

FAA Electronic Records Inventory Form for Scheduling
ASO-31 Customer Service Call Management (CSCM) System

REQUEST FOR RECORDS DISPOSITION AUTHORITY		JOB NUMBER <i>NI-237-09-13</i>	
To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date received <i>9-2-09</i>	
1 FROM (Agency or establishment) Federal Aviation Administration / Southern Regional Headquarters		NOTIFICATION TO AGENCY In accordance with the provisions of 44 USC 3303a, the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10	
2 MAJOR SUBDIVISION ARC ASO-30 Executive Operations			
3 MINOR SUBDIVISION ASO-31			
4. NAME OF PERSON WITH WHOM TO CONFER Vivian Artis, ARC-28 IT	5 TELEPHONE NUMBER 404-305-5928	DATE 07/28/09 <i>09/28/09</i>	ARCHIVIST OF THE UNITED STATES 
<p>6 AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached <u> 1 </u> page(s) are not needed now for the business for this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,</p> <p style="text-align: center;"><input checked="" type="checkbox"/> is not required <input checked="" type="checkbox"/> is attached, or <input type="checkbox"/> has been requested.</p>			
DATE <i>9/2/09</i>	SIGNATURE OF AGENCY REPRESENTATIVE 		TITLE <i>AAA RECORDS OFFICER</i>
7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
	See attached page		

NI-237-09-13

Item 1: Customer Service Call Management System. (1200-External Relations - General Management & Administration) Customer Service Call Management system was created as a means of tracking incoming customer Calls and track where those calls were referred for resolution. The system allows key users the ability to create customer service call records, track or modify existing call records and generate reports for time sensitive decision making. Customer Service Call Management System is used to track incoming customer calls received from the general public and refer them to the appropriate Line of Business for resolution.

a. Master Database

Database contains information used to track the status of incoming customer calls received from the general public. The master file contains Name/Organization, Contact Phone number, Email address, Category of Inquiry, Reason for Inquiry, Referred to (Name), Referred to (Org), Record date, Solution – How Handled, and Completed Date.

Temporary. Cut off at the end of the calendar year in which the record was created. Delete record from the database one year after cut off.

b. Adhoc reports and printouts.

Temporary. Cut off at the end of the calendar year in which the record was created. Delete when the agency determines that they are no longer needed for administrative, legal, audit, or other operational purposes. (GRS 20 Item 5)

c. Documentation (Instructional handbook, record layout, user manual, and data dictionaries)

Temporary. Destroy or delete upon authorized deletion of the related electronic records or upon the destruction of the output of the system if the output is needed to protect legal rights, whichever is later. (GRS 20, Item 11.1)