

Organization Name Service Alberta ** All GoA **	Org Code SA **	Schedule Number/Status 1992/129-A001 Approved
Program/Service Name: Action Requests		

SCHEDULE ADMINISTRATION

Type: Continuing Schedule	Organization Chart: External Documents: Comments: N								
Related Schedule(s):									
Cancels/Replaces Schedule(s):									
Amendment History <table border="1"> <thead> <tr> <th>Number</th> <th>Amendment to</th> <th>Date Approved</th> <th>Item(s)</th> </tr> </thead> <tbody> <tr> <td>A001(Minor)</td> <td>1992/129</td> <td>Jun 10, 2019</td> <td>1</td> </tr> </tbody> </table> Reason for Amendment: Changed to all media, added missing closure criteria, and revised item descriptor.		Number	Amendment to	Date Approved	Item(s)	A001(Minor)	1992/129	Jun 10, 2019	1
Number	Amendment to	Date Approved	Item(s)						
A001(Minor)	1992/129	Jun 10, 2019	1						
Schedule Transfer History ----- None -----									
Schedule Cancellation History ----- None -----									

SCHEDULE APPROVALS

Senior Program Manager: Original Signed by, Senior Program Manag	Date:
Senior Records Officer: Clarke, Garth	Date: Jun 10, 2019
ARMC Chair: Secretary, ARMC	Date: Jun 10, 2019
APPROVED IN ACCORDANCE WITH RECORDS MANAGEMENT REGULATION (A.R. 224/2001) AND GOVERNMENT ORGANIZATION ACT (R.S.A. 2000, Chapter G-10, Schedule 11)	

PROGRAM/SERVICE INFORMATION

<p><u>Purpose/Function</u></p> <p>An Action Request (AR) is a request for action to be taken in response to a query that needs to be addressed. An AR can be initiated as a result of requests from private citizens, organizations, constituents, ministers, legislative offices, etc.</p> <p>Using a web-based application designed to track the workflow of ARs, each department has its own organizational structure in the application, where users only have access to their department's folder. When an AR is created in the system, each department's AR is assigned a unique numerical identifier, which is referred to as AR number.</p> <p>AR often contain supporting documentation, or control processing copies of records, required to support the AR tracking and approval process.</p> <p><u>Brief History</u></p>

Mandate/Legal Authority

OPINIONS

No Opinions Requested.

SCHEDULE ITEMS

1 * Ministerial Action Requests - Control Processing Copies

This item refers to the copies of ARs contained in the tracking system, and records filed by AR number in the departments. It includes records of contact information of individuals associated with the AR, where personal information is entered into the system when the AR is created; and audit trails that the system automatically creates when a user accesses an AR. The AR package may include cover sheet, response documents, attachments, comments, reference information, correspondent's contact information, etc.

The complete AR package must be managed as an official record in accordance with government data and information management policies, standards and practices, and stored in the designated information management application by subject, case or business activity.

Date Range: 1992 - date

Media:

Other: All media

Legal Reference:

FOIP Ref :

Closure Criteria: Action request is closed or cancelled	Retention On-site: 3 Year(s)	Retention Off-site: 0 Year(s)
Concurrence Conditions: Providing no outstanding litigation or litigation that is reasonably anticipated and providing no outstanding FOIP requests	Final Disposition: Destroy	

Items to be cancelled:

None

Reason for Amendment A001: Changed to all media; changed closure criteria; changed item descriptor

COMMENTS