveys.

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

92500 IT INCIDENT AND PROBLEM MANAGEMENT

Records relating to managing information technology (IT) infrastructure incidents and problems reported by clients. Incidents and problems may be resolved by the Customer Service Centre (CSC) or may be escalated to the office associated with the particular IT service (e.g., telecommunication network operations) or referred to the contracted service provider for resolution. Operation guides, training manuals, a critical systems list, and an after hours contact list assists staff in resolving and escalating problems.

Infrastructure incidents and problems are recorded and tracked on the Information Technology Information Management System (ITIMS). ITIMS contains the official record of server and voice and data network incidents and problems and how they were managed.

Includes correspondence and reports.

For a description of the ITIMS information system , see the Systems Section. For reference material/topical files, see , see [ARCS secondary 358-20](#).

The ministry OPR is Incident Management unless otherwise noted below. See specific secondaries for OPR retention schedules.

92500	IT INCIDENT AND PROBLEM MANAGEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
-01	General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
-03	IT incident and problem management reports (includes monthly, weekly, ad hoc, and statistical reports)	SO	nil	DE
	RETENTION STATEMENT Delete when superseded or obsolete.			
	SO: when superseded or obsolete			
-20	IT incident and problem management records (currently on ITIMS) (arrange by problem ticket number)	SO+7y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

92500 IT INCIDENT AND PROBLEM MANAGEMENT A SA FD

RETENTION STATEMENT

Delete seven years after the resolution of an incident or problem.

SO: upon resolution of incident or problem

7y: The seven-year retention period provides sufficient data for review and analysis, and is consistent with the retention period for significant event reviews (SERs).

NOTE: Classify SERs (formally known as post-mortem reviews) under secondary 92100-25.

-30 IT incident and problem management guides SO nil DE
(includes user and operation guides, training manuals, critical systems lists, and contact lists)
(arrange by product or system)

RETENTION STATEMENT

Destroy when the guide is updated or becomes obsolete.

SO: when the guide is updated or becomes obsolete

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

92700 IT STRATEGIC PLANNING AND SERVICES DEVELOPMENT

Records relating to information technology (IT) strategic planning and services development for use by client ministries and agencies. This involves researching and recommending technological solutions, products, and services.

Includes correspondence, presentation slides, plans, roadmaps, and reports.

For product trial and vendor non-disclosure agreements, see [ARCS 146-45](#).
For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Chief Technology Office, Planning and Design unless otherwise noted below. See specific secondaries for OPR retention schedules.

92700	IT STRATEGIC PLANNING AND SERVICES DEVELOPMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
-01	General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
-02	Final IT strategic planning and services communiqués	SO	nil	FR
	RETENTION STATEMENT Transfer to the government archives when superseded or obsolete.			
	FR: The government archives will fully retain the final version of IT strategic planning and services communiqués because they summarize the IT directions of the provincial government over time and the manner in which WTS communicates about them with clients. One copy of each communiqué will be printed when it is completed or significantly updated, and boxed with other records for full retention.			
	NOTE: This secondary includes communiqués such as the <i>Chief Technology Office (CTO) Briefs</i> . The development of communiqués is covered by secondary -20.			
-20	IT strategic planning and services project files	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

92700 IT STRATEGIC PLANNING AND SERVICES DEVELOPMENT A SA FD

(arrange by project)

RETENTION STATEMENT

Delete upon project completion or abandonment and when no longer required for reference purposes.

SO: upon project completion or abandonment and when no longer required for reference purposes

-30 Information technology product evaluation files SO nil DE
(arrange by product)

RETENTION STATEMENT

Destroy upon completion of evaluation and when no longer required for reference purposes.

SO: upon completion of evaluation and when no longer required for reference purposes

NOTE: Classify agreements and other terms and conditions with vendors or suppliers relating to the testing and evaluation of these products under [ARCS primary 146](#).

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

SECTION 2

IT INFRASTRUCTURE SERVICES

PRIMARY NUMBERS

93000 – 94999

Section 2 covers records relating to the provision of information technology (IT) infrastructure and support services to the provincial government and other public sector agencies. This includes records relating to the provision of: mainframe and midrange servers and associated data storage, backup, recovery, file sharing and print services; workstation hardware and software services; messaging and collaboration infrastructure services; and government directory and authentication services.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

SECTION 2 TABLE OF CONTENTS

IT INFRASTRUCTURE SERVICES

93000 - 94999

93000	IT INFRASTRUCTURE SERVICES - GENERAL
93520	EMAIL AND COLLABORATION INFRASTRUCTURE SERVICES
93540	GOVERNMENT DIRECTORY AND AUTHENTICATION SERVICES
94000	SERVER INFRASTRUCTURE AND MAINFRAME SERVICES
94500	WORKSTATION AND MULTI-FUNCTION DEVICE SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

93000 IT INFRASTRUCTURE SERVICES - GENERAL

Records not shown elsewhere in the information technology (IT) infrastructure services that relate generally to the provision of computing infrastructure and technical support services to the provincial government and other public sector agencies. IT infrastructure services are provided not only through the direct operation of provincial services, but also by services which are provincially managed, yet privately operated. Services that are privately operated (e.g., mainframe, midrange, and workstation services) are public/private partnerships, requiring a contract management office within the provincial government.

Record types include correspondence.

NOTE: Only records that cannot be classified in a more specific primary or secondary may be classified under this primary.

NOTE: The retention schedule is based on the fiscal year because IT services are linked to cost recovery.

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Workplace Technology Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

93000	IT INFRASTRUCTURE SERVICES - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
	DE: These records may be destroyed because IT policies and procedures are developed by the office of the Chief Information Officer (CIO), Knowledge and Information Services.			
-01	General	FY+2	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

93520 EMAIL AND COLLABORATION INFRASTRUCTURE SERVICES

Records relating to the provision of infrastructure services for electronic mail (email) and electronic collaboration. This includes email delivery and related anti-virus/spam protection, email mailbox custodian services, mobile hand-held device (e.g., BlackBerry) and web-based collaboration (e.g., Microsoft SharePoint) infrastructure support.

Record types include correspondence, reports, and other types of records as indicated under relevant secondaries.

NOTE: This schedule does not apply to customers' email contents.

For a description of the Government Electronic Messaging System (GEMS) see the System Section.

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Messaging and Collaboration Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

93520	EMAIL AND COLLABORATION INFRASTRUCTURE SERVICES	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
-01	General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
-02	Email and collaboration service reports	SO	nil	DE
	RETENTION STATEMENT Destroy when superseded or obsolete.			
	SO: when superseded or obsolete			
	NOTE: These records include activity and performance (e.g., outage) reports, graphs, and statistics.			
-20	Email and collaboration infrastructure services files (includes user guides and operation and disaster recovery manuals) (arrange by application and/or service)	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

93520 EMAIL AND COLLABORATION INFRASTRUCTURE SERVICES A SA FD

RETENTION STATEMENT

Destroy upon discontinuation of service or when application is no longer supported.

SO: upon discontinuation of service or when application is no longer supported

-30 Email and collaboration project files SO nil DE

(includes correspondence, minutes of meetings, and terms of reference or memoranda of understanding)
(arrange by project or customer)

RETENTION STATEMENT

Destroy when the project is completed or abandoned and files are no longer required for reference purposes.

SO: when project is completed or abandoned and no longer required for reference purposes

NOTE: Projects involve planning and deploying new or enhanced services. Occasionally a project is a special service performed for a customer (e.g., data migrations and conversions and mailbox moves and restores).

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

93540 GOVERNMENT DIRECTORY AND AUTHENTICATION SERVICES

Records relating to government employee and eligible contractor security authentication and access control to the internal B.C. government network, as well as the provision of a government directory to store and list ministry, agency, and employee contact information.

Employee and contractor authentication and access are authorized by the internal government network domain controller (known as Internal Directory [IDIR]). Ministry and some agency approval authorities set up IDIR accounts currently through the Oracle iStore ordering process.

Record types include correspondence, directories, reports, and other types of records as indicated under relevant secondaries.

For a description of the Government Telephone Directory System (GTDS), see the Systems Section.

For a description of the Internal Directory (IDIR) system, see the Systems Section.

For the Oracle iStore, see the records of Corporate Accounting Service.

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Directories and Authentication unless otherwise noted below. See specific secondaries for OPR retention schedules.

93540	GOVERNMENT DIRECTORY AND AUTHENTICATION SERVICES	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	-00 Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
	-01 General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
	-02 Government internal directory data (currently on IDIR)	SO	nil	DE
	RETENTION STATEMENT Delete when account is closed, and in compliance with the Office of the Government Chief Information Officer <i>Information Security Policy</i> (7.2.1 b Deregistration) and the Freedom of Information and Protection of Privacy Act (RSBC 1996, c. 165) .			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

93540 GOVERNMENT DIRECTORY AND AUTHENTICATION SERVICES A SA FD

[s. 31.\)](#)

SO: when account is closed and in compliance with the Office of the Government Chief Information Officer *Information Security Policy (7.2.1 b Deregistration)* and the [Freedom of Information and Protection of Privacy Act \(RSBC 1996, c. 165, s. 31\)](#)

-03 Government internal directory service reports SO nil DE

RETENTION STATEMENT
Destroy when superseded or obsolete.

NOTE: Government internal directory reports include customer service reports, statistics, and ad hoc reports.

-04 Government telephone directory data SO nil DE
(currently on GTDS)

RETENTION STATEMENT
Delete when superseded or obsolete.

SO: when superseded or obsolete

-20 Government directory and authentication project files SO nil DE
(arrange by project)

RETENTION STATEMENT
Destroy when the project is completed or abandoned and files are no longer required for reference purposes.

SO: when project is completed or abandoned and no longer required for reference purposes

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

94000 SERVER INFRASTRUCTURE AND MAINFRAME SERVICES

Records relating to the provision of server infrastructure and mainframe services. Also, these records document the service providers' compliance with the Comprehensive Service Agreement (CSA), Master Service Agreement (MSA) and other performance expectations for providing the service.

This involves the provision of servers and mainframe infrastructure and related data storage, backup, and recovery. Also, provision of the data centre services, security, transformation, transition, services management, and incident and problem diagnosis and resolution.

Record types include correspondence, reports, requests for change authorizations (including, but not limited to RCA Change Orders and Service Change Orders), final reports and reviews, and other types of records as indicated under relevant secondaries.

For a description of the Information Technology Information Management System (ITIMS), see the Systems Section.

For billing and cost recovery, see [ARCS secondary 935-20](#).

For business continuity and disaster recovery plans, see [ARCS primary 275](#).

For capacity planning and performance, see [ARCS secondary 6820-20](#).

For change management approvals, see primary 92100.

For explicit agreements for non-catalogue services, see [ARCS primary 146](#) maintained by Client Services.

For incident and problem diagnosis and resolution, see primary 92500.

For printers, see primary 94500.

For server-created logs, see [ARCS primary 6820](#).

For service profiles, see [ARCS secondary 1120-20](#).

For software inventory and lists, see [ARCS secondary 737-25](#).

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Enterprise Hosting Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

94000	SERVER INFRASTRUCTURE AND MAINFRAME SERVICES	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	-00 Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
	-01 General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

94000	SERVER INFRASTRUCTURE AND MAINFRAME SERVICES	A	SA	FD
VR	<p>-02 Server infrastructure and mainframe contracts and amendments (includes original mainframe CSA, and subsequent MSA, as well as all final change orders, risks, issues, and decision logs)</p> <p>RETENTION STATEMENT Transfer to the government archives seven years after the expiry or termination of the contract.</p> <p>SO: upon expiry or termination of contract</p> <p>7y: The seven-year retention period is based on the branch's need to research the previous contract's activity during contract re-negotiation. It ensures the records are available for fiscal accountability, and also provides a reasonable period of time for the legal value of the records to be extinguished.</p> <p>FR: The government archives will fully retain the MSA, the CSA, and amendments because they document the provincial government's partnership with private companies for the provision of information technology infrastructure services to B.C. government ministries and agencies.</p>	SO	7y	FR
	<p>-10 Final reports and reviews (includes but is not limited to, annual reports, quarterly status reports and benchmarking reports)</p> <p>RETENTION STATEMENT Transfer to the government archives seven years after the expiry or termination of the contract.</p> <p>SO: upon expiry or termination of contract</p> <p>7y: The seven-year retention period is consistent with the retention of financial records and allows reasonable time for review and reference of past projects.</p> <p>FR: The government archives will fully retain final reports submitted by vendors because they have evidential value in demonstrating whether the stated goals of the service provider were met.</p>	SO	7y	FR
	<p>-20 Server infrastructure and mainframe contract management files (includes governance, correspondence, request for proposal,</p>	SO	7y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

94000	SERVER INFRASTRUCTURE AND MAINFRAME SERVICES	A	SA	FD
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successful proposal, contract negotiation documents, contract monitoring and contract relationship record, projects, service delivery performance and status reports , and quality assurance and audit reviews)
(arrange by activity)

RETENTION STATEMENT

Destroy seven years after the contract expires or is terminated.

SO: upon expiry or termination of contract

7y: The seven-year retention period is based on the branch's need to research the previous contract's activity during contract re-negotiation, ensures the records are available for fiscal accountability, and also provides a reasonable period of time for the legal value of the records to be extinguished.

-30	Server Infrastructure and mainframe service delivery records	SO+2y	nil	DE
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(includes plans, project files, correspondence, reports, meeting minutes, purchase and maintenance licences, product information, and manuals)
(arrange by client, project, activity, or subject, whichever is appropriate)
(covers server infrastructure requests housed on a tracking database, server inventory and install records, client relationship management files, and service delivery records)

RETENTION STATEMENT

Destroy two years after the expiry or termination of the contract.

OPR: The service provider on behalf of Enterprise Hosting Services.

SO: upon expiry or termination of contract

NOTE: The retention period is initiated when the records are transferred into the custody of the B.C. Government.

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

94500 WORKSTATION AND MULTI-FUNCTION DEVICE SERVICES

Records relating to the provision of workstation and multi-function device (MFD) services and the service provider's compliance with the Master Service Agreement (MSA) for the provision of these services. Services involve the provision and support of workstation software and hardware and MFDs (e.g., printers) to ministries and agencies.

Record types include correspondence, reports, and other types or records listed under relevant primaries.

For all contracts, except for the workstation MSA, see [ARCS secondary 1070-20](#).

For invoices from the service provider, see [ARCS secondary 925-20](#) maintained by Finance and Business Support Services.

For orders (e.g., Oracle iStore and stockroom), see [ARCS primary 825](#) maintained by Finance and Business Support Services.

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Workstation Services Alliance Management Office unless otherwise noted below. See specific secondaries for OPR retention schedules.

94500	WORKSTATION AND MULTI-FUNCTION DEVICE SERVICES	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
-01	General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
VR	-02 Workstation MSA contract and amendments	SO	7y	FR
	RETENTION STATEMENT Transfer to the government archives seven years after the expiry or termination of the MSA, and completion of any litigation.			
	SO: upon expiry or termination of MSA and completion of any litigation			
	7y: The retention period is based on the six-year limitation period for commencing an action under the			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

94500 WORKSTATION AND MULTI-FUNCTION DEVICE SERVICES A SA FD

[Limitation Act \(RSBC 1996, c. 266, s. 3\)](#).

FR: The government archives will fully retain the workstation services MSA contract and amendments because they document the provincial government's partnership with a private company for the provision of workstations to B.C. government ministries and agencies.

NOTE: The Province entered into the workstation services MSA with IBM Canada in December 2004. This is a 10-year agreement with an option to extend for three years.

NOTE: This secondary includes the original signed contract (including indemnities), as well as change orders and amendments to the contract.

-20 Workstation MSA contract management files SO 7y DE

(includes but not limited to correspondence, request for proposal, successful proposal, contract negotiation documents, contract monitoring and contract relationship records, projects, service delivery performance and status reports, Process Interface Manual, delivery completion documents [DCDs], and quality assurance and audit reviews) (arrange by activity)

RETENTION STATEMENT

Destroy files seven years after expiry or termination of the MSA and all extensions.

SO: upon expiry or termination of MSA and all extensions

7y: The retention period is based on the six-year limitation period for commencing an action under the [Limitation Act \(RSBC 1996, c. 266, s. 3\)](#).

DE: Workstation MSA contract management files may be destroyed upon the authority of the records officer because significant requirements are adequately documented in the contract and amendments (secondary 94500-02) and executive briefing notes and reports ([Special Schedule 102906](#)).

NOTE: This secondary covers records relating to the award, negotiation, and performance of the workstation services MSA.

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

94500	WORKSTATION AND MULTI-FUNCTION DEVICE SERVICES	A	SA	FD
-30	Vendor workstation service delivery records	SO	7y	DE

RETENTION STATEMENT

Delete seven years after the expiry or termination of the MSA.

OPR: IBM Canada on behalf of Workplace Technology Services

SO: upon expiry or termination of MSA

7y: Under the terms of the MSA, the service provider must retain all "Province records" documenting the delivery of this service for seven years after the contract expires.

NOTE: Although workstation services covered by this secondary are performed by the private sector, the records belong to the government.

NOTE: These records include but are not limited to help desk alerts and related incident and problem management records; an inventory of workstation and MFD installations; workstation and MFD request management; and records documenting workstation and MFD maintenance and replacement.

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

SECTION 3

INFORMATION TECHNOLOGY SECURITY SERVICES

PRIMARY NUMBERS

95000 – 95999

Section 3 covers records relating to the security of provincial government computing systems. This includes records relating to security incidents and investigations.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

SECTION 3 TABLE OF CONTENTS
INFORMATION TECHNOLOGY SECURITY SERVICES

95000 - 95999

95000	INFORMATION TECHNOLOGY SECURITY SERVICES - GENERAL
95300	SECURITY OPERATIONS

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

95000 INFORMATION TECHNOLOGY SECURITY SERVICES - GENERAL

Records not shown elsewhere in the information technology security services section that relate generally to the security of the computing systems utilized by the provincial government and the environments associated with those computing systems.

Record types include correspondence.

NOTE: Only records that cannot be classified in a more specific primary or secondary may be classified under this primary.

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Investigations Unit unless otherwise noted below. See specific secondaries for OPR retention schedules.

95000	INFORMATION TECHNOLOGY SECURITY SERVICES - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	-00 Policy and Procedures	SO	nil	SR

RETENTION STATEMENT

Transfer selected versions of the Information Security policy or the equivalent, when policy and procedures are replaced or become irrelevant. All other versions will be destroyed.

SO: when the policy is replaced or becomes irrelevant

SR: The government archives will selectively retain one copy of each final, approved version of the Information Security Policy or equivalent, and for each version, one copy of each security standard it cites; the selected security standards should be those that were considered final and approved at the time the policy version was approved.

-01	General	CY+2y	nil	DE
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RETENTION STATEMENT

Destroy at the end of the third calendar year.

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

95300 SECURITY OPERATIONS

Records relating to the management and co-ordination of information security and cybersecurity operations across government. Security operations include investigating and resolving information systems security and cybersecurity incidents, assessing security risks, and promoting security awareness. Operations also include providing advice, guidance, investigation documentation and data to third parties wishing to conduct their own investigations, such as other ministries or law enforcement.

Record types include correspondence, reports, notices, security logs and event data, and other types of records as indicated under relevant secondaries.

Third party requesters will incorporate the delivered investigative documents and data into their recordkeeping system, where the records will be filed and retained according to the applicable *ORCS* or *ARCS* classification and retention period.

For systems descriptions, see the Systems Section.

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Information Security unless otherwise noted below. See specific secondaries for OPR retention schedules.

95300	SECURITY OPERATIONS	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	-00 Policy and procedures	SO	nil	SR

RETENTION STATEMENT

Transfer selected records to the government archives, when the policy is replaced or becomes irrelevant. All other policies and procedures will be destroyed.

SO: when the policy is replaced or becomes irrelevant

SR: The government archives will fully retain final and approved copies of the Cybersecurity Event Data retention policy, or equivalent, as this policy is not captured in summary within the Information Security Policy which is selectively retained under secondary 95000-00. All other policies and procedures in this secondary can be destroyed once they reach their final disposition.

	-01 General	CY+2y	nil	DE
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RETENTION STATEMENT

Destroy at the end of the third calendar year.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

95300	SECURITY OPERATIONS	A	SA	FD
-20	Customer security review case files (arrange by customer number)	SO+3y	nil	DE
	<p>RETENTION STATEMENT</p> <p>Destroy three years after the review is superseded by another review, or the site, system, or service is no longer used for purposes consistent with those which necessitated the review.</p> <p>SO: when the review is superseded by another review, or the site, system, or service is no longer used for purposes consistent with those which necessitated the review</p>			
-30	Security awareness program case files (includes brochures, and draft and final reports) (arrange by program)	SO	nil	DE
	<p>RETENTION STATEMENT</p> <p>Destroy when the program is updated or obsolete.</p> <p>SO: when the program is updated or obsolete</p>			
-45	Cybersecurity event data (covers data collected for cybersecurity operational services including incident responses and security threat prevention) (includes cybersecurity event data, also known as logs, security logs, or log events which are contained within security information and event management (SIEM) systems)	SO	nil	DE
	<p>RETENTION STATEMENT</p> <p>Destroy when data is no longer required to support cybersecurity operations.</p> <p>SO: when no longer required to support cybersecurity operations</p> <p>NOTE: Internal policies and procedures of the relevant program area define the length of time that specific types of cybersecurity event data are required to support cybersecurity operations.</p> <p>NOTE: For a description of the SIEM system, see the Systems Section.</p>			
-50	Internal investigation files (covers documentation collected and used to support a	SO	5y	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

95300 SECURITY OPERATIONS **A SA FD**

cybersecurity investigation led by the OPR.)
(includes incident reports and assessments, notifications to stakeholders, correspondence, planning and coordination documentation, records used to support the investigation, investigator's notes and analysis, research and reference material, reports and summaries, event data that is used to support the investigation, and conclusions and recommendations)
(arrange by investigation case number)

RETENTION STATEMENT

Destroy five years after the investigation has been closed or abandoned, and when the case file is no longer required to support investigation operations.

SO: when the investigation has been closed or abandoned, and the case files are no longer required to support investigation operations

5y: The minimal legal retention period for this secondary is two years, due to the *Limitations Act*. The additional three years are for reference purposes and accountability requirements of the program area.

DE: These records are appraised for destruction because records of significant findings and the actions that resulted will be adequately documented in executive records covered by [ARCS Primary 280](#) or the [Executive Records Schedule](#) (Special Schedule 102906).

NOTE: Cybersecurity event data collected from a SIEM system, and set aside for potential investigation reference purposes, that are later deemed not useful to the investigation are classified under 95300-45.

NOTE: Records, such as disk images, collected but not used to support an investigation are classified under secondary 95300-54.

-51 Investigative records provided to third parties **SO 7y DE**
(covers documentation collected by the OPR and sent to support an investigation led by an office external to the OPR, such as other ministries or law enforcement)
(includes a record of data sent, incident reports and assessments, notifications to stakeholders, correspondence, planning and coordination documentation, investigator's notes)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

95300 SECURITY OPERATIONS **A SA FD**

and analysis, research and reference material, reports and summaries, and conclusions and recommendations)
(arrange by investigation case number)

RETENTION STATEMENT

Destroy seven years after the investigative records have been sent to the requestor, and when the case file is no longer required to support third party investigation operations

SO: when the investigative records have been sent to the requestor, and when the files are no longer required to support third party investigation operations

7y: The minimal legal retention period for this secondary is two years, due to the *Limitations Act*. The additional five years are for reference purposes and accountability requirements of the program area.

DE: These records are appraised for destruction because records of significant findings and the actions that resulted will be adequately documented in executive records covered by [ARCS Primary 280](#) or the [Executive Records Schedule](#) (Special Schedule 102906). Records sent to third parties will be filed and retained according to the applicable ORCS or ARCS classification and retention period.

NOTE: Event data and disk images sent to third parties are classified under secondary 95300-52.

-52 Investigative data provided to third parties **SO nil DE**

(covers data collected by the OPR and sent to support an investigation led by an office external to the OPR, such as other ministries or law enforcement)
(includes data such as cybersecurity event data, user data stores, disk images, and disk clones)

RETENTION STATEMENT

Destroy after data has been sent to the requestor, and when a record of data sent has been filed under secondary 95300-51

SO: when the data has been sent to the requestor, and when a record of data sent has been filed under 95300-51

NOTE: All other investigative records and documentation

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

95300	SECURITY OPERATIONS	A	SA	FD
	sent to a third party is classified under secondary 95300-51.			
-54	Potential evidentiary material (covers individual files that are potentially relevant to cybersecurity investigation files, and are too large in size to be stored in the case management system) (includes records collected and reviewed for potential investigative value and relevance, but ultimately are not used to support the investigation; typical examples of such records are disk images and disk clones) (arrange by investigation case number) RETENTION STATEMENT Destroy when the files are no longer required to support investigation operations. SO: when the files are no longer required to support investigation operations NOTE: Any records extracted from potential evidentiary material used to support a cybersecurity investigation are classified under secondary 95300-50. Entire disk images used to support an internal investigation are classified under 95300-50.	SO	nil	DE
-55	Infringement notification case files (includes copyright infringement notifications and responses, as well as related documentation) RETENTION STATEMENT Destroy two years after the organizations subject to the notification have been informed, and the notifying organization responded to, and the file has been closed. SO: when the organizations subject to the notification have been informed and the notifying organization responded to, and the file has been closed	SO2y	nil	DE
-57	Emergency rights modification case files (includes emergency credential revocations and any other request to change information technology access rights on an emergency basis, as well as related documentation) RETENTION STATEMENT Destroy two years after the change has been carried out or the request cancelled, and the file has been closed.	SO+2y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

95300	SECURITY OPERATIONS	A	SA	FD
	SO: when the change has been carried out or the request cancelled, and the file has been closed			
-60	Security operating procedure case files (includes correspondence, changes to security operating procedures, and draft and final copies) (arrange by operating procedure)	SO+2y	nil	DE
	RETENTION STATEMENT Destroy two years after the procedure has been replaced.			
	SO: when procedure has been replaced			
-70	Security project case files (includes correspondence, minutes of meetings, vendor information records, and draft and final reports) (arrange by name of project)	SO+1y	5y	DE
	RETENTION STATEMENT Destroy six years after the project is completed or cancelled.			
	SO: when project is completed or cancelled			
	6y: The six-year retention is required for reference purposes.			

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

SECTION 4

TELECOMMUNICATION NETWORK SERVICES

PRIMARY NUMBERS

96000 – 97999

Section 4 covers records relating to managing and coordinating telecommunication network services for the provincial government. This includes records relating to: planning the implementation and engineering of connections to the voice and data network and reviewing and approving requests for voice and data network products and services.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

SECTION 4 TABLE OF CONTENTS
TELECOMMUNICATION NETWORK SERVICES

96000 - 97999

96000	TELECOMMUNICATIONS NETWORK SERVICES - GENERAL
97300	TELECOMMUNICATIONS NETWORK SERVICE PLANNING
97400	TELECOMMUNICATION NETWORK ENGINEERING
97600	TELECOMMUNICATIONS NETWORK REQUEST MANAGEMENT

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

96000 TELECOMMUNICATIONS NETWORK SERVICES - GENERAL

Records not shown elsewhere in the telecommunication network services section that relate generally to managing and coordinating voice and data network services for the provincial government.

This involves building, managing, and enhancing province-wide telecommunication networks such as the Shared Provincial Access Network for British Columbia (SPAN/BC) and the Provincial government voice network (PROVnet).

Records types include correspondence and reports.

NOTE: Only records that cannot be classified in a more specific primary or secondary may be classified under this primary.

NOTE: The retention schedule is based on the fiscal year because IT services are linked to cost recovery.

For a description of the Information Technology Management System (ITIMS), see the Systems Section.

For reference material/topical files, see [ARCS secondary 358-20](#).

For telecommunication network application development and implementation, see [ARCS secondary 6450-20](#).

For telecommunication network product research, see primary 92700.

The ministry OPR is Workplace Communication Services unless otherwise noted below. See specific secondaries for OPR retention schedules.

96000	TELECOMMUNICATIONS NETWORK SERVICES - GENERAL	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and Procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
	DE: These records may be destroyed because IT policies and procedures are developed by the office of the Chief Information Officer (CIO), Knowledge and Information Services.			
-01	General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
-20	Telecommunication network inventory records	SO	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

96000 TELECOMMUNICATIONS NETWORK SERVICES - GENERAL A SA FD

(currently on ITIMS)

RETENTION STATEMENT

Delete when network inventory is updated or obsolete.

SO: when network inventory is updated or obsolete

-30 Telecommunication network node records SO nil DE
(currently on the Network Node Registry [NNR])

RETENTION STATEMENT

Destroy when the network is updated, and upon disposal of equipment.

SO: when updated and upon disposal of equipment

NOTE: These records provide an inventory, including technical details about network connection points (e.g., modems, hubs, switches, and host computers).

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

97300 TELECOMMUNICATIONS NETWORK SERVICE PLANNING

Records relating to planning and developing telecommunication network services for client ministries and agencies. This involves: initiating, formulating and coordinating research and recommendations on existing and proposed voice and data network services, products and technologies; developing service descriptions for voice and data network services; and communicating the results of this work in documents such as service profiles and management reports.

Records types include correspondence, reports, and spreadsheets.

For customer billing, see [ARCS secondary 935-20](#).

For reference material/topical files, see [ARCS secondary 358-20](#).

For service catalogue, see [ARCS secondary 1120-20](#).

For service costing and pricing, see [ARCS secondary 1190-20](#).

For strategic planning, see primary 92700.

The ministry OPR is Workplace Communication Services, Service Management unless otherwise noted below. See specific secondaries for OPR retention schedules.

97300	TELECOMMUNICATIONS NETWORK SERVICE PLANNING	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
-01	General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
-02	Network services planning and development (arrange by subject heading)	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

97400 TELECOMMUNICATION NETWORK ENGINEERING

Records relating to telecommunication network engineering. This involves planning site connections to the provincial voice and data network; managing complex connections that build upon the data network infrastructure; providing technical solutions to network problems; monitoring network performance and estimating capacity requirements; and overseeing network hardware and software changes and upgrades.

Record types include correspondence, checklists, spreadsheets, and other types of records as indicated under relevant secondaries.

For contracts with suppliers, see [ARCS primary 1070](#).

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Workplace Communication Services, Technical Stewardship unless otherwise noted below. See specific secondaries for OPR retention schedules.

97400	TELECOMMUNICATION NETWORK ENGINEERING	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
	-00 Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
	-01 General	FY+2y	nil	DE
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
	-03 Telecommunications installation safety reports (arrange by site [e.g., location of school])	SO	21y	DE
	RETENTION STATEMENT Destroy 21 years after the telecommunications structure to which it relates is removed from the building.			
	SO: when the telecommunications structure to which the report relates is removed from the building			
	21y: The 21-year retention period is required in the event of an accident or injury caused by a telecommunications structure to a child. Since the branch will not be aware of all incidents involving children, the reports must be retained until a child			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

97400	TELECOMMUNICATION NETWORK ENGINEERING	A	SA	FD
	reaches the age of majority (19 years) plus the two-year limitation period specified in the Limitation Act (RSBC 1996, c. 266)			
	NOTE: These reports, which may be in the form of letters, are from qualified private sector engineers certifying that telecommunication structures (e.g., satellite dishes) installed on behalf of the provincial government on public buildings such as schools have been safely installed.			
-20	Network performance and capacity monitoring records (currently on eHealth, a network management tool)	SO	nil	DE
	RETENTION STATEMENT Destroy when no longer required for analysis.			
	SO: when no longer required for analysis			
	NOTE: Since the information is retained on a simple database, an information system overview has not been created.			
-30	Network engineering project files (includes correspondence, checklists, presentation slides, spreadsheets and reports relating to data network connections, including major connections such as PharmaNet and PLNet) (arrange by project, then site location if relevant)	SO	3y	DE
	RETENTION STATEMENT Destroy three years after the project is completed or abandoned.			
	SO: when the project is completed or abandoned			
-40	Network site files (includes floor plans and technical information about regional network centres [RNCs], Victoria metropolitan area network [MAN] site files, client sites, and sites surveyed by vendors) (arrange by site location)	SO+1y	nil	DE
	RETENTION STATEMENT Destroy one year after the technical information is updated and the site no longer exists.			
	SO: when technical information is updated and the site no			

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

97400 TELECOMMUNICATION NETWORK ENGINEERING A SA FD

longer exists

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

97600 TELECOMMUNICATIONS NETWORK REQUEST MANAGEMENT

Records relating to confirming orders for voice and data network products and services.

Orders are initiated by client ministries and agencies and currently submitted through the Oracle iStore module of the Corporate Accounting System (CAS). Once approved by ministry/agency expense authorities, Oracle iStore transmits the order to the Information Technology Information Management System (ITIMS) for network staff to determine whether or not the requested products or services can be provided and whether or not they are the most cost-effective solution. Complex and non-standard orders are referred to consultants and, if necessary, to engineering and planning staff. If the stockroom does not have the product, or if the vendor cannot provide the requirements as ordered, or if the requirements are not the most cost-effective solution, staff may suggest alternatives to customers or take steps to purchase the product or service through the purchasing department, which creates and maintains the purchase requisitions under ARCS primary 835. If the vendor cannot supply the product or service the contract tendering process is initiated.

Confirmed orders are transmitted back to Oracle iStore for the completion of the order process.

Record types include correspondence and other types of records as indicated under relevant secondaries.

For contract tendering and contract management, see [ARCS primary 1070](#).

For a description of the Information Technology Information Management System (ITIMS) , see the Systems Section.

For Oracle iStore, see the records of Corporate Accounting Service.

For orders (e.g., Oracle iStore and stockroom), see [ARCS primary 825](#).

For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is Workplace Communication Services, Request Management unless otherwise noted below. See specific secondaries for OPR retention schedules.

97600	TELECOMMUNICATIONS NETWORK REQUEST MANAGEMENT	A	SA	FD
	All non-OPR offices will retain these records for:	SO	nil	DE
-00	Policy and procedures	SO	nil	DE
	RETENTION STATEMENT Destroy when the policy is replaced or becomes irrelevant.			
	SO: when the policy is replaced or becomes irrelevant			
-01	General	FY+2y	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

97600	TELECOMMUNICATIONS NETWORK REQUEST MANAGEMENT	A	SA	FD
	RETENTION STATEMENT Destroy at the end of the third fiscal year.			
-02	Network request management performance reports	SO	nil	DE
	RETENTION STATEMENT Destroy when action is taken. SO: when action is taken			
-40	Local telephone book directory listing files (covers government directory information published in local telephone books) (arrange by telephone book)	SO+1y	nil	DE
	RETENTION STATEMENT Destroy upon publication and delivery of local telephone books. SO: upon publication and delivery of local telephone books NOTE: Staff coordinate and maintain all PROVnet telephone number listings in the blue and white pages of B.C. telephone directories. Ministry/agency telephone coordinators submit the directory information through the Oracle iStore ordering process.			
-50	Network request management records (currently on ITIMS)	FY+7y	nil	DE
	RETENTION STATEMENT Delete at the end of the eighth fiscal year. 8y: The retention period satisfies reference and analysis requirements. NOTE: Staff refer to these records in order to respond to customer questions and to recommend changes and improvements. These records document how the network and inventory have changed over time. The inventory records classified under secondary 96000-20 document the current situation.			
-55	Network services paper orders	FY+1	nil	DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

97600 TELECOMMUNICATIONS NETWORK REQUEST MANAGEMENT A SA FD

RETENTION STATEMENT

Destroy at the end of the second fiscal year.

NOTE: This secondary allows for the disposition of old paper orders. The information is duplicated in records covered by secondary -50.

-60 Network request advisory files SO nil DE
(includes floor plans, site checklists, and rough notes)
(arrange by client)

RETENTION STATEMENT

Destroy when no longer required for reference purposes.

SO: when no longer required for reference purposes

NOTE: This secondary covers records documenting consultations with clients over their orders.

END OF PRIMARY

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

INFORMATION TECHNOLOGY SERVICES

OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)

SYSTEMS SECTION TABLE OF CONTENTS

<u>SECTION AND TITLE</u>	<u>PAGE NO.</u>
BCEID	2
GOVERNMENT ELECTRONIC MESSAGING SYSTEM (GEMS)	4
GOVERNMENT TELEPHONE DIRECTORY SYSTEM (GTDS)	6
INVESTIGATION CASE MANAGEMENT SYSTEM (ICMS)	8
INTERNAL DIRECTORY (IDIR)	10
INFORMATION TECHNOLOGY INFORMATION MANAGEMENT SYSTEM (ITIMS)	12
ONLINE REQUEST SYSTEM(ORS)	14
SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM)	16

BCeID

SYSTEM OVERVIEW

Creating Agency

Workplace Technology Services
BCeID Program

Date of System Description

2014-04-10

Purpose

The purpose of the BCeID System is to support business, organization, and individual identity (ID) verification and BCeID account management.

Information Content

BCeID contains account registration requests, agreements, and approvals, identity and contact information, passwords, login IDs, and comments.

Inputs, Processes, and Outputs

Inputs:

BCeID inputs consist of account self-registration, accountholder updates, identity verification from relevant government authorities (e.g., corporate registry), and information entered by staff.

Processes:

BCeID receives account registration information and accountholder profile updates through a web interface, receives identity information transmissions from government authorities, tracks registration agreement and terms of use versions accepted by accountholders and types of letters sent to them, and generates letters and reports.

Outputs:

BCeID outputs consist of system-generated letters (e.g., registration instruction letters and account confirmation letters) and reports.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

BCeID

DATA RETENTION PLAN

Data Description	Data Retention Period
BCeID accounts Classification 91400-20	Delete when account is closed, and in compliance with the Office of the Government Chief Information Officer Information Security Policy (7.2.1 b Deregistration) and the Freedom of Information and Protection of Privacy Act (RSBC 1996, c. 165 s. 31) .

For additional classification details, including retention rationales, click on the links above.
For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the *System Section Primer*.

END OF OVERVIEW

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

GOVERNMENT ELECTRONIC MESSAGING SYSTEM (GEMS)

SYSTEM OVERVIEW

Creating Agency

Workplace Technology Services
Messaging and Collaboration Services

Date of System Description

2014-04-10

Purpose

The purpose of GEMS is to act as a centralized messaging hub for government electronic mail (email) and to check for and block viruses and unsolicited messages (e.g., spam).

Information Content

GEMS does not retain information.

Inputs, Processes, and Outputs

Inputs:

GEMS receives email messages.

Processes:

GEMS processes email by checking for viruses and spam, interfacing with the Internal Directory (IDIR) server to verify email addresses, and routing email.

Outputs:

GEMS outputs are email that passed virus and spam checking.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

GOVERNMENT ELECTRONIC MESSAGE SYSTEMS (GEMS)

DATA RETENTION PLAN

Data Description	Data Retention Period
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For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the System Section Primer.

END OF OVERVIEW

GOVERNMENT TELEPHONE DIRECTORY SYSTEM (GTDS)

SYSTEM OVERVIEW

Creating Agency

Workplace Technology Services
Identity Management Solutions
Directories and Authentication

Date of System Description

2014-04-10

Purpose

The purpose of GTDS is to provide government telephone directory information to the provincial government and general public.

Information Content

GTDS holds information about individuals and organizational units within the B.C. government. The information includes mailing addresses, telephone and facsimile (fax) numbers, electronic mail (email) addresses, names of organizational units, and names and position titles of individuals.

Inputs, Processes, and Outputs

Inputs:

GTDS inputs are almost entirely controlled by the various ministries and agencies that are responsible for updating and maintaining the information contained in the system. The exceptions are the creation of new organizational units, which are the responsibility of GTDS infrastructure staff.

Processes:

GTDS allows for searches of its database through the internet and interfaces with the Internal Directory (IDIR) server (i.e., internal government network domain controller) to validate email addresses.

Outputs:

GTDS outputs consist of extracts provided for Enquiry BC, Queen's Printer, and other agencies upon request, as well as ad hoc lists.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

GOVERNMENT TELEPHONE DIRECTORY SYSTEM (GTDS)

DATA RETENTION PLAN

Data Description	Data Retention Period
Government telephone directory data Classification 93540-04	Delete when superseded or obsolete.

For additional classification details, including retention rationales, click on the links above.
For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the *Systems Section Primer*.

END OF OVERVIEW

INVESTIGATION CASE MANAGEMENT SYSTEM (ICMS)

SYSTEM OVERVIEW

Creating Agency

Ministry of Citizens' Services
Office of the Chief Information Officer
Enterprise Services Division
Information Security Branch

Date of System Description

November 1, 2022

Purpose

The purpose of an ICMS is to help investigators manage the investigation workflow, document their analysis and indicators of the compromise of a system, take response actions, and record key facts for future reference. ICMS also helps both the cybersecurity defence program area and their clients analyze trends in information security.

Information Content

ICMS contains investigators' notes and analysis, information about security incidents and the investigative actions taken, indicators of system compromise, data used in internal investigations, and summary facts and data about the events investigated and the persons involved. It may contain conclusions and recommendations.

Inputs, Processes, and Outputs

Inputs:

ICMS inputs consist of information that investigators enter directly in the course of reviewing and analyzing the incident and managing the workflow. ICMS can also contain information from automated alerts or observable indicators of compromise. Some information may be copied from or summarize information gathered in the course of carrying out the investigation.

Processes:

ICMS allows for searching across investigations for keywords, including names. It allows information about incidents to be viewed and navigated in a variety of ways to facilitate trend analysis and other types of analysis.

Outputs:

ICMS outputs consist of statistical reports, and summary details concerning the incident or trend being investigated.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

INVESTIGATION CASE MANAGEMENT SYSTEM

DATA RETENTION PLAN

Data Description	Data Retention Period
Internal investigation files Classification 95300-50	Delete five years after the investigation is closed and investigation files are no longer required to support investigation operations.
Investigative records provided to third parties Classification 95300-51	Delete seven years after the investigation files are sent to the requestor and investigation files are no longer required to support investigation operations.

For additional classification details, including retention rationales, click on the links above.
For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the *System Section Primer*.

END OF OVERVIEW

internal directory (IDIR)

SYSTEM OVERVIEW

Creating Agency

Workplace Technology Services
Identity Management Solutions
Directories and Authentication

Date of System Description

2014-04-10

Purpose

The purpose of IDIR is to authenticate B.C. government employees and eligible contractors and authorize and control their access to the internal government network.

Information Content

IDIR contains user names, contact information, identities (IDs), passwords, IDIR account creation and expiry dates, and global access groups.

Inputs, Processes, and Outputs

Inputs:

IDIR inputs are controlled by the various ministries and agencies that are responsible for approving and requesting IDIR IDs for their employees and contractors. IDIR IDs are currently obtained by ministries and some agencies through Oracle iStore.

Processes:

IDIR authenticates users when they log on to the internal government network, enforces access restrictions, and validates electronic mail addresses transmitted by the internal government email infrastructure.

Outputs:

IDIR outputs consist of extracts and reports.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

INTERNAL DIRECTORY (IDIR)

DATA RETENTION PLAN

Data Description	Data Retention Period
Government internal directory data Classification 93540-02	Delete when account is closed, and in compliance with the Office of the Government Chief Information Officer <i>Information Security Policy</i> (7.2.1 b Deregistration) and the Freedom of Information and Protection of Privacy Act (RSBC 1996, c. 165, s. 31.)

For additional classification details, including retention rationales, click on the links above.
For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the *System Section Primer*.

END OF OVERVIEW

INFORMATION TECHNOLOGY INFORMATION MANAGEMENT SYSTEM (ITIMS)

SYSTEM OVERVIEW

Creating Agency

Workplace Technology Services

Date of System Description

2014-04-10

Purpose

The purpose of ITIMS is to track and monitor information technology (IT) incidents and problems, manage voice and data network service requests and inventory, and track and verify IT infrastructure and cross-government application changes.

Information Content

ITIMS contains information about reported incidents and problems (e.g., names and contact information of individuals reporting the problems and problem descriptions, severity, impact, times, and resolutions); network products and services (e.g., contact information of customers, and products and services requested and in use); and changes to cross-government applications (e.g., enterprise document management system) and the infrastructure for mainframe, server, and voice and data network services.

Inputs, Processes, and Outputs

Inputs:

ITIMS inputs consists of incidents, problems, and change requests entered by staff and orders for voice and data network services and products transmitted from Oracle iStore (the Corporate Accounting System [CAS] online ordering tool).

Processes:

ITIMS tracks incidents, problems, and change requests from creation through to conclusion, queues Oracle iStore orders for staff review and approval, updates the voice and data network inventory, and provides the online request for change (RFC) form for entering application and infrastructure change requests.

Outputs:

ITIMS outputs consist of reports and confirmed orders and consumption of network services information transmitted to CAS Oracle.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

INFORMATION TECHNOLOGY INFORMATION MANAGEMENT SYSTEM (ITIMS)

DATA RETENTION PLAN

Data Description	Data Retention Period
IT infrastructure change authorization records Classification 92100-20	Delete seven years after the change request has been implemented and reviewed.
IT incident and problem management records Classification 92500-20	Delete seven years after the resolution of an incident or problem.
Telecommunication network inventory records Classification 96000-20	Delete when network inventory is updated or obsolete.
Network request management records Classification 97600-50	Delete at the end of the eighth fiscal year.

For additional classification details, including retention rationales, click on the links above.
For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the System Section Primer.

END OF OVERVIEW

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

ONLINE REQUEST SYSTEM(ORS)

SYSTEM OVERVIEW

Creating Agency

Workplace Technology Services

Date of System Description

2014-04-10

Purpose

The purpose of ORS is to provide customers with the ability to electronically request charge numbers, high level indices and datasets, and MVS user identifiers (IDs).

Information Content

ORS contains the requestors' names, approval authorities, user names, client and charge numbers, access requirements, whether or not charge numbers are billable or non-billable, and status of the requests.

Inputs, Processes, and Outputs

Inputs:

ORS inputs consist of requests entered electronically through a web interface.

Processes:

ORS adds request and item numbers to the incoming requests and creates a history of customer and charge number requests, registrations, and IDs.

Outputs:

ORS outputs consist of reports.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

ONLINE REQUEST SYSTEM (ORS)

DATA RETENTION PLAN

Data Description	Data Retention Period
User IDs and access authority files Classification ARCS secondary 470-40	Delete at the end of the third calendar year.

For additional classification details, including retention rationales, click on the links above.
For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the System Section Primer.

END OF OVERVIEW

SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM)

SYSTEM OVERVIEW

Creating Agency

Ministry of Citizens' Services
Office of the Chief Information Officer
Enterprise Services Division
Information Security Branch

Date of System Description

November 1, 2022

Purpose

SIEM is a software that aggregates and analyzes activity from different systems across an entire IT infrastructure. The purpose of the SIEM system is to support cybersecurity investigations. It accomplishes this by collecting and storing a range of event data for security monitoring and reporting purposes, and by providing real time analysis and defined reports of security alerts generated by applications and other log generating hardware such as personal computers.

Information Content

Only event data that is identified as potentially posing a security risk is pulled from its native system and entered into the SIEM system. Logs and alerts that are not recognized as a threat requiring follow-up are ignored and remain in their native systems until overwritten.

Inputs, Processes, and Outputs

Inputs: The SIEM service is used by security analysts and leveraged to support security event investigations. Logging and review can be done either by client request or automatically through continuous logging of government systems. Raw event data from Windows event logs, Linux Applications System Logs, network systems, database logs, BC Government firewalls, cloud services, and any other source the client would like logging or correlation for are automatically entered into the SIEM system.

Outputs: Analytical data is produced from the processing of event data, and can be used to create reports or visualizations representing large amounts of data. These reports are used for internal reporting purposes, and support cybersecurity investigations.

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM)

DATA RETENTION PLAN

Data Description	Data Retention Period
Cybersecurity event data Classification 95300-45	Destroy when event data is no longer required to support cybersecurity operations.

For additional classification details, including retention rationales, click on the links above.
For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the [System Section Primer](#).

END OF OVERVIEW

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the Information Technology Services (ITSE) ORCS

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
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This concordance table is intended as a general guide for transition between the old and new versions of this ORCS. The new classifications and retentions are to be applied to all relevant digital and physical operational records, both in the office and in storage. When converting old files to the new ORCS, you will need to check file contents to ensure that the recommended replacement secondary is appropriate for that particular file.

95300	Security operations (primary)	Update to primary scope note and includes qualifier	N/A
95300-00	Policy and procedures		Retention changed from SO/nil/DE to SO/nil/SR
95300-40	Security activity reports	Removed - classification no longer required	
95300-45	Cybersecurity event data	New secondary	SO/nil/DE
95300-50	Internal investigation files	Title changed to Internal investigation files - records that support external investigations formerly covered under this secondary should be reclassified under the new secondary 95300-51	Retention changed from SO/7y/DE to SO/5y/DE
95300-51	Investigative records provided to third parties	New secondary - for external investigation records formerly classified under 95300-50	SO/7y/DE
95300-52	Data provided to third parties	New secondary	SO/nil/DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the Information Technology Services (ITSE) ORCS

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD
95300-53	Investigation reference data	Removed - classification no longer required	N/A
95300-54	Potential evidentiary material	New secondary	SO/nil/DE

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
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This concordance table is intended as a general guide for transition between the old and new versions of this *ORCS*. The new classifications and retentions are to be applied to all relevant digital and physical operational records, both in the office and in storage. When converting old files to the new *ORCS*, you will need to check file contents to ensure that the recommended replacement secondary is appropriate for that particular file.

SECTION 1 Information Technology Services				
91000	INFORMATION TECHNOLOGY SERVICES – GENERAL			
91000-00	Policy and procedures	Retention period reduced and final disposition changed	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
91000-02	IT services internet web site	NEW	SO/nil/DE	2011-05-19
91000-03	IT services intranet web site	NEW	SO/nil/DE	2011-05-19
91200	BUSINESS RELATIONS	Replaced – re-classify to primary 92200, CLIENT SERVICES [PRE-2009]		2011-05-19
91200-00	Policy and procedures	Replaced – re-classify to secondary 92200-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
91200-01	General	Replaced – re-classify to secondary 92200-01, General	Unchanged	2011-05-19
91200-20	Business relations IT customer case files	Replaced – re-classify to secondary 92200-40, Pre-2009 client support files	Retention changed from FY+2/nil/DE to SO/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
91200-30	Business relations IT services presentation case files	Replaced – re-classify to secondary 92200-40, Pre-2009 client support files	Unchanged	2011-05-19
91200-40	Business relations special IT projects and issues case files	Replaced – re-classify to secondary 92200-50, Pre-2009 client service project files SO changed from 'upon project completion or resolution' to 'upon project completion or abandonment'	Retention increased from SO+1y/nil/DE to SO/3y/DE	2011-05-19
91400	BUSINESS AND PERSONAL IDENTITY VERIFICATION	NEW		2011-05-19
91400-00	Policy and procedures	NEW	SO/7y/DE	2011-05-19
91400-01	General	NEW	FY+2y/nil/DE	2011-05-19
91400-02	BCeID activity and performance measurement reports	NEW	SO/nil/DE	2011-05-19
91400-20	BCeID accounts	NEW	SO/nil/DE	2011-05-19
91400-30	BCeID issues files	NEW	SO/nil/DE	2011-05-19
91400-40	BCeID project files	NEW	SO/nil/DE	2011-05-19
91500	CROSS-GOVERNMENT INITIATIVES – GENERAL	Replaced – re-classify to primary 91600, CORPORATE APPLICATION MANAGEMENT		2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
91500-00	Policy and procedures	Replaced – re-classify to secondary 91600-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
91500-01	General	Replaced – re-classify to secondary 91600-01, General	Unchanged	2011-05-19
91600	CROSS-GOVERNMENT INITIATIVES – APPLICATIONS	Title changed to CORPORATE APPLICATION MANAGEMENT Replaces primary 91500, CROSS-GOVERNMENT INITIATIVES – GENERAL and primary 91700, CROSS-GOVERNMENT INITIATIVES – SERVICES		2011-05-19
91600-00	Policy and procedures	Retention period reduced and final disposition changed Replaces secondary 91500-00, Policy and procedures and secondary 91700-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
91600-01	General	Replaces secondary 91500-01, General and 91700-01, General		2011-05-19
91600-02	Cross-government application software licences	Function transferred to IT procurement effective July 2009		2011-05-19
91600-03	Cross-government application documentation	Replaced – re-classify to secondary 91600-30, Application history documentation – final versions	Retention increased from SO/nil/DE to SO/2y/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
91600-20	Cross-government application case files – application planning	Title changed to Application planning, development, and changes 91600-30, Cross-government application files – development; and 91600-50, Cross-government application case files – record of decisions	Retention changed from FY+2/nil/DE to SO/2y/DE	2011-05-19
91600-30	Cross-government application case files – development	Title changed to Application history documentation Replaces secondary 91600-03, Cross-government application documentation	Retention changed from FY+2/nil/DE to SO/2y/DE	2011-05-19
91600-40	Cross-government application case files – operation	Title changed to Application operations and service management	Retention changed from FY+4/nil/DE to SO/2y/DE	2011-05-19
91600-42	Application-created logs	NEW	FY+2y/nil/DE	2011-05-19
91600-50	Cross-government application case files – record of decisions	Replaced – re-classify to secondary 91600-20, Application planning, development, and changes	Retention increased from SO/nil/DE to SO/2y/DE	2011-05-19
91700	CROSS-GOVERNMENT INITIATIVES – SERVICES	Replaced – re-classify to primary 92200, CLIENT SERVICES (PRE-2009)		2011-05-19
91700-00	Policy and procedures	Replaced – re-classify to secondary 92200-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
91700-01	General	Replaced – re-classify to secondary 92200-01, General	Unchanged	2011-05-19
91700-02	Licence fee recovery analysis	Replaced – re-classify to ARCS secondary 1120-20, Ministry/agency fee inventory files	Retention reduced from SO+2y/nil/DE to SO/nil/DE	2011-05-19
91700-20	Cross-government IM/IT project case files	Replaced – re-classify to secondary 92200-50, Pre-2009 client service project files	Increased from SO+2/nil/DE to SO/3y/DE	2011-05-19
92000	CUSTOMER SERVICE – GENERAL	Replaced – re-classify to primary 92200, CLIENT SERVICES (PRE-2009)		2011-05-19
92000-00	Policy and procedures	Replaced – re-classify to secondary 92200-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
92000-01	General	Replaced – re-classify to secondary 92200-01, General	Unchanged	2011-05-19
92000-02	Customer service monthly reports	Replaced – re-classify to secondary 92200-40, Pre-2009 client support files	Retention changed from FY+2y/nil/DE to SO/nil/DE	2011-05-19
92100	CUSTOMER SERVICES – CHANGE MANAGEMENT	Title changed to IT INFRASTRUCTURE CHANGE MANAGEMENT		2011-05-19
92100-00	Policy and procedures	Retention period reduced and final disposition changed	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
92100-03	Technical information bulletins (TIBs)	Title changed to Technical information bulletins (TIBs) and service bulletins (SBs)	Unchanged	2020-12-08

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
		Expanded secondary to include service bulletins (SBs)		
92100-03	Technical information bulletins (TIBs)	Replaces 92100-04, VMS information bulletins (VIB)	Unchanged	2011-05-19
92100-04	VMS information bulletins (VIB)	Replaced – re-classify to secondary 92100-03, Technical information bulletins	Retention increased from FY+2y/nil/DE to FY+9y/nil/DE	2011-05-19
92100-20	Change request case files	<p>Title changed to IT infrastructure change authorization records</p> <p>Replaces secondaries 92100-30, Request for change authorization (RCA) case files; 92100-40, VMS change request case files; 97500-20, MONIES code change/addition registry case files; 97500-50, NIMS code change/addition registry case files</p> <p>SO changed from 'when the code no longer exists [on the system] because the product or service is no longer offered,' to 'when the change request has been implemented and reviewed'</p>	Retention increased from SO/nil/DE to SO+7y/nil/DE	2011-05-19
92100-25	IT significant event reviews (SERS)	NEW	SO/7y/DE	2011-05-19
92100-30	Request for change authorization (RCA) case files	Replaced – re-classify to secondary 92100-20, IT	Retention increased from	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
		infrastructure change authorization records	SO+3y/nil/DE to SO+7y/nil/DE	
92100-40	VMS change request case files	Replaced – re-classify to secondary 92100-20, IT infrastructure change authorization records	Retention increased from SO+3y/nil/DE to SO+7y/nil/DE	2011-05-19
92200	CUSTOMER SERVICES – CUSTOMER RELATIONS	Title changed to CLIENT SERVICES (PRE-2009) Replaces primaries 91200, BUSINESS RELATIONS; 91700, CROSS-GOVERNMENT INITIATIVES – SERVICES; and 92000, CUSTOMER SERVICE – GENERAL		2011-05-19
92200-00	Policy and procedures	Retention period reduced and final disposition changed Replaces secondaries 91200-00, Policy and procedures; 91700-00, Policy and procedures; and 92200-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
92200-01	General	Replaces secondaries 91200-01, General; 91700-01, General; and 92000-01, General	Unchanged	2011-05-19
92200-02	Customer contact list	Replaced – re-classify to ARCS secondary 295-06, Telephone contact lists	Unchanged	2011-05-19
92200-03	IT service disruptions	Replaced – re-classify to ARCS secondary 1120-20,	Unchanged	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
		Ministry/agency fee inventory files		
92200-20	Customer communication case files	Replaced – re-classify to secondary 92200-40, Pre-2009 Client support files	Retention changed from FY+2/nil/DE to SO/nil/DE	2011-05-19
92200-30	Customer service request case files	Title changed to Pre-2009 client service request files	Retention changed from FY+1y/nil/DE to SO+1y/nil/DE	2011-05-19
92200-40	Customer support case files	Title changed to Pre-2009 client support files Retention period changed Replaces secondaries 91200-20, Business relations IT customer case files; 91200-30, Business relations IT services presentation case files; 92000-02, Customer service monthly reports; 92200-20, Customer communication case files; 97500-30, Network end user history case files; 97500-40, Network presentation case files; and 97700-02, End user traffic studies	Retention changed from FY+2/nil/DE to SO/nil/DE	2011-05-19
92200-50	Customer support project case files	Title changed to Pre-2009 client service project files Replaces secondaries 91200-40, Business relations special IT projects and issues case files and 91700-20, Cross-government IM/IT project case files	Retention changed from SO/3y/DE to SO+3/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
92200-60	IT service case files	Replaced – re-classify to ARCS secondary 1120-20, Fee information and schedules	Unchanged	2011-05-19
92300	CUSTOMER SERVICE – END USER ACCESS	Replaced – re-classify to ARCS primary 470, SECURITY MANAGEMENT		2011-05-19
92300-00	Policy and procedures	Replaced – re-classify to ARCS secondary 470-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
92300-01	General	Replaced – re-classify to ARCS secondary 470-01, General	Unchanged	2011-05-19
92300-02	Access control tables	Replaced – re-classify to ARCS secondary 470-40, User IDs and access authority files	Retention changed from SO/nil/DE to CY+2y/nil/DE	2011-05-19
92300-03	Client and charge number change and delete requests	Replaced – re-classify to ARCS secondary 470-40, User IDs and access authority files	Retention changed from FY+2/nil/DE to CY+2y/nil/DE	2011-05-19
92300-04	Client and charge number master file	Replaced – re-classify to ARCS secondary 470-40, User IDs and access authority files	Retention changed from SO/nil/DE to CY+2y/nil/DE	2011-05-19
92300-05	End user access statistical reports	Replaced – re-classify to ARCS secondary 470-40, User ID access authority files	Changed from FY+2/nil/DE to CY+2y/nil/DE	2011-05-19
92300-06	High level index (HLI) and dataset changes and deletes	Replaced – re-classify to ARCS secondary 470-40, User ID access authority files	Changed from FY+1/nil/DE to CY+2y/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/DE	Approval Date
92300-07	MVS user ID changes and delete	Replaced – re-classify to ARCS secondary 470-40, User ID access authority files	Changed from FY+2/nil/DE to CY+2y/nil/DE	2011-05-19
92300-08	MVS user ID master file	Replaced – re-classify to ARCS secondary 470-40, User ID access authority files	Retention changed from SO/nil/DE to CY+2y/nil/DE	2011-05-19
92300-09	Security user ID confirmation reports	Replaced – re-classify to ARCS secondary 470-40, User ID access authority files	Increased from 2m/nil/DE to CY+2y/nil/DE	2011-05-19
92300-20	Charge number registration case files	Replaced – re-classify to ARCS secondary 470-40, User ID access authority files	Changed from FY+2y/nil/DE to CY+2y/nil/DE	2011-05-19
92300-25	Client number registration case files	Replaced – re-classify to ARCS secondary 470-40, User ID access authority files	Changed from FY+2y/nil/DE to CY+2y/nil/DE	2011-05-19
92300-30	End user access project case files	Replaced – re-classify to ARCS secondary 470-40, User ID access authority files	Retention changed from SO/nil/DE to CY+2y/nil/DE	2011-05-19
92300-35	Freedom of information (FOI) system user ID registration case files	Replaced – re-classify to ARCS secondary 470-40, User ID access authority files	Retention increased from SO+2y/nil/DE to SO+1y/2y/DE	2011-05-19
92300-40	High level index (HLI) and dataset registration case files	Replaced – re-classify to ARCS ARCS secondary 470-40, User ID access authority files	Retention increased from SO+2y/nil/DE to SO+1y/2y/DE	2011-05-19
92300-45	MVS user ID registration case files	Replaced – re-classify to ARCS secondary 470-40, User IDs and access authority files	Retention changed from SO+2y/nil/DE to CY+2/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/DE	Approval Date
92300-50	NT user ID registration, change and deletion case files	Replaced – re-classify to ARCS secondary 470-40, User IDs and access authority files	Retention changed from SO/nil/DE to CY+2y/nil/DE	2011-05-19
92300-55	Online request case files	Replaced – re-classify to ARCS secondary 470-40, User IDs and access authority files	Retention changed from SO+2y/nil/DE to CY+2y/nil/DE	2011-05-19
92300-60	Online Request System (ORS)	Replaced – re-classify to ARCS secondary 470-40, User IDs and access authority files	Retention changed from SO/nil/DE to CY+2y/nil/DE	2011-05-19
92300-65	SPANDial user ID registration, change and deletion case files	Replaced – re-classify to ARCS secondary 470-40, User IDs and access authority files	Retention changed from SO/nil/DE to CY+2y/nil/DE	2011-05-19
92300-70	VM user ID registration change and deletion case files	Replaced – re-classify to ARCS secondary 470-40, User IDs and access authority files	Retention changed from SO+2y/nil/DE to CY+2y/nil/DE	2011-05-19
92300-75	VMS user ID registration, change and deletion case files	Replaced – re-classify to ARCS secondary 470-40, User IDs and access authority files	Retention changed from SO/nil/DE to CY+2y/nil/DE	2011-05-19
92300-80	VMS user ID registration, change and deletion logs	Replaced – re-classify to ARCS secondary 470-40, User IDs and access authority files	Retention changed from FY+2y/nil/DE to CY+2y/nil/DE	2011-05-19
92400	CUSTOMER SERVICES – PERFORMANCE MEASUREMENT	Title changed to IT SERVICE PERFORMANCE MEASUREMENT		2011-05-19
92400-00	Policy and procedures	Retention period reduced and final disposition changed	Retention reduced from	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
			SO/5y/FR to SO/nil/DE	
92400-02	Information technology (IT) service customer satisfaction reports	Title changed to Annual IT service satisfaction reports Replaces secondaries 92400-02, Information Technology (IT) service customer satisfaction reports and 92400-04, Service level agreement (SLA) customer satisfaction reports	Unchanged	2011-05-19
92400-03	IT service customer satisfaction surveys	Title changed to IT service satisfaction survey forms Replaces secondaries 92400-05, SLA Customer satisfaction surveys; and 97500-03, Network end user satisfaction surveys	Unchanged	2011-05-19
92400-04	Service level agreement (SLA) customer satisfaction reports	Replaced – re-classify to secondary 92400-02, Annual IT service satisfaction reports	Unchanged	2011-05-19
92400-05	SLA Customer satisfaction surveys	Replaced – re-classify to secondary 92400-03, IT service satisfaction survey forms	Unchanged	2011-05-19
92400-06	SLA performance reports	Replaced – re-classify to secondaries 93600-20, Mainframe contract management files; 94000-20, Server infrastructure contract management files; and 94500-20, Workstation MSA contract management files	Changed from FY+2y/nil/DE to SO/7y/DE	2011-05-19
92500	CUSTOMER SERVICES –	Title changed to IT INCIDENT AND PROBLEM		2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
	PROBLEM MANAGEMENT	MANAGEMENT; Replaces primary 97650, NETWORK OPERATIONS AND IMPLEMENTATION – PROBLEM MANAGEMENT		
92500-00	Policy and procedures	Retention period reduced and final disposition changed Replaces secondary 97650-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
92500-01	General	Replaces secondary 97650-01, General	Unchanged	2011-05-19
92500-02	Monthly availability reports	Replaced – re-classify to secondary 92500-03, IT incident and problem management reports	Retention changed from FY+6y/nil/DE to SO/nil/DE	2011-05-19
92500-03	Problem management system reports	Title changed to IT incident and problem management reports Replaces secondaries 92500-02, Monthly availability reports; 97650-02, Network problem management activity reports; and 97650-03, Problem resolution reports received from suppliers	Unchanged	2011-05-19
92500-20	Problem case files	Title changed to IT incident and problem management records Retention period increased Replaces secondary 97650-20, Network problem management case files - electronic	Increased from FY+2/nil/DE to SO+7y/nil/DE	2011-05-19
92700	IT Strategic Planning	Title changed to INFORMATION		2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
		TECHNOLOGY STRATEGIC PLANNING – GENERAL; replaces primaries 92800, INFORMATION TECHNOLOGY STRATEGIC PLANNING – ARCHITECTURE and 92900, INFORMATION TECHNOLOGY STRATEGIC PLANNING – INFOSMART MANAGEMENT and 97350, NETWORK PLANNING – STRATEGIC TECHNOLOGY		
92700-00	Policy and procedures	Retention period reduced and final disposition changed Replaces secondaries 92800-00, Policy and procedures; 92900-00, Policy and procedures; and 97350-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
92700-01	General	Retention period changed Replaces secondaries 92800-01, General; 92900-01, General; and 97350-01, General	Retention changed from CY+2y/nil/DE to FY+2y/nil/DE	2011-05-19
92700-02	Final IT strategic planning and services communiqués	NEW Replaces secondary 92900-02, InfoSmart project reports	SO/nil/FR	2011-05-19
92700-20	IT strategic planning and services project files and retention period reduced	NEW Replaces secondaries 92800-02, IT architecture presentations; 92800-20, IT architecture projects and plans; 92900-20, InfoSmart project	SO/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
		case files; 97350-02, Network technology plan – draft; and 97350-03, Network technology plan – final		
92700-30	Information technology product evaluation files	NEW Replaces secondaries 97350-04 Network technology project information; 97350-05, Network technology studies; and 97350-20, Network technology project field trial evaluation case files	SO/nil/DE	2011-05-19
92800	INFORMATION TECHNOLOGY STRATEGIC PLANNING – ARCHITECTURE	Replaced – re-classify to primary 92700, IT STRATEGIC PLANNING AND SERVICES DEVELOPMENT		2011-05-19
92800-00	Policy and procedures	Replaced – re-classify to secondary 92700-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
92800-01	General	Replaced – re-classify to secondary 92700-01, General	Retention changed from CY+2y/nil/DE to FY+2y/nil/DE	2011-05-19
92800-02	IT architecture presentations	Replaced – re-classify to secondary 92700-20, IT strategic planning and services project files	Unchanged	2011-05-19
92800-20	IT architecture projects and plans	Replaced – re-classify to secondary 92700-20, IT strategic planning and services project files	Retention reduced from SO/2y/DE to SO/nil/DE	2011-05-19
92900	INFORMATION TECHNOLOGY	Replaced – re-classify to primary 92700, IT STRATEGIC		2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
	STRATEGIC PLANNING – INFOSMART MANAGEMENT	PLANNING AND SERVICES DEVELOPMENT		
92900-00	Policy and procedures	Replaced – re-classify to secondary 92700-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
92900-01	General	Replaced – re-classify to secondary 92700-01, General	Retention changed from CY+2y/nil/DE to FY+2y/nil/DE	2011-05-19
92900-02	InfoSmart project reports	Replaced – re-classify to secondary 92700-02, Final IT strategic planning and services communiqués	Retention changed from CY+2y/nil/SR to SO/nil/FR	2011-05-19
92900-20	InfoSmart project case files	Replaced – re-classify to secondary 92700-20, IT strategic planning and services project files	Retention changed from FY+2/nil/DE to SO/nil/DE	2011-05-19
SECTION 2 IT Infrastructure Services				
93000	INFORMATION TECHNOLOGY INFRASTRUCTURE SERVICES – GENERAL	Title changed to IT INFRASTRUCTURE SERVICES - GENERAL		2011-05-19
93000-00	Policy and procedures	Retention period reduced and final disposition changed	Reduced from SO/5y/FR to SO/nil/DE	2011-05-19
93100	BC ONLINE – GENERAL	Primary transferred to schedule 144010, <i>BC Online Services ORS</i>		2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93100-00	Policy and procedures	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93100-01	General	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200	BC ONLINE – CONTRACT MANAGEMENT	Primary transferred to schedule 144010, <i>BC Online Services ORS</i>		2011-05-19
93200-00	Policy and procedures	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-01	General	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-02	BC OnLine change management process	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-03	BC OnLine contract	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-04	BC OnLine contract management performance reports	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-05	BC OnLine operator's annual reports	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-06	BC OnLine operator's performance reports	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93200-07	BC OnLine risks and issues management	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-08	BC OnLine risks and issues management	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-20	BC OnLine change request case files	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-25	BC OnLine change request log – pending	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-30	BC OnLine change request log – resolved	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-40	BC OnLine risks and issues case files	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-45	BC OnLine risks and issues log – pending	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93200-50	BC OnLine risks and issues log – resolved	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93300	BC ONLINE – PRODUCT MONITORING	Primary transferred to schedule 144010, <i>BC Online Services ORS</i>		2011-05-19
93300-00	Policy and procedures	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93300-01	General	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93300-02	Data partners/ associates' mass mailouts	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93300-03	Product management – existing	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93300-04	Product management – external	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93300-05	Product management – future	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93300-06	Product management – potential future	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93300-07	Product management – value-added	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93300-20	Data partner/associate case files	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93400	BC ONLINE – SERVICE DELIVERY	Primary transferred to schedule 144010, <i>BC Online Services ORS</i>		2011-05-19
93400-00	Policy and procedures	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93400-01	General	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93400-02	BC OnLine annual customer survey	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93400-03	BC Online customer relations	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93400-04	BC OnLine marketing	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93400-05	BC OnLine technology plans	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93400-06	BC OnLine user guides	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93400-20	BC OnLine customer account case file	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93400-30	BC OnLine partner/subject case files	Secondary transferred to schedule 144010, <i>BC Online Services ORS</i>	Unchanged	2011-05-19
93500	COMMON INFORMATION TECHNOLOGY INFRASTRUCTURE SERVICES	Replaced – re-classify to primaries 93520, EMAIL AND COLLABORATION INFRASTRUCTURE SERVICES, and 93540, GOVERNMENT DIRECTORY AND AUTHENTICATION SERVICES		2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93500-00	Policy and procedures	Replaced – re-classify to secondaries 93520-00, Policy and procedures, and 93540-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
93500-01	General	Replaced – re-classify to secondaries 93520-01, General, and 93540-01, General	Unchanged	2011-05-19
93500-02	Government email directory	Replaced – re-classify to secondary 93540-02, Government internal directory data	Unchanged	2011-05-19
93500-03	Government email directory extracts	Replaced – re-classify to Transitory Electronic Data Processing (EDP) Records schedule, 102908	Unchanged	2011-05-19
93500-04	Government email directory service reports	Replaced – re-classify to secondary 93540-04, Government telephone directory data	Unchanged	2011-05-19
93500-05	Government telephone directory	Replaced – re-classify to secondary 93540-04, Government telephone directory data	Unchanged	2011-05-19
93500-06	Government telephone directory extracts	Replaced – re-classify to Transitory Electronic Data Processing (EDP) Records schedule, 102908	Unchanged	2011-05-19
93500-20	CITI application case files	Replaced – re-classify to secondary 93520-20, Email and collaboration infrastructure services files	Unchanged	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93500-25	CITI application user guides	Replaced – re-classify to secondary 93520-20, Email and collaboration infrastructure services files	Unchanged	2011-05-19
93500-30	CITI configuration and inventory case files	Replaced – re-classify to secondary 94000-40, Server inventory records	Unchanged	2011-05-19
93500-40	CITI customer service case files	Replaced – re-classify to secondary 94000-25, Server infrastructure client plans, relations, and projects	Retention increased from SO/nil/DE to SO+2y/nil/DE	2011-05-19
93500-50	CITI project case files	Replaced – re-classify to secondaries 93520-30, Email and collaboration project files and 93540-20, Government directory and authentication project files	Retention reduced from SO+6m/nil/DE to SO/nil/DE	2011-05-19
93520	EMAIL AND COLLABORATION INFRASTRUCTURE SERVICES	NEW Replaces primary 93500, COMMON INFORMATION TECHNOLOGY INFRASTRUCTURE SERVICES		2011-05-19
93520-00	Policy and procedures	NEW Replaces secondary 93500-00, Policy and procedures	SO/nil/DE	2011-05-19
93520-01	General	NEW Replaces secondary 93500-01, General	FY+2y/nil/DE	2011-05-19
93520-02	Email and collaboration services reports	NEW	SO/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93520-20	Email and collaboration infrastructure services files	NEW Replaces secondary 93500-20, CITI application case files and 93500-25, CITI application user guides	SO/nil/DE	2011-05-19
96520-30	Email and collaboration project files	NEW Replaces secondary 93500-50, CITI project case files	SO/nil/DE	2011-05-19
93540	GOVERNMENT DIRECTORY AND AUTHENTICATION SERVICES	Replaces primary 93500, COMMON INFORMATION TECHNOLOGY INFRASTRUCTURE SERVICES		2011-05-19
93540-00	Policy and procedures	NEW Replaces secondary 93500-00, Policy and procedures	SO/nil/DE	2011-05-19
93540-01	General	NEW Replaces secondary 93500-01, General	FY+2y/nil/DE	2011-05-19
93540-02	Government internal directory data	NEW Replaces secondary 93500-02, Government email directory	SO/nil/DE	2011-05-19
93540-03	Government internal directory service reports	NEW Replaces secondary 93500-04, Government email directory service reports	SO/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93540-04	Government telephone directory data	NEW Replaces secondary 92500-05, Government telephone directory	SO/nil/DE	2011-05-19
93540-20	Government directory and authentication project files	NEW Replaces secondary 93500-50, CITI project case files	SO/nil/DE	2011-05-19
93600	MAINFRAME SERVICES	Replaced – re-classify to primary 94000, SERVER INFRASTRUCTURE AND MAINFRAME SERVICES		2020-12-08
93600-00	Policy and procedures	Replaced – re-classify to secondary 94000-00, Policy and procedures	Unchanged	2020-12-08
93600-01	General	Replaced – re-classify to secondary 94000-01, General	Unchanged	2020-12-08
93600-02	Final mainframe contracts and decision logs	Replaced – re-classify to secondary 94000-02, Server infrastructure and mainframe contracts and amendments	Unchanged	2020-12-08
93600-03	CSA-required annual reports	Replaced – re-classify to 94000-10, Final reports and reviews	Unchanged	2020-12-08
93600-05	Final mainframe services benchmarking report	Replaced – re-classify to secondary 94000-10, Final reports and reviews	Unchanged	2020-12-08
93600-06	Final mainframe services quarterly status reports	Replaced – re-classify to secondary 94000-10, Final reports and reviews	Unchanged	2020-12-08

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93600-20	Mainframe contract management files	Replaced – re-classify to secondary 94000-20, Server infrastructure and mainframe contract management files	Unchanged	2020-12-08
93600-30	Mainframe service delivery records	Replaced – re-classify to secondary 94000-30, Server infrastructure and mainframe service delivery records	Retention increased from SO/nil/DE to SO+2y/nil/DE	2020-12-08
93600	COMPREHENSIVE SERVICE AGREEMENT MANAGEMENT	Title changed to MAINFRAME SERVICES		2011-05-19
93600-00	Policy and procedures	Retention period reduced and final disposition changed Replaces secondaries 93600-00, Policy and procedures; 93700-00, Policy and procedures; 93800-00, Policy and procedures; and 93900-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
93600-01	General	Replaces secondaries 93600-01, General; 93700-01, General; 93800-01, General; and 93900-01, General	Unchanged	2011-05-19
93600-02	Comprehensive Service Agreement	Title changed to Final mainframe contracts and decision logs Replaces secondaries 92600-02, Comprehensive Service Agreement; 93700-02, MVS/VM/Print agreement; 93700-35, MVS/VM/Print change orders, risks and issues log – final; and 93900-02, Project agreements	Unchanged	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93600-03	Comprehensive Service Agreement annual status reports	Title changed to CSA-required annual reports Replaces secondary 93900-03, Project agreement and annual reports	Unchanged	2011-05-19
93600-04	Comprehensive Service Agreement quarterly and semi-annual status reports	Replaced – re-classify to secondary 93600-20, Mainframe services contract management files	Unchanged	2011-05-19
93600-05	Final mainframe services benchmarking report	NEW Replaces secondary 93700-03 MVS/VM print benchmarking	SO/7y/FR	2011-05-19
93600-06	Final mainframe services quarterly status reports	NEW Replaces secondary 93700-12, MVS/VM/quarterly status reports	SO/7y/FR	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93600-20	Mainframe contract management files	<p>NEW</p> <p>Replaces secondaries 93600-04 Comprehensive Service Agreement quarterly and semi-annual status reports; 93600-20 Comprehensive Service Agreement project case files; 93700-03 MVS/VS Print benchmarking; 93700-04 MVS/VM/Print change order management process; 93700-05 MVS/VM/Print change request reports; 93700-06 MVS/VM/Print change request summaries; 93700-07 MVS/VM/Print contract management process; 93700-08 MVS/VM/Print customer satisfaction reports; 93700-09 MVS/VM/Print monthly status reports; 93700-10 MVS/VM/Print problem reports; 93700-11 MVS/VM/Print problem summaries; 93700-12 MVS/VM/Print quarterly status reports; 93700-20 MVS/VM/Print change order, risk and issue case files; 93700-30 MVS/VM/Print change orders, risks and issues log – pending; 73700-40 MVS/VM/Print project case files; and 93900-04 Project agreement quarterly reports</p>	SO/7y/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93600-30	Mainframe service delivery records	NEW Replaces secondaries 93800-20, MVS/VM/Print application case files; 93800-30, MVS/VM/Print customer relation case files; 93800-40 MVS/VM/Print disaster recovery planning case files; 93800-50 MVS/VM/Print operation manual case files; and 93800-60, MVS/VM/Print operator's planning files	SO/nil/DE	2011-05-19
93700	COMPREHENSIVE SERVICE AGREEMENT MANAGEMENT – MVS/VM/ PRINT	Replaced – re-classify to primary 93600, MAINFRAME SERVICES		2011-05-19
93700-00	Policy and procedures	Replaced – re-classify to secondary 93600-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
93700-01	General	Replaced – re-classify to secondary 93600-01, General	Unchanged	2011-05-19
93700-02	MVS/VM/Print agreement	Replaced – re-classify to secondary 93600-02, Final mainframe contracts and decision logs	Unchanged	2011-05-19
93700-03	MVS/VM/Print benchmarking	Replaced – re-classify to secondary 93600-05, Final mainframe services benchmarking report or 93600-20, Mainframe contract management files	Retention changed from SO/7y/SR to SO/7y/FR or SO/7y/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93700-04	MVS/VS/Print change order management process	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Unchanged	2011-05-19
93700-05	MVS-VM/Print change request reports	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Unchanged	2011-05-19
93700-06	MVS/VM/Print change request summaries	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Unchanged	2011-05-19
93700-07	MVS/VM/Print contract management process	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Unchanged	2011-05-19
93700-08	MVS/VM/Print customer satisfaction reports	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Unchanged	2011-05-19
93700-09	MVS/VM/Print monthly status reports	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Unchanged	2011-05-19
93700-10	MVS/VM/Print problem reports	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Unchanged	2011-05-19
93700-11	MVS/VM/Print problem summaries	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Unchanged	2011-05-19
93700-12	MVS/VM/Print quarterly status reports	Replaced – re-classify to secondary 93600-06, Final mainframe services quarterly status reports	Unchanged	2011-05-19
93700-20	MVS/VM/Print change order, risk and issue case files	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Unchanged	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93700-30	MVS/VM/Print change orders, risks and issues log – pending	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Retention changed from SO/NA/NA to SO/7y/DE	2011-05-19
93700-35	MVS/VM/Print change orders, risks and issues log – final	Replaced – re-classify to secondary 93600-02, Final mainframe contracts and decision logs	Unchanged	2011-05-19
93700-40	MVS/VM/Print project case files	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Unchanged	2011-05-19
93800	COMPREHENSIVE SERVICE AGREEMENT MANAGEMENT – MVS/VM/PRINT SERVICE DELIVERY	Replaced – re-classify to primary 93600, MAINFRAME SERVICES		2011-05-19
93800-00	Policy and procedures	Replaced – re-classify to secondary 93600-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
93800-01	General	Replaced – re-classify to secondary 93600-01, General	Unchanged	2011-05-19
93800-20	MVS/VM/Print application case files	Replaced – re-classify to secondary 93600-30, Mainframe service delivery records	Unchanged	2011-05-19
93800-30	MVS/VM/Print customer relation case files	Replaced – re-classify to secondary 93600-30, Mainframe service delivery records	Unchanged	2011-05-19
93800-40	MVS/VM/Print disaster recovery planning case files	Replaced – re-classify to secondary 93600-30, Mainframe service delivery records	Retention changed from FY+2/nil/DE to SO/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
93800-50	MVS/VM/Print operation manual case files	Replaced – re-classify to secondary 93600-30, Mainframe service delivery records	Unchanged	2011-05-19
93800-60	MVS/VM/Printer operator’s planning case files	Replaced- re-classify to secondary 93600-30, Mainframe service delivery records	Unchanged	2011-05-19
93900	COMPREHENSIVE SERVICE AGREEMENT MANAGEMENT – MINISTRY PROJECT AGREEMENTS	Replaced – re-classify to primary 93600, MAINFRAME SERVICES		2011-05-19
93900-00	Policy and procedures	Replaced – re-classify to secondary 93600-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
93900-01	General	Replaced – re-classify to secondary 93600-01, General	Unchanged	2011-05-19
93900-02	Project agreements	Replaced – re-classify to secondary 93600-02, Final mainframe contract and decision logs	Unchanged	2011-05-19
93900-03	Project agreement annual reports	Replaced – re-classify to secondary 93600-03, CSA-required annual reports	Unchanged	2011-05-19
93900-04	Project agreement quarterly reports	Replaced – re-classify to secondary 93600-20, Mainframe contract management files	Unchanged	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
94000	SERVER INFRASTRUCTURE SERVICES	Title changed to SERVER INFRASTRUCTURE AND MAINFRAME SERVICES Description of related records expanded to include records previously classified under primary 93600, MAINFRAME SERVICES		2020-12-08
94000-00	Policy and procedures	Replaces secondary 93600-00, Policy and procedures	Unchanged	2020-12-08
94000-01	General	Replaces secondary 93600-01, General	Unchanged	2020-12-08
94000-02	Server infrastructure MSA and amendments	Title changed to Server infrastructure and mainframe contracts and amendments Replaces secondary 93600-02, Final mainframe contracts and decision logs and 94000-02, Server infrastructure MSA and amendments Records description expanded to include mainframe records	Unchanged	2020-12-08
94000-10	Final reports and reviews	NEW Replaces secondaries 93600-03, CSA-required annual reports; 93600-05, Final mainframe services benchmarking reports; and 93600-06, Final mainframe services quarterly status reports	SO/7y/FR	2020-12-08

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
94000-20	Server infrastructure contract management files	Title changed to Server infrastructure and mainframe contract management files Replaces secondaries 93600-20, Mainframe contract management files; and 94000-20, Server infrastructure contract management files	Unchanged	2020-12-08
94000-25	Server infrastructure client plans, relations, and projects	Replaced – re-classify to 94000-30, Server infrastructure and mainframe service delivery records	Unchanged	2020-12-08
94000-30	Server infrastructure request records	Title changed to Server infrastructure and mainframe service delivery records OPR changed from EDS Canada to the service provider Replaces secondaries 93600-30, Mainframe services delivery records; 94000-25, Server infrastructure client plans, relations, and projects; 94000-40, Server inventory records; and 94000-50, Server install records	Retention increased from SO+1y/nil/DE to SO+2y/nil/DE	2020-12-08
94000-40	Server inventory records	Replaced – re-classify to 94000-30, Server infrastructure and mainframe service delivery records	Retention increased from SO+1y/nil/DE to SO+2y/nil/DE	2020-12-08

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
94000-50	Server install records	Replaced – re-classify to 94000-30, Server infrastructure and mainframe service delivery records	Retention increased from SO+1y/nil/DE to SO+2y/nil/DE	2020-12-08
94000	MIDRANGE SERVICES – GENERAL	Title changed to SERVER INFRASTRUCTURE SERVICES Replaces primaries 94100, MIDRANGE SERVICES – DATABASE MANAGEMENT; 94200, MIDRANGE SERVICES – FINANCIAL SYSTEMS SUPPORT; 94300, MIDRANGE SERVICES – OPEN SYSTEMS; 94400, MIDRANGE SERVICES – OPEN VMS SERVICES		2011-05-19
94000-00	Policy and procedures	Retention period reduced and final disposition changed Replaces secondaries 93600-00, Policy and procedures; 94100-00, Policy and procedures; 94200-00, Policy and procedures; 94300-00, Policy and procedures; and 94400-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
94000-01	General	Replaces secondaries 93600-01, General; 94100-01, General; 94200-01, General; 94300-01, General; and 94400-01, General	Unchanged	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
94000-02	Server infrastructure and MSA and amendments	NEW	SO/7y/FR	2011-05-19
94000-20	Server infrastructure contract management files	NEW	SO/7y/DE	2011-05-19
94000-25	Server infrastructure client plans, relations, and projects	NEW Replaces secondaries 93500-40, CITI customer service case files; 94100-30, Database management customer planning case files; 94100-40, Database management customer relation case files; 94200-30, Financial systems customer relation case files; 94300-30, Open systems customer planning case files; 94300-40, Open systems customer relation case files; 94400-30, Open VMS customer planning case files; and 94400-40, Open VMS customer relation case files	SO+2y/nil/DE	2011-05-19
94000-30	Server infrastructure request records	NEW	SO+1y/nil/DE	2011-05-19
94000-40	Server inventory records	NEW Replaces secondary 93500-30, CITI configuration and inventory case files	SO+1y/nil/DE	2011-05-19
94000-50	Server install records	NEW Replaces secondary 93500-30, CITI configuration and inventory case files	Retention increased from SO/nil/DE to SO+1y/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
94100	MIDRANGE SERVICES – DATABASE MANAGEMENT	Replaced – re-classify to primary 94000, SERVER INFRASTRUCTURE SERVICES		2011-05-19
94100-00	Policy and procedures	Replaced – re-classify to secondary 94000-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
94100-01	General	Replaced – re-classify to secondary 94000-01, General	Unchanged	2011-05-19
94100-20	Database management application case files	Replaced – re-classify to ARCS secondary 737-25, Computer hardware and software history files	Retention increased from SO/nil/DE to SO/7y/DE	2011-05-19
94100-30	Database management customer planning case files	Replaced – re-classify to secondary 94000-25, Server infrastructure client plans, relations, and projects	Increased from SO/nil/DE to SO+2y/nil/DE	2011-05-19
94100-40	Database management customer relation case files	Replaced – re-classify to secondary 94000-25, Server infrastructure client plans, relations, and projects	Changed from FY+2y/nil/DE to SO+2/nil/DE	2011-05-19
94200	MIDRANGE SERVICES – FINANCIAL SYSTEMS SUPPORT	Replaced – re-classify to primary 94000, SERVER INFRASTRUCTURE SERVICES		2011-05-19
94200-00	Policy and procedures	Replaced – re-classify to secondary 94000-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
94200-01	General	Replaced – re-classify to secondary 94000-01, General	Unchanged	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
94200-20	Financial software installation and support case files	Replaced – re-classify to ARCS secondary 737-25, Computer hardware and software history files	Retention increased from SO/nil/DE to SO/7y/DE	2011-05-19
94200-30	Financial systems customer relation case files	Replaced – re-classify to secondary 94000-25, Server infrastructure client plans, relations, and projects	Retention increased from SO/nil/DE to SO+2y/nil/DE	2011-05-19
94300	MIDRANGE SERVICES – OPEN SYSTEMS	Replaced – re-classify to primary 94000, SERVER INFRASTRUCTURE SERVICES		2011-05-19
94300-00	Policy and procedures	Replaced – re-classify to secondary 94000-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
94300-01	General	Replaced – re-classify to secondary 94000-01, General	Unchanged	2011-05-19
94300-20	Open systems application case files	Replaced – re-classify to ARCS secondary 737-25, Computer hardware and software history files	Retention increased from SO/nil/DE to SO/7y/DE	2011-05-19
94300-30	Open systems customer planning case files	Replaced – re-classify to secondary 94000-25, Server infrastructure client plans, relations, and projects	Changed from FY+2/nil/DE to SO+2y/nil/DE	2011-05-19
94300-40	Open systems customer relation case files	Replaced – re-classify to secondary 94000-25, Server infrastructure client plans, relations, and projects	Unchanged	2011-05-19
94400	MIDRANGE SERVICES – OPEN VMS SERVICES	Replaced – re-classify to primary 94000, SERVER INFRASTRUCTURE SERVICES		2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
94400-00	Policy and procedures	Replaced – re-classify to secondary 94000-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
94400-01	General	Replaced – re-classify to secondary 94000-01, General	Unchanged	2011-05-19
94400-20	Open VMS application case files	Replaced – re-classify to ARCS secondary 737-25, Computer hardware and software history files	Retention increased from SO/nil/DE to SO/7y/DE	2011-05-19
94400-30	Open VMS customer planning case files	Replaced – re-classify to secondary 94000-25, Server infrastructure client plans, relations, and projects	Changed from FY+2y/nil/DE to SO+2y/nil/DE	2011-05-19
94400-40	Open VMS customer relation case files	Replaced – re-classify to secondary 94000-25, Server infrastructure client plans, relations, and projects	Unchanged	2011-05-19
94500	WORKSTATION AND MULTI-FUNCTION DEVICE SERVICES	NEW		2011-05-19
94500-00	Policy and procedures	NEW	SO/nil/DE	2011-05-19
94500-01	General	NEW	FY+2y/nil/DE	2011-05-19
94500-02	Workstation MSA contract and amendments	NEW	SO/7y/FR	2011-05-19
94500-20	Workstation MSA contract management files	NEW	SO/7y/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
94500-30	Vendor workstation service delivery records	NEW	SO/7y/DE	2011-05-19
SECTION 3 Information Technology Security Services				
95000-95999		Description of records changed from "security violations" to "security incidents"		2014-04-10
95000	INFORMATION TECHNOLOGY SECURITY SERVICES – GENERAL			
95000-00	Policy and Procedures	Retention period and final disposition changed	Retention changed from SO/5y/FR to SO/nil/SR	2014-04-10
95100	INFORMATION TECHNOLOGY SECURITY – GENERAL	Function transferred to the Office of the Chief Information Officer, Information Security		2011-05-19
95110	INFORMATION TECHNOLOGY SECURITY - NETWORKS	Function transferred to the Office of the Chief Information Officer, Information Security		2011-05-19
95120	INFORMATION TECHNOLOGY SECURITY – PUBLIC KEY INFRASTRUCTURE	Function transferred to the Office of the Chief Information Officer, Information Security		2011-05-19
95130	INFORMATION TECHNOLOGY SECURITY - SOFTWARE	Function transferred to the Office of the Chief Information Officer, Information Security		2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
95140	INFORMATION TECHNOLOGY SECURITY – VIRUSES	Function transferred to the Office of the Chief Information Officer, Information Security		2011-05-19
95200	PHYSICAL SECURITY	Replaced – re-classify to ARCS primary 470, SECURITY MANAGEMENT		2011-05-19
95200-00	Policy and procedures	Replaced – re-classify to ARCS secondary 470-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
95200-01	General	Replaced – re-classify to ARCS secondary 470-01, General	Unchanged	2011-05-19
95200-02	Physical security monthly logs	Replaced – re-classify to ARCS secondary 470-08, Security incident and loss reporting	Retention increased from 1y/nil/DE to CY+2y/nil/DE	2011-05-19
95200-03	Physical security monitoring reports	Replaced – re-classify to ARCS secondary 470-04, Intrusion detection records	Retention Changed from 1y/nil/DE to SO/nil/DE	2011-05-19
95200-04	Security activity logs	Replaced – re-classify to ARCS secondary 470-08, Security incident and loss reporting	Unchanged	2011-05-19
95200-20	Key allocation case files	Replaced – re-classify to ARCS secondary 470-03, Security activity and control records	Retention reduced from SO+2y/nil/DE to SO+1y/nil/DE	2011-05-19
95200-25	Key authorization case files	Replaced – re-classify to ARCS secondary 470-03, Security activity and control records	Retention reduced from CY+2y/nil/DE to CY+1y/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/DE	Approval Date
95200-30	Key control system	Replaced – re-classify to ARCS secondary 470-03, Security activity and control records	Retention changed from SO/nil/DE to CY+1y/nil/DE	2011-05-19
95200-40	Physical access authorization case files	Replaced -re-classify to ARCS secondary 470-03, Security activity and control records	Retention reduced from CY+2y/nil/DE to CY+1y/nil/DE	2011-05-19
95200-50	Physical access control system case files	Replaced – re-classify to ARCS secondary 470-03, Security activity and control records	Retention changed from SO/nil/DE to CY+1y/nil/DE	2011-05-19
95200-60	Physical security site case files	Replaced – re-classify to ARCS secondary 470-30, Security site files	Retention reduced from SO+2y/nil to SO+1y/nil/DE	2011-05-19
95200-70	Physical security system project case files	Replaced – re-classify to ARCS secondary 6450-20, IT projects	Retention changed from SO+2y/nil/DE to SO/2y/DE	2011-05-19
95200-75	Physical security systems case files	Replaced re-classify to ARCS secondary 6450-80, IT application/system documentation – final versions	Retention changed from SO+2y/nil/DE to SO/2y/SR	2011-05-19
95300	SECURITY OPERATIONS	Clarified and expanded primary description		2014-04-10
95300-00	Policy and procedures	Retention period reduced and final disposition changed	Retention changed from SO/5y/nil/FR to SO/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
95300-02	Security investigation summary report	Replaced – re-classify to secondary 95300-50, Investigation files	Retention changed from FY+1y/nil/FR to SO/7y/DE	2014-04-10
95300-20	Customer security review case files	SO statement changed from “when the review is completed” to “when the review is superseded by another review, or the site, system, or service is no longer used for purposes consistent with those which necessitated the review.”	Retention reduced from SO+3y/6y/SR to SO+3y/nil /DE	2014-04-10
95300-30	Security awareness program case files	Description of related records no longer includes research and presentations	Unchanged	2011-05-19
95300-50	Security investigation case files	Title changed to Investigation files Descriptive information and interpretive note added SO statement changed from “when investigation is completed” to “when investigation is closed or abandoned” Notes added specifying the types of information captured under this secondary Replaces 95300-02, Security investigation summary report	Retention changed from SO+3y/6y/SR to SO/7y/DE	2014-04-10
95300-53	Investigation reference data	NEW	SO/nil/DE	2014-04-10

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
95300-55	Infringement notification case files	NEW	SO+2/nil/DE	2014-04-10
95300-57	Emergency rights modification case files	NEW	SO+2/nil/DE	2014-04-10
SECTION 4 Telecommunications Network Services				
96000	TELECOMMUNICATION NETWORK SERVICES – GENERAL	Replaces primaries 97500, TELECOMMUNICATION NETWORK SERVICES and 97550, NETWORK OPERATION AND IMPLEMENTATION – INVENTORY MANAGEMENT		2011-05-19
96000-00	Policy and procedures	Retention period reduced and final disposition changed Replaces secondaries 97500-00, Policy and procedures and 97550-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
96000-01	General	Replaces secondaries 97500-01, General and 97550-01, General	Unchanged	2011-05-19
96000-20	Telecommunication network inventory records	NEW Replaces secondary 97550-20, Network inventory case files	SO/nil/DE	2011-05-19
96000-30	Telecommunications network node records	NEW	SO/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
97000	NETWORK BUSINESS ANALYSIS – GENERAL	Replaced – re-classify to ARCS primary 6450, INFORMATION SYSTEM DEVELOPMENT & CHANGES		2011-05-19
97000-00	Policy and procedures	Replaced – re-classify to ARCS secondary 6450-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
97000-01	General	Replaced – re-classify to ARCS secondary 6450-01, General	Unchanged	2011-05-19
97000-20	Network business analysis project case files	Replaced – re-classify to ARCS secondary 6450-20, IT projects	Retention increased from SO/nil/DE to SO/2y/DE	2011-05-19
97050	NETWORK BUSINESS ANALYSIS – BUSINESS AUTOMATION	Replaced – re-classify to ARCS primary 6450, INFORMATION SYSTEM DEVELOPMENT & CHANGES		2011-05-19
97050-00	Policy and procedures	Replaced – re-classify to ARCS secondary 6450-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
97050-01	General	Replaced – re-classify to ARCS secondary 6450-01, General	Unchanged	2011-05-19
97050-02	Network business automation reports	Replaced – re-classify to ARCS secondary 6450-20, IT projects	Retention changed from FY+4y/nil/DE to SO/2y/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
97050-20	Network business automation project case files	Replaced – re-classify to ARCS secondary 6450-20, IT projects	Retention increased from SO/nil/DE to SO/2y/DE	2011-05-19
97050-30	Network business process modelling case files	Replaced – re-classify to ARCS secondary 6450-20, IT projects	Retention increased from SO/nil/DE to SO/2y/DE	2011-05-19
97100	NETWORK BUSINESS ANALYSIS – DATA STEWARDSHIP	Replaced – re-classify to ARCS Primaries 6000, INFORMATION TECHNOLOGY – GENERAL and 6820 INFORMATION SYSTEMS OPERATIONS		2011-05-19
97100-00	Policy and procedures	Replaced – re-classify to ARCS secondary 6000-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
97100-01	General	Replaced – re-classify to ARCS secondary 6000-01, General	Unchanged	2011-05-19
97100-02	Data dictionary register	Replaced – re-classify to ARCS secondary 6820-06, Log files	Unchanged	2011-05-19
97100-20	Data stewardship project case files	Replaced – re-classify to ARCS secondary 6820-20, Information system maintenance records	Unchanged	2011-05-19
97200	NETWORK PLANNING – GENERAL	Replaced – re-classify to Primary 97300, TELECOMMUNICATION NETWORK SERVICE PLANNING		2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
97200-00	Policy and procedures	Replaced – re-classify to secondary 97300-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
97200-01	General	Replaced – re-classify to secondary 97300-01, General	Unchanged	2011-05-19
97300	NETWORK PLANNING – SERVICES	Title changed to TELECOMMUNICATION NETWORK SERVICE PLANNING Replaces primary 97200, NETWORK PLANNING – GENERAL		2011-05-19
97300-00	Policy and procedures	Retention period reduced and final disposition changed Replaces primary 97200-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
97300-01	General	Replaces secondary 97300-01, General	Unchanged	2011-05-19
97300-03	Network services rates development	Replaced – re-classify to ARCS secondary 1190-20, Revenue and recoverable amount control files	Retention increased from FY+4y/nil/DE to FY+1y/6y/DE	2011-05-19
97350	NETWORK PLANNING – STRATEGIC TECHNOLOGY	Replaced – re-classify to primary 92700, IT STRATEGIC PLANNING		2011-05-19
97350-00	Policy and procedures	Replaced – re-classify to secondary 92700-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
97350-01	General	Replaced – re-classify to secondary 92700-01, General	Unchanged	2011-05-19
97350-02	Network technology plan – draft	Replaced – re-classify to secondary 92700-20, IT strategic planning and services project files	Unchanged	2011-05-19
97350-03	Network technology plan – final	Replaced – re-classify to secondary 92700-20, IT strategic planning and services project files	Retention changed from FY+2y/nil/DE to SO/nil/DE	2011-05-19
97350-04	Network technology project information	Replaced – re-classify to secondary 92700-30, Information technology product evaluation files	Unchanged	2011-05-19
97350-05	Network technology studies	Replaced – re-classify to secondary 92700-30, Information technology product evaluation files	Retention changed from FY+2y/nil/DE to SO/nil/DE	2011-05-19
97350-20	Network technology product field trial evaluation case files	Replaced – re-classify to secondary 92700-30, Information technology product evaluation files	Retention changed from FY+2y/nil/DE to SO/nil/DE	2011-05-19
97400	NETWORK PLANNING – TELECOMMUNICATION NETWORK ENGINEERING	Title changed to TELECOMMUNICATIONS NETWORK ENGINEERING		2011-05-19
97400-00	Policy and procedures	Retention period reduced and final disposition changed	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
97400-02	Network traffic studies	Replaced – re-classify to secondary 97400-20, Network performance and capacity monitoring records	Unchanged	2011-05-19
97400-03	Telecommunications installation – engineering safety reports	Title changed to Telecommunications installation safety reports Active retention period reduced	Retention changed from SO+21y/nil/DE to SO/21y/DE	2011-05-19
97400-20	Network performance and capacity monitoring case files	Title changed to Network performance and capacity monitoring records Replaces 97400-02, Network traffic studies	Unchanged	2011-05-19
97400-30	Network planning and engineering project case files	Title changed to Network engineering project files SO statement changed from “when the project is completed” to “when the project is completed or abandoned” Active retention period reduced	Retention changed from SO+3y/nil/DE to SO/3y/DE	2011-05-19
97400-40	Network site case files	Replaces secondaries 97400-50, Network site case files – MAN products; 97400-60, Vendor’s site survey case files; and 97400-70, Voice messaging configuration case files	Unchanged	2011-05-19
97400-50	Network site case files – MAN products	Replaced – re-classify to secondary 97400-40, Network site files	Unchanged	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
97400-60	Vendor's site survey case files	Replaced – re-classify to secondary 97400-40, Network site files	Retention increased from SO/nil/DE to SO+1y/nil/DE	2011-05-19
97400-70	Voice messaging configuration case files	Replaced – re-classify to secondary 97400-40, Network site files	Retention increased from SO/nil/DE to SO+1y/nil/DE	2011-05-19
97500	NETWORK OPERATIONS AND IMPLEMENTATION - GENERAL	Replaced – re-classify to primary 96000, TELECOMMUNICATION NETWORK SERVICES		2011-05-19
97500-00	Policy and procedures	Replaced – re-classify to secondary 96000-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
97500-01	General	Replaced -re-classify to secondary 96000-01, General	Unchanged	2011-05-19
97500-02	Network business reports	Replaced – re-classify to ARCS secondary 1180-20, Period-end financial reports	Retention increased from FY+4y/nil/DE to FY+1y/6y/DE	2011-05-19
97500-03	Network and end user satisfaction surveys	Replaced – re-classify to secondary 92400-03, IT service satisfaction survey forms	Unchanged	2011-05-19
97500-04	Voice network management reports	Replaced – re-classify to Report working records and supporting detail	Retention increased from SO/2y/DE to SO/6y/DE	2011-05-19
97500-20	MONIES code change/addition registry case files	Replaced – re-classify to secondary 92100-20, IT infrastructure change authorization files	Retention increased from SO/nil/DE to SO+7y/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
97500-30	Network end user history case files	Replaced – re-classify to secondary 92200-40, Pre-2009 client support files	Unchanged	2011-05-19
97500-40	Network presentation case files	Replaced – re-classify to secondary 92200-40, Pre-2009 client support files	Unchanged	2011-05-19
97500-50	NIMS code change/addition registry case files	Replaced – re-classify to secondary 92100-20, IT infrastructure change authorization records	Retention increased from SO/nil/DE to SO+7y/nil/DE	2011-05-19
97550	NETWORK OPERATION AND IMPLEMENTATION – INVENTORY MANAGEMENT	Replaced – re-classify to primary 96000, TELECOMMUNICATION NETWORK SERVICES – GENERAL		2011-05-19
97550-00	Policy and procedures	Replaced – re-classify to secondary 96000-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
97550-01	General	Replaced – re-classify to secondary 96000-01, General	Unchanged	2011-05-19
97550-20	Network inventory case files	Replaced – re-classify to secondary 96000-20, Telecommunication network inventory records	Unchanged	2011-05-19
97550-30	Network inventory reconciliation case files	Replaced – re-classify to ARCS secondary 920-20, Financial account analysis and reconciliation files	Retention increased from FY+1/nil/DE to FY+1/6y/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
97600	NETWORK OPERATIONS AND IMPLEMENTATION – ORDERING	Title changed to TELECOMMUNICATIONS NETWORK REQUEST MANAGEMENT Replaces primary 97700, NETWORK OPERATIONS AND IMPLEMENTATION – TELECOMMUNICATIONS CONSULTING		2011-05-19
97600-00	Policy and procedures	Retention period reduced and final disposition changed Replaces secondary 97700-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
97600-01	General	Replaces secondary 97700-01, General	Unchanged	2011-05-19
97600-02	MONIES order exception reports	Title changed to Network request management performance reports	Unchanged	2011-05-19
97600-20	Audio-conferencing reservation case files	Classification replaced by contracted services, which are independent of the provincial government voice network (PROVnet)	n/a	2011-05-19
97600-22	Audio-conferencing reservations – daily reservations	Classification replaced by contracted services, which are independent of the provincial government voice network (PROVnet)	n/a	2011-05-19
97600-24	Audio-conferencing reservations – daily schedules	Classification replaced by contracted services, which are independent of the provincial government voice network (PROVnet)	n/a	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
97600-26	Audio-conferencing reservations – executed conferences	Classification replaced by contracted services, which are independent of the provincial government voice network (PROVnet)	n/a	2011-05-19
97600-30	Local telephone book order casefiles – electronic	Classification removed – services provided by telephone book publishers	n/a	2011-05-19
97600-35	Local telephone book order case files – paper	Classification removed – services provided by telephone book publishers	n/a	2011-05-19
97600-40	Telephone directory listing case files	Title changed to Local telephone book directory listing files	Unchanged	2011-05-19
97600-50	TSR and order case files – electronic	Title changed to Network request management records Retention rationale changed Note describing records function changed	Unchanged	2011-05-19
97600-55	Voice services TSR and order case files – paper	Title changed to Network services paper orders Retention period changed	Retention changed from FY+2y/nil/DE to FY+1y/nil/DE	2011-05-19
97600-60	Network request advisory files	NEW Replaces secondary 97700-20, Network telecommunication consulting project case files	SO/nil/DE	2011-05-19

[Key to ARCS/ORCS Codes and Acronyms](#)

OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Records Officer](#).

APPENDIX A: Summary of Changes to the *INFORMATION TECHNOLOGY SERVICES ORCS*

Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
97650	NETWORK OPERATIONS AND IMPLEMENTATION – PROBLEM MANAGEMENT	Replaced – re-classify to primary 92500, IT INCIDENT AND PROBLEM MANAGEMENT		2011-05-19
97650-00	Policy and procedures	Replaced – re-classify to secondary 92500-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
97650-01	General	Replaced – re-classify to secondary 92500-01, General	Unchanged	2011-05-19
97650-02	Network problem management activity reports	Replaced – re-classify to secondary 92500-03, IT incident and problem management reports	Unchanged	2011-05-19
97650-03	Problem resolution reports received from suppliers	Replaced – re-classify to ARCS secondary 1070-20 Contract management files	Unchanged	2011-05-19
97650-20	Network problem management case files – electronic	Replaced – re-classify to secondary 92500-20, IT incident and problem management records	Retention changed from FY+4y/nil/DE to SO+7y/nil/DE	2011-05-19
97650-30	Network problem management case files – paper	Replaced – re-classify to secondary 92500-20, IT incident and problem management records	Retention increased from SO/nil/DE to SO+7y/nil/DE	2011-05-19
97700	NETWORK OPERATIONS AND IMPLEMENTATION – TELECOMMUNICATIONS CONSULTING	Replaced by primary 97600, TELECOMMUNICATION NETWORK REQUEST MANAGEMENT		2011-05-19

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Primary/ Secondary	Title	Type of Change	New retention A/SA/FD	Approval Date
97700-00	Policy and procedures	Replaced – re-classify to secondary 97600-00, Policy and procedures	Retention reduced from SO/5y/FR to SO/nil/DE	2011-05-19
97700-01	General	Replaced – re-classify to secondary 97600-01, General	Unchanged	2011-05-19
97700-02	End user traffic studies	Replaced – re-classify to secondary 92200-40, Pre-client support files	Retention changed from 12m/nil/DE to SO/nil/DE	2011-05-19
97700-20	Network telecommunication consulting project case files	Replaced – re-classify to secondary 97600-60, Network request advisory files	Retention changed from FY+2y/nil/DE to SO/nil/DE	2011-05-19

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