H. I.C.T

Owner	Chief Technology Officer	Date Approved	Oct-17	Approved By	Executive team	To be reviewed by:	end 2018

Ref	Activity / Records Series	Description / Example Record Types	Trigger - event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation/ Notes
1	**IT Service Design**						
1.1	Architecture Management	IT Roadmap; Solution Architecture Diagrams	Date records closed	5 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
1.2	Availability Management	Availability Reports	Date records closed	5 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
1.3	Capacity Management	Capacity Reports	Date records closed	5 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
1.4	Design Coordination	Technical Operating Model Design;	Date records closed	5 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
1.5	Service Catalogue Management	Service Schedules; Service Catalogue; Service Offerings	Date records closed	5 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
1.6	Service Level Management	SLA	Date records closed	3 years	Confidential Destruction	Business requirement	The record is closed when service terminated
1.7	Supplier Management	SRM records; Contract Register	Date records closed	7 years	Confidential Destruction	Business requirement	The record is closed when supplier terminated
1.8	Service Continuity Management	IT BIA IT BC Plan IT BC Test Reports IT DR Plan IT DR Test Reports	Date records closed	3 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
1.9		Information Security Policy, Data Access Policy, CSIRP Policy	End of policy period	3 years	Confidential destruction	Business requirement	
1.10	Information Security Management	CSIRP Plan/Forensic Records/Security Report	Date of completion - when last action on incident completed	3 years	Confidential Destruction	Business requirement	
1.11	Risk Management	IT Team Risk Registers, IT Risk mitigation plans, Security Waivers	Date of report approval	5years	Confidential destruction	Business requirement	Cross Reference to Management row: 7.5
1.12	Compliance Management	IT Compliance Tracker IT Service Review reports/plans	Date records closed	3 years	Confidential Destruction	Business requirement	The record is closed when report/plan superseded.
2	**IT Service Operation**						
2.1	Access Management	Assyst records (Leavers/Movers); Admin access reports (90 -day etc.);	Date of call closure	1 year	Confidential Destruction	Business requirement	
2.2	Application Management	Service Handover; BCRs; App Support Documentation;	Date decommissioned	1 year	Confidential Destruction	Business requirement	
2.3	Event Management	Log analysis/reports; morning checks	Date of call closure	1 year	Confidential Destruction	Business requirement	

2.4	Facilities Management	Data Centre access requests Data Centre access reports	Date of call closure	1 year	Confidential Destruction	Business requirement	
2.5	Incident Management	Assyst incidents; incident reporting	Date of call closure	1 year	Confidential Destruction	Business requirement	
2.6	Operations Management	Backup procedures/reports; patching; media retention; morning checks	Date decommissioned	1 year	Confidential Destruction	Business requirement	
2.7	Problem Management	PIRs; incident reports;	Date of call closure	1 year	Confidential Destruction	Business requirement	
2.8	Request Fulfilment	Assyst service requests; service request supporting documentation;	Date of call closure	1 year	Confidential Destruction	Business requirement	
2.9	Technical Management	see SRM - technical partners; team skills matrix; training plans	Date of call closure	1 year	Confidential Destruction	Business requirement	
3	IT Service Transition						
3.1	Application Development	Requirements docs; technical specifications; test plans	Date decommissioned	1 year	Confidential Destruction	Business requirement	
3.2	Change Evaluation	RFC, change assessment; CAB reports; run sheets	Date change request closed	2 years	Confidential Destruction	Business requirement	
3.3	Change Management	RFC, change assessment; CAB reports; run sheets	Date change request closed	2 years	Confidential Destruction	Business requirement	
3.4	Release & Deployment Management	Release notes; environment management/reports	Date release completed	2 years	Confidential Destruction	Business requirement	
3.5		IT Asset Registers IT Hardware Disposal Inventory Destruction Certificates (Hard disks)	Completion of survey	3 years	Confidential destruction	Business requirement	Cross Ref to Management Row: 3.6 & 3.7
3.6	Service Asset & Configuration Management	Software licence(s) for an IT system	Date of expiry/ Termination of licence	5 years	Confidential Destruction	Statutory	Prescription and Limitation (Scotland) Act 1973
3.7	Service Validation & Testing	Change/Incident trend reports; CAB post-change review;	Date change request closed	2 years	Confidential Destruction	Business requirement	
3.8	Transition Planning & Support	BCR-type docs; FTE assessment; handover documentation; wiki/KBs	Date release completed	2 years	Confidential Destruction	Business requirement	
3.9	Knowledge Management	wiki; handover docs; KBs/QRG	Date records closed	1 year	Confidential Destruction	Business requirement	The record is closed when service terminated
4	IT Service Strategy						
4.2	Service Portfolio Management	Service offerings; Core/Advice/Consultancy; Support/Projects services	Date records closed	1 year	Confidential Destruction	Business requirement	The record is closed when service terminated
4.3	Business Relationship Management	SRA schedules/calendars; Business intelligence; Customer analysis	Date records closed	1 year	Confidential Destruction	Business requirement	The record is closed when service terminated
4.4	Demand Management	service request reports; project resource requests	Date records closed	1 year	Confidential Destruction	Business requirement	The record is closed when request fulfilled

4.5	Strategy Management	Group IT Strategy	End of strategy period	5 years	Confidential destruction	Business requirement	Owning function and responsible team is responsible for ensuring that a master copy is held for the prescribed retention period; Cross Ref. Management Row 9.4
5	IT Projects						
5.1	IT Quality Gates	Project Initiation: G1 completed doc Data Flows/Process Flows High level solution design	Decommissioning of system	1 year	Confidential Destruction	Business requirement	
		Authorised for Design: G2 Completed Doc TDA Presentations All test documentation (scripts,plans,evidence) Technical Specifications	Decommissioning of system	1 year	Confidential Destruction	Business requirement	
		Authorised for Deployment: G3 Completed Doc Implementation and cut over plan System Testing documentation (validation, sign off) SaaS Security Assessment s/sheet	Decommissioning of system	1 year	Confidential Destruction	Business requirement	
		Project Closure:	Decommissioning of system	1 year	Confidential Destruction	Business requirement	