

**VOICE MAIL RECORDS
RECORDS RETENTION AND DISPOSAL AUTHORITY 1996-02
ON-GOING SCHEDULE**

**GOVERNMENT OF THE NORTHWEST TERRITORIES.
RECORDS RETENTION AND DISPOSITION AUTHORITY.**

1996-02

**VOICE MAIL RECORDS.
ON-GOING SCHEDULE.**

Schedule prepared by Records Management, PW&S in 1996. Schedule submitted to the February, 1997 meeting of the Public Records Committee.

1. Schedule is approved by PRC.

DR Valpy

D. Richard Valpy
Chair, PRC

March 5, 1997.

Date

2. Schedule is not approved by PRC.

D. Richard Valpy
Chair, PRC

Date

3. Schedule is returned to Records Management for the following amendments:

D. Richard Valpy
Chair, PRC

Date

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Purpose of retention and disposal authority 1996-02

The purpose of this schedule is to authorize the deletion of voice mail records by ensuring that retention and disposition is covered by an approved records schedule in accordance with the Archives Act and any other GNWT legislation, policies, directives and standards. Voice mail records contain recorded information that may be either transitory or required for ongoing purposes.

The retention and final disposition guidelines specified in the attached ongoing records schedule meet the creating agencies' information requirements, ensure fiscal and audit control, protect the government's legal rights and liabilities, and provide for effective management of the agencies' 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 the government.

NOTE: **Voice mail records required for ongoing legal, fiscal, audit, administrative or operational purposes should be transcribed to a storage medium suitable for retention. They should then be classified according to the Administrative Records Classification System (ARCS) or the appropriate Operational Records Classification System\Schedule (ORCS).**

Description and purpose of records

These records are created and received by users of voice messaging services in offices of the Government of the Northwest Territories. These records consist of digitized audio recordings linked to voice mail boxes associated with individual telephone numbers. Also included are voice mail management records, such as user passwords, personal greetings, voice mail distribution lists and user identifications.

Definitions

Non-record Copy

Non-record copy refers to duplicate copies of records.

Office of Primary Responsibility (OPR)

This refers to the division or program area of a department which has primary responsibility for a

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specific category of records or which holds the master of any records series. The OPR maintains the official master copy of the record in order to satisfy operational, financial, legal, audit and other requirements.

Voice mail messages

These remain in individual voice mail boxes until deleted by the user when no longer required or deleted by the voice messaging system upon the expiry of a predetermined message retention period.

Voice mail management records

These are also referred to as “overhead records” by the administrators of the government-wide voice mail system. They remain on the voice messaging system drive until deleted by the system administrator on user request.

Records Management appraisal of the records

The records described in the ongoing authority covering voice mail records are created and received under the authority of the various enabling statutes of the Government of the Northwest Territories, subsequent legislation governing the administrative and operational responsibilities and functions of the creating agencies, and other statutes governing the administration of the Government of the Northwest Territories.

Records Classification/Retention Periods

The following codes have been used throughout this schedule:

A	Active record	These records are retained in the office of origin.
SA	Semi-active record	These records are retained in a GNWT records centre.
FD	Final Disposition	This refers to the final disposition of a record. Disposition may occur through transfer of records to the NWT Archives, physical destruction, transfer to another government department, board or agency, or transfer to a non-GNWT entity.

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D	Destroy	Physical destruction.
AS/D	Archival Selection	Record is transferred to the NWT Archives for selection\permanent retention. Records not selected by the archives are then returned to Records Management and destroyed.
Nil	No assigned retention	These records can be destroyed. They are not required for legal, audit or fiscal purposes.

Type of records covered by schedule: Administrative/Operational

Effective date of records schedule: March 5th, 1997

Type of schedule: ongoing

Schedule approved by Public Records Committee on: March 5th, 1997

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Voice Mail Records

Voice mail records are digitized records received, created and maintained by users or administrators of voice messaging services systems used within the Government of the Northwest Territories. There are two categories of voice mail records:

- **Voice mail messages**
These are digitized audio records received by voice messaging services users. These records are retained on voice mail boxes associated with individual telephone numbers.
- **Voice mail management records (overhead records)**
These are digitized audio or non-audio records such as user passwords, distribution lists, personal greetings and user names relating to voice mail boxes associated with individual telephone numbers.

NOTE: Voice mail records required for ongoing legal, fiscal, audit, administrative or operational purposes should be transcribed to a storage medium suitable for retention and classified according to the Administrative Records Classification System (ARCS) or the appropriate Operational Records Classification System\Schedule (ORCS).

NOTE: This schedule does not cover records relating to the development, acquisition, use, maintenance, repair, investigation, description or disposition of voice messaging systems. Such records are not transitory and disposition will be approved separately according to the provisions of the Archives Act.

VOICE MAIL RECORDS		Office of Primary Responsibility			Non-record Copy		
		A	SA	FD	A	SA	FD
1	Voice mail message records	S/O*	nil	D*	n/a	n/a	D
2	Voice mail management records	S/O**	nil	D**	n/a	n/a	D

S/O* Retain until transitory voice mail message is no longer required or when the message is transcribed to an alternate storage medium (eg. paper, electronic record).

S/O** Retain until the record is no longer required.

D* Retain until deleted by the user when they are no longer required or they are automatically deleted by the voice messaging system upon the expiry of a predetermined message retention period.

D** Retain until deleted by the system administrator on receipt of user request.