

IM4670: Information Management – Information Systems Operations		
University of British Columbia RECORDS SCHEDULE		Schedule Number: IM4670
Primary Title: Information Systems Operations		Office of Primary Responsibility (OPR): Information Technology - Operations
<p>Records relating to the operation of computer-based information systems. This involves installation and management of software, equipment and infrastructure, user management and support, etc. It also covers user acceptance testing (UAT) environments, backups, deleted records and data from UBC software and systems and routine LOG files.</p> <ul style="list-style-type: none"> • For log files associated with a security event see ER2550-10 • For log files associated with discrimination or sexual misconduct see ER2600 • For log files associated with student misconduct see ST6750 • For log files associated with Internal Audit and Investigations see FM3250 		
Vital: Yes		PIB: No
Authority: GA4: Records Management SC14: Acceptable Use and Security of UBC Electronic Information and Systems SCM8: Logging and Monitoring of UBC Systems		Date Approved: 20240306
Secondary No.	Secondary Title	Retention, Destruction & Disposition
01	Policies and Procedures	EV+5Y, FR EV=Date superseded or obsolete FR=UA will fully retain records from this series
07	Copy and Printing Includes records relating to the management of copy and printing services and equipment.	EV+3Y, D EV=when record is superseded or obsolete
10	Back-up Data Includes copies of data created for the sole purpose of restoring data after a system failure or disaster. Includes virtual server backups and migration data.	90 Days, D D=Automated destruction

15	<p>Deleted Data Includes data deleted manually then held by the system for a further time period before unrecoverable deletion.</p>	<p>30 Days, D</p> <p>D=Automated destruction</p>
17	<p>Equipment and Software Includes records relating to the management and installation of equipment and software including software guides, equipment manuals, setup instructions, source codes, etc.</p>	<p>EV+3Y, D</p> <p>EV=When the software or equipment are substituted or decommissioned.</p>
20	<p>Infrastructure Includes records relating to the sourcing, development, deployment, and ongoing maintenance of technological infrastructures.</p>	<p>EV+3Y, SR</p> <p>EV=when record is superseded or obsolete</p> <p>SR=UA will selectively retain records from this series</p>
25	<p>LOG Files Includes application, server, website, system, audit, event, and similar logs.</p> <p>Note: See cross references for LOG files that are part of an investigation.</p>	<p>1Y, D, (Enterprise Resource Planning System ERPs)</p> <p>90 days, D (all other log files)</p> <p>D=Automated destruction</p> <p>Retain to a maximum of 1 Y</p>
35	<p>Reported incidents and user help and support Covers end user service statistics, help desk alerts/exception reports, and incident reports, typically managed through ServiceNow.</p>	<p>EV+8Y, D</p> <p>EV = upon resolution of incident or provision of help and support, and when no longer required to support the application, server, or system</p>
42	<p>UAT/TST Environments</p>	<p>EV+90 Days, D</p> <p>EV= Last usage</p> <p>Retain to a maximum of 1 Y</p>
43	<p>User and Profiles Management Includes all records relating to the administration of users and profiles, typically managed through ServiceNow.</p>	<p>EV+8Y, D</p> <p>EV = When the employee or student leaves or account is terminated</p>

		Note: The retention period of 8 years has been established to ensure consistency with other services managed via ServiceNow.
45	Issues	CY+5Y, D
60	Reports	CY+5Y, SR SR=UA will selectively retain records from this series
<p>Acronym Key. AY = Academic Year; CY=Calendar Year; D=Destroy; EV=Event; FY=Fiscal Year; FR=Full Retention by University Archives unless otherwise noted; OPR=Office or Department responsible for <i>source of truth</i> records; SO=When superseded or obsolete; SR=Selective Retention by University Archives; Y=Year</p>		