



ICT Data Retention Schedule

UNITED NATIONS SECRETARIAT ICT TECHNICAL PROCEDURE

Ref: INF.01.PROC



Revision History

Serial Number	Release Description	Release Number	Release Date	Author(s)
1	New Document	1.0	Sept 2014	Endorsed by the ICT Policy Committee
2	Modify "T=" to "T+	1.1	Oct 2014	Chair of the ICT Policy Committee
3	Revised and endorsed	2.0	11 Sept 2018	ICT Policy Committee
4	Clarified the difference between business data and ICT data, re-arranged ICT data according to functional category and ICT project lifecycle.	3.0	09 June 2021	Endorsed by the ICT Policy Committee

Approved by:

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Date:

2021



ICT Data Retention Schedule United Nations Secretariat ICT Technical Procedure

1 Purpose and Scope

- 1.1 The Secretariat has been undergoing a massive digital transformation that moves the Secretariat workforce from a traditional paper-base workspace into a fully digital workspace. Huge volume of substantive business data and information have been generated, stored, and managed in the Secretariat's ICT infrastructure. In addition, to support the Secretariat's digital transformation, OICT and other ICT service providers have been generating ICT data in their work of maintaining a robust ICT infrastructure including a global network, multiple enterprise applications, tiered data storage, mandatory cyber security technical measures, and disaster recovery technical mechanism, etc.
- 1.2 The scope of this guideline is limited to defining the ICT data retention schedule¹ and providing instructions on how to apply the retention schedule to ICT data and information. The retention schedules for substantive business data and information are defined by substantive business entities² hence are not in scope of this guideline.
- 1.3 The ICT data and information retention schedule provide directive on secure disposal of data and information that do not have legal, financial, administrative, informational, or other values to the Secretariat. It also ensures that ICT data and information that shall be kept as part of UN archives are captured and transferred into UN archives in compliance with the Secretariat's records and archives management policy.
- 1.4 All Secretariat ICT service providers are required to follow this guideline and apply ICT data retention schedule to the ICT data and information under their management.

2 Definitions

- 2.1 The following definitions shall apply for the purposes of the present procedure:
 - a) *ICT data*: any data or information, regardless of its form or medium, which is or has been electronically generated by, transmitted via, received by, processed by, or represented in an ICT resource.
 - b) *ICT service providers*: United Nations Secretariat organizational units that provide ICT services to one or more Secretariat entities.
 - c) *Office of record*: office or administrative unit that has been designated for the maintenance, preservation, and disposition of record (official) copies.
 - d) *Product business owner*: business representative who is accountable and responsible for the data, information, and the business process managed by a product such as ICT application. Also referred to as Business Owner or ICT Application Owner in application development context.
 - e) *Product technical owner*: the person designated to manage the day-to-day maintenance, support, and enhancements of the ICT product. Also referred to as ICT Application Manager in application development context.

¹ See Appendix 2 – ICT Data Retention Schedule , Appendix 3 - Mapping Current ICT Retention Codes to Former ICT Retention Codes, and Appendix 4 - Mapping Former ICT Retention Codes to Current ICT Retention Codes

² Please refer to the [list of substantive business records retention schedules](#).



- f) *Record*: any data or information, regardless of form or medium, maintained by the United Nations as evidence of a transaction; a record can be represented in any medium, for example paper, reports, completed forms, data on hard drives, servers, disks, tapes and microfilm.
- g) *Retention schedule*: a timetable that specifies the length of time that records must be retained before disposition. It also defines what disposition action should be taken (destroy or transfer to archives).

3 Overall Responsibility and Accountability

- 3.1 OICT is responsible for implementing this Guideline on all information and data stored in enterprise ICT infrastructure.
- 3.2 ICT service providers in OAHs, Regional Commissions, UNGSC are responsible for implementing this Guideline on all information and data stored in the ICT infrastructure under their management and support.
- 3.3 Other ICT service providers serving specific Secretariat entities (e.g. DESA, DGACM, etc.) are responsible for implementing this Guideline on all information and data stored in the ICT infrastructure under their management and support (this includes the applications, servers, cloud storage provided by third-party vendor engaged by the entity).
- 3.4 If a Secretariat entity that engages with third-part vendor directly without involving any ICT service providers, the entity is responsible for implementing this Guideline on all information and data stored in the technical solution provided by the vendor.

4 Overview

- 4.1 The ICT data retention schedule is a timetable that specifies the length of time that data and information must be retained before disposition. It is divided into series which correspond to different business activities. A pre-defined retention period is assigned to each series and instruction on disposition action upon expiration of the retention period is provided. There are two disposition actions, destroy or transfer to archives.
- 4.2 The retention periods are assigned according to the data or information's useful business life within the UN, applicable statutes, regulations, and any United Nations policies regarding the use and retention of specific types of data and information.
- 4.3 The ICT data retention schedule contains the following elements³:
 - ↘ Series: a group of related data and information which are normally used and filed as a unit and are evaluated as a unit for retention scheduling purposes.
 - ↘ Retention period: the total time the data and information are to be retained.
 - ↘ Trigger: an event from which a retention period is calculated.
 - ↘ Disposition: indicates what happens when data and information have passed their retention periods. The options are to destroy or to keep permanently (by transferring to archives).
 - ↘ Office of Record: the business unit responsible for the data and information.

³ See Appendix 1 for an illustration of the retention schedule elements.



5 Ongoing Revisions

- 5.1 This ICT Guideline must be reviewed by the ICT Policy Committee on an ongoing basis, including:
- a) At least once every two years; and
 - b) After a major change to the activities of ICT service providers, including the adaptation of new technologies.

6 Related policy and guidelines

1. ST/SGB/2004/15 - Use of ICT Resources and Data
2. ST/SGB/2007/5 - Record-keeping and the Management of United Nations Archives
3. User Guide to Retention Schedule Implementation
4. Principles of Records Destruction
5. ICT Guideline: Information Media Sanitization

7 Additional references

1. ICT Guideline: Big-bucket Content Retention
2. ICT Technical Procedure: Data Classification
3. ICT Technical Procedure: Application decommissioning
4. Secretary-General's Data Strategy

Appendix 1 - How to read a retention schedule

Retention Code	Records series title	Description	Disposition and Retention Notes	Office of Record
Project Lifecycle				
Project Management and Initiation				
OICT-08	Project reports for senior management	Reports for senior management presenting the current status of strategic projects in different portfolios. These reports normally contain project names, project area, target start/end dates, and short comments about project progress.	P, A	OICT PMO
OICT-09	Cost-benefit analysis	Analysis of financial justification of the project.	T+5, D T = decommission of project product	Project Business Owner

Action to take on non-active ICT data and information →

Data/information owner ↓

Functional category ↻

P = permanent
A = transfer to archives
T = trigger action or date
+ number of years
D = dispose

Appendix 2 – ICT Data Retention Schedule

ICT Data Retention Schedule				
Retention Code	Series title	Description	Retention and Disposition Action	Office of Record
Policy and Governance				
ICT-01	Meeting documents of ICT governance bodies	Meeting minutes, reports, decisions, and other supporting documentation of governance bodies (including but not limited to the ICT Steering Committee and the ICT technical committees).	P, A	Specific governance body / committee
ICT-02	Governance policies, standards, guidelines, and procedures	ICT strategies, policies, standards, procedures, guidelines, plans and reports.	P, A	ICT Policy Committee; Head of Office or Division
ICT-03	Office of the Chief Information Technology Officer (CITO)	All records related to the programmes and operations of the Office of Information and Communications Technology within the authority of the CITO. These records include everything created by the Office of the CITO regarding programme management matters.	P, A	Office of the CITO or local ICT Service Provider
Project Lifecycle				
Project Management and Initiation				
ICT-04	Project documents	Documents owned by the project, generated during the project lifecycle, such as Project Mandate, Project Initiation Document, End Stage Report, Project Change Request, and End Project Report. These documents detail project progress during different phases and are approved by the senior project stakeholders.	T+5, D T = decommission of project product	OICT PMO or local ICT Service Provider



ICT-05	Project server content	Data created and stored in Technology Project Server (MS Project Online) or other project management tools, such as project plans, risk logs, issue logs, and lessons learned logs. Each project has its own set of data which is closely linked to project documents.	T+5, D T = decommission of project product	OICT PMO or local ICT Service Provider
ICT-06	Project management governance and templates	Set of project management governance documents that regulate how projects are managed in OICT, and related templates, including description of roles and responsibilities, instructions, process workflows, training materials and similar (note: Project Management Policy and SOP should use ICT-02).	T+5, D T = new version of governance and templates are published	OICT PMO or local ICT Service Provider
ICT-07	Records of meetings of project management governance bodies	Meeting minutes from meetings of Project Review Board, Project Review Committee, Project Management Focal Points, and other project management bodies. During such meetings, decisions are made regarding initiation of strategic projects, or regarding project management governance.	P, A	OICT PMO or local ICT Service Provider
ICT-08	Project reports for senior management	Reports for senior management presenting the current status of strategic projects in different portfolios. These reports normally contain project names, project area, target start/end dates, and short comments about project progress.	P, A	OICT PMO or local ICT Service Provider
ICT-09	Cost-benefit analysis	Analysis of financial justification of the project.	T+5, D T = decommission of project product	Product Business Owner



ICT-10	Contracts	Contracts with vendors related to products delivered by or used in the project.	T+10, D T = contract completed or cancelled, and all charges, issues, and claims settled	Product Technical Owner
Development				
ICT-11	Testing data and documents	These file sets document programmer and user testing processes created prior to implementation of a new or revised application. Contains a sample of every category of valid data as well as many invalid conditions as possible and includes test programs/scripts with their results, instructions, routines, validity checking and verification data, user acceptance tests, and other test documentation.	T+5, D T = completion of project	OICT ESS or local ICT Service Provider
ICT-12	Program source code & programmer documentation	This records series consists of programming statements and instructions that are written by a programmer, and convertible into machine language by compilers, assemblers, or interpreters; and, other documentation the programmer utilizes for application implementation. May also include data systems/file specifications, codebooks, file layouts, and output specifications.	T+5, D or P, A T = decommissioning of application or system <i>and</i> content is deleted according to its retention or transferred to a new system. P = if business data stored in the system is to be retained as archives, the relevant source code and documentation must accompany the business data at the point of transfer to the archives capacity	OICT ESS or local ICT Service Provider



ICT-13	System architecture documents and wiring schemas	Building/circuit diagrams and other records documenting the location of wiring and the design of the overall network environment.	T+5, D T = superseded architecture or wiring schemas	OICT ESS or local ICT Service Provider
ICT-14	Data system equipment information and support files	Information about the hardware, software and other products and their vendors such as purchase orders, warranties, service contracts, service reports, service histories and correspondence.	T+5, D T = disposal of asset <i>and</i> content is deleted according to its retention or transferred to a new system; or files are superseded	OICT ESS or local ICT Service Provider
ICT-15	Database and metadata documentation	Metadata definitions, data structures, file layout and reports concerning the development and/or modification of an automated system as well as the metadata for access, retrieval, manipulation, and interpretation of data in this automated system.	T+5, D or P, A T = disposal of asset <i>and</i> content is deleted according to its retention or transferred to a new system; or files are superseded P = if business data stored in the system is to be retained as archives, the relevant documentation must accompany the business data at the point of transfer to the archives capacity	OICT ESS or local ICT Service Provider



Deployment				
ICT-16	Delivery	Setup instructions, deployment procedures and manuals/instructions.	T+5, D T = completion of the project or end of life of application or system	OICT ESS or local ICT Service Provider
ICT-17	Change management	Communications strategy, training strategy and stake holder management strategy, change strategy.	T+5, D T = completion of the project or end of life of application or system	OICT ESS or local ICT Service Provider
ICT-18	User program documentation & training materials	User manuals or training materials for the systems or applications.	T+5, D or P, A T = completion of the project or end of life of application or system and content is deleted according to its retention or transferred to a new system. P = if business data stored in the system is to be retained as archives, the relevant user manuals must accompany the business data at the point of transfer to the archives capacity	OICT ESS or local ICT Service Provider
Tracking				



ICT-19	Asset inventories	Records documenting the assignment of a specific computer or mobile ICT systems to an individual, including desktops and mobile devices.	T+5, D T = disposal of asset or inventory superseded	OICT OSD or local ICT Service Provider
ICT-20	Hardware inventory	Records documenting common hardware inventory such as server and network devices and network asset provisioning.	T+5, D T = disposal of asset or inventory superseded	OICT OSD or local ICT Service Provider
ICT-21	Software inventory	Records documenting specific computer or mobile ICT systems.	T+5, D T = disposal of asset or inventory superseded	OICT OSD or local ICT Service Provider
Maintenance				
ICT-22	Maintenance and configuration management	Configuration Management Database and configuration management related documents (including capacity usage reports). Change requests and other change management records.	T+10, D T = completion of the project or end of life of application or system	OICT OSD or local ICT Service Provider
Decommissioning				
ICT-23	Decommissioning assets containing data or information	Documentation related to decommissioning of assets containing data or information, including decommission reason, pre-decommission notices, ownership of content, access to content, approvals, time/date of deletion, and disposition decision of content (disposal or archiving).	P, A	OICT OSD or local ICT Service Provider
ICT-24	Decommissioning assets without content	Documentation related to decommissioning of assets which do not contain data or information, including decommission reason, pre-decommission notices, and time/date of deletion.	T+10, D T = completion of the project or end of life of application or system	OICT OSD or local ICT Service Provider
Backups				
ICT-25	Data backup	Retention and disposal of data backups must be agreed with the application owner and depends on whether the system has built-in data retention measures. If that is not the	Hourly backups: T+7 days, D Daily backups: T+4 weeks, D	OICT OSD or local ICT Service Provider



		case, then the data backups need to be retained in accordance to the retention schedule(s) of the business data.	Weekly backups: T+3 months, D Monthly backups: T+1 year, D Yearly backups: T +5 years, D T = date of backup	
ICT-26	System backup – recovery files	Copies of software, database management system configuration files, directories and other records needed to restore a system.	Two backups should be kept: 1) Latest backup: T+3 years, D T = decommission of the system 2) Previous backup: T+ 3 months, D T = latest backup	OICT OSD or local ICT Service Provider
ICT-27	Storage system records	List of backup tapes, disks and/or storage control records.	T+5, D T = previous version superseded	OICT OSD or local ICT Service Provider
ICT-28	Email archives	All emails in the O365 cloud email system follow the current enterprise email retention policy and are kept permanently in the UN cloud. It contains 2013 onwards emails. 2013 before email archives are kept as back-up tapes in UNGSC data centre and other local ICT service providers backup storage, which were created for disaster recovery or restoration of the accidentally deleted emails, not for archiving purpose, hence duplications are expected.	P, not for archival transfer but for legal investigation request only. Disposition recommendations will be provided once the Secretariat Email Records Management policy is formulated in a future project.	OICT OSD or local ICT Service Provider



Network Services				
ICT-29	Network and internet usage logs	Monitor network access including Service Logs, Mail server logs, Website logs, FTP logs, Telnet logs, Firewall and proxy logs, Application logs, Log-in files, Data entry logs as well as related reports such as: Authentication and Authorization Reports, Systems and Data Change Reports, Network Activity Reports, Resource Access Reports, Malware Activity Reports and Failure and Critical Error Reports.	T+2, D T = end of log year	OICT OSD or local ICT Service Provider
ICT-30	Network implementation projects	Records used to plan and implement a network including reports, justifications, diagrams, requests for services that trigger major changes, etc.	P, A	OICT OSD or local ICT Service Provider
ICT-31	Network / circuit installation and service	Work orders, correspondence, work schedules.	T+2, D T = completion of installation or service	OICT OSD or local ICT Service Provider
Information and Data Security / Cybersecurity				
ICT-32	Information security incident	Reported or detected information security incidents, including data breaches. Reports, logs, extracts and compilations of data related to security incidents, misuse of ICT systems and actions taken.	T+5, D T = date of incident	Cybersecurity Section
ICT-33	Disaster preparation and recovery planning	Business impact analysis documents, disaster recovery plans and procedures, information system contingency plan, reports of DR exercises, lessons learned, business continuity plans, contingency plans and any referenced document related to Disaster preparedness and recovery.	T+5, D T = previous version superseded	OICT OSD or local ICT Service Provider



ICT-34	IT asset audit and assessments	Records documenting the routine monitoring and testing of the operations of ICT systems and actions taken to rectify problems and optimize performance. These can be analysis reports, review reports, risk assessment reports or other audit documents regarding the maintenance and security of the IT asset.	T+5, D T = date of completed / released assessment report	Cybersecurity Section or ICT application owners
ICT-35	Disaster incident reports	Reports documenting disaster incidents, their cause, effects, costs, action taken, any related actions taken to limit future risks.	T+5, D T = date of incident	OICT OSD or local ICT Service Provider
ICT-36	Data center access	Logs of access to data centers.	T+5, D T = date of delivery of service or users name is removed from systems	DSS
ICT-37	Project / system information security documents	Information security requirements, information security controls, security controls checklist, security assessment reports.	T+3, D or P, A T = superseded information security requirements or decommissioning of system P = if business data stored in the system is to be retained as archives, the relevant information must accompany the business data at the point of transfer to the archives capacity	Cybersecurity Section



ICT-38	Enterprise architecture documents	Architecture review document	<p>T+3, D or P, A</p> <p>T = superseded architecture review documents</p> <p>P = if business data stored in the system is to be retained as archives, the relevant information must accompany the business data at the point of transfer to the archives capacity</p>	Cybersecurity Section
ICT-39	Operational resilience documents	Operational resilience controls, disaster recovery exercise (DRX) reports, operational resilience controls baseline.	<p>T+3, D</p> <p>T = decommission of system</p>	Cybersecurity Section
ICT-40	Information management documents	Data classification requirements document	P, A	OICT Information Management Team or local IM capacity
ICT-41	Investigation related records	Records related to provision of support including restore of ICT material associated with investigations as set forth in Section 8 and Section 9 of ST/SGB/2004/15.	<p>T+2, D</p> <p>T = date of received authorized request for ICT assistance</p>	Cybersecurity Section

Service Management



ICT-42	IT access authorizations	<p>Records documenting the issuance of passwords, personal identity management, VPN requests, user acknowledgements and change requests about access authorizations, remote access agreements, requests for blocked internet sites, temporary / permanent firewall access requests and profiles, maintenance, and closure of user accounts.</p> <p>Records documenting the issuance of passwords, personal identity management, VPN requests, user acknowledgements and change requests about access authorizations, remote access agreements, requests for blocked internet sites, temporary / permanent firewall access requests and profiles, maintenance, and closure of user accounts.</p>	<p>T+5, D</p> <p>T = username is removed from system</p>	<p>Cybersecurity Section or ICT system business owner</p>
ICT-43	User requests for IT services and help desk logs	<p>Records used to document user requests to recover data from backup or archives stores and actions taken; records documenting the request for technical assistance/services and responses for these requests as well as to collect information on the use of computer equipment to compile periodic statistics and for reference for planning, management analysis and other administrative purposes.</p>	<p>T+5, D</p> <p>T = date of delivery of service</p>	<p>OICT OSD or local ICT Service Provider</p>
ICT-44	Communication records	<p>Telephone call logs, faxes logs, mobile logs, code cable logs.</p>	<p>T+10, D</p> <p>T = username is removed from system</p>	<p>OICT OSD or local ICT Service Provider</p>
ICT-45	Service management documents	<p>Business service definition, technical service definition, operational level agreement, support model guidelines.</p>	<p>T+5, D</p> <p>T = previous version superseded</p>	<p>OICT OSD or local ICT Service Provider</p>



Appendix 3 - Mapping Current ICT Retention Codes to Former ICT Retention Codes

Current		Former	
Retention code	Series	Retention code	Series
ICT-01	Meeting documents of ICT governance bodies	BU_ICT14 OICT-28	Meeting documents of ICT governance bodies Meeting documents of ICT governance bodies
ICT-02	Governance policies, standards, and procedures	BU_ICT15 OICT-29	Governance Policies, Standards, Procedures Governance Policies, Standards, Procedures
ICT-03	Office of the Chief Information Technology Officer (CITO)	N/A	
ICT-04	Project documents	BU_ICT-01 OICT-01 OICT-02	Project Management Documents for ICT Projects Project Management Documents for ICT Projects over \$200,000 Project Management Documents for ICT Projects Under \$200,000
ICT-05	Project server content		
ICT-06	Project management governance and templates		
ICT-07	Records of meetings of project management governance bodies		
ICT-08	Project reports for senior management		
ICT-09	Cost-benefit analysis		
ICT-10	Contracts		
ICT-11	Testing data and documents	BU_ICT06 OICT-07	Testing Data and Documents Testing Data and Documents
ICT-12	Program source code & programmer documentation	OICT-08	Program Source Code & Programmer Documentation
ICT-13	System architecture documents and wiring schemas	BU_ICT02 OICT-03 OICT-23	System Design Documents System Design Documents System Architecture documents and Wiring schemas
ICT-14	Data system equipment information and support files	BU_ICT16 OICT-30	Data System Equipment information and Support Files Data System Equipment information and Support Files
ICT-15	Database and metadata documentation	BU_ICT08 OICT-10 OICT-11	Database and Meta data documentation Database and Meta data documentation, Projects over \$200,000 Database and Meta data documentation, projects under \$200,000



ICT-16	Delivery	BU_ICT04 OICT-05	Delivery Delivery
ICT-17	Change management	BU_ICT05 OICT-06	Change Management Change Management
ICT-18	User program documentation & training materials	BU_ICT07 OICT-09	(User) Program Documentation & Training Materials (User) Program Documentation & Training Materials
ICT-19	Asset inventories	OICT-31	Asset Inventories
ICT-20	Hardware inventory	BU_ICT17 OICT-32	Hardware Inventory Hardware Inventory
ICT-21	Software inventory	OICT-33	Software Inventory
ICT-22	Maintenance and configuration management	BU_ICT03 OICT-04 OICT-20	Maintenance and configuration management Maintenance and configuration management Capacity Usage Reports
ICT-23	Decommissioning assets containing data or information	N/A	
ICT-24	Decommissioning assets without content	N/A	
ICT-25	Data backup	OICT-19	Data Backup Media
ICT-26	System backup – recovery files	OICT-15	System Backup – recovery files
ICT-27	Storage system records	OICT-16	Storage System Records
ICT-28	Email backup	OICT-18	Email Backup
ICT-29	Network and internet usage logs	OICT-17	Network and Internet Usage Logs
ICT-30	Network implementation projects	OICT-21	Network Implementation Project
ICT-31	Network / circuit installation and service	OICT-22	Network / Circuit Installation and Service
ICT-32	Information security incident	BU_ICT11 OICT-24	Information Security Incident Information Security Incident
ICT-33	Disaster preparation and recovery planning	BU_ICT12 OICT-25	Disaster Prep. and Recovery Planning Docs Disaster Prep. and Recovery Planning Docs
ICT-34	IT asset audit and assessments	OICT-26	IT Asset Audit Records
ICT-35	Disaster incident reports	BU_ICT13 OICT-27	Disaster Incident reports Disaster Incident reports
ICT-36	Data center access	N/A	
ICT-37	Project / system information security documents	N/A	



ICT-38	Enterprise architecture documents	N/A	
ICT-39	Operational resilience documents	N/A	
ICT-40	Information management documents	N/A	
ICT-41	Investigation related records	N/A	
ICT-42	IT access authorizations	BU_ICT09 OICT-12	IT Access Authorizations IT Access Authorizations
ICT-43	User requests for IT services and help desk logs	BU_ICT10 OICT-13	User requests for IT services and help desk logs User requests for IT services and help desk logs
ICT-44	Communication records	OICT-14	Communication records
ICT-45	Service management documents	N/A	

Appendix 4 - Mapping Former ICT Retention Codes to Current ICT Retention Codes

Former		Current	
Retention code	Series	Retention code	Series
OICT-01 OICT-02 BU_ICT-01	Project Management Documents for ICT Projects over \$200,000 Project Management Documents for ICT Projects Under \$200,000 Project Management Documents for ICT Projects	ICT-04	Project documents
		ICT-05	Project server content
		ICT-06	Project management governance and templates
		ICT-07	Records of meetings of project management governance bodies
		ICT-08	Project reports for senior management
		ICT-09	Cost-benefit analysis
OICT-03 BU_ICT02	System Design Documents System Design Documents	ICT-13	System architecture documents and wiring schemas
OICT-04 BU_ICT03	Maintenance and configuration management Maintenance and configuration management	ICT-22	Maintenance and configuration management
OICT-05 BU_ICT04	Delivery Delivery	ICT-16	Delivery
OICT-06 BU_ICT05	Change Management Change Management	ICT-17	Change management



OICT-07 BU_ICT06	Testing Data and Documents Testing Data and Documents	ICT-11	Testing data and documents
OICT-08	Program Source Code & Programmer Documentation	ICT-12	Program source code & programmer documentation
OICT-09 BU_ICT07	(User) Program Documentation & Training Materials (User) Program Documentation & Training Materials	ICT-18	User program documentation & training materials
OICT-10 OICT-11 BU_ICT08	Database and Meta data documentation, Projects over \$200,000 Database and Meta data documentation, projects under \$200,000 Database and Meta data documentation	ICT-15	Database and metadata documentation
OICT-12 BU_ICT09	IT Access Authorizations IT Access Authorizations	ICT-42	IT access authorizations
OICT-13 BU_ICT10	User requests for IT services and help desk logs User requests for IT services and help desk logs	ICT-43	User requests for IT services and help desk logs
OICT-14	Communication records	ICT-44	Communication records
OICT-15	System Backup – recovery files	ICT-26	System backup – recovery files
OICT-16	Storage System Records	ICT-27	Storage system records
OICT-17	Network and Internet Usage Logs	ICT-29	Network and internet usage logs
OICT-18	Email Backup	ICT-28	Email backup
OICT-19	Data Backup Media	ICT-25	Data backup
OICT-20	Capacity Usage Reports	ICT-22	Maintenance and configuration management
OICT-21	Network Implementation Project	ICT-30	Network implementation projects
OICT-22	Network / Circuit Installation and Service	ICT-31	Network / circuit installation and service
OICT-23	System Architecture documents and Wiring schemas	ICT-13	System architecture documents and wiring schemas
OICT-24 BU_ICT11	Information Security Incident Information Security Incident	ICT-32	Information security incident



OICT-25 BU_ICT12	Disaster Prep. and Recovery Planning Docs Disaster Prep. and Recovery Planning Docs	ICT-33	Disaster preparation and recovery planning
OICT-26	IT Asset Audit Records	ICT-34	IT asset audit and assessments
OICT-27 BU_ICT13	Disaster Incident reports Disaster Incident reports	ICT-35	Disaster incident reports
OICT-28 BU_ICT14	Meeting documents of ICT governance bodies Meeting documents of ICT governance bodies	ICT-01	Meeting documents of ICT governance bodies
OICT-29 BU_ICT15	Governance Policies, Standards, Procedures Governance Policies, Standards, Procedures	ICT-02	Governance policies, standards, and procedures
OICT-30 BU_ICT16	Data System Equipment information and Support Files Data System Equipment information and Support Files	ICT-14	Data system equipment information and support files
OICT-31	Asset Inventories	ICT-19	Asset inventories
OICT-32 BU_ICT17	Hardware Inventory Hardware Inventory	ICT-20	Hardware inventory
OICT-33	Software Inventory	ICT-21	Software inventory
N/A		ICT-03	Office of the Chief Information Technology Officer (CITO)
N/A		ICT-23	Decommissioning assets containing data or information
N/A		ICT-24	Decommissioning assets without content
N/A		ICT-36	Data center access
N/A		ICT-37	Project / system information security documents
N/A		ICT-38	Enterprise architecture documents
N/A		ICT-39	Operational resilience documents
N/A		ICT-40	Information management documents
N/A		ICT-41	Investigation related records
N/A		ICT-45	Service management documents



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